hp fax
1240 series

hp invent

user guide

hp fax 1240 series

notice

Note: Regulatory information can be found in the Technical Information chapter of this guide.

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

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

safety information

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

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

> **Warning!** Potential shock hazard

1. Read and understand all instructions in the setup poster.
2. Use only a grounded electrical outlet when connecting the device to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.
8. If the product does not operate normally, see the online Troubleshooting help.
9. No operator-serviceable parts inside. Refer servicing to qualified service personnel.
10. Use in a well-ventilated area.

contents

contents

1 get started

get help

This User Guide contains information on using your HP Fax and provides additional troubleshooting assistance for the installation process. The User Guide also contains information on how to order supplies and accessories, technical specifications, support, and warranty information.

The table below lists additional sources of information for your HP Fax.

help	description
Setup information	The Setup Poster provides instructions for setting up and configuring your HP Fax. The Setup Poster is in the box with your HP Fax.
General product information	The HP Fax 1240 Series User Guide contains information on using your HP Fax. The User Guide also contains information on how to order supplies and accessories, technical specifications, support, and warranty information.
Internet help and technical support	If you have Internet access, you can get help from the HP website at: **www.hp.com/support** The website also provides answers to frequently-asked questions.

hp fax overview

Your HP Fax is ready to use whenever you are. Tasks such as sending a fax or making a copy of a document or photo can be accomplished quickly and easily from the front panel of your HP Fax.

This section contains the following topics:

- **the hp fax at a glance** on page 2
- **front panel overview** on page 3
- **menu overview** on page 5

the hp fax at a glance
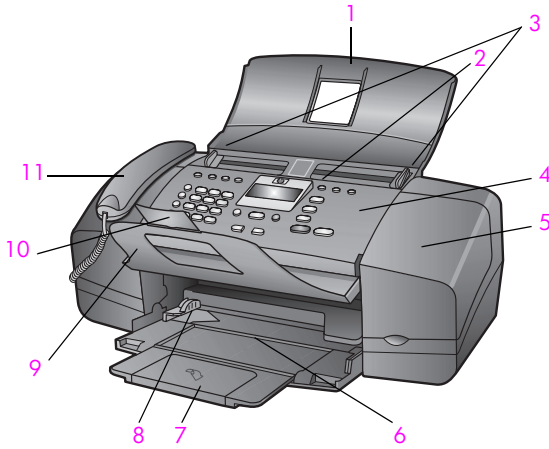
feature	purpose
1	Automatic document feeder tray
2	Automatic document feeder
3	Document guides
4	Front panel
5	Print-carriage access door
6	Paper tray
7	Paper tray extender
8	Paper guides
9	Document catcher
10	Document catcher extender
11	Handset
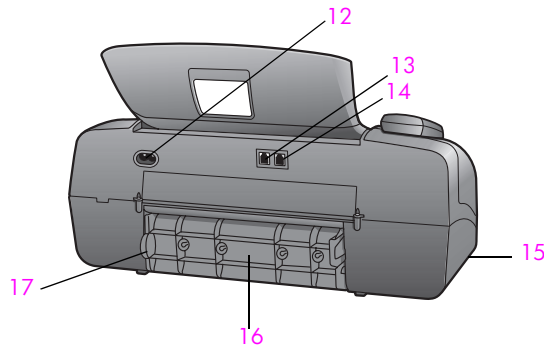
feature	purpose
12	Power connector
13	1-LINE port
14	2-EXT port
15	Handset port
16	Rear cleanout door
17	Rear cleanout door access tab

front panel overview
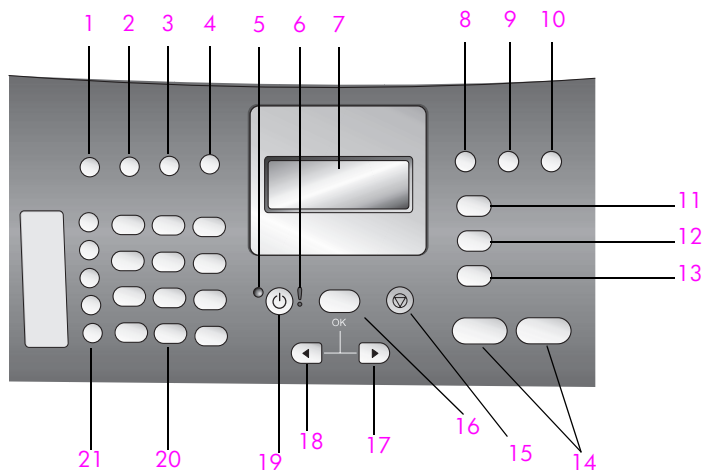
feature	purpose
1	**Answer Mode**: Switch between four answer settings, Fax mode (Fax), Telephone (Tel) mode, Fax and Telephone (FaxTel) mode, and Answering Machine (AnswerMachine) mode. See **set the answer mode** on page 24 for an explanation of these settings.
2	**Fax Resolution**: Choose the resolution in which a fax will be sent.

feature	purpose
3	**Redial/Pause**: Redial the most recently dialed fax number. Also, use to insert a pause while entering a telephone number.
4	**Speed Dial**: Select a number from programmed speed dial entries. Use the Speed Dial button, the arrows, or the keypad numbers on the front panel to navigate to a speed dial fax number.
5	**Status Light**: Indicates whether the HP Fax is on, off, or busy.
6	**Attention Light**: Indicates an error condition.
7	**Front Panel Display**: View menus, prompts, status messages, and error messages.
8	**Flash**: Cancel a number being dialed and bring up a dial tone. Also, use to answer call waiting.
9	**Search**: Search for a speed dial code by name.
10	**Setup**: Access the menu system for reports, speed dial setup, fax settings, tools, and preferences.
11	**Fax**: Select the fax function. After entering the phone number, press the Fax button repeatedly to scroll through the Fax menu settings.
12	**Scan & Fax**: Scans the entire fax into memory before sending. After entering the phone number, press the Fax button repeatedly to scroll through the Scan & Fax menu settings
13	**Copy**: Select the copy function. Press the Copy button repeatedly to scroll through the Copy menu settings.
14	**Start Black**, **Start Color**: Start a black or color fax or copy job.
15	**Cancel**: Stop a job, exit a menu, exit settings, or exit the speed dial menu.
16	**OK**: Select the current menu setting on the front panel display. Also, use to respond to prompts on the front panel display.
17	**Right Arrow**: increase values, or go forward when viewing settings on the front panel display.
18	**Left Arrow**: Decrease values, or go back when viewing settings on the front panel display.
19	**On**: Turn the HP Fax on or off. **Warning!** When the HP Fax is off, a minimal amount of power is still supplied to the device. Unplug the power cord to completely disconnect the power supply to the HP Fax.
20	**Keypad**: Enter fax numbers, values, or text.
21	**One-Touch Speed Dial**: Dial a fax number quickly by pressing a one-touch speed dial button. The 5 one-touch speed dial buttons each hold 2 numbers and correspond to the first 10 fax numbers entered during speed dial setup.

menu overview

The following provides a quick reference to top-level menus that appear on the HP Fax front panel display.

Fax
Phone Number *
Resolution
Lighter/Darker
How to Fax
Set New Defaults

Scan & Fax
Phone Number*
Lighter/Darker

Setup
1: Print Report
2: Speed Dial Setup
3: Basic Fax Setup
4: Advanced Fax Setup
5: Tools
6: Preferences

Copy
Number of Copies
Copy Quality
Lighter/Darker
Reduce/Enlarge
Paper Type
Copy Paper Size
Enhancements
Color Intensity
Set New Defaults

*You must enter the Phone Number before you can access the other menu items.

get started

2 load paper and load originals

The HP Fax 1240 Series allows you to load different types and sizes of paper in your HP Fax, including letter, and photo papers. You can also change settings for paper types and paper sizes to get the highest quality copies from your HP Fax.

This section contains the following topics:

- **open and close the hp fax** on page 7
- **papers** on page 9
- **load paper** on page 11
- **set the paper type** on page 12
- **set the paper size** on page 13
- **avoid jams** on page 14
- **load originals** on page 15

open and close the hp fax

The HP Fax's trays are designed to close in order to save space in your office. These procedures show you how to open and close the paper tray, document catcher, and the document feeder tray.

> **Tip:** You can automatically receive and print faxes with the document feeder tray and document catcher in the closed position, as shown below.
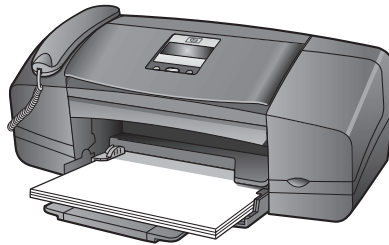
This section contains the following topics:

- **open and close the paper tray** on page 8
- **open and close the document feeder tray and document catcher** on page 8

open and close the paper tray

The paper tray must be open with paper loaded for the HP Fax to print, copy, and receive faxes.

1   Open the paper tray door.
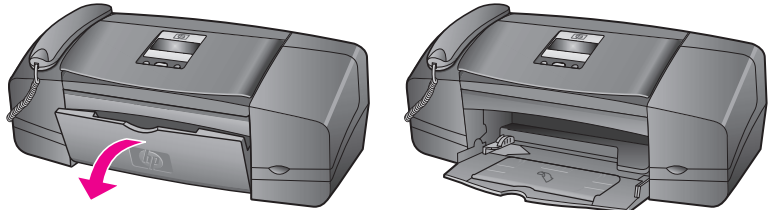
2   Unfold the paper tray.
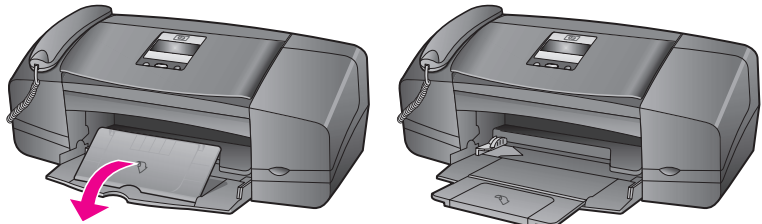
3   Only unfold the paper tray extender if you are using Draft or Fast mode and paper is overshooting the paper tray. The paper tray extender may cause jams in other cases.
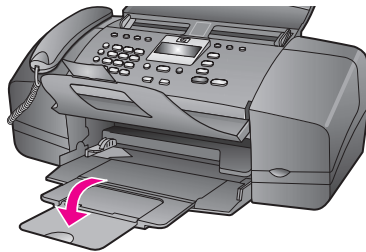
open and close the document feeder tray and document catcher

The document feeder tray and document catcher must be open to copy, send faxes and scan. However, you can print and receive faxes with them closed.

1 Lift the document feeder tray to open it.
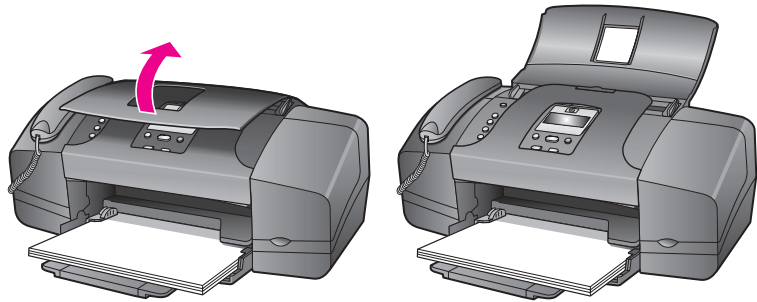
2 Lower the document catcher and unfold the document catcher extender to open it.
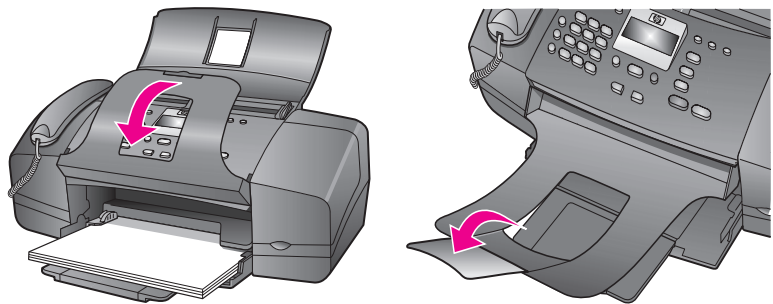
Note: The document catcher must be closed before the document feeder tray can be closed.

papers

You can use several types and sizes of paper in your HP Fax. Review the following recommendations to get the best quality. Whenever you change paper types or sizes, remember to change those settings.

This section contains the following topics:

recommended papers

These are the types and sizes of papers recommended for copying

paper types

If you want the best print quality, we recommend HP Papers. Using paper that is too thin, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not be filled in completely. For more information about HP Papers, go to our website at:

www.hp.com/support

- HP Premium Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your special documents.

- HP Bright White Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage, with no show-through, which makes it ideal for newsletters, reports, and flyers.

- HP Premium Photo Paper, Glossy and Matte, and HP Premium Plus Photo Paper, Glossy and Matte are high-quality, glossy-finish or matte-finish, photo-based papers. They look and feel like photographs and can be mounted under glass or in an album. Photo papers dry rapidly and resist fingerprints and smudges.

- HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

- HP Matte Greeting Cards, HP Glossy Greeting Card Paper, HP Textured Greeting Cards, Ivory, Half-Fold and HP Textured Greeting Cards, White, Half-Fold allow you to make your own greeting cards.

- HP Brochure & Flyer Paper, Glossy or HP Brochure & Flyer Paper, Matte is matte-coated or glossy-coated on both sides for two-sided use. It is the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

paper sizes

You may copy only onto full size pages (letter, legal and A4) of plain and photo paper and transparency film.

papers to avoid

We do not recommend the following papers:

- Paper with cutouts or perforations.
- Photo paper other than HP Premium Plus Photo Paper.
- Envelopes.
- Transparency film other than HP Premium or Premium Plus.
- Multiple-part forms or label stock.

load paper

These procedures describe how to load different sizes and types of papers into the paper tray for copying.

This section contains the following topics:

*   **load papers** on page 11
*   **load other types of paper in the paper tray** on page 12

load papers

The following procedure describes how to load letter, legal, and A4 size paper into the paper tray. There are specific considerations for loading certain types of paper. After you review this procedure, see **load other types of paper in the paper tray** on page 12.

For best results, adjust the paper settings each time you change paper types or paper sizes. For more information, see **set the paper type** on page 13.

> **Tip:** Help prevent rips, wrinkles, and curled or bent edges by storing all media flat in a resealable bag. Extreme changes in temperature and humidity might result in curled media that does not work well in the HP Fax if the media is not stored properly.

1   Open the paper tray door and unfold the paper tray. See **open and close the paper tray** on page 8.

2   If it is open, fold up the document catcher.

3   Slide the paper guide to its outermost position.

4   Tap the stack of paper on a flat surface to align the edges of the paper, and then check to make sure all of the paper in the stack is the same size and type.

5   Insert the short edge of the paper into the paper tray (print side down) until it stops. To avoid bending the paper, make sure you do not push the paper in too far, or push too hard. If you are using letterhead, insert the top of the page first.
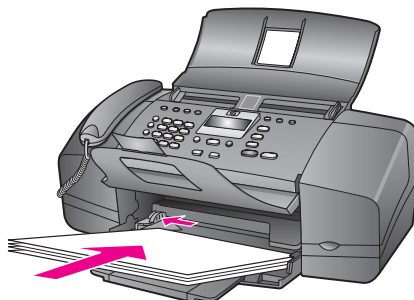
6   Slide the paper guide in until it stops at the edge of the paper. Make sure that the stack of paper lies flat in the paper tray and fits under the tab of the paper guide.
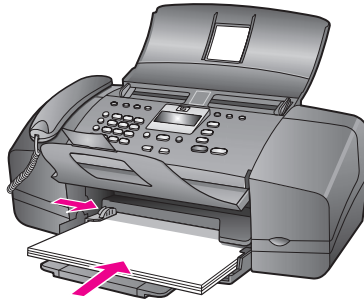
load other types of paper in the paper tray

The following table provides guidelines for loading certain types of paper and transparency film. For best results, adjust the paper type each time you change paper types and paper sizes. For more information, see **set the paper type** on page 13.

paper	tips
HP Papers	• HP Premium Paper: Locate the gray arrow on the nonprinting side of the paper, and then insert the paper with the arrow side facing up.
	• HP Premium Inkjet Transparency Film: Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and goes into the paper tray first.
	• HP Greeting Card Paper, HP Glossy Greeting Card Paper, or HP Textured Greeting Cards: slide a small stack of greeting cards with the print side down, completely forward into the paper tray until it can go no further.

set the paper type

Whenever you change paper types, be sure to set the paper type for your HP Fax.

paper type settings

Select the Paper Type setting that matches the paper or transparency film you are using. Use the paper types listed for best copy quality.

paper	front panel setting
Copier paper or letterhead	Plain
Other plain paper	Plain

paper	front panel setting
HP Premium Paper	Plain
HP Bright White Paper	Plain
Other Inkjet papers	Plain
HP Premium Photo Paper	Photo
HP Premium Plus Photo Paper	Photo
Other photo paper[1]	Photo
HP Premium Inkjet Transparency Film	Transparency
Other transparency paper	Transparency

1 Not all photo papers are compatible.

set the paper type

The following procedure describes how to set the paper type for the Copy option on your HP Fax. Select the Paper Type setting that matches the paper or transparency film you are using.

1 Press the **Copy** button until **Paper Type** appears.

2 Press ▸ until the appropriate paper type appears.

3 Press **OK** to choose the displayed paper type.

   Note: This setting returns to its default setting two minutes after the job has been completed. For information on changing the default setting, see **change default copy settings** on page 52.

set the paper size

The following procedure describes how to set the paper size on your HP Fax.

This section contains the following topics:

- **paper size setting for copying** on page 13
- **paper size setting for receiving a fax** on page 14

paper size setting for copying

Copies can be made onto letter, A4, or legal paper only.

   Note: This setting returns to its default setting two minutes after the job has been completed. For information on changing the default copy setting, see **change default copy settings** on page 52.

1 Press the **Copy** button until **Copy Paper Size** appears.

2 Press ▸ until the appropriate paper size appears.

3 Press **OK** to choose the displayed paper size.

paper size setting for receiving a fax

You can select the paper size for received faxes. The paper size selected should match what is loaded in your paper tray. Faxes can be printed on letter, A4, or legal paper only.

Note: If an incorrect paper size is loaded in the paper tray when a fax is received, the fax will not print. Load letter, A4, or legal paper, and then press OK to print the fax.

1   Press **Setup**.
2   Press **3**, then press **4**.
    This selects Basic Fax Setup and then Fax Paper Size.
3   Press ▶ to highlight an option, and then press **OK**.

avoid jams

To help avoid paper jams, follow these guidelines:

- Prevent curled or wrinkled paper by storing all unused media flat in a resealable bag.
- Remove printed papers from the output tray frequently.
- Ensure that media loaded in the automatic document feeder and the paper tray lay flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in either the automatic document feeder or in the paper tray. Always load the same paper type and paper size in the automatic document feeder or in the paper tray.
- Adjust paper guides in the automatic document feeder and the paper tray to fit snugly against all media. Make sure the paper guides do not bend the media.
- Do not force media too far forward in the paper tray.
- Use paper types that are recommended for your HP Fax.

load originals

You can copy or fax an original by placing it in the document feeder tray. The following procedure describes how to load originals into the HP Fax automatic document feeder.

Note: The document feeder tray holds a maximum of 20 sheets of paper.

1   Load your original in the center of the document feeder tray face down and top first.

Tip: Always load small originals in a portrait orientation, with the shorter edge going into the HP Fax first.
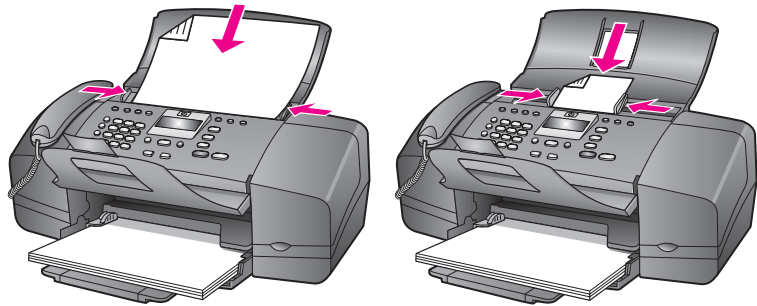
2   Slide the document guides inward until they stop at the edges of the original.

3   Press **Copy**, **Fax**, or **Scan & Fax** on the front panel.

Note: If you want to change a Copy, Fax, or Scan & Fax setting, press the Copy, Fax, or Scan & Fax button repeatedly until the appropriate setting or destination appears on the front panel display (You will need to enter the Phone Number to go to the other menu items for Fax and Scan & Fax.). Once the setting you want to change appears, press ▶ to move to a specific value (such as a specific paper size) and then press OK to select the setting or destination.

4   Press **Start Black** or **Start Color** on the front panel to start the job.

load originals & paper

load originals & paper

use the fax features

Using your HP Fax, you can send and receive faxes, including color faxes. You can set up speed dials to send faxes quickly and easily to frequently used numbers. From the front panel, you can set a number of fax options, such as resolution.

This section contains the following topics:

fax

send a fax

Using the front panel, you can send a black-and-white or color fax from your HP Fax.

This section contains the following topics:

- **enable fax confirmation** on page 18
- **send a basic fax** on page 19
- **send a color original or photo fax** on page 19
- **send a fax using speed dials** on page 20
- **send a fax using redial** on page 20
- **schedule a fax** on page 20
- **cancel a scheduled fax** on page 21
- **send a fax from memory** on page 21
- **send a fax using monitor dialing** on page 22
- **send a fax manually from a telephone** on page 23

enable fax confirmation

If you need printed confirmation that your faxes are successfully sent, follow these instructions *before* sending any faxes.

The default fax confirmation setting is Every Error. This means that your HP Fax prints a report only if there is a problem with sending or receiving a fax. A confirmation message indicating whether an item was successfully sent appears briefly on the front panel display after each transaction. To have a confirmation printed for every fax, follow these instructions. For more information, see **generate reports automatically** on page 33.

1 Press **Setup**.
2 Press **1**, then press **1**.
   This selects Print Report and then selects Automatic Reports Setup.

Print Report
1: Automatic Reports Setup
2: Last Transaction
3: Fax Log
4: Speed Dial List
5: Self-Test Report
6: Caller ID Report *
7: Junk Fax Report *
* Not available in all countries/regions. If Caller ID service is not supported in your country/region, this menu item will not appear in the Print Report menu.

