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

- Governmental paper or documents
  - Passports
  - Immigration papers
  - Selective service papers
  - Identification badges, cards or insignias
- Governmental stamps:
  - Postage stamps
  - Food stamps

- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler’s checks, or money orders
- Certificates of deposit
- Copyrighted works

**Safety information**

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

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

**WARNING! Potential shock hazard**

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

1 Quick start ......................................................... 1
  Load paper .................................................. 1
  Load documents to fax or copy ....................... 2
  Send a fax .................................................. 2
  Receive a fax ............................................... 3
  Make a copy ............................................... 3
  Make a telephone call .................................. 4

2 HP Fax basics .................................................. 5
  The HP 640 Fax ............................................. 6
    Parts of the HP Fax ................................... 6
    Control Panel of HP Fax .............................. 8
  The menus ................................................ 10
    Overview of menu options ......................... 11
      BASIC FAX menu .................................. 11
      ADVANCED FAX menu ............................. 13
      TOOLS menu ........................................ 13
  Loudspeaker ............................................ 13
  Navigate the menus .................................. 14
    Ready mode ........................................... 14
    Menu buttons ......................................... 14
  Enter dates, times, text, and telephone numbers .. 15
    Most text fields .................................... 15
    Fax header telephone number ...................... 16
  Speed dialing .......................................... 17
    Store a number in the phone book ................ 17
    Print the phone book ................................ 18
    Dial from the phone book ......................... 18
      One-touch dialing ................................ 18
      Phone book dialing ................................ 18
  Paper types and sizes .................................. 19
  Document types and sizes ............................ 20
  Set document resolution and contrast for a single copy . 21
  Adjust volume .......................................... 22
    Ringer volume ....................................... 22
    Speaker volume ...................................... 22
  Automatic fax redial ................................ 22
  Receiving via an extension telephone .............. 22

3 Additional features .......................................... 23
  Set rings to answer ................................... 23
  Use Caller ID ............................................. 24
    Turn Caller ID on .................................... 24
    See who called with Caller ID .................... 24
    Print a list of Caller ID numbers ................ 24
Block junk fax numbers ................................................................. 24
Add a junk fax number ................................................................. 24
Delete a number ............................................................................ 25
Favorites ......................................................................................... 25
Save a document ............................................................................ 25
Delete a document .......................................................................... 25
Send a document ........................................................................... 25
Print a document ........................................................................... 26
Image TCR ......................................................................................... 26
Distinctive ring (DRPD) ................................................................. 27
Step 1—Teach the HP Fax the ring pattern ..................................... 27
Step 2—Set up distinctive ring (DRPD) answer mode ...................... 27
Answer/receive mode ...................................................................... 28

4 Advanced faxing .......................................................... 31
Broadcasting ..................................................................................... 31
Delayed fax ...................................................................................... 32
Polling ................................................................................................. 33
Setting send polling ......................................................................... 33
Polling another fax to receive ......................................................... 34
To cancel the scheduled job ............................................................ 34
Forward faxes .................................................................................... 35

5 Feature reference ..................................................... 37
Set the date and time ....................................................................... 37
Turn on and off sounds ................................................................. 37
WakeUp sounds .............................................................................. 37
Alarm sounds ................................................................................... 38
Key sounds ..................................................................................... 38
Silent mode ...................................................................................... 38
Set the fax header information ....................................................... 38
Print reports .................................................................................... 39
Automatic reports ........................................................................ 39
Reports you can print ..................................................................... 39
Reprinting faxes ............................................................................ 40
Clearing memory ............................................................................ 41
Loudspeaker .................................................................................... 41
Redial a number in memory ........................................................ 42

6 Care and maintenance ............................................. 43
Print cartridge information ......................................................... 43
View ink level .................................................................................. 43
Print the self test .............................................................................. 44
Replace the print cartridge ............................................................ 44
Clear jammed documents and paper ............................................ 46
Document jams during transmission ............................................ 46
To clear document jam .................................................................. 46
Paper jams during printing ........................................................... 46
If the paper is jammed in the printing area ..................................... 46
If the paper is jammed in the paper feed area ................................. 47
<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain the print cartridge</td>
<td>47</td>
</tr>
<tr>
<td>Clean the print cartridge nozzles</td>
<td>47</td>
</tr>
<tr>
<td>Wipe the print nozzles and contacts</td>
<td>47</td>
</tr>
<tr>
<td>Clean the nozzles</td>
<td>47</td>
</tr>
<tr>
<td>Clean the cartridge carrier contacts</td>
<td>48</td>
</tr>
<tr>
<td>Clean the document scanner area</td>
<td>49</td>
</tr>
<tr>
<td>Adjust the scanner</td>
<td>51</td>
</tr>
<tr>
<td>LCD error messages</td>
<td>51</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>54</td>
</tr>
<tr>
<td>Fax problems</td>
<td>54</td>
</tr>
<tr>
<td>Print quality problems</td>
<td>56</td>
</tr>
<tr>
<td>Paper feeding problems</td>
<td>56</td>
</tr>
<tr>
<td>7 Specifications and regulatory information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>57</td>
</tr>
<tr>
<td>Paper types and sizes</td>
<td>57</td>
</tr>
<tr>
<td>Document types and sizes</td>
<td>57</td>
</tr>
<tr>
<td>Acceptable documents</td>
<td>57</td>
</tr>
<tr>
<td>Print cartridge</td>
<td>58</td>
</tr>
<tr>
<td>Product specifications</td>
<td>58</td>
</tr>
<tr>
<td>A sample of ITU #1 test chart (reduced to 60.5%)</td>
<td>60</td>
</tr>
<tr>
<td>Environmental product stewardship program</td>
<td>61</td>
</tr>
<tr>
<td>Regulatory notices</td>
<td>62</td>
</tr>
<tr>
<td>Use Hewlett-Packard support services</td>
<td>64</td>
</tr>
<tr>
<td>Hewlett-Packard LIMITED WARRANTY STATEMENT</td>
<td>65</td>
</tr>
</tbody>
</table>
1 Quick start

This chapter gives you a quick introduction to the basic functions of your new fax machine. Please refer to the later chapters for detailed instructions.

1 The “arrow buttons” located at the left and right of OK button on the control panel are designated by ← → in the instructions.

Load paper

You can load up to 50 sheets of plain paper in the input tray. Before loading the paper, make sure the paper size is set correctly in the BASIC FAX menu. For more information, see Paper Size on page 11.

The HP Fax is designed to work with a variety of plain papers (cotton bond 75–90 g/m² (20–24 lb.)) in A4, Letter, and Legal sizes.

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

1 Slide the Paper Guide to Ltr or A4 paper width. Be sure not to bind the paper stack.

2 Pull the Paper Tray Cover toward you to open it.

NOTE: You must open the Paper Tray Cover to properly insert the paper.
Load documents to fax or copy

You can load up to 10 pages in the document feeder. Load the documents face down (printed side toward the machine).

Send a fax

1. Place the document to be sent (up to 10 pages) in the document feeder.
2. Dial the number by using one of these methods:
   - Entering the number and pressing Start/Enter.
   - Lifting the handset, entering the number, and pressing Start/Enter.
   - Using the Loudspeaker button to listen as you dial, then pressing Start/Enter.
   - Pressing and holding a One Touch button. For more information, see One-touch dialing on page 18.
   - Pressing the Speed Dial button, when Search & Dial appears in the display, press OK and search for the number. When the correct number appears, press Start/Enter. For more information, see Phone book dialing on page 18.

NOTE: One touch and speed dial locations must have been previously programmed. For more information, see Store a number in the phone book on page 17.
Receive a fax

How faxes are received depends on how the Answer Mode/Receive Mode is set. For more information, see Set rings to answer on page 23.

FAX or TAM answer mode

The fax machine will answer the telephone, automatically detect fax tones, and receive a fax.

TIP: However, if you accidentally answer the telephone and hear fax tones, press the Start/Enter button to receive the fax.

AUTO answer mode

In AUTO mode the telephone rings for a certain number of rings (see Set rings to answer on page 23), then switches to FAX receiving.

TEL answer mode

If the answer Mode is set to TEL, you must manually receive faxes.

1. Answer the telephone.
2. If you hear fax tones, press the Start/Enter button.
3. Once you hear fax tones from both machines (this may take several seconds), you should hang up the telephone.

Make a copy

You can make multiple copies of a 10 page document.

Single copy—default settings
1. Turn the page face down and insert it into the document feeder.
2. Press Copy twice.

Multiple copies or copies with options/settings
1. Turn the page face down and insert it into the document feeder.
2. Press Copy.
   Number of Copies then 01 [01-50] will display.
3. If you want more than one copy, use the phone pad to enter the number of copies.
4. Press Copy to start copying or press OK to go to the next option.
   Zoom Rate then 97% will display.
5. Press 4 to select the reduction or enlargement percentage you want (50 –150).
6. Press Copy to start copying or press OK to go to the next option.
   Print Order then Normal will display.
Make a telephone call

7. Press ← → to select Reverse if you want the last page printed first.
   Printing the copies in reverse order will cause the first page to be on top when the copy is complete.

8. Pressing either Copy or OK will start copying.

Make a telephone call

Use one of the following methods:

• Pick up the handset and dial the number.
• Press and hold a One Touch number. This turns on the speaker. When you are connected, pick up the handset. For more information, see One-touch dialing on page 18.
• Press the Speed Dial button, when Search & Dial appears in the display, press OK and search for the number. When the correct number appears, press Start/Enter. This turns on the speaker. When you are connected, pick up the handset. For more information, see Phone book dialing on page 18.

NOTE: One touch and speed dial locations must have already been entered before you can use them. For more information, see Store a number in the phone book on page 17.
2 HP Fax basics

This chapter lists the basic features of your new HP Fax and introduces you to the machine.

