HP LaserJet MFP
Analog Fax Accessory 300
Send Fax Driver

Fax Guide
Contents

1 Setting up
System requirements .................................................. 2
  Operating system ..................................................... 2
  Displays ...................................................................... 2
  Printer ...................................................................... 2
  Hardware .................................................................... 2
  Network ..................................................................... 2
Installing the MFP Send Fax driver ................................. 2
  Determining if the MFP Send Fax driver is supported by the MFP 3
  Upgrading the MFP firmware and downloading the driver .... 3
  Verifying that the MFP e-mail feature is configured (optional). . 5
  Configuring the billing code feature (optional) .................. 5
  Installing the driver ..................................................... 6
Uninstalling the HP MFP Send Fax driver ......................... 16

2 Faxing
Sending a fax to a single recipient .................................. 18
Sending a fax to multiple recipients ................................. 20
Sending a fax by using the phone book ............................ 23
Canceling a fax job ....................................................... 27
Inserting special characters in the fax number ................. 27
Editing the phone book ................................................. 28
  Adding names to the phone book .................................. 28
  Removing names from the phone book ......................... 30
  Editing names in the phone book ................................. 31

3 Configuration
Setting the sender information ....................................... 34
Setting the fax quality .................................................. 35
Setting the notification settings ...................................... 36
Setting the cover page information .................................. 38
Setting the preview preference ...................................... 39
Setting the fax driver printer preferences ......................... 39
Setting the billing code configuration ............................. 41

4 Troubleshooting
Functional errors ......................................................... 44
  The test page does not print ....................................... 44
  The e-mail notification is disabled ............................... 44
  An e-mail confirmation is not received ......................... 45
  PC FAX SEND does not appear on the MFP control panel . 45
The bitmap does not appear or print on the cover page ........ 46
The preview does not appear ........................................ 46
A billing code is required after disabling the feature ............ 46
The billing code text box does not appear ......................... 47
The default fields do not refresh ................................. 48
Changed settings do not take effect ............................ 49
Changed settings do not take effect in a Point and Print installation 50
Warning messages .................................................... 50
PC fax feature may be disabled at the MFP warning ............ 50
Cover page functionality will not be available warning ........ 51
Error messages ......................................................... 52
1 Setting up

You can use the HP LaserJet MFP Send Fax driver to send faxes from your computer to one or more HP multifunction peripherals (MFP). After it is installed, the driver can be accessed by printing to the MFP Send Fax printer driver.

This guide describes the fax functions that are included with the MFP Send Fax driver and provides instructions about the following tasks:

- Install the fax driver
- Send faxes
- Configure fax settings
- Troubleshoot problems
System requirements

Operating system
The MFP Send Fax driver is supported on the following operating systems:
- Windows 2000
- Windows XP
- Windows XP Professional x64
- Windows Server 2003
- Windows Server 2003 x64

Displays
The MFP Send Fax module supports display types that have a super video graphics adapter (SVGA) resolution of 800 x 600 pixels or greater.

Printer
The following products support the MFP Send Fax driver:
- HP LaserJet 4345mfp
- HP Color LaserJet 4730mfp
- HP LaserJet 9040mfp
- HP LaserJet 9050mfp
- HP Color LaserJet 9500mfp

Hardware
The HP LaserJet MFP Analog Fax Accessory 300 must be installed in the MFP before installing the MFP Send Fax driver. See the HP LaserJet MFP Analog Fax Accessory 300 Fax Guide for more information about installing this hardware.

Network
The MFP Send Fax printer driver must be used on a network printer. It is not intended to be used on a local printer.

Installing the MFP Send Fax driver
This section provides instructions about the following tasks:
- Determining if the MFP Send Fax driver is supported by the MFP
- Upgrading the MFP firmware and downloading the driver
Verifying that the MFP e-mail feature is configured (optional)
● Configuring the billing code feature (optional)
● Installing the driver

Determining if the MFP Send Fax driver is supported by the MFP

The most current versions of the MFP firmware contain support for the MFP Send Fax driver. To determine if your MFP firmware supports the MFP Send Fax driver, use the following steps:

1. On the MFP control panel, press **Menu**.
2. Scroll to and touch **FAX**.
3. Scroll to and touch **FAX SEND**.
4. Scroll to and touch **PC FAX SEND**.

**Note**
If **PC FAX SEND** does not appear in your MFP menu, upgrade the MFP firmware.

5. Touch **ENABLED**.
6. Touch **EXIT**.

Upgrading the MFP firmware and downloading the driver

To upgrade the MFP firmware and download the MFP Send Fax driver, use the following steps:

1. View the configuration information on the MFP control panel to determine the current firmware version.
   a. On the MFP control panel, press **Menu**.
   b. Touch **INFORMATION**.
   c. Touch **PRINT CONFIGURATION**. The configuration page prints.
   d. The firmware datecode is listed in the section called Device Information.

