

# HP Photosmart Premium Fax C309 series



## Basics Guide



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# Contents

<b>1 Network setup</b>	
Add the HP Photosmart to a network.....	2
Install the software for a network connection.....	9
Connect to additional computers on a network.....	9
Change the HP Photosmart from a USB connection to a network connection.....	10
Configure your firewall to work with HP products.....	10
Advanced firewall information.....	11
Manage your network settings.....	12
<b>2 Fax setup</b>	
Set up the HP Photosmart for faxing.....	14
Change settings on the HP Photosmart to receive faxes.....	33
Set the fax header.....	34
Test your fax setup.....	34
<b>3 HP Photosmart overview</b>	
The HP Photosmart at a glance.....	36
Control panel features.....	37
Find more information.....	39
Load paper.....	40
Avoid paper jams.....	43
Print a photo on photo paper.....	43
Scan an image.....	45
Make a copy.....	45
Send a basic fax.....	45
Replace the cartridges.....	46
<b>4 Troubleshooting and support</b>	
Uninstall and reinstall the software.....	49
Setup troubleshooting.....	50
Network troubleshooting.....	52
Fax troubleshooting.....	55
Clear paper jams.....	77
Information on ink cartridges and the printhead.....	78
Support process.....	79
<b>5 Technical information</b>	
System requirements.....	80
Product specifications.....	80
Regulatory notices.....	80
Warranty.....	81

# 1 Network setup

This section describes how to connect the HP Photosmart to a network and how to view and manage network settings.

If you want to:	See this section:
Connect to a wired (Ethernet) network.	<a href="#">“Wired (Ethernet) network”</a> on page 2
Connect to a wireless network with a wireless router (infrastructure).	<a href="#">“Wireless with a router (infrastructure network)”</a> on page 4
Connect directly to a wireless-capable computer without a wireless router (ad hoc).	<a href="#">“Wireless without a router (ad hoc connection)”</a> on page 6
Install the HP Photosmart Software for use in a networked environment.	<a href="#">“Install the software for a network connection”</a> on page 9
Add connections to more computers on the network.	<a href="#">“Connect to additional computers on a network”</a> on page 9
Change the HP Photosmart from a USB connection to a network connection. <b>NOTE:</b> Use the instructions in this section if you first installed the HP Photosmart with a USB connection, and you now want to change to either a wireless or Ethernet network connection.	<a href="#">“Change the HP Photosmart from a USB connection to a network connection”</a> on page 10
View or change the network settings.	<a href="#">“Manage your network settings”</a> on page 12
Find troubleshooting information.	<a href="#">“Network troubleshooting”</a> on page 52

 **NOTE:** You can connect the HP Photosmart to either a wireless or wired network, but not both at the same time.

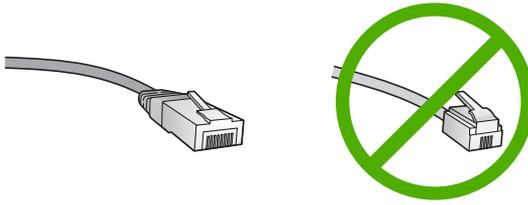
## Add the HP Photosmart to a network

- [“Wired \(Ethernet\) network”](#) on page 2
- [“Wireless with a router \(infrastructure network\)”](#) on page 4
- [“Wireless without a router \(ad hoc connection\)”](#) on page 6

### Wired (Ethernet) network

Before you connect the HP Photosmart to a network, make sure you have all of the required materials.

- A functional Ethernet network that includes a router, switch, or hub with an Ethernet port.
- Ethernet cable.



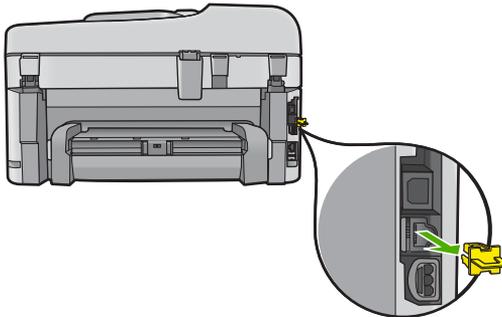
Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.

- A desktop computer or laptop on the same network.

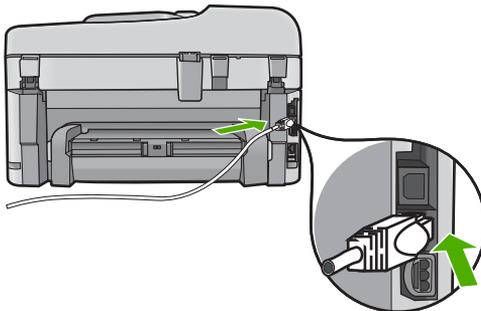
 **NOTE:** The HP Photosmart supports networks with automatic speed negotiation capable of 10 or 100 Mbps.

### To connect the HP Photosmart to the network

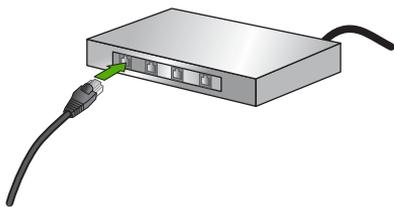
1. Remove the yellow plug from the back of the HP Photosmart.



2. Connect the Ethernet cable to the Ethernet port on the back of the HP Photosmart.



3. Connect the other end of the Ethernet cable to an available port on your Ethernet router or switch.



4. Once you have connected the HP Photosmart to the network, install the software.

## Wireless with a router (infrastructure network)

To connect the HP Photosmart to an integrated wireless WLAN 802.11 network, you will need the following:

- A wireless 802.11 network that includes a wireless router or access point.
- A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP Photosmart on.
- Broadband Internet access (recommended) such as cable or DSL.  
If you connect the HP Photosmart on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).
- Network name (SSID).
- WEP key or WPA Passphrase (if needed).

### To connect the product with the Wireless Setup Wizard

1. Write down the following information about your access point:
  - Network Name (also called SSID)
  - WEP Key, WPA Passphrase (if needed)

If you do not know where to find this information, see the documentation that came with your wireless access point. You might be able to find the SSID and the WEP key or WPA passphrase on the Embedded Web Server (EWS) for the access point. For information on how to open the access point EWS, see the access point documentation.

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 **NOTE:** If the network is set up with an Apple AirPort base station and you are using a password instead of WEP HEX or WEP ASCII to access this network, you need to get the equivalent WEP key. See the documentation that came with the Apple AirPort base station for more information.

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2. Press **Setup**.
3. Press the down arrow button until **Network** is highlighted, and then press **OK**.
4. Press the down arrow button to highlight **Wireless Setup Wizard**, and then press **OK**.

This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The networks with the strongest signal appear first, the weakest appear last.

5. Press the down arrow button to highlight the name of the network you wrote down in step 1, and then press **OK**.

**If you do not see your network name in the list**

- a. Select **Enter a New Network Name (SSID)**. If necessary, use the down arrow button to highlight it, and then press **OK**.  
The visual keyboard appears.
- b. Enter the SSID. Use the arrow buttons on the control panel to highlight a letter or number on the visual keyboard, and then press **OK** to select it.



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**NOTE:** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

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- c. When you are finished entering the new SSID, use the arrow buttons to highlight **Done** on the visual keyboard, and then press **OK**.
  - d. Press the down arrow button until **Infrastructure** is highlighted, and then press **OK**.
  - e. Press the down arrow button until **WEP encryption** or **WPA encryption** is highlighted, and then press **OK**.  
If you do **not** want to use WEP encryption, press the down arrow button until **No, my network does not use encryption** is highlighted, and then press **OK**. Go to step 7.
6. If prompted, enter your WPA or WEP key as follows:
    - a. Use the arrow buttons to highlight a letter or number on the visual keyboard, and then press **OK** to select it.



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**NOTE:** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

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- b. When you are finished entering the WPA or WEP key, use the arrow buttons to highlight **Done** on the visual keyboard.
  - c. Press **OK** to confirm.  
The product will attempt to connect to the network. If a message says you entered an invalid WPA or WEP key, check the key you wrote down for your new network, follow the prompts to correct the key, and then try again.  
The wireless network test runs, performing a series of diagnostic tests to determine whether network setup is successful. The wireless network test prints upon completion of the test.
7. When the product connects successfully to the network, go to your computer to install the software on each computer that will use the network.

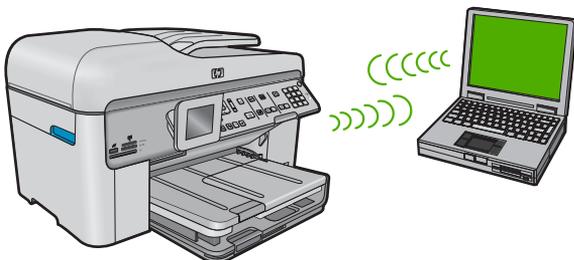
**To connect the product with Windows Connect Now**

1. Turn on wireless radio.
  - Press **Setup**.
  - Highlight **Network** and press **OK**.
  - Highlight **Wireless Radio** and press **OK**.
  - Highlight **On** and press **OK**.
2. Insert the memory card or storage device with your network settings into the appropriate slot.

3. Connect to wireless network.
  - Highlight **Yes, set up printer on network using wireless settings on memory device** and press **OK**.
  - Press **OK** to print a network configuration page.
4. Install software.

### Wireless without a router (ad hoc connection)

Use this section if you want to connect the HP Photosmart to a wireless-capable computer without using a wireless router or access point.



There are two methods you may use to connect the HP Photosmart to your computer using an ad hoc wireless network connection. Once connected, you can install the HP Photosmart software.

- ▲ Turn on the wireless radio for the HP Photosmart and the wireless radio on your computer. On your computer, connect to the network name (SSID) **hpsetup**, which is the default ad hoc network created by the HP Photosmart. If the HP Photosmart was previously configured for a different network, use **Restore Network Defaults** to restore the default ad hoc profile of **hpsetup**.

OR

- ▲ Use an ad hoc network profile on your computer to connect to the product. If your computer is not currently configured with an ad hoc network profile, consult the Help file for your computer Operating System for the proper method to create an ad hoc profile on your computer. Once the ad hoc network profile has been created, run the **Wireless Setup Wizard** from the **Network** menu on the HP Photosmart and select the ad hoc network profile you created on your computer.

 **NOTE:** An ad hoc connection can be used if you do not have a wireless router or access point but do have a wireless radio on your computer. However, an ad hoc connection may result in a lower level of network security and possibly reduced performance when compared to an infrastructure network connection using a wireless router or access point.

To connect the HP Photosmart to a Windows computer with an ad hoc connection, the computer must have a wireless network adapter and an ad hoc profile.

## To create a network profile for a Windows XP computer

 **NOTE:** The product comes configured with a network profile with **hpsetup** as the network name (SSID). However, for security and privacy HP recommends you create a new network profile on your computer as described here.

1. In the **Control Panel**, double-click **Network Connections**.
2. On the **Network Connections** window, right-click the **Wireless Network Connection**. If you see **Enable** on the pop-up menu, select it. Otherwise, if you see **Disable** on the menu, the wireless connection is already enabled.
3. Right-click the **Wireless Network Connection** icon, and then click **Properties**.
4. Click the **Wireless Networks** tab.
5. Select the **Use Windows to configure my wireless network settings** check box.
6. Click **Add**, and then do the following:
  - a. In **Network name (SSID)** box, type in a unique network name of your choice.

 **NOTE:** The network name is case sensitive, so it is important to remember any uppercase (capital) and lowercase (small) letters.

- b. If there is a **Network Authentication** list, select **Open**. Otherwise, go to the next step.
  - c. In the **Data encryption** list, select **WEP**.

 **NOTE:** It is possible to create a network that does not use a WEP key. However, HP recommends using a WEP key in order to secure your network.

- d. Make sure that the check box is **not** selected next to **The key is provided for me automatically**. If it is selected, click the check box to clear it.
    - e. In the **Network key** box, type a WEP key that has **exactly 5** or **exactly 13** alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**. (12345 and ABCDE are examples only. Select a combination of your choosing.)  
Alternatively, you can use HEX (hexadecimal) characters for the WEP key. A HEX WEP key must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption.
    - f. In the **Confirm network key** box, type the same WEP key you typed in the previous step.

 **NOTE:** You must remember the exact uppercase (capital) and lowercase (small) letters. If you enter your WEP key incorrectly on the product, the wireless connection will fail.

- g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.
      - h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.
      - i. Click **OK** to close the **Wireless network properties** window, and then click **OK** again.
      - j. Click **OK** again to close the **Wireless Network Properties Connection** window.

