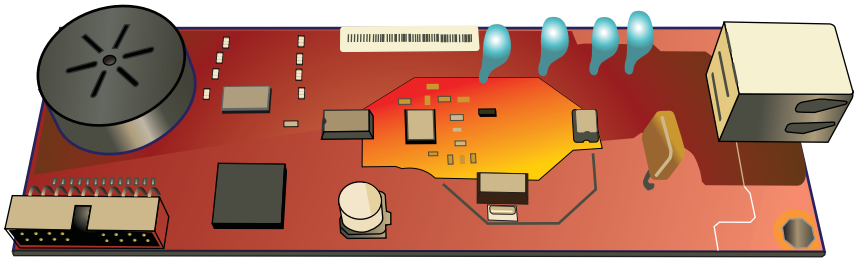
HP Color LaserJet CM3530 MFP Series

Analog Fax Accessory 500 Fax Guide



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Analog Fax Accessory 500 Fax Guide

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Table of contents

1 Setup

Introduction 2
Conventions used in this guide 3
HP LaserJet Analog Fax Accessory 500 features 4
Parts included with the fax accessory 5
Verify fax operation 6
Required fax settings 7
Fax Configuration Wizard 7
Fax setup menu 7
Set or verify the date and time 8
Set, verify, or change the country/region 8
Set the fax header 8

2 Set fax settings

Remote fax configuration 12
Web browser 12
HP Web Jetadmin 12
HP MFP Digital Sending Software Configuration Utility 13
Send fax settings 14
Set the dial tone detection 14
Set the overlay header (outgoing faxes) 14
Set the dialing mode 14
Set a dialing prefix 15
Set the redial rules 15
Set redial-on-busy 15
Set redial-on-no-answer 16
Set the redial interval 16
Set the outgoing fax resolution 16
Set billing codes 17
Set the JBIG compression mode 17
Change the sharpness setting 18
Change the background setting 18
Change the light/dark setting 18
Activate Fax Number Confirmation 19

Activate Fax Number Speed Dial Matching 19
Advanced fax options 19
Archive faxes 19
Receive fax settings 21
Set rings-to-answer 21
Stamp received faxes (incoming faxes) 21
Set fit-to-page 21
Set the paper tray 22
Block incoming faxes 22
Create a blocked-fax list 22
Remove numbers from the blocked-fax list 22
Clear all numbers from the blocked-fax list 23
Initiate polling receive 23
Change notification settings 23
Set the error correction mode 25
Set the modem volume 26
Set the ringer volume 27

3 Use Fax

Fax feature screen 30
Status message bar 31
Send a fax 32
Send a fax - enter numbers manually 32
Send a fax using speed dial 33
Search a speed-dial list by name 33
Send a fax by using phone book numbers 34
DSS fax phone book search 35
Cancel a fax 36
Cancel the current fax transmission 36
Cancel all pending faxes 36
Receive faxes 37
Create or delete speed dial lists 38
Create a speed dial list 38
Delete a speed dial list 38
Delete a single number from the speed dial list 38
Add a number to an existing speed dial list 39
Voice Calls and Retries 40
Fax Call Report 40
Fax Activity Log 40
T.30 Report 40
Secure settings 41
Change your PIN 41
Set fax forwarding 42

Scheduling fax printing (memory lock) 43
Enable or disable the fax printing schedule 43
Create a fax printing schedule 44
Use Fax over VoIP networks 46

4 Solve fax problems

Is your fax set up correctly? 48
What type of phone line are you using? 48
Are you using a surge-protection device? 48
Are you using a phone company voice-messaging service or an answering machine? 48
Does your phone line have a call-waiting feature? 49
Check fax accessory status 50
Fax feature is not operating 51
General fax problems 52
Problems with receiving faxes 53
Problems with sending faxes 55
Error codes 56
Fax error messages 57
Send-fax messages 58
Receive-fax messages 59
Fax logs and reports 60
Print the fax call report 60
Schedule fax call report printing 60
Print the fax activity log 61
Print the billing code report 61
Clear the fax activity log and billing code report 62
Print the blocked fax list report 62
Print the speed dial list report 62
Service settings 63
Settings in the Initial Setup menu 63
Settings in the Troubleshooting menu 63
Settings in the Resets menu 64
Firmware upgrades 65

Appendix A Service and support

Hewlett-Packard limited warranty statement 68
Customer support 69

Appendix B Specifications

Fax accessory product specifications 72
Replacement parts and accessories 73

Appendix C Regulatory information

Environmental Product Stewardship Program 76
Protecting the environment 76
Plastics 76
Material restrictions 76
Disposal of waste equipment by users in private households in the European Union 76
For more information 76
Declaration of conformity 77
FCC regulations 78
Additional FCC statement for telecom products (US) 79
Telephone Consumer Protection Act (US) 79
Canadian DOC regulations 80
Industry Canada CS-03 requirements 80
EU Statement for Telecom Operation 81
New Zealand Telecom Statements 82
EMI statement (Taiwan) 83
VCCI statement (Japan) 83
EMI statement (Korea) 83
Substances Table (China) 84

Index 85

1 Setup

- Introduction
- Conventions used in this guide
- HP LaserJet Analog Fax Accessory 500 features
- Parts included with the fax accessory
- Verify fax operation
- Required fax settings

Introduction

The HP LaserJet Analog Fax Accessory 500 enables the HP multifunction product (MFP) to function as a standalone analog fax machine. For more information, see www.hp.com/go/mfpfaxaccessory500.

This guide describes the fax functions of this product and provides information on product specifications and regulatory information.

NOTE: In addition to the analog fax feature, the MFP also supports LAN faxing. LAN faxing is managed by the HP MFP Digital Sending Software Configuration Utility which is a separate product and is not covered in this document. For information about LAN faxing, see the **HP MFP Digital Sending Software User Guide** or the **HP MFP Digital Sending Software Support Guide**. If both the analog fax accessory and the LAN fax are installed, only one fax can be enabled at a time.

You should save this guide so that you can refer back to instructions on specific fax features.

NOTE: If the MFP came with the fax accessory installed, you need to remove the fax connection cover, connect the phone cord, and then perform the initial fax configuration. The fax connection cover is located on the phone connector on the formatter rear panel.

Conventions used in this guide

Throughout this guide, several tips, notes, cautions, and warnings alert you about important information.

TIP: Tips provide helpful hints or shortcuts.

NOTE: Notes provide important information to explain a concept or to complete a task.

CAUTION: Cautions indicate procedures that you should follow to avoid losing data or damaging the product.

WARNING! Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.

HP LaserJet Analog Fax Accessory 500 features

Send-fax features	• Speed dials • Fax address book • Resolution and image-adjustment options • Billing codes
Receive-fax features	• Stamp received faxes • Block incoming faxes • Fax polling • Adjustable rings-to-answer
Advanced fax features	• Notification of fax status • Archive faxes automatically • JBIG compression • Error correction
Remote fax configuration	• Embedded Web server • HP Web Jetadmin • HP MFP Digital Sending Software
Security features	• PIN for fax printing and fax forwarding • Fax-printing schedule

Parts included with the fax accessory

The following components are included with the fax accessory:

- Fax accessory card
- Fax guide (this document) (on CD)
- Send Fax Driver and Send Fax Driver Guide (on CD)
- Phone cord(s) (cords vary depending on the country/region)

NOTE: The Send Fax Driver allows you to send a fax directly from your PC to a network connected MFP. Installation of this driver is optional. See the *Send Fax Driver Guide* on the CD for further instructions.

Verify fax operation

When the fax accessory is installed and operating correctly, the fax icon displays on the MFP control panel. If the fax accessory has just been installed but has not been configured, the fax icon is grayed-out. If this occurs, use the instructions that follow to configure the fax accessory.

Required fax settings

NOTE: A Fax Configuration Wizard is available to guide you through the steps to make the required fax settings.

After the fax accessory is installed, you must configure certain settings before you can use the accessory. If these settings are not configured, the fax icon is grayed-out. These settings include:

- Date and time
- Country/region
- Fax header (phone number and company name)

This information is used in the fax header, which is printed on all outgoing faxes.

NOTE: When first installed, the fax accessory might read some of these settings from the MFP; therefore, a value may already be set. You should check the values to verify that they are set and correct.

NOTE: In the U.S. and many other countries/regions, setting the date, time, country/region, phone number, and company name is a legal requirement for fax.

Fax Configuration Wizard

The Fax Configuration Wizard guides you through a step-by-step procedure to configure fax settings that are required to use the fax feature. If the settings are not configured, the fax feature is disabled. The following is a list of fax settings that are configured using the wizard:

- Country/region
- Fax phone number
- Company name

This information is used in the fax header, which is printed on all outgoing faxes.

The wizard starts when the product is first turned on. You can choose to use the wizard or exit the wizard to configure the settings at a later date.

You can also access the wizard through the Administration menu on the control panel. Touch the Initial Setup menu, and then touch the Fax Setup menu.

NOTE: The settings configured using the wizard on the control panel override any settings made in the embedded Web server.

Fax setup menu

Set the required fax settings by accessing the Administration menu on the control panel. Touch the Initial Setup menu, and then touch the Fax Setup menu.

NOTE: If the Fax Setup menu settings does not appear in the menu listing, LAN fax might be enabled. When LAN fax is enabled, the analog fax accessory is disabled and the fax menu does not display. Only one fax feature, either LAN fax or analog fax, can be enabled at a time. The fax icon displays for either fax feature. If you wish to use analog fax when LAN fax is enabled, use the HP MFP Digital Sending Software Configuration Utility to disable LAN fax.

Set or verify the date and time

The date and time setting for the fax accessory is the same value as the MFP date and time setting. If this is the first time you are turning on the MFP, you are prompted for this information.

To verify or change the date and time settings, complete the following steps.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup to display the setup settings menu and then touch Fax Setup.
3. Touch Required Settings.
4. Select the date format and then enter the date.
5. Select the time format and then enter the time.
6. Touch Save to accept the settings.

Set, verify, or change the country/region

The country/region setting identifies the country/region where the product or fax accessory is located. This setting also sets the date and time format and minimum and maximum rings-to-answer range for the country/region. Because this setting is a legal requirement in some countries/regions, it must be set for the fax accessory to operate. If this is the first time you are turning on the product, you are prompted for this information.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup to display the setup settings menu.
3. Touch Fax Setup to display the Fax Setup menu and touch Required Settings.
4. Touch Country/region to display the list of countries/regions.
5. Scroll through the list until your country/region is displayed, and then touch the country/region to select it.
6. Touch Save to save the settings.

Set the fax header

The fax header setting is used to set a phone number and company name that are placed in the fax header. This information is required and must be set.

NOTE: If the fax icon on the control panel is not grayed-out, you have completed all necessary setup. See Use Fax on page 29 for information about sending faxes.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup to display the Initial Setup menu.
3. Touch Fax Setup to display the Fax Setup menu.
4. Touch Required Settings to display the Required Settings menu.
5. Touch Fax Header Information to display the header information.
6. Touch Phone Number to display the Phone Number screen.