Automatic Reports Setup
Every Error
Send Error
Receive Error
Every Fax
Send Only
Off

3   Press ▸ until **Every Fax** appears in the second line of the display, and then press **OK**.

The HP Fax will print a confirmation report every time you send a fax informing you whether the fax was sent successfully or not.

For more information on printing reports, see **print reports** on page 33.

send a basic fax

This section describes how to send a basic black-and-white fax from the front panel.

If you are interested in sending a color or photo fax, see **send a color original or photo fax** on page 19.

1   Load your original face down and top first in the document feeder tray.
    For more information, see **load originals** on page 15.

2   Press **Fax**.
    Phone Number appears in the top line of the display.

3   Enter the fax number by using the keypad.

    Tip: To enter a pause in the fax number, press Redial/Pause.

4   Press **Start Black**.

    Tip: You must press Start to send a fax. Pressing OK is for menu choices.

send a color original or photo fax

You can fax a color original or photo from your HP Fax. If your HP Fax determines that the recipient's fax machine only supports black-and-white faxes, the HP Fax sends the fax in black and white.

We recommend that you use only color originals for color faxing.

1   Load your original face down and top first in the document feeder tray.
    For more information, see **load originals** on page 15.

2   Press **Fax**.
    Phone Number appears in the top line of the display.

3   Enter the fax number by using the keypad.

    Tip: To enter a pause in the fax number, press Redial/Pause.

4   If you are faxing a photo, change the resolution to **Photo**.
    For information on changing the resolution, see **change the fax resolution** on page 38.

5   Press **Start Color**.

    Note: If the recipient's fax machine only supports black-and-white faxes, the HP Fax automatically sends the fax in black and white. A message appears once the fax has been sent indicating that the fax was sent in black and white. Press OK to clear the message.

fax

send a fax using speed dials

You can quickly send a fax from the front panel by pressing Speed Dial or a one-touch speed dial button on the front panel.

Speed Dials will not appear until you have set them up. For more information, see **set up speed dialing** on page 36.

1   Load your original face down and top first in the document feeder tray.
    For more information, see **load originals** on page 15.

2   Press **Fax**.
    Phone Number appears in the top line of the display.

3   Do one of the following:
    –   Press **Speed Dial** or **Search** until the appropriate speed-dial entry appears in the top line of the display. You can also scroll through the speed-dial entries by pressing ◀ or ▶ .
    –   Press **Speed Dial** and then enter the speed-dial entry code from the front panel.
    –   Press a one-touch speed dial button. Press it once to access the first speed-dial entry and twice to access the second speed-dial entry assigned to that button.

    Tip: You can print out a list of the speed-dial entries for your reference. For information, see **generate reports manually** on page 35.

4   Press **Start Black** or **Start Color**.

    Note: If you send a fax to a group speed dial, you can only send the fax in black and white. The fax is scanned into memory and the first number in the group speed dial list is dialed. When a connection is made, the fax is sent and the next number is dialed, and so on. If a number is busy or not answering, the HP Fax follows the settings for Busy Redial and No Answer Redial. If a connection cannot be made, the next number in the group speed dial list is dialed and an error report is generated for your information.

send a fax using redial

You can send a fax to the last fax number dialed by using the Redial/Pause button.

1   Load your original face down and top first in the document feeder tray.
    For more information, see **load originals** on page 15.

2   Press **Redial/Pause**.
    The last number dialed appears in the display.

3   Press **Start Black** or **Start Color**.

schedule a fax

You can schedule a black-and-white fax to be sent later the same day (for example, when telephone lines are not as busy or phone rates are lower). When scheduling a fax, the originals must be loaded in the automatic document feeder so they can be scanned into memory.

Tip: The date and time must be set in order to use this feature. See **set the date and time** on page 41.

When the specified time is reached, your fax is automatically sent as soon as a connection can be made.

Note: Use the front panel to schedule a fax for later. If you use the handset, the fax is sent immediately.

You can only schedule one fax to be sent at a time. However, you can continue to send other faxes while a fax is scheduled.

1   Load your original face down and top first in the document feeder tray.
    For more information, see **load originals** on page 15.

2   Press **Fax**.
    Phone Number appears in the top line of the display.

3   Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
    For more information on speed dials, see **set up speed dialing** on page 36.

    Tip: To enter a pause in the fax number, press Redial/Pause.

4   Press **Fax** until **How to Fax** appears in the top line of the display.

5   Press ▸ until **Send Fax Later** appears in the top line of the display, and then press **OK**.
    Black Only will appear on the display followed by Enter Time.

6   Enter the **Send Time** by using the numeric keypad.

7   If prompted, press **1** for **AM** or **2** for **PM**.

8   Press **Start Black**.

    Note: If you press Start Color, the fax will be sent in black and white and a message will appear on the display.

    The HP Fax scans the originals into memory and sends them at the scheduled time. The scheduled time appears on the front panel display.

cancel a scheduled fax

You can cancel a scheduled fax or one that is currently in progress. Once you schedule a fax, the scheduled time appears on the front panel display.

▸   When the scheduled time appears on the display, press **Cancel**, and then press **1**.

send a fax from memory

Your HP Fax can scan a black-and-white fax from the automatic document feeder into memory before sending it. This feature is useful if the fax number you are trying to reach is busy. The HP Fax scans the originals into memory, and sends them once it is able to connect. You can immediately remove the originals from the HP Fax once the pages are scanned.

Note: Do not lift the handset if you want to send a fax from memory. If you use the handset, the fax is sent by scanning and sending each page.

fax

You can send a fax from memory using either the Fax button or the Scan & Fax button.

to send a fax from memory using the scan & fax button

1   Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2   Press **Scan & Fax**.

    Phone Number appears in the top line of the display.

3   Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.

    For more information on speed dials, see **set up speed dialing** on page 36.

    Tip: To enter a pause in the fax number, press Redial/Pause.

4   Press **Start Black**.

    Note: If you press Start Color, the fax is sent in black and white and a message appears on the display.

    The HP Fax scans the originals into memory and sends them when the receiving fax machine is available.

to send a fax from memory using the fax button

1   Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2   Press **Fax**.

    Phone Number appears in the top line of the display.

3   Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.

    For more information on speed dials, see **set up speed dialing** on page 36.

    Tip: To enter a pause in the fax number, press Redial/Pause.

4   Press **Fax** until **How to Fax** appears in the top line of the display.

5   Press ▸ until **Fax from Memory** appears in the top line of the display.

6   Press **Start Black**.

    Note: If you press Start Color, the fax is sent in black and white and a message appears on the display.

    The HP Fax scans the originals into memory and sends them when the receiving fax machine is available.

send a fax using monitor dialing

Monitor dialing allows you to dial a number from the front panel as you would dial a regular telephone. This feature is useful when you want to use a calling card to charge the call. You can also use it when you need to respond to tone prompts while dialing and must pace your dialing speed.

You can send a fax using monitor dialing from the front panel or using the handset.

fax

to send a fax using monitor dialing from the front panel

1 Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2 Press **Start Black** or **Start Color**.

3 Once you hear the dial tone, enter the number by using the keypad on the front panel. You can also use speed dials. For information on using speed dials, see **send a fax using speed dials** on page 20.

4 Follow any prompts that might occur.
   Your fax is sent when the receiving fax machine answers.

to send a fax using monitor dialing from the handset

1 Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2 Pick up the handset.

3 Once you hear the dial tone, enter the number by using the keypad on the front panel. You can also use speed dials. For information on using speed dials, see **send a fax using speed dials** on page 20.

4 Follow any prompts that might occur.

5 Press **Start Black** or **Start Color**.
   Your fax is sent when the receiving fax machine answers.

send a fax manually from a telephone

Sending a fax manually allows you to make a phone call and talk with the recipient before you send the fax. This is useful if you want to inform the recipient that you are going to send them a fax before sending it.

You can send a fax manually by the handset or by using an extension phone that is directly connected to your HP Fax.

> **Note:** The extension phone must be connected to the "2-EXT" port on the back of the HP Fax. For information on setting up your HP Fax with your phone, see **fax setup** on page 75.

to send a fax manually using the handset

1 Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2 Pick up the handset on the HP Fax and dial the number by using the keypad on the front panel.

3 Do one of the following:
   – If after dialing the number you hear fax tones, press **Start Black** or **Start Color** within three seconds.
   – If the recipient answers the telephone, instruct them to press Start on their fax machine once they hear fax tones. Make sure you press **Start Black** or **Start Color** on the HP Fax *before* the recipient presses Start on the receiving fax machine.

4 Wait for the fax tones, and then hang up the telephone.

fax

to send a fax manually from a connected phone

1   Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2   Dial the number by using the keypad on the phone that is connected to your HP Fax.

    Note: You must use the keypad on the phone to dial the number. Do not use the keypad on the front panel of the HP Fax.

3   Do one of the following:
    – If after dialing the number you hear fax tones, press **Start Black** or **Start Color** within three seconds.
    – If the recipient answers the telephone, instruct them to press Start on their fax machine once they hear fax tones. Make sure you press **Start Black** or **Start Color** on the HP Fax *before* the recipient presses Start on the receiving fax machine.

4   Wait for the fax tones, and then hang up the telephone.

set the answer mode

By default, your HP Fax automatically answers incoming calls and receives faxes. You can change the Answer Mode to receive faxes manually or automatically, based on the types of equipment and services (if any) share the same phone line with your HP Fax. This section explains the various ways of answering fax calls.

Note: For information on setting up your office equipment with the HP Fax, see **fax setup** on page 75.

to change the answer mode from the front panel

▸   Press **Answer Mode** until the appropriate answer mode setting appears on the display.
    The selected Answer Mode setting appears on the display and becomes the default setting.

Refer to the following table to determine which Answer Mode setting you should use. From the first column in the table, choose the type of equipment and services applicable to your office setup. Then, look up the appropriate setting in the second column. The third column describes how the HP Fax will answer incoming calls.

equipment/services sharing your fax line	recommended answer mode setting	description
None. (You have a separate fax line on which you do not receive voice calls.)	Fax	The HP Fax automatically answers all incoming calls using the Rings to Answer setting. See **set the number of rings before answering** on page 27.

fax

equipment/services sharing your fax line	recommended answer mode setting	description
A shared voice and fax line and no answering machine.	FaxTel	The HP Fax automatically answers all incoming calls using the Rings to Answer setting. See **set the number of rings before answering** on page 27. If the call is a fax call, the HP Fax will receive the fax. If the call is a voice call, the HP Fax will create a special ring to indicate it is a voice call. You will need to answer the incoming voice call using the handset. **Note:** If the HP Fax determines the call is a voice call, only the HP Fax will ring with the special ring tone. The other phones on the same phone line will not ring at all. You will need to answer the incoming voice call using the handset. You should not answer voice calls from other telephones on the line. The device cannot tell that you picked up the extension phone and will keep ringing. You will have to press **Cancel** on the HP Fax to stop the ringing.
A shared voice and fax line.	Tel	The HP Fax will *not* automatically answer calls. You will need to receive faxes manually by pressing Start Black or Start Color. For information on receiving faxes manually, see **receive a fax** on page 27. You might use this setting if the majority of calls on this phone line are voice calls and you rarely receive faxes.
Voice mail service provided by your telephone company.	Tel	The HP Fax will *not* automatically answer calls. You will need to receive faxes manually by pressing Start Black or Start Color. For information on receiving faxes manually, see **receive a fax** on page 27.

fax

equipment/services sharing your fax line	recommended answer mode setting	description
An answering machine *and* a shared voice and fax line.	AnswerMachine	The HP Fax will *not* automatically answer calls. Instead, the answering machine will answer the call and the HP Fax will monitor the line. If fax tones are detected, the HP Fax will receive the fax. Otherwise, the answering machine will record the incoming message. **Note:** This is the recommended default setting if you have an answering machine. Make sure the answering machine is set up properly with the HP Fax. For more information, see **fax setup** on page 75.
Distinctive ringing service.	Fax	The HP Fax automatically answers all incoming calls. Make sure the ring pattern the phone company set for your fax line matches the Answer Ring Pattern set for the HP Fax. For more information, see **change the answer ring pattern (distinctive ringing)** on page 44.

fax

receive a fax

By default, your HP Fax automatically receives and prints incoming faxes.

Depending on your Answer Mode setting, the HP Fax can receive faxes automatically or manually. For more information on Answer Mode, see **set the answer mode** on page 24.

> **Note:** If you set the Answer Mode to Tel, you need to receive faxes manually and respond in person to the incoming fax call. If Fax, FaxTel, or AnswerMachine is set, you can receive faxes automatically or manually.

You can receive faxes manually from the following:

- A phone directly connected to the HP Fax (on the "2-EXT" port)
- A phone that is on the same telephone line, but not directly connected to the HP Fax
- The front panel
- The handset

Refer to the following topics for information on receiving faxes.

This section contains the following topics:

- **set the number of rings before answering** on page 27
- **receive a fax manually using the handset** on page 28
- **receive a fax manually from a phone** on page 28
- **receive a fax manually from the front panel** on page 29
- **poll to receive a fax** on page 29

set the number of rings before answering

You can specify how many rings should occur before your HP Fax automatically answers the phone. The default is 2 rings (varies by country/region).

> **Note:** This setting applies only if you set the Answer Mode to Fax or FaxTel.

1   Press **Setup**.
2   Press **3**, then press **3**.

   This selects Basic Fax Setup and then Rings to Answer.

```
                    Basic Fax Setup
        1: Date and Time
        2: Fax Header
        3: Rings to Answer
        4: Fax Paper Size
        5: Tone or Pulse Dialing
        6: Ring Volume
        7: Phone Line Monitor Volume
        8: Fax Forwarding Black Only
```

fax

3 Enter the appropriate number of rings to answer by using the keypad.

4 Press **OK** to accept the setting.

receive a fax manually using the handset

You can receive faxes manually by using the handset.

1 Remove any originals from the automatic document feeder.

2 Set the **Answer Mode** to **Tel** so that the HP Fax does not automatically answer incoming calls. Or, set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the HP Fax.

For information on setting the Answer Mode, see **set the answer mode** on page 24. For information on setting the number of Rings to Answer, see **set the number of rings before answering** on page 27.

3 To receive a fax manually from a phone, do one of the following:
   – If the HP Fax rings, pick up the handset. If you hear fax tones from a sending fax machine, press **Start Black** or **Start Color**, and then press **2**.
   – If you are currently talking to the sender using the handset, instruct them to press Start on their fax machine first. Once you hear fax tones from a sending fax machine, press **Start Black** or **Start Color**.

4 Wait until you hear the HP Fax send answering fax tones, and then hang up the telephone.
   The HP Fax receives the fax.

receive a fax manually from a phone

You can receive faxes manually from a phone that is:

- Directly connected to the HP Fax (by using "2-EXT" port)
- On the same phone line, but is not connected to the HP Fax

   Note: If you would like to receive a fax manually using the handset, see **receive a fax manually using the handset** on page 28.

1 Remove any originals from the automatic document feeder.

2 Set the **Answer Mode** to **Tel** so that the HP Fax does not automatically answer incoming calls. Or, set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the HP Fax.

For information on setting the Answer Mode, see **set the answer mode** on page 24. For information on setting the number of Rings to Answer, see **set the number of rings before answering** on page 27.

3 To receive a fax manually from a phone, do one of the following:
   – If your phone is plugged into the back of the HP Fax and you hear fax tones from a sending fax machine, press **Start Black** or **Start Color**.
   – If your phone is not plugged into the back of the HP Fax (but is on the same phone line) and you hear fax tones from a sending fax machine, press **1 2 3** on your phone.
   – If you are currently on the phone with the sender using a phone connected to the HP Fax, instruct them to press Start on their fax machine. Once you hear fax tones from a sending fax machine, press **Start Black** or **Start Color**.

fax

4 Wait until you hear the HP Fax send answering fax tones, then hang up the telephone.

The HP Fax receives the fax.

receive a fax manually from the front panel

You can receive faxes manually from the front panel.

1 Remove any originals from the automatic document feeder.

2 Set the **Answer Mode** to **Tel** so that the HP Fax does not automatically answer incoming calls. Or, set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the HP Fax.

For information on setting the Answer Mode, see **set the answer mode** on page 24. For information on setting the number of Rings to Answer, see **set the number of rings before answering** on page 27.

3 When your HP Fax rings, press **Start Black** or **Start Color**.

The HP Fax receives the fax.

poll to receive a fax

Polling allows your HP Fax to ask another fax machine to send a fax that it has in its queue. When you use the Poll to Receive feature, the HP Fax calls the designated fax machine and requests the fax from it. The designated fax machine must be set for polling and have a fax ready to send.

1 Remove any originals from the automatic document feeder.

2 Press **Fax**.

Phone Number appears in the top line of the display.

3 Enter the fax number of the other fax machine.

4 Press **Fax** until **How to Fax** appears in the top line of the display.

5 Press ▸ until **Poll to Receive** appears in the top line of the display.

6 Press **Start Black** or **Start Color**.

fax

use the handset

You can use the handset to answer incoming calls, make phone calls, receive faxes, and send faxes. While the HP Fax is processing another job, such as copying, scanning, or printing, you can still use the handset for phone calls.

> **Note:** If the HP Fax is sending or receiving fax data, you will not be able to use the handset for phone calls. If you pick up the handset during faxing, you will not hear a dial tone. Wait for the HP Fax to finish sending or receiving the fax before using the handset.

This section contains the following topics:

- **answer incoming calls using the handset** on page 30
- **make phone calls using the handset** on page 30
- **receive faxes using the handset** on page 31
- **send faxes using the handset** on page 31
- **adjust the handset volume** on page 31

answer incoming calls using the handset

▸ Pick up the handset.

> **Note:** If you are currently on the phone and receive another call, press Flash to answer the call waiting. Call waiting is a subscription service and is not available in all areas. Contact your phone company for information.

make phone calls using the handset

You can make phone calls using the handset. You can use Redial, Speed Dial, or a one-touch speed dial button to quickly dial numbers.

1 Pick up the handset.

2 Do one of the following:
   - Dial the number by using the numeric keypad.
   - Press **Redial** to dial the last number dialed.
   - Press **Speed Dial** until the appropriate individual speed-dial entry appears in the top line of the display (do not select a group speed-dial entry) and press **OK**.

     You can also scroll through the speed-dial entries by pressing ◂ or ▸ or enter the speed-dial entry code from the front panel.
   - Press a one-touch speed dial button and press **OK**.

     Press it once to access the first speed-dial entry and twice to access the second speed-dial entry assigned to that button.

receive faxes using the handset

▸ For information on receiving faxes by using the handset, see **receive a fax manually using the handset** on page 28.

send faxes using the handset

▸ For information on sending faxes by using the handset, see **to send a fax manually using the handset** on page 23.

adjust the handset volume

You can adjust the handset volume from Normal to Loud.

1 Pick up the handset.
2 Press ◀ to decrease the volume or ▶ to increase the volume.

   Note: You can also adjust volume of the ring tones and dial tone. For more information, see **adjust the ring volume** and **adjust the phone line monitor volume**.

set the fax header

The fax header prints your name and fax number on the top of every fax you send.

The fax header information is required by law in many countries/regions.

   Note: In Hungary, the subscriber identification code (fax header) can be set or changed only by authorized personnel. For more information, contact your authorized HP dealer.

1 Press **Setup**.
2 Press **3**, then press **2**.
   This selects Basic Fax Setup and then selects Fax Header.
3 Enter your personal or company name at the prompt. For information on entering text from the front panel, see **enter text** on page 32.
4 Press **OK**.
5 Enter your fax number by using the numeric keypad.
6 Press **OK**.

fax

enter text

The following list provides tips for entering text by using the front panel keypad. Use these instructions to enter speed dial names and the fax header name.

- Press the keypad numbers that correspond to the letters of a name.

  (2 / ABC) The letters A, B, and C correspond to the number 2, and so on.

- Press a button multiple times to see the available characters.

  (5 / JKL)

For example, to get this character:	j	k	l	J	K	L	5
Press 5 this many times:	1	2	3	4	5	6	7

  Note: Depending on your language and country/region setting, additional characters might be available.

- After the correct letter appears, wait for the cursor to automatically advance to the right, or press ▶ . Press the number that corresponds to the next letter in the name. Press the button multiple times until the correct letter appears. The first letter of a word is automatically set to uppercase.

  Tip: The cursor will automatically advance to the right after two seconds.

- To insert a space, press **Space (#)** or ▶ .
- To enter a symbol, such as *, press **Symbols (*)** repeatedly to scroll through the list of symbols. The symbols are available to visually separate text for easier reading. The list of available symbols for a name is: @ . _ - & / : ; , ? * ( ) ' = + # ! % "
- If you make a mistake, press ◀ to clear it, and then make the correct entry.
- After you are done entering text, press **OK** to store your entries.

enter a phone number

The following list provides tips for entering phone numbers. Use these instructions to enter speed dial phone numbers and the fax header number.

- Press the keypad number and wait for the cursor to automatically advance to the right, or press ▶ .

  Tip: The cursor will automatically advance to the right after two seconds.

- To enter a three-second pause, press **Redial/Pause**.

fax

- To enter a symbol, such as *, press **Symbols (*)** repeatedly to scroll through the list of symbols. The following table represents the available symbols.

available symbols:	description:
*	Provides the Dual Tone Multiple-Frequency (DTMF) tones assigned to the asterisk character.
–	When auto-dialing, the HP Fax enters a three-second pause in the number sequence.
( )	Displays a left or right parenthesis to visually separate numbers, such as area codes, for easier reading. These symbols do not affect dialing.
W	When auto-dialing, W causes the HP Fax to wait for a dial tone before continuing to dial.
R	During auto-dialing, the R functions the same as the Flash button.
+	Displays a plus symbol in the fax header. This symbol does not affect dialing

- If you make a mistake, press ◂ to clear it, and then make the correct entry.
- After you are done entering text, press **OK** to store your entries.

print reports

You can set up your HP Fax to automatically print error reports and confirmation reports for each fax you send and receive. You can also manually print system reports as you need them; these reports provide useful system information about your HP Fax.

By default, your HP Fax is set to print a report only if there is a problem with sending or receiving a fax. A confirmation message that indicates whether a fax was successfully sent appears briefly on the front panel display after each transaction.