If you have an operating system other than Windows XP, HP recommends that you use the configuration program that came with your wireless LAN card. To find the

configuration program for your wireless LAN card, access your computer's list of programs.

Using the LAN card configuration program, create a network profile that has the following values:

### To create a network profile for other operating systems

- **Network name (SSID):** Mynetwork (example only)



**NOTE:** You should create a network name that is unique and easy for you to remember. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.

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- **Communication mode:** ad hoc
- **Encryption:** enabled

### To connect to a wireless ad hoc network

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button to highlight **Wireless Setup Wizard**, and then press **OK**.

This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The infrastructure networks appear first in the list, followed by available ad hoc networks. The networks with the strongest signal appear first, the weakest appear last.

4. On the display, look for the network name you created on your computer (for example, Mynetwork).
5. Use the arrow buttons to highlight the network name, and then press **OK**.



**TIP:** If the product is unable to discover the network, you may want to move the product closer to the computer and try running the Wireless Setup Wizard again to automatically discover the network.

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6. If prompted, enter your WEP key as follows. Otherwise go to step 7.
  - a. Use the arrow buttons to highlight a letter or number on the visual keyboard, and then press **OK** to select it.



**NOTE:** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

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- b. When you are finished entering the WEP key, use the arrow buttons to highlight **Done** on the visual keyboard.
7. Press **OK** again to confirm.
 

The product will attempt to connect to the SSID. If a message says you entered an invalid WEP key, check the key you wrote down for your new network, follow the prompts to correct the WEP key, and then try again.
  8. When the product connects successfully to the network, go to your computer to install the software.



**NOTE:** You can print the Wireless Network Test report at the end of a successful Wireless Setup Wizard connection which can help identify any potential future issues with the network setup.

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## Install the software for a network connection

Use this section to install the HP Photosmart software on a computer connected to a network. Before you install the software, make sure you have connected the HP Photosmart to a network.

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 **NOTE:** If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, the HP Photosmart software installer might try to use one of the reserved drive letters and you will not be able to access that network drive on your computer.

**NOTE:** Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

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### To install the Windows HP Photosmart Software

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the product into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.  
The **Searching** screen appears as the Setup program searches for the product on the network.
5. On the **Printer Found** screen, verify that the printer description is correct. If more than one printer is found on the network, the **Printers Found** screen appears. Select the product you want to connect.
6. Follow the prompts to install the software.  
When you have finished installing the software, the product is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the product.

## Connect to additional computers on a network

You can connect the HP Photosmart to a small number of computers on a network. If the HP Photosmart is already connected to a computer on a network, for each additional computer you must install the HP Photosmart software. During installation of a wireless connection, the software will discover the product on the network. Once you have set up the HP Photosmart on the network you will not need to configure it again when you add additional computers.

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 **NOTE:** You can connect the HP Photosmart to either a wireless or wired network, but not both at the same time.

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## Change the HP Photosmart from a USB connection to a network connection

If you first install the HP Photosmart with a USB connection, you can later change to either a wireless or Ethernet network connection. If you already understand how to connect to a network, you can use the general directions below.

 **NOTE:** For optimal performance and security in your wireless network, use an access point (such as a wireless router) to connect the HP Photosmart.

### To change a USB connection to a wired (Ethernet) connection

1. Unplug the USB connection from the back of the product.
2. Connect an Ethernet cable from the Ethernet port on the back of the product to an available Ethernet port on the router or switch.
3. Install the software for a network connection, choose **Add a device**, and then choose **Through the network**.
4. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers from the previous USB installation.

### To change a USB connection to an integrated wireless WLAN 802.11 connection

1. Unplug the USB connection from the back of the product.
2. Press **Setup**.
3. Press the down arrow button until **Network** is highlighted, and then press **OK**.
4. Press the down arrow button to highlight **Wireless Setup Wizard**, and then press **OK**.  
This runs the **Wireless Setup Wizard**.
5. Install the software for a network connection, choose **Add a Device**, and then choose **Through the network**.
6. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers for the USB installation.

## Configure your firewall to work with HP products

A personal firewall, which is security software running on your computer, can block network communication between your HP product and your computer.

If you are having problems such as:

- Printer not found when installing HP software
- Unable to print, print job stuck in queue or printer goes offline
- Scan communication errors or scanner busy messages
- Unable to see printer status on your computer

The firewall might be preventing your HP product from notifying computers on your network where it can be found. If the HP software cannot find the HP product during installation (and you know the HP product is on the network), or you have already successfully installed HP software and experience problems, try the following:

1. In the firewall configuration utility, look for an option to trust computers on the local subnet (sometimes called the “scope” or “zone”). By trusting all computers on the local subnet, computers and devices in your home can communicate with each other while still being protected from the internet. This is the easiest approach to use.
2. If you do not have the option to trust computers on the local subnet, add incoming UDP port 427 to your firewall's list of allowed ports.

 **NOTE:** Not all firewalls require you to differentiate between incoming and outgoing ports, but some do.

Another common problem is that HP software is not trusted by your firewall to access the network. This can happen if you answered “block” to any firewall dialog boxes that appeared when you installed the HP software.

If this occurs, check that the following programs are in your firewall's list of trusted applications; add any that are missing.

- **hpqkygrp.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpiscnapp.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqste08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqtra08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqthb08.exe**, located in **C:\program files\HP\digital imaging\bin**

 **NOTE:** Refer to your firewall documentation on how to configure the firewall port settings and how to add HP files to the “trusted” list.

**NOTE:** Some firewalls continue to cause interference even after you disable them. If you continue to have problems after configuring the firewall as described above, you might need to uninstall the firewall software in order to use the product over the network.

## Advanced firewall information

The following ports are also used by your HP product and might need to be opened on your firewall configuration. Incoming ports (UDP) are destination ports on the computer while outgoing ports (TCP) are destination ports on the HP product.

- **Incoming (UDP) ports:** 137, 138, 161, 427
- **Outgoing (TCP) ports:** 137, 139, 427, 9100, 9220, 9500

### The ports are used for the following functions:

#### Printing

- UDP ports: 427, 137, 161
- TCP port: 9100

#### Scanning

- UDP port: 427
- TCP ports: 9220, 9500

#### Faxing

- UDP port: 427
- TCP port: 9220

#### Photo card upload

- UDP ports: 137, 138, 427
- TCP port: 139

#### Product status

UDP port: 161

#### Product installation

UDP port: 427

## Manage your network settings

The HP Photosmart control panel enables you to perform a variety of network management tasks. This includes printing the network settings, restoring the network defaults, turning the wireless radio on and off, and printing a wireless network test.

### Print network settings

You can display a summary of the network settings on the HP Photosmart control panel, or you can print a more detailed configuration page. The network configuration page lists all of the important network settings such as the IP address, link speed, DNS, and mDNS.

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button until **View Network Settings** is highlighted, and then press **OK**.
4. Do one of the following:
  - **To display wired network settings**, press the down arrow button until **Display Wired Summary** is highlighted, and then press **OK**.
  - **To display wireless network settings**, press the down arrow button until **Display Wireless Summary** is highlighted, and then press **OK**.
  - **To print the network configuration page**, press the down arrow button until **Print Network Configuration Page** is highlighted, and then press **OK**.

### Restore network defaults

You can reset the network settings to what they were when you purchased the HP Photosmart.

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button until **Restore Network Defaults** is highlighted, and then press **OK**.
4. Press **OK** to confirm that you want to restore the network defaults.

### Turn the wireless radio on and off

The wireless radio is off by default, but when you install the software and connect the HP Photosmart to the network, the wireless radio is turned on automatically. The blue light on the front of the HP Photosmart indicates that the wireless radio is on. In order to stay connected to a wireless network, the radio must stay on. However, if the HP Photosmart is connected directly to a computer with a USB connection, the radio is not used. In this case you might want to turn the radio off.

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button until **Wireless Radio** is highlighted, and then press **OK**.
4. Press the down arrow button to highlight **On** or **Off**, and then press **OK**.

## Print the wireless network test

The wireless network test performs a series of diagnostic tests to determine whether network setup is successful. If an issue is detected, a recommendation on how to correct the issue will be included on the printed report. You can print the wireless network test at any time.

1. Press **Setup**.
2. Press the down arrow button until **Network** is highlighted, and then press **OK**.
3. Press the down arrow button until **Wireless Network Test** is highlighted, and then press **OK**.

The **Wireless Network Test** prints.

## 2 Fax setup

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

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

 **TIP:** You can also use the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) to help you quickly set up some important fax settings such as the answer mode and fax header information. You can access the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac) through the software you installed with the HP Photosmart. After you run the **Fax Setup Wizard** (Windows) or **Fax Setup Utility** (Mac), follow the procedures in this section to complete your fax setup.

### Set up the HP Photosmart for faxing

Before you begin setting up the HP Photosmart for faxing, determine which kind of phone system your country/region uses. The instructions for setting up the HP Photosmart for faxing differ depending on whether you have a serial- or parallel-type phone system.

- If you do not see your country/region listed in the table below, you probably have a serial-type phone system. In a serial-type phone system, the connector type on your shared telephone equipment (modems, phones, and answering machines) does not allow a physical connection to the "2-EXT" port on the HP Photosmart. Instead, all equipment must be connected at the telephone wall jack.

 **NOTE:** In some countries/regions that use serial-type phone systems, the phone cord that came with the HP Photosmart might have an additional wall plug attached to it. This enables you to connect other telecom devices to the wall jack where you plug in the HP Photosmart.

- If your country/region is listed in the table below, you probably have a parallel-type telephone system. In a parallel-type phone system, you are able to connect shared telephone equipment to the phone line by using the "2-EXT" port on the back of the HP Photosmart.

 **NOTE:** If you have a parallel-type phone system, HP recommends you use the 2-wire phone cord supplied with the HP Photosmart to connect the HP Photosmart to the telephone wall jack.

**Table 2-1 Countries/regions with a parallel-type phone system**

Argentina	Australia	Brazil
Canada	Chile	China
Colombia	Greece	India
Indonesia	Ireland	Japan

### Countries/regions with a parallel-type phone system (continued)

Korea	Latin America	Malaysia
Mexico	Philippines	Poland
Portugal	Russia	Saudi Arabia
Singapore	Spain	Taiwan
Thailand	USA	Venezuela
Vietnam		

If you are unsure which kind of telephone system you have (serial or parallel), check with your telephone company.

## Choose the correct fax setup for your home or office

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

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

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

1. Do you have a digital subscriber line (DSL) service through your telephone company? (DSL might be called ADSL in your country/region.)

- Yes, I have DSL.
- No.

If you answered Yes, proceed directly to [“Case B: Set up the HP Photosmart with DSL” on page 19](#). You do not need to continue answering questions.

If you answered No, please continue answering questions.

2. Do you have a private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system?

If you answered Yes, proceed directly to [“Case C: Set up the HP Photosmart with a PBX phone system or an ISDN line” on page 20](#). You do not need to continue answering questions.

If you answered No, please continue answering questions.

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

- Yes, I have distinctive ring.
- No.

If you answered Yes, proceed directly to [“Case D: Fax with a distinctive ring service on the same line” on page 21](#). You do not need to continue answering questions.

If you answered No, please continue answering questions.

Are you unsure if you have distinctive ring? Many phone companies offer a distinctive ring feature that allows you to have several phone numbers on one phone line.

When you subscribe to this service, each phone number will have a different ring pattern. For example, you can have single, double, and triple rings for the different numbers. You might assign one phone number with a single ring to your voice calls,

and another phone number with double rings to your fax calls. This allows you to tell the difference between voice and fax calls when the phone rings.

4. Do you receive voice calls at the same phone number you will use for fax calls on the HP Photosmart?
- Yes, I receive voice calls.
  - No.

Please continue answering questions.

5. Do you have a computer dial-up modem on the same phone line as the HP Photosmart?
- Yes, I have a computer dial-up modem.
  - No.

Are you unsure if you use a computer dial-up modem? If you answer Yes to any of the following questions, you are using a computer dial-up modem:

- Do you send and receive faxes directly to and from your computer software applications through a dial-up connection?
- Do you send and receive e-mail messages on your computer through a dial-up connection?
- Do you access the Internet from your computer through a dial-up connection?

Please continue answering questions.

6. Do you have an answering machine that answers voice calls at the same phone number you will use for fax calls on the HP Photosmart?
- Yes, I have an answering machine.
  - No.

Please continue answering questions.

7. Do you subscribe to a voice mail service through your telephone company at the same phone number you will use for fax calls on the HP Photosmart?
- Yes, I have a voice mail service.
  - No.

After you have completed answering the questions, proceed to the next section to select your fax setup case.