7. Touch the text box to display the keyboard.
8. Using the keyboard, type the phone number, and then touch OK.
9. Touch Save to save the header phone number.
10. Touch Company Name and repeat the process.

2 Set fax settings

- Remote fax configuration
- Send fax settings
- Receive fax settings
- Set the error correction mode
- Set the modem volume
- Set the ringer volume

Remote fax configuration

In addition to using the MFP control panel, you can configure the fax accessory remotely by using various software tools. Because the MFP contains an embedded Web server (EWS), you can configure the fax accessory across the Web by using either a Web browser or HP Web Jetadmin (WJA). In addition, you can configure the fax accessory across the network with a network-connected computer by using the HP MFP Digital Sending Software Configuration Utility (DSS). These tools provide access to most of the fax accessory configuration settings that available from the MFP fax menu.

NOTE: The DSS configuration utility can disable or enable the analog-fax feature on the MFP. If the DSS configuration utility disables the analog fax and then the MFP is detached from the configuration utility, you will not see Send to Fax in the EWS or WJA Digital Sending menu. If this happens, enable the analog fax for the MFP by using the DSS configuration utility.

Web browser

The MFP contains an embedded Web server (EWS). The EWS allows you to use a Web browser to access and set the analog-fax settings.

1. Type the IP address of the MFP in the browser URL address bar and press Enter to open the EWS Configure MFP screen. To get the IP address of the MFP, print an MFP Configuration page.

   NOTE: If DSS is being used, a message appears on EWS indicating that DSS is in control. The only way to change settings is through DSS.

2. Click the **Fax** tab. The **Fax Settings** screen opens.

3. On the Fax Settings screen make any changes to the settings and click **Apply** to accept the settings. Select **Advanced** to configure advanced fax settings. For information about the settings, see Send fax settings on page 14.

4. After you have made changes to the settings, click **OK** to accept the settings.

HP Web Jetadmin

To access the MFP analog-fax settings by using HP Web Jetadmin, perform the following steps. For detailed information about HP Web Jetadmin, see the **HP Web Jetadmin Reference Manual**.

1. Start HP Web Jetadmin.

2. In the **At a Glance** text box, type the IP address of the MFP in the **Quick Device Find** text box, and then click **Go** to see the device status in the right pane. Select **Digital Sending and Fax** from the status drop-down menu in that pane.

3. Configure the options in the **Fax Settings** or the **Advanced Fax Settings** sections. For information about a specific setting, select the context help next to the setting.

4. After you have made changes to the settings, click **Apply** to accept the settings.

In addition to configuring a single MFP, you can also perform multiple device configuration. Multiple device mode configures several MFPs at once. For information about this feature, see the **HP Web Jetadmin Reference Manual**.

HP MFP Digital Sending Software Configuration Utility

To access the analog MFP fax settings by using the DSS configuration utility, perform the following steps.

1. Start the utility (on the computer or server) to open the main screen.
2. Select the MFP and click the **Configure MFP** button on the main screen, and then click the Send to Fax tab to open the Fax Settings screen.
3. To enable the fax capabilities on the MFP, select **Enable Send to Fax**. To access Analog-fax settings, select directly from the MFP's internal modem in the **Send Faxes** drop-down list. On the Fax Settings screen make any changes to the settings and click **OK** to accept the settings. Select **Advanced** to open the Advanced MFP Modem Settings screen for additional fax settings.

   For information about the settings, see Send fax settings on page 14.
4. After you have made changes to the settings, click **OK** to accept the settings.

In addition to configuring a single MFP, you can also configure multiple devices. For more information about the HP MFP Digital Sending Software Configuration Utility, see the **HP MFP Digital Sending Software User Guide** or the **HP MFP Digital Sending Software Support Guide**.

NOTE: Depending on the capabilities and settings of your fax method, some of these options might not be available or configurable.

Send fax settings

Set the dial tone detection

The detect dial tone setting determines whether the fax checks for a dial tone before sending a fax.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to touch Initial Setup to open the initial setup menu.
3. Touch Fax Setup to open the fax setup menu.
4. Touch Fax Send Settings and use the down arrow key to scroll to Detect Dial Tone.
5. Touch Enabled (default) to enable dial tone detection, or touch Disabled to disable dial tone detection.

Set the overlay header (outgoing faxes)

The overlay header consists of the date, time, company name, phone number, and page number and is printed at the top of the page on outgoing faxes. This setting determines whether the header is appended to the top of the page or is printed as an overlay. If the header is appended to the top of a page, it moves page data down which can result in data at the bottom of a page being pushed to another page, possibly printing an additional page. If the header is printed as an overlay, it does not push any page data, but might print over data at the top of the page.

NOTE: When fax forwarding is enabled, the overlay header is always appended to the top of the page, even if overlay is enabled.

1. On the control panel, touch the Administration icon to open the Administration menu.
2. Scroll to and touch Default Job Options
3. Scroll to and touch Default Fax Options.
4. Scroll to and touch Send Fax.
5. Touch Fax Header to see the header settings.
6. Touch Overlay to print the header as an overlay, or touch Prepend (default) to append the header to the top of the page.
7. Touch Save.

Set the dialing mode

The dialing mode setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).

To set the dialing mode, perform the following steps.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to touch Initial Setup to open the initial setup menu.
3. Touch Fax Setup to open the fax setup menu.
4. Touch Fax Send Settings and use the down arrow key to scroll to Dialing Mode.

5. Touch Dialing Mode to see the dialing mode settings.
6. Touch Tone (default) to set the fax for tone dialing, or touch Pulse to set the fax for pulse dialing.
7. Touch Save.

Set a dialing prefix

The dialing prefix setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.

NOTE: You might need a pause between the prefix and the phone number. To insert a 2–second pause, enter a comma (,).

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to touch Initial Setup to open the initial setup menu.
3. Touch Fax Setup to open the fax setup menu.
4. Touch Fax Send Settings and use the down arrow key to scroll to Dialing Prefix to see the dialing prefix settings.
5. Touch Custom to enter a dialing prefix number.

   NOTE: If you want to disable the dialing prefix, touch Off (default), touch Save, and then skip the remaining steps.

6. Touch Save to open the **Set Dialing Prefix** screen.
7. Touch Dialing Prefix Number.
8. Touch the text box to display the keyboard.
9. Type the dialing prefix number and touch OK.
10. Touch Save.

Set the redial rules

Set redial-on-busy

The redial-on-busy setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to touch Initial Setup.
3. Scroll to touch Fax Setup.
4. Touch Fax Send Settings and use the down arrow key to scroll to Redial on Busy.
5. Touch the text box to display the keyboard.
6. Enter the value (0–9) and touch OK.
7. Touch Save.

Set redial-on-no-answer

The redial-on-no-answer setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the country/region setting. The interval between retries is set by the redial interval setting.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to touch Initial Setup to open the initial setup menu.
3. Scroll to touch Fax Setup to open the fax setup menu.
4. Touch Fax Send Settings and use the down arrow key to scroll to Redial on No Answer.
5. Touch Never or Once.
6. Touch Save.

Set the redial interval

The redial interval setting selects the number of minutes between retries if the number dialed is busy or not answering.

NOTE: You might observe a redial message on the control panel when both the **Redial-on-Busy** and **Redial-on-No-Answer** settings are set to off. This occurs when the fax accessory dials a number, establishes a connection, and then loses the connection. As a result of this error condition, the fax accessory performs two automatic redial attempts regardless of the redial settings (the first one at 26,400 bps and, if that fails, a second one at 14,400 bps). During this redial operation, a message appears on the control panel to indicate that a redial is in progress.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to touch Initial Setup to open the initial setup menu.
3. Touch Fax Setup to open the fax setup menu.
4. Touch Fax Send Settings and use the down arrow key to scroll to Redial Interval.
5. Touch the text box to display the keyboard.
6. Enter the value (1–5) and touch OK.
7. Touch Save.

Set the outgoing fax resolution

The outgoing fax resolution setting determines the maximum resolution supported by the receiving fax. The fax accessory uses the highest possible resolution (as limited by this setting) and the maximum resolution of the receiving fax.

NOTE: Faxes wider than 21.25 cm (8.5 inches) are automatically sent by using standard or fine resolution, to reduce phone time.

NOTE: The default resolution setting is a lower dpi than previous MFP model default resolution settings. For example, previous MFP models had a default resolution of FINE (200 x 200 dpi).

NOTE: The higher the resolution, the longer the transmission time required.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Default Job Options.
3. Touch Default Fax Options.
4. Scroll to and touch Send Fax.
5. Touch Resolution to see the resolution settings.
6. Touch Standard (200 x 100 dpi, default), Fine (200 x 200 dpi), or Superfine (300 x 300 dpi) to select the resolution.
7. Touch Save.

Set billing codes

The billing-code setting, when enabled, prompts the user to enter a number when sending a fax. This number is placed in the billing-code report. To view the billing-code report, either print the report or query it by using an application.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup and then Fax Setup to open the fax menu.
3. Touch Fax Send Settings to see the Fax Send settings.
4. Scroll to and touch Billing Codes to see the billing code settings.
5. Touch Custom to enable billing codes.

NOTE: If you want to disable billing codes, touch Off, touch Save, and then skip the remaining steps.

6. Touch Save to open the **Billing Code** screen.
7. Touch the text box to display the keyboard.
8. Type the minimum number of digits you want in the billing code, and then touch OK.
9. Touch Save.

Set the JBIG compression mode

Enabling JBIG compression can reduce phone-call charges by reducing fax transmission time and is, therefore, the preferred setting. However, JBIG might cause compatibility problems when communicating with some older fax machines, in which case you might need to disable it.

NOTE: JBIG compression only works when both the sending and receiving machines have JBIG compression.

To enable or disable JBIG compression, perform the following steps.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup.
3. Scroll to and touch Fax Setup.

4. Scroll to and touch Fax Send Settings.
5. Touch JBIG Compression to see the settings.
6. Touch Enabled (default) to enable JBIG compression, or touch Disabled to disable JBIG compression.

Change the sharpness setting

The Sharpness setting specifies the sharpness that the scanner uses when the MFP scans your original. Sharpness enhances the edges of the original so that faint or fine text and graphics are reproduced more sharply. Increasing sharpness increases resolution which also increases transmission time.

1. On the control panel, touch the Fax icon to display the Fax screen.
2. Scroll to and touch More Options.
3. Scroll to and touch Image Adjustment.
4. Under the Sharpness heading, touch the left arrow to decrease the sharpness or touch the right arrow to increase the sharpness of the image.
5. Touch OK to accept the setting.

Change the background setting

If you are faxing a document that is printed on colored paper, you can enhance your fax copy quality by removing the background that might cause your fax copy to streak or blur.

1. On the control panel, touch the Fax icon to display the Fax screen.
2. Scroll to and touch More Options.
3. Scroll to and touch Image Adjustment.
4. Under the Background Cleanup heading, touch the left arrow or touch the right arrow to change the background setting.
5. Touch OK to accept the setting.