**Note**
The firmware datecode is in the following format: YYYYMMDD XX.XXX.X. The first string of numbers is the date, where YYYY represents the year, MM represents the month, and DD represents the date. For example, a firmware datecode that begins with 20040225 represents February 25, 2004. The second string of numbers represents the revision number of the firmware.
2 Go to **Software & driver downloads** for your MFP.
   a Go to [www.hp.com](http://www.hp.com).
   b Type the MFP model number in the **Search** text box and press **Enter**.
   c In the **Select a product** pane in the **Search results** window, select the specific MFP model number where the firmware will be installed.
   d In the **Product Quick Links** pane, click **Software & driver downloads**.

3 Download the most current firmware.
   a In the **Select operating system** pane, click **Cross operating system (BIOS, Firmware, Diagnostics, etc.)**.
   b If the date that is listed in the Firmware table is more recent than the datecode that is printed on the MFP configuration page, click **Download** next to the appropriate file.

**Note**
Different firmware files are available for the various operating systems.
   c In the **File Download** dialog box that opens, click **Save**.
   d In the **File Name** text box in the **Save As** window that opens, type the location on your computer where you want to save the firmware update file.
   e Click **Save**.
   f After the file has been downloaded, close the **File Download** dialog box, if necessary.

4 Download the MFP Send Fax driver.
   a Click **Back** to return to the **Select operating system** pane.

**Note**
If you do not return to the **Select operating system** pane when you click **Back**, see step 2 for instructions about navigating to the **Select operating system** pane.
   b In the **Select operating system** pane, click the appropriate operating system.

**Note**
The MFP Send Fax driver is supported on Windows 2000, Windows XP, Windows XP Professional x64, Windows Server 2003, and Windows Server 2003 x64.
   c In the Driver table that appears, click **Download** next to the HP MFP Send Fax driver.
d In the File Download dialog box that opens, click Save.

e In the File Name text box on the Save As window that opens, type the location on your computer where you want to save the MFP Send Fax driver file.

f Click Save.

g After the file has been downloaded, close the File Download dialog box if necessary.

5 Install the downloaded firmware file. See the appropriate MFP user guide for instructions about installing the remote firmware update (RFU):

- HP LaserJet 4345mfp Series User Guide
- HP Color LaserJet 4730mfp User Guide
- HP LaserJet 9040mfp/9050mfp User Guide
- HP Color LaserJet 9500mfp User Guide

Verifying that the MFP e-mail feature is configured (optional)
The e-mail function on the MFP must be configured in order to receive an e-mail notification when a fax has been sent by using the MFP Send Fax driver.

Note

The e-mail notification feature is optional.

See the appropriate MFP user guide for instructions about configuring the e-mail function:

- HP LaserJet 4345mfp Series User Guide
- HP Color LaserJet 4730mfp User Guide
- HP LaserJet 9040mfp/9050mfp User Guide
- HP Color LaserJet 9500mfp User Guide

Configuring the billing code feature (optional)
HP MFP Send Fax supports the use of billing codes when sending faxes.

Note

The billing code feature is optional.

To enable the billing code feature through the MFP control panel, use the following steps:

1 On the MFP control panel, press Menu.
2 Scroll to and touch FAX.
3 Scroll to and touch **FAX SEND**.
4 Scroll to and touch **BILLING CODE**.
5 Touch **CUSTOM** to open the billing code screen.
6 Use the up and down arrows to select the minimum number of digits in the billing code.
7 Touch **OK** to enable the billing code feature.

**Note**
Touch **OFF** to disable the billing code feature.

**Installing the driver**
To install the MFP Send Fax driver by using the Add a Printer wizard in Windows, use the following steps:

1 In Windows Explorer, double-click on the downloaded MFP Send Fax driver executable file to extract the driver files.
2 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
3 In the **Printer Tasks** pane in the **Printers and Faxes** window, click **Add a printer**.
4 In the **Add Printer Wizard** welcome dialog box, click **Next**.
5 Under **Local or Network Printer**, select **Local printer attached to this computer**. Click **Next**.
Note Select Local printer attached to this computer to install the MFP Send Fax driver on a network printer. The printer name is HP MFP Send Fax when the driver is installed on a local printer.

If you select A network printer, or a printer attached to another computer, then the IP address of the computer is required. Some features, such as fax preview, are not available if the driver is installed by using the network printer installation (Point and Print).

The MFP Send Fax driver cannot be installed on a printer that is connected to the computer by a serial or parallel port. It must be on a network.

6 If your computer is already connected to the MFP, under Select a Printer Port, select Use the following port.

Note If your computer is not connected to the MFP, go to step 8.

7 In the Use the following port drop-down menu, select the name or IP address of the MFP. Click Next and then go to step 13.
If your computer is not connected to the MFP, select **Create a new port** under **Select a Printer Port**.

In the **Type of port** drop-down menu, select **Standard TCP/IP Port**. Click **Next**.

In the **Add Standard TCP/IP Printer Port Wizard** dialog box, click **Next**.
11 Under **Add Port**, type the MFP printer name or IP address in the **Printer Name or IP Address** text box and then click **Next**.

![Add Port](image)

**Note**

The default port name is the name that you typed in the **Printer Name or IP Address** text box. You can change this name by typing a new name in the **Port Name** text box.