The HP Fax features
The HP Fax offers the following features:

- 50 page fax memory
- 50 page paper tray
- 10 page document feeder
- Favorites capability: Scan the entire document into memory before sending (see page 25).
- 50 speed dialing locations (including 10 One-Touch speed dials) (see page 17).
- Distinctive Ring (DRPD) capability: Multiple numbers on the same phone line that are differentiated by ring pattern (see page 27).
- Broadcasting: Send the same document to multiple destinations (see page 31).
- Fax forwarding: Forward documents to another fax machine (see page 35).
- Delayed fax: Send the document at a later time (see page 32).
- Send/Receive Polling: Retrieve a waiting fax or hold a fax to be picked up (see page 33).
- Caller ID (see page 24).
- Last 10 number redial (see page 42).
- Junk fax blocking (with Caller ID) (see page 24).
- Reports to help you manage your work (see page 39).
The HP 640 Fax

Parts of the HP Fax

**Figure 2-1** Front view

1. Document support
2. Paper tray
3. Paper tray cover
4. Document guide
5. Document feeder
6. Handset
7. Paper guide
8. Paper support

**Figure 2-2** Rear view

1. Power cord socket
Figure 2-3 Bottom view

1. Connect handset to the **HANDSET** port.
2. Connect telephone line to the **LINE** port.
3. Connect answering machine or extension phone to the **EXT.** port.
The HP 640Fax

Control Panel of HP Fax

Figure 2-4 Control panel of HP Fax

<table>
<thead>
<tr>
<th>Label</th>
<th>Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rcv.Mode/Contrast:</td>
</tr>
<tr>
<td></td>
<td>• When no document is loaded, pressing this button changes the Receive Mode. See Answer/receive mode on page 28.</td>
</tr>
<tr>
<td></td>
<td>• When a document is loaded, pressing this button changes the contrast for faxing and copying.</td>
</tr>
<tr>
<td>2</td>
<td>Resolution: Improves the clarity of a document that you are faxing or copying.</td>
</tr>
<tr>
<td>3</td>
<td>Access Cartridge: Moves the print cartridge to the center so it can easily be replaced.</td>
</tr>
<tr>
<td>4</td>
<td>Favorites: Enables you to store documents that are frequently faxed and send them to selected fax numbers without the originals. Press Favorites repeatedly to save, delete, send or print the documents.</td>
</tr>
<tr>
<td>5</td>
<td>Number keypad: Dials telephone and fax numbers and enters letters and symbols in text fields. The phone key pad is also used for one-touch dialing.</td>
</tr>
<tr>
<td>6</td>
<td>Symbols: [The 0 key]. Used to enter special characters when entering a name in a text field.</td>
</tr>
<tr>
<td>7</td>
<td>Speed Dial: Stores and dials 50 telephone/fax numbers.</td>
</tr>
<tr>
<td>8</td>
<td>Redial/Pause:</td>
</tr>
<tr>
<td></td>
<td>• Automatically redials the last number or allows you to select one of the last 10 numbers to redial.</td>
</tr>
<tr>
<td></td>
<td>• Adds a pause while entering a speed dial number.</td>
</tr>
<tr>
<td>9</td>
<td>Mute: Mutes the telephone during a telephone call.</td>
</tr>
<tr>
<td>10</td>
<td>Loudspeaker: Allows you to listen to the telephone while dialing without lifting the handset. Allows you to listen only. There is no speakerphone capability.</td>
</tr>
<tr>
<td>Label</td>
<td>Name and Description</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------</td>
</tr>
<tr>
<td>11</td>
<td><strong>Menu:</strong> Displays the options available for your HP Fax.</td>
</tr>
</tbody>
</table>
| 12    | **Scroll/Volume:**  
  - When you are entering numbers or text, moves the cursor to the digit or character to be edited.  
  - When Menu has been pressed, displays the next and previous menu options. Referred to as the arrow keys in text and are designated by: ← →.  
  - When no other button has been pressed, adjusts the ringer volume.  
  - If the handset is off hook, adjusts the handset volume.  
  - When Loudspeaker has been pressed, adjusts the speaker volume. |
| 13    | **OK:** Accepts the selection shown in the display. |
| 14    | **Back:** Allows you to return to the previous menu level. |
| 15    | **Copy:**  
  - Press twice to copy a document with the default copy settings.  
  - Press once then set options. Press **OK** between options. Press **Copy** to copy the document. |
| 16    | **Start/Enter:** Starts a fax job. |
| 17    | **Cancel:**  
  - In a Menu, stops an operation and returns to Ready mode.  
  - When entering text or numbers:  
    - Press once to backspace delete numbers or letters when editing.  
    - Hold down to delete entire field.  
    - Press again after holding down to return to Ready mode. |
The menus

TOOLS
- Clean Cartridge
- Align Cartridge
- View Ink Level
- Adjust Scanner
- Self Test

MEMORY CLEAR
- Fax Header
- Dial/Schedule
- Journal
- Factory Default

SET UP SOUND
- WakeUp Sound
- Alarm Sound
- Key Sound

ADVANCED FAX
- Set Broadcasting
- Set Delayed Fax
- Cancel Schedule
- Set Fax Forward

REPORTS
- Help List
- Sent Journal
- Received Journal
- Phonebook
- Sending Confirm
- Schedule Inform
- Caller ID
- Junk Fax
- Print Fax

BASIC FAX
- Serial Number
- Language
- Sending Confirm
- Paper Size
- Auto Reduction
- Discard Size
- Rings to Answer
- Min Fax/Rcv Code
- ECM Mode
- Send From Memory
- Caller ID
- Auto Journal
- Distinctive Ring
- Resolution
- Image TCR
- Dial Mode

SET DATE & TIME
- Date Format
- Date & Time

SET FAX HEADER
- Fax Number
- Fax Name

TOOL LIST
- Clean Cartridge
- Align Cartridge
- View Ink Level
- Adjust Scanner
- Self Test

MEMORY CLEAR
- Fax Header
- Dial/Schedule
- Journal
- Factory Default

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- Alarm Sound
- Key Sound

ADVANCED FAX
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- Set Delayed Fax
- Cancel Schedule
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REPORTS
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- Received Journal
- Phonebook
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- Caller ID
- Junk Fax
- Print Fax

BASIC FAX
- Serial Number
- Language
- Sending Confirm
- Paper Size
- Auto Reduction
- Discard Size
- Rings to Answer
- Min Fax/Rcv Code
- ECM Mode
- Send From Memory
- Caller ID
- Auto Journal
- Distinctive Ring
- Resolution
- Image TCR
- Dial Mode

SET DATE & TIME
- Date Format
- Date & Time

SET FAX HEADER
- Fax Number
- Fax Name
Overview of menu options

Your fax machine has settings that you can change. To find out how the options are currently set, print the System Data report (see Print reports on page 39).

To change these settings, see Navigate the menus on page 14.

The tables below shows the options for a menu in the left column and their setting choices in the right column.

**BASIC FAX menu**

<table>
<thead>
<tr>
<th>Option</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silent Mode</td>
<td>You can turn off the machine sounds either manually or on a daily schedule (for example, to turn off the sounds after work hours and overnight). The settings are: Off, On-Always, and On-Daily. For more information, see Silent mode on page 38.</td>
</tr>
<tr>
<td>Language</td>
<td>There are three languages you can use for display and reports: English, Spanish, and French.</td>
</tr>
</tbody>
</table>
| Sending Confirm | A confirmation report shows whether the transmission was successful or not, how many pages were sent, etc.  
ON: prints a confirmation report automatically each time you send a fax.  
OFF: never prints a confirmation report (You can print one manually (see Print reports on page 39)).  
ERROR: prints only when an error occurs.  
Note that this report can include the Image TCR (see Image TCR on page 26). |
| Paper Size    | A4, Letter and Legal are the paper sizes you can use to receive faxes and copy. |
| Auto Reduction | When receiving a document as long as or longer than the paper loaded, the machine can automatically reduce the data to fit your paper. If the fax machine cannot fit the data into one page with the feature enabled, the data is divided and printed in actual size on two or more sheets. The settings are On and Off. |
| Discard Size  | If you turn the Automatic Reduction option off, you can set the fax machine to discard any excess image at the bottom of the page when receiving a document as long as or longer than the paper loaded in your machine. If the incoming fax is out of the margin you have set, it will be printed on two sheets of paper. The Discard Size can be 00 to 30 mm. |
| Rings To Answer | You can select the number of rings before answering an incoming call. If you are using your machine as both a telephone and a fax machine (AUTO or TAM mode), we suggest you set the ring count to at least 4 to give you time to answer.  
The number of rings can be 2 to 7.  
Note that TAM mode can only be used with a separate answering machine. |
Overview of menu options

<table>
<thead>
<tr>
<th>Option</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Man Fax Rcv Code</td>
<td>The Manual Fax Receive Code allows you to start receiving a fax from an</td>
</tr>
<tr>
<td></td>
<td>extension phone. If you pick up the extension phone and hear a fax tone,</td>
</tr>
<tr>
<td></td>
<td>enter the code and the fax will start receiving. You cannot change the * *,</td>
</tr>
<tr>
<td></td>
<td>just the number between them. The code can be 0 to 9.</td>
</tr>
<tr>
<td>ECM Mode</td>
<td>Error correction mode compensates for poor line quality and ensures</td>
</tr>
<tr>
<td></td>
<td>accurate, error-free transmission with any other ECM-equipped facsimile</td>
</tr>
<tr>
<td></td>
<td>machine. If the line quality is poor, transmission time may be increased</td>
</tr>
<tr>
<td></td>
<td>when ECM is enabled.</td>
</tr>
<tr>
<td></td>
<td>The settings are On and Off.</td>
</tr>
<tr>
<td>Caller ID</td>
<td>You can see the number of the person calling you. Before using this</td>
</tr>
<tr>
<td></td>
<td>feature, Caller ID service must be installed on your telephone line by</td>
</tr>
<tr>
<td></td>
<td>the telephone company.</td>
</tr>
<tr>
<td></td>
<td>The settings are On, On w/ Junk Fax, and Off. For more information, see</td>
</tr>
<tr>
<td></td>
<td>Use Caller ID on page 24.</td>
</tr>
<tr>
<td>Set Junk Fax No.</td>
<td>If you have Caller ID set to On w/ Junk Fax, you can block faxes from</td>
</tr>
<tr>
<td></td>
<td>particular numbers. You must have received a fax from that number to</td>
</tr>
<tr>
<td></td>
<td>block it. Even though you have added junk fax numbers, if you turned off</td>
</tr>
<tr>
<td></td>
<td>the Caller ID option above, the Junk Fax protection will be removed. The</td>
</tr>
<tr>
<td></td>
<td>settings are Add and Delete.</td>
</tr>
<tr>
<td>Auto Journal</td>
<td>The Auto Journal shows the specific information concerning transmission</td>
</tr>
<tr>
<td></td>
<td>or reception activities, the time and date of most recent 40</td>
</tr>
<tr>
<td></td>
<td>transmissions or receptions.</td>
</tr>
<tr>
<td></td>
<td>The settings are On and Off.</td>
</tr>
<tr>
<td>Distinctive Ring</td>
<td>Distinctive ring (DRPD—distinctive ring pattern detection) is a service</td>
</tr>
<tr>
<td></td>
<td>provided by some telephone companies that assigns two phone numbers to</td>
</tr>
<tr>
<td></td>
<td>one phone line, each of which makes your phone ring differently. If you</td>
</tr>
<tr>
<td></td>
<td>subscribe to this service, you can program your machine to learn one</td>
</tr>
<tr>
<td></td>
<td>phone number and distinctive ring for incoming faxes. For more information,</td>
</tr>
<tr>
<td></td>
<td>see Distinctive ring (DRPD) on page 27.</td>
</tr>
<tr>
<td>Resolution</td>
<td>Sets the default resolution when copying and faxing. The settings are:</td>
</tr>
<tr>
<td></td>
<td>Standard, Fine, and Superfine. For more information, see Set document</td>
</tr>
<tr>
<td></td>
<td>resolution and contrast for a single copy on page 21.</td>
</tr>
<tr>
<td>Contrast</td>
<td>Sets the default contrast when copying and faxing. The settings are:</td>
</tr>
<tr>
<td></td>
<td>Normal, Lighten, Photo, and Darken. For more information, see Set</td>
</tr>
<tr>
<td></td>
<td>document resolution and contrast for a single copy on page 21.</td>
</tr>
<tr>
<td>Image TCR</td>
<td>Image TCR prints a sending confirm page with a miniature image of the</td>
</tr>
<tr>
<td></td>
<td>first page of the fax. The settings are On and Off. For more information,</td>
</tr>
<tr>
<td></td>
<td>see Image TCR on page 26.</td>
</tr>
<tr>
<td>Dial Mode</td>
<td>Set the dialing mode to the type of the exchange to which you are</td>
</tr>
<tr>
<td></td>
<td>connected: Tone or Pulse.</td>
</tr>
</tbody>
</table>