## Select your fax setup case

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

From the first column in the following table, choose the combination of equipment and services applicable to your home or office setting. Then look up the appropriate setup case in the second or third column based on your phone system. Step-by-step instructions are included for each case in the sections that follow.

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

---

 **NOTE:** If your home or office setup is not described in this section, set up the HP Photosmart as you would a regular analog phone. Make sure you use the phone cord supplied in the box to connect one end to your telephone wall jack and the other end to the port labeled 1-LINE on the back of the HP Photosmart. If you use another phone cord, you might experience problems sending and receiving faxes.

---

Other equipment/services sharing your fax line	Recommended fax setup for parallel-type phone systems	Recommended fax setup for serial-type phone systems
None (You answered No to all questions.)	"Case A: <a href="#">Separate fax line (no voice calls received)</a> " on page 18	"Case A: <a href="#">Separate fax line (no voice calls received)</a> " on page 18
DSL service (You answered Yes to question 1 only.)	"Case B: <a href="#">Set up the HP Photosmart with DSL</a> " on page 19	"Case B: <a href="#">Set up the HP Photosmart with DSL</a> " on page 19
PBX or ISDN system (You answered Yes to question 2 only.)	"Case C: <a href="#">Set up the HP Photosmart with a PBX phone system or an ISDN line</a> " on page 20	"Case C: <a href="#">Set up the HP Photosmart with a PBX phone system or an ISDN line</a> " on page 20
Distinctive ring service (You answered Yes to question 3 only.)	"Case D: <a href="#">Fax with a distinctive ring service on the same line</a> " on page 21	"Case D: <a href="#">Fax with a distinctive ring service on the same line</a> " on page 21
Voice calls (You answered Yes to question 4 only.)	"Case E: <a href="#">Shared voice/fax line</a> " on page 22	"Case E: <a href="#">Shared voice/fax line</a> " on page 22
Voice calls and voice mail service (You answered Yes to questions 4 and 7 only.)	"Case F: <a href="#">Shared voice/fax line with voice mail</a> " on page 23	"Case F: <a href="#">Shared voice/fax line with voice mail</a> " on page 23
Computer dial-up modem (You answered Yes to question 5 only.)	"Case G: <a href="#">Fax line shared with computer dial-up modem (no voice calls received)</a> " on page 24	Not applicable.
Voice calls and computer dial-up modem (You answered Yes to questions 4 and 5 only.)	"Case H: <a href="#">Shared voice/fax line with computer dial-up modem</a> " on page 25	Not applicable.
Voice calls and answering machine (You answered Yes to questions 4 and 6 only.)	"Case I: <a href="#">Shared voice/fax line with answering machine</a> " on page 28	Not applicable.
Voice calls, computer dial-up modem, and answering machine (You answered Yes to questions 4, 5, and 6 only.)	"Case H: <a href="#">Shared voice/fax line with computer dial-up modem</a> " on page 25	Not applicable.
Voice calls, computer dial-up modem, and voice mail service (You answered Yes to questions 4, 5, and 7 only.)	"Case A: <a href="#">Separate fax line (no voice calls received)</a> " on page 18	Not applicable.

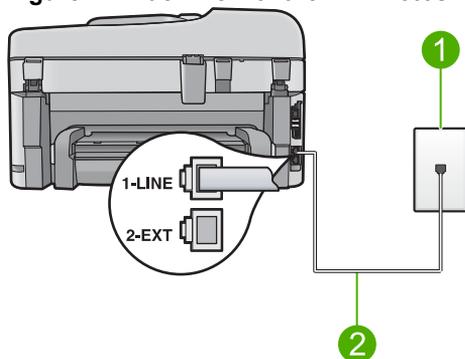
For additional fax setup information, in specific countries/regions, see the Fax Configuration Web site listed below.

Austria	<a href="http://www.hp.com/at/faxconfig">www.hp.com/at/faxconfig</a>
Germany	<a href="http://www.hp.com/de/faxconfig">www.hp.com/de/faxconfig</a>
Switzerland (French)	<a href="http://www.hp.com/ch/fr/faxconfig">www.hp.com/ch/fr/faxconfig</a>
Switzerland (German)	<a href="http://www.hp.com/ch/de/faxconfig">www.hp.com/ch/de/faxconfig</a>
United Kingdom	<a href="http://www.hp.com/uk/faxconfig">www.hp.com/uk/faxconfig</a>
Spain	<a href="http://www.hp.es/faxconfig">www.hp.es/faxconfig</a>
The Netherlands	<a href="http://www.hp.nl/faxconfig">www.hp.nl/faxconfig</a>
Belgium (French)	<a href="http://www.hp.be/fr/faxconfig">www.hp.be/fr/faxconfig</a>
Belgium (Dutch)	<a href="http://www.hp.be/nl/faxconfig">www.hp.be/nl/faxconfig</a>
Portugal	<a href="http://www.hp.pt/faxconfig">www.hp.pt/faxconfig</a>
Sweden	<a href="http://www.hp.se/faxconfig">www.hp.se/faxconfig</a>
Finland	<a href="http://www.hp.fi/faxconfig">www.hp.fi/faxconfig</a>
Denmark	<a href="http://www.hp.dk/faxconfig">www.hp.dk/faxconfig</a>
Norway	<a href="http://www.hp.no/faxconfig">www.hp.no/faxconfig</a>
Ireland	<a href="http://www.hp.com/ie/faxconfig">www.hp.com/ie/faxconfig</a>
France	<a href="http://www.hp.com/fr/faxconfig">www.hp.com/fr/faxconfig</a>
Italy	<a href="http://www.hp.com/it/faxconfig">www.hp.com/it/faxconfig</a>

### Case A: Separate fax line (no voice calls received)

If you have a separate phone line on which you receive no voice calls, and you have no other equipment connected on this phone line, set up the HP Photosmart as described in this section.

**Figure 2-1 Back view of the HP Photosmart**



1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port

### To set up the product with a separate fax line

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

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Change the **Auto Answer** setting to the lowest number of rings to wait before answering (two rings).
3. Run a fax test.

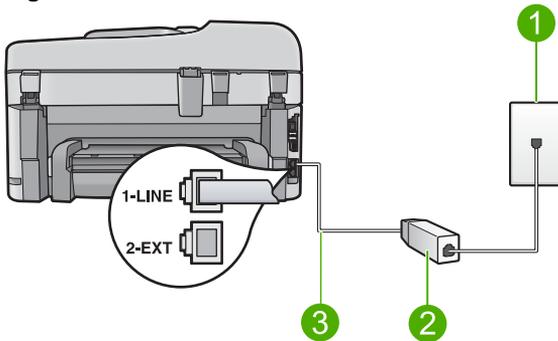
When the phone rings, the product will answer automatically after the number of rings you set in the **Auto Answer** setting. Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

### Case B: Set up the HP Photosmart with DSL

If you have a DSL service through your telephone company, use the instructions in this section to connect a DSL filter between the telephone wall jack and the HP Photosmart. The DSL filter removes the digital signal that can interfere with the HP Photosmart, so the HP Photosmart can communicate properly with the phone line. (DSL might be called ADSL in your country/region.)

 **NOTE:** If you have a DSL line, ensure that the DSL Filter is connected. Otherwise, you will not be able to send and receive faxes with the HP Photosmart.

**Figure 2-2 Back view of the HP Photosmart**



1	Telephone wall jack
2	DSL filter and cord supplied by your DSL provider
3	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port

**To set up the product with DSL**

1. Obtain a DSL filter from your DSL provider.
2. Connect the DSL filter cord to the telephone wall jack.

---

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

---

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

---

 **NOTE:** If you have other office equipment or services attached to this phone line, such as a distinctive ring service, answering machine, or voice mail, see the appropriate section in this section for additional setup guidelines.

---

4. Run a fax test.

**Case C: Set up the HP Photosmart with a PBX phone system or an ISDN line**

If you are using a PBX phone system, do the following:

- Connect the product to the port that is designated for fax and phone use.
- Make sure you use the supplied cord to connect from the telephone wall jack to the product.
- Set the call waiting tone to **Off**.

---

 **NOTE:** Many digital PBX systems include a call-waiting tone that is set to "on" by default. The call waiting tone will interfere with any fax transmission, and you will not be able to send or receive faxes with the HP Photosmart. Refer to the documentation that came with your PBX phone system for instructions on how to turn off the call-waiting tone.

---

- Dial the number for an outside line before dialing the fax number.

If you are using an ISDN converter/terminal adaptor, do the following:

- Connect the product to the port that is designated for fax and phone use.

---

 **NOTE:** Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.

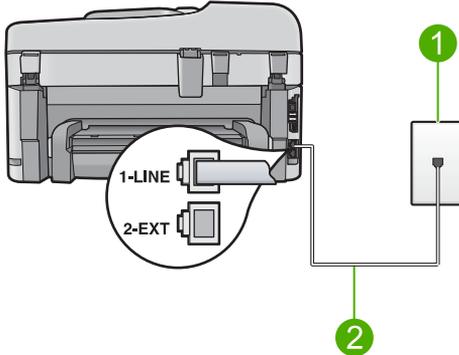
---

- Make sure you use the supplied cord to connect from the telephone wall jack to the product. If you do not, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office. If the supplied phone cord is too short, you can purchase a coupler from your local electronics store and extend it.
- Make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.

## Case D: Fax with a distinctive ring service on the same line

If you subscribe to a distinctive ring service (through your telephone company) that allows you to have multiple phone numbers on one phone line, each with a different ring pattern, set up the HP Photosmart as described in this section.

Figure 2-3 Back view of the HP Photosmart



1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port

### To set up the product with a distinctive ring service

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

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Change the **Auto Answer** setting to the lowest number of rings to wait before answering (two rings).
3. Change the **Distinctive Ring** setting to match the pattern that the telephone company assigned to your fax number.

 **NOTE:** By default, the product is set to answer all ring patterns. If you do not set the **Distinctive Ring** to match the ring pattern assigned to your fax number, the product might answer both voice calls and fax calls or it might not answer at all.

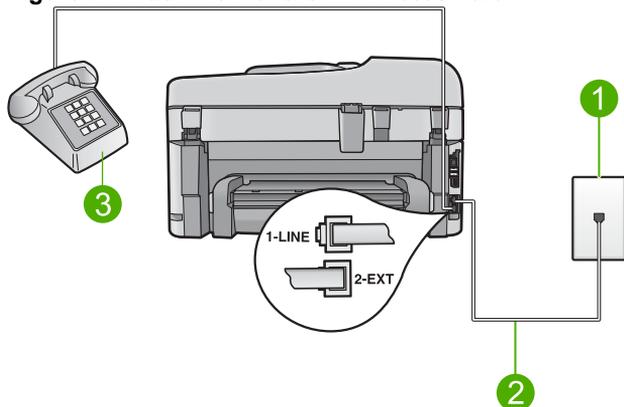
4. Run a fax test.

The HP Photosmart will automatically answer incoming calls that have the ring pattern you selected (**Distinctive Ring** setting) after the number of rings you selected (**Auto Answer** setting). Then it will begin emitting fax reception tones to the sending fax machine and receive the fax.

## Case E: Shared voice/fax line

If you receive both voice calls and fax calls at the same phone number, and you have no other office equipment (or voice mail) on this phone line, set up the HP Photosmart as described in this section.

**Figure 2-4 Back view of the HP Photosmart**



1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port
3	Telephone (optional)

### To set up the product with a shared voice/fax line

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



**NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

- Now you need to decide how you want the product to answer calls, automatically or manually:
  - If you set up the product to answer calls **automatically**, it answers all incoming calls and receives faxes. The product will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the product answers the call. To set up the product to answer calls automatically, turn on the **Auto Answer** setting.
  - If you set up the product to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the product cannot receive faxes. To set up the product to answer calls manually, turn off the **Auto Answer** setting.

3. Do one of the following, depending on your phone system:
  - If you have a parallel-type phone system, remove the white plug from the port labeled 2-EXT on the back of the product, and then connect a phone to this port.
  - If you have a serial-type phone system, you might plug your phone directly on top of the product cable which has a wall plug attached to it.
4. Run a fax test.

If you pick up the phone before the product answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

### Case F: Shared voice/fax line with voice mail

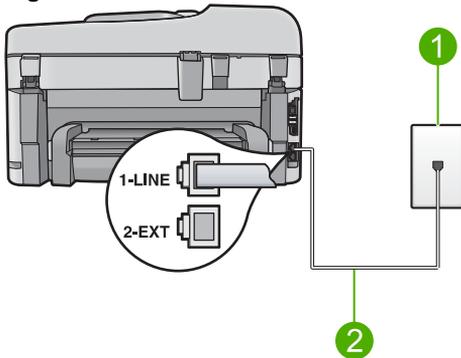
If you receive both voice calls and fax calls at the same phone number, and you also subscribe to a voice mail service through your telephone company, set up the HP Photosmart as described in this section.