12 Click **Finish**.

13 Under **Install Printer Software**, click **Have Disk**.

![Install Printer Software](image)
14 In the **Install From Disk** dialog box, click **Browse**.

![Install From Disk dialog box](image)

15 Browse to and select the MFP Send Fax driver .INF file extracted in step 1.

**Note**


A **The specified location does not contain information about your printer** message appears if you select the wrong version of the file.

16 Click **OK**.

17 Under **Install Printer Software**, click **Next**.

![Add Printer Wizard](image)
18 In the **Printer name** text box under **Name Your Printer**, type a name for the printer. The default printer name is **HP MFP Send Fax**.

![Add Printer Wizard](image)

19 Click **Next**.
20 Under **Printer Sharing**, click **Next**.

![Add Printer Wizard](image.png)

**Note** You can share the printer by selecting **Share name** on the **Printer Sharing** window. The MFP Send Fax driver is then available for a Point and Print connection. Some features, such as fax preview, are not available if the driver is accessed by using a Point and Print connection.
21 Under **Print Test Page**, select **Yes** to print a test page and then click **Next**.

![Print Test Page dialog box](image)

**Note** Selecting **Yes** to print a test page sends a fax. No page is printed.

a On the **Completing the Add Printer Wizard** dialog box, click **Finish** to complete the wizard and continue sending a test fax.
b. In the **HP MFP Send Fax** dialog box, click the **Fax Job** tab.

![HP MFP Send Fax dialog box]

**Note**

The **Setup** information is not required to send a test page.

To set the default sender information and fax settings for all faxes, see “Configuration” on page 33.
c. In the **Fax Number** text box under **Fax To**, type the fax number where the test page will be sent.

d. Click **Send**.
e The preview window opens if you selected **Show Preview Before Sending Fax** on the **Setup** tab. On the toolbar, click **Send Fax**.

![Preview window](image)

f A message appears asking if the test page printed. Verify that the test page printed on the receiving fax machine and then click **OK**.

**Note**
The test page is delivered to the fax number that you typed in the **Fax Number** text box on the **Fax Job** tab.

---

**Uninstalling the HP MFP Send Fax driver**

To uninstall the MFP Send Fax driver, use the following steps:

1. Click **Start**, click **Settings**, and then click **Printers and Faxes**.
2. In the **Printers and Faxes** window, right-click the MFP printer where MFP Send Fax is installed and then click **Delete**.
3. Click **Start**, click **Settings**, and then click **Printers and Faxes**.
4. Right-click in the **Printers and Faxes** window and then click **Server Properties**.
5. In the **Print Server Properties** dialog box, click **Drivers**.
6. Select the MFP Send Fax driver and then click **Remove**.
7. Click **OK**.
Faxing

This chapter provides information about sending faxes and using the MFP Send Fax phone book:

- Sending a fax to a single recipient
- Sending a fax to multiple recipients
- Sending a fax by using the phone book
- Canceling a fax job
- Inserting special characters in the fax number
- Editing the phone book
Sending a fax to a single recipient

To send a fax to a single recipient, use the following steps:

1. Open the document to be faxed in the software program in which it was created.
2. Click File and then click Print.
3. Select the HP MFP Send Fax driver from the list of printers.
4. Click OK or Print.

Note Click the button that sends a document to the printer. This might not be labeled the same way in all programs.

5. Under Fax To in the HP MFP Send Fax dialog box, type the recipient name, fax number, and company name. The fax number is the only required information.

Note See “Inserting special characters in the fax number” on page 27 for a list of special characters that you can use in the Fax Number text field.
6 Click **Add to Phone Book** to add the recipient information to the MFP Send Fax phone book. This step is optional.

**Note**

Click **Clear Fields** to remove all of the values in the Recipient Name, Fax Number, and Company Name text boxes.

7 The default cover page information appears under **Include With Fax** in the HP MFP Send Fax dialog box. This information can be changed for any individual fax job.

**Note**

To set the default cover page settings for all faxes, see “Configuration” on page 33.

8 If the billing code feature is enabled, type the billing code under **Billing Information** in the HP MFP Send Fax dialog box. The billing code can be changed for any individual fax job.

![HP MFP Send Fax dialog box](image)

9 To send the fax with the default sender, fax quality, notification information, and preview preferences, click **Send**.

**Note**

Click the **Setup** tab in the HP MFP Send Fax dialog box to view the sender, fax quality, notification, and preview settings. This information can be changed for any individual fax job. Click **Send** to send the fax.
If you selected **Show Preview Before Sending Fax** on the **Setup** tab, a preview of the fax job appears. Review the fax for accuracy.

**Note**

The preview function is not available when you use Point and Print.

Point and Print is a Windows feature that you can use to connect, print, or fax to a remote printer without using installation disks. Files and configuration information are automatically downloaded from the print server to the client.