Change the light/dark setting

The light/dark setting adjusts how light or dark the transmitted image appears on the recipient fax machine.

1. On the control panel, touch the Fax icon to display the Fax screen.
2. Scroll to and touch More Options.
3. Scroll to and touch Image Adjustment.
4. Under the Darkness heading, touch the left arrow to make the image lighter and touch the right arrow to make the image darker.
5. Touch OK to accept the setting.

Activate Fax Number Confirmation

When fax number confirmation is enabled, the fax number must be entered twice to ensure that it was entered correctly. The default setting for this feature is Disabled.

1. On the control panel, touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup and then Send Setup.
3. Scroll to and touch Fax Number Confirmation.
4. Touch Enable.
5. Touch Save.

Activate Fax Number Speed Dial Matching

If this feature is enabled, the MFP tries to match any fax number entered with existing entries in the speed dial list. If a match is found, you can confirm the match and have the MFP complete the faxing action automatically. The default setting for this feature is Disabled.

1. On the control panel, touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup and then Send Setup.
3. Scroll to and touch Fax Number Speed Dial Matching.
4. Touch Enabled.
5. Touch Save.

Advanced fax options

Archive faxes

You can save archival copies of all incoming faxes, all outgoing faxes, or both. You can send the copies to an alternate fax number or to an e-mail address. To configure this feature, use the embedded Web server.

NOTE: To use the **Archive to Email Address** feature, the SMTP server must be configured on the product. To send or receive a fax while this feature is enabled, the SMTP server must be responding. For information about configuring the SMTP server, see the product user guide.

Enable the Fax Archive feature

1. Open the embedded Web server by typing the product IP address into the address line of a Web browser.
2. Click the **Fax** tab.
3. In the **Device Modem Settings** pane, click the **Advanced** button.
4. In the **General** pane, click the **Enable Fax Archive** check box.
5. In the drop-down list, select one of these options:
   - **Archive to Fax Number**
   - **Archive to Email Address**

6. Type the fax number in the **Fax Archive Number:** field.

   -or-

   Type the e-mail address in the **Fax Archive Email Address:** field.

7. In the **When to Archive Faxes** area, select one of these options:

   - **Send and Receive**
   - **Send**
   - **Receive**

8. Click the **OK** button.

Receive fax settings

Set rings-to-answer

The rings-to-answer setting determines the number of times the phone rings before the call is answered by the fax accessory.

NOTE: The default setting range for rings-to-answer is country/region-specific.

1. On the control panel, touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup and then Fax Setup to open the fax menu.
3. Scroll to and touch Fax Receive Settings.
4. Touch Rings To Answer to open the rings-to-answer screen.
5. Use the up and down arrows to select the number of rings (the default is 2), and then touch OK.
6. Touch the text box to display the keyboard.
7. Type the number of rings (1–9), and then touch OK.
8. Touch Save.

Stamp received faxes (incoming faxes)

The stamp received faxes setting enables or disables stamping incoming faxes. The stamp prints the date, time, phone number, and page number on each incoming page.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Default Job Options and then Default Fax Options.
3. Touch Receive Fax to see the Fax Receive setting.
4. Touch Stamp Received Faxes to see the settings.
5. Touch Disabled (default) to disable the stamp, or touch Enabled to enable the stamp.
6. Touch Save.

Set fit-to-page

When selecting a page size to print a fax, the MFP determines the closest page size that matches the intended size from sizes available in the MFP. If the fit-to-page setting is enabled and the received image is larger than that page size, the MFP attempts to scale the image to fit the page. If this setting is disabled, an incoming image larger than the page splits across pages.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Default Job Options and then Default Fax Options.
3. Scroll to and touch Receive Fax to see the Fax Receive setting.
4. Touch Fit to Page to see the fit-to-page settings.

5. Touch Enabled (default) to enable fit-to-page, or touch Disabled to disable fit-to-page.
6. Touch Save.

Set the paper tray

The paper tray setting selects the MFP paper tray to pull paper from for printing faxes.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Default Job Options.
3. Touch Default Fax Options.
4. Touch Receive Fax to display the Fax Receive menu.
5. Touch Fax Paper Tray to display the Fax Paper Tray menu.
6. Touch the name of the tray to use for received faxes.
7. Touch Save to save the paper tray value.

Block incoming faxes

Use the fax block list setting to create a list of blocked phone numbers. When a fax is received from a blocked phone number, the fax is not printed and is immediately deleted from memory.

NOTE: Only numbers can be used in the fax block list. Do not use dashes or spaces. If a fax is sent from a blocked phone number and the sender uses a dash or a space in the number, the fax will not be blocked.

Create a blocked-fax list

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup.
3. Touch Fax Setup.
4. Scroll to and touch Fax Receive Settings.
5. Scroll to and touch Blocked Fax Numbers to open the blocked fax menu.
6. Touch Add Blocked Number to make the keyboard available.
7. Type a number and touch OK.
8. To add additional numbers, repeat steps 5 and 6.

Remove numbers from the blocked-fax list

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup.
3. Touch Fax Setup.
4. Scroll to and touch Fax Receive Settings.

5. Scroll to and touch Blocked Fax Numbers to open the blocked fax menu.
6. Touch Remove Blocked Number to make the keyboard available.
7. Type a number and touch OK.
8. To add additional numbers, repeat steps 5 and 6.

Clear all numbers from the blocked-fax list

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup.
3. Touch Fax Setup.
4. Scroll to and touch Fax Receive Settings.
5. Scroll to and touch Blocked Fax Numbers to open the blocked fax menu.
6. Touch Clear all Blocked Numbers to make the keyboard available.
7. Touch Yes to clear all numbers from the list, or touch No to exit and retain the numbers.

Initiate polling receive

Some fax machines can hold a fax until another fax machine requests that the fax be sent. When an MFP polls another fax machine that is holding a fax and requests that the held fax be sent to the MFP, this is known as polling receive.

1. On the control panel, touch the Fax icon to display the Fax screen.
2. Touch More Options to display the options screen.
3. Scroll to page 3.
4. Touch Fax Polling to display the Fax Polling screen.
5. Touch the text box to display the keyboard.
6. Using the keypad, type a polling receive number, and then touch Start.
7. The number entered is dialed. If a stored fax is being held at the fax machine dialed, that fax is transmitted to the MFP and printed. If no fax is held, a **No Fax is Available** message will be displayed. If the fax machine does not support the polling feature, a **Poll Invalid** error message will be shown.

Change notification settings

Notification selects when and how you are notified of the status of an outgoing fax. This setting applies to the current fax only. To change the setting permanently, change the default setting.

1. On the control panel, touch the Fax icon to open the Fax screen.
2. Touch More Options.
3. Touch Notification.

4. Select a notification setting:

   - Touch None to turn off notification.
   - Touch This job to enable notification for the current job.
   - Touch On error to enable error notification only for the current job.

5. Touch Print to receive a printed notification, or touch E-mail to receive an e-mail notification.

6. If you selected Print, touch OK to complete the notification setup.

   -or-

   If you selected E-mail, use the keyboard to type an e-mail address. Then touch OK to complete the notification setup.

Set the error correction mode

Normally, the fax accessory monitors the signals on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the error correction setting is on, the fax accessory can request that the error portion of the fax be sent again.

You should turn off error correction only if you are having trouble sending or receiving a fax and if you are willing to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Initial Setup to open the setup settings menu and then touch Fax Setup.
3. Touch Fax Send Settings to see the settings.
4. Touch Error Correction Mode to see the settings.
5. Touch Enabled (default) to enable error correction mode, or touch Disabled to disable correction mode.

Set the modem volume

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup to display the Initial Setup menu.
3. Touch Fax Setup to display the Fax Setup menu.
4. Touch Fax Send Settings to display the Fax Send Settings menu.
5. Touch Fax Dial Volume to display the Fax Dial Volume menu.
6. Touch Off; Low (default), or High to set the volume.
7. Touch Save to save the volume setting.

Set the ringer volume

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Initial Setup to display the Initial Setup menu.
3. Touch Fax Setup to display the Fax Setup menu.
4. Touch Fax Receive Settings to display the Fax Receive Settings menu.
5. Touch Ringer Volume to display the Ringer Volume menu.
6. Touch Off; Low (default), or High to set the volume.
7. Touch Save to save the volume setting.

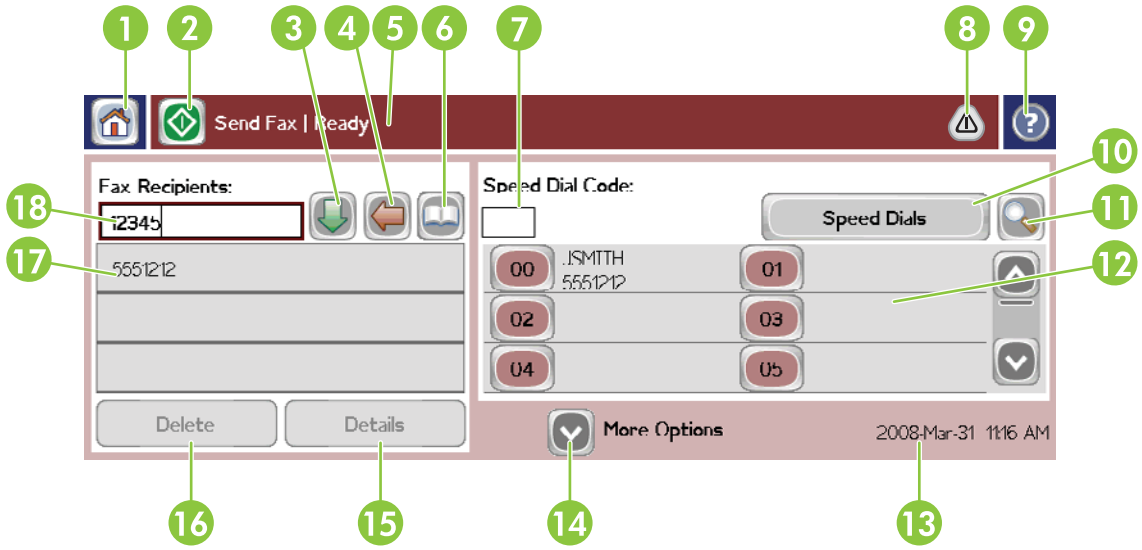
3 Use Fax

- Fax feature screen
- Status message bar
- Send a fax
- Cancel a fax
- Receive faxes
- Create or delete speed dial lists
- Voice Calls and Retries
- Secure settings
- Set fax forwarding
- Scheduling fax printing (memory lock)
- Use Fax over VoIP networks

Fax feature screen

The Fax feature screen is used to send faxes. To access this screen, press the Fax icon displayed on the control panel Home screen.