---

 **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

---

**Figure 2-5 Back view of the HP Photosmart**



1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port

### To set up the product with voice mail

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

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

2. Turn off the **Auto Answer** setting.
3. Run a fax test.

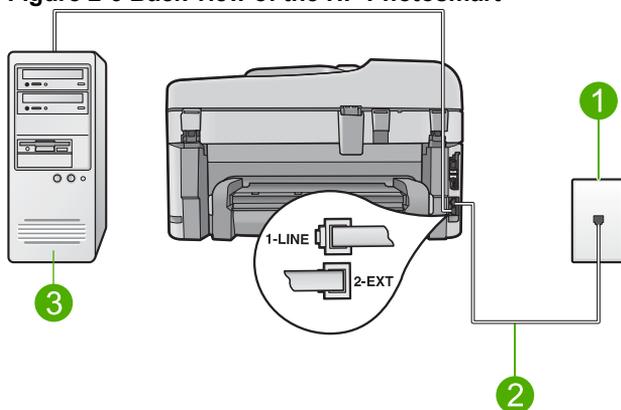
You must be available to respond in person to incoming fax calls, or the product cannot receive faxes.

### Case G: Fax line shared with computer dial-up modem (no voice calls received)

If you have a fax line on which you receive no voice calls, and you also have a computer dial-up modem connected on this line, set up the HP Photosmart as described in this section.

Since your computer dial-up modem shares the phone line with the HP Photosmart, you will not be able to use both your modem and the HP Photosmart simultaneously. For example, you cannot use the HP Photosmart for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

**Figure 2-6 Back view of the HP Photosmart**



1	Telephone wall jack
2	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port
3	Computer with modem

### To set up the product with a computer dial-up modem

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.
3. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.

---

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

---

4. If your modem software is set to receive faxes to your computer automatically, turn off that setting.

---

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

---

5. Change the **Auto Answer** setting to the lowest number of rings to wait before answering (two rings).
6. Run a fax test.

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

### Case H: Shared voice/fax line with computer dial-up modem

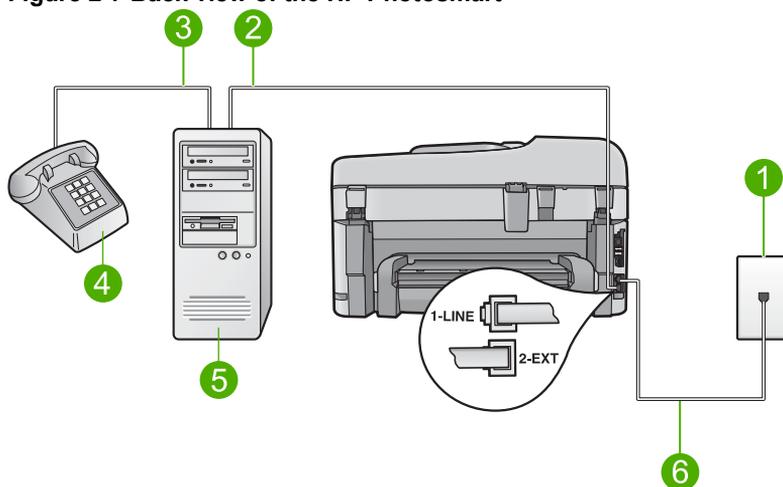
If you receive both voice calls and fax calls at the same phone number, and you also have a computer dial-up modem connected on this phone line, set up the HP Photosmart as described in this section.

Since your computer dial-up modem shares the phone line with the HP Photosmart, you will not be able to use both your modem and the HP Photosmart simultaneously. For example, you cannot use the HP Photosmart for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

There are two different ways to set up the HP Photosmart with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler). Refer to the Electronic Help for specific setup instructions.
- If your computer has two phone ports, set up the HP Photosmart as described below.

**Figure 2-7 Back view of the HP Photosmart**



1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Computer with modem
6	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port

**To set up the product on the same phone line as a computer with two phone ports**

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

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



**NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

---

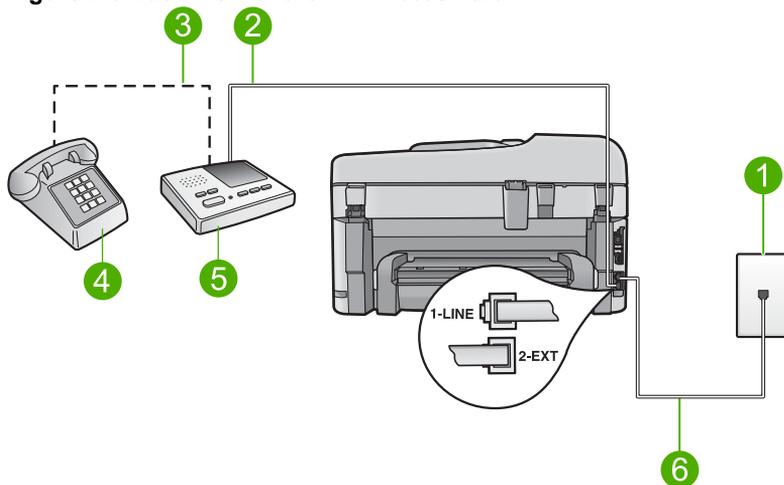
6. Now you need to decide how you want the product to answer calls, automatically or manually:
  - If you set up the product to answer calls **automatically**, it answers all incoming calls and receives faxes. The product will not be able to distinguish between fax and voice calls in this case; if you suspect the call is a voice call, you will need to answer it before the product answers the call. To set up the product to answer calls automatically, turn on the **Auto Answer** setting.
  - If you set up the product to answer faxes **manually**, you must be available to respond in person to incoming fax calls or the product cannot receive faxes. To set up the product to answer calls manually, turn off the **Auto Answer** setting.
7. Run a fax test.

If you pick up the phone before the product answers the call and hear fax tones from a sending fax machine, you will need to answer the fax call manually.

## Case I: Shared voice/fax line with answering machine

If you receive both voice calls and fax calls at the same phone number, and you also have an answering machine that answers voice calls at this phone number, set up the HP Photosmart as described in this section.

**Figure 2-8 Back view of the HP Photosmart**



1	Telephone wall jack
2	"IN" port on your answering machine
3	"OUT" port on your answering machine
4	Telephone (optional)
5	Answering machine
6	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port

### To set up the product with a shared voice/fax line with answering machine

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Unplug your answering machine from the telephone wall jack, and connect it to the port labeled 2-EXT on the back of the product.

 **NOTE:** If you do not connect your answering machine directly to the product, fax tones from a sending fax machine might be recorded on your answering machine, and you probably will not be able to receive faxes with the product.

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

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

4. (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

---

 **NOTE:** If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the HP Photosmart. You can use standard phone cords for these connections.

---

5. Set your answering machine to answer after a low number of rings.
6. Change the **Auto Answer** setting to the maximum number of rings supported by your device. (The maximum number of rings varies by country/region.)
7. Run a fax test.

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

## Case J: Shared voice/fax line with computer dial-up modem and answering machine

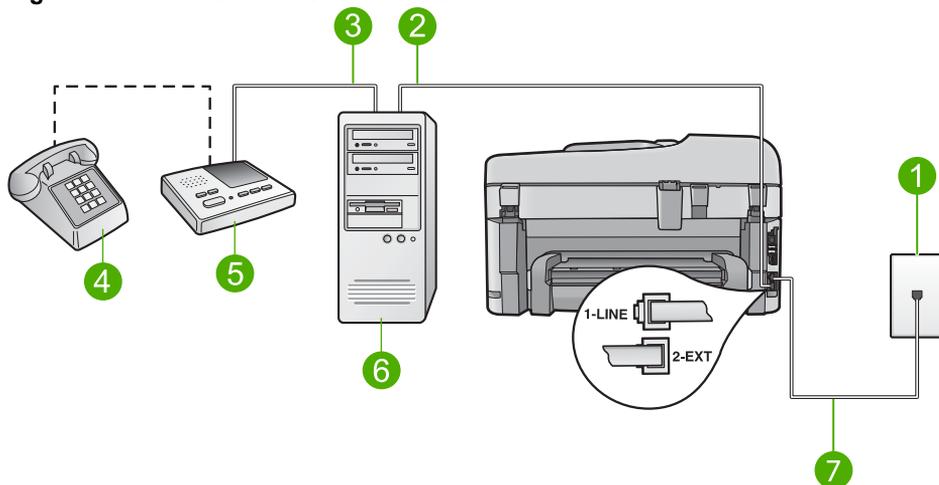
If you receive both voice calls and fax calls at the same phone number, and you also have a computer dial-up modem and answering machine connected on this phone line, set up the HP Photosmart as described in this section.

Since your computer dial-up modem shares the phone line with the HP Photosmart, you will not be able to use both your modem and the HP Photosmart simultaneously. For example, you cannot use the HP Photosmart for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

There are two different ways to set the HP Photosmart with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler). Refer to the Electronic Help for specific setup instructions.
- If your computer has two phone ports, set up the HP Photosmart as described below.

**Figure 2-9 Back view of the HP Photosmart**



1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone (optional)
5	Answering machine
6	Computer with modem
7	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port

**To set up the product on the same phone line as a computer with two phone ports**

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.
3. Unplug your answering machine from the telephone wall jack, and connect it to the "OUT" port on the back of your computer modem.

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

**NOTE:** If you do not connect your answering machine in this way, fax tones from a sending fax machine might be recorded on your answering machine, and you might not be able to receive faxes with the product.

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

---

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

---

- (Optional) If your answering machine does not have a built-in phone, for convenience you might want to connect a phone to the back of your answering machine at the "OUT" port.

---

 **NOTE:** If your answering machine does not let you connect an external phone, you can purchase and use a parallel splitter (also known as a coupler) to connect both the answering machine and telephone to the HP Photosmart. You can use standard phone cords for these connections.

---

- If your modem software is set to receive faxes to your computer automatically, turn off that setting.

---

 **NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

---

- Set your answering machine to answer after a low number of rings.
- Change the **Auto Answer** setting to the maximum number of rings supported by your product. (The maximum number of rings varies by country/region.)
- Run a fax test.

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

### Case K: Shared voice/fax line with computer dial-up modem and voice mail

If you receive both voice calls and fax calls at the same phone number, use a computer dial-up modem on the same phone line, and subscribe to a voice mail service through your telephone company, set up the HP Photosmart as described in this section.

---

 **NOTE:** You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls. If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service, or to obtain a separate phone line for faxing.

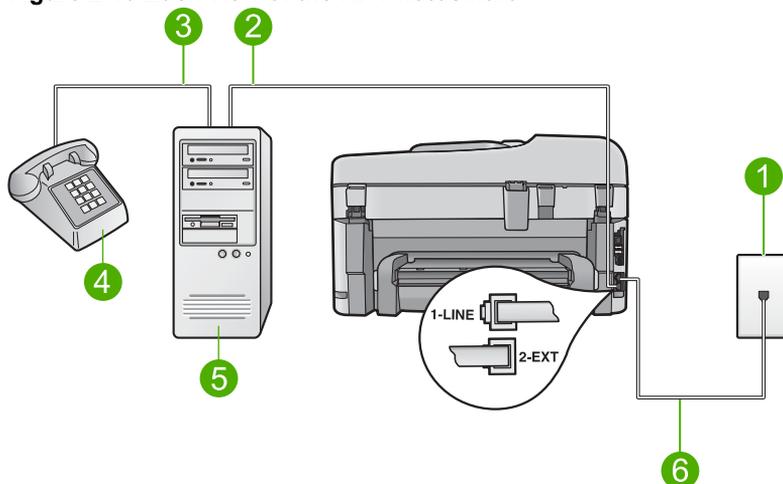
---

Since your computer dial-up modem shares the phone line with the HP Photosmart, you will not be able to use both your modem and the HP Photosmart simultaneously. For example, you cannot use the HP Photosmart for faxing if you are using your computer dial-up modem to send an e-mail or access the Internet.

There are two different ways to set up the HP Photosmart with your computer based on the number of phone ports on your computer. Before you begin, check your computer to see if it has one or two phone ports.

- If your computer has only one phone port, you will need to purchase a parallel splitter (also called a coupler). Refer to the Electronic Help for specific setup instructions.
- If your computer has two phone ports, set up the HP Photosmart as described below.