11 Click **View** or use the zoom drop-down menu to change the size of the document preview.

12 Click the arrow buttons to navigate through the document.

13 Click **Send Fax** to send the fax or click **Cancel Fax** to edit the fax settings.

**Sending a fax to multiple recipients**

To send a fax to a multiple recipients, use the following steps:

1 Open the document to be faxed in the software program in which it was created.

2 Click **File** and then click **Print**.

3 Select the HP MFP Send Fax driver from the list of printers.
4 Click OK or Print.

**Note**
Click the button that sends a document to the printer. This might not be labeled the same way in all programs.

5 Under Fax To in the HP MFP Send Fax dialog box, type the recipient name, fax number, and company name.

![HP MFP Send Fax dialog box](image)

**Note**
The fax number is the only required information. See “Inserting special characters in the fax number” on page 27 for a list of special characters that you can use in the Fax Number text field.

6 Click Add to Phone Book to add the recipient information to the MFP Send Fax phone book. This step is optional.

**Note**
Click Clear Fields to remove all of the values in the Recipient Name, Fax Number, and Company Name text boxes.

7 Click To -> to add the recipient information to the Fax Recipients field.

8 Repeat steps 5 through 7 for each fax recipient. The fax is sent to all of the names that appear in the Fax Recipients field.
**Note** Cover Page (Single recipient only) is disabled when the second recipient is added to the Fax Recipients field. A cover page cannot be used when you send faxes to multiple recipients.

9 If the billing code feature is enabled, type the billing code under Billing Information in the HP MFP Send Fax dialog box. The billing code can be changed for any individual fax job.

![HP MFP Send Fax dialog box](image)

10 To send the fax with the default sender, fax quality, notification information, and preview preferences, click **Send**.

**Note** Click the **Setup** tab on the HP MFP Send Fax dialog box to view the sender, fax quality, notification, and preview settings. This information can be changed for any individual fax job. Click **Send** to send the fax.
If you selected **Show Preview Before Sending Fax** on the **Setup** tab, a preview of the fax job appears. Review the fax for accuracy.

**Note**

The preview function is not available when you use Point and Print.

Point and Print is a Windows feature that you can use to connect, print, or fax to a remote printer without using installation disks. Files and configuration information are automatically downloaded from the print server to the client.

12 Click **View** or use the zoom drop-down menu to change the size of the document preview.

13 Click the arrow buttons to navigate through the document.

14 Click **Send Fax** to send the fax or click **Cancel Fax** to edit the fax settings.

**Sending a fax by using the phone book**

To send a fax by using the phone book, use the following steps:

1 Open the document to be faxed in the software program in which it was created.

2 Click **File** and then click **Print**.

3 Select the HP MFP Send Fax driver from the list of printers.
4 Click OK or Print.

**Note**
Click the button that sends a document to the printer. This might not be labeled the same way in all programs.

5 Under Fax To in the HP MFP Send Fax dialog box, click the book icon.

![HP MFP Send Fax dialog box](image)

6 In the Phone Book dialog box, select the name of each fax recipient and click To -> to populate the Fax Recipients field.

![Phone Book dialog box](image)

7 After you have added all of the fax recipients to the Fax Recipients field, click OK.
8 Under **Include With Fax** in the **HP MFP Send Fax** dialog box, clear **Cover Page (Single recipient only)** if it is selected.

**Note**
A cover page cannot be used when sending faxes to multiple recipients. If you do not clear **Cover Page (Single recipient only)**, the following error message appears:

![HP MFP Send Fax Warning](image)

9 If the billing code feature is enabled, type the billing code under **Billing Information** in the **HP MFP Send Fax** dialog box. The billing code can be changed for any individual fax job.
10 To send the fax to all of the fax recipients with the default sender, fax quality, notification information, and preview preferences, click Send.

Note Click the Setup tab on the HP MFP Send Fax dialog box to view the sender, fax quality, notification, and preview settings. This information can be changed for any individual fax job. Click Send to send the fax.

11 If you selected Show Preview Before Sending Fax on the Setup tab, a preview of the fax job appears. Review the fax for accuracy.

Note The preview function is not available when you use Point and Print.

Point and Print is a Windows feature that you can use to connect, print, or fax to a remote printer without using installation disks. Files and configuration information are automatically downloaded from the print server to the client.

12 Click View or use the zoom drop-down menu to change the size of the document preview.

13 Click the arrow buttons to navigate through the document.

14 Click Send Fax to send the fax or click Cancel Fax to edit the fax settings.
Canceling a fax job

Three methods are available to cancel a fax job:

1. Click **Cancel Fax** in the fax preview window.
2. On the MFP control panel, press the fax icon and then press the red **Stop/Cancel** button.

**Note**

The status message **Processing job** must appear on the MFP when the red **Stop/Cancel** button is pressed to cancel the fax.

3. On the MFP control panel, cancel faxes by using the fax menus.
   a. On the MFP control panel, press **Menu**.
   b. Scroll to and touch **FAX**.
   c. Scroll to and touch **CANCEL CURRENT TRANSMISSION**.

**Note**

Scroll to and touch **CANCEL ALL PENDING TRANSMISSIONS** to cancel all of the pending fax transmissions.

d. Touch **EXIT**.

Inserting special characters in the fax number

The **Fax Number** text field accepts special characters in addition to the numbers 0 through 9.