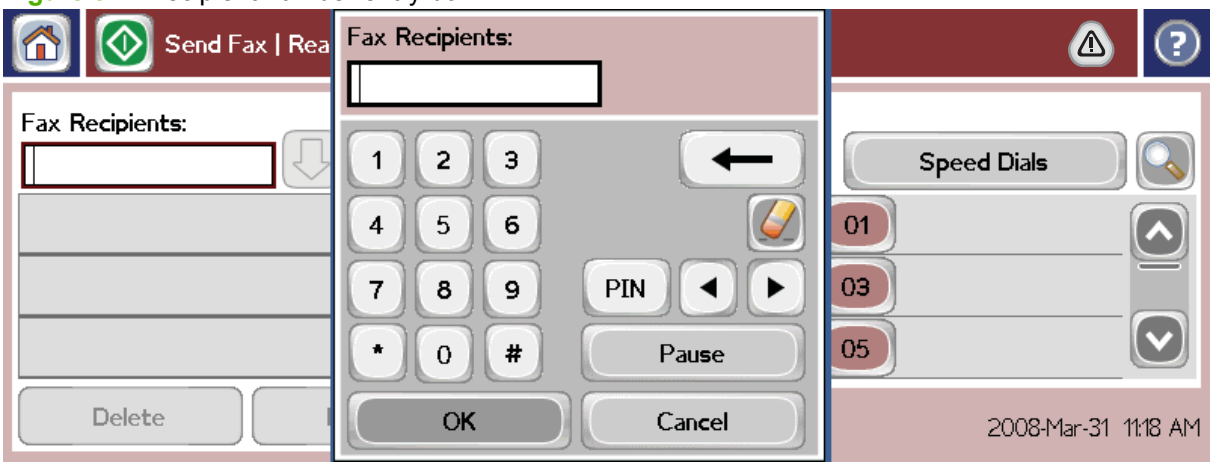
Figure 3-1 Fax feature screen



1	Home Key - return to main screen
2	Send Fax - press to send fax to recipients
3	Enter Number into Recipient List
4	Backspace/Delete Number
5	Status Message Bar
6	Access Phone Book
7	Speed Dial Search by Number
8	Alert Message - touch to display
9	Help - touch to display help selections
10	Speed Dial - Edit Key
11	Speed Dial - Search by Name
12	Speed Dial List (scroll to display other entries)
13	Current Date and Time
14	Touch to access additional Fax Settings for current job
15	Press for Details of Selected Recipient
16	Press to Delete Selected Recipient from List
17	Recipient List
18	Recipient Number Entry Box - Touch for keyboard or enter from control panel keypad[1]

[1] When the Recipient Number Entry Box is pressed, a pop up is displayed which includes the PIN button for adding special character brackets (**[ ]**) to hide a PIN number, and a Pause button to insert a comma for a two second pause.

Figure 3-2 Recipient number entry box



Status message bar

While sending and receiving faxes, status information will display in the status bar located at the top of some touch screens. This status includes such information as: **Ready**, **Receiving call**, **Page sent**, and others.

Send a fax

To send a fax, you can use one of three basic methods to enter numbers:

- Enter numbers manually.
- Enter numbers using speed dial.
- Enter numbers using the phone book (available only if HP MFP Digital Sending Software Configuration Utility is installed and the phone book has been populated).

NOTE: For online information about sending a fax, touch ? on the screen to access the help menu, and then touch Send a fax under the list of help topics.

When entering a phone number from the numeric keypad, include any pauses or other numbers, such as area codes, access codes for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. A two second pause may be included by typing a comma (,). If the fax prefix setting has been set to automatically include the dialing prefix, you will not need to enter it.

NOTE: When a fax is sent, it is first scanned and stored into memory. After the entire document is stored, it is sent and then deleted from memory. Faxes that fail to send, because the number was busy or did not answer, are deleted from memory. If Redial-On-Busy or Redial-On-No-Answer are set, the fax will not be deleted until all retries fail or the fax is sent successfully.

Send a fax - enter numbers manually

1. Place the document in the automatic document feeder (ADF) or on the scanner glass.
2. From the main screen, touch the Fax icon. You may be prompted to type a user name and password.
3. Touch More Options. Verify that the Describe Original settings match those of your original. These settings include:
   - **Original size** (such as letter or A4)
   - **Original sides - 1–sided or 2–sided printing**
   - **Optimize text/picture** (text, mixed text and graphics, or graphics and photos) Sending graphics and photos in text mode results in lower quality images.
   - **Content Orientation** (portrait or landscape)
   - **Job Build** combines multiple scans into a single job.
   - **Image adjustment**

     Sharpness enhances text and graphic edges.

     Darkness

     Background removes a background that might be a result from copying color paper.
   - **Notification** changes how you are notified of the status of the fax transmission (that is, if the fax was sent or if an error occurred and the fax was not sent). You can print the notifications or send them to an e-mail address.

     NOTE: Notification changes the notification setting for the current fax only.

4. When all settings are completed on the Settings screen, touch OK to return to the Fax screen.

5. Using the keyboard, enter a phone number. Touch the green down-arrow to add the number to the recipients list.

   To remove a number from the list, touch the number and then touch Delete.

   NOTE: If needed, enter a comma (,) to provide a two second pause after a prefix number (such as a "9" or "0") to allow the internal phone system time to access an outside line before the remainder of the number is dialed. To enter a comma, use the keypad on the control panel that pops up when you touch the Recipient Number Entry Box

   To enter a PIN as part of the recipient number, use the keypad on the control panel. Touch the Fax Recipients field, and then touch the PIN button. This inserts a left bracket (**[**). Type the PIN, and then touch the PIN button again to insert the right (**]**) bracket. The number within the brackets is not displayed in the fax number that appears on fax reports.

6. Touch Start to send the fax. You can either touch the Start icon on the touch screen or press the green Start button on the control panel.

7. If the fax recipient number matches one or more saved speed dials, the matched speed dials are displayed and you are asked if you want to continue sending the fax to the indicated recipient(s). Touch Yes to confirm the number and send the fax, or touch No to cancel the fax. Note that this step is not required if the Fax Number Speed Dial Matching feature is disabled.

   If the fax recipient number does not match any saved speed dials, a number confirmation screen appears and you must re-type the fax number. After re-typing the number, touch OK to send the fax. Note that this step is not required if the Fax Number Confirmation feature is disabled.

NOTE: If you have made any changes to the settings on the Settings screen (such as changing notification or 1-sided to 2-sided), a Processing Job screen displays asking "Would you like to keep your current settings?". If you press Yes, the MFP returns you to the Fax screen and the settings you made are retained. This allows you to send another fax using the same settings. If you press No, the settings are cleared (returned to their default values) and the MFP home screen displays.

Send a fax using speed dial

NOTE: Prior to sending a fax using speed dial, you must create a speed dial. To create a speed dial, see Create or delete speed dial lists on page 38.

1. Place the document in the automatic document feeder (ADF) or on the scanner glass.

2. On the control panel, touch the Fax icon to display the Fax screen.

3. Touch Speed Dials to display the Speed Dial screen.

4. Touch a Speed Dial number for the speed dial name you wish to use. Touch OK.

5. The speed dial name will appear in the Fax Recipients section of the Fax screen.

6. Touch Start to send the fax. You can either touch the Start button on the touch screen or press the green Start button on the control panel.

Search a speed-dial list by name

Use this feature to search an existing speed dial by name.

NOTE: If you do not know the unique name of the speed dial, type a letter to select any portion of the list. For example, to view speed-dial names that begin with the letter N, type the letter N. If no matching entries exist, a message appears before the search shows the entry that is closest to the letter N.

1. On the control-panel main screen, touch the Fax icon to display the Fax screen.
2. Touch the Speed Dial Search button. This button looks like a magnifying glass and is located to the right of the Speed Dial button.
3. Type the first letters of the name to search for. As matches are found, the list at the top of the search screen is populated. If necessary, scroll to see all the entries, or type more letters to narrow the search.
4. Select the appropriate name from the list and touch OK. The speed-dial list on the main fax screen shows the selected entry at the top of the list.
5. Touch the selected entry to add it into the recipients list.
6. Select or search for additional names as needed.

Send a fax by using phone book numbers

The fax phone book feature is available when the MFP is configured to use the HP MFP Digital Sending Configuration software. If the MFP has not been configured for use with this software, the Phone Book button will not display. To configure the MFP for use with the HP MFP Digital Sending Configuration software, see the **HP MFP Digital Sending Software User Guide** or the **HP MFP Digital Sending Software Support Guide**.

Also, when Authentication is enabled from the HP MFP Digital Sending Configuration software, your personal fax numbers from your Microsoft® Exchange contact list appear in the phone book.

NOTE: Fax numbers cannot be added or deleted from the phone book from this device. Fax numbers can only be added or deleted using the Address Book Manager (ABM) running on the Digital Send Server or by changing the entries in your contact list.

NOTE: If you have made any changes to the settings on the Settings screen (such as changing notification or 1-sided to 2-sided), a Processing Job screen displays asking "Would you like to keep your current settings?". If you press Yes, the MFP returns you to the Fax screen and the settings you made are retained, which allows you to send another fax using the same settings. If you press No, the settings are cleared (returned to their default values) and the MFP home screen is displayed.

1. On the control panel, touch the Fax icon to display the Fax screen.
2. Touch Address Book icon to display the Address Book screen.
3. Select a phone book source from the drop down menu.
4. Touch the names to highlight and touch the Right Arrow icon to move the highlighted names to the Fax Recipients section.
5. Touch OK to return to the Fax screen.
6. Touch Start to send the fax. You can either touch the Start button on the touch screen or press the green Start button on the control panel.

DSS fax phone book search

Use the fax phone book search feature to complete a name search of the fax phone book that is supplied through the Digital Sending Service (DSS) and the Address Book Manager (ABM).

Check the HP Web site to determine if firmware updates are available for your MFP model.

NOTE: If you are not using DSS, the fax phone book does not appear on the MFP display. The DSS phone book is not the same as the speed-dial list.

1. Touch the Fax icon on the display.
2. Touch the Phone Book icon (located to the right of the fax recipients box).
3. Select the phone book source or All in the pull-down menu at the top of the phone book screen.
4. Select the recipient name from the phone book list.

   For long lists, a name search is available by pressing the Search icon (magnifying glass) at the bottom of the phone book screen. In the search screen, type the first letter or letters of the name; matching recipients appear as letters are typed. Type more letters to further refine the search. Select from the name(s) found at the top of the screen, and then touch OK. The screen returns to the Fax Phone Book.
5. Touch the right arrow to enter the selected name into the Fax Recipients list.
6. Touch OK to return to the Send Fax job screen.

NOTE: Use the Address Book Manager (part of DSS) to create/add content to the Fax Address Book.

NOTE: To import/export the local fax phone book to the EWS, refer to the EWS documentation.

Cancel a fax

Cancel the current fax transmission

The Cancel Current Transmission menu item only appears if an outgoing fax call is in progress.

NOTE: The cancel operation may require up to 30 seconds to complete.

1. On the control panel, press the red Stop button to display the Cancel Fax menu.

   NOTE: All current and pending Fax jobs on the device will continue progress until the cancellation is confirmed with OK

2. Touch Cancel current fax job to cancel the current fax job.

3. Touch OK to cancel the current fax transmission.

Cancel all pending faxes

This deletes all outgoing faxes stored in memory. However, if a fax is in the process of being transmitted, that fax is not deleted and will be sent.