This section contains the following topics:

- **generate reports automatically** on page 33
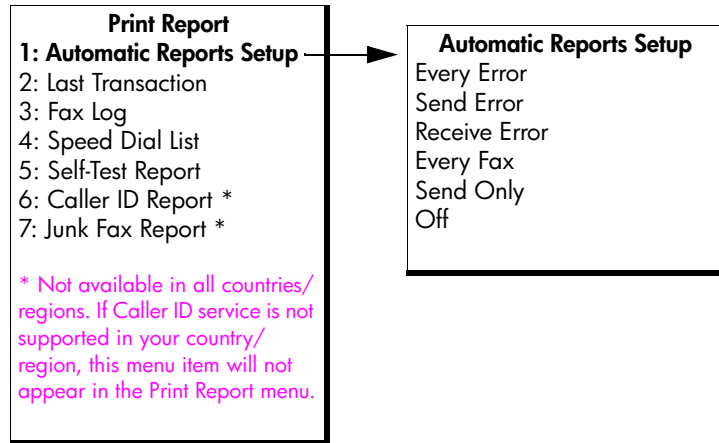- **generate reports manually** on page 35

generate reports automatically

This setting lets you configure your HP Fax so that it automatically prints error and confirmation reports.

Note: If you need printed confirmation each time your faxes are successfully sent, follow these instructions *before* sending any faxes.

1 Press **Setup**.
2 Press **1**, then press **1**.

fax

This selects Print Report and then selects Automatic Reports Setup.

Print Report
1: Automatic Reports Setup
2: Last Transaction
3: Fax Log
4: Speed Dial List
5: Self-Test Report
6: Caller ID Report *
7: Junk Fax Report *

* Not available in all countries/
regions. If Caller ID service is not
supported in your country/
region, this menu item will not
appear in the Print Report menu.

Automatic Reports Setup
Every Error
Send Error
Receive Error
Every Fax
Send Only
Off

3 Press ▶ to scroll through the following report types:
  – **Every Error**: prints whenever there is any kind of fax error (default).
  – **Send Error**: prints whenever there is a transmission error.
  – **Receive Error**: prints whenever there is a receiving error.
  – **Every Fax**: confirms every time a fax is sent or received.
  – **Send Only**: prints every time a fax is sent.
  – **Off**: does not print fax reports.

  Note: If you select Send Only, you will also receive error reports if there is any kind of error generated.

4 Press **OK** to select a report.

fax

generate reports manually

You can manually generate reports about your HP Fax, such as the status of the last fax you sent, a list of programmed speed-dial entries, or a Self-Test Report for diagnostic purposes.

1 Press **Setup**, then press **1**.

This selects Print Report.

> **Print Report**
> 1: Automatic Reports Setup
> 2: Last Transaction
> 3: Fax Log
> 4: Speed Dial List
> 5: Self-Test Report
> 6: Caller ID Report *
> 7: Junk Fax Report *
>
> *Not available in all countries/ regions. If Caller ID service is not supported in your country/ region, this menu item will not appear in the Print Report menu.
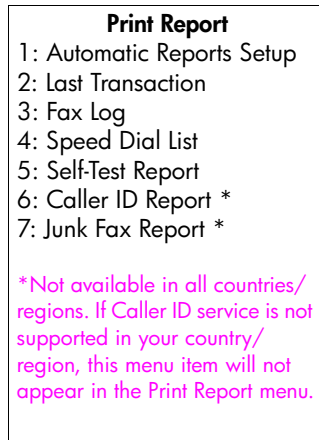
2 Press ▸ to scroll through the following report types:

– **Automatic Reports Setup**: prints automatic reports as described in **generate reports automatically** on page 33.

– **Last Transaction**: prints details of the last fax transaction.

– **Fax Log**: prints a log of the last 30 fax transactions.

– **Speed Dial List**: prints a list of programmed speed-dial entries.

– **Self-Test Report**: prints a report to assist you in diagnosing print and alignment problems. For more information, see **print a self-test report** on page 66.

– **Caller ID Report**: prints a log of the last 30 Caller ID calls. The report prints the phone number, the date and time, and the name of the caller (if available).

Note: Caller ID service is not available in all countries/regions. If Caller ID service is not supported in your country/region, this menu item will not appear in the Print Report menu. For information, see **use caller ID** on page 47.

– **Junk Fax Report**: prints a report of the fax numbers you designated to block. For more information, see **block junk fax numbers** on page 47.

3 Press **OK** to select a report.

fax

set up speed dialing

You can assign speed-dial entries to frequently used fax numbers. Use the one-touch speed dial buttons on the front panel to quickly send faxes. You can also press Speed Dial to scroll through and select from the list of speed-dial entries.

The first 10 speed-dial entries are automatically saved to the 5 one-touch speed dial buttons on the front panel. When you create more than 5 speed-dial entries, 2 speed-dial entries will be assigned to a button. Press the one-touch speed dial button repeatedly to toggle between the numbers. For example, press the first one-touch button to toggle between speed-dial entries 1 and 6, press the second one-touch button to toggle between speed dial entries 2 and 7, and so on, through the fifth one-touch button. For information on using one-touch speed dial buttons, see **send a fax using speed dials** on page 20.

This section contains the following topics:

- **create individual speed-dial entries** on page 36
- **add group speed-dial entries** on page 37
- **update speed-dial entries** on page 37
- **delete speed-dial entries** on page 38

create individual speed-dial entries

You can create speed-dial entries for fax numbers that you use frequently.

1 Press **Setup**.

2 Press **2**, then press **1**.
   This selects Speed Dial Setup and then selects Individual Speed Dial.

```
        Speed Dial Setup
  1: Individual Speed Dial
  2: Group Speed Dial
  3: Delete Speed Dial
```

The first unassigned speed-dial entry appears on the display.

3 Press **OK** to select the displayed speed-dial entry.

   Tip: To select another empty entry, press ◄ or ►, and then press OK.

4 Enter the fax number to assign to that entry, and then press **OK**.
   The fax number can be up to 62 digits in length.

   Tip: To enter a pause in the fax number, press Redial/Pause.

5 Enter the name, and then press **OK**.
   The name is limited to 40 characters in length.
   For more information on entering text, see **enter text** on page 32.

6 After **Enter Another?** appears, press **1 (Yes)**, if you want to set up another number, or press **2 (No)** to exit.

fax

add group speed-dial entries

This feature allows you create groups of up to 50 individual speed-dial entries so that you can send black-and-white faxes to specific groups of people with one speed-dial button.

Note: You can only send black-and-white faxes to groups; color faxes and Very Fine resolution are not supported for group faxing.

You can only assign previously entered speed-dial numbers to a group. Additionally, only individual speed-dial entries can be added; you can't assign a group to another group.

1   Press **Setup**.

2   Press **2**, then press **2**.

     This selects Speed Dial Setup and then selects Group Speed Dial.
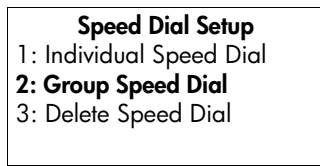
> **Speed Dial Setup**
> 1: Individual Speed Dial
> **2: Group Speed Dial**
> 3: Delete Speed Dial

The first unassigned speed-dial entry appears on the display.

3   Press **OK** to select the displayed speed-dial entry.

     Tip: To select another empty entry, press ◀ or ▶, and then press OK.

4   Press ◀ or ▶ to select an individual speed-dial entry to add the to the group. You can also enter the speed-dial code by using the front panel.

5   Press **OK**.

6   After **Enter Another?** appears, press **1 (Yes)**, to add another individual speed-dial entry.

7   When you have added all your entries, press **2 (No)**.

8   Enter the group speed-dial name, and then press **OK**.

     The name is limited to 40 characters in length.

     For more information on entering text, see **enter text** on page 32.

9   After **Another Group?** appears, press **1 (Yes)**, if you want to set up another group speed dial, or press **2 (No)** to exit.

update speed-dial entries

You can change the phone number or name of an individual speed-dial entry.

Note: If the individual speed-dial entry is also a part of a speed-dial group, the speed-dial group will reflect the any updates made to the individual speed-dial entry.

1   Press **Setup**.

2   Press **2**, then press **1**.

     This selects Speed Dial Setup and then selects Individual Speed Dial.

fax

3   Press ◀ or ▶ to scroll through the speed-dial entries, and then press **OK** to select the appropriate entry.

4   When the current fax number appears, press ◀ to erase it.

5   Reenter the fax number.

Tip: To enter a pause in the fax number, press Redial/Pause.

6   Press **OK** to save the new number.

7   If you need to change the name, press ◀ to erase it, and then reenter the name using the keypad.

8   Press **OK**.

9   Press **1 (Yes)** to update another entry or **2 (No)** to exit.

delete speed-dial entries

Follow these steps to delete an individual or group speed-dial entry.

1   Press **Setup**.

2   Press **2**, then press **3**.

This selects Speed Dial Setup and then selects Delete Speed Dial.

3   Press ▶ until the speed-dial entry that you want to delete appears, and then press **OK**. You can also enter the speed-dial code by using the front panel.

Note: Deleting a group speed-dial entry will not delete the individual speed-dial entries that make up the group.

change fax resolution and lighter/darker settings

You can change the fax resolution and lighter/darker settings of documents that you are sending.

Note: These settings do not affect copy settings. Copy resolution and copy contrast are set independently from fax resolution and fax contrast.

This section contains the following topics:

- **change the fax resolution** on page 38
- **change lighter/darker setting** on page 39
- **set new defaults** on page 40

change the fax resolution

The Fax Resolution setting affects the transmission speed and quality of faxed black-and-white documents. The HP Fax only sends faxes at the highest resolution supported by the receiving fax machine. You can only change the fax

resolution for faxes that you are sending in black and white. All color faxes will be sent using Fine resolution. The following Fax Resolution settings are available:

- **Fine**: this is the default setting. It provides high-quality text suitable for faxing most documents.
- **Very Fine**: use this setting when you are faxing documents with very fine detail. If you choose this option, be aware that the faxing process takes longer to complete and you can only send black-and-white faxes.
- **Photo**: this setting provides the best quality fax when sending photographs. If you choose Photo, be aware that the faxing process takes longer to complete. When faxing photographs, we recommend that you choose Photo.
- **Standard**: this setting provides the fastest possible transmission with the lowest quality of fax.

1 Load your original face down and top first in the document feeder tray.
   For more information, see **load originals** on page 15.

2 Press **Fax Resolution** until the desired resolution setting appears.

   Note: The Fax Resolution setting you select is retained until you change it again.

   Tip: You can also change the Fax Resolution by pressing Fax, then using ◄ or ► to scroll to Fax Resolution and then press OK. Use ◄ or ► to scroll to the setting you want and press OK again.

3 Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.

4 Press **Start Black**.

   Note: If you press Start Color, the fax will be sent using the Fine setting.

change lighter/darker setting

Use this setting to change the contrast of a fax to be darker or lighter than the original. This feature is useful if you are faxing a document that is faded, washed out, or hand written. You can darken the original by adjusting the contrast.

Your changes revert to the default values after two minutes of inactivity, unless you set them as the default. For information, see **set new defaults** on page 40.

1 Load your original face down and top first in the document feeder tray.
   For more information, see **load originals** on page 15.

2 Press **Fax**.
   Phone Number appears in the top line of the display.

3 Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.

fax

4   Press **Fax** until **Lighter/Darker** appears in the top line of the display.
The range of values appears as a circle on a scale on the display.

5   Press ◀ to lighten the fax or ▶ to darken it.
The circle moves left or right as you press a button.

6   Press **Start Black** or **Start Color**.

set new defaults

You can change the default values for the Lighter/Darker setting through the front panel.

1   Load your original face down and top first in the document feeder tray.
For more information, see **load originals** on page 15.

2   Press **Fax**.
Phone Number appears in the top line of the display.

3   Enter the fax number by using the keypad, press a one-touch speed dial button, or press **Speed Dial** until the appropriate speed-dial entry appears.
For more information on speed dials, see **set up speed dialing** on page 36.

4   Press **Fax** until **Lighter/Darker** appears in the top line of the display.

5   Make your changes, as needed.

6   Press **Fax** again until **Set New Defaults** appears in the top line of the display.

7   Press ▶ to select **Yes**.

8   Press **Start Black** or **Start Color**.
The HP Fax uses the new default setting to send your fax.

set fax options

There are numerous fax options that you can set, such as controlling whether the HP Fax redials a busy number automatically. When you make changes to the following options, the new setting becomes the default. Review this section for information on changing fax options.

This section contains the following topics:

set the date and time

You can set the date and time from the front panel. When a fax is transmitted, the current date and time are printed along with the fax header. The date and time format is based upon the language and country/region setting.

1   Press **Setup**.

2   Press **3**, then press **1**.
    This selects Basic Fax Setup and then selects Date and Time.

3   Enter the month, day, and year (last two digits only) by pressing the appropriate number on the keypad. Depending on your country/region setting, you might enter the date in a different order.
    The underline cursor presented initially beneath the first digit advances automatically to each digit each time you press a button. The time prompt automatically appears after you enter the last digit of the date.

4   Enter the hours and minutes.
    The AM/PM prompt automatically appears after the last digit of the time is entered if your time is displayed in the 12-hour format.

5   If prompted, press **1** for AM or **2** for PM.
    The new date and time settings appear on the front panel display.

fax

set the paper size for received faxes

You can select the paper size for received faxes. The paper size selected should match what is loaded in your paper tray. Faxes can be printed on letter, A4, or legal paper only (varies by country/region).

Note: If an incorrect paper size is loaded in the paper tray when a fax is received, the fax will not print and an error message appears on the display. Load letter, A4, or legal paper, and then press OK to print the fax.

1 Press **Setup**.

2 Press **3**, then press **4**.
   This selects Basic Fax Setup and then Fax Paper Size.

3 Press ▸ to select an option, and then press **OK**.

set tone or pulse dialing

You can set the dial mode for tone or pulse dialing. Most phone systems work with either type of dialing. If you have a public phone system or a private branch exchange (PBX) system that requires pulse dialing, you may need to select Pulse Dialing. The default setting is Tone Dialing. Some phone system features might not be accessible if pulse dialing is used. In addition, it can take longer to dial a fax number with pulse dialing. Contact your local phone company if you are unsure which setting to use.

Note: If your phone system does not require pulse dialing, we recommend using the default setting of Tone Dialing.

1 Press **Setup**.

2 Press **3**, then press **5**.
   This selects Basic Fax Setup and then Tone or Pulse Dialing.

3 Press ▸ to select between **Tone** or **Pulse**.

4 Press **OK**.

adjust the ring volume

The HP Fax provides four levels for adjusting how loud it will ring when there is an incoming fax or phone call. You can select Off, Low, Medium, or High. The default setting is Medium.

1 Press **Setup**.

2 Press **3**, then press **6**.
   This selects Basic Fax Setup and then selects the Ring Volume.

3 Press ▸ to select an option, and then press **OK**.

fax

adjust the phone line monitor volume

The Phone Line Monitor Volume setting allows you to control the volume of the dial tones and fax tones. You can select Low, Medium, or High. The default setting is Medium.

1   Press **Setup**.

2   Press **3**, then press **7**.

    This selects Basic Fax Setup and then selects the Phone Line Monitor Volume.

3   Press ▶ to select an option, and then press **OK**.

forward faxes to another number

Use the Fax Forwarding feature to forward your received faxes to another fax number. During the period you have Fax Forwarding enabled, your HP Fax will not print received faxes. If a color fax is received, it will be forwarded in black-and-white.

1   Press **Setup**.

2   Press **3**, then press **8**.

    This selects Basic Fax Setup and then selects the Fax Forwarding Black Only.

3   Press ▶ to select **On**, and then press **OK**.

4   At the prompt, enter the number of the fax machine that will receive the forwarded faxes.

5   Press **OK**.

    Fax Forwarding appears on the display.

edit or cancel fax forwarding

Once fax forwarding is enabled, you might need to change the number you are forwarding to or you might want to cancel your fax forwarding setup altogether. Follow the steps below to edit or turn off fax forwarding.

1   Press **Setup**.

2   Press **3**, then press **8**.

    This selects Basic Fax Setup and then selects Fax Forwarding Black Only.

3   Press ▶ to select **Off**, and then press **OK**.

    Tip: You can also cancel fax forwarding by pressing Cancel and then 2, when "Fax Forwarding" appears on the front panel display.

fax

change the answer ring pattern (distinctive ringing)

Many phone companies offer a distinctive ringing feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number will have a different ring pattern, for example, single, double, and triple rings.

If you connect your HP Fax to a line with distinctive ringing, have your telephone company assign one ring pattern to voice calls and another to fax calls. We recommend that you request double or triple rings for a fax number. When the HP Fax detects the specified ring pattern, it will answer the calls and receive the fax.

If you do not have this service, use the default ring pattern, which is All Rings.

1   Verify that the correct Answer Mode setting is selected. For information, see **set the answer mode** on page 24.

2   Press **Setup**.

3   Press **4**, then press **1**.

This selects Advanced Fax Setup and then selects Answer Ring Pattern.

4   Press ▶ to scroll through these options: **All Rings**, **Single Rings**, **Double Rings**, **Triple Rings**, and **Double & Triple**.

5   When the ring pattern that the phone company established for your fax number appears on the display, press **OK**.

Note: If you do not have distinctive ringing service, use the default ring pattern, which is All Rings.

redial a busy or unanswered number automatically

You can set your HP Fax to redial a busy or an unanswered number automatically. The default setting for Busy Redial is Redial. The default setting for No Answer Redial is No Redial.

1   Press **Setup**.

2   Do one of the following:
   –   To change the **Busy Redial** setting, press **4**, and then press **2**.
       This selects Advanced Fax Setup, and then selects Busy Redial.
   –   To change the **No Answer Redial** setting, press **4**, and then press **3** again.
       This selects Advanced Fax Setup and then selects No Answer Redial.

Advanced Fax Setup
1: Answer Ring Pattern
2: Busy Redial
3: No Answer Redial
4: Automatic Reduction
5: Error Correction Mode
6: Fax Speed
7: Caller ID Mode*
8: Junk Fax Numbers*
9: Backup Fax Reception**
*Not available in all countries/
regions. If Caller ID service is not
supported in your country/
region, this menu item will not
appear in the Print Report menu.
**If Caller ID service is not
available in your country/
region, Backup Fax Reception
will be number 7.

Busy Redial
Redial
No Redial

No Answer Redial
No Redial
Redial

3   Press ▸ to select **Redial** or **No Redial**.

4   Press **OK**.

set automatic reduction for incoming faxes

This setting determines what your HP Fax does if it receives a fax that is too large for the default paper size. With this setting on (the default), the image is reduced so that it fits on one page, if possible. With this feature off, information that doesn't fit on the first page is printed on a second page. Automatic Reduction is useful when you receive a legal-size fax and letter-size paper is loaded in the paper tray.

1   Press **Setup**.

2   Press **4**, then press **4**.
    This selects Advanced Fax Setup and then selects Automatic Reduction.

3   Press ▸ to select **On** or **Off**.

4   Press **OK**.

fax

use error correction mode

Error Correction Mode (ECM) eliminates data lost due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or might even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. Turn ECM off (the default setting is on) only if it increases phone charges substantially, and you can accept poorer quality in exchange for reduced charges.

Note: If your Fax Speed setting is set to Fast or you are sending a color fax, then ECM is always On.

ECM only affects faxes that are being sent

1   Press **Setup**.
2   Press **4**, then press **5**.
    This selects Advanced Fax Setup and then selects Error Correction Mode.
3   Press ▸ to select **On** or **Off**.
4   Press **OK**.

set the fax speed

You can set the fax speed used to communicate between your HP Fax and other fax machines when sending and receiving faxes. The default fax speed is Fast.

In certain environments, setting the fax speed to a slower speed might be required. For example, if you use one of the following:

- an Internet phone service
- a PBX system
- Fax over Internet Protocol (FoIP)
- an integrated services digital network (ISDN) service

Also, if you experience problems sending and receiving faxes, you might want to try setting the Fax Speed to Medium or Slow. If you want to send with ECM turned off, you must use Medium or Slow. The following fax speeds are available.

fax speed setting	fax speed
Fast	v.34 or 33600 bps
Medium	v.17 or 14400 bps
Slow	v.29 or 9600 bps

1   Press **Setup**.
2   Press **4**, then press **6**.
    This selects Advanced Fax Setup and then Fax Speed.
3   Press ▸ to select an option, and then press **OK**.

use caller ID

Caller ID Mode allows you to view the phone number or names of callers on the front panel display, if you subscribe to Caller ID service through your phone company.

> **Note:** Caller ID service is available through your phone company. It is not supported in all countries/regions. If it is not supported in your country/region, you will not see Caller ID Mode in the Advanced Fax Menu. For more information on Caller ID service, contact your phone company.

In addition to viewing the numbers or names of callers, you can also block numbers so that the HP Fax will not receive faxes from those numbers. For more information on blocking numbers, see **block junk fax numbers** on page 47.

1   Press **Setup**.

2   Press **4**, then press **7**.

    This selects Advanced Fax Setup and then Caller ID Mode.

3   Press ▶ to select one of the following options:
    – **On**: select this option to activate Caller ID Mode.
    – **On (Block Junk)**: select this option to activate Caller ID Mode and block junk fax numbers.
    – **Off**: select this option to turn off Caller ID Mode.

4   Press **OK**.

block junk fax numbers

If you subscribe to Caller ID service through the phone company, you can block future faxes from designated numbers using the Junk Fax Numbers feature. You can block faxes from up to 20 numbers.

Before using this feature, you must set the Caller ID Mode to On (Block Junk). For information, see **use caller ID** on page 47.

> **Note:** Caller ID service is available through your phone company. It is not supported in all countries/regions. If it is not supported in your country/region, you will not see Junk Fax Numbers in the Advanced Fax Menu. For more information on Caller ID service, contact your phone company.

fax

to add junk fax numbers

1   Press **Setup**.

2   Press **4**, then press **8**.

    This selects Advanced Fax Setup and then Junk Fax Numbers.

3   Press ▸ to select **Add**, and then press **OK**.

    The most recently received Caller ID number appears on the display.

4   Press ◂ or ▸ to scroll through the list of Caller ID numbers, and then press **OK** to select a number to add to the list.

5   If you want to add another number to the list, press **1** (Yes). Otherwise, press **2** (No).

6   If you pressed **1**, repeat steps 4 and 5 until you have finished adding Caller ID numbers to the list.

to delete junk fax numbers

1   Press **Setup**.

2   Press **4**, then press **8**.

    This selects Advanced Fax Setup and then Junk Fax Numbers.

3   Press ▸ to select **Delete**, and then press **OK**.

    The first Junk Number appears on the display.

4   Press ◂ or ▸ to scroll through the list of numbers, and then press **OK** to delete the selected number from the list.