**Table 1: Special characters**

<table>
<thead>
<tr>
<th>Special Character</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>Use a hyphen in the fax number to make the number easier to read.</td>
</tr>
<tr>
<td>()</td>
<td>Use parenthesis in the fax number to make the number easier to read.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Use an opening and closing bracket to hide a portion of the fax number so that it does not print on the fax cover sheet, call reports, or e-mail confirmations. For example, a fax number might include a calling-card access code. Type brackets around the calling-card access code portion of the fax number to prevent showing this information.</td>
</tr>
<tr>
<td>*</td>
<td>The asterisk is transmitted as a touch-tone.</td>
</tr>
<tr>
<td>#</td>
<td>The number sign is transmitted as a touch-tone.</td>
</tr>
</tbody>
</table>
Editing the phone book

The phone book can be used to store the contact information that appears under Fax To in the HP MFP Send Fax dialog box. Names can be added and removed from the phone book.

The MFP Send Fax phone book is saved in the system registry. HP does not recommend editing or copying this file.

Adding names to the phone book

To populate the phone book, use the following steps:

1. Under Fax To in the HP MFP Send Fax dialog box, click the book icon.

<table>
<thead>
<tr>
<th>Special Character</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>,</td>
<td>A comma represents a 2-second pause when the fax number is dialed. Use multiple commas for a longer pause during dialing.</td>
</tr>
</tbody>
</table>

Table 1: Special characters
2 In the **Phone Book** dialog box, click **Add**.

![Phone Book dialog box]

3 In the **Add to Phone Book** dialog box, type the recipient name, fax number, and company name in the text boxes.

![Add to Phone Book dialog box]

4 Click **OK**.

5 In the **Phone Book** dialog box, click **Add** to add additional names.

6 Click **OK** when you are finished adding names to the phone book.

**Note**

Contacts cannot be imported into the MFP Send Fax phone book from external e-mail programs.
Removing names from the phone book

To remove names from the phone book, use the following steps:

1. Under Fax To in the HP MFP Send Fax dialog box, click the book icon.

2. In the Phone Book dialog box, select the name that you want to delete and then click Delete.

3. Click OK when you are done deleting names from the phone book.
Editing names in the phone book

To edit names in the phone book, use the following steps:

1. Under **Fax To** in the **HP MFP Send Fax** dialog box, click the book icon.

2. In the **Phone Book** dialog box, select the name that you want to edit and then click **Edit**.
3  In the **Edit Phone Book Entry** dialog box, edit the recipient name, fax number, and company name in the text boxes.

4  Click **OK** when you are done editing.
This chapter provides information about configuring the default settings for the MFP Send Fax driver by using the **Edit Defaults** button on the **Setup** tab:

- Setting the sender information
- Setting the fax quality
- Setting the notification settings
- Setting the cover page information
- Setting the preview preference
- Setting the fax driver printer preferences
- Setting the billing code configuration

**Note**

The default settings might have been set during the installation process.
Setting the sender information

The default sender information is included on all faxes that you send using the MFP Send Fax driver, including cover pages. The sender information can be changed for individual faxes using the text fields on the Setup tab.

**Note**

A cover page cannot be used when you send faxes to multiple recipients.

To set the default sender information, use the following steps:

1. On the Setup tab, click Edit Defaults.
2. Under Sender Information in the Default Settings dialog box, type the default sender name, company name, fax number, and voice phone number.
The information in the sender information fields on the Setup tab is updated the first time that the sender information is entered in the sender information fields in the Default Settings dialog box. If the default sender information is changed later, the sender information fields on the Setup tab are not refreshed. The changes are saved, but the information does not appear in the dialog box. To show the new information, exit from the MFP Send Fax driver and then restart the driver.

3 Click OK.

To set all of the default information at the same time, select the fax quality, notification, cover page, and preview settings and then click OK.

Setting the fax quality

The fax quality setting defines the resolution that the MFP uses to send the fax. The quality settings are as follows:

- **Standard**: 200 x 100 dots per inch (dpi)
- **Fine**: 200 x 200 dpi
- **Superfine**: 300 x 300 dpi

To set the fax quality, use the following steps:

1 On the Setup tab, click Edit Defaults.
2 Under **Fax Quality** in the **Default Settings** dialog box, select the default quality for sending faxes.

![Default Settings dialog box](image)

3 Click **OK**.

---

**Note**

To set all of the default information at the same time, select the sender information, notification, cover page, and preview settings and then click **OK**.

### Setting the notification settings

The notification settings determine when and how notification of the status of an outgoing fax is sent.

To change the notification settings, use the following steps:

1. On the **Setup** tab, click **Edit Defaults**.
2 Under **Notification** in the **Default Settings** dialog box, select when to receive notifications:

- **None**: notification is not sent.
- **This Job**: notification is sent when a fax is sent.
- **On Error**: notification is sent when an error occurs.

![Default Settings dialog box](image)

3 Select the type of notification to send:

- **Print**: notification is printed on the default printer.
- **E-mail**: notification is sent in an e-mail message. Type the e-mail address in the **E-mail Address** text box.