NOTE: If other outgoing faxes are waiting in memory, they will also be deleted.

1. On the control panel, press the red Stop button to display the Cancel Fax menu.

   NOTE: All current and pending Fax jobs on the device will continue progress until the cancellation is confirmed with OK.

2. Touch Cancel all fax jobs to cancel all current and pending fax jobs.

3. Touch OK to cancel all current and pending fax jobs.

Receive faxes

When the fax accessory receives incoming faxes, it stores them in memory before printing. After the entire fax is stored, it is printed and then deleted from memory. Faxes print when received unless Schedule Printing of Faxes is enabled. If Schedule Printing of Faxes is enabled, all incoming faxes are stored in memory and not printed. When Schedule Printing of Faxes is disabled, all stored faxes print. For more information, see Scheduling fax printing (memory lock) on page 43.

You can change the fax-receive default settings to modify the way a fax is received. These settings include the following options:

- Selecting the number of rings-to-answer
- Printing date, time, and page number on faxes (stamp)
- Selecting input paper tray and destination bin
- Forwarding faxes to another number
- Blocking faxes from certain numbers
- Schedule the printing of faxes (memory lock)

For information about changing these menu settings, see Set fax settings on page 11.

NOTE: You cannot cancel incoming faxes.

Create or delete speed dial lists

Speed dial allows you to assign a speed dial name to a single number or a group of numbers and then send a fax to that number or numbers by selecting the speed dial name.

Create a speed dial list

1. On the control panel, touch the Fax icon to display the Fax screen.
2. Touch Speed Dials to display the Speed Dial screen.
3. Touch a Speed Dial number.
4. Touch the Speed Dial Name box to display the keyboard.
5. Type a name for the speed dial and touch OK to return to the Speed Dials screen.
6. Touch the Fax Numbers box to display the keyboard.
7. Type a fax number for the Speed Dial Name and touch OK to return to the Speed Dials screen.
8. Touch the Speed Dial number selected for the Speed Dial Name to save. The name and fax number will appear next to the Speed Dial number.
9. Repeat steps 3-8 to enter all the numbers for the speed dial
10. When finished, press OK to return to the Fax screen

Delete a speed dial list

1. On the control panel main screen, touch the Fax icon to display the Fax screen.
2. Touch Speed Dial to display the Speed Dial screen.
3. Touch a Speed Dial number of the list to be deleted.
4. Touch Delete.
5. The next screen will ask to confirm the deletion.
6. Touch Yes to delete the speed dial list.
7. Touch Yes again to return to the Fax screen.

Delete a single number from the speed dial list

1. On the control panel, touch the Fax icon to display the Fax screen.
2. Touch Speed Dials to display the Speed Dial screen.
3. Touch the Speed Dial number of the list to be edited.
4. Touch the Fax Numbers box to display the keyboard.
5. Scroll through the list of fax numbers and touch the screen to the right of last digit of the fax number to be deleted. Use the backspace key to delete the fax number.

6. Touch OK to return to the Speed Dials screen.
7. Touch OK to return to the Fax screen.

Add a number to an existing speed dial list

1. On the control panel, touch the Fax icon to display the Fax screen.
2. Touch Speed Dials to display the Speed Dial screen.
3. Touch the Speed Dial number of the list to be edited.
4. Touch the Fax Numbers box to display the keyboard.
5. Using the keyboard, type the fax number to add to the speed dial list.

> **NOTE:** The cursor defaults to the next open space below the last entered fax number of the speed dial list.

6. Touch OK to return to the Speed Dials screen.
7. Touch OK to return to the Fax screen.

Voice Calls and Retries

Fax Call Report

When all fax attempts have been exhausted, a Fax Call Report will be printed for a fax send. It shows the fax job log ID. The result of the final attempt is printed on the Fax Call Report.

A Fax Call Report does not print for voice calls. For more information, see Print the fax call report on page 60.

NOTE: A Fax Call Report only generates Job numbers for final attempts. If one of these reports is printed manually from the menu and the last call was neither the final attempt nor a Voice call the Job number will be zero.

Fax Activity Log

Voice Calls are not included in the Fax Activity Log by default. Only the final attempt is listed in the Fax Activity Log. For more information, see Print the fax activity log on page 61.

T.30 Report

Voice Calls do not cause a T.30 report to print. All retry attempts cause a T.30 report to print. For more information, see Service settings on page 63.

Secure settings

Two settings, fax forwarding and fax printing, are secure features and require a PIN. The first time you access either setting, you will be required to create a PIN. After you create that PIN, it is used to access both features. That is, if a PIN that has been created for fax forwarding it is also used to access fax printing, or if the PIN was first created for fax printing, it must be used to access fax forwarding. Only one PIN can be created to access these secure settings.

If fax call report is enabled with thumbnails, a report prints with a thumbnail of the first page of the fax when fax printing or fax forwarding is enabled. If you want secure fax printing, disable printing the thumbnail on the fax call report.

Change your PIN

This procedure describes how to change your existing PIN.

△ **CAUTION:** Always save your PIN in a secure place. If you lose your PIN, you must contact HP Service Support for information about how to reset the PIN. For more information, see Customer support on page 69.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Default Job Options to display the Default Job Options menu.
3. Touch Default Fax Options to display the Default Fax Options menu.
4. Touch Receive Fax to display the Fax Receive screen.
5. Touch Fax Forwarding to display the PIN screen.
6. Using the keypad, type the PIN (at least four digits), and then touch OK to display the Fax Forwarding screen.
7. Touch Change PIN to display the PIN screen.
8. Using the keypad, type the new PIN (at least four digits), and then touch OK.
9. Using the keypad, confirm the new PIN, and then touch OK.
10. Touch OK again.

Set fax forwarding

Use the forward fax setting to forward all received faxes to another fax number. When forward fax is enabled, the receiving MFP prints the fax (if fax printing is disabled, the fax prints when the printing is enabled), and also forwards the fax to the fax forward number.

NOTE: If the fax fails to forward to another phone number, the device will not attempt to forward the fax again. All faxes are forwarded in fine or standard resolution.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Default Job Options to display the Default Job Options menu.
3. Touch Default Fax Options to display the Default Fax Options menu.
4. Touch Receive Fax to display the Fax Receive screen.
5. Touch Fax Forwarding to display the PIN screen.
6. Using the keypad, type the PIN (at least four digits), and then touch OK to display the Fax Forwarding screen.
7. Touch Fax Forwarding.
8. Touch Custom and touch Save to display the Set Fax Forwarding screen.
9. Touch Forward to Number to display the Forward to Number screen.
10. Touch the text box to enter the fax forward phone number and touch OK.

Scheduling fax printing (memory lock)

Use the fax printing feature to specify when faxes print. There are three fax printing modes that can be selected. The selections are Store all received faxes, Print all received faxes, or Use fax printing schedule.

If Store all received faxes is selected, then all incoming faxes will be stored in memory and not printed. It is possible to access fax jobs stored in memory through the MFP Retrieve Job menu. Using this menu, you can print or delete print jobs while they are stored in memory. For additional information about this feature, see the Retrieve Job menu description in the MFP user guide.

NOTE: Retrieved stored faxes can be accessed by entering the Fax Printing menu and changing the mode to Print all received faxes.

If Print all received faxes is selected, then all incoming faxes will be printed. Any faxes that are currently stored in memory will also be printed.

If Use fax printing schedule is selected, then faxes will be only printed per the fax printing schedule. The fax printing schedule can be set to lockout an entire day (24 hours) or lockout a time period during the day. Only one lockout period can be set, but it can be applied to any number of days. The lockout period is setup under the Fax Printing menu. For more information, see Create a fax printing schedule on page 44.

NOTE: When the lockout time ends, any faxes that were received and stored during the lockout period are printed automatically.

Enable or disable the fax printing schedule

NOTE: Before enabling a fax-printing schedule, a schedule must be created. For more information, see Create a fax printing schedule on page 44.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Time/Scheduling to display the Time/Scheduling screen.
3. Scroll to and touch Fax Printing to display the PIN menu.
4. Touch the text box to display the keyboard.
5. Using the keypad, type the PIN (at least four digits), and then touch OK to display the Fax Printing menu.

   If you do not have a PIN, you will be prompted to create one.

   NOTE: Always save your PIN in a secure place. If you loose your PIN, you must contact HP Service Support for information on how to reset the PIN. For more information, see Customer support on page 69.

6. Scroll to and touch Fax Printing Mode.

7. Select a fax printing mode:

   - Scroll to and touch Store all received faxes to disable printing of faxes and store all received faxes to memory.
   - Scroll to and touch Print all received faxes to allow all stored faxes to print and to print all faxes as received.
   - Scroll to and touch Use fax printing schedule to use the fax printing schedule to automatically turn on and off the printing of faxes.

8. Scroll to and touch Save to exit.

NOTE: Fax printing and fax forwarding use the same PIN. If you have created a PIN for fax forwarding, use that PIN here.

Create a fax printing schedule

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Time/Scheduling to display the Time/Scheduling screen.
3. Touch Fax Printing to display the PIN menu.
4. Touch the text box to display the keyboard.
5. Using the keypad, type the PIN (at least four digits), and then touch OK to display the Fax Printing menu.

   If you do not have a PIN, you will be prompted to create one.
6. Touch Fax Printing Mode, then touch Use fax printing schedule.
7. Touch Create Fax Printing Schedule to display the schedule settings. To edit the start/stop times, select a day, select As Scheduled, then touch Save.

   NOTE: The following menu allows you to edit the print start time or the print end time. To edit both, touch Back after editing one to return to the previous menu and then select the other.
8. Touch Print Start Time to set the scheduled time when faxes will start printing (end the lockout period when faxes are not stored to memory).

   a. Touch the text box to display the keyboard.

   b. Type a value for the hour, and then touch OK.

   c. Touch Save to save the hour setting.

   d. Touch the text box to display the keyboard.

   e. Type a value (1–59) for the minutes, and then touch OK.

   f. Touch Save to save the minutes setting.

   g. Touch AM or PM.

h. A prompt appears asking to apply the changes to all scheduled days. Touch Yes, to apply the changes to all scheduled days, or touch No to apply the changes only to the currently selected scheduled date.

i. Touch Save.

9. Touch Print End Time to set the scheduled time when faxes will not print (begin the lockout period when faxes store to memory).

a. Touch the text box to display the keyboard.

b. Type a value for the hour, and then touch OK.

c. Touch Save to save the hour setting.

d. Touch the text box to display the keyboard.

e. Type a value (1–59) for the minutes, and then touch OK.

f. Touch Save to save the minutes setting.

g. Touch AM or PM.

h. A prompt appears asking to apply the changes to all scheduled days. Touch Yes, to apply the changes to all scheduled days, or touch No to apply the changes only to the currently selected scheduled date.

i. Touch Save.

Use Fax over VoIP networks

VoIP technology converts the analog phone signal into digital bits. These are then assembled into packets which travel on the Internet. The packets are converted and transmitted back to analog signals at or near the destination.