12 HP Fax basics
ADVANCED FAX menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set Broadcasting</td>
<td>Allows you to send a fax to several fax numbers at once.</td>
</tr>
<tr>
<td>Set Delayed Fax</td>
<td>Allows you to set up a fax to be sent at any time in the next 24 hours.</td>
</tr>
<tr>
<td>Set Polling Send</td>
<td>Allows you to set up a fax to be polled by another machine.</td>
</tr>
<tr>
<td>Cancel Schedule</td>
<td>Cancels all scheduled faxes.</td>
</tr>
<tr>
<td>Set Fax Forward</td>
<td>Allows you to forward incoming faxes to another fax number.</td>
</tr>
</tbody>
</table>

TOOLS menu

<table>
<thead>
<tr>
<th>Option</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean Cartridge</td>
<td>Cleans the print cartridge to improve print quality.</td>
</tr>
<tr>
<td>Align Cartridge</td>
<td>Aligns the print cartridge to improve print quality.</td>
</tr>
<tr>
<td>View Ink Level</td>
<td>Allows you to see the estimated level of ink remaining in the cartridge.</td>
</tr>
<tr>
<td>Adjust Scanner</td>
<td>Use only if you have dropped the fax machine.</td>
</tr>
<tr>
<td>Self Test</td>
<td>Prints a self test to allow you to troubleshoot problems.</td>
</tr>
</tbody>
</table>

Loudspeaker

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

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

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

While you are using **Loudspeaker**, do not place the handset beside the speaker, as this may result in noise interference.
Navigate the menus

Ready mode

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

Menu buttons

Use the Menu buttons to navigate the menu items.

1. Press the Menu button to access the menu system.
2. Use the ▼ ▲ buttons to scroll through the options on a particular level.
3. Press OK to select a particular menu option.
4. Press Cancel to return to Ready mode.

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

1. Press the Menu button repeatedly until BASIC FAX displays.
2. Press OK.
   Silent Mode will display.
3. Use the ▼ ▲ to scroll until Resolution displays.
4. Press OK.
   Standard will display.
5. Use the ▼ ▲ to scroll until Fine displays.
6. Press OK.
7. Press Cancel to return to Ready mode.
Enter dates, times, text, and telephone numbers

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

- If the date format seems unfamiliar, check that you selected the correct one for your country when setting up your HP Fax (see Set the date and time on page 37).
- Some items on the display will show up with the blinking cursor under the item to change. Simply press the key for the new character or number or use the ← → to move to the one you want to change.
- To enter a pause in a telephone number, press Redial/Pause. A P will appear in the display. Press the button multiple times for a longer pause.
- When entering text, press the phone pad button repeatedly to scroll through the characters. Use the following table for reference.

Most text fields

The letters and numbers scroll as shown next to each button for text fields such as the phone book. Press the 2 to display an A and press 3 for the cursor to advance before pressing 3 to select D. If you want a B, press 2 twice in rapid succession.

<table>
<thead>
<tr>
<th>Table 2-1</th>
<th>Keys to enter text and numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key</td>
<td>Produces</td>
</tr>
<tr>
<td>1</td>
<td>“space” 1</td>
</tr>
<tr>
<td>2</td>
<td>A B C 2</td>
</tr>
<tr>
<td>3</td>
<td>D E F 3</td>
</tr>
<tr>
<td>4</td>
<td>G H I 4</td>
</tr>
<tr>
<td>5</td>
<td>J K L 5</td>
</tr>
<tr>
<td>6</td>
<td>M N O 6</td>
</tr>
<tr>
<td>7</td>
<td>P Q R S 7</td>
</tr>
<tr>
<td>8</td>
<td>T U V 8</td>
</tr>
<tr>
<td>9</td>
<td>W X Y Z 9</td>
</tr>
<tr>
<td>0</td>
<td>+ , . / * &amp; 0</td>
</tr>
<tr>
<td>*</td>
<td>nothing if text field, use the 0 key to enter *</td>
</tr>
<tr>
<td>#</td>
<td>nothing if text field, use the 0 key to enter #</td>
</tr>
</tbody>
</table>
Enter dates, times, text, and telephone numbers

For example, to enter ‘Jacque & Baja, Inc.’ follow these steps.

<table>
<thead>
<tr>
<th>Press</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>3, 2, †, 2, 7, 8, 3, 3</td>
<td>‘JACQUE’ will display.</td>
</tr>
<tr>
<td></td>
<td>Enters a space.</td>
</tr>
<tr>
<td>0 0 0 0 0 0 0 0 0 0</td>
<td>’&amp;’ will display.</td>
</tr>
<tr>
<td></td>
<td>Enters a space.</td>
</tr>
<tr>
<td>2 2, †, 2, 5, 2</td>
<td>‘BAJA’ will display.</td>
</tr>
<tr>
<td>0 0 0</td>
<td>’,’ will display.</td>
</tr>
<tr>
<td>4 4 4, 5 5, 2 2 2</td>
<td>‘INC’ will display</td>
</tr>
<tr>
<td>0 0 0 0</td>
<td>’.’ will display.</td>
</tr>
</tbody>
</table>

### Fax header telephone number

For most telephone numbers you can only enter the numbers (for example, 1234567890). For the fax header that prints on all your faxes (see Set the fax header information on page 38), you can enter some punctuation in the number.

To punctuate the telephone number in the fax header, use these keys.

**Table 2-2**  Keys to punctuate the fax header telephone number

<table>
<thead>
<tr>
<th>Key</th>
<th>Produces</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>“space”</td>
</tr>
<tr>
<td>*</td>
<td>+</td>
</tr>
</tbody>
</table>
For example, to enter ‘+123 456 7890’ follow these steps.

<table>
<thead>
<tr>
<th>Press</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>‘+1’ will display.</td>
</tr>
<tr>
<td>1, 2, 3</td>
<td>‘123’ will display.</td>
</tr>
<tr>
<td>#</td>
<td>Enters a space.</td>
</tr>
<tr>
<td>4, 5, 6</td>
<td>‘456’ will display.</td>
</tr>
<tr>
<td>#</td>
<td>Enters a space.</td>
</tr>
<tr>
<td>7, 8, 9, 0</td>
<td>‘7890’ will display.</td>
</tr>
</tbody>
</table>

**Speed dialing**

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

- One-Touch (first 10 numbers)
- Searching the phone book through the Speed Dial button

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

**Store a number in the phone book**

Once in the phone book these numbers can be dialed using one touch buttons, or by searching the phone book through the Speed Dial button.

1. Press Speed Dial button repeatedly until New & Edit appears and press OK. The display shows Speed [00-49]>##.
2. Enter a two-digit number and press OK. Numbers from 00 to 09 will be used for One-Touch dialing.
3. Enter the telephone/fax number you want to store (up to 40 digits) and press OK.
   - If you want a pause between numbers (for example, when entering an access code where you need to wait for a second dial tone), press Redial/Pause. A P appears in the display. For a longer pause, simply press Redial/Pause again.
   - If you make a mistake while entering a number, use ▶ to move the cursor under the digit, then enter the correct digit.
   - Cancel will backspace delete in the field.
   - Holding down Cancel will clear the whole field.
Speed dialing

4. Enter the name (up to 20 characters) and press OK.
   If you do not want a name, just skip this step by pressing OK.

   **TIP:** If you have subscribed to a Caller ID service, we recommend that you enter a name.

5. Press Cancel to exit.

Print the phone book

1. Press Menu repeatedly until REPORTS appears and press OK.
2. Press ↓ ↑ until Phonebook displays and press OK.

Dial from the phone book

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

One-touch dialing

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

You can refer to the number assigned to each code by printing the phone book. See Print the phone book on page 18.

Phone book dialing

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

Search sequentially through the phone book

1. Press Speed Dial button once and when Search & Dial appears, press OK.
2. Press ↓ ↑ to move upward or downward through the directory until you find the number you want.
3. When the number you want appears in the display, press Start/Enter to dial.

Search for a particular first letter

1. Press Speed Dial button once and when Search & Dial appears, press OK.
2. Press the phone pad button labelled with the letter you want to find.

   - For example, if you want to find the name ‘NEW YORK’, press the 6 button, which is labelled with ‘MNO’.
   - The machine finds the closest entry.
   - If the machine cannot find a name that begins with the given letter, the machine shows the message Not Found.
3. When the name and number you want appears in the display, press Start/Enter.
Paper types and sizes

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

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

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

- Copier paper
- Bond paper
- Dual-purpose paper

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

Do not use the following types of paper with your machine:

- Continuous form feed paper
- Synthetic paper (Tyvek®, etc.)
- Thermal paper
- Multi-sheet forms and documents
- Chemically treated paper (pressure-sensitive paper, carbon-coated paper, etc.)
- Coated (glossy, photo, etc.)
- Papers with raised, embossed lettering
Document types and sizes

The following document size is acceptable when you send a fax.

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

Follow these tips to ensure worry-free faxing.

- Be sure that your document is dry and free of staples, paper clips, and other foreign objects.
- If you are sending more than one sheet, make sure the bottom sheet enters first. Insert the sheets with a slight push to ensure smooth feeding.
- For multiple sheets, all pages of the document must be the same size and paper type.
- If you are loading pages that are unusually thick or thin, feed one sheet at a time. If the document does not feed correctly, open the control panel, remove the document, and try loading it again.
- For more information on what kind of paper you can use for documents, see Acceptable documents on page 57.

DO NOT try to send documents that are:

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

To send these documents, use an office copier to make a photocopy first, and then send the copy.
Set document resolution and contrast for a single copy

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

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

**TIP:** You can also change the default settings for all documents using the menu. See [BASIC FAX menu on page 11](#).

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

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

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

1. Turn the page face down and insert it into the document feeder. For more information, see [Load documents to fax or copy on page 2](#).

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

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

3. Press Rcv.Mode/Contrast repeatedly to select the option you want:
   - **NORMAL** is used for normal handwritten, typed, or printed documents.
   - **LIGHTEN** is used with very dark print.
   - **DARKEN** is used with light print or faint pencil markings.
Adjust volume

- PHOTO is used when faxing images/embedded pictures or other documents containing color or gray shades. When Photo is chosen, the resolution is automatically set to FINE.

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

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

Adjust volume

You can adjust the volume level for both the ringer and the speaker.

Ringer volume

Press ▲ when the fax is in Ready mode to adjust the volume of the ringer. Whenever you press the button, it will increase or decrease the volume.