**Note**
The e-mail function must be configured on the MFP in order to receive an e-mail notification.

4 Click **OK**.

**Note**
To set all of the default information at the same time, select the sender information, fax quality, cover page, and preview settings and then click **OK**.
Setting the cover page information

Standardize the look of the fax cover page by using a default cover page. Fields are included for notes, a subject line, and a company logo or other image. The cover page settings can be modified on the Fax Job tab for individual fax jobs.

**Note**
A cover page can only be included with faxes that are sent to single recipients.

To change the cover page information, use the following steps:

1. On the **Setup** tab, click **Edit Defaults**.
2. Under **Include With Fax** in the **Default Settings** dialog box, select **Cover Page (Single recipient only)**.
3. In the **Notes** text box, type the default notes.
4. In the **Subject** text box, type the default subject line.
5. Click **Browse** to include an image on the cover page.
6. Browse to and select a bitmap image file, such as a company logo.

**Note**
The bitmap image is converted to grayscale on the cover sheet and is located in the top one-third of the page.

7. Click **OK**.

**Note**
To set all of the default information at the same time, select the sender information, fax quality, notification, and preview settings and then click **OK**.

### Setting the preview preference

The preview preference can be set to automatically preview every fax job before it is sent.

To preview every fax job before it is sent, use the following steps:

1. On the **Setup** tab, click **Edit Defaults**.
2. Under **Preview** in the **Default Settings** dialog box, select **Show Preview Before Sending Fax** to preview each fax automatically before it is sent.
3. Click **OK**.

**Note**
To set all of the default information at the same time, select the sender information, fax quality, notification, and cover page settings and then click **OK**.

### Setting the fax driver printer preferences

To set the basic MFP Send Fax driver printing options through Windows, use the following steps:

1. Click **Start**, click **Settings**, and then click **Printers and Faxes**.
2. On the **Printers and Faxes** window, right-click **HP MFP Send Fax** and then click **Printing Preferences**.
3 In the **HP MFP Send Fax Document Properties** dialog box, click **Paper/Quality** to set the default paper and quality properties. To save the default paper settings and close the dialog box, click **OK**.

![HP MFP Send Fax Document Properties dialog box](image)

**Note** The **Advanced** tab on the **HP MFP Send Fax Document Properties** dialog box does not contain any information that affects the MFP Send Fax driver. This tab is a standard Windows tab and cannot be removed for this driver.
4 Click **Services** to check the status of the printer and supplies or to start the embedded Web server. The **Services** tab options only appear if the MFP Send Fax driver is connected to a valid TCP/IP port.

![](image)

**Note**  
See the appropriate MFP user guide for more information about the Embedded Web server.

5 To save any changes to the default settings and close the dialog box, click **OK**.

### Setting the billing code configuration

HP MFP Send Fax supports the use of billing codes when sending faxes.

To enable or disable the billing code feature through the MFP control panel after the MFP Send Fax driver has been installed, use the following steps:

1 On the MFP control panel, press **Menu**.
2 Scroll to and touch **FAX**.
3 Scroll to and touch **FAX SEND**.
4 Scroll to and touch **BILLING CODE**.
5 Touch CUSTOM to open the billing code screen.
6 Use the up and down arrows to select the minimum number of digits in the billing code.
7 Touch OK to enable the billing code feature or touch OFF to disable the billing code feature.

**Note**

If the billing code feature is enabled on the MFP, a billing code entry is required for walk-up fax jobs sent from the MFP.

8 Click Start, click Settings, and then click Printers and Faxes.
9 Under Printer Tasks on the Printers and Faxes window, right-click the name of the MFP and then click Properties.
10 In the HP MFP Send Fax Properties dialog box, click Device Settings.
11 In the Automatic Configuration: drop-down menu, select Update Now.

**Note**

Update Now stays selected in the Automatic Configuration drop-down menu briefly. If you wait a few seconds or return to this dialog box later, Off will be selected in the drop-down menu.

12 Click OK.
4 Troubleshooting

Use the information in this chapter to troubleshoot general fax issues:

● Functional errors
  • The test page does not print
  • The e-mail notification is disabled
  • An e-mail confirmation is not received
  • PC FAX SEND does not appear on the MFP control panel
  • The bitmap does not appear or print on the cover page
  • The preview does not appear
  • A billing code is required after disabling the feature
  • The billing code text box does not appear
  • The default fields do not refresh
  • Changed settings do not take effect
  • Changed settings do not take effect in a Point and Print installation

● Warning messages
  • PC fax feature may be disabled at the MFP warning
  • Cover page functionality will not be available warning

● Error messages
Functional errors

The following sections describe issues that might occur when using the HP MFP Send Fax driver.

The test page does not print

View the MFP Send Fax configuration information on the MFP control panel to determine if the driver installation was successful and the PC Fax Send feature is enabled.

To view the configuration information, use the following steps:

1. On the MFP control panel, press Menu.
2. Scroll to and touch FAX.
3. Scroll to and touch FAX SEND.
4. Scroll to and touch PC FAX SEND.
5. Touch ENABLED.
6. Touch EXIT.

The e-mail notification is disabled

The e-mail notification type is disabled under Notification on the Setup tab in the HP MFP Send Fax dialog box because the e-mail function is not enabled on the MFP.