The transmission of the information on the Internet is done digitally instead of analog. Therefore, there are different constraints on the fax transmission that may require different fax settings than the analog Public Switched Telephone Network (PSTN). Fax is very dependent upon timing and signal quality, so a fax transmission is more sensitive to a VoIP environment.

The following are suggested changes in settings for the HP LaserJet Analog Fax Accessory 500 when it is connected to a VoIP service:

- Start off with the fax set in V.34 mode and with Error Correction Mode (ECM) turned on. The V.34 protocol handles any changes in transmission speed needed to accommodate VoIP networks.
- If numerous errors or retries occur with the unit set to V.34, set V.34 Off and set Maximum Baud Rate to 14,400 bps.
- If errors and retries persist, set a lower fax speed as some VoIP systems cannot handle the higher signal rates associated with fax. Set the Maximum Baud Rate to 9,600 bps.
- In rare cases, if errors persist, turn off ECM on the product. The image quality might decrease. Ensure that the image quality is acceptable with ECM off before using this setting.
- If the preceding setting changes have not improved the VoIP fax reliability, contact your VoIP provider for help.

4 Solve fax problems

- Is your fax set up correctly?
- Check fax accessory status
- Fax feature is not operating
- General fax problems
- Problems with receiving faxes
- Problems with sending faxes
- Error codes
- Fax error messages
- Fax logs and reports
- Service settings
- Firmware upgrades

Is your fax set up correctly?

Use the following checklist to help identify the cause of any fax related problems you are encountering:

- **Are you using the phone cord supplied with the fax accessory?** This fax accessory has been tested with the supplied phone cord to meet RJ11 specifications. Do not substitute another phone cord; the analog-fax accessory requires an analog phone cord. It also requires an analog phone connection.
- **Is the fax/phone line connector seated in the socket on the fax accessory?** Make sure that the phone jack is well seated in the socket. The connector should be inserted into the socket until it "clicks."
- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make a phone call?

What type of phone line are you using?

- **Dedicated line:** A standard fax/phone number assigned to receive or send faxes.

NOTE: The phone line should be for MFP fax use only and not shared with other types of telephone devices. Examples include alarm systems that use the phone line for notifications to a monitoring companies.

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You need to have access to a standard analog phone line to be able to send and receive faxes.
- **Roll-over lines:** A phone system feature where a new call "rolls over" to the next available line when the first incoming line is busy. Try attaching the fax accessory to the first incoming phone line. The fax accessory will answer the phone after it rings the number of times set in the rings-to-answer setting.

NOTE: Roll-over lines can cause problems with the fax accessory's ability to receive faxes. Using roll-over lines with this product is not recommended.

Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax accessory to protect the fax accessory against electrical power passed through the phone lines. These devices can cause some fax communication problems by degrading the quality of the phone signal. If you are having problems sending or receiving faxes and are using one of these devices, connect the fax accessory directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.

Are you using a phone company voice-messaging service or an answering machine?

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory is not able to receive faxes. If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls, and no calls are routed to the messaging service.

Does your phone line have a call-waiting feature?

If the fax telephone line has an activated call-waiting feature, a call-waiting notice can interrupt a fax call in progress, which causes a communication error. Ensure that a call-waiting feature is not active on the fax telephone line.

Check fax accessory status

If the analog-fax accessory does not appear to be functioning, print a Fax Accessory Page to check the status.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Information.
3. Scroll to and touch Configuration/Status Pages.
4. Scroll to and touch Configuration Page to print the configuration pages.

On the Fax Accessory Page of the Information Page, under the HARDWARE INFORMATION heading, check the MODEM STATUS. The following table identifies the status conditions and possible solutions.

OPERATIONAL / ENABLED[1]	The analog-fax accessory is installed and ready.
OPERATIONAL / DISABLED[1]	The fax accessory is installed and operational, however, HP Digital Sending utility has either disabled the MFP fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time.
NON-OPERATIONAL / ENABLED/DISABLED[1]	A firmware failure has been identified. The firmware should be updated, see Firmware upgrades on page 65.
DAMAGED / ENABLED/DISABLED[1]	Fax accessory has failed; reseat the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

[1] ENABLED indicates that the analog fax accessory is enabled, turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

Fax feature is not operating

The fax accessory is installed but the icon does not appear on the MFP main screen.

Cause	Solution
HP MFP Digital Sending Software Configuration utility has disabled the analog-fax feature.	Use the HP MFP Digital Sending Software Configuration utility to enable the analog-fax feature.
The accessory is not operating correctly.	Check the fax accessory status, see Check fax accessory status on page 50. If the status is NON-OPERATIONAL, new firmware might need to be installed. If the status is DAMAGED and you just installed the card, try reseating the card and check for bent pins. If the status is DAMAGED and the card is installed correctly, the card might need to be replaced.
Faulty formatter board.	Contact your HP service representative for service, see Customer support on page 69.

The MFP is not displaying the fax menus.

Cause	Solution
LAN fax is enabled.	This is normal operation. When the HP Digital Sending Software enables LAN fax, the analog fax is disabled and the fax menu, which is used for the analog fax only, does not open.

General fax problems

Problem	Cause	Solution
Fax failed to send.	JBIG is enabled and receiving fax does not have JBIG capability.	Set JBIG off.
An "Out of Memory" status message appears on the status message bar.	The MFP storage disk is full.	Delete some files from the disk, see the MFP user guide for information about managing the disk.
Print quality of a photo is poor or prints as a gray box.	Wrong Page Content mode setting.	Try setting the Optimize Text/Picture option to Photograph.
Pressed the Cancel button on the MFP keyboard to cancel a fax transmission and the fax was still sent.	Cancellation takes place after making a selection in the cancellation menu (displayed after pressing red Stop button) and acknowledging with OK.	Cancel faxes using the fax menu, see Cancel a fax on page 36.
No Phone Book button appears.	The Phone Book feature has not been enabled.	Use the HP MFP Digital Sending Software Configuration utility to enable the phone book feature.
Not able to locate the Fax settings in HP Web Jetadmin.	Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.	Select **Digital Sending and Fax** from the drop-down menu. For more information, see HP Web Jetadmin on page 12.
The header is being appended to the top of the page when I have overlay enabled.	The fax will append the overlay header to the top of a page when overlay is set, when the fax has been forwarded.	This is normal operation.
Have a mix of names and numbers in the recipients box.	This is normal for both names and numbers to appear, depending on where they are from, the phone book lists names, and all other databases list numbers.	Normal, no action required.
My one page fax prints as two pages.	The fax header is being appended to the top of the fax, pushing text to a second page.	If you want your one page fax to print on one page, set the overlay header to overlay mode.
Document stops feeding in the middle of faxing.	There might be a jam in the ADF.	If there is a jam, see the MFP user guide for instructions on clearing jams.
The volume for sounds coming from the fax accessory is too high or too low.	The volume setting needs to be adjusted.	SeeSet the ringer volume on page 27 for information about changing the sound volume settings.

Problems with receiving faxes

Incoming fax calls are not being answered by the fax accessory (no fax detected).

Cause	Solution
The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting.
The phone cord might not be connected properly, or the phone cord is not working.	Check the installation. Make sure you are using the phone cord that came with the fax accessory.
The phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.
A voice-messaging service might be interfering with the fax accessory's ability to answer calls.	Do one of the following: • Discontinue the messaging service. • Get a phone line dedicated to fax calls. • Decrease the rings-to-answer for the fax accessory to a number less than the rings-to-answer for the voice mail.

Faxes are transmitting or being received very slowly.

Cause	Solution
You might be sending or receiving a very complex fax, such as one with many graphics.	Complex faxes take longer to be sent or received.
The receiving fax machine might have a slow modem speed.	The fax accessory only sends the fax at the fastest modem speed the receiving fax machine can use.
The resolution at which the fax was sent or is being received is very high. A higher resolution typically results in better quality, but also requires a longer transmission time.	If you are receiving the fax, call and ask the sender to decrease the resolution and resend the fax. If you are sending, decrease the resolution and change the Optimize Text/Picture option. See Send a fax - enter numbers manually on page 32.
If there is a poor phone-line connection, the fax accessory and the receiving fax machine slow down the transmission to adjust for errors.	Cancel and resend the fax. Have the phone company check the phone line.

Faxes are not printing on the MFP.

Cause	Solution
There is no media in the media input tray.	Load media. Any faxes received while the input tray is empty are stored and will print after the tray has been refilled.
Schedule Printing of Faxes is set.	If Schedule Printing of Faxes is enabled, faxes will not print until it is disabled. If you want to print your faxes, see Scheduling fax printing (memory lock) on page 43.
The MFP is either low on toner or has run out of toner.	The MFP stops printing as soon as it is low on toner or runs out of toner. Any faxes received are stored in memory and print after the toner has been replaced. For other MFP printing problems, see the MFP user guide.
Incoming call may be a voice call.	Incoming voice calls usually show up in the call report as a **Communication Error (17)** As these are voice calls and not

Faxes are not printing on the MFP.

Cause	Solution
	a fax error, no action is needed to be taken. Ensure that those calling you have a voice number that is different from the fax number.
The incoming fax was interrupted.	Verify that the fax telephone line does not have an activated call-waiting feature. A call-waiting notice can interrupt a fax call in progress, which causes a communication error.

Problems with sending faxes

Problem	Cause	Solution
Faxes quit during sending.	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.
	Your phone line might be noisy or poor quality	Try using a lower baud rate to improve the reliability of transmission. See maximum baud rate setting.
	A call-waiting feature might be active	Verify that the fax telephone line does not have an activated call-waiting feature. A call-waiting notice can interrupt a fax call in progress, which causes a communication error.
The fax accessory is receiving faxes but is not sending them.	If the fax accessory is on a PBX system, the PBX system might be generating a dial tone the fax accessory cannot detect.	Disable the detect dial tone setting.
	There might be a poor phone connection.	Try again later.
	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.
Outgoing fax calls keep dialing.	The fax accessory automatically redials a fax number if the Redial on Busy option is set to on or if the Redial On No Answer is set on.	This is normal operation. If you do not want the fax to retry, set Redial on Busy to 0 and set Redial On No Answer to 0.
Faxes you send are not arriving at the receiving fax machine.	The receiving fax machine might be turned off or might have an error condition, such as being out of paper.	Call the recipient to make sure the fax machine is turned on and ready to receive faxes.
	A fax might be in memory because it is waiting to redial a busy number, or there are other jobs ahead of it waiting to be sent.	If a fax job is in memory for either of these reasons, an entry for the job appears in the fax log. Print the fax activity log, and check the **Result** column for jobs with a **Pending** designation.

Error codes

If a fax problem occurs which prevents or interrupts sending or receiving of a fax, an error code is generated that will help in determining the cause of the problem. Error codes show up in the fax activity log, the fax call report, and the T.30 Protocol Trace (see Service settings on page 63). Print one of these three reports to obtain the error code. A detailed description of the error codes and the appropriate action can be found at www.hp.com by searching for HP LaserJet Analog Fax Accessory 500.