5   If you want to delete another number from the list, press **1** (Yes). Otherwise, press **2** (No).

6   If you pressed **1**, repeat steps 4 and 5 until you have finished deleting numbers from the list.

set backup fax reception

Use the Backup Fax Reception feature to store received faxes in memory. For example, if you run out of paper while receiving a fax, the fax will be stored in memory. Then, once you have loaded paper, you can print out the fax. The front panel display notifies you when there are faxes in stored in memory that need to be printed. If Backup Fax Reception is turned off and the device is out of paper, it will not answer the call.

By default, Backup Fax Reception is enabled. For information on printing faxes stored in memory, see **reprint the faxes in memory** on page 49.

Note: If the memory becomes full, the HP Fax overwrites the oldest, printed faxes. All unprinted faxes will remain in memory until they are printed or deleted. When the memory becomes full of unprinted faxes, the HP Fax will not receive any more fax calls until the unprinted faxes are printed. To delete all faxes in memory, including the unprinted faxes, unplug your HP Fax.

1   Press **Setup**.

2   Press **4**, then press **7** or **9** (depends on your country/region).

    This selects Advanced Fax Setup and then Backup Fax Reception.

fax

3   Press ▸ to select one of the following options:
- **On**: select this option to activate Backup Fax Reception.
- **Off**: select this option to turn off Backup Fax Reception.

4   Press **OK**.

set the country and language

Usually, you sent the language and country/region when you first set up the HP Fax. However, you can change these settings at any time.

1   Press **Setup**.

2   Press **6**, then press **3**.

This selects Preferences and then selects Set Language & Country/Region. Press 11 for English appears on the display. You can press ▸ to scroll through the available language or wait for them to display automatically.

3   When you see the language you want, enter its two-digit number using the keypad.

4   When prompted to confirm the language, press **1** for Yes or **2** for No.

You are prompted with all the countries/regions for the selected language. You can also scroll through the countries/regions using ◂ or ▸.

5   Using the keypad, enter the two-digit number for the desired country/region.

6   When prompted, press **1** for Yes or **2** for No.

reprint the faxes in memory

Reprint Faxes in Memory enables you to reprint a fax stored in memory. The faxes are printed in reverse order with the most recently received fax printed first. Any time the HP Fax begins printing a fax you do not need, press Cancel to stop it from printing. The HP Fax begins printing the next fax in memory.

Note: You will need to press Cancel for each stored fax in order to stop it from printing.

1   Press **Setup**.

2   Press **5**, then press **4**.

This selects Tools and then selects Reprint Faxes in Memory.

The faxes are printed from memory.

stop faxing

- To stop a fax you are sending or receiving, press **Cancel**.
- To cancel a number you are currently dialing and bring up a dial tone, press **Flash**.

Note: If the HP Fax is already connected to the other fax machine and sending or receiving fax data, you must press Cancel to cancel the fax. Flash will not cancel a fax that is already in progress.

fax

fax

4 use the copy features

The HP Fax enables you to produce high-quality color and black-and-white copies on plain paper, photo paper, and transparencies. You can enlarge or reduce the size of an original to fit a specific paper size and adjust the copy's darkness.

This section contains the following topics:

overview

This section contains the following topics:

use the copy features from the front panel

1   Load your original, and then press the **Copy** button on the front panel. The first option in the Copy menu appears in the front panel display.

2   Press **Copy** repeatedly to scroll through the menu options.

3   When the option you want to change appears in the front panel display, press the ◄ and ► buttons to scroll through the option settings.

     Note: To change multiple options, press OK after each setting.

4   Press **Start Black** or **Start Color**.

copy

increase copy speed or quality

The HP Fax provides three options that affect copy speed and quality.

- Normal: delivers high-quality output and is the recommended setting for most of your copying. Normal copies faster than Best.
- Fast: copies faster than the Normal setting. The text is of comparable quality to the Normal setting, but the graphics might be of lower quality. Using Fast reduces the frequency of replacing your print cartridges, because it uses less ink.
- Best: produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. Best copies more slowly than the other quality settings.

1   Load your original face down and top first in the document feeder tray. For more information, see **load originals**.

2   Press **Copy** until **Copy Quality** appears in the top line of the display. The following options are available in the Copy Quality menu.

Copy Menu
Number of Copies
Copy Quality
Lighter/Darker
Reduce/Enlarge
Paper Type
Copy Paper Size
Enhancements
Color Intensity
Set New Defaults

Copy Quality
Normal
Fast
Best
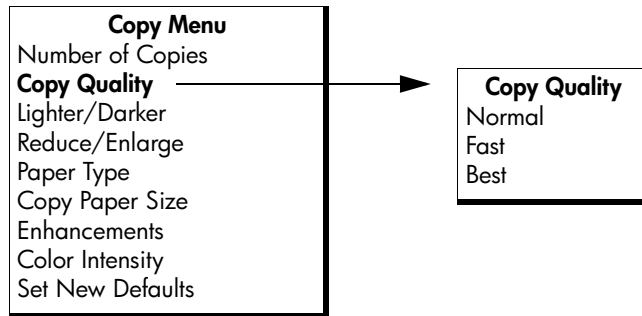
3   Press ▸ until the quality setting you want appears.

4   Press **Start Black** or **Start Color**.

change default copy settings

When you change copy settings from the front panel, they apply only to the current copy job. To apply copy settings to all future copy jobs, you can save the settings as defaults.
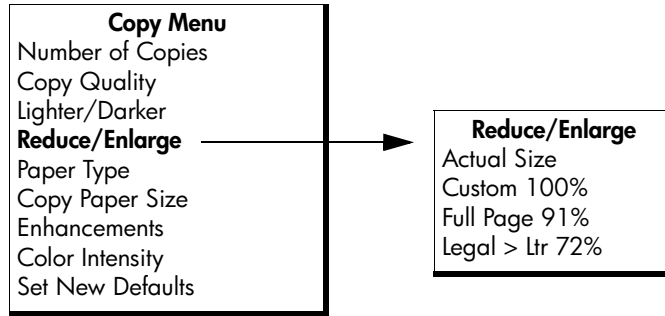
1   Load an original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2   Make any changes to the options in the **Copy** menu.

3   Press **Copy** until **Set New Defaults** appears in the top line of the display.

```
┌─────────────────────────────┐
│        Copy Menu            │
│  Number of Copies           │
│  Copy Quality               │
│  Lighter/Darker             │
│  Reduce/Enlarge             │
│  Paper Type                 │
│  Copy Paper Size            │
│  Enhancements               │
│  Color Intensity            │
│  Set New Defaults           │
└─────────────────────────────┘
```
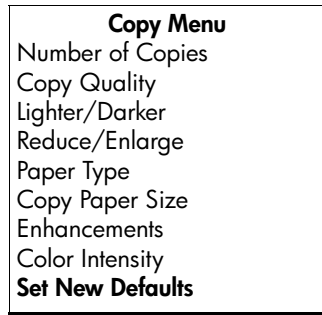
4   Press ▸ until **Yes** appears.

5   Press **OK** to save the settings.

6   Press **Start Black** or **Start Color** to make a copy with the new default settings.

copy a two-page black-and-white document

You can use the HP Fax to copy a single- or multiple-page document in color or black and white. In this example, the HP Fax is used to copy a two-page black-and-white original.
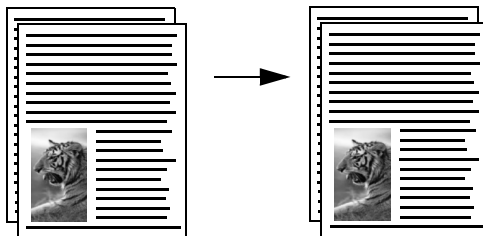
1   Arrange your originals so they are in order with the first page on top.
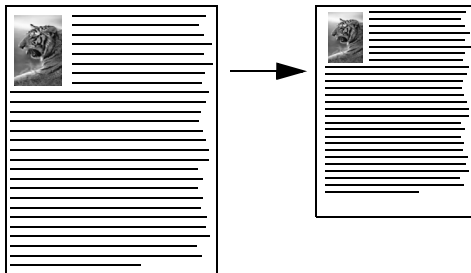
2   Load your originals face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

3   Press **Copy**.

4   Press **Start Black**.

copy

make multiple copies of the same original

1 Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2 Press **Copy** until **Number of Copies** appears in the top line of the display.

3 Press ▸ or use the keypad to enter the number of copies, up to the maximum.

(The maximum number of copies varies by model.)

Tip: If you hold down either of the arrow buttons, the number of copies changes by increments of 5 to make it easier to set a large number of copies.

4 Press **Start Black** or **Start Color**.

If you are copying a stack of originals in the document feeder tray, the HP Fax makes multiple copies of a single page before copying the next page. You will need to sort and staple the copies yourself.
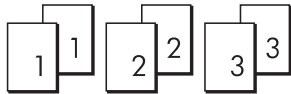
copy a washed-out original

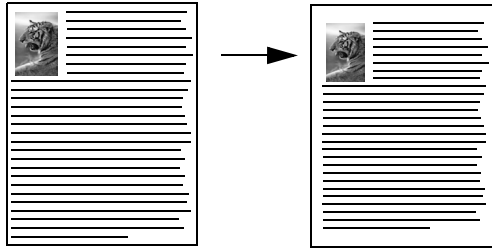Use Lighter/Darker to adjust the lightness and darkness of the copies you make.

1 Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2 Press **Copy** until **Lighter/Darker** appears in the top line of the display. The range of Lighter/Darker values appears as circles on a scale on the front panel display.

3 Press ▸ to darken the copy.

Note: You can also press ◂ to lighten the copy.

4 Press **Copy** until **Color Intensity** appears in the top line of the display. The range of Color Intensity values appears as circles on a scale on the front panel display.

5 Press ▸ to make the image more vivid.

Note: You can also press ◂ to make the image more pale.

6 Press **Start Color** or **Start Black**.

reduce or enlarge

1   Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

Position the original in the center of the document feeder tray and move the paper guides next to it.
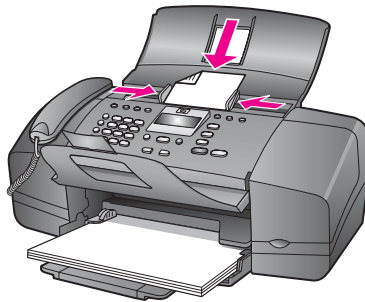
2   Load letter, A4, or legal paper in the paper tray.

3   Press the **Copy** button until **Reduce/Enlarge** appears.

4   Press ▶ until **Custom** appears.

5   Press **OK**.

6   Press ◀ or ▶ until the percentage that you want to reduce or enlarge the photo appears.

7   Press **Start Black** or **Start Color**.

copy a legal-size document onto letter paper

1   Load the legal document face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2   Press **Copy** until **Reduce/Enlarge** appears in the top line of the display.

The following options are available in the Reduce/Enlarge menu.

copy

```
        Copy Menu
Number of Copies
Copy Quality
Lighter/Darker
Reduce/Enlarge  ─────────►   Reduce/Enlarge
Paper Type                    Actual Size
Copy Paper Size               Custom 100%
Enhancements                  Full Page 91%
Color Intensity               Legal > Ltr 72%
Set New Defaults
```

3 Press ▸ until **Legal > Ltr 72%** appears.

4 Press **Start Black** or **Start Color**.

The HP Fax reduces the size of your original to fit within the printable area of the letter paper, as shown below.

copy a full page

1 Load the document face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2 Press **Copy** until **Reduce/Enlarge** appears in the top line of the display.
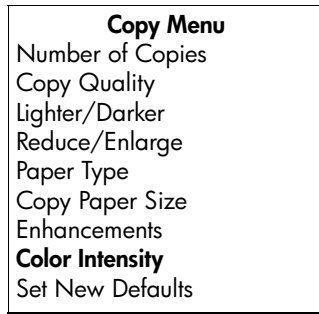
The following options are available in the Reduce/Enlarge menu.

```
        Copy Menu
Number of Copies
Copy Quality
Lighter/Darker
Reduce/Enlarge  ─────────►   Reduce/Enlarge
Paper Type                    Actual Size
Copy Paper Size               Custom 100%
Enhancements                  Full Page 91%
Color Intensity               Legal > Ltr 72%
Set New Defaults
```
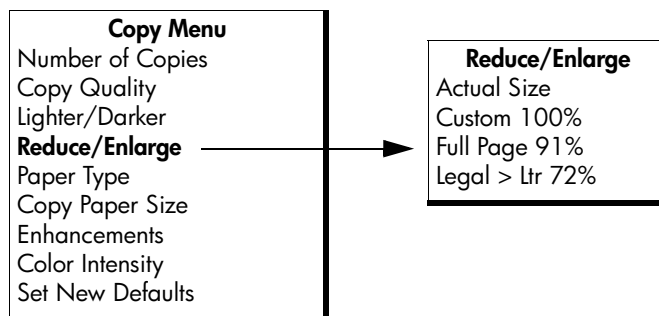
3 Press ▸ until **Full Page 91%** appears.

4 Press **Start Black** or **Start Color**.

The HP Fax slightly reduces the size of your original to fit within the printable area of the letter or A4 paper, as shown below.

copy a document that has been faxed several times

The Enhancements feature automatically adjusts the quality of text documents by sharpening edges of black text or photographs by enhancing light colors that might otherwise appear white.

Text enhancement is the default option. Use Text enhancement to sharpen edges of black text. Use Photo to enhance light colors in your photographs, Mixed if your original contains both photographs and text, or None to turn off all enhancements.

1   Load your original face down and top first in the document feeder tray. For more information, see **load originals** on page 15.

2   Press **Copy** until **Enhancements** appears in the top line of the display.

The following options are available in the Enhancements menu.

Copy Menu
Number of Copies
Copy Quality
Lighter/Darker
Reduce/Enlarge
Paper Type
Copy Paper Size
Enhancements
Color Intensity
Set New Defaults

Enhancements
Text
Photo
Mixed
None
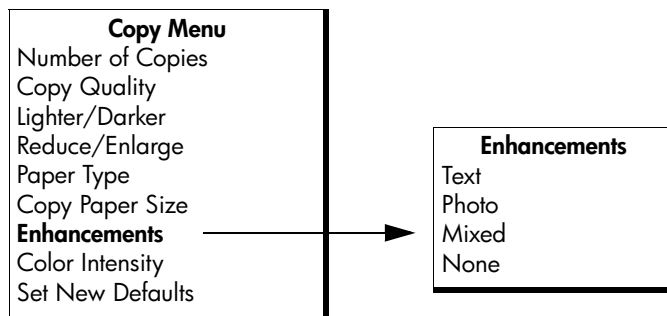
3   Press ▸ until **Text** appears.

4   Press **Start Black** or **Start Color**.

Tip: If any of the following occur, turn off Text enhancement by selecting Photo or None:

–   Stray dots of color surround some text on your copies
–   Large, black typefaces look splotchy (not smooth)
–   Thin, colored objects or lines contain black sections
–   Horizontal grainy or white bands appear in light- to medium-gray areas

copy

enhance light areas of your copy

Use Photo enhancements to enhance light colors that might otherwise appear white. You can also copy with Photo enhancements to eliminate or reduce any of the following that might occur when copying with Text enhancements:

- Stray dots of color surround some text on your copies
- Large, black typefaces look splotchy (not smooth)
- Thin, colored objects or lines contain black sections
- Horizontal grainy or white bands appear in light- to medium-gray areas

1   Load your original photo face down and top first in the document feeder tray. For more information, see **load originals** on page 15.
2   Press **Copy** until **Enhancements** appears in the top line of the display.
    The following options are available in the Enhancements menu.

```
┌─────────────────────────┐
│      Copy Menu          │
│  Number of Copies       │
│  Copy Quality           │           ┌─────────────────────┐
│  Lighter/Darker         │           │    Enhancements     │
│  Reduce/Enlarge         │           │  Text               │
│  Paper Type             │           │  Photo              │
│  Copy Paper Size        │    ──────▶│  Mixed              │
│  Enhancements           │           │  None               │
│  Color Intensity        │           └─────────────────────┘
│  Set New Defaults       │
└─────────────────────────┘
```
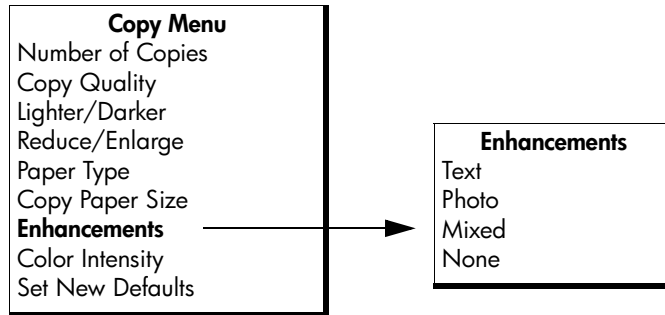
3   Press ▸ until **Photo** appears.
4   Press **Start Color** or **Start Black**.

enhance the colors of your original

Use Color Intensity to adjust the lightness and darkness of the copies you make.

1   Load your original face down and top first in the document feeder tray.
    For more information, see **load originals** on page 15.

2   Press **Copy** until **Color Intensity** appears in the top line of the display.

```
┌─────────────────────────────┐
│        Copy Menu            │
│  Number of Copies           │
│  Copy Quality               │
│  Lighter/Darker             │
│  Reduce/Enlarge             │
│  Paper Type                 │
│  Copy Paper Size            │
│  Enhancements               │
│  Color Intensity            │
│  Set New Defaults           │
└─────────────────────────────┘
```

The range of Color Intensity values appears as circles on a scale on the front panel display.

3   Press ▶ to make the image more vivid.

    Note: You can also press ◀ to make the image more pale.

4   Press **Start Color** or **Start Black**.

stop copying

▶   To stop copying, press **Cancel** on the front panel.

The HP Fax immediately stops printing and releases the paper.

copy

copy

5 order supplies

You can order print cartridges, recommended types of HP paper, and HP Fax accessories online from the HP website.

This section contains the following topics:

- **order media** on page 61
- **order print cartridges** on page 61
- **order other supplies** on page 61

order media

To order media such as HP Premium Paper, HP Premium Inkjet Transparency Film, HP Iron-On Paper, or HP Greeting Cards, go to:

www.hp.com

Choose your country/region, and then select Buy or Shopping.

order print cartridges

The following table lists the print cartridges that are compatible with your HP Fax. Use this information to determine which print cartridge to order.

print cartridges	hp reorder number
HP black inkjet print cartridge	#56, 19 ml black print cartridge
HP tri-color inkjet print cartridge	#57, 17 ml color print cartridge
HP black inkjet print cartridge	#27, 10 ml black print cartridge
HP tri-color inkjet print cartridge	#28, 8 ml color print cartridge

Get more information about print cartridges from the HP website:

www.hp.com

Choose your country/region, and then select Buy or Shopping.

order other supplies

To order other supplies such as, a copy of the printed User Guide, a Setup Poster, or other customer-replaceable parts, call the appropriate number.

- In the U.S. or Canada, dial 1-800-HP-INVENT (1-800-474-6836).
- In Europe, dial +49 180 5 290220 (Germany) or +44 870 606 9081 (U.K.).

To order in other countries/regions, call the phone number for your countries/regions. The numbers listed below are current as of the publication date of this guide. For a list of current ordering numbers, go to the following website and choose your own country/region or language:

www.hp.com/support

country/region	number for ordering
Asia Pacific	65 272 5300
Australia	61 3 8877 8000
New Zealand	0800 441 147
South Africa	+27 (0)11 8061030
U.S. and Canada	1-800-HP-INVENT (1-800-474-6836)

6 maintain your hp fax

The HP Fax requires little maintenance. Sometimes you might want to clean the glass and the white strip on back of the lid to remove surface dust and ensure that your copies and scans remain clear. You might also want to replace, align, or clean your print cartridges from time to time. This section provides instructions for keeping your HP Fax in top working condition. Perform these simple maintenance procedures as necessary.

This section contains the following topics:

clean the glass

Dirty glass from dust, smudges, hair, and so on slows down performance and affects the accuracy of your copies.

1   Turn off the HP Fax, unplug the power cord, and raise the scanner lid.

Note: Print all faxes that are in memory before unplugging the power cord. Faxes in memory will be lost when the power cord is unplugged. See **reprint the faxes in memory** on page 49.
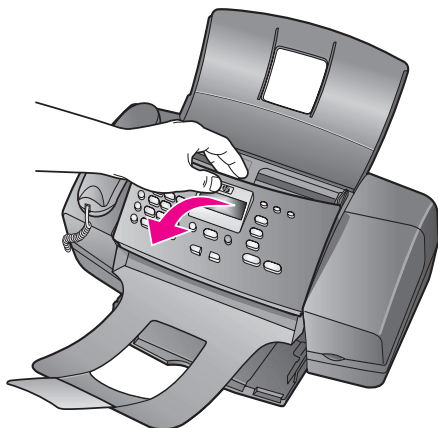
2 Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

Caution! Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; these can damage it. Do not place or spray liquids directly on the glass. They might seep under it and damage the HP Fax.

3 Dry the glass with a chamois or cellulose sponge to prevent spotting.
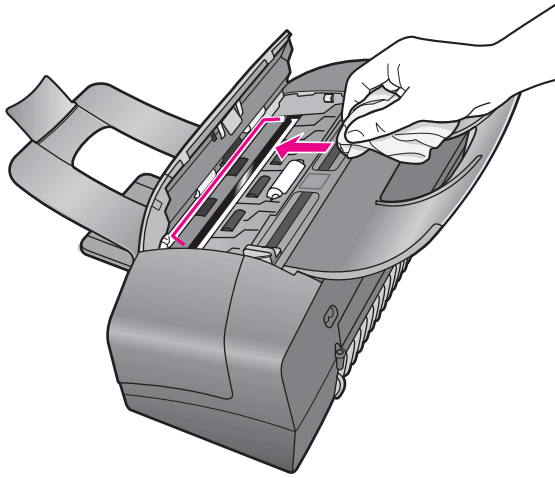
clean the white strip

Minor debris can accumulate on the white strip located underneath the scanner's lid.

1 Turn off the device, unplug the power cord, and raise the scanner lid.

Note: Print all faxes that are in memory before unplugging the power cord. Faxes in memory will be lost when the power cord is unplugged. See **reprint the faxes in memory** on page 49.
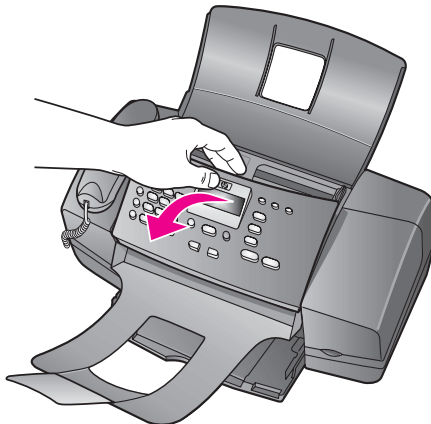
2   Clean the white strip with a soft cloth or sponge slightly moistened with a mild soap and warm water.