**NOTE:** The volume 0 indicates that the machine will not ring when a call is received.

Speaker volume

1. Press Loudspeaker.
2. Then press ▼ to adjust the volume of the speaker.

Automatic fax redial

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

If you wish to manually redial the number immediately, press Start/Enter after the display shows To redial now, press Start/Enter.

Or, press Cancel to stop redialing and the machine returns to Ready mode.

Receiving via an extension telephone

If you have an extension phone on the same line as your HP Fax you can remotely start receiving a fax.

1. Answer the call on the extension phone.
2. Press "9" (manual fax receive code) in sequence when you hear a fax tone.
   - Your fax machine detects the code and starts to receive the document.
   - The default code is 9. You cannot change the asterisks but you can select any number between 0 and 9. For more information, see Man Fax Rcv Code under the BASIC FAX menu on page 11
3. Hang up the phone when your fax machine starts to receive.
3 Additional features

This chapter contains information on additional features you may want to set or change for your HP Fax.

- **Rings to answer**: Sets the number of rings before the HP Fax answers the phone.
- **Caller ID**: If you subscribe to Caller ID through your local phone company, you can use it with your HP Fax.
- **Block Junk Faxes**: In conjunction with Caller ID, you can block certain numbers from sending you a fax.
- **Favorites**
- **Image TCR**
- **Distinctive Ring**
- **Answer/Receive mode**: Determines how the HP Fax responds to incoming calls.

### Set rings to answer

You can select the number of rings that will occur before the fax answers an incoming call.

**NOTE:** If you are using your machine as both a telephone and a fax machine, we suggest you set the ring count to at least 4 to give you time to answer.

1. Press **Menu** repeatedly until **BASIC FAX** displays and press **OK**.
2. Press **«»** until **Rings to Answer** displays and press **OK**.
3. Enter the number of rings you want (2–7) and press **OK**.

   The HP Fax rings the set number of times and then answers. It then produces a different sounding ring to alert you to which type of call is incoming.
   - The additional ring may occur once for a fax call
   - The additional ring occurs 5 times for a voice call. After the 5 additional rings, the answering machine will answer.
Use Caller ID

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

Turn Caller ID on

1. Press Menu repeatedly until BASIC FAX displays and press OK.
2. Use the ▲ ▼ to scroll to Caller ID and press OK.
3. Use the ▲ ▼ to scroll to the desired option and press OK.
   - On: Activates the Caller ID feature.
   - On w/ Junk Fax: Activates Caller ID and ignores any fax registered as a junk fax (Block junk fax numbers on page 24).
   - Off: Deactivates the Caller ID feature.

See who called with Caller ID

This function allows you to see who has called. You cannot dial these numbers.

1. Hold Redial/Pause for about two seconds.
2. Press ▲ ▼ until Caller ID displays and press OK.
3. Scroll through the numbers by pressing ▲ ▼.

Print a list of Caller ID numbers

1. Press Menu repeatedly until REPORTS displays and press OK.
2. Press ▲ ▼ until Caller ID displays and press OK.

Block junk fax numbers

If you subscribe to Caller ID through your local phone company, you can block future faxes from numbers on the Caller ID List. Before using this feature, you must set the Caller ID option to On w/ Junk Fax (see Use Caller ID on page 24).

Add a junk fax number

1. Press Menu repeatedly until BASIC FAX appears and press OK.
2. Press ▲ ▼ until Set Junk Fax No. displays and press OK.
3. Press ▲ ▼ until Add displays and press OK.
   The machine shows the first Caller ID number.
4. Press ▲ ▼ to find the Caller ID number you want to register as a junk fax and press OK.
   You can enter up to 20 numbers. Numbers which have already been entered as a junk number are marked by * at the end of the display.
Delete a number
1. Press Menu repeatedly until BASIC FAX appears and press OK.
2. Press ← → until Set Junk Fax No. displays and press OK.
3. Press ← → until Delete displays and press OK.
   The machine shows the first junk number.
4. Press ← → to scroll to the junk fax number you want to delete and press OK.

Favorites
Favorites enables you to store documents that are frequently faxed and send them to selected fax numbers without the originals.

NOTE: When you use this feature, set contrast to PHOTO is not supported.

Save a document
1. Load the documents face down in the document feeder.
2. Press Favorites repeatedly until SAVE appears and press OK.
3. Enter the document ID name (up to 15 characters) by using the number keypad.
4. Press OK.
   The document will be scanned into memory.
   Exceeded Job Memory message appears when you try to save more than three Favorites.

Delete a document
1. Press Favorites repeatedly until DELETE appears and press OK.
2. Press ← → to select to delete one or all documents and when the correct document ID is displayed, press OK.
3. Select Y and press OK when the machine asks if you are sure.

Send a document
1. Press Favorites repeatedly until SEND appears and press OK.
2. Press ← → to scroll to the document you want to send and press OK.
3. Enter the fax number.
4. Press OK when the correct number is displayed.
   If you have more destinations, select Y and press OK when asked Another? Y/N and repeat from step 3.
Image TCR

Print a document

1. Press Favorites repeatedly until Print appears and press OK.
2. Press ← → to select to print one or all documents and when the correct document ID is displayed, press OK.

Image TCR

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

To use image TCR, you must set these Menu options to On: Image TCR and Sending Confirm. Follow these instructions to set the menu options:

1. Press the Menu button repeatedly until BASIC FAX displays and press OK.
2. Use the ← → buttons to scroll to Sending Confirm and press OK.
3. Use the ← → buttons to select On and press OK.
4. Use the ← → buttons to scroll to Image TCR and press OK.
5. Use the ← → buttons to select On and press OK.
6. Press Cancel to return to Ready mode.

NOTE: Image TCR is unavailable if the resolution is set to Super Fine.
Distinctive ring (DRPD)

Distinctive ring or distinctive ring pattern detection (DRPD) is a service offered by some telephone companies. When you subscribe to this service through your local phone company, you have different ring patterns; such as double ring and triple ring, that allow you to have different telephone numbers on one physical line. Your HP Fax works with distinctive ring service.

Use Distinctive Ring to set your HP Fax to answer one of your phone numbers as a fax only line. The phone number (ring pattern) that you teach the HP Fax will be answered as if the machine is in FAX mode. All other numbers on the same line will be answered if they are in AUTO mode.

If you have this service follow both of these instructions in this order to set it up and use it.

Step 1—Teach the HP Fax the ring pattern

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

1. Be ready to call the fax machine.
2. Press Menu repeatedly until ADVANCED FAX displays and press OK.
3. Use ◄► to scroll through the options until Distinctive Ring displays and press OK.
   Call this fax from another fax machine... Waiting Ring... will display.
4. Call the HP Fax.
   DRPD OK will display when the pattern has been learned and the HP Fax will return to Ready mode.

Step 2—Set up distinctive ring (DRPD) answer mode

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

▲ Press Rcv.Mode/Contrast repeatedly until DRPD Mode appears in the display.
   • In Ready mode, DRPD appears in the right hand corner of the display.
   • Now, the HP Fax will manage calls and faxes as if it were set to AUTO mode (AUTO mode on page 28)

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

Answer/receive mode

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

<table>
<thead>
<tr>
<th>How are you going to use your HP Fax?</th>
<th>Read about...</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Fax machine with few or no voice calls.</td>
<td>FAX mode</td>
</tr>
<tr>
<td>• Telephone and fax machine without an external answering machine connected.</td>
<td>AUTO mode</td>
</tr>
<tr>
<td>• As a fax machine with an external answering machine.</td>
<td>TAM mode</td>
</tr>
<tr>
<td>• Using Distinctive Ring (DRPD) service to set up a separate telephone number for your fax on the same physical line as your other numbers.</td>
<td>See Distinctive ring (DRPD) on page 27.</td>
</tr>
<tr>
<td>• Telephone with few or no fax calls.</td>
<td>TEL mode</td>
</tr>
</tbody>
</table>

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

- **FAX mode**
  - In Ready mode, FAX appears in the right hand corner of the display.
  - When you get a call, the machine answers and receives the fax automatically. When reception is complete, the machine returns to Ready mode.
  - If you want to change the number of rings before it answers, see Set rings to answer on page 23.

- **AUTO mode**
  - In Ready mode, AUTO appears in the right hand corner of the display.
  - When a call comes in, the machine answers it. If a fax is being sent, the device receives the fax. If the machine does not sense a fax signal, it will ring 5 times in a different tone to tell you it may be a regular telephone call. If you do not pick up the handset it will try again to receive a fax after several more rings.
  - If you want to change the number of rings before it answers, see Set rings to answer on page 23.
Answer/receive mode

- **TAM mode**
  - You must have an answering machine attached to the **EXT** line socket located on the bottom of your HP Fax.
  - In Ready mode, **TAM** appears in the right hand corner of the display.
  - When a call comes in, the answering machine answers and listens. If it detects fax tones, it receives the fax; otherwise, it records the caller’s message.
  - If you have set your machine to TAM Mode and your answering machine is switched off or the answering machine is not connected directly to your fax machine, the machine will automatically attempt to receive a fax after several rings.
  - If your answering machine allows you to set the number of rings before it answers the telephone, set the answering machine to answer an incoming call in less than 4 rings.
  - When your answering machine answers an incoming call, it records a fax tone until it realizes a fax is coming through. Due to this, your answering machine may tell you a voice message has been left, even when it is actually a fax.

- **TEL mode**
  - In Ready mode, **TEL** appears in the right hand corner of the display.
  - Automatic fax reception is turned off. You can receive a fax only by lifting the handset and pressing **Start/Enter**.
Answer/receive mode
4  Advanced faxing

In this chapter, you will learn how to use the advanced fax features of your machine.

With Broadcasting you can have your HP Fax send your fax to up to 5 fax numbers at once. The documents are automatically erased from memory when Broadcasting is finished.

1. Turn the document face down and feed it into the machine.
2. Press Menu repeated until ADVANCED FAX displays and press OK.
3. Select Set Broadcasting by pressing ▼ ▶ and press OK.
4. Enter the fax number.

**TIP:** One touch buttons do not work with this Broadcasting function.

- You can enter 5 fax numbers into one job.
5. Press OK when the correct number appears in the display.
- If you have more destinations, select Y by using ▼ ▶ and press OK when asked Another? Y/N and repeat steps from 4.
- If you have finished entering all the numbers, answer N and press OK.
6. Press OK.

The document will be scanned into memory before transmission.
Delayed fax

You can set your machine to send a fax any time in the next 24 hours. For example, it is usually cheaper to send a fax at night because telephone rates are lower than they are during the day. To cancel a scheduled fax, see To cancel the scheduled job on page 34.

1. Turn the document face down and feed it into the machine.
2. Press Menu repeatedly until ADVANCED FAX appears and press OK.
3. Select Set Delayed Fax by pressing ▼▼ and press OK.
4. Enter the fax number.

TIP: One touch buttons do not work with Delayed Fax.

• You can enter 5 fax numbers into one job.
5. Press OK when the number appears in the display.