**Figure 2-10 Back view of the HP Photosmart**



1	Telephone wall jack
2	"IN" phone port on your computer
3	"OUT" phone port on your computer
4	Telephone
5	Computer with modem
6	Use the phone cord supplied in the box with the HP Photosmart to connect to the "1-LINE" port

### To set up the product on the same phone line as a computer with two phone ports

1. Remove the white plug from the port labeled 2-EXT on the back of the product.
2. Find the phone cord that connects from the back of your computer (your computer dial-up modem) to a telephone wall jack. Disconnect the cord from the telephone wall jack and plug it into the port labeled 2-EXT on the back of the product.
3. Connect a phone to the "OUT" port on the back of your computer dial-up modem.
4. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product.

 **NOTE:** If you do not use the supplied cord to connect from the telephone wall jack to the product, you might not be able to fax successfully. This special phone cord is different from the phone cords you might already have in your home or office.

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



**NOTE:** If you do not turn off the automatic fax reception setting in your modem software, the product will not be able to receive faxes.

6. Turn off the **Auto Answer** setting.
7. Run a fax test.

You must be available to respond in person to incoming fax calls, or the HP Photosmart cannot receive faxes.

## Change settings on the HP Photosmart to receive faxes

In order to receive faxes successfully, you might need to change some settings on the HP Photosmart. If you are unsure which setting to choose for a specific fax option, refer to the detailed fax setup instructions provided in the printed documentation.

This section contains the following topics:

### Choose the recommended answer setting for your setup

The **Auto Answer** setting determines whether or not the HP Photosmart answers incoming calls, as well as how many rings to wait before answering. The correct setting depends on how your home or office is set up. For information on which setting to choose, refer to the setup instructions for your specific case in the previous pages.

#### To set the answer mode

- ▲ Press **Auto Answer** to turn the light on or off, as appropriate for your setup. When the **Auto Answer** light is on, the HP Photosmart answers calls automatically. When the light is off, the HP Photosmart does not answer calls.

### Change the answer ring pattern for distinctive ringing

Many phone companies offer a distinctive ringing feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number will have a different ring pattern. You can set up the HP Photosmart to answer incoming calls that have a specific ring pattern.

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

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

#### To change the distinctive ring pattern from the control panel

1. Verify that the product is set to answer fax calls automatically.
2. Press **Setup**.



3. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
4. Press the down arrow button to highlight **Distinctive Ring**, and then press **OK**.
5. Press the down arrow button to highlight the appropriate option, and then press **OK**.

When the phone rings with the ring pattern assigned to your fax line, the product answers the call and receives the fax.

## Set the fax header

The fax header prints your name and fax number on the top of every fax you send. HP recommends that you set up the fax header by using the software that you installed with the HP Photosmart. You can also set up the fax header from the control panel, as described here.

---

 **NOTE:** In some countries/regions the fax header information is a legal requirement.

---

### To set a default fax header from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Basic Fax Setup** and press **OK**.
3. Press the down arrow button to highlight **Fax Header**, and then press **OK**. The visual keyboard appears on the display.
4. Use the visual keyboard to enter your personal or company name. When you are finished, highlight **Done** on the visual keyboard, and then press **OK**.
5. Enter your fax number by using the numeric keypad, and then press **OK**.

## Test your fax setup

You can test your fax setup to check the status of the HP Photosmart and to make sure it is set up properly for faxing. Perform this test after you have completed setting up the HP Photosmart for faxing. The test does the following:

- Tests the fax hardware
- Verifies the correct type of phone cord is connected to the HP Photosmart
- Checks that the phone cord is plugged into the correct port
- Checks for a dial tone
- Checks for an active phone line
- Tests the status of your phone line connection

The HP Photosmart prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem and rerun the test.

### To test your fax setup from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Run Fax Test**, and then press **OK**.  
The HP Photosmart displays the status of the test on the display and prints a report.
5. Review the report.
  - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
  - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP Photosmart, press **OK**.  
If necessary, resolve any problems found and rerun the test.

# 3 HP Photosmart overview

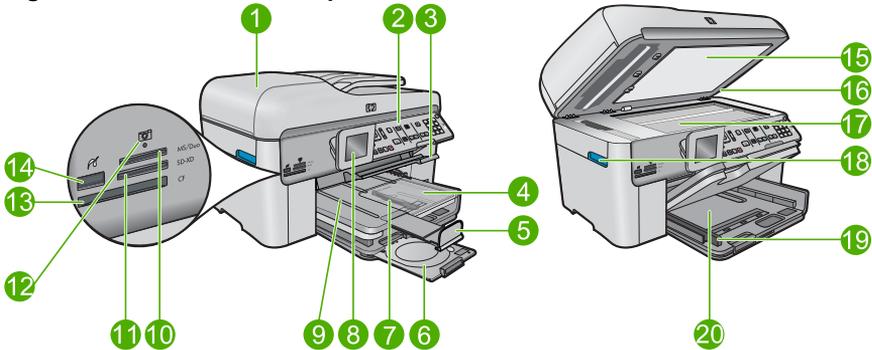
Use the HP Photosmart to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card or USB storage device. You can access many HP Photosmart functions directly from the control panel, without turning on your computer.

**NOTE:** This guide introduces basic operations and troubleshooting, as well as provides information for contacting HP support and ordering supplies.

The Electronic Help details the full range of features and functions, including use of the HP Photosmart Software that came with the HP Photosmart.

## The HP Photosmart at a glance

Figure 3-1 Front view of the printer

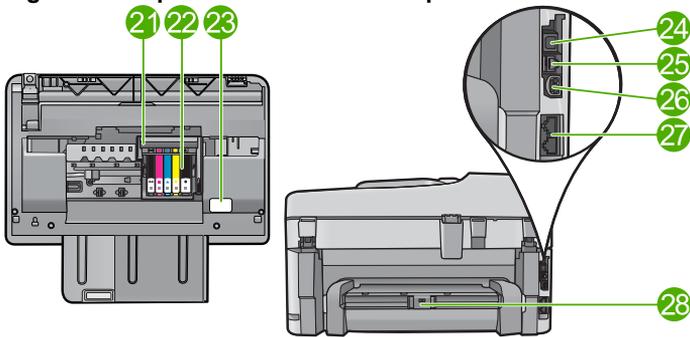


Label	Description
1	Automatic document feeder
2	Control panel
3	CD/DVD tray access handle and CD/DVD tray
4	Photo tray
5	Paper tray extender (also referred to as the tray extender)
6	CD/DVD holder and CD/DVD holder storage area
7	Paper-width guide for the photo tray
8	Color graphics display (also referred to as the display)
9	Output tray
10	Memory card slot for Secure Digital and xD cards
11	Memory card slot for Memory Stick cards

(continued)

Label	Description
12	Photo light
13	Memory card slot for CompactFlash cards
14	Front USB/PictBridge port for your camera or other storage device
15	Lid backing
16	Lid
17	Glass
18	Cartridge door access handle
19	Paper-width guide for the main input tray
20	Main input tray (also referred to as the input tray)

**Figure 3-2 Top and rear views of the printer**

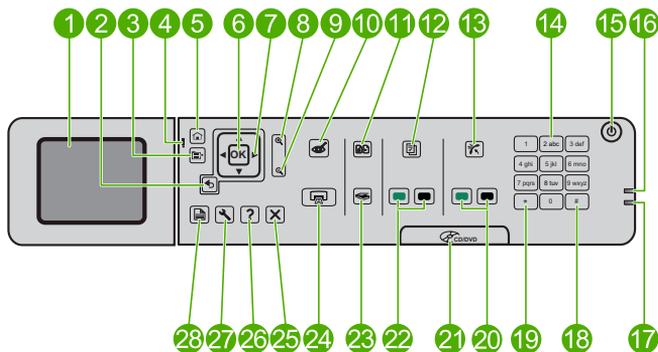


Label	Description
21	Printhead assembly
22	Cartridge access area
23	Model number location
24	Rear USB port
25	Ethernet port
26	Power connection*
27	1-LINE (fax) and 2-EXT (phone) ports
28	Two-sided printing accessory

\* Use only with the power adapter supplied by HP.

## Control panel features

The following diagram and related table provide a quick reference to the HP Photosmart control panel features.



Label	Name and Description
1	Color graphics display (also referred to as the display): Displays menus, photos, and messages. The display can be pulled up and angled for better viewing.
2	Back: Returns to the previous screen.
3	Menu: Presents a set of options related to the current display.
4	Attention light: Indicates a problem occurred. See the display for more information.
5	Home: Returns to the Home screen (the default screen when you turn on the product).
6	<b>OK</b> : Selects a menu setting, value, or photo.
7	Directional pad: Navigates through photos and menu options.
8	Zoom In: Zooms in on a photo. Use this button together with the arrows on the directional pad to crop the photo before printing.
9	Zoom Out: Zooms out to show more of a photo.
10	<b>Red-Eye Removal</b> : Turns the Red-eye Removal feature on or off. The setting applies to all the photos in the print queue.
11	<b>Photo Reprints</b> : Makes a copy of an original photo placed on the glass.
12	<b>Quick Forms</b> : Prints a variety of blank forms, such as school paper, music paper, mazes, and checklists.
13	<b>Auto Answer</b> : Turns the Auto Answer feature on or off. The recommended setting varies depending on the services and equipment on your phone line.
14	Keypad: Enters fax numbers, values, or text.
15	<b>On</b> : Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, then unplug the power cord.
16	Wireless network indicator light: Indicates that the <b>Wireless Radio</b> is on.
17	Bluetooth indicator light: Indicates that the <b>Bluetooth Radio</b> is on.
18	<b>Space</b> : Enters spaces and pound signs for fax-related tasks.
19	<b>Symbols</b> : Enters symbols and asterisks for fax-related tasks.

(continued)

Label	Name and Description
20	<b>Start Fax:</b> Sends or receives a black-and-white or color fax.
21	CD/DVD access door handle: Lowers the CD/DVD tray.
22	<b>Start Copy:</b> Starts a black-and-white or color copy.
23	<b>Start Scan:</b> Opens the Scan Menu where you can select a destination for your scan.
24	<b>Print Photos:</b> Prints the photos selected on your memory card. If no photos are currently selected, the product prints the photo currently showing on the display.
25	Cancel: Stops the current operation.
26	<b>Help:</b> Provides help about the current display.
27	<b>Setup:</b> Opens the Setup menu where you can change product settings and perform maintenance functions.
28	<b>2-Sided:</b> Opens the 2-sided menu where you can change settings to make 2-sided copies and faxes.

## Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP Photosmart.

### Start Here guide

The Start Here guide provides instructions for setting up your HP Photosmart and installing software. Make sure you follow the steps in the Start Here guide in order.

If you have problems during setup, see Troubleshooting in the last section of the Start Here guide, or see [“Troubleshooting and support”](#) on page 49 in this guide.

### Electronic Help

The Electronic Help provides detailed instructions on features of your HP Photosmart that are not described in this guide, including features that are only available using the software you installed with your HP Photosmart. The Electronic Help also provides regulatory and environmental information.

#### To access the Electronic Help

- **Windows:** Click **Start > All Programs > HP > Photosmart Premium Fax C309 series > Help**.
- **Macintosh:** Open the **HP Device Manager** and click the ? icon. Next, click the main menu and select **Photosmart Premium Fax C309 series**.

### Help from your device

The **Help** menu on the display provides quick access to key help topics and is available when you press the **Help** button. From the Idle state, pressing **Help** lists a menu of items for which help is available. Depending on the topic you select, the topic will appear on your display or on your computer screen. When viewing screens other than Idle, pressing **Help** provides context sensitive help.

## HP Web site

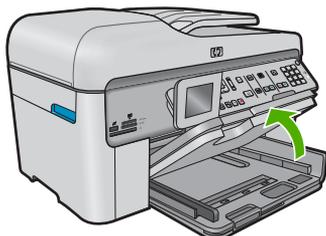
If you have Internet access, you can get help and support from the HP Web site at [www.hp.com/support](http://www.hp.com/support). This Web site offers technical support, drivers, supplies, and ordering information.

## Load paper

You can load different types and sizes of paper in the HP Photosmart, including letter or A4 paper, photo paper, transparencies, and envelopes. For more information, see the Electronic Help.

### To load full-size paper

1. Raise the output tray.



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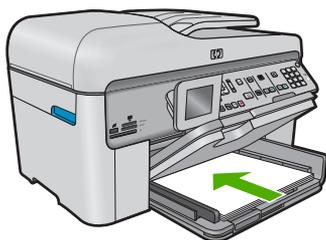
 **TIP:** Tap a stack of paper on a flat surface to align the edges. Make sure all the paper in the stack is the same size and type and free of rips, dust, wrinkles, and curled or bent edges.