3   Wash the strip gently to loosen debris; do not scrub the strip.

4   Dry the strip with a chamois or soft cloth.

Caution! Do not use paper-based wipes as these might scratch the strip.

5   If this does not clean the strip well enough, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the strip thoroughly with a damp cloth to remove any residual alcohol.

clean the exterior

Use a soft cloth or slightly moistened sponge to wipe dust, smudges, and stains off the case. The interior of the device does not require cleaning. Keep fluids away from the interior of the device as well as the front panel.

Note: To avoid damage to painted parts of the HP Fax, do not use alcohol or alcohol-based cleaning products on the front panel or the lid of the device.

work with print cartridges

To ensure the best print quality from your HP Fax, you will need to perform some simple maintenance procedures and, when prompted by a front panel message, replace the print cartridges.

This section contains the following topics:

print cartridge information

For best results, use HP print cartridges. Refilled print cartridges might damage your HP Fax. The following tips help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in the original sealed packages until they are needed.
- Store cartridges at room temperature (60–78° F or 15.6–25.6° C).
- Do not reattach the protective tape once it has been removed from the print cartridge. Reattaching the tape might damage the print cartridge. Place the print cartridge immediately in the HP Fax. If this is not possible, store it in a print cartridge protector or an airtight, plastic container. When storing the cartridges in an air tight container, be careful to place them so that the ink nozzles do not touch the sides of the container.

Do not open the print carriage access door of the HP Fax unless necessary. This uncaps the nozzles and exposes them to air. The print cartridges have microscopic nozzles that can clog when exposed to the air for more than a few minutes. The HP Fax is designed to prevent nozzles from drying out under normal use.

- Turn off the HP Fax from the front panel and not from a power strip.
- Clean the print cartridges when you notice a significant decrease in print quality or when the print cartridges have not been used for a long time.

  Caution! Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.

print a self-test report

If you are experiencing problems with printing, print a Self-Test Report before you replace the print cartridges. This report provides useful information about your print cartridges, including status information.

1. Load letter, A4, or legal-size paper.
2. Press **Setup**.
3. Press **1**, then press **5**.

   This selects Print Report, and then selects Self-Test Report.

Print Report
1:Automatic Reports Setup
2:Last Transaction
3:Fax Log
4:Speed Dial List
5:Self-Test Report
6:Caller ID Report
7:Junk Fax Report

Black bar
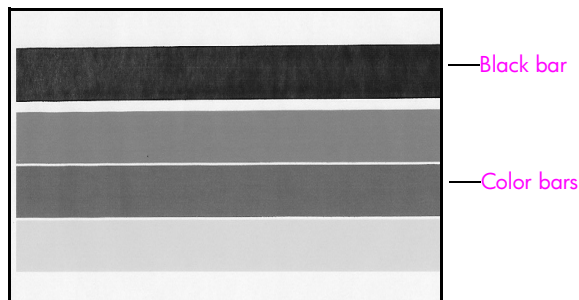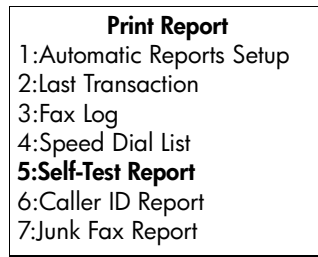
Color bars

4 Check the Self-Test Report for streaking or white lines in the color bars. Make sure that the color bars have even consistency and the lines of color extend across the page.

– You will find four color bars on the self-test report: black, cyan, magenta, and yellow.

– If any color bars are missing, this might indicate that particular print cartridge is out of ink. You might need to replace the print cartridge. For more information on replacing print cartridges, see **replace the print cartridges** on page 67.

– Streaks might indicate clogged nozzles or dirty contacts. You might need to clean the print cartridges or the print cartridge contacts. For more information on cleaning the print cartridges, see **clean the print cartridges** on page 70 and **clean the print cartridge contacts** on page 71. Do *not* clean with alcohol.

handle the print cartridges

Before you replace or clean a print cartridge, you should know the part names and how to handle the print cartridge.

Gold-colored contacts

Ink nozzles under tape

Plastic tape with pink pull tab (must be removed)
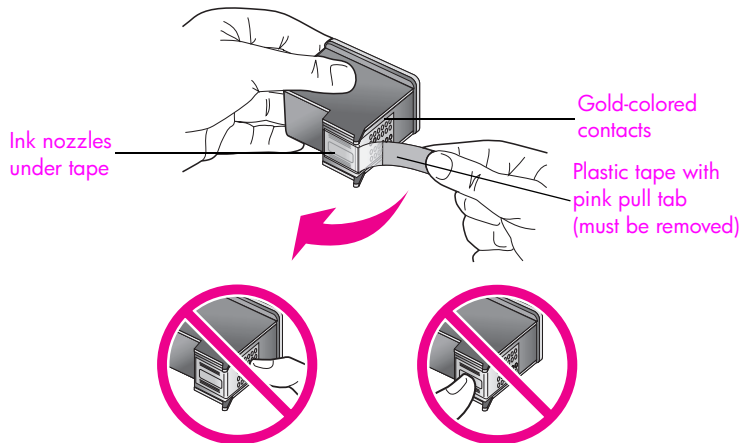
Do not touch the gold-colored contacts or the ink nozzles

replace the print cartridges

A message appears on the front panel display to let you know when the ink level for the print cartridge is low. When you receive this message, it is recommended that you have a replacement print cartridge available. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

For information on ordering replacement print cartridges, see **order print cartridges** on page 61.

maintain

1   Turn on the HP Fax, and then lift open the print-carriage access door.

Print-carriage
access door
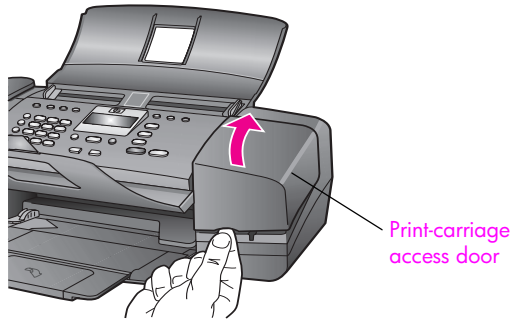
The print carriage moves into view.
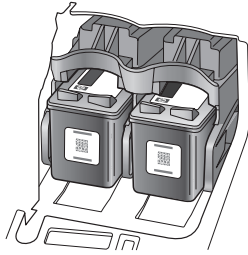
2   After the carriage stops moving, push down on the top of the print cartridge to release it, and then pull it toward you out of its slot.
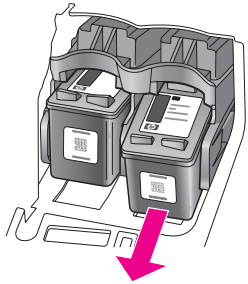
Note: It is normal to see ink buildup in the print cartridge slots.

3   Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the tape by using the pink pull tab.
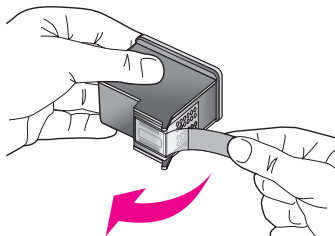
Caution! Do not touch the gold-colored contacts or ink nozzles.

Once you have removed the plastic tape, install the print cartridge immediately to prevent the ink from drying in the nozzles.

4   Hold the black print cartridge with the HP label on top. Slide the print cartridge at a slight angle up into the *right* side of the print carriage. Press firmly until the print cartridge snaps into place.

Caution! Do not attempt to push the cartridge straight into the slot. It must slide in at a upward slight angle.
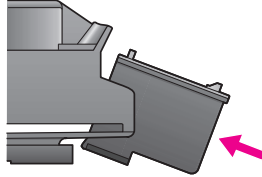
5   Hold the tri-color print cartridge with the HP label on top. Slide the print cartridge at a slight angle into the *left* side of the print carriage. Press firmly until the print cartridge snaps into place.

Caution! Do not attempt to push the cartridge straight into the slot. It must slide in at a slight upward angle.
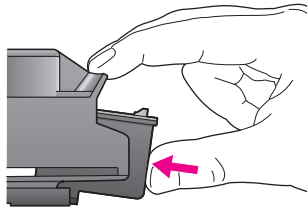
Note: You must install *both* print cartridges in order for your HP Fax to work.
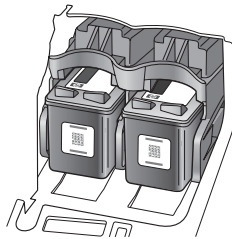
6   Close the print-carriage access door.

"Press OK to print Align page" appears on the display.

7   Press **OK**.

For information on aligning the print cartridges, see **align the print cartridges** on page 70.

align the print cartridges

The HP Fax prompts you to align print cartridges every time you install or replace a print cartridge. You can also align the print cartridges at any time from the front panel. Aligning the print cartridges ensures high-quality output.

Note: If you remove and reinstall the same print cartridge, the HP Fax will not prompt you to align the print cartridges.

to align the print cartridges from the front panel

1   To align the print cartridges when prompted, press **OK**.
    The HP Fax prints an alignment page.

2   Otherwise, you can align the print cartridges manually from the front panel. Press **Setup**.

3   Press **5**, then press **2**.
    This selects Tools and then selects Align Print Cartridge.

> **Tools Menu**
> 1:Clean Print Cartridge
> **2:Align Print Cartridge**
> 3:Restore Factory Defaults
> 4:Reprint Faxes in Memory
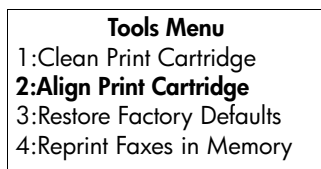
The HP Fax prints an alignment page.

4   Load the alignment page face down in the document feeder tray and press **OK**.
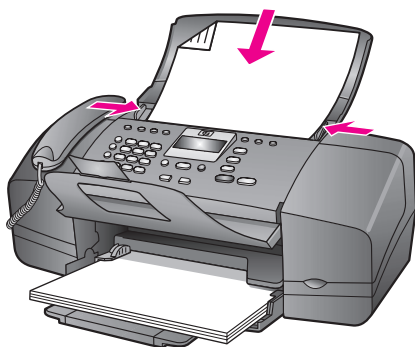
When "Alignment Complete" appears on the front panel display, alignment is complete. Recycle or discard the alignment page.

clean the print cartridges

Use this feature when the Self-Test Report shows streaking or white lines through any of the colored bars. Do not clean print cartridges unnecessarily. This wastes ink and shortens the life of the ink nozzles.

1   Press **Setup**.

2   Press **5**, then press **1**.
    This selects Tools and then selects Clean Print Cartridge.

```
        Tools Menu
1:Clean Print Cartridge
2:Align Print Cartridge
3:Restore Factory Defaults
4:Reprint Faxes in Memory
```

A test page is printed as the print cartridges are cleaned. Recycle or discard the page.

If copy or print quality still seem poor after you clean the print cartridges, try cleaning the print cartridge contacts before replacing the print cartridge that is affected. For information on replacing print cartridges, see **replace the print cartridges** on page 67.

A test page is printed as the print cartridges are cleaned. Recycle or discard the page.

clean the print cartridge contacts

Clean the print cartridge contacts only if you get repeated front panel messages prompting you to check a print cartridge after you already have cleaned or aligned the print cartridges.

Before cleaning remove the cartridge and verify that nothing is covering the print cartridge contacts then reinstall the cartridge. If you continue to get messages to check the cartridges, clean the contacts.

Caution! Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time.

Make sure you have the following materials available:

• Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

• Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

Caution! Do *not* use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the HP Fax.

1 Turn the HP Fax on and open the print-carriage access door.

2 After the carriage stops moving, unplug the power cord from the back of the HP Fax.

3 Push down on the top of the print cartridge to release it, and then pull it toward you out of its slot.

4 Inspect the print cartridge contacts for ink and debris buildup.

5 Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.

6 Hold the print cartridge by its sides.

7 Clean only the contacts. Do *not* clean the nozzles.

Contacts

Nozzles - do not clean
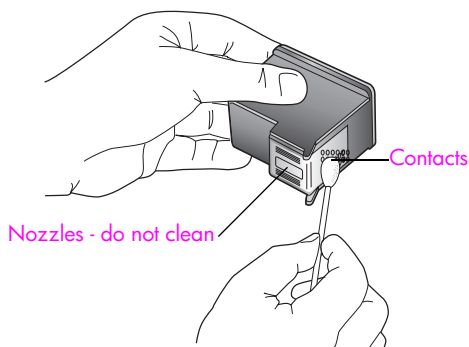
8 Place the print cartridge back into the carriage.

9 Repeat if necessary for the other print cartridge.

10 Close the print-carriage access door and plug in the HP Fax.

replace the telephone cord

In some countries/regions you must use a special telephone cord to connect your device to the telephone system.

Please check **fax setup** on page 75 to see if this applies to you.

restore factory defaults

You can restore the original factory settings to what they were when you purchased your HP Fax.

> **Note:** Restoring the factory defaults will not change the date information you set, nor will it affect any changes you made to scan settings and the language and country/region settings.

You can perform this process from the front panel only.

1 Press **Setup**.

2 Press **5**, then press **3**.
This selects Tools and then selects Restore Factory Defaults.

```
         Tools Menu
1:Clean Print Cartridge
2:Align Print Cartridge
3:Restore Factory Defaults
4:Reprint Faxes in Memory
```

The factory default settings are restored.

set the scroll speed

The Scroll Speed option lets you control the rate that text messages scroll from right to left in the front panel display. For example, if the message is long and does not completely fit in the front panel display, it will need to scroll. This is so that you can read the entire message. You can choose the rate at which it will scroll: Normal, Fast, or Slow. The default is Normal.

1 Press **Setup**.

2 Press **6**, then press **1**.
This selects Preferences and then selects Set Scroll Speed.

> **Preferences Menu**
> **1:Set Scroll Speed**
> 2:Set Prompt Delay Time
> 3:Set Language & Country/Region

3 Press ▸ to select a scroll speed, then press **OK**.

set the prompt delay time

The Prompt Delay Time option allows you to control the amount of time that passes before a message is displayed prompting you to take further action. For example, if you press Copy and the prompt delay time passes without pressing another button, "Load Original, then press Start" appears in the front panel display. You can choose Normal, Fast, or Slow. The default is Normal.

1 Press **Setup**.

2 Press **6**, then press **2**.
This selects Preferences and then selects Set Prompt Delay Time.

> **Preferences Menu**
> 1:Set Scroll Speed
> **2:Set Prompt Delay Time**
> 3:Set Language & Country/Region

3 Press ▸ until the delay time appears, then press **OK**.

maintain

set the language and country/region

Normally the language and country/region for your HP Fax is set when you first set up your device. However, you can change it at any time.

1   Press **Setup**.

2   Press **6**, then press **3**.
    This selects Preferences and then selects Set Language & Country/Region.

Preferences Menu
1:Set Scroll Speed
2:Set Prompt Delay Time
3:Set Language & Country/Region
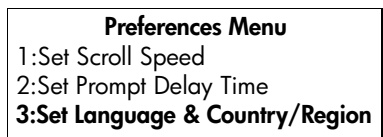
Press 11 for English appears on the display. You can press ▸ to scroll through the available languages or wait for them to display automatically.

3   When you see the language you want, enter its two-digit number using the keypad.

4   When prompted to confirm the language, press **1** for Yes or **2** for No.
    You are prompted with all the countries/regions for the selected language. You can also scroll through the countries/regions using ◂ or ▸.

5   Using the keypad, enter the two-digit number for the desired country/region.

6   When prompted, press **1** for Yes or **2** for No.

self-maintenance sounds

During the life of your product you might hear various mechanical sounds. This is a normal part of your device's self-maintenance.

7

fax setup

After completing all steps in the Setup Poster, use the instructions in this section to complete your fax setup. Please keep your Setup Poster for later use.

In this section, you will learn how to set up your HP Fax so that faxing works successfully with any equipment and services you might already have on the same telephone line as your HP Fax.

If you subscribe to Caller ID, refer to **use caller ID** on page 47 after you have completed this chapter.

Read at least through page 77 to determine what additional (if any) setup you need to do.

This section contains the following topics:

faxing from a DSL line

If you have a digital subscriber line (DSL) service through your phone company, use the instructions in this section to connect a DSL filter between the telephone wall jack and your HP Fax. This filter removes the digital signal that would block your HP Fax from communicating properly with the telephone line.

Caution! If you have a DSL line and you do not connect the DSL filter, you will not be able to send and receive faxes with your HP Fax.

Use the phone cord supplied in the box with your HP Fax

Telephone wall jack

1-LINE   2-EXT

DSL filter supplied by your

Back view of the
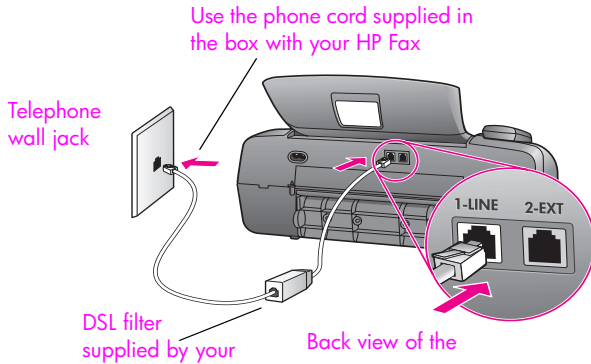
Caution! If you do not use the supplied cord to connect from the DSL filter to your HP Fax, you may not be able to fax successfully. If you live in one of the countries listed in the table on page 77, you received a special 2-wire cord. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

1   Obtain a DSL filter from your DSL provider.

2   Using the phone cord supplied in the box with your HP Fax, connect one end to the open port on the DSL filter, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

3   Connect the DSL filter cord to the telephone wall jack.

4   Proceed to **how to tell if the following instructions apply to you** on page 77 to determine what else you need to do to finish setting up your HP Fax.

faxing with a PBX phone system or an ISDN line

If your telephone line has a PBX system, make sure you dial the number for an outside line before dialing the fax number.

Caution! Many digital PBX systems include a call-waiting tone that is factory-set to "on." This call-waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with your HP Fax. Refer to your digital PBX system's documentation for instructions on how to turn off the call-waiting tone.

If you are using either a PBX or an ISDN converter, make sure the HP Fax is connected to the port that is designated for fax and phone use.

Some ISDN systems allow you to configure the ports for specific phone equipment—for example, you might have assigned one for telephone and Group 3 fax and another for multiple purposes.

Note: If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes (might be labeled "multi-combi" or something similar).

how to tell if the following instructions apply to you

The rest of the fax setup instructions in this chapter are intended for parallel-type telephone systems, which are most common in the countries/regions listed in the table below.

- If all of your telephone equipment (modems, phones, answering machines, and faxes) connects directly to your telephone wall jack, you probably have a serial-type telephone system. Check the table below to make sure that your country/region does not appear in the list. If you are unsure which kind of telephone system you have (parallel or serial), check with your telephone company. If you have a serial system, you do not need to read further. If you have Caller ID on the line where you will install your HP Fax, please refer to **use caller ID** on page 47 and **block junk fax numbers** on page 47.

- If your country/region is listed, use the following instructions to complete your fax setup.

use this chapter if located in one of these countries/regions

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan
Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia

use this chapter if located in one of these countries/regions		
Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		

how to choose the right fax setup for your office

Caution! Please refer to **how to tell if the following instructions apply to you** on page 77 before following any of these instructions.

To fax successfully, you need to know what types of equipment and services (if any) share the same telephone line with your HP Fax. This is important because you might need to connect some of your existing office equipment directly to your HP Fax, and you might also need to change some fax settings before you can fax successfully.

To determine the best way to set up the HP Fax in your office, first read through the questions in this section and record your answers. Next, refer to the table in the following section and choose the recommended setup case based on your answers.

Be sure to read and answer the following questions in the order they are presented.

1 **Do you subscribe to a distinctive ring service through your phone company that provides multiple phone numbers with different ring patterns?**

❑ Yes, I have distinctive ring.

❑ No.

If you answered "Yes," proceed directly to **case B: faxing with a distinctive ring service on the same line** on page 82. You do not need to continue answering questions.

If you answered "No," please continue answering questions.

Not sure if you have distinctive ring? Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line.

When you subscribe to this service, each number will have a different ring pattern—for example, single, double, and triple rings. You might assign one phone number with a single ring to your voice calls, and another phone number with double rings to your fax calls. This allows you—and your HP Fax—to tell the difference between voice and fax calls when the phone rings.

2 **Do you receive voice calls at the same phone number you will use for fax calls on your HP Fax?**

❑ Yes, I receive voice calls.

❑ No.

Please continue answering questions.

3   Do you have a PC modem on the same telephone line as your HP Fax?

❑   Yes, I have a PC modem.

❑   No.

Here is how to determine if you have a PC modem. If you answer "Yes" to any of the following questions, you are using a PC modem:

–   Do you send and receive faxes directly to and from your computer programs through a dial-up connection?

–   Do you use e-mail on your computer through a dial-up connection?

–   Do you access the Internet from your computer through a dial-up connection?

Please continue answering questions.

4   Do you have an answering machine that answers voice calls at the same phone number you will use for fax calls on your HP Fax?

❑   Yes, I have an answering machine.

❑   No.

Please continue answering questions.

5   Do you subscribe to a voice mail service through your phone company at the same phone number you will use for fax calls on your HP Fax?

❑   Yes, I have a voice mail service.

❑   No.

select your fax setup case from this table

Now that you have answered all of the questions about the equipment and services that share the phone line with your HP Fax, you are ready to choose the best setup case for your office.

From the first column in the following table, choose the combination of equipment and services applicable to your office setting. Then look up the appropriate setup case in the second column. Step-by-step instructions are included for each case later in this chapter.