• If you have more destinations, select Y by using ▼▼ and press OK when asked Another? Y/N and repeat steps from 4.

• If you have finished entering all the numbers, answer N and press OK.
6. Enter the name if you want to name the transmission.
   If not, skip this step.
7. Press OK.
8. Enter the time (in the next 24 hours) for the transmission to start.
9. Press OK when the time appears correctly in the display.

The document will be scanned into memory before transmission and be sent at the programmed time.
Polling

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

Setting send polling

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

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

1. Turn the document face down and feed it into the machine.
2. Press Menu repeatedly until ADVANCED FAX appears and press OK.
3. Select Set Polling Send by pressing ▼ and press OK.

Poll Code [0000] will display.

4. Enter the poll code you want to use for this document and press OK.

   • The poll code is preset to 0000, which means that the receiver does not need to enter a poll code to receive the document.
   • The poll code is not static. You enter a new one for each document.
   • The poll code is used to prevent your document from being retrieved by an unauthorized caller.
   • Your machine starts scanning the document(s) into memory and shows POLLING SEND in the display. If the answer mode was TEL, the machine changes it to FAX mode automatically.
   • When it is polled, the page in memory will be deleted automatically. To cancel Send Polling, see To cancel the scheduled job on page 34.
Polling another fax to receive

You can dial another fax machine that has a document waiting and request it to be sent to your fax machine.

1. Dial the telephone number of the remote machine that is ready to be polled.

**TIP:** One touch buttons do not work in this area.

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

3. Press **Start/Enter**.

4. Enter the other fax’s Poll Code to retrieve the document, and press **OK**.

**NOTE:** If the other fax machine does not have a poll code, enter **0000**.

The HP Fax receives and prints the polled document.

**NOTE:** Not all fax machines have polling capability, and polling incompatibility sometimes occurs between fax machines made by different manufacturers.

To cancel the scheduled job

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

1. Press **Menu** repeatedly **ADVANCED FAX** appears and press **OK**.

2. Select **Cancel Schedule** by pressing ← → and press **OK**.

3. Select the scheduled job you want to cancel by pressing ← →.

4. Press **OK** to cancel the selected schedule.
Forward faxes

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

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

1. Press Menu repeatedly until ADVANCED FAX appears and press OK.
2. Select Set Fax Forward by pressing ▼ ▼ and press OK.
3. Use ▼ ▼ to select the option you want and press OK.
   • Off: disables fax forwarding
   • Forward: forwards a fax to your new location
   • Forward & Print: prints a fax and also forwards it to your new location
4. If you selected Forward or Forward & Print, Tel: will display.
   a. Enter the fax number and press OK.
      Start Date&Time will display.
   b. Press OK.
      The current date and time will display.
   c. Enter the start time and press OK.
      End Date&Time will display.
   d. Press OK.
   e. Enter the end time and press OK.
      • The machine returns to Ready mode and FWD will appear in the display at the start time and every fax will be forwarded to your new location till the end time.
      • During forwarding time, the answer mode temporarily changes to FAX.
Forward faxes
5 Feature reference

This chapter contains instructions for other features of the HP Fax that you may want to use from time to time.

1 The “arrow buttons” located at the left and right of OK button on the control panel are designated by ← → in the instructions.

Set the date and time

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

1. Press Menu.
2. Press ← → to choose SET DATE & TIME and press OK.
3. Press OK when the display shows Date Format.
4. Press ← → to select either Europe (day month year) or USA (month day year) and press OK.
5. Press OK when the display shows Date & Time.
6. Use the keypad to enter the date and time. You can move the cursor by pressing ← →. Enter the hour in 24-hour format.
7. Press OK.

Turn on and off sounds

You can turn on and off the sounds the HP Fax makes.

WakeUp sounds

WakeUp sound will ring at a specific time set even when Silent Mode is enabled.

1. Press Menu repeatedly until SET UP SOUND appears and press OK.
2. WakeUp Sound will display. Press OK.
3. Select On and enter the time you want the HP Fax to ring. Press OK.
   Select Off to turn off WakeUp Sound. Press OK.
Set the fax header information

Alarm sounds

Alarm sounds include the fax tones and beeps.

1. Press Menu repeatedly until SET UP SOUND appears and press OK.
2. Press ← → to select Alarm Sound and press OK.
3. Select On or Off and press OK.

Key sounds

The Key sounds are the beeps the keys make.

1. Press Menu repeatedly until SET UP SOUND appears and press OK.
2. Press ← → to select Key Sounds and press OK.
3. Select On or Off and press OK.

Silent mode

You can turn the sounds of the HP Fax (including ringing) on and off using the control panel button. You can also set all sounds to turn off on a daily schedule; for example, turn all the sounds off between 8 pm and 8 am.

1. Press Menu repeatedly until BASIC FAX appears and press OK.
2. Silent Mode will display. Press OK.
3. Select On-Daily and press OK.
   From: 00h To: 23h will display.
4. Enter a start time and an end time and press OK.

Set the fax header information

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

1. Press Menu repeatedly until ← → SET FAX HEADER displays and press OK.
2. Press OK when the display shows Fax Number.
3. Enter the fax number to which your machine is connected.
   - You can enter up to 20 digits, and include special characters (space, plus sign, etc). For more information, see Fax header telephone number on page 16.
   - To enter a space, press # once.
   - To enter a plus sign +, press *.
   - If you enter a wrong number, use ← → to move to the number and correct it.
4. Press OK when finished.
Print reports

Your fax machine can print many reports for your use.

Automatic reports

These reports print automatically.

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

Reports you can print

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

1. Press Menu repeatedly until REPORTS appears and press OK.
2. Choose the report you want by using ‹ ›.
3. Press OK when the desired report is displayed.
4. The selected report will be printed. The available reports are shown below:

<table>
<thead>
<tr>
<th>Report name</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help List</td>
<td>This report covers the machine’s basic functions and commands. It can also be used as a quick reference guide.</td>
</tr>
<tr>
<td>Sent Journal</td>
<td>These reports show information concerning the transmission and reception activities. They can be printed on command. Or if the machine is set to do so, they will automatically print after every 40 transmissions or receptions. For more information, see Auto Journal under the “BASIC FAX menu” on page 11.</td>
</tr>
<tr>
<td>Received Journal</td>
<td></td>
</tr>
<tr>
<td>Phonebook</td>
<td>This report shows all of the numbers currently stored in the fax machine’s memory as One-Touch Dial and Speed Dial.</td>
</tr>
</tbody>
</table>

5. Press OK when the display shows Fax Name.
6. Enter the fax name (up to 40 characters) by using the number keypad.
   • You can include special characters (space, plus sign, etc.). For more information, see Enter dates, times, text, and telephone numbers on page 15.
7. Press OK when the name in the display is correct.
Reprinting faxes

<table>
<thead>
<tr>
<th>Report name</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sending Confirm</td>
<td>This report shows the fax number, the number of pages, elapsed time of the operation, the communication mode, and the communication results. To set up your machine to automatically print, see Sending Confirm under the “BASIC FAX menu” on page 11.</td>
</tr>
<tr>
<td>Schedule Inform</td>
<td>This report shows the document currently stored for Delayed FAX and Send Polling along with the fax number, starting time and type of scheduled event.</td>
</tr>
<tr>
<td>System Data</td>
<td>This report shows the current settings of your HP Fax. After you have changed any setting, print this report to check your changes.</td>
</tr>
<tr>
<td>Caller ID</td>
<td>If Caller ID is turned on, this report shows the most recent 30 callers who have called your machine. The report will be empty if you don’t have Caller ID turned on.</td>
</tr>
<tr>
<td>Junk Fax</td>
<td>This report shows the telephone numbers that are marked as a junk fax to be blocked.</td>
</tr>
<tr>
<td>Print Fax</td>
<td>Your machine stores fax data into memory as far as the memory is available and lets you print it at later time. For more information, see Reprinting faxes on page 40.</td>
</tr>
</tbody>
</table>

Reprinting faxes

You may sometimes need to reprint a received fax. Your machine stores the most recently received faxes in memory (approximately 50 pages). As this memory is filled, old faxes that have been printed will be erased to make room for new faxes.

NOTE: Unplugging the fax machine power cord and plugging it back in again clears the memory including all unprinted or unsent faxes. A power outage also clears the fax machine memory.

1. Press Menu repeatedly until REPORTS appears and press OK.
2. Press ◄ ► to choose Print Fax and press OK.
   - If there are only old faxes, the machine will automatically print all of them and return to Ready mode without moving to the next step.
   - If there are no faxes in memory, the machine will inform you by displaying Memory Empty.
   - If there are both old faxes and unprinted faxes in memory, the machine will go to step 3.
Clearing memory

3. Select between Print New Fax or Reprint Old Fax and press OK.
   - Print New Fax: The machine prints all new faxes which have never been printed.
   - Reprint Old Fax: The machine prints all faxes regardless of new or old.

Clearing memory

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

1. Press Menu repeatedly until MEMORY CLEAR appears, and press OK. The display shows the type of information you can clear from memory.
2. Select what you want to delete by pressing ← → and press OK.
3. Select Y and press OK when the machine asks if you are sure.

The types of information you can clear are:

<table>
<thead>
<tr>
<th>Item</th>
<th>It will</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax Header</td>
<td>Delete the name and phone number from your fax header information.</td>
</tr>
<tr>
<td>Dial/Schedule</td>
<td>Clear the stored numbers in the phone book. In addition, all the scheduled jobs are also cancelled.</td>
</tr>
<tr>
<td>Journal</td>
<td>Clear all records of transmissions and receptions.</td>
</tr>
<tr>
<td>Factory Default</td>
<td>Return all settings to factory defaults.</td>
</tr>
</tbody>
</table>

Loudspeaker

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

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

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

While you are using Loudspeaker, do not place the handset beside the speaker, as this may result in noise interference.
Redial a number in memory

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

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

If a document is loaded, the machine automatically begins to send.
6 Care and maintenance

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

Print cartridge information

The print cartridge life is very sensitive to the content of received faxes or copies you make. To increase its life, we recommend you follow the instructions below:

• Always use the HP 701 (CC635A) black inkjet print cartridge.

**NOTE:** Your HP Fax was shipped with a starter ink cartridge. Replace the starter cartridge when it runs out of ink with the HP 701 cartridge.

• DO NOT unpack the cartridge until you are ready to use it.
• Store it in the same environment as the fax machine.
• If you have unpacked the cartridge but are not using it, store it in an airtight plastic bag.
• DO NOT leave it exposed for an extended period.
• DO NOT refill the cartridge. The warranty will not cover damage caused by using refilled cartridges.

View ink level

When using the 17ml print cartridge, your machine allows you to check the amount of ink remaining. To view the current ink level:

1. Press Menu repeatedly until TOOLS appears and press OK.
2. Scroll to View Ink Level by pressing and press OK.

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

**NOTE:** If the HP Fax is low on ink (ink level is 1/8), new faxes that come in will not be printed. They will be stored in memory. You must manually print the faxes from memory (see Reprinting faxes on page 40) until you replace the ink cartridge (see Replace the print cartridge on page 44).