---

2. Slide the paper-width guide to its outermost position.



3. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



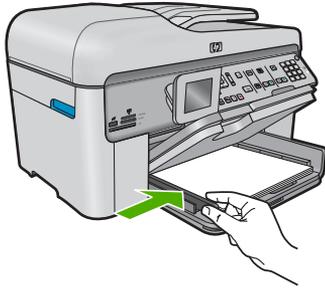
---

△ **CAUTION:** Make sure that the product is idle and silent when you load paper into the main input tray. If the product is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product to eject blank pages.

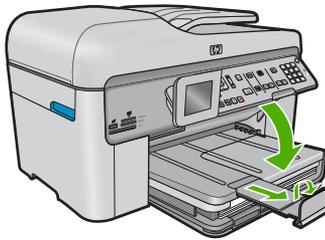
💡 **TIP:** If you are using letterhead, insert the top of the page first with the print side down.

---

4. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the main input tray; make sure the stack of paper fits within the main input tray and is no higher than the top of the paper-width guide.



5. Lower the output tray. Pull the tray extender towards you, as far as it will go. Flip the paper catch at the end of the tray extender to open the extender the rest of the way.



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📄 **NOTE:** When you use legal-size paper, leave the paper catch closed.

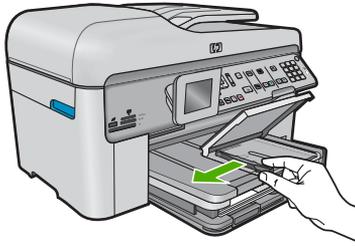
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### To load up to 13 x 18 cm (5 x 7 inch) photo paper in the photo tray

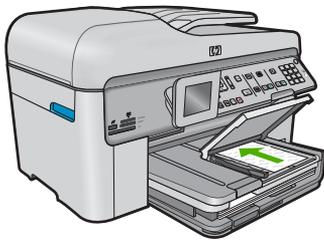
1. Raise the photo tray lid.



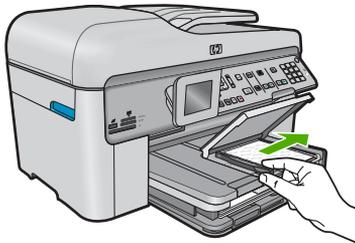
2. Slide the paper-width guide to its outermost position.



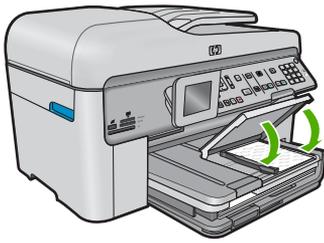
3. Insert the stack of photo paper into the photo tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops. If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.



4. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.



5. Lower the photo tray lid.



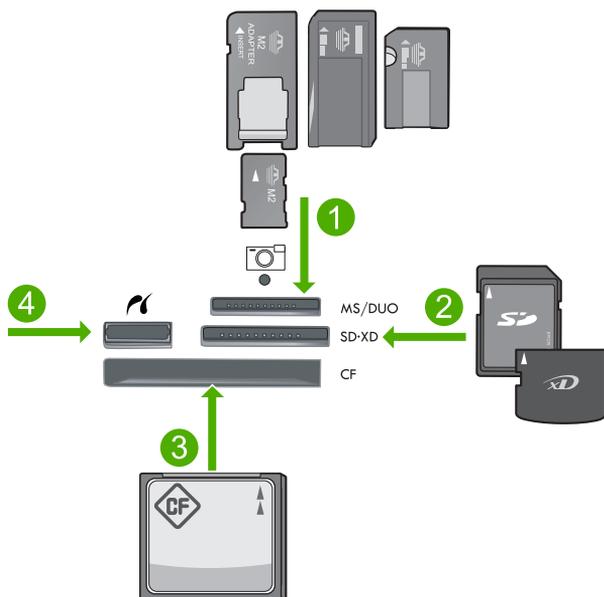
## Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled photo paper by storing all unused photo paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- If you are printing labels, ensure that the label sheets are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the product, and cause paper jams.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the product.

## Print a photo on photo paper

To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMedia Card (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	CompactFlash (CF) types I and II
4	Front USB port/Pictbridge: For digital cameras and removable drives

### To print photos

1. Load photo paper in the appropriate input tray.
2. Insert a memory card into the appropriate slot on the product or connect a storage device to the front USB port.
3. Press **OK** to select **View & Print**.
4. Press the left or right arrow button to scroll through the thumbnails of your photos.
5. When the photo you want to print is highlighted, press **OK**.
6. Press the up arrow button or use the keypad to increase the number of copies. You must specify at least one copy or the photo will not print.

 **TIP:** If you want to crop, rotate, or make any other changes to the photo before printing, press the Menu button.

7. (Optional) Continue left-right scrolling to add more photos to the print queue.
8. Press **OK** to preview the print job.
9. (Optional) Press the Menu button to change the print settings.
10. Press **Print Photos**.

 **TIP:** During printing, you can press **OK** to add more photos to the print queue.

## Scan an image

You can start a scan from your computer or from the control panel of the HP Photosmart. This section explains how to scan from the control panel of the HP Photosmart only.

---

 **NOTE:** You can also use the software you installed with the HP Photosmart to scan images. Using this software, you can edit a scanned image and create special projects using a scanned image.

---

### To scan to a computer

1. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.

---

 **NOTE:** When using the document feeder, remove any staples or clips from the original document.

---

2. Press **Start Scan** on the control panel.
3. Press the down arrow button to highlight **Scan to Computer**, and then press **OK**.

---

 **NOTE:** If the product is network-connected, a list of available computers appears. Select the computer to which you want to transfer the scan, and then continue to the next step.

---

4. The **Scan To** menu appears on the display. Press the down arrow button to select the job shortcut you want to use, and then press **OK**.

---

 **NOTE:** Job shortcuts define scan parameters, such as the software application, dpi, and color settings so you do not need to set them for each scan job.

---

5. Follow the onscreen prompts to save the scan to your computer.

## Make a copy

You can make quality copies from the control panel.

### To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass or print side up in the document feeder tray.
3. Press **Start Copy** to begin copying.

## Send a basic fax

You can easily send a single- or multiple-page black-and-white fax by using the control panel, as described here.

---

 **NOTE:** If you need printed confirmation that your faxes were successfully sent, enable fax confirmation **before** sending any faxes.

---

 **TIP:** You can also send a fax manually by dialing from a phone or by using the monitor dialing feature from the control panel. These features allow you to control the pace of your dialing. They are also useful when you want to use a calling card to charge the call and you need to respond to tone prompts while dialing.

For more information about fax reports, sending faxes manually, and other fax features, see the Electronic Help.

### To send a basic fax from the control panel

1. Load your originals print side up into the document feeder tray. If you are sending a single-page fax, such as a photograph, you can also load your original print side down on the glass.

 **NOTE:** If you are sending a multiple-page fax, you must load the originals in the document feeder tray. You cannot fax a multiple-page document from the glass.

2. Press **OK** when **Fax** is highlighted on the Home Screen. Enter the fax number by using the keypad, press the up arrow button to redial the last number dialed, or press the down arrow button to access speed dials.

 **TIP:** To add a pause in the fax number you are entering, press the **Symbols (\*)** button repeatedly until a dash (-) appears on the display.

3. Press **Start Fax**.
  - **If the product detects an original loaded in the automatic document feeder**, it sends the document to the number you entered.
  - **If the product does not detect an original loaded in the automatic document feeder**, the **Feeder Empty** prompt appears. Make sure your original is loaded print side down on the glass, and then press the down arrow button to highlight **Fax original from scanner glass**, and press **OK**.

 **TIP:** If the recipient reports issues with the quality of the fax you sent, you can try changing the resolution or contrast of your fax.

## Replace the cartridges

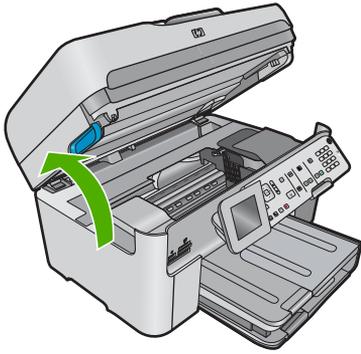
Follow these instructions when you need to replace cartridges.

If you do not already have replacement cartridges for the HP Photosmart, to order cartridges, go to [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies). If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

 **CAUTION:** Wait until you have a new cartridge available before removing the old cartridge. Do not leave the cartridge outside of the product for an extended period of time. This can result in damage to both the product and the cartridge.

### To replace the ink cartridges

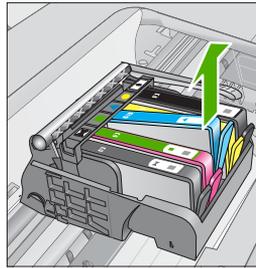
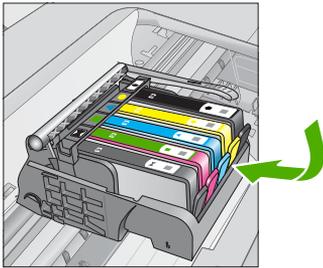
1. Make sure the product is turned on.
2. Remove any originals you might have loaded in the HP Photosmart.
3. Open the cartridge access door by lifting the blue access handles on the side of the product, until the door locks into place.



The print carriage moves to the center of the product.

 **NOTE:** Wait until the print carriage stops moving before proceeding.

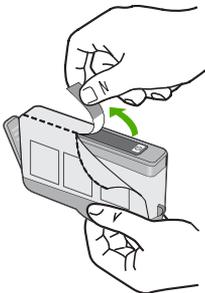
4. Press the tab on the front of the cartridge to release it, and then remove it from the slot.



 **CAUTION:** Do not lift the latch handle on the print carriage to remove the cartridges.

5. Remove the new cartridge from its packaging by pulling the orange pull-tab straight back to remove the plastic wrap from the cartridge.

 **NOTE:** Make sure you remove the plastic wrap from the cartridge before installing it in the product, or printing will fail.



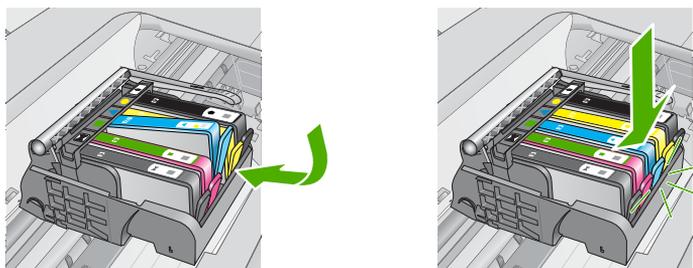
- 6. Twist the orange cap to snap it off.



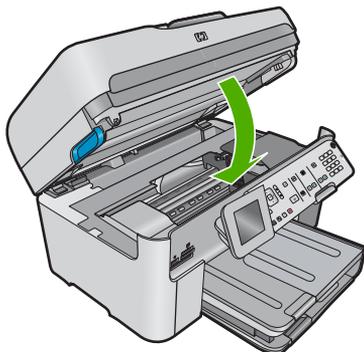
- 7. Using the colored shaped icons for help, slide the cartridge into the empty slot until it clicks into place and is seated firmly in the slot.

△ **CAUTION:** Do not lift the latch handle on the print carriage to install the cartridges. Doing so can result in incorrectly seated cartridges and printing problems. The latch must remain down in order to correctly install the cartridges.

Make sure that you insert the cartridge into the slot that has the same shaped icon and color as the one you are installing.



- 8. Repeat steps 3 through 6 for each cartridge you are replacing.
- 9. Close the cartridge access door.



# 4 Troubleshooting and support

This chapter contains troubleshooting information for the HP Photosmart. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the Electronic Help that came with your software.

Many issues are caused when the HP Photosmart is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the HP Photosmart to your computer before the software installation screen prompts you to do so, you must follow these steps:

## Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the product, wait one minute, then restart it.
5. Reinstall the product software.

 **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

For support contact information, see the inside back cover of this guide.

## Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP Photosmart application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP Photosmart.

### To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-in-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
4. Disconnect the product from your computer.
5. Restart your computer.



**NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.



**NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

**NOTE:** If you no longer have the installation CD, you can download the software from [www.hp.com/support](http://www.hp.com/support).

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.

To verify that the software is properly installed, double-click the HP Solution Center icon on the desktop. If the HP Solution Center shows the essential icons (**Scan Picture** and **Scan Document**), the software has been properly installed.

## Setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP Photosmart hardware.

### The product will not turn on

Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.

#### Solution 1: Make sure you use the power cord that came with the product

##### Solution

- Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip. Make sure the light on the adapter is lit.
- If you are using a power strip, make sure the power strip is turned on. Or, try plugging the product directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the product into a switched outlet, make sure the outlet is switched on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

**Cause:** The product was not being used with the power cord provided.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Reset the product

**Solution:** Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

**Cause:** The product experienced an error.

If this did not solve the issue, try the next solution.