Fax error messages

When an analog fax is sent or received on an HP LaserJet product, any errors that occur during the fax process will be displayed on the product control panel and entered into the fax reports. Fax errors can occur for many reasons and often they are due to interruptions or noise on the telephone connection. Any error that takes place during the fax process regardless of where it originates will be displayed by the product.

If the fax process is interrupted or an error occurs during a fax transmission or reception, a two part status/error description is generated by the fax subsystem on the MFP. Normal or successful faxes also generate messages indicating success. The message information consists of a text description and a numeric code (a few messages don't include numeric codes). Only the text part of the message will be displayed on the MFP control panel; however, both the text message and numeric code will be listed in the Fax Activity Report, Fax Call Report, and the Fax T.30 Trace (these fax reports can be printed out individually from the MFP control panel – under the **Administration** > **Information** and **Administration** > **Troubleshooting** menus). The numeric code is shown in parentheses after the text part of the message in the reports. For example, if a communication error occurred, the control panel display would show **Fax Failed: Communication Error**. The same error would be shown in the Result field in the Fax Activity Report as **Communication Error (17)**. For this example, the numeric code associated with this communication error is '17'.

The numeric code is generated by the fax modem. Usually a numeric code of (0) indicates a normal modem response. Some messages will always display a numeric code of (0), whereas other messages can have a range of numeric codes depending on the circumstances, and a few messages will have no numeric code. Usually a numeric code of (0) indicates an error was not associated with the fax modem, but occurred in another part of the fax subsystem. Non-zero error codes give further detail into the particular action or process that the modem is executing, and they don't necessarily indicate that there is a problem with the modem.

In the tables that follow, the fax messages with the most common number codes are given with recommended corrective action. Several messages that are normal or indicate a normal event are also included in tables. For example, if a fax was not able to be sent to a busy number, a **Fail Busy** message will be shown. Nothing is wrong with the fax subsystem; the message indicates the fax was not completed due to a busy telephone number at the receiving end.

Persistent error messages with numeric codes different than those listed here require assistance of customer support. A more detailed listing of the last fax call can be printed out before contacting customer support to help identify the problem. The detailed fax listing is called a Fax T.30 Trace and can be printed for the last fax, or it can be set to print whenever a fax error occurs. To print or configure the Fax T.30 Trace, touch **Administration**, **Troubleshooting**, and then **Fax T.30 Trace**. You can then print the report for the last fax or configure when to print the T.30 trace.

Send-fax messages

Table 4-1 Send-fax messages

Message	Error No.	Description	Action(s)
Cancelled	0	Fax was cancelled by user at control panel of MFP.	None.
Success	n/a	Fax sent successfully.	None.
Fail Busy	0	The receiving fax machine is busy.	The fax will be retired automatically (if configured), otherwise try resending fax later.
No Answer	0	The receiving fax machine is not answering the call.	The receiving fax machine may be disconnected or turned off; contact the receiver to check the machine. Try resending.
Compression Error	Any	Fax may be corrupted or not sent.	Try resending fax.
No Dial	0	No dial tone is detected when sending the fax.	Verify the phone line is active; set the sending fax to "not" to detect a dial tone.
Modem Fail	Any	Unexpected or bad response from the internal fax modem to MFP.	Try resending fax; if the error persists, contact service.
Communication Error	17 or 36	Lost telephone connection between sender and receiver.	Try resending the fax.
Communication Error	Any besides 17 or 36	General communications issue where the fax transmission was interrupted or did not proceed as expected.	Try resending fax; if the error persists, contact service.
Space Fail	0	Unable to read or write the fax image file to disk; could be corrupt MFP disk or no space available on the MFP's disk.	Try resending fax; if the error persists, contact service.
Page Fail	0	Incompatible page width, or page had too many bad lines.	Try resending fax; if the error persists, contact service.
Memory Error	0	Out of RAM memory on MFP.	If error persists, may need to add RAM to MFP.
Job Fail	Any	Fax failure; the fax job did not complete.	Try resending fax; if the error persists, contact service.
Power Failure	0	A power failure occurred during the fax transmission on the sending fax MFP.	Try resending the fax.
No Fax Detected	17 or 36	No fax machine was detected at receiving end.	Verify fax number and have receiver verify fax machine is on and connected; then try resending fax.

Receive-fax messages

Table 4-2 Receive-fax messages

Message	Error No.	Description	Action(s)
Success	n/a	Fax received ok.	None.
Blocked	n/a	Fax reception was blocked by receiving fax machine using blocked number feature.	None.
Modem Fail	Any	Unexpected or bad response from the internal modem to the MFP - example is trying to send a fax just as another fax is arriving.	Have fax resent; if the error persists, contact service.
Communication Error	17, 36	Lost telephone connection or interruption between sender/ receiver.	Have the sender resend the fax (if the sending machine does not automatically retry).
Communication Error	Any besides 17 or 36	General communications issue where the fax transmission was interrupted or did not proceed as expected.	Have fax resent; if the error persists, contact service.
Space Fail	0	Unable to read or write image file to disk; could be corrupt MFP disk or no space on disk.	Have fax resent; if the error persists, contact service.
Page Fail	0	Incompatible page width or page had too many bad lines.	Have fax resent; if the error persists, contact service.
Memory Error	0	Out of RAM memory on MFP.	If error persists, may need to add additional RAM memory to MFP.
Compression Error	0	Corrupted fax - the received image file cannot be decoded.	Have fax resent; enable ECM (Error Correction Mode) if not already.
Print Fail	0	Corrupted fax - the received image file cannot be decoded.	Have fax resent; enable ECM (Error Correction Mode) if not already.
Poll Invalid	0	The fax polling feature attempted to retrieve a fax from another machine but no fax was available.	Contact the administrator of the fax machine being polled and verify a fax is available, and then retry.
Job Fail	Any	Fax failure; this includes all non-specific failures.	Have fax resent; if the error persists, contact service.
Power Failure	0	A power failure occurred during the fax reception.	Have the sender resend the fax.
No Fax Detected	17, 36	A voice call was made to the fax.	None

Fax logs and reports

Print the fax call report

The fax call report is a brief report that indicates the status of the last fax that was sent or received. If you want a thumbnail (a 62 percent reduction of the first page) of the fax printed on this report, select the Thumbnail on Report setting.

1. On the control panel, touch the Administration icon to open the Administration menu.
2. Touch Information to display the Information menu.
3. Touch Fax Reports to display the Fax Reports menu.
4. Touch Fax Call Report to display the Fax Call Report screen.
5. If you want a thumbnail of first page of the fax, touch Thumbnail on Report, and then:
   - Touch Yes to include a thumbnail of the first page.
   - Touch No to disable printing a thumbnail on the report.
6. Touch Fax Call Report to print the fax call report.

Schedule fax call report printing

Use the When to Print Report setting to specify under what conditions you want to print the fax call report.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Touch Information then Fax Reports.
3. Touch Fax Call Report then When to Print Report.
   - Touch Never auto print to never print a Fax Call Report.

     NOTE: If you select Never auto print, you will have no printed indication other than the touchscreen status-bar message, that a fax failed to be transmitted unless you print a fax activity log.
   - Touch After any fax job to print a Fax Call Report after a fax is sent or received.
   - Touch After fax send jobs to print a Fax Call Report after a fax is sent.
   - Touch After any fax error (default) to print a Fax Call Report after the device detects a fax error.
   - Touch After send errors only to print a Fax Call Report after the device detects a fax send error.
   - Touch After receive errors only to print a Fax Call Report after the device detects a fax receive error.

NOTE: If you select Never, you will have no printed indication other than the touchscreen status-bar message, that a fax failed to be transmitted unless you print a fax activity log.

Print the fax activity log

The fax activity log includes the following information.

- Date and time of all faxes received, sent, or failed to send
- Identification (phone number, if available)
- Duration (off-hook time)
- Number of pages
- Result (successfully sent, pending, or failed to send which includes error type and code)

The database stores the most recent 500 fax entries (older faxes are deleted from the log). The database fax entries include any fax session as an entry. For example, a fax session could be a sent fax, received fax, or firmware upgrades. Depending on the activity, there might be fewer than 500 entries in the report (unless you sent 500 faxes without receiving any faxes or other completing another activity).

If you want to use the log for record keeping purposes, you should print the log periodically (at least every 500 faxes) and then clear it.

To print the fax activity log, complete the following steps.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Information.
3. Scroll to and touch Fax Reports then Fax Activity Log. (Prints report)

Print the billing code report

The billing code report is a list of the most recent 500 faxes that were successfully sent, listed by billing code. The following information is provided in this report.

- Billing code number
- Date and time of all faxes that were successfully sent
- Identification number
- Duration (off hook time)
- Number of pages sent
- Result (success)

The database stores the most recent 500 faxes (older faxes are deleted from the database). If you want to use the report for record keeping purposes, you should print the report periodically (at least every 500 faxes) and then clear it.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Information.
3. Scroll to and touch Fax Reports.
4. Scroll to and touch Billing Codes Report.
5. Touch Print to print the report.

Clear the fax activity log and billing code report

The fax activity log and the billing code report use the same database. This setting clears the database and therefore clears both the activity log and the billing report data.

To clear the fax database, complete the following steps.

1. On the control panel, touch the Administration icon to open the Fax menu.
2. Scroll to and touch Resets to open the menu.
3. Scroll to and touch Clear Fax Activity Log.
4. Touch Yes to clear all entries, or touch No to exit and retain the entries.

Print the blocked fax list report

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Information.
3. Scroll to and touch Fax Reports
4. Touch Blocked Fax List to print the report.

Print the speed dial list report

A speed dial list report lists the fax numbers assigned to speed dial names.

1. On the control panel, scroll to and touch the Administration icon to open the Administration menu.
2. Scroll to and touch Information.
3. Scroll to and touch Fax Reports.
4. Touch Speed Dial List to print the report.

Service settings

These items in the control-panel menus can help with troubleshooting if the corrective action taken under the Error Codes section is unsuccessful. They are intended to be used when an HP service representative is assisting you.

Settings in the Initial Setup menu

Open the Administration menu, and then select the Initial Setup menu. Open the Fax Setup menu.

Fax Send settings	Maximum baud rate: This setting provides a list of baud rates to select for operation. If the fax is having communication errors, use this setting to select slower baud rates to determine if the communication error is caused by the phone line. Once this setting is set, it remains set until changed.
	TCF T.30 Delay: This setting has a range between 60 to 255 ms. It should be left to its default value of 60 ms. Use this setting when directed by an HP technical support agent as adjustment procedures associated with it is beyond the scope of this guide.
	TCF T.30 Extend: This setting has a range between 0 to 2550 ms. It should be left to its default value of 0 ms. Use this setting when directed by an HP technical support agent as adjustment procedures associated with it is beyond the scope of this guide.
Fax Receive settings	Ring interval or Ring-burst off time: This setting is used to adjust for some PBX ring signals. Use this setting when directed by an HP technical support agent.
	Ring Frequency: This setting has a range between 1 to 200 Hz. It should be left at its default value of 68 Hz. Use this setting when directed by an HP technical support agent as adjustment procedures associated with it is beyond the scope of this guide.