If you have answered all of the questions in the previous section and have none of the described equipment or services, choose "None" from the first column in the table.

other equipment/services sharing your fax line	recommended fax setup
None (You answered "No" to all questions.)	Case A: Separate fax line (no voice calls received)
Distinctive ring service (You answered "Yes" to question 1 only.)	Case B: Faxing with a distinctive ring service on the same line
Voice calls (You answered "Yes" to question 2 only.)	Case C: Shared voice/fax line
PC modem (You answered "Yes" to question 3 only.)	Case D: Fax line shared with PC modem (no voice calls received)
Voice calls and PC modem (You answered "Yes" to questions 2 and 3 only.)	Case E: Shared voice/fax line with PC modem
Voice calls and answering machine (You answered "Yes" to questions 2 and 4 only.)	Case F: Shared voice/fax line with answering machine
Voice calls, PC modem, and answering machine (You answered "Yes" to questions 2, 3, and 4 only.)	Case G: Shared voice/fax line with PC modem and answering machine
Voice calls and voice mail service (You answered "Yes" to questions 2 and 5 only.)	Case H: Shared voice/fax line with voice mail
Voice calls, PC modem, and voice mail service (You answered "Yes" to questions 2, 3, and 5 only.)	Case I: Shared voice/fax line with PC modem and voice mail

case A: separate fax line (no voice calls received)

If you have a separate fax line on which you receive no voice calls, and you have no other equipment connected on this phone line, connect your HP Fax as described in this section.

Telephone wall jack

Use the phone cord supplied in the box with your HP Fax

1-LINE   **2-EXT**

Back view of the HP Fax

1   Using the phone cord supplied in the box with your HP Fax, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

   Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Fax, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

2   Press the **Answer Mode** button on the front panel until **Fax** appears on the display.
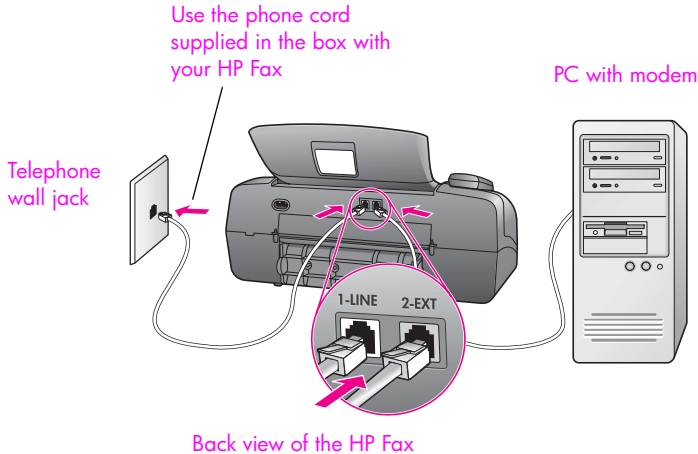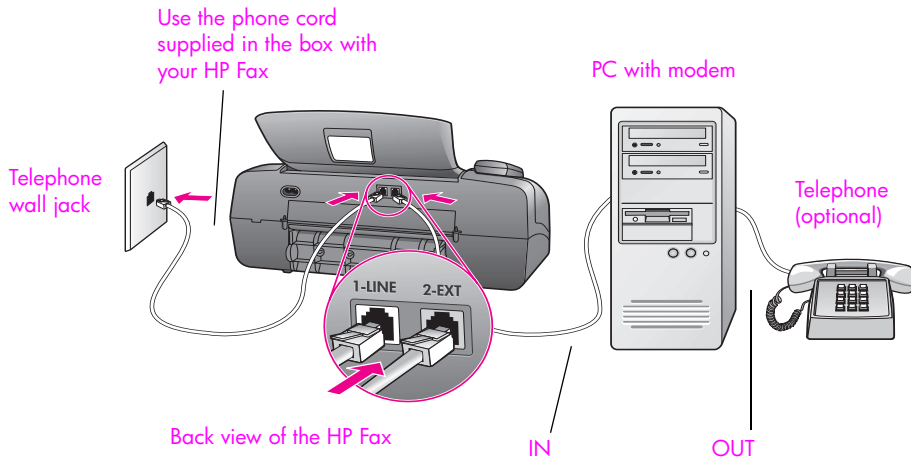
how your hp fax will answer fax calls

When the phone rings, your HP Fax will answer automatically after the number of rings you set in the Rings to Answer setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

case B: faxing with a distinctive ring service on the same line

If you subscribe to a distinctive ring service through your phone company that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, connect your HP Fax as described in this section.

Telephone wall jack

Use the phone cord supplied in the box with your HP Fax

1-LINE   2-EXT

Back view of the HP Fax

1   Using the phone cord supplied in the box with your HP Fax, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Fax, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see I have difficulties when sending faxes and when receiving faxes. on page 105.

2   Press the Answer Mode button on the front panel until Fax appears on the display.

3   Change the Answer Ring Pattern setting to the pattern that has been assigned by the phone company to your fax number—for example, double rings or triple rings.
   a. Press Setup.
   b. Press 4, then press 1.
   c. Press ▶ to scroll through the options.
   d. When the ring pattern that the phone company established for your fax number appears on the display, press OK.

Note: Your HP Fax is factory-set to answer all ring patterns. If you do not set the correct ring pattern assigned by the phone company to your fax number, your HP Fax might answer both voice calls and fax calls or it might not answer at all.

how your hp fax will answer fax calls

Your HP Fax will automatically answer incoming calls that have the ring pattern you selected (Answer Ring Pattern setting) after the number of rings you selected (Rings to Answer setting). Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

case C: shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, connect your HP Fax as described in this section.
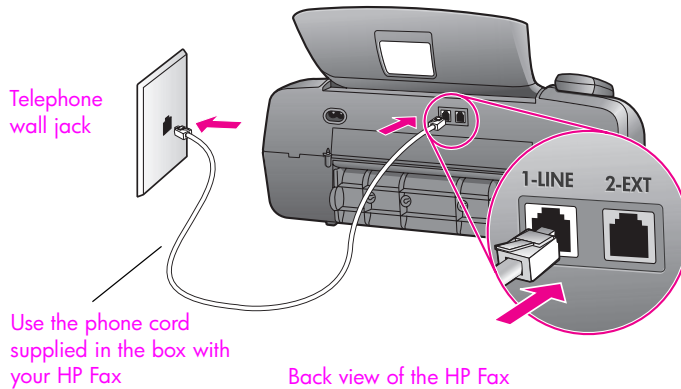
Telephone wall jack

Use the phone cord supplied in the box with your HP Fax

Back view of the HP Fax

1   Using the phone cord supplied in the box with your HP Fax, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

   Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Fax, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

2   HP FaxPress the **Answer Mode** button on the front panel until **Fax/Tel** appears on the display.

## how your hp fax will answer fax calls

The HP Fax automatically answers all incoming calls based on the Rings to Answer setting. If the call is a fax call, the HP Fax will receive the fax.

If the call is a voice call, the HP Fax will create a special ring to indicate it is a voice call. You will need to answer the incoming voice call using the handset. You should not answer voice calls from other telephones on the line. The device cannot tell that you picked up the extension phone and will keep ringing. You will have to press Cancel on the HP Fax to stop the ringing.

fax setup

case D: fax line shared with PC modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a PC modem connected on this line, connect your HP Fax as described in this section.

Note: Since your PC modem shares the telephone line with your HP Fax, you will not be able to use both your PC modem and your HP Fax simultaneously. For example, while you are sending and receiving faxes, you will not be able to e-mail or access the Internet.

Use the phone cord supplied in the box with your HP Fax

PC with modem

Telephone wall jack

1-LINE 2-EXT

Back view of the HP Fax

1   Remove the white plug from the port labeled "2-EXT" on the back of your HP Fax.

2   Find the phone cord that connects from the back of your computer (your PC modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled "2-EXT" on the back of your HP Fax.

3   Using the phone cord supplied in the box with your HP Fax, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Fax, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

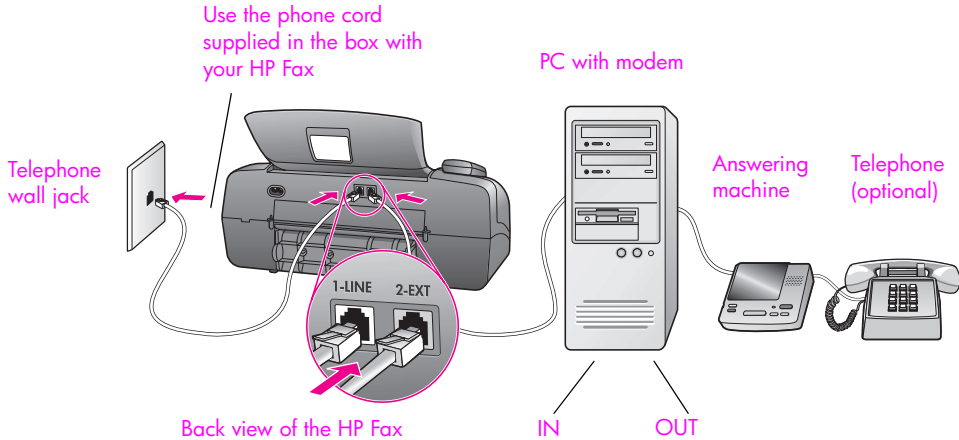4   Press the **Answer Mode** button on the front panel until **Fax** appears on the display.

5   If your PC modem's software is set to automatically receive faxes to your computer, turn off that setting.

fax setup

Caution! If you do not turn off the auto fax receive setting in your PC modem software, your HP Fax will not be able to receive faxes.

how your hp fax will answer fax calls

When the phone rings, your HP Fax will answer automatically after the number of rings you set in the Rings to Answer setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

case E: shared voice/fax line with PC modem

If you receive both voice calls and fax calls at the same phone number, and you also have a PC modem connected on this phone line, connect your HP Fax as described in this section.

Note: Since your PC modem shares the telephone line with your HP Fax, you will not be able to use both your PC modem and your HP Fax simultaneously. For example, while you are sending and receiving faxes, you will not be able to e-mail or access the Internet.

Use the phone cord supplied in the box with your HP Fax

PC with modem

Telephone wall jack

Telephone (optional)

1-LINE **2-EXT**

Back view of the HP Fax

IN

OUT

1 Remove the white plug from the port labeled "2-EXT" on the back of your HP Fax.

2 Find the phone cord that connects from the back of your computer (your PC modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled "2-EXT" on the back of your HP Fax.

3 Connect a phone to the "out" port on the back of your PC modem.

4 Using the phone cord supplied in the box with your HP Fax, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Fax, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your

office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

5   If your PC modem's software is set to automatically receive faxes to your computer, turn off that setting.

Caution! If you do not turn off the auto fax receive setting in your PC modem software, your HP Fax will not be able to receive faxes.
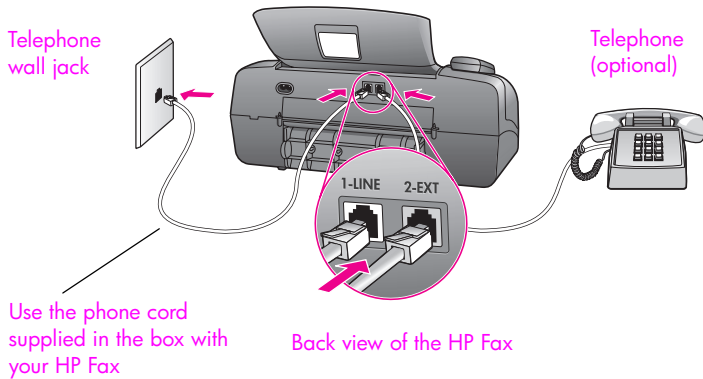
6   HP FaxPress the **Answer Mode** button on the front panel until **Fax/Tel** appears on the display.

how your hp fax will answer fax calls

The HP Fax automatically answers all incoming calls based on the RIngs to Answer setting. If the call is a fax call, the HP Fax will receive the fax.

If the call is a voice call, the HP Fax will create a special ring to indicate it is a voice call. You will need to answer the incoming voice call using the handset. You should not answer voice calls from other telephones on the line. The device cannot tell that you picked up the extension phone and will keep ringing. You will have to press Cancel on the HP Fax to stop the ringing.

case F: shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, connect your HP Fax as described in this section.
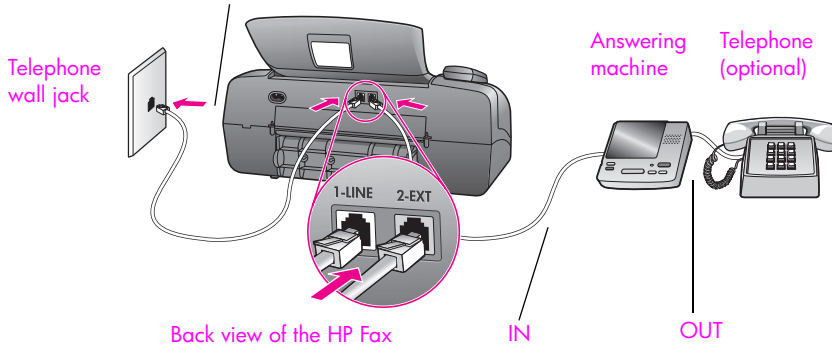
1   Remove the white plug from the port labeled "2-EXT" on the back of your HP Fax.

2   Unplug your answering machine from the telephone wall jack, and connect it to the port labeled "2-EXT" on the back of your HP Fax.

Caution! If you do not connect your answering machine directly to your HP Fax, fax tones from a sending fax machine could be recorded on your answering machine, and you probably will not be able to receive faxes with your HP Fax.

3 Using the phone cord supplied in the box with your HP Fax, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Fax, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

4 Press the **Answer Mode** button on the front panel until **AnswerMachine** appears on the display.

how your hp fax will answer fax calls

When the phone rings, your answering machine will answer and then play your recorded greeting. The HP Fax monitors the call during this time, "listening" for fax tones. If incoming fax tones are detected, the HP Fax will emit fax reception tones and receive the fax; if there are no fax tones, the HP Fax stops monitoring the line and your answering machine can record a voice message.

case G: shared voice/fax line with PC modem and answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have a PC modem and answering machine connected on this phone line, connect your HP Fax as described in this section.

Note: Since your PC modem shares the telephone line with your HP Fax, you will not be able to use both your PC modem and your HP Fax simultaneously. For example, while you are sending and receiving faxes, you will not be able to send e-mail or access the Internet.

Use the phone cord supplied in the box with your HP Fax

PC with modem

Telephone wall jack

Answering machine

Telephone (optional)

1-LINE   2-EXT

Back view of the HP Fax

IN   OUT

1 Remove the white plug from the port labeled "2-EXT" on the back of your HP Fax.

2 Find the phone cord that connects from the back of your computer (your PC modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled "2-EXT" on the back of your HP Fax.

3 Unplug your answering machine from the telephone wall jack, and connect it to the "out" port on the back of your PC modem.

This allows a direct connection between the HP Fax and your answering machine, even though the PC modem is connected first in line.

Caution! If you do not connect your answering machine in this way, fax tones from a sending fax machine could be recorded on your answering machine, and you will probably not be able to receive faxes with your HP Fax.

4   Using the phone cord supplied in the box with your HP Fax, connect one
    end to your telephone wall jack, then connect the other end to the port
    labeled "1-LINE" on the back of your HP Fax.

    Caution! If you do not use the supplied cord to connect from the
    telephone wall jack to your HP Fax, you probably will not be able
    to fax successfully. This special 2-wire phone cord is different from
    the more common 4-wire cords you might already have in your
    office. For more information about how to tell the difference
    between the cords, see **I have difficulties when sending faxes and
    when receiving faxes.** on page 105.

5   Press the **Answer Mode** button on the front panel until **AnswerMachine**
    appears on the display.

6   If your PC modem's software is set to automatically receive faxes to your
    computer, turn off that setting.

    Caution! If you do not turn off the auto fax receive setting in your
    PC modem software, your HP Fax will not be able to receive
    faxes.

how your hp fax will answer fax calls

When the phone rings, your answering machine will answer and then
play your recorded greeting. The HP Fax monitors the call during this time,
"listening" for fax tones. If incoming fax tones are detected, the HP Fax
will emit fax reception tones and receive the fax; if there are no fax tones,
the HP Fax stops monitoring the line and your answering machine can
record a voice message.

fax setup

case H: shared voice/fax line with voice mail

Note: The HP Fax cannot receive faxes automatically if you have a voice mail service, so you must be available to respond in person (manually) to incoming fax calls. If you want to receive faxes automatically instead, contact your phone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your phone company, connect your HP Fax as described in this section.

Telephone wall jack

Telephone (optional)

1-LINE   2-EXT

Use the phone cord supplied in the box with your HP Fax

Back view of the HP Fax

1   Using the phone cord supplied in the box with your HP Fax, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

   Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Fax, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

2   Press the **Answer Mode** button on the front panel until **TEL** appears on the display.

how to answer fax calls manually

You must be available to respond in person to incoming fax calls, or your HP Fax cannot receive faxes. For information about how to receive fax calls manually from your attached phone and from an extension phone, see **receive a fax manually from a phone** on page 28.

case I: shared voice/fax line with PC modem and voice mail

Note: The HP Fax cannot receive faxes automatically if you have a voice mail service, so you must be available to respond in person (manually) to incoming fax calls. If you want to receive faxes automatically instead, contact your phone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

If you receive both voice calls and fax calls at the same phone number, use a PC modem on the same phone line, and also subscribe to a voice mail service through your phone company, connect your HP Fax as described in this section.

Note: Since your PC modem shares the telephone line with your HP Fax, you will not be able to use both your PC modem and your HP Fax simultaneously. For example, while you are sending and receiving faxes, you will not be able to e-mail or access the Internet.

Use the phone cord supplied in the box with your HP Fax

PC with modem

Telephone wall jack

Telephone (optional)

1-LINE 2-EXT

Back view of the HP Fax

IN

OUT

1   Remove the white plug from the port labeled "2-EXT" on the back of your HP Fax.

2   Find the phone cord that connects from the back of your computer (your PC modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled "2-EXT" on the back of your HP Fax.

3   Connect a phone to the "out" port on the back of your PC modem.

4   Using the phone cord supplied in the box with your HP Fax, connect one end to your telephone wall jack, then connect the other end to the port labeled "1-LINE" on the back of your HP Fax.

Caution! If you do not use the supplied cord to connect from the telephone wall jack to your HP Fax, you probably will not be able to fax successfully. This special 2-wire cord is different from the more common 4-wire phone cords you might already have in your office. For more information about how to tell the difference between the cords, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

5 Press the **Answer Mode** button on the front panel until **TEL** appears on the display.

6 If your PC modem's software is set to automatically receive faxes to your computer, turn off that setting.

Caution! If you do not turn off the auto fax receive setting in your modem software, your HP Fax will not be able to receive faxes.

how to answer fax calls manually

You must be available to respond in person to incoming fax calls, or your HP Fax cannot receive faxes. For information about how to receive fax calls manually from your attached phone and from an extension phone, see **send a fax manually from a telephone** on page 23.

8 troubleshooting information

This section contains troubleshooting information for the HP Fax 1240 Series (HP Fax). Specific information is provided for installation and configuration topics. References to our online troubleshooting help are provided for operational topics.

This section contains the following:

- **installation troubleshooting** on page 94
- **paper jams** on page 97

status lights

The HP Fax front panel display presents menus, prompts, status messages, and error messages. You can use this information to troubleshoot the occasional problems you might encounter while using your HP Fax.

The HP Fax alerts you to problems by blinking the Attention light (shaped like !). When you see this, check the display for a message about the problem.
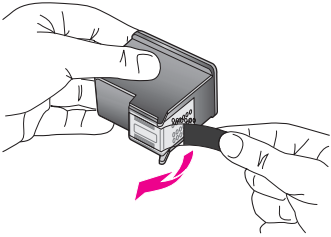
- You can dismiss messages that do not require you to do anything by pressing Cancel.
- Some error messages might require you to do something (for example, clear a paper jam) before they disappear and let you continue using the HP Fax.

installation troubleshooting
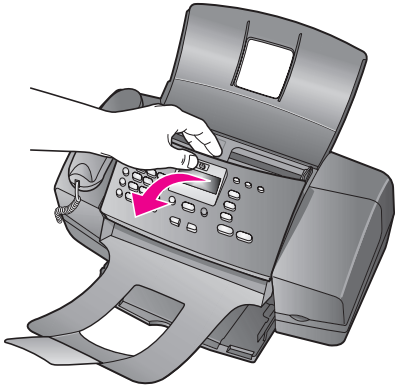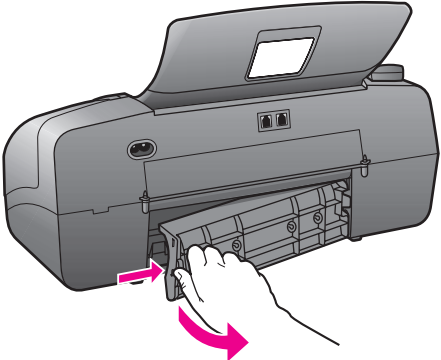
Use this section to solve any problems you might encounter while installing the HP Fax.

problem	possible cause and solution
I received a message on the front panel display to attach the front panel cover.	This might mean the front panel cover is not attached, or it is attached incorrectly. Make sure that you attach the bezel as described below and that it is firmly in place. **1** Insert the front-panel cover tabs into the slots on the top of the device. **2** Snap the front-panel cover down firmly on both front corners. Make sure it is even with the device. **3** Make sure all the buttons can move freely.
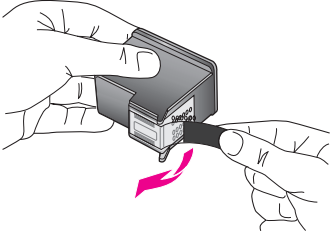
problem	possible cause and solution
The front panel displays the wrong language.	The HP Fax has been set up with the incorrect language or country/region. Usually, you set the language and country/region when you first set up the HP Fax. However, you can change these settings at any time by using the following procedure: 1 Press **Setup**. 2 Press **6**, then press **3**. This selects Preferences and then selects Set Language & Country/Region. After starting the routine, the following prompt is presented on the front panel display: Press 11 for English? If you want to change the language to English, enter 11 using the keypad, or you can also scroll through the languages using ◀ or ▶. Otherwise, wait for five seconds and the display changes automatically to the next available language. When you see the language you want, enter its two-digit number using the keypad. 3 When prompted to confirm the language, press **1** for Yes or **2** for No. You are prompted with all the countries/regions for the selected language. You can also scroll through the countries/regions using ◀ or ▶. 4 Using the keypad, enter the two-digit number for the desired country/region. 5 When prompted, press **1** for Yes or **2** for No. 6 You can confirm the language and country/region by printing a Self-Test Report, as follows: a. Press **Setup**. b. Press **1**, then press **5**. This selects Print Report, and then selects Self-Test Report.
I received a message on the front panel display to align the print cartridges.	The HP Fax prompts you to align cartridges every time you install a new print cartridge. For more information, see **align the print cartridges** on page 70.