---

#### Solution 3: Press the **On** button more slowly

**Solution:** The product might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the product to turn on. If you press the **On** button again during this time, you might turn the product off.

**Cause:** You pressed the **On** button too quickly.

If this did not solve the issue, try the next solution.

---

#### Solution 4: Contact HP to replace the power supply

**Solution:** Contact HP support to request a power supply for the product.

Go to: [www.hp.com/support](http://www.hp.com/support).

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The power supply was not intended for use with this product or it had a mechanical failure.

If this did not solve the issue, try the next solution.

---

### Solution 5: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support).

If prompted, choose your country/region, and then click **Contact HP** for technical support.

**Cause:** You might need assistance to enable the product or software to function properly.

---

### I connected the USB cable, but I am having problems using the product with my computer

**Solution:** You must first install the software that came with the product before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, plug one end of the USB cable into the back of your computer and the other into the back of the product. You can connect to any USB port on the back of your computer.

For more information on installing the software and connecting the USB cable, see the Start Here guide that came with the product.

**Cause:** The USB cable was connected before the software was installed. Connecting the USB cable before you are prompted can cause errors.

---

### After setting up the product, it does not print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

#### Solution 1: Press the On button to turn on the product

**Solution:** Look at the display on the product. If the display is blank and the **On** button is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

**Cause:** The product might not have been turned on.

If this did not solve the issue, try the next solution.

---

#### Solution 2: Set your product as the default printer

**Solution:** Use the system tools on your computer to change your product to be the default printer.

**Cause:** You sent the print job to the default printer, but this product was not the default printer. If this did not solve the issue, try the next solution.

---

#### Solution 3: Check if the printer is paused or offline

**Solution:** Check to make sure the product is not paused or offline.

##### To check if the printer is paused or offline

1. Depending upon your operating system, do one of the following:
  - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
  - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
4. If you made any changes, try to print again.

**Cause:** The product was paused or offline.

If this did not solve the issue, try the next solution.

---

#### **Solution 4: Check the connection between the product and computer**

**Solution:** Check the connection between the product and computer.

**Cause:** The product and computer were not communicating with each other.

If this did not solve the issue, try the next solution.

---

#### **Solution 5: Check that the ink cartridges are installed properly and have ink**

**Solution:** Check that the ink cartridges are installed properly and have ink.

**Cause:** There might have been a problem with one or more of the ink cartridges.

If this did not solve the issue, try the next solution.

---

#### **Solution 6: Load paper in the input tray**

**Solution:** Load paper in the input tray.

**Cause:** The product might have been out of paper.

---

## **Network troubleshooting**

If you are encountering issues using your HP Photosmart over a network, try the following steps in the order listed:

1. Turn off the router, product, and computer, and then turn them back on in this order: router first, then the product, and finally the computer. Sometimes, cycling the power will recover a network communication issue.
2. For wireless networking issues, run the **Wireless Network Test** from the product control panel.
  - a. Press **Setup**.
  - b. Press the down arrow button until **Network** is highlighted, and then press **OK**.
  - c. Press the down arrow button until **Wireless Network Test** is highlighted, and then press **OK**.

The **Wireless Network Test** prints.

If a problem is detected, the printed test report will include recommendations that might help solve the problem. If you need to change the network settings on your product or have never run the Wireless Setup Wizard, do so now.

Double-click the **HP Solution Center** icon, click **Settings**, click **Other Settings**, select **Network Toolbox**, and then select the **Wireless Setup Wizard** link.

3. If the previous steps do not solve the problem and you have successfully installed the HP Photosmart Software on your computer, run the Network Diagnostic tool.



**NOTE:** The diagnostic test might prompt you to connect a USB cable between the product and your computer. Position the product and computer near each other and have a USB cable readily accessible.

---

#### **To run the Network Diagnostic tool**

- ▲ In the Solution Center, click **Settings**, click **Other Settings**, and then click **Network Toolbox**. On the **Utilities** tab, click **Run Network Diagnostics**.

**If you are unable to run the Network Diagnostic tool or it does not help solve the problem, check the following sections for additional information:**

1. Make sure that the computer is connected to your network
2. Make sure that the product is connected to your network
3. Check to see if the firewall software is blocking communication
4. Make sure the product is online and ready
5. Make sure the HP Device Discovery software is running

## Step 1: Make sure that the computer is connected to your network

### To check a wired (Ethernet) connection

- ▲ Where the Ethernet cable from the router connects to your computer, check to see if the indicator lights are on. Usually there are two indicator lights, one that is on and another that blinks. If you do not see any lights, try reconnecting the Ethernet cable to the computer and the router. If you still do not see lights, there might be a problem with the router or your computer.

### To check a wireless connection

1. Make sure that the wireless radio on your computer is turned on.
2. If you are not using a unique network name (SSID), then it is possible that your wireless computer could be connected to a nearby network that is not yours. The following steps can help you determine if your computer is connected to your network.
  - a. Depending on your operating system:
    - **Windows XP:** Click **Start**, point to **Control Panel**, point to **Network Connections**, and then select **View/Details**.  
OR  
**Windows XP:** Click **Start**, point to **Settings**, point to **Control Panel**, point to **Network Connections**, and then select **View/Details**.
    - **Windows Vista:** Click **Start**, point to **Control Panel**, point to **Network Connections**, and then click **View Network Status and Tasks**.

Leave the network dialog box open while you continue to the next step.

- b. Disconnect the power cord from the wireless router. The connection status of your computer should change to **Not Connected**.
- c. Reconnect the power cord to the wireless router. The connection status should change to **Connected**.

If you are unable to get your computer connected to your network, contact the person who set up your network or the router manufacturer as there might be a hardware issue with either your router or computer.

If you are able to access the Internet, you can also access the HP Network Assistant at [www.hp.com/sbso/wireless/tools-setup](http://www.hp.com/sbso/wireless/tools-setup) for help in setting up a network.

## Step 2: Make sure that the HP Photosmart is connected to your network

If your product is not connected to the same network as your computer, you will not be able to use the product over the network. Follow the steps described in this section to find out if your product is actively connected to the correct network.

### A: Make sure the product is on the network

To see if the product is connected to the network:

- ▲ If the product is connected to a wired (Ethernet) network, check the two Ethernet indicator lights on the top and bottom of the RJ-45 Ethernet jack on the back of the product. The lights indicate the following:
  - **Top light:** If the light is lit solid green, the product is connected to the network, and communications have been established. If the light is off, there is no network connection.
  - **Bottom light:** If the yellow light flashes, data is being sent or received by the product over the network.
- ▲ If the product is connected to a wireless network, print the product Network Configuration Page, and then check the Network Status and URL.

### To print the Network Configuration Page

- a. Press **Setup**.
- b. Press the down arrow button until **Network** is highlighted, and then press **OK**.

- c. Press the down arrow button until **View Network Settings** is highlighted, and then press **OK**.
- d. Press the down arrow button until **Print Network Configuration Page** is highlighted, and then press **OK**.  
This prints the Network Configuration Page.

<b>Network Status</b>	<ul style="list-style-type: none"> <li>• If the Network Status is <b>Ready</b>, the product is actively connected to a network.</li> <li>• If the Network Status is <b>Offline</b>, the product is not connected to a network. Run the <b>Wireless Network Test</b> (using the instructions at the beginning of the Network Troubleshooting section) and follow any recommendations.</li> </ul>
<b>URL</b>	The URL shown here is the network address assigned to the product by your router. You will need this address for step 2.

### **B: Check to see if you can access the HP Photosmart Premium Fax C309 series home page**

After you establish that the computer and the HP Photosmart both have active connections to a network, you can verify if they are on the same network by accessing the HP Photosmart Premium Fax C309 series home page. (The home page is a Web page that resides within the HP Photosmart.)

#### **To access the HP Photosmart Premium Fax C309 series home page**

- ▲ On your computer, open the Web browser you normally use to access the Internet (for example, Internet Explorer.) In the **Address box**, type the URL of the product as it was shown on the Network Configuration Page (for example, <http://192.168.1.101>.) The HP Photosmart Premium Fax C309 series home page should appear.



**NOTE:** If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

If you can access the HP Photosmart Premium Fax C309 series home page, try using the product over the network (such as to scan or print) to see if your network setup was successful.

If you cannot access the HP Photosmart Premium Fax C309 series home page or are still having problems using the product over the network, continue to the next section regarding firewalls.

### **Step 3: Check to see if the firewall software is blocking communication**

If you cannot access the HP Photosmart Premium Fax C309 series home page and are sure both the computer and HP Photosmart Premium Fax C309 series have active connections to the same network, the firewall security software might be blocking communication. Turn off any firewall security software running on your computer and then try to access the HP Photosmart Premium Fax C309 series home page again. If you can access the home page, try using the HP Photosmart Premium Fax C309 series (for printing or scanning).

If you are able to access the home page and use your HP Photosmart Premium Fax C309 series with the firewall turned off, you will need to reconfigure your firewall settings to allow the computer and HP Photosmart Premium Fax C309 series to communicate with each other over the network. For more information, see [“Configure your firewall to work with HP products” on page 10](#).

If you are able to access the HP Photosmart Premium Fax C309 series home page but are still unable to use the HP Photosmart Premium Fax C309 series even with the firewall turned off, continue to steps 4 and 5.

### **Step 4: Make sure the product is online and ready**

If you have the HP Photosmart Software installed, you can check the product status from your computer to see if the product is paused or offline, preventing you from using it.

### To check the printer status

1. Do one of the following, depending on your operating system:
  - **Windows XP:** Click **Start**, point to **Printers and Faxes**, and then select **View/Details**.
  - **Windows Vista:** Click **Start**, point to **Control Panel**, and then select **Printers and Faxes**.
2. Do one of the following, depending on the printer status:
  - If the product says **Offline**, right-click the product and select **Use Printer Online**.
  - If the product says **Paused**, right-click the product and select **Resume Printing**.
3. Try using the product over the network.

If you can use the product after performing the steps above but find that the symptoms persist as you continue to use the product, your firewall might be interfering. For more information see [“Configure your firewall to work with HP products” on page 10](#). If you still cannot use the product over the network, continue to the next section for additional troubleshooting help.

## Step 5: Make sure the HP Network Devices Support service is running

### To restart the HP Network Device Support service

1. Delete any print jobs currently in the print queue.
2. Do one of the following, depending on your operating system:
  - **Windows XP:** Click **Start**, right-click **My Computer**, and click **Manage**. Double-click **Services and Applications**, and then select **Services**.
  - **Windows Vista:** Click **Start**, right-click **Computer**, and click **Manage**. Double-click **Services and Applications**, and then select **Services**.
3. Scroll down the list of services, right click **HP Network Devices Support**, and then select **Restart**.
4. After the service restarts, try using the product over the network again.

If you are able to use the product over the network, your network setup was successful.

If you still cannot use the product over the network or if you have to periodically perform this step in order to use your product over the network, your firewall might be interfering. For more information see [“Configure your firewall to work with HP products” on page 10](#).

If this still does not work, there might be a problem with your network configuration or router. Contact the person who set up your network or the router manufacturer for help.

## Fax troubleshooting

Use this section to solve the following fax problems:

- [The product is having problems sending and receiving faxes](#)
- [The product cannot send faxes, but can receive faxes](#)
- [The product is having problems sending a manual fax](#)
- [Fax tones are recorded on my answering machine](#)
- [The product cannot receive faxes, but can send faxes](#)
- [The fax test failed](#)

### The product is having problems sending and receiving faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure the product is set up for faxing correctly](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Make sure you are using the correct type of phone cord](#)
- [Solution 4: Make sure other office equipment is connected correctly](#)
- [Solution 5: Try removing the splitter](#)
- [Solution 6: Make sure the telephone wall jack works properly](#)
- [Solution 7: Check the phone line for noise](#)

- [Solution 8: Make sure extension phones or other equipment on the phone line are not in use](#)
- [Solution 9: Make sure the product is connected to an analog phone line](#)
- [Solution 10: If you use a DSL service, make sure you have a DSL filter installed](#)
- [Solution 11: If you use a DSL service, make sure the DSL modem is properly grounded](#)
- [Solution 12: If you use a PBX or ISDN converter, make sure you are using a port designated for fax and phone use](#)
- [Solution 13: Check for and resolve any error messages](#)
- [Solution 14: If you use a PBX, FoIP, or ISDN converter, lower the fax speed](#)
- [Solution 15: If you are faxing over the Internet using IP phone, resend the fax at a later time](#)

### Solution 1: Make sure the product is set up for faxing correctly

**Solution:** Make sure you set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. For more information, see [“Set up the HP Photosmart for faxing”](#) on page 14.