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

Print the self test

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

1. Press Menu repeatedly until TOOLS appears and press OK.
2. Scroll to Self Test by pressing ← → and press OK.

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

Replace the print cartridge

When you notice that the print becomes light or ink low or when install new ink cartridge appears in the display, replace the print cartridge. The part number for replacement cartridges is HP 701.

1. Take out a cartridge from its packaging and carefully remove the tape covering the printhead.

Hold the cartridge by the colored top or black areas only. Do not touch the copper area.

2. Press the Access Cartridge button on the control panel.

1 Access Cartridge

The cartridge carrier moves to the install position.
Replace the print cartridge

3. Open the control panel and cartridge compartment cover (it will click and remain open).

4. Push the cartridge down and remove it.

5. To load the cartridge insert the cartridge as shown below. When the cartridge is pushed to the back of the cartridge carrier, push the top of the cartridge until it clicks into place.

   If the cartridge moves loosely in the carrier, it has not clicked into place. Repeat this step.
Clear jammed documents and paper

6. Close the cartridge compartment cover and control panel.
7. Press Start/Enter.
8. Press 1 for new cartridge, or 2 for the old one.
   • When you put in a new cartridge, you must choose 1: New
   • When you put in a used cartridge, choose 2: Used. This helps you to check the correct amount of ink you have left.

TIP: If you mix up several used cartridges, it is not possible to check the correct amount of remaining ink. Once you have put in a new cartridge, use it until it is completely exhausted.

Clear jammed documents and paper

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

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

Paper jams during printing
If the fax paper jams while you are receiving or printing, Remove jammed paper and press Cancel appears in the message.

If the paper is jammed in the printing area
1. Remove the jammed paper by pulling it out smoothly in the direction of the arrow as shown.
   If the paper tears when it is being removed check to ensure that no small pieces have been left inside the machine.
2. Press Cancel.
3. If this was a fax, reprint the fax. For more information, see Reprinting faxes on page 40.
If the paper is jammed in the paper feed area
1. Remove the jammed paper as shown.
   If the paper tears when it is being removed check to ensure that no small pieces have been left inside the machine.
2. Reload new paper with the print side facing toward you.
3. Press Cancel when finished.
4. If this was a fax, reprint the fax. For more information, see Reprinting faxes on page 40.

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

Clean the print cartridge nozzles
If characters are not printing completely or white streaks appear in your text, you may have clogged nozzles. Clean the print cartridge as described below:

1. Press Menu repeatedly until TOOLS appears and press OK.
2. Scroll to Clean Cartridge by pressing ▼ ▲ and press OK.
3. Examine the printed test pattern.
   • If print quality does not improve, reinstall the cartridge and repeat these steps.
   • If the line is still broken, wipe the nozzles and contacts. For more information, see Wipe the print nozzles and contacts on page 47.

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

Clean the nozzles
1. Press Access Cartridge.
2. Open the control panel and cartridge compartment cover and remove the cartridge. See Replace the print cartridge on page 44.
3. Gently blot and wipe the contacts and nozzles dry.
   • Use a clean cloth dampened with water to gently clean the entire copper-colored area, including the nozzles and contacts.
   • To dissolve any dried ink, hold the damp cloth against the nozzles for about three seconds.
Maintain the print cartridge

4. Reinstall the cartridge and close the cover and panel.
   If you spend a long time cleaning the cartridge, the cartridge carrier may have moved back to the original position. If so, press **Access Cartridge** again to move the carrier to the install position.

5. Press **Start/Enter**.
6. Press 1 for new cartridge or 2 for the old one.

**Clean the cartridge carrier contacts**
Before cleaning these parts, there should be no scheduled job such as delayed fax, send polling, or faxes received into memory.

---

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

1. Press **Access Cartridge**.
2. Open the control panel and cartridge compartment cover and remove the cartridge. See **Replace the print cartridge** on page 44.
3. Remove the print cartridge.
4. Unplug the power cord from the electrical outlet of the rear of the machine.

---

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

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

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

**CAUTION:** When you turn the power off to clean the scanner, documents stored in memory will be lost.

1. Open the control panel.
2. Remove the white roller.
   a. At the right-hand end of the white roller there is a bushing that is secured with a small tab.
   b. Push the tab slightly inward, then rotate towards you. Then pull up the right-hand end of the roller to remove it.

   ![Diagram of roller and latch](image)

   1. White roller
   2. Drive roller
   3. White roller latch

3. Wipe the white roller surface and the driver roller surface with a soft cloth dampened with water.
Clean the document scanner area

4. Clean the document feeder rubber piece at the back of the control panel.

5. Carefully wipe the scanning glass with a soft, dry, lint free cloth.
   - If the glass is very dirty, first wipe it with a slightly dampened cloth, then with a dry one.
   - Be careful not to scratch the glass surface.

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

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

1. Press Menu repeatedly until TOOLS appears and press OK.
2. Scroll to Adjust Scanner by pressing ← → and press OK.
3. Load a plain WHITE sheet of paper (no writing or graphics) into the document feeder and press OK.
   - The machine starts to scan the document to adjust the scanner.
   - Printing quality may be unexpectedly worse if you do not use a plain WHITE paper for the adjustment.

LCD error messages

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

<table>
<thead>
<tr>
<th>Display</th>
<th>Status/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjust scanner first in TOOLS</td>
<td>Adjust the scanner to fix this problem as described in Adjust the scanner on page 51.</td>
</tr>
<tr>
<td>Check white paper document</td>
<td>You must use plain, white paper when adjusting the scanner. See Adjust the scanner on page 51.</td>
</tr>
<tr>
<td>Duplicated with [Speed No.xx]</td>
<td>The same number has already been registered into another speed dial location.</td>
</tr>
<tr>
<td>Exceeded Job Memory Cancel job</td>
<td>The broadcasting and delayed fax can hold 5 jobs in total. Cancel a scheduled job and try again.</td>
</tr>
<tr>
<td>Ink Low. Install new ink</td>
<td>The print cartridge is low or has run out of ink. To install a new print cartridge, see Replace the print cartridge on page 44. Although this message is displayed, you can make a copy or print a report. Incoming faxes will be stored in memory. You must manually print them, see Reprinting faxes on page 40.</td>
</tr>
<tr>
<td>Install ink cartridge</td>
<td>Print cartridge is not installed or improperly installed.</td>
</tr>
<tr>
<td>Invalid Time</td>
<td>The time you set for fax forwarding is wrong.</td>
</tr>
</tbody>
</table>
### LCD error messages

<table>
<thead>
<tr>
<th>Display</th>
<th>Status/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Not Assigned</td>
<td>You attempted to cancel a scheduled job but no jobs are scheduled. You attempted to delete, print or send the Favorites document when there is no document stored.</td>
</tr>
<tr>
<td>Junk Fax Empty</td>
<td>You attempted to delete a junk fax number when there is no junk fax number.</td>
</tr>
<tr>
<td>Junk Fax Full</td>
<td>The machine can hold only 20 junk fax numbers.</td>
</tr>
<tr>
<td>Load Document</td>
<td>You must load a document before proceeding.</td>
</tr>
<tr>
<td>Memory Full</td>
<td>Memory has become full while receiving a fax. It will not answer the telephone until memory has been cleared. Print any faxes stored in memory and, if necessary, clear scheduled jobs. See Reprinting faxes on page 40 and see Clearing memory on page 41.</td>
</tr>
<tr>
<td>Memory Full Press OK to continue</td>
<td>Memory has become full while scanning a document. Press OK to send or copy the scanned pages only. To cancel the job press Cancel and try again when memory becomes available, or split the new document into smaller parts. See Clearing memory on page 41.</td>
</tr>
<tr>
<td>Memory Received Ink Low. Install new ink cartridge</td>
<td>The machine has data stored in memory. Replace the print cartridge with new one in order to print the faxes.</td>
</tr>
<tr>
<td>Memory Received Load paper and press OK</td>
<td>Load paper and press OK. There might be a jam. Clear the jam as described in Paper jams during printing on page 46.</td>
</tr>
<tr>
<td>Memory Received Install ink cartridge</td>
<td>There is no print cartridge in the machine. Install a print cartridge.</td>
</tr>
<tr>
<td>No answer from remote fax</td>
<td>The other machine has not answered after all redial attempts to send a fax.</td>
</tr>
<tr>
<td>No CID Number</td>
<td>The machine could not detect the CID (Caller ID) number.</td>
</tr>
<tr>
<td>No Dial Number</td>
<td>There is no number in the redial memory.</td>
</tr>
<tr>
<td>Not available while reprinting fax</td>
<td>The machine could not receive a new fax while printing the stored faxes.</td>
</tr>
<tr>
<td>Not Found</td>
<td>The number you are searching for does not exist in memory.</td>
</tr>
<tr>
<td>Number already registered</td>
<td>The number you are trying to enter already exists in the phone book or junk fax list.</td>
</tr>
</tbody>
</table>
## LCD error messages

<table>
<thead>
<tr>
<th>Display</th>
<th>Status/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number Not Assigned</td>
<td>There is no number assigned to this One-Touch or two-digit Speed number.</td>
</tr>
<tr>
<td>Poll Code Error</td>
<td>The remote user entered the wrong poll code.</td>
</tr>
<tr>
<td>Poll job exists already</td>
<td>You have already programmed a polling send. Cancel scheduled job and try again.</td>
</tr>
<tr>
<td>Polling Error Check remote site</td>
<td>The machine you want to poll is not ready to answer your poll. Check with the other person.</td>
</tr>
<tr>
<td>Receiving Error. Ask sender to try again.</td>
<td>There is an error while receiving a fax.</td>
</tr>
<tr>
<td>Remove jammed document</td>
<td>The document you are sending has jammed in the document feeder. To clear the document jam, see Document jams during transmission on page 46. You tried to copy or fax a document which is longer than 390 mm (15.4 in.).</td>
</tr>
<tr>
<td>Remove jammed paper and press Cancel</td>
<td>The paper has jammed during printing. To clear the paper jam, see Paper jams during printing on page 46.</td>
</tr>
<tr>
<td>Send Error. Try again</td>
<td>There is an error while sending a fax.</td>
</tr>
<tr>
<td>System Busy Try again later</td>
<td>The fax machine is busy doing something else.</td>
</tr>
<tr>
<td>To redial now, press Start/Enter</td>
<td>The machine is waiting (three minutes) to automatically redial the fax number that was busy or did not answer. You have the option to manually redial by pressing Start/Enter.</td>
</tr>
<tr>
<td>Processing Job</td>
<td>You attempted to enter Favorites while sending or printing Favorites document.</td>
</tr>
</tbody>
</table>
### Troubleshooting

**Your problem may be listed in “LCD error messages” on page 51. The chart below shows other problems you can solve yourself. For problems you cannot resolve here, see Use Hewlett-Packard support services on page 64.**

**TIP:** You can test your HP Fax to make sure it is set up properly for faxing. Place a document in the document feeder, dial 1-888 HP FAX ME (1-888-473-2963) and press Start/Enter. Please wait approximately 1 minute and you will receive a “Fax Back System Test” page, confirming your product is working correctly. The Fax Header must be set up in order to test the fax machine.