See the appropriate user guide for instructions about configuring the e-mail function:

- HP LaserJet 4345mfp Series User Guide
- HP Color LaserJet 4730mfp User Guide
- HP LaserJet 9040mfp/9050mfp User Guide
- HP Color LaserJet 9500mfp User Guide

To update the HP MFP Send Fax settings after enabling the e-mail feature on the MFP, use the following steps:

1. Click Start, click Settings, and then click Printers and Faxes.
2. Under Printer Tasks on the Printers and Faxes window, right-click the name of the MFP and then click Properties.
3. In the HP MFP Send Fax Properties dialog box, click Device Settings.
4 In the Automatic Configuration drop-down menu, select Update Now.

5 Click OK.

An e-mail confirmation is not received
No e-mail confirmation is sent if the receiving fax machine does not answer, is busy, or if the number of redials that is configured on the MFP has not been reached. After the MFP has reached the configured number of redials, confirmation notification is sent.

PC FAX SEND does not appear on the MFP control panel
PC FAX SEND does not appear on the MFP control panel after installing the MFP Send Fax driver.
Firmware is packaged in bundles called remote firmware updates (RFU). These bundles contain firmware updates for the MFP and different sub-systems located in the MFP. When the RFU bundle is sent to the MFP, the MFP sends the individual firmware updates to its other sub-systems. Sometimes, not all of these updates happen at the same time.
To complete the firmware update, use the following steps:

1. Verify that the MFP firmware has been updated to the most current version available. If the firmware has not been updated, see “Upgrading the MFP firmware and downloading the driver” on page 3.

2. Turn the MFP off and then turn it on again.

3. On the MFP control panel, press Menu.

4. Scroll to and touch FAX.

5. Scroll to and touch FAX SEND.

6. Scroll to and touch PC FAX SEND.

7. Touch ENABLED.

8. Touch EXIT.

If PC FAX SEND still does not appear on the MFP control panel, see the HP LaserJet MFP Analog Fax Accessory 300 Fax Guide to ensure that the analog fax accessory is configured correctly.

If the analog fax accessory is configured correctly and PC FAX SEND still does not appear on the MFP control panel, contact HP Customer Care.

**The bitmap does not appear or print on the cover page**

The bitmap file will not appear or print on the cover page if the bitmap file is too large. The fax image-rendering process will bypass rendering the image on the cover page if the performance of the computer would be significantly reduced. Reduce the size of the bitmap to include it on the cover page.

**The preview does not appear**

To see a preview of the fax job, select Show Preview Before Sending Fax on the Setup tab.

**A billing code is required after disabling the feature**

A billing code is required in the Billing Code text box on the Fax Job tab after the billing code feature has been disabled at the MFP.

To update the driver so that the Billing Code text box does not appear on the Fax Job tab, use the following steps:

1. Click Start, click Settings, and then click Printers and Faxes.
2 Under **Printer Tasks** on the **Printers and Faxes** window, right-click the name of the MFP and then click **Properties**.

3 In the **HP MFP Send Fax Properties** dialog box, click **Device Settings**.

4 In the **Automatic Configuration**: drop-down menu, select **Update Now**.

5 Click **OK**.

---

**The billing code text box does not appear**

If the billing code feature was disabled at the MFP when the MFP Send Fax driver was installed, the **Billing Code** text box does not appear on the **Fax Job** tab.

To enable billing codes through the MFP control panel and make the **Billing Code** text box available on the **Fax Job** tab, use the following steps:

1 On the MFP control panel, press **Menu**.

2 Scroll to and touch **FAX**.

3 Scroll to and touch **FAX SEND**.

4 Scroll to and touch **BILLING CODE**.
5 Touch **CUSTOM** to open the billing code screen.

6 Use the up and down arrows to select the minimum number of digits in the billing code.

7 Touch **OK** to enable billing codes.

8 Click **Start**, click **Settings**, and then click **Printers and Faxes**.

9 Under Printer Tasks on the Printers and Faxes window, right-click the name of the MFP and then click **Properties**.

10 In the HP MFP Send Fax Properties dialog box, click **Device Settings**.

11 In the Automatic Configuration: drop-down menu, select **Update Now**.

12 Click **OK**.

**The default fields do not refresh**

The information in the sender information fields on the **Setup** tab is updated the first time that the sender information is entered in the sender information fields in the **Default Settings** dialog box. If the default sender information is changed later, the sender information fields on the **Setup** tab are not refreshed. The changes are saved, but
the information does not appear in the dialog box. To show the new information, exit from the MFP Send Fax driver and then restart the driver.

**Changed settings do not take effect**

The MFP Send Fax driver captures fax configuration information during installation. If settings are changed after the driver is installed, complete a manual update by using the Update Now feature to synchronize the driver with the MFP settings.