troubleshooting

problem	possible cause and solution
My HP Fax does not power on.	• The HP Fax may not be properly connected to a power supply. – Make sure the connection from the power outlet to the HP Fax is firmly connected. Plug the power cord into a grounded power outlet, surge protector, or power strip.and wait a few seconds for the HP Fax to power on – If the HP Fax is plugged in to a power strip, make sure the strip is turned on. – Test the power outlet to make sure it is working. – If you plugged the HP Fax into a switched outlet, make sure the switch is on. • The HP Fax might not respond if you press the On button too quickly. Press the On button once slowly. • If the HP Fax still does not turn on, it might have a mechanical failure. Unplug the HP Fax from the power outlet and contact HP.
The HP Fax does not print satisfactorily.	Check the print cartridge to make sure you have properly removed its packaging. Being careful not to touch the gold-colored contacts or ink nozzles, make sure you have gently pulled the pink tab to remove the plastic tape. If you continue to have problems, see **work with print cartridges** on page 65.
I received a message on the front panel display about a paper jam or a blocked carriage.	If either a paper jam or blocked carriage error message appears in the front panel display, there might be some packing material inside the HP Fax. Lift open the print-carriage access door to expose the print cartridges and remove any packing material or other items that do not belong there.

troubleshooting

paper jams

problem	possible cause and solution
Paper has jammed in the automatic document feeder.	Several common actions can cause paper jams: • placing too much paper in the document feeder tray • using paper that is too thick or too thin for the HP Fax • trying to add originals to the document feeder tray while the HP Fax is copying or sending a fax **1** Open the scanner lid. **2** Gently pull the paper out of the rollers, and then close the scanner lid.
Paper has crumpled and jammed in the back of the HP Fax.	**1** Remove the rear cleanout door. **2** Gently pull the paper out of the rollers, and then replace the rear cleanout door. **Note:** This is the preferred way to clear a paper jam in the HP Fax since it minimizes the possibility of damage to the print mechanism. If a page is almost all the way through the device, you might need to pull it gently from the front.

troubleshooting

print cartridge problems
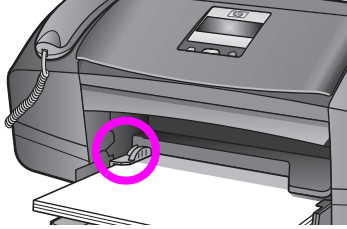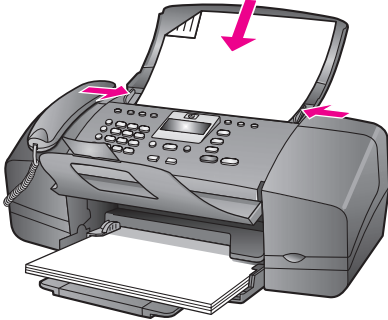
problem	possible cause and solution
The HP Fax does not print satisfactorily.	First check to see whether the print cartridge is out of ink. To do this, see **print a self-test report** on page 66.
	However, before you do this, check the print cartridge to make sure you have properly removed its packaging. Being careful not to touch the gold-colored contacts or ink nozzles, make sure you have gently pulled the pink tab to remove the plastic tape.
	If you determine that you need to replace a print cartridge see **replace the print cartridges** on page 67.
The self-test report shows streaking or white lines through one or more of the colored bars.	Clean the print cartridges. See **clean the print cartridges** on page 70.
The status message continues to ask me to replace the cartridge after I have already replaced it.	1 Remove and re-insert the print cartridges. See **replace the print cartridges** on page 67.
	2 Align and clean the print cartridges. See **align the print cartridges** on page 70 and **clean the print cartridges** on page 70.
	3 If this does not help, the contacts may need to be cleaned. See **clean the print cartridge contacts** on page 71.

troubleshooting

copy problems

problem	possible cause and solution
Copies are faded or colors are dull.	• The Copy Quality setting for the HP Fax is set to Fast. • The Lighter/Darker setting for the HP Fax is set too light. See **copy a washed-out original** on page 54. • The Color Intensity setting for the HP Fax is set too pale. See **enhance the colors of your original** on page 59. • The print cartridges are clogged or out of ink. Print a Self-Test Report to determine if there is a problem with the print cartridges. See **work with print cartridges** on page 65. • If the paper you are using is too fibrous, the ink might not cover the surface of the paper. Make sure you are using a paper that is appropriate for your HP Fax. • Debris might be stuck on the glass or on the white strip on back of the scanner lid; this causes poor copy quality and slows down processing. See **clean the glass** on page 63 and **clean the white strip** on page 64.
Copies are too light or dark.	• The Lighter/Darker setting for the HP Fax is set too light or too dark. a. Press **Copy** until **Lighter/Darker** appears in the top line of the display. b. Press ◀ to lighten the copy or press ▶ to darken it, and then press **Start Black** or **Start Color**. • The Copy Quality setting for the HP Fax is set to Fast. Check the Copy Quality setting. Use a high print quality (Normal or Best) for your project. a. Press **Copy** until **Copy Quality** appears in the top line of the display. b. Press ▶ until the appropriate quality setting appears, and then press **Start Black** or **Start Color**.
Colors run into each other on my printout.	• Color documents can use excessive amounts of ink. Try setting the Copy Quality setting to Normal or use HP Premium Papers when using Best. a. Press **Copy** until Copy Quality appears in the top line of the display. b. Press ▶ until Normal appears, and then press **Start Black** or **Start Color**. • The paper type is not suitable for the HP Fax. Use HP Premium Papers or any other paper type that is appropriate for your HP Fax. • You are printing on the wrong side of the paper. Some specialty papers have a print side. Make sure that print side is loaded face down in the paper tray.

troubleshooting

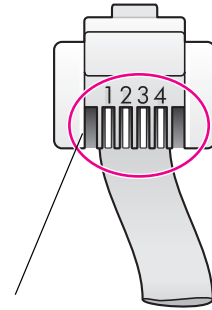| problem	possible cause and solution
Copies have horizontal smears.	• The print cartridges might have a fiber buildup or might be low on ink. Print a Self-Test Report. If the report shows that the ink looks as if something has brushed up against it, clean the print cartridges. If this does not solve the problem, replace the print cartridges. See **work with print cartridges** on page 65.
Ink is not filling the text or graphics completely.	• The print cartridges need cleaning or are low on ink. See **work with print cartridges** on page 65. • The paper type setting is incorrect. Change the paper type setting to match the type of paper loaded in the paper tray. • The Copy Quality setting for the HP Fax is set to Fast. Check the Copy Quality setting. Use a high print quality (Normal or Best) for your project. • The Enhancements setting is set to Photo or None. Set the Enhancements setting to Text.
There are horizontal streaks on the copy.	• The copy quality is set too low. Set the quality to Best. • There is a problem with the print cartridges. Print a Self Test Report to check them. See **work with print cartridges** on page 65.
Parts of my original do not appear or are cut off.	• You are copying from legal onto letter paper. Select Legal>Ltr from the Reduce/Enlarge menu. • If you are copying from an original with no margins, reduce the copy to make sure the text or images are not cropped. For information, see **reduce or enlarge** on page 55. • The original fills the entire sheet. If the image or text on your original fills the entire sheet with no margins, use the Reduce/Enlarge feature to reduce your original and prevent unwanted cropping of the text or images at the edges of the sheet. • The original is larger than the paper in the paper tray. If your original is larger than the paper in the paper tray, use the Reduce/Enlarge feature to reduce your original to fit on the paper in the paper tray.

problem	possible cause and solution
Nothing happens when I try to copy.	• The HP Fax is turned off. Look on the HP Fax front panel. If the display is blank and no lights are on, the HP Fax is turned off. Make sure the power cord is connected and plugged into a power outlet. Press the On button to turn on the HP Fax.
	• The original is placed incorrectly in the document feeder tray. Make sure it is inserted fully into the document feeder tray. When the original is properly inserted, Original loaded appears on the front panel display. If this message does not appear, remove your original and re-insert it.
	• The HP Fax might be busy copying or receiving a fax. Check the display on the front panel to see if the HP Fax is busy.
	• The HP Fax has a paper jam. See **paper jams** on page 97.
	• Small size paper is loaded in the paper tray.
	The HP Fax only supports copying onto full size paper. Load Letter, A4, or Legal paper and try copying again.

troubleshooting

problem	possible cause and solution
The entire printout is slanted or skewed.	• The paper guide is not positioned correctly, so paper is not feeding correctly. Make sure the paper guide is close to the left edge of the paper without bending the paper. Remove the paper, and then move the paper guide all the way to the left. Insert the paper into the paper tray, and then move the paper guide to the edge of the paper as shown below. • The document you are copying is not loaded straight in the document feeder tray. The document guides should be close on each side of the original in the document feeder tray without bending the paper. Make sure the original is loaded straight. • The paper type is not suitable for the HP Fax. For information on recommended papers, see **recommended papers** on page 10. • More than one type of paper is loaded in the paper tray. Load only one type of paper at a time.
Paper does not get picked up from the paper tray.	• The HP Fax does not have enough paper in the paper tray. – If the HP Fax is out of paper, or has only a few sheets remaining in the paper tray, load more paper in the paper tray. – If there is paper in the paper tray, remove the paper, tap the stack of paper against a flat surface, and reload it into the paper tray. To continue your print job, press **OK** on the front panel.

problem	possible cause and solution
The last page of my document does not print.	• The paper tray is empty or the HP Fax has a paper jam. Make sure paper is loaded in the paper tray and that you do not have a paper jam. For information on clearing paper jams, see **paper jams** on page 97.
The printout is blank.	• The paper size specified in the front panel Copy menu does not match the paper size detected. Make sure the paper size you specify in the front panel Copy menu matches the paper size that is loaded in the paper tray. Then try copying again. • The original is placed in the automatic document feeder face up. Load the original in the automatic document feeder face down and top first. If it is a small original, make sure the shorter end goes into the document feeder (portrait orientation). • The print cartridges need cleaning or are out of ink. Print a Self-Test Report to determine if there is a problem with the print cartridges. Clean the print cartridges and print cartridge contacts. If this does not solve the problem, one or both of the print cartridges might be out of ink.

troubleshooting

fax problems

Use this section to solve any problems you might encounter while setting up your HP Fax for faxing.

For information about how to set up your HP Fax for faxing, see **fax setup** on page 75.

problem	possible cause and solution
Fax transmission is slow.	• The fax contains graphics. Graphics take longer to send. • The phone line connection is "noisy". • You selected a high resolution for your fax. Consider using the standard resolution to send faster. • You are faxing in color. • The receiving fax may have a problem or not be able to receive faxes at the same rate that your HP Fax is sending.
Faxes are received, but are not printing.	• You are out of paper. If the HP Fax runs out of paper, incoming faxes are stored in memory. For information on loading paper, see **load paper** on page 11. For information on faxes stored in memory, see **set backup fax reception** on page 48 and **reprint the faxes in memory** on page 49. • You have a paper jam. If the HP Fax has a paper jam, incoming faxes are stored in memory. For information on paper jams, see **paper jams** on page 97. For information on faxes stored in memory, see **set backup fax reception** on page 48 and **reprint the faxes in memory** on page 49.
Pages of a fax I received are missing.	• You are out of paper. If the HP Fax runs out of paper, incoming faxes are stored in memory. For information on loading paper, see **load paper** on page 11. For information on faxes stored in memory, see **set backup fax reception** on page 48 and **reprint the faxes in memory** on page 49. • Check to see if the fax was sent correctly. Check with the sender to find out how many pages were sent. The sending fax machine may have failed to feed each page of the original. • The print cartridges need cleaning or are out of ink. Print a Self-Test Report to determine if there is a problem with the print cartridges. Clean the print cartridges and print cartridge contacts. If this does not solve the problem, one or both of the print cartridges might be out of ink.
Pages of a fax I send are missing.	• Make sure each page of your original was picked up separately from the automatic document feeder. Sometimes pages are missing because two or more pages of your original fed into the document feeder at the same time. Try re-sending the fax and make sure each page feeds separately. • Check with the recipient to see if there is a problem with the receiving fax machine.
There are horizontal streaks on the fax.	• There is a problem with the print cartridges. Print a Self Test Report to check them. See **work with print cartridges** on page 65.

problem	possible cause and solution
I have difficulties when sending faxes and when receiving faxes.	• Make sure you connected the HP Fax from the port labeled "1-LINE" to your telephone wall jack *using the phone cord supplied in the box with your HP Fax.** This special 2-wire cord is different from the more common 4-wire cords you might already have in your office. Check the end of the cord and compare it to the two types of cords shown below:
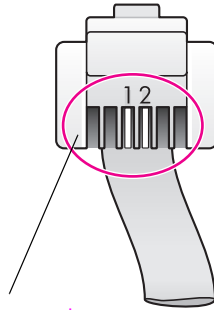
2-wire cord
End view of the 2-wire phone cord supplied in the box with your HP Fax

4-wire cord
End view of a 4-wire phone cord that will probably cause faxing problems if connected directly to your HP Fax

* This possible cause/solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP Fax, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.

If you used a 4-wire cord, disconnect it, find the supplied 2-wire cord, and then connect the 2-wire cord to the HP Fax (at the port labeled "1-LINE"). For more information on how to connect this cord, see **fax setup** on page 75.

Note: If the 2-wire cord is not long enough and you need to extend it, you might want to purchase an in-line coupler and use a 4-wire cord to increase the length. The type of coupler you would need allows you to connect a 2-wire cord at one end, and a 4-wire cord at the other. Attach the 2-wire cord from the "1-LINE" port of the HP Fax to one side of the coupler; then attach a 4-wire cord from the opposite side of the coupler to the telephone wall jack.

problem	possible cause and solution
I have difficulties when sending faxes and when receiving faxes. *(continued)*	• Make sure you have correctly connected the HP Fax to the telephone wall jack, and correctly connected any additional equipment and services that share the phone line with your HP Fax. Use the 1-LINE port on the back of the HP Fax to connect to the wall jack, and use the 2-EXT port to connect any other equipment, such as a PC modem or an answering machine. For more information and connection diagrams, see **fax setup** on page 75. • Using a telephone line splitter can cause faxing problems. (A splitter is two-cord connector that plugs into a wall jack.) Try removing the splitter and connecting the HP Fax directly to the telephone wall jack. • Check that the telephone wall jack has a working telephone line by plugging in a phone and checking for a dial tone. • Telephone lines with poor sound quality (noise) can cause faxing problems. Check the sound quality of the telephone line by plugging a phone into the wall jack and listening for static or other noise. If you hear noise, turn off the Error Correction Mode (ECM) feature on your HP Fax and try faxing again. For information, see **use error correction mode** on page 46. Also contact your phone company to report the noise problem on your line. • Other equipment using the same telephone line as the HP Fax might be in use. For example, you cannot use your HP Fax for faxing if an extension phone is off-hook, or if you are using your PC modem to e-mail or access the Internet. • If you are using a digital subscriber line (DSL), make sure that you have a DSL filter connected or you will not be able to fax successfully. Obtain a DSL filter from your DSL provider. The DSL filter removes the digital signal that blocks your HP Fax from communicating properly with the telephone line. For information on how to connect the DSL filter, see **faxing from a DSL line** on page 76. • Check for error messages on the front panel display of your HP Fax. Until a product error condition is resolved, you will not be able to send or receive faxes. • If you are using either a PBX or an ISDN converter, make sure the HP Fax is connected to the port that is designated for fax and phone use. Note that some ISDN systems allow you to configure the ports for specific phone equipment—for example, you might have assigned one for telephone and Group 3 fax and another for multiple purposes. If you continue to have problems when connected to the fax/phone port, try using the port designated for multiple purposes (might be labeled "multi-combi" or something similar).

troubleshooting

problem	possible cause and solution
I cannot receive faxes, but I can send faxes.	• The Rings to Answer feature might not be set to answer after the appropriate number of rings for your office setup. For more information, see **how to choose the right fax setup for your office** on page 78. • If you have a voice mail service at the same phone number you use for fax calls, you must receive faxes manually, not automatically. For information on how to receive faxes manually, see **receive a fax manually from a phone** on page 28. For information on setting up for faxing when you have a voice mail service, see **fax setup** on page 75. • If you have a PC modem on the same phone line with your HP Fax, check to make sure that the modem's software is not set to receive faxes automatically. Modems with this auto fax receive feature turned on will take over the phone line to receive all incoming faxes, which will prevent the HP Fax from receiving fax calls. • If you have an answering machine on the same phone line with your HP Fax, you might have one of the following problems: – Your outgoing message might be too long or too loud to allow the HP Fax to detect fax tones, and the calling fax machine might disconnect. – Your answering machine might not have enough quiet time after your outgoing message to allow the HP Fax to detect fax tones. This problem is more common with digital answering machines. The following actions might help solve these problems: a. Disconnect the answering machine and then try receiving a fax. If faxing is successful without it, the answering machine might be causing the problem. b. Reconnect the answering machine and re-record your outgoing message. Make sure the message is as short as possible (no more than 10 seconds long), and that you speak softly and slowly when recording it. Try again to receive a fax. • If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the Answer Ring Pattern feature on your HP Fax is set to match. For example, if the phone company has assigned your fax number a double ring pattern, make sure Double Rings is selected as the Answer Ring Pattern setting. For information on changing this setting, see **change the answer ring pattern (distinctive ringing)** on page 44. Note that some ring patterns cannot be recognized by the HP Fax, such as those with alternating short and long ringing patterns. If you are having problems with a ring pattern of this type, ask your phone company to assign a non-alternating ring pattern.

troubleshooting

problem	possible cause and solution
I cannot receive faxes, but I can send faxes. (continued)	• If you are not using a distinctive ring service, check to make sure that the Answer Ring Pattern feature on your HP Fax is set to All Rings. For information, see **change the answer ring pattern (distinctive ringing)** on page 44. • If your HP Fax shares the same phone line with other types of phone equipment—such as an answering machine or a PC modem—the fax signal level could be reduced, causing fax reception problems. To find out if other equipment is causing a problem, disconnect everything except the HP Fax from the phone line, and then try to receive a fax. If fax reception is successful without the equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and faxing, until you identify which equipment is causing the problem.
I cannot send faxes, but I can receive faxes.	• If you are using speed dial to dial the fax number, the HP Fax might be dialing too fast or too soon. To solve this problem, try one of the following: – Try manually dialing the fax number from the HP Fax front panel, or from an attached phone. For information, see **send a fax using monitor dialing** on page 22 or **send a fax manually from a telephone** on page 23. – Re-create the speed dial setting and insert some pauses. For information, see **create individual speed-dial entries** on page 36. • If your telephone line has a PBX system, make sure you are dialing the number for an outside line before dialing the fax number. • The receiving fax machine might be having problems. To check this, try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line.
Fax tones are recorded on my answering machine.	• When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the HP Fax (or through a directly-connected PC modem, if applicable) as described in **fax setup** on page 75. If you do not connect it as recommended, fax tones could be recorded on your answering machine.
I hear static on my telephone line ever since I connected the HP Fax.	• If you did not connect the HP Fax from the port labeled "1-LINE" to your telephone wall jack using the phone cord supplied in the box with your HP Fax, you could hear static on your phone line and you probably will not be able to fax successfully.* This special 2-wire cord is different from the more common 4-wire cords you might already have in your office. For more information, see **I have difficulties when sending faxes and when receiving faxes.** on page 105.

troubleshooting

problem	possible cause and solution
I hear static on my telephone line ever since I connected the HP Fax. *(continued)*	* This possible cause/solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the HP Fax, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines, Poland, Portugal, Russia, Saudi Arabia, Singapore, Spain, Taiwan, Thailand, USA, Venezuela, and Vietnam.
	• Using a telephone line splitter could affect the sound quality of your phone line, causing static. Try removing the splitter and connecting the HP Fax directly to the telephone wall jack.

front panel messages

print cartridge messages

message	solution

Insert right cartridge.
 	
 Insert left cartridge.
 	
 Insert ink cartridges.
	• The referenced print cartridge is missing or installed incorrectly.
	   – Install the print cartridge. Make sure to remove the protective tape by using the pink pull tab before inserting the print cartridge.Also, make sure that the print cartridge is firmly seated and secure in the print carriage.
	   – If the print cartridge is already installed, it might be installed incorrectly. Remove and reinsert it.
	 • Both print cartridges must be installed for the HP Fax to work.

Error: right cartridge is incorrect. Error: left cartridge is incorrect.	• You are using a print cartridge that the HP Fax does not support. The correct print cartridges are listed in **order print cartridges** on page 61. For best results, use HP print cartridges. • One or both of the print cartridges are not installed or are installed incorrectly. Remove and reinsert the print cartridges. Make sure that the print cartridge is firmly seated and secure in the print carriage. For more information, see **work with print cartridges** on page 65.

Remove and check right cartridge.
 	
 Remove and check left cartridge.
	• An undisclosed problem with the referenced print cartridge may be preventing the current job from completing.
	   – Remove and reinsert the print cartridge.
	   – If this does not help, clean the print cartridges. You can also clean the print cartridge contacts.
	   – Replace the print cartridge completely if the problem persists.
	 For more information, see **work with print cartridges** on page 65.