Settings in the Troubleshooting menu

Open the Administration menu, and then select the Troubleshooting menu.

Troubleshooting menu settings	**T.30 Trace**: The T.30 trace is a printed report which produces a record of all the communications between the sending and receiving fax machines for the last Fax transmission or reception. The report has many technical details which are usually beyond the scope of most users. However the report contains detailed error codes and other information that might be useful in troubleshooting a particular problem related to sending or receiving a FAX. The report contents might be requested by an HP service representative when trying to determine the cause of a problem and will help to determine the appropriate action. (For error code information, see Error codes on page 56.)
	Transmit Signal Loss: This selection compensates for phone line signal loss. It is not recommended to modify this setting unless requested to do so by an HP service representative as it might render the fax inoperable.
	V.34: This setting has two values (Normal and Off) that control the modem's baud rate. The Normal setting allows the modem

	to select (negotiate with the other modem) any of the supported baud rates up to 33,600 bps. The Off setting sets the baud rate to 14,400 bps. This setting remains set, until changed.
	Speaker mode: This service setting has two modes, Normal and Diagnostic. In Normal mode, the modem speaker is turned on during dialing through the initial connection and then shuts off. For Diagnostic mode, the speaker is turned on and remains on for all fax communications until the setting is returned to Normal.

Settings in the Resets menu

Open the Administration menu, and then select the Resets menu.

Resets menu settings	Restore Factory Telecom Settings or Restore Default Telecom Settings: This selection resets several menu changes back to their default settings. This includes the maximum baud rate, ring-burst off time, V.34, speaker mode, and transmit signal loss.

Firmware upgrades

The firmware on the fax accessory can be updated. Fax firmware updates occur as part of an overall product firmware update. See the product user guide for more information.

A Service and support

- Hewlett-Packard limited warranty statement
- Customer support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet Analog Fax Accessory 500	1 year

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

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HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

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Customer support

Get telephone support, free during your warranty period, for your country/region Have the product name, serial number, date of purchase, and problem description ready.	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/.
Get 24-hour Internet support	www.hp.com/go/mfpfaxaccessory500

B Specifications

- Fax accessory product specifications
- Replacement parts and accessories

Fax accessory product specifications

Environmental specifications	
Operating environment	• Temperature: 10 to 32.5° C (50 to 91° F) • Relative Humidity: 20 to 80 percent (no condensation)
Storage environment	• Temperature: -20° C to 40° C (-4° F to 104° F) • Relative Humidity: Less than 95 percent (no condensation)
Fax specifications	
Fax compatibility	• CCIT/ITU-T Group 3, EIA/TIA Class 1, Class 2.1
Phone connector	• RJ11
Compression methods	• MH, MR, MMR, and JBIG
Transmission speeds and standards supported	• V.17 at 14,400, 12,000, 9,600, 7,200 bps • V.33 at 14,400, 12,000 bps • V.29 at 9,600, 7,200 bps • V.27 at 4,800, 2,400 bps • V.34 at 16,800, 19,200, 21,600, 24,000, 26,400, 28,800, 31,200, 33,600 bps
Modem speed	• Up to 33.6K bits per second (bps)
Speed dialing	• Yes
Fax resolution, (send and receive)	• Standard - 200 x 100 dots per inch (dpi) • Fine - 200 x 200 dpi • Superfine - 300 x 300 dpi • Ultrafine - 200 x 400 (receive only) • Ultrafine - 400 x 400 (receive only)

Replacement parts and accessories

You can obtain replacement parts for the fax accessory by contacting your sales representative or your Hewlett-Packard dealer.

C Regulatory information

- Environmental Product Stewardship Program
- Declaration of conformity
- FCC regulations
- Additional FCC statement for telecom products (US)
- Telephone Consumer Protection Act (US)
- Canadian DOC regulations
- Industry Canada CS-03 requirements
- EU Statement for Telecom Operation
- New Zealand Telecom Statements
- EMI statement (Taiwan)
- VCCI statement (Japan)
- EMI statement (Korea)
- Substances Table (China)

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.

Plastics

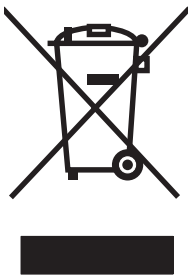
Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Declaration of conformity

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1: DoC# BOISB-0703-00-rel.1.0

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard, Boise, Idaho 83714-1021, USA

declares, that the product

Product Name:	HP Analog Fax Accessory 500
Regulatory Model Number:[2)]	BOISB-0703-00
Product Options	All

conforms to the following Product Specifications:

Safety:	IEC 60950-1:2001 / EN60950-1: 2001 +A11
EMC:	CISPR22:2005 / EN55022:2006 - Class A[1),3)] EN 55024:1998 +A1:2001 +A2:2003 EN61000-3-2:2000 +A2:2005 FCC Title 47 CFR, Part 15 Class A[1)] / ICES-003, Issue 4
Telecom:	ES203-201; FCC Title 47 CFR, Part 68[4)]

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-Marking CE accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

3) The product meets the requirments of EN55022 & CNS13438 Class A in which case the following applies: “Warning: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.”

4) Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.

Boise, Idaho 83714-1021, USA

March 2008

For Regulatory Topics only, contact:

European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard Gmbh,Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034 Böblingen, Germany, (FAX: +49-7031-14-3143), http://www.hp.com/go/certificates
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015, USA, (Phone: 208-396-6000)

FCC regulations

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These 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 instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

NOTE: Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class A limits of Part 15 of FCC rules.

Additional FCC statement for telecom products (US)

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 REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack, which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not 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 the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please see the numbers in this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The customer can do the following repairs: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

Telephone Consumer Protection Act (US)

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, other entity, or individual sending the message and the telephone number of the sending machine or such business, or other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long distance transmission charges).

Canadian DOC regulations

Complies with Canadian EMC Class A requirements.

« Conforme à la classe A des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

Industry Canada CS-03 requirements

Notice: The Industry Canada label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible for the equipment to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution can be particularly important in rural areas.

△ **CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalence Number (REN) of this device is 0.0.

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Number of all the devices does not exceed five (5.0). The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

EU Statement for Telecom Operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions.

It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking.

For more details see Declaration of Conformity issued by the manufacturer in another section of this manual.

However due to differences between individual national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual.

If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation.

Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

New Zealand Telecom Statements

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.

This product has not been tested to ensure compatibility with the FaxAbility distinctive ring service for New Zealand.

EMI statement (Taiwan)

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

EMI statement (Korea)

사용시 안내문 (A급 기기)

이 기기는 업무용으로 전자파장해검정을 받은 기기이오니, 만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
机械/结构部件	X	0	0	0	0	0
电气/电子部件	X	0	X	0	0	0

3157

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。
X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

Index

A
accessories 73
activity log 61

B
background setting
  copying colored paper 18
  removing from transmitted faxes 18
batteries included 76
billing code report
  printing 61
billing codes 17
blocked fax list report
  printing 62
browser, Web
  remote configuration 12

C
call report 60
Canadian DOC regulations 80
canceling a fax 36
cautions 3
clearing log/report data 62
company name 8
configuration
  remote 12
contacting HP 69
conventions, document 3
country/region 8
customer support 69

D
dark/light setting for transmitted faxes 18
database 62
date/time setting 8
declaration of conformity 77
dial tone detection, setting 14
dialing mode
  setting 14
dialing prefix
  setting 15
digital sending utility, remote configuration 13
disposal, end-of-life 76
document conventions 3
DSS. *See* digital sending utility

E
embedded Web server 12
end-of-life disposal 76
environmental specifications 72
error
  codes 56
error correction mode
  settings 25
European Union, waste disposal 76
EWS. *See* embedded Web server

F
fax
  canceling 36
  configuration wizard 7
  feeding problems 52
  printing 43
  receiving 37
  required settings 7
  resolution 72
  sending 32
fax header 8
fax notification 23
fax number confirmation 19
fax number speed dial matching 19
fax polling 23
FCC regulations 78
features, description 4
feeding problems 52
firmware upgrades 65
fit-to-page 21
forwarding a fax 42

G
graphics, low quality 32
group dial. *See* speed dial

J
Japanese VCCI statement 83
JBIG compression
  setting 17

K
Korean EMI statement 83

L
LAN fax 1, 7
light/dark setting for transmitted faxes 18
locked fax printing 43
log/report
  activity log 61
  activity log, clearing 62
  billing code report 61
  billing report, clearing 62
  blocked fax list report 62
  fax call report 60
  speed dial list report 62

M
material restrictions 76
memory lock
  disabling 43
  enabling 43
  PIN 41
memory, saving and deleting faxes 32
menu, fax settings 7

mercury-free product 76
MFP. *See* multifunction product
modem speed 53, 72
multifunction product 1

N
not configured 7
notes 3
notification settings 23

O
overlay header
  setting 14

P
paper tray selection 22
parts 5
pause, when dialing 32
PBX systems troubleshooting 55
phone book 34
phone lines troubleshooting 55
phone number 8
photos, low quality 32
PIN
  changing 41
  creating 41
  resetting 41
polling 23
prefix
  automatic dialing 15
printing locked faxes 43
pulse dialing
  setting 14

R
receiving faxes 37
redial interval, setting 16
redial-on-busy
  setting 15
redial-on-no-answer
  setting 16
regulatory statements
  declaration of conformity 77
remote configuration
  digital sending utility 13
  Web browser 12
  Web Jetadmin 12
replacement parts 73
required settings
  country/region 7
resolution
  setting 16
resolution, faxing 72
rings-to-answer 21

S
secure settings 41
sending a fax
  delete multiple recipients 38
  to multiple recipients 38
  using phone book numbers 34
service settings 63
settings
  billing codes 17
  change light/dark setting 18
  dial tone detection 14
  dialing mode 14
  dialing prefix 15
  error correction mode 25
  fax forwarding 42
  fax number confirmation 19
  fax number speed dial matching 19
  fit-to-page 21
  JBIG compression 17
  memory lock 43
  menu 7
  overlay header 14
  paper tray selection 22
  redial interval 16
  redial-on-busy 15
  redial-on-no-answer 16
  required 7
  resolution 16
  rings-to-answer 21
  stamp received faxes 21
settings menu does not appear 7
sharpness setting
  for transmitted faxes 18
slow fax reception 53
slow fax transmission 55
specifications 72
speed dial
  creating 38
  delete 38
  list report 62
stamp received faxes 21
status message bar 31
status, fax accessory page 50
storage, environment 72
support 69

T
T.30 Trace report 63
Taiwan EMI statement 83
tips 3
tone dialing
  setting 14
troubleshooting
  fax settings menu does not appear 7
  PBX systems 55
  slow fax reception 53
  slow fax transmission 55

V
voice calls and retries 40
VoIP 46

W
warnings 3
warranty
  product 67, 68
Web Jetadmin, remote configuration 12
wizard, fax configuration 7

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