To synchronize the driver with the MFP settings using Update Now, use the following steps:

1. Click **Start**, click **Settings**, and then click **Printers and Faxes**.
2. Under **Printer Tasks** in the **Printers and Faxes** window, right-click the name of the MFP and then click **Properties**.
3. In the **HP MFP Send Fax Properties** dialog box, click **Device Settings**.
4. In the **Automatic Configuration**: drop-down menu, select **Update Now**.
5. Click **OK**.
Changed settings do not take effect in a Point and Print installation

If you are using a Point and Print installation, the notification, billing code, billing-code length, and fax-enabled features cannot be refreshed by using the Update Now feature. To make these setting changes take effect in a Point and Print installation, delete the Send Fax printer and then reinstall the printer.

Note

The fax preview function is not available when you use Point and Print.

Warning messages

The following warning messages might appear when you use the HP MFP Send Fax driver.

PC fax feature may be disabled at the MFP warning

The PC fax feature may be disabled at the MFP warning appears if the driver port has been changed.

To update the configuration settings, use the following steps:

1 In the MFP Send Fax Warning message box, click OK.

2 Verify that the MFP firmware has been updated to the most current version available. See “Determining if the MFP Send Fax driver is supported by the MFP” on page 3.

3 Verify that the PC FAX SEND feature is enabled on the MFP. See “Uninstalling the HP MFP Send Fax driver” on page 16.

4 Click Start, click Settings, and then click Printers and Faxes.

5 Under Printer Tasks on the Printers and Faxes window, right-click on the name of the MFP and then click Properties.

6 In the HP MFP Send Fax Properties dialog box, click Device Settings.
In the **Automatic Configuration**: drop-down menu, select **Update Now**.

Click **OK**.

**Cover page functionality will not be available warning**

The *cover page functionality will not be available* warning appears when a fax is sent to more than one recipient and **Cover Page (Single recipient only)** is selected on the **Fax Job** tab.

- Click **Yes** to send the fax without a cover page to all recipients.
- Click **No** to return to the **Fax Job** tab.
Error messages

If a fax problem occurs that prevents or interrupts sending or receiving a fax, an error message is generated that helps determine the cause of the problem. See table 2 for a list of error messages, the possible causes of the message, and solutions to the error.

Table 2: Error messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>At least one fax number is required</td>
<td>A fax number was not typed in the Fax Number text box on the Fax Job tab.</td>
<td>Type a fax number in the Fax Number text box on the Fax Job tab.</td>
</tr>
<tr>
<td>Missing required information: Billing Code</td>
<td>A billing code was not typed in the Billing Code text box on the Fax Job tab. This error only occurs when billing codes are enabled.</td>
<td>Type a billing code in the Billing Code text box on the Fax Job tab.</td>
</tr>
<tr>
<td>The billing code must be at least “n” digits</td>
<td>The billing code was configured on the MFP to contain a specified number of digits. This error occurs when billing codes are enabled and the billing code in the Billing Code text box on the Fax Job tab does not contain the correct number of digits.</td>
<td>Check the billing code that is typed in the Billing Code text box on the Fax Job tab. Type a billing code with the specified number of digits.</td>
</tr>
<tr>
<td>Missing required information: E-mail address</td>
<td>An e-mail address was not typed in the E-mail address text box on the Setup tab when E-mail notification was selected.</td>
<td>Type an e-mail address in the in the E-mail address text box on the Setup tab.</td>
</tr>
<tr>
<td>Warning: This is a duplicate entry. Please enter a different name or fax number.</td>
<td>A duplicate entry was added to the phone book.</td>
<td>Type a different name or fax number.</td>
</tr>
</tbody>
</table>
### Table 2: Error messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The file cannot be found</td>
<td>A fax was sent with an invalid Image path specified in the Image text box on the Fax Job tab or the Setup tab.</td>
<td>Type a valid path to the image in the Image text box on the Fax Job tab or the Setup tab.</td>
</tr>
<tr>
<td></td>
<td>A fax was sent with a path to a missing image file specified in the Image text box on the Fax Job tab or the Setup tab.</td>
<td>Type a valid path to the image in the Image text box on the Fax Job tab or the Setup tab.</td>
</tr>
<tr>
<td></td>
<td>A fax was sent with a path to an invalid file type specified in the Image text box on the Fax Job tab or the Setup tab.</td>
<td>Type a valid path to a bitmap image in the Image text box on the Fax Job tab or the Setup tab.</td>
</tr>
<tr>
<td>The e-mail address is not in a recognized format. Do you still want to use it?</td>
<td>The e-mail address in the E-mail address text box on the Setup tab is not a valid e-mail address.</td>
<td>Click Yes to send the e-mail to the specified address. Click No to return to the Setup tab to change the e-mail address.</td>
</tr>
<tr>
<td>Reached maximum number of entries</td>
<td>The Fax Recipients list contains the maximum number of fax recipients.</td>
<td>The maximum number of fax numbers has been entered. Send the fax to any remaining recipients by using a separate fax job.</td>
</tr>
<tr>
<td></td>
<td>The Fax Recipients list is limited to 100 entries.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The phone book contains the maximum number of entries.</td>
<td>Remove entries in the phone book.</td>
</tr>
<tr>
<td></td>
<td>The phone book is limited to 500 entries.</td>
<td></td>
</tr>
</tbody>
</table>