**Fax problems**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The machine is not working, there is no display, and the buttons are not working.</td>
<td>Unplug the power cord and plug it in again. Check that your socket is live.</td>
</tr>
<tr>
<td>No dial tone.</td>
<td>Check that the phone line is connected properly to the port in the bottom of the fax. Unplug and replug it. Make sure it clicks. Check the phone socket in the wall by plugging in another phone.</td>
</tr>
<tr>
<td>Someone calls and gets a busy signal even though the fax is not busy.</td>
<td>This may rarely occur if the answer mode is set to AUTO, a voice call comes in and is hung up without being answered, and another call is immediately received. In AUTO mode the machine goes back to fax receive mode if the voice call is not answered. The line will appear busy until the machine resets.</td>
</tr>
<tr>
<td>The numbers stored in memory do not dial correctly.</td>
<td>Make sure the numbers are programmed correctly. To print a Phone book list, see Print reports on page 39.</td>
</tr>
<tr>
<td>The document does not feed into the machine.</td>
<td>Be sure the document is not wrinkled, and you are putting it in correctly. Check that the document is the right size and not too thick or too thin. See Document types and sizes on page 57.</td>
</tr>
<tr>
<td>You cannot receive faxes automatically.</td>
<td>Check if TEL appears on the right side of the display. In TEL mode, you cannot receive a fax automatically. Be sure the handset is seated on the cradle properly. If the ink is low, the fax will stop printing faxes. Replace the print cartridge. If the fax memory is full, the fax will stop answering the phone. Load paper and print the faxes in memory to clear out the memory.</td>
</tr>
<tr>
<td>The machine cannot receive faxes manually.</td>
<td>Do not hang up the handset before pressing Start/Enter to receive a fax.</td>
</tr>
<tr>
<td>Problem</td>
<td>Solution</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The machine does not send anything.</td>
<td>Check that the document is loaded face down. Send should appear in the display after it dials. Check if the machine to which you are sending can receive your fax.</td>
</tr>
<tr>
<td>You cannot poll another machine.</td>
<td>The fax machine you are polling may be using a poll code (password).</td>
</tr>
<tr>
<td>The fax you received has blank bits on it.</td>
<td>The machine sending to you may be faulty. A noisy phone line can cause line errors. Check your machine by making a copy.</td>
</tr>
<tr>
<td>Spots or lines missing from the fax you receive.</td>
<td>Check if the print cartridge is ok by making a copy. See Maintain the print cartridge on page 47. Check with the telephone company to see if your phone line is noisy.</td>
</tr>
<tr>
<td>You are receiving poor quality copies.</td>
<td>The fax machine sending to you may have a dirty scan glass. Also, check with the telephone company to see if your phone line is noisy.</td>
</tr>
<tr>
<td>Some of the words on the fax you received appear stretched.</td>
<td>The machine sending to you had a temporary document jam.</td>
</tr>
<tr>
<td>Your machine does not make copies.</td>
<td>Make sure your document is loaded face down.</td>
</tr>
<tr>
<td>There are lines on copies or documents you send.</td>
<td>Check your scan glass for marks and clean it (see Clean the document scanner area on page 49).</td>
</tr>
<tr>
<td>The machine dials a number, but fails to make a connection with a remote fax machine.</td>
<td>The remote fax machine may be turned off or unable to answer incoming calls. Speak with the other fax operator to solve the problem.</td>
</tr>
<tr>
<td>You cannot store a document in memory.</td>
<td>There may not be enough memory available to hold the document you want to store. If the display shows a Memory Full message, do the following until you can store your document in memory: Print all unprinted faxes in memory (see Reprinting faxes on page 40). Delete unneeded polling faxes, broadcast faxes, or delayed faxes (see To cancel the scheduled job on page 34).</td>
</tr>
<tr>
<td>Blank areas appear at the bottom of each page or on continuation pages, with only a small strip of material printed at the top.</td>
<td>You may have selected the wrong paper size setting. To select the proper paper size, see Paper Size on page 11.</td>
</tr>
<tr>
<td>Image TCR is not working</td>
<td>You have the resolution set to SUPER FINE. Set the resolution to FINE.</td>
</tr>
</tbody>
</table>
## Troubleshooting

### Print quality problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light or blurred characters.</td>
<td>Check ink level as described in View ink level on page 43. To install a new print cartridge, see Replace the print cartridge on page 44. Make sure the print cartridge is installed correctly. To clean the print cartridge, see Maintain the print cartridge on page 47.</td>
</tr>
<tr>
<td>Smudged or dark characters.</td>
<td>Make sure the paper is straight and unwrinkled. Let ink dry before handling the paper. To clean the print cartridge, see Maintain the print cartridge on page 47.</td>
</tr>
<tr>
<td>Characters with white lines.</td>
<td>If Ink Low. Install new ink cartridge is displayed, install a new print cartridge as described in Replace the print cartridge on page 44. Remove and reinstall the print cartridge. Clean the print cartridge (see Maintain the print cartridge on page 47).</td>
</tr>
<tr>
<td>Improperly formed or misaligned characters.</td>
<td>Clean the print cartridge (see Clean the print cartridge nozzles on page 47).</td>
</tr>
<tr>
<td>Abnormal black horizontal lines</td>
<td>Clean the cartridge carrier (see Clean the cartridge carrier contacts on page 48).</td>
</tr>
</tbody>
</table>

### Paper feeding problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper is jammed during printing.</td>
<td>Clear paper jam as described in Paper jams during printing on page 46.</td>
</tr>
<tr>
<td>Paper sticks together.</td>
<td>• Make sure you have fewer than 50 sheets in the paper tray. • Humid conditions may cause some paper to stick together. Take the paper out and fan the pages and replace.</td>
</tr>
<tr>
<td>Paper fails to feed.</td>
<td>Remove any obstructions inside the printer.</td>
</tr>
<tr>
<td>Multiple sheets of paper feed.</td>
<td>When loading paper, do not force the paper down into the printer. If multiple sheets have caused a paper jam, clear the paper jam. (see Paper jams during printing on page 46.)</td>
</tr>
<tr>
<td>Paper skews or buckles in the paper tray.</td>
<td>The paper tray can hold up to 50 sheets. Make sure the paper guides do not cause the paper to bow. When loading paper, do not force it down into the machine.</td>
</tr>
</tbody>
</table>
7 Specifications and regulatory information

This chapter contains product and supplies specifications, ordering information, and regulatory statements.

Paper types and sizes

The HP Fax is designed to work optimally with plain cotton bond paper.

The following paper sizes and weight can be used with your machine:

<table>
<thead>
<tr>
<th>Paper size</th>
<th>Dimensions</th>
<th>Paper weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4</td>
<td>210mm x 297mm (8.3in x 11.7in)</td>
<td>75 – 90g/m²</td>
</tr>
<tr>
<td>Letter</td>
<td>216mm x 279mm (8.5in x 11.0in)</td>
<td>(20 – 24lbs)</td>
</tr>
<tr>
<td>Legal</td>
<td>216mm x 356mm (8.5in x 14.0in)</td>
<td></td>
</tr>
</tbody>
</table>

Document types and sizes

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

Acceptable documents

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

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

The HP Fax uses the following print cartridge.

![HP 701 black inkjet print cartridge CC635A](image)

## Product specifications

The specifications are subject to change without notice.

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of unit</td>
<td>Inkjet Desktop Facsimile Transceiver</td>
</tr>
<tr>
<td>Communication System</td>
<td>Public Switched Telephone Network (PSTN) and PABX</td>
</tr>
<tr>
<td>Compatibility</td>
<td>ITU Group3</td>
</tr>
<tr>
<td>Compression scheme</td>
<td>MH, MR, MMR</td>
</tr>
<tr>
<td>Modem speed</td>
<td>14400/12000/9600/7200/4800/2400 bps</td>
</tr>
<tr>
<td>Scanning method</td>
<td>CIS (Contact Image Sensor)</td>
</tr>
<tr>
<td>Input document size</td>
<td>8.5 inches (216 mm)</td>
</tr>
<tr>
<td>Effective scanning width</td>
<td>8.27 inches (210 mm)</td>
</tr>
<tr>
<td>Effective recording width</td>
<td>8 inches (203 mm)</td>
</tr>
<tr>
<td>Power consumption</td>
<td>Standby: 4.9 Wh</td>
</tr>
<tr>
<td></td>
<td>Printing Mode: Maximum 15 Wh</td>
</tr>
<tr>
<td>Voltage</td>
<td>100 – 127~</td>
</tr>
<tr>
<td>Frequency</td>
<td>50 – 60 Hz</td>
</tr>
<tr>
<td>Current</td>
<td>500 mA</td>
</tr>
<tr>
<td>Temperature range</td>
<td>50°F to 89°F (10°C to 32°C)</td>
</tr>
<tr>
<td>Humidity range</td>
<td>20 to 80% RH (non-condensing)</td>
</tr>
<tr>
<td>Dimension (W x D x H)</td>
<td>364 x 253 x 134 mm (14.3 x 10.0 x 5.3 in.)</td>
</tr>
<tr>
<td></td>
<td>(without tray)</td>
</tr>
<tr>
<td></td>
<td>364 x 324 x 250 mm (14.3 x 12.8 x 9.8 in.)</td>
</tr>
<tr>
<td></td>
<td>(with tray)</td>
</tr>
</tbody>
</table>
### Product specifications

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>3.0 Kg (6.6 lb) (including handset)</td>
</tr>
<tr>
<td>Power source</td>
<td>See Rating Label attached on the back of the machine.</td>
</tr>
<tr>
<td>Resolution</td>
<td></td>
</tr>
<tr>
<td>Copy</td>
<td>Standard/Fine: 300 x 300 dpi</td>
</tr>
<tr>
<td></td>
<td>Super Fine/Photo: 600 x 300 dpi</td>
</tr>
<tr>
<td>Faxing</td>
<td>Standard: 100 x 200 dpi</td>
</tr>
<tr>
<td></td>
<td>Fine: 200 x 200 dpi</td>
</tr>
<tr>
<td></td>
<td>Super Fine: 400 x 200 dpi</td>
</tr>
<tr>
<td>Speed dials</td>
<td>50</td>
</tr>
<tr>
<td>ECM mode</td>
<td>YES</td>
</tr>
<tr>
<td>Grey scale</td>
<td>64 levels</td>
</tr>
<tr>
<td>User memory capacity</td>
<td>640 Kbyte (capable of 50 pages at ITU#1 test chart (2.5% coverage on A4)</td>
</tr>
<tr>
<td>Ink Cartridge Part Number</td>
<td>HP 701 (17ml) (CC635A)</td>
</tr>
</tbody>
</table>
THE SLEERNE COMPANY LIMITED
SAPORS LANE - BOOLE - DORSET - BH 25 8 EF
TELEPHONE BOOLE (041) 35417 - TELEX 135416


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

Dear Pete,

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

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

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

Probably you have uses for this facility in your organisation.

Yours Sincerely,

Phil.