Black ink low. Press OK to continue. Color ink low. Press OK to continue.	• The print cartridge may be almost out of ink. Consider having a replacement black print cartridge available. Replace the print cartridge when it runs out of ink. For more information, see **work with print cartridges** on page 65.

troubleshooting

message	solution
Cartridge error. See product documentation for details.	• One or both of the print cartridges is having a problem. Determine which print cartridge is experiencing the problem and replace it. For more information, see **work with print cartridges** on page 65.

alignment messages

message	solutions
Press OK to print align page.	The HP Fax prompts you for a print cartridge alignment whenever you insert a new print cartridge. **1** Make sure plain white paper is loaded in the HP Fax, and then press **OK** to print the alignment page. **2** Place the alignment page print side down with the top in first in the automatic document feeder tray, and then press **OK**. **3** After alignment is complete, discard or recycle the alignment page.
Place align page face down in feeder, then press OK.	After print cartridge alignment page prints, the HP Fax prompts you to place the alignment page in the automatic document feeder, and then press OK. After the alignment page prints, place it print side down with the top in first in the automatic document feeder tray. Press OK. After alignment is complete, discard or recycle the alignment page.
Error. Alignment page not detected.	The alignment procedure can fail for several reasons: • Alignment page is placed incorrectly in the document feeder tray. • Alignment page has been marked or creased. • No alignment page is loaded or a page other than the alignment page is loaded in the document feeder tray. The HP Fax will attempt to perform the alignment procedure three times. If the procedure is not successful after the third attempt, "Alignment failed. Please try again." will appear on the front panel display. Make sure you have placed the alignment page print side down with the top in first in the document feeder tray. Also, make sure the paper is fed straight into the automatic document feeder. Try the alignment again.

troubleshooting

hp fax 1240 series
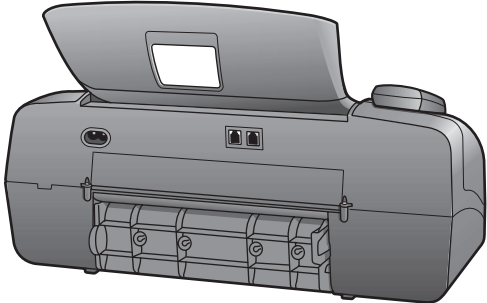
message	solutions
Alignment failed. Please try again.	The alignment procedure can fail for several reasons: • Alignment page is placed incorrectly in the document feeder tray. • Alignment page has been marked or creased. • No alignment page is loaded or a page other than the alignment page is loaded in the document feeder tray. Make sure you have placed the alignment page print side down with the top in first in the document feeder tray. Also, make sure the paper is fed straight into the automatic document feeder. Try the alignment again. See **align the print cartridges** on page 70 for more information.
Alignment completed.	The print cartridge alignment process completed successfully. You are now ready to use your HP Fax.

fax messages

message	solution
Dialed fax busy.	The fax number you attempted to call is busy. Wait and try to send the fax to the number at a later time.
No fax answered.	The receiving fax machine is not online, turned off, or not functioning. Try to send the fax to the number again at a later time. If the problem persists, try to contact the recipient to see if there is a problem with the receiving fax machine.
No color fax. Fax was sent as black and white. Press OK to continue.	You have tried to send a color fax to a fax machine that does not support color. The HP Fax alerts you to this situation and sends the color fax as black and white instead.
Fax send failed.	The fax could not be completed because of a communication error or document jam, or because the fax was blocked by the receiving fax machine. (This is sometimes referred to as blacklisting.) Check the HP Fax for a possible paper jam and send the fax again. If the problem persists, try to contact the recipient to see if there is a problem with the receiving fax machine.
Receive failed.	Some error caused a fax to fail while the HP Fax was receiving the fax. The error could be due to noisy lines or some other communication error. Contact the sender and request that the fax be sent again.
Not supported.	You tried to send a color fax from memory. The HP Fax does not support this procedure. Try sending the color fax normally and not from memory.

troubleshooting

message	solution
Can't print fax. Wrong paper detected. Replace paper. Press OK to continue.	An incorrect paper size is loaded in the paper tray. The HP Fax can only print faxes on letter, A4, or legal paper. If another paper size is loaded in the paper tray, the HP Fax will not be able to print the received fax. Load letter, A4, or legal paper, and then press OK to print the fax.

copy messages

message	solution
Copy cancelled.	• The paper tray does not have enough paper. Make sure the paper tray is loaded and the HP Fax is on an even surface. Restart your copy job. • The rear cleanout door is loose. Make sure the rear cleanout door is fully attached, as shown below. Restart your copy job. • The HP Fax has a paper jam. Clear the paper jam and replace the rear cleanout door. Restart your copy job. For more information, see **paper jams** on page 97.
Custom size XX% maximum. Custom size XX% minimum.	You entered a custom percentage size that is outside the maximum and minimum allowed. Enter a new percentage that does not exceed the limits specified in the error message.
Maximum number of copies is XX.	You have requested too many copies. Enter a number of copies less than the maximum specified in the message on the front panel display.
Can't make copy. Can't copy to small paper size. Press OK to continue.	An incorrect paper size is loaded in the paper tray. The HP Fax can only copy on letter, A4, or legal paper. If another paper size is loaded in the paper tray, the HP Fax will not be able to make a copy. Load letter, A4, or legal paper, and then make your copy.

general status messages

message	solution
Open door. Clear carriage jam, and then press OK.	The HP Fax is new and there is packing material inside the HP Fax. Open the print-carriage access door and make sure that you have removed all packing materials from the HP Fax.
Attach front panel cover.	The HP Fax cannot function until the front panel cover is attached. Attach the front panel cover to the HP Fax. For information on installing the front panel cover, see the Setup Poster that came with your HP Fax.
Paper jam. Clear jam, and then press OK.	The HP Fax has a paper jam. Clear the paper jam, replace the rear cleanout door, and then press OK. You will need to restart the job. For more information, see **paper jams** on page 97.
Out of paper. Load paper, and then press OK.	The HP Fax is out of paper or the paper is not pushed back far enough. Make sure paper is loaded in the paper tray and pushed back. See **load paper** on page 11.
Busy	You tried to start another job while the HP Fax is already working on a previous job. Wait until the HP Fax is idle, and then try the job again.
Invalid date	You entered a date incorrectly. Enter the date again. Valid formats (which vary by country/region) are: • dd mm yy • mm dd yy dd is a 2-digit number representing the day, mm is a 2-digit number representing the month, and yy is a 2-digit number representing the year.

troubleshooting

message	solution
Memory full; press OK.	The memory is full or the HP Fax has too many faxes stored in memory.
	Print the faxes stored in memory. Or, you can unplug the HP Fax to delete all faxes stored in memory.
	See **reprint the faxes in memory** on page 49 for more information.
Paper mismatch. Try changing paper size or paper in tray, then press OK.	The Paper Size setting does not match the actual size of the paper that is loaded in the paper tray.
	Make sure the Paper Size setting matches the size of the paper that is loaded in the paper tray. If there is a mismatch, you can either change the Paper Size setting or the paper in the paper tray.

automatic document feeder messages

message	solution
Original jam. Clear jam, and then press OK.	Paper has jammed in the automatic document feeder.
	Clear the jam from the automatic document feeder and try the job again. Do not load more than 20 sheets in the automatic document feeder.
	For more information, see **paper jams** on page 97.
Feeder problem. Re-load original, and then re-start job. Press OK to continue.	The automatic document feeder did not work properly, and the job did not finish.
	Try loading the originals into the automatic document feeder again, and restart the job. Do not load more than 20 sheets in the automatic document feeder.

severe error messages

error message	solution
Fatal error. Call for service.	A fatal error denoted by an eight-character error code has made the HP Fax misfunction.
	Note the error code and contact Hewlett-Packard.
Error. Reset power.	Some problem occurred that can only be corrected by turning the power off and then back on. An eight-character error code might be included. Note this number in case the problem persists and you need to contact HP.
	Turn the power off and then back on.

troubleshooting

hp fax 1240 series

fax log error codes

Use the table below to help you interpret the codes that appear in the results column of the fax log. See **generate reports manually** on page 35 for information on printing the fax log. The table also indicates which codes are specific to error correction mode (ECM).

If the same error appears repeatedly, try turning off ECM. See **use error correction mode** on page 46.

error code	error definition
(223 ECM) 224	One or more received pages might not be readable.
225-231	There is a feature incompatibility with the sending fax machine.
232-234 (235-236 ECM) 237	The telephone connection was lost.
238 (239-241 ECM)	The sending fax machine sent an unexpected communication.
242	The sending fax machine is attempting to receive instead of send.
243-244 (245-246 ECM)	The sending fax machine prematurely ended the session.
247-248 (249-251 ECM)	There was a communication error with the sending fax machine.
252	Telephone line conditions were too poor to receive a fax.
253	The sending fax machine attempted to use an unsupported page width.
281 (282 ECM) 283-284 (285 ECM) 286	The telephone connection was lost.
290	There was a communication error with the sending fax machine.
291	The received fax could not be stored.
314-320	There is a feature incompatibility with the receiving fax machine.
321	There was a communication error with the receiving fax machine.
322-324	Telephone line conditions were too poor to send a fax.
(325-328 ECM) 329-331	The receiving fax machine indicated one or more pages might not be readable.
332-337 (338-342 ECM) 343	The receiving fax machine sent an unexpected communication.

troubleshooting

error code	error definition
344-348 (349-353 ECM) 354-355	The telephone connection was lost.
356-361 (362-366 ECM)	The receiving fax machine prematurely ended the session.
367-372 (373-377 ECM) 378-380	There was a communication error with the receiving fax machine.
381	The telephone connection was lost.
382	The receiving fax machine stopped accepting pages.
383	The telephone connection was lost.
390-391	There was a communication error with the receiving fax machine.

troubleshooting

hp fax 1240 series

technical information

The technical specifications and international regulatory information for your HP Fax are provided in this section.

This section contains the following topics:

paper specifications

This section contains the following topics:

paper-tray capacities

type	paper weight	input tray[1]	output tray[2]
Plain paper	20 to 24 lb. (70 to 90 gsm)	100	20
Transparency film	N/A	30	10

1 Maximum capacity.
2 Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently.

automatic document feeder paper capacity

type[1]	paper weight	quantity
Letter	20 lb. (70 gsm)	20
Legal	20 lb. (70 gsm)	20
A4	20 lb. (70 gsm)	20

1 Automatic document feeder accepts plain paper only. It does not accept photo paper, transparency film, envelopes, or labels.

paper sizes

type	size
Paper	Letter: 8.5 by 11 inches (216 by 279 mm) Legal: 8.5 by 14 inches (216 by 356 mm) A4: 210 by 297 mm
Transparency film	Letter: 8.5 by 11 inches (216 by 279 mm) A4: 210 by 297 mm

print margin specifications

	top (leading edge)	bottom (trailing edge)[1]	left	right
paper or transparency film				
U.S. (Letter, Legal)	0.07 inches (1.8 mm)	0.46 inches (11.7 mm)	0.25 inches (6.4 mm)	0.25 inches (6.4 mm)
ISO (A4)	0.07 inches (1.8 mm)	0.46 inches (11.7 mm)	0.13 inches (3.2 mm)	0.13 inches (3.2 mm)

1 This margin is not Officejet compatible; however, the total writing area is compatible. The writing area is offset from center by 0.21 inches (5.4 mm), which causes asymmetric top and bottom margins.

fax specifications

- Walk-up black and white and color fax capability
- Up to 99 speed dials (varies by model)
- Up to 200 page memory (based on ITU-T Test Image #1 at standard resolution.) More complicated pages or higher resolution take longer and use more memory
- 20-page automatic document feeder
- Automatic redial (up to five times)
- Confirmation and activity reports
- CCITT/ITU Group 3 fax with Error Correction Mode
- 33.6 Kbps transmission
- 3 seconds per page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution.) More complicated pages or higher resolution take longer and use more memory
- Ring detect with automatic fax/answering machine switching

physical specifications

height	width	depth	weight (without print cartridges)
with paper trays closed			
7.1 inches (18 cm)	16.4 inches (41.6 cm)	8 inches (20.4 cm)	12 lbs (5.5 kg)
with paper trays opened			
13 inches (33 cm)	16.4 inches (41.6 cm)	16.7 inches (45 cm)	12 lbs (5.5 kg)

technical information

power specifications

- Power consumption: 50 W maximum
- Input voltage: AC 100 to 240 V, 0.7 A (maximum), 50–60 Hz

environmental specifications

- Recommended operating temperature range: 15° to 32° C (59° to 90° F)
- Allowable operating temperature range: 5° to 40° C (41° to 104° F)
- Humidity: 15% to 85% RH non-condensing
- Non-operating (Storage) temperature range: −40° to 60° C (−40° to 140° F)
- In the presence of high electromagnetic fields it is possible the output from the HP Fax may be slightly distorted

environmental product stewardship program

This section contains the following topics:

- **protecting the environment** on page 119
- **ozone production** on page 119
- **energy consumption** on page 119
- **paper use** on page 120
- **plastics** on page 120
- **material safety data sheets** on page 120
- **recycling program** on page 120
- **hp inkjet supplies recycling program** on page 120

protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

For more information, visit HP's Commitment to the Environment website at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

ozone production

This product generates no appreciable ozone gas (O_3).

energy consumption

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

ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

technical information

For more information on ENERGY STAR guidelines, go to the following website:

www.energystar.gov

paper use

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

plastics

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

material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP website at:

www.hp.com/go/msds

Customers without Internet access should contact their local HP Customer Care Center.

recycling program

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

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

- Mercury in the fluorescent lamp in the scanner (<2 mg)
- Lead in the solder
- A lithium battery

    This product contains a small Lithium battery that must be removed an disposed of properly at the end of the product's useful life. The battery is located on the Main board.

    - Battery part number: Panasonic CR2032
    - Battery material: Lithium
    - Battery type: button/coin cell battery
    - Quantity per product: 1
    - Weight: approx. 3 grams
    - Lithium type: solid
    - Battery manufacturers: Panasonic, Japan
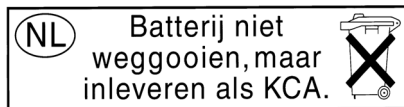
hp inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following website:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html

regulatory notices

The HP Fax meets product requirements from regulatory agencies in your country/region. This section contains the following topics:

- **regulatory model identification number** on page 121
- **notice to users of the U.S. telephone network: FCC requirements** on page 121
- **FCC statement** on page 122
- **note à l'attention des utilisateurs du réseau téléphonique Canadien/notice to users of the Canadian telephone network** on page 122
- **note à l'attention des utilisateurs Canadien/notice to users in Canada** on page 123

regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0306-03. This regulatory number should not be confused with the marketing name (HP Fax 1240 Series) or product number (Q5620A).

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

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

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

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

   Note: This equipment is hearing aid compatible.

technical information

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.

FCC statement

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

Declaration of Conformity: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

For more information, contact the Product Regulations Manager, Hewlett-Packard Company, San Diego, (858) 655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio-TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

> **Caution!** Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company may cause harmful interference and void the FCC authorization to operate this equipment.

note à l'attention des utilisateurs du réseau téléphonique Canadien/notice to users of the Canadian telephone network

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.2B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

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

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

The REN for this product is 0.2B, based on FCC Part 68 test results.

note à l'attention des utilisateurs Canadien/notice to users in Canada

Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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

technical information

declaration of conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's name and address:	
Hewlett-Packard Company, 16399 West Bernardo Drive, San Diego, CA 92127-1899, USA	
Regulatory model number:	SDGOB-0306-03
Declares that the product:	
Product name:	HP Fax 1240 Series (Q5620A)
Model number(s):	HP Fax 1240 Series (Q5621A)
Power adapters:	Not Applicable
Conforms to the following product specifications:	
Safety:	UL1950/CSA22.2 No.950, 3rd Edition: 1995
EMC:	FCC Part 15-Class B/ICES-003, Issue 2
Supplementary Information:	
US Contact:	Hewlett-Packard Co. 16399 W. Bernardo Dr. San Diego, CA 92127 USA

technical information

10 hp fax 1240 series support

Hewlett-Packard provides Internet and phone support for your HP Fax.

This section contains the following topics:

- **get support and other information from the Internet** on page 125
- **hp customer support** on page 125
- **prepare your hp fax for shipment** on page 127

If you are unable to find the answer you need in the printed or onscreen documentation supplied with your product, you can contact one of the HP support services listed in the following pages. Some support services are available only in the U.S. and Canada, while others are available in many countries/regions worldwide. If a support service number is not listed for your country/region, contact your nearest authorized HP dealer for help.

get support and other information from the Internet

If you have Internet access, you can get help from the following HP website:

www.hp.com/support

This website offers technical support, drivers, supplies, and ordering information.

hp customer support

Software programs from other companies might be included with your HP Fax. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

If you need to contact HP Customer Support, do the following before you call.

1   Make sure that:
    a.   Your HP Fax is plugged in and turned on.
    b.   The specified print cartridges are installed correctly.
    c.   The recommended paper is properly loaded in the paper tray.

2   Reset your HP Fax:
    a.   Turn off the HP Fax by using the **On** button located on the front panel.
    b.   Unplug the power cord from the back of the HP Fax.
    c.   Plug the power cord back into the HP Fax.
    d.   Turn on the HP Fax by using the **On** button.

3   For more information, go to the HP website at:
    www.hp.com/support

4   If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:

a.   Have the specific name of your HP Fax, as it appears on the front panel, available.

b.   Have your service ID and serial number ready.

To display your service ID and serial number on the front panel, press OK and Start Color at the same time. Press ▸ until Model Number appears, and then press OK. The service ID appears on the bottom line of the front panel display. Make note of the service ID, and then press Cancel. You are returned to the Info Menu. Press ▸ until Serial Number appears, and then press OK. The serial number appears on the bottom line of the front panel display. Make note of the serial number, and then press Cancel repeatedly to exit the Info Menu.

c.   Print a Self-Test Report. For information on printing a Self-Test Report, see **print a self-test report** on page 66.

d.   Make a color copy to have available as a sample printout.

e.   Be prepared to describe your problem in detail.

5   Call HP Customer Support. Be near your HP Fax when you call.

call in the U.S.

Call 1-800-HP-INVENT. U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

call in Canada

The numbers listed below are current as of the publication date of this guide. For a list of current international HP Support Service numbers, go to this website and choose your own country/region or language:

www.hp.com/support

As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.

country/region	hp technical support
Canada during warranty	(905) 206 4663
Canada post-warranty (per-call charge)	1-877-621-4722

prepare your hp fax for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send your HP Fax in for service, please follow the steps below to avoid further damage to the HP product.

Note: When transporting your HP Fax, make sure that the print cartridges have been removed. Make sure that you have properly shut down the HP Fax by pressing the On button.

1   Turn on the HP Fax.

Disregard steps 1 through 6 if your device will not turn on and the print carriage is not visible under the print carriage access door. You will not be able to remove the print cartridges. Proceed to step 7.

2   Open the print carriage access door.

3   Remove the print cartridges.

For information on removing the print cartridges, see **replace the print cartridges**.

Caution! Remove both print cartridges. Failure to do so might damage your HP Fax.

4   Place the print cartridges in an airtight bag so they will not dry out, and put them aside. Do not send them with the HP Fax, unless instructed to by the HP customer support call agent.

5   Close the print-carriage access door. Turn off the HP Fax.

6   Remove the front panel cover as follows:
    a.   Grasp the front of the front panel cover with two hands, as shown.
    b.   Firmly lift the front panel cover to unsnap it from the HP Fax.
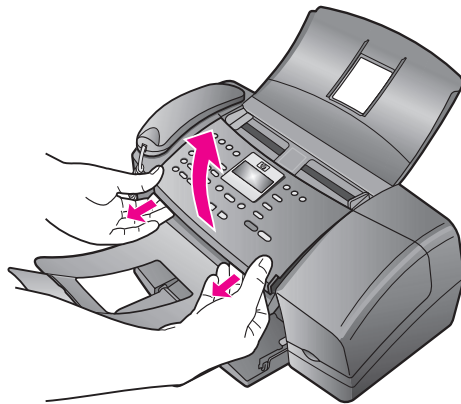
7   Retain the front panel cover. Do not return the front panel cover with the HP Fax.

8   Fold the document catcher up, over the front panel area, and then fold the automatic document feeder tray down, over the document catcher.
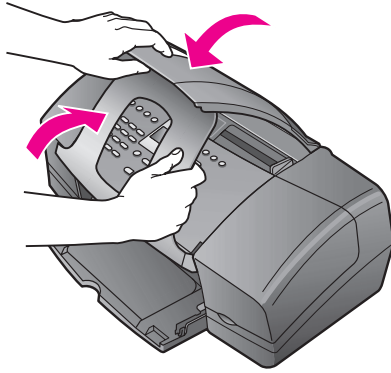
9   Make sure the paper tray extender is in its closed position, and then fold the paper tray door up until it snaps into place.
This places the HP Fax in its fully closed position, as shown below.

10 If available, pack the HP Fax for shipment by using the original packing materials or the packaging materials that came with your exchange device.
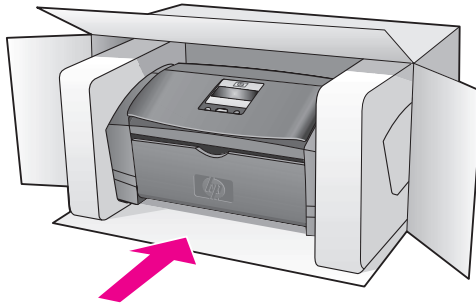
If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

11 Place the return shipping label on the outside of the box.

12 Include the following items in the box:
    –   A complete description of symptoms for service personnel (samples of print quality problems are helpful).
    –   A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
    –   Your name, address, and a phone number where you can be reached during the day.

11 warranty information

Your HP Fax comes with a limited warranty that is described in this section. Information about how to obtain warranty service and how you can upgrade your standard factory warranty is also provided.

This section contains the following topics:

duration of limited warranty

Duration of Limited Warranty (hardware and labor): 1 Year

Duration of Limited Warranty (CD media): 90 Days

Duration of Limited Warranty (print cartridges): Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first.

warranty service

express service

To obtain HP express repair service, the customer must contact an HP service office or an HP Customer Support Center for basic troubleshooting first. See **hp customer support** on page 125 for steps to take before calling Customer Support.

> **Note:** HP express repair service might not be available in certain countries/regions.

If a customer device needs a minor part replacement and these parts can normally be replaced by the customer, the customer-replaceable components may be serviced through expedited part shipment. In this event, HP will prepay shipping charges, duty and taxes; provide telephone assistance on replacement of the component; and pay shipping charges, duty, and taxes for any part that HP asks to be returned.

The HP Customer Support Center may direct customers to designated authorized service providers who are certified by HP to service the HP product.

warranty upgrades

Upgrade your standard factory warranty to a total of three years with the HP SUPPORTPACK. Service coverage begins on product purchase date and the pack must be purchased within the first 180 days of product purchase. This program offers phone support from 6:00 A.M. to 10:00 P.M. Mountain Standard Time (MST) Monday through Friday and 9:00 A.M. to 4:00 P.M. (MST) on Saturdays. If during your technical support call it is determined that you need a replacement product, then HP will ship you this product next business day free of charge. Available in U.S. only.

For more information, please call 1-888-999-4747 or go to the HP website:

www.hp.com/go/hpsupportpack

limitations of warranty

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

limitations of liability

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

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

local law

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

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

Preclude the disclaimers and limitations in this Statement from limiting the statutory rights of a consumer (for example, the United Kingdom);

Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or

Grant the Customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

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

warranty information

index

index

Visit the hp fax information center

It has everything you need to get the most value from your HP Fax.

- Technical Support
- Supplies and Ordering Information
- Project Tips
- Ways to Enhance Your Product

www.hp.com/support

© 2004 Hewlett-Packard Development Company, L.P.

Printed on recycled paper.

Printed in the U.S.A.

Q5621-90108