F.J. CROSS
Group Leader - Facsimile Research

Registered in England: No. 2638
Registered Office: 69 Vickers Lane, Ilford, Essex.
Environmental product stewardship program

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

Ozone production
This product generates no appreciable ozone gas ($O_3$).

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

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

Material safety data sheets
Material Safety Data Sheets (MSDS) can be obtained from the HP web site at:
http://www.hp.com/go/msds
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)
- A lithium battery
  - This product contains a small lithium battery that must be removed and disposed of properly at the end of the product’s useful life. The battery is located on the main circuit board.
    - Battery Part Number: Panasonic CR2032
    - Battery Material: Lithium
    - Battery Type: Button/Coin Cell Battery
    - Quantity Per Product: 1
    - Weight: approximately 3 grams
    - Lithium Type: Solid
    - Battery Manufacturer: Panasonic of Japan

California Hazardous Waste Requirement
Attention California users:
The battery supplied with this product may contain perchlorate material. Special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate for information.

Atención a los usuarios de California:
Regulatory notices

The HP Fax meets product requirements from regulatory agencies in your country/region.

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRG-0701. This regulatory number should not be confused with the marketing name (HP 640 Fax series) or product number (CB780 series).

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

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The HP 640 Fax is provided with an RJ11C connector for connecting this product to the telephone network. An additional RJ11C connector is provided for connecting an additional device to the telephone network from the HP 640 Fax.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

For earlier products, the REN is separately shown on the label.

If the HP 640 Fax causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn’t practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

There are no customer serviceable parts inside the HP 640 Fax. If trouble is experienced with the HP 640 Fax, for repair or warranty information, please contact Hewlett-Packard technical support by calling 866-331-9600. If you have Internet access, you can go to www.hp.com/support for more information on the HP 640 Fax.

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of HP 640 Fax does not disable your alarm equipment.

If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This equipment is hearing aid compatible.

HP recommends the use of a SurgeSuppressor when connecting the HP 640 Fax to AC power. Use of a SurgeSuppressor will help protect the HP 640 Fax and the telephone network from abnormal surges on the AC powerline.

The Customer Information for facsimile (FAX) equipment must contain the following wording:

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 the transmission, the date and time it is sent and an identification of the business or 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 follow the instructions for setting the Fax header on page 38 and 39 of this manual.

Automatic Dialers:
When programming emergency numbers and (or) making test calls to emergency numbers:
1) Remain on the line and briefly explain to the dispatcher the reason for the call.
2) Perform such activities in the off-peak hours, such as early morning or late evenings.

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.

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.

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
This product meets the applicable Industry Canada technical specifications/Le présent matériel est conforme aux specifications techniques applicables d’Industrie Canada.

The Ringer Equivalence Number is an indication of the maximum number of devices 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 RENs of all the devices does not exceed five/L’indice d’équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d’une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d’indices d’équivalence de la sonnerie de tous les dispositifs n’excède pas 5.

For non-European customers
This product is approved for use only in the country in which it was purchased. Local country laws may prohibit the use of this product outside the country of purchase. It is strictly forbidden by law in virtually every country to connect nonapproved telecommunications equipment (fax machines) to public telephone networks.
Use Hewlett-Packard support services

Before calling customer support

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

Prepare your unit for shipment

If you are requested to send in your unit for service, do the following:

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

<table>
<thead>
<tr>
<th>Country/region</th>
<th>HP technical support</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. during warranty*</td>
<td>1-800-HP-INVENT</td>
</tr>
<tr>
<td>Canada during warranty</td>
<td>1-800-HP-INVENT</td>
</tr>
<tr>
<td>Canada post warranty</td>
<td>(877) 621-4722</td>
</tr>
<tr>
<td>(per call charge)</td>
<td></td>
</tr>
<tr>
<td>Mexico</td>
<td>01-800-472-6684</td>
</tr>
<tr>
<td>Mexico (Mexico City)</td>
<td>5258 9922</td>
</tr>
</tbody>
</table>

* U.S. phone support is available in both English and Spanish 24 hours a day, 7 days a week (days and hours of support may change without notice).
Hewlett-Packard LIMITED WARRANTY STATEMENT

HP Product | Duration of limited warranty
---|---
Fax | 1 year
Print cartridge | Until the HP ink is depleted of the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

Extent of limited warranty

Hewlett-Packard ("HP") warrants to the end-user customer that the HP products specified above will be free from defects in material and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.

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

HP's limited warranty covers only those defects which arise as a result of normal use of the product, and does not cover any other problems, including those which arise as a result of (a) Improper maintenance or modification, (b) Software, accessories, media, or supplies not provided or supported by HP, (c) Operation outside the product’s specifications, or (d) Unauthorized modification or misuse.

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

If HP receives, during the applicable warranty period, notice of a defect in any product, HP shall either repair or replace the defective Product, at HP's option.

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

Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the Product being replaced.

HP products may contain remanufactured parts, components, or materials equivalent to new in performance.

HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

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.

Limitation of liability

To the extent allowed by local law, the remedies provided in this 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 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.
Hewlett-Packard LIMITED WARRANTY STATEMENT

Local law

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

To the extent this Warranty Statement is inconsistent with local law, this Warranty 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 Warranty Statement from limiting the statutory rights of a consumer (e.g. the United Kingdom);
• Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
• Grant the Customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

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

Date of Purchase:

Serial Number:
Index

A
Access Cartridge
  button 44
  alarm sounds 38
  align cartridge
    menu 13
  answer ring pattern detection 27
  answer/receive mode 28
  arrow buttons 1
  Auto Journal
    menu 12
  auto reduction
    menu 11
  automatic fax redial 22

B
  block junk faxes 24
  bottom view 7
  broadcasting 31
    menu 13
  broadcasting faxes 31
  buttons
    Access Cartridge 8
    Back 9
    Cancel 9
    control panel 8
    Copy 9
    Favorites 8
    Loudspeaker 8
    Menu 9
    Mute 8
    Number keypad 8
    OK 9
    Rcv.Mode/Contrast 8
    Redial/Pause 8
    Resolution 8
    Scroll/Volume 9
    Speed Dial 8
    Start/Enter 9
    Symbols 8

C
  Caller ID 24
    junk faxes 24
    list 24
    report 40
    turning on 24
    Caller ID menu 12
    Cancel
      button 9
    cancel schedule
      menu 13
    cancelling a scheduled job 34
    cartridge
      cleaning 47
      maintenance 43
      part number 59
      replacing 44
    changing language 11
    clean cartridge
      menu 13
    cleaning the fax 49
    clearing jams
      document 46
    clearing memory 41
    clearing paper jams 46
    contrast 21
      default 12
      menu 12
    control panel buttons 8
    copies
      collate 3
      making 3
      multiple 3
      options 3
    reduce or enlarge 3
    Copy 9
      Button 9
    copy
      collate 3
      number of copies 3
      print order 3
      zoom 3
    Copy button 9

D
  date and time 37
  date, setting 37
  dates 15
  delayed fax 13, 32
  Dial Mode 12
  dialing
    automatic fax redial 22
  discard size
    (see also auto reduction) 11
    menu 11
  distinctive ring 27
    menu 12
  distribution list. See broadcasting faxes
document feeder
  number of pages 5
document jams 46
documents
  load 2
  number of pages 2
DRPD 27

E
ECM mode 59
  menu 12
entering 15
error messages 51
EXT. port 7
extension phone
  fax receiving 22

F
Favorites 25
  button 8
fax forwarding 13
fax header 38
fax memory
  number of pages 5
FAX mode 28
fax name 38
fax number 38
fax problems 54
fax receiving 3
fax tones. See sounds faxes
  reprinting 40
faxing
  color documents 21
  images/embedded pictures 21
forwarding
  faxes 13, 35
front panel 8
front view 6

G
getting help 64

H
HANDSET port 7
help 64
help list 39
HP Fax
  parts of 6
HP support 64

I
image TCR 26
  menu 12
ink cartridge
  maintenance 47
  part number 43, 58
  replacing 44
ink level 13
  cartridge 43
ITU #1 chart 60

J
jams
  clearing paper 46
  document 46
  paper 46
journal 12
junk fax
  blocking 24
  report 40
junk faxes 12

K
key sounds 38

L
language 11
  menu 11
LINE port 7
loading documents 2
loading paper 1
Loudspeaker
  button 8
loudspeaker 13, 41
  button 8

M
making a copy 3
man fax rcv code
  menu 12
memory
  clearing 41
menu
  BASIC FAX, options 11
  button 9
  picture 10
  using 14
menu setting
  language 11
messages
  displayed 51
mute
button 8

N
number keypad 8

O
OK
button 9
one-touch
dialling 18
out of ink 13
out of paper. See reprinting faxes

P
paper
loading 1
not recommended 19
number of sheets 2
size 19
type 19
paper jams 46, 56
paper size 57
menu 11
paper tray
capacity 5
part number
ink cartridge 58
pause 17
phone book 17, 39
dialing 18
print 18
searching 18
photo
faxing 21
polling 13, 33
receive 34
send 33
ports
location of 7
print cartridge
ink level 43
maintenance 47
part number 43, 58
replacing 44
print fax 40
print quality
self test 44
print quality problems 56

R
rcv.mode/contrast
button 8
ready mode 14
rear view 6
received journal 39
receiving faxes 28
redial/pause
button 8
redialing
automatic fax redial 22
redial a number in memory 42
regulatory information 62
regulatory notices
Canadian statement 63
reports 39
Caller ID 40
junk fax 40
phone book 39
printing faxes 40
received journal 39
schedule inform 40
sending confirm 40
sent journal 39
system data 40
reprinting faxes 40
resolution 21
button 8
default 12
menu 12
ring pattern detection 12, 27
ring volume 22
rings to answer 23
menu 11

S
scanner adjustment 51
scanner area
cleaning 49
schedule a fax 32
schedule inform 40
scheduled fax 13
scheduled faxes 40
scheduled job
cancelling 34
scheduled jobs
cancelling 13
scroll/volume
button 9
see answer mode 3
self test 44
menu 13
sending confirm 40
  image TCR 12
  menu 11
sent journal 39
set broadcasting
  menu 13
set delayed fax
  menu 13
set fax forward
  menu 13
set junk fax no
  menu 12
set polling send
  menu 13
setting date and time 37
setting fax number 38
silent mode
  daily 38
  daily schedule 11
  menu 11
sounds
  alarm 38
  keys 38
  on and off 37
  WakeUp 37
speaker volume 22
speed dial
  button 8
  programming 17
  using 17
speed dials
  number of 5
start/enter
  button 9
supplies
  print cartridge 43
symbols
  button 8
system data 40

T
  TAM mode 29
  TEL mode 29
telephone
  dialing 4
telephone numbers
  entering 15
text
  entering 15
time, setting 37
troubleshooting
  fax problems 54
  messages 51
  paper feeding 56
  print quality 56

U
  unwanted faxes 12

V
  view ink level
  menu 13
  volume
    ring 22
    speaker 22

W
  WakeUp 37
  WakeUp sounds 37
  warranty 65