Then, run a fax test to check the status of the product and to make sure you set it up properly.

#### To test your fax setup from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Run Fax Test**, and then press **OK**.  
The HP Photosmart displays the status of the test on the display and prints a report.
5. Review the report.
  - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
  - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP Photosmart, press **OK**.  
If necessary, resolve any problems found and rerun the test.

The product prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem.

For more information, see:

[“The fax test failed”](#) on page 72

**Cause:** The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

### Solution 2: Turn on the product

**Solution:** Look at the display on the product. If the display is blank and the **On** light is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

**Cause:** The product was turned off.

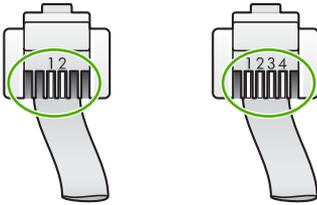
If this did not solve the issue, try the next solution.

### Solution 3: Make sure you are using the correct type of phone cord

#### Solution

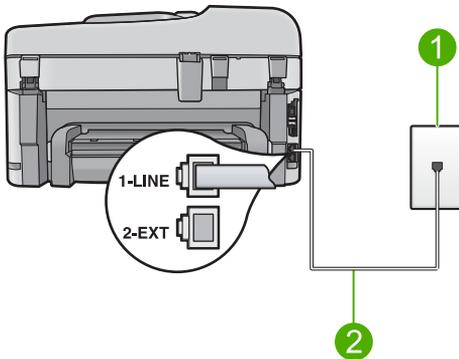
**NOTE:** This possible solution applies only in the countries/regions that receive a 2-wire phone cord in the box with the product, including: Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Greece, India, Indonesia, Ireland, Japan, Korea, Latin America, Malaysia, Mexico, Philippines,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

This special 2-wire phone cord is different from the more common 4-wire phone cords you might already have in your office. Check the end of the cord and compare it to the two types of cords shown below.



Make sure you used the phone cord supplied in the box with the product to connect to the telephone wall jack.

One end of this special 2-wire phone cord should be connected to the port labeled 1-LINE on the back of the product and the other end to your telephone wall jack, as shown below.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product

If you used a 4-wire phone cord, disconnect it, find the supplied 2-wire phone cord, and then connect the 2-wire phone cord to the port labeled 1-LINE on the back of the product.

If the product came with a 2-wire phone cord adapter, you can use it with a 4-wire phone cord, in case the supplied 2-wire phone cord is too short. Attach the 2-wire phone cord adapter to the port labeled 1-LINE on the back of the product. Attach your 4-wire phone cord to the open port on the adapter and to the telephone wall jack. For more information on using the 2-wire phone cord adapter, see the documentation that came with it.

For more information on setting up the product, see the printed documentation that came with the product.

**Cause:** The wrong phone cord was used to connect the product or the phone cord was plugged into the wrong port.

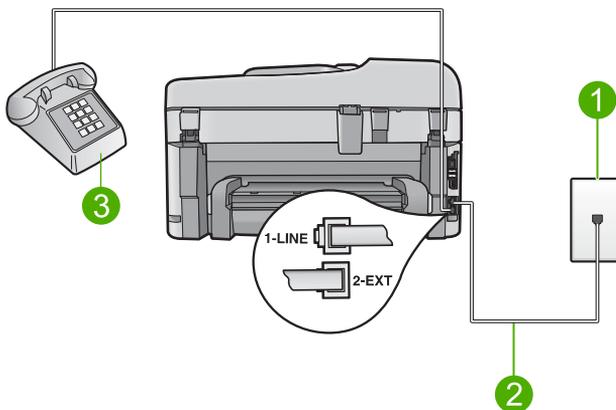
If this did not solve the issue, try the next solution.

### Solution 4: Make sure other office equipment is connected correctly

#### Solution

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

Make sure you have correctly connected the product to the telephone wall jack, and correctly connected any additional equipment and services that share the phone line with the product. Use the port labeled 1-LINE on the back of the product to connect to the telephone wall jack. Use the 2-EXT port to connect to any other equipment, such as an answering machine or a telephone, as shown below.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product
3	Telephone (optional)

For more information on setting up the product, see the printed documentation that came with the product.

**Cause:** Other office equipment (such as an answering machine or a telephone) was not set up properly with the product.

If this did not solve the issue, try the next solution.

### Solution 5: Try removing the splitter

**Solution:** A phone line splitter can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) If you are using a splitter, remove it and connect the product directly to the telephone wall jack.

**Cause:** You were using a phone line splitter.

If this did not solve the issue, try the next solution.

### Solution 6: Make sure the telephone wall jack works properly

**Solution:** Try connecting a working telephone and phone cord to the telephone wall jack you are using for the product and check for a dial tone. If you do not hear a dial tone, call your local telephone company for service.

**Cause:** The telephone wall jack was not working properly.  
If this did not solve the issue, try the next solution.

---

### Solution 7: Check the phone line for noise

**Solution:** You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise. If the failure was due to noise on the phone line, contact the sender to have them resend the fax. The quality might be better when you try again. If the problem persists, turn **Error Correction Mode (ECM)** off and contact your telephone company.

#### To change the ECM setting from the control panel

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**. The **Advanced Fax Setup** menu appears.
3. Press the down arrow button to highlight **Error Correction Mode**, and then press **OK**. The **Error Correction Mode** menu appears.
4. Press the down arrow button to highlight **Off** or **On**.
5. Press **OK**.

**Cause:** The phone line connection was noisy. Phone lines with poor sound quality (noise) can cause faxing problems.

If this did not solve the issue, try the next solution.

---

### Solution 8: Make sure extension phones or other equipment on the phone line are not in use

**Solution:** Make sure extension phones (phones on the same phone line, but not connected to the product) or other equipment are not in use or off the hook. For example, you cannot use the product for faxing if an extension phone is off the hook, or if you are using a computer dial-up modem to send e-mail or access the Internet.

**Cause:** Other equipment that uses the same phone line as the product might have been in use.

If this did not solve the issue, try the next solution.

---

### Solution 9: Make sure the product is connected to an analog phone line

**Solution:** Make sure you connect the product to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the product to an analog phone line and try sending or receiving a fax.

 **NOTE:** If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

**Cause:** The product might have been connected to a telephone wall jack that was set up for digital phones.

---

If this did not solve the issue, try the next solution.

---

### Solution 10: If you use a DSL service, make sure you have a DSL filter installed

**Solution:** If you use a DSL service, make sure that you have a DSL filter connected or you will not be able to fax successfully. The DSL service sends out a digital signal on the phone line that can interfere with the product, preventing the product from sending and receiving faxes. The DSL filter removes the digital signal and allows the product to communicate properly with the phone line.

To check if you already have a filter installed, listen to your phone line or dial tone. If you hear noise or static on the line, you probably do not have a DSL filter installed, or it is installed incorrectly. Obtain a DSL filter from your DSL provider. If you already have a DSL filter, make sure it is connected correctly.

**Cause:** The product shares the same phone line with a DSL service and a DSL filter was not connected.

If this did not solve the issue, try the next solution.

---

### Solution 11: If you use a DSL service, make sure the DSL modem is properly grounded

**Solution:** If the DSL modem is not properly grounded, it can create noise on the phone line. Phone lines with poor sound quality (noise) can cause faxing problems. You can check the sound quality of the phone line by plugging a phone into the telephone wall jack and listening for static or other noise.

If you hear noise, turn off your DSL modem.

---

 **NOTE:** For information on turning your DSL modem off, contact your DSL provider for support.

---

Completely remove power for at least 15 minutes, and then turn the DSL modem back on. Listen to the dial tone again.

- If the dial tone sounds clear (no noise or static), try sending or receiving a fax.

---

 **NOTE:** You might notice static on the phone line again in the future. If the product stops sending and receiving faxes, repeat this process.

- If the phone line is still noisy, contact your phone company.

**Cause:** The product shares the same phone line with a DSL service and the DSL modem might not have been properly grounded.

If this did not solve the issue, try the next solution.

---

### Solution 12: If you use a PBX or ISDN converter, make sure you are using a port designated for fax and phone use

**Solution:** Make sure the product is connected to the port that is designated for fax and phone use. Also, make sure that the terminal adapter is set to the correct switch type for your country/region, if possible.

---

 **NOTE:** Some ISDN systems allow you to configure the ports for specific phone equipment. For example, you might have assigned one port for telephone and Group 3 fax and another port for multiple purposes. If you have problems when connected to the fax/phone port of your ISDN converter, try using the port designated for multiple purposes; it might be labeled "multi-combi" or something similar.

---

For more information on how to set up the product with a PBX phone system or ISDN line, see the printed documentation that came with the product.

**Cause:** You were using either a PBX or an ISDN converter/terminal adapter.

If this did not solve the issue, try the next solution.

### Solution 13: Check for and resolve any error messages

**Solution:** Check the display or your computer for an error message providing information about the problem and how to solve it. If there is an error, the product will not send or receive a fax until the error condition is resolved.

You can also check the status of the product by clicking **Status** in the HP Solution Center.

**Cause:** Another process caused an error in the product.

If this did not solve the issue, try the next solution.

### Solution 14: If you use a PBX, FoIP, or ISDN converter, lower the fax speed

**Solution:** You might need to send and receive faxes at a slower rate. Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)** if you use one of the following:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An ISDN service

**To set the fax speed from the control panel**

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
3. Press the down arrow button to highlight **Fax Speed**, and then press **OK**.
4. Press the down arrow button to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
<b>Fast (33600)</b>	v.34 (33600 baud)
<b>Medium (14400)</b>	v.17 (14400 baud)
<b>Slow (9600)</b>	v.29 (9600 baud)

**Cause:** The **Fax Speed** setting was set too fast.

If this did not solve the issue, try the next solution.

### Solution 15: If you are faxing over the Internet using IP phone, resend the fax at a later time

**Solution:** Try resending your fax at a later time. Also, make sure your Internet service provider supports faxing over the Internet.

If the problem persists, contact your Internet service provider.

**Cause:** You were faxing over the Internet using an IP phone, and there was a problem with the transmission.

### The product cannot send faxes, but can receive faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure the product is set up for faxing correctly](#)

- [Solution 2: Check the fax number](#)
- [Solution 3: Dial the fax number more slowly](#)
- [Solution 4: Check the receiving fax machine for problems](#)

### Solution 1: Make sure the product is set up for faxing correctly

**Solution:** Make sure you set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. For more information, see [“Set up the HP Photosmart for faxing” on page 14](#).

Then, run a fax test to check the status of the product and to make sure you set it up properly.

#### To test your fax setup from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Run Fax Test**, and then press **OK**.  
The HP Photosmart displays the status of the test on the display and prints a report.
5. Review the report.
  - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
  - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP Photosmart, press **OK**.  
If necessary, resolve any problems found and rerun the test.

The product prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem.

For more information, see:

[“The fax test failed” on page 72](#)

**Cause:** The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

### Solution 2: Check the fax number

**Solution:** Check to see that the fax number you entered is correct and in the proper format. For example, you might need to dial a "9" prefix, depending on your phone system.

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

**Cause:** The number you entered when sending the fax was not in the proper format.

If this did not solve the issue, try the next solution.

### Solution 3: Dial the fax number more slowly

**Solution:** Insert some pauses in the number sequence to slow the dialing pace. For example, if you need to access an outside line before dialing the phone number, insert a pause following the access number. If your number is 95555555, and 9 accesses an outside line, you might insert pauses as follows: 9-555-5555. To enter a pause in the fax number you are typing, press the symbols button on the keypad (indicated by an **asterisk**) until a dash (-) appears on the display.

You can also send the fax using monitor dialing. This enables you to listen to the phone line as you dial. You can set the pace of your dialing and respond to prompts as you dial.

For more information, see:

[“Send a basic fax” on page 45](#)

**Cause:** The product might have been dialing too fast or too soon.  
If this did not solve the issue, try the next solution.

---

**Solution 4: Check the receiving fax machine for problems**

**Solution:** Try calling the fax number from a telephone and listen for fax tones. If you cannot hear fax tones, the receiving fax might not be turned on or connected, or a voice mail service could be interfering with the recipient's phone line. You can also ask the recipient to check the receiving fax machine for any problems.

**Cause:** The receiving fax machine was having problems.

---

**The product is having problems sending a manual fax**

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Ensure that the receiving fax machine can receive a manual fax](#)
- [Solution 2: Connect the telephone to the correct port](#)
- [Solution 3: Start sending the fax within 3 seconds of hearing fax tones](#)
- [Solution 4: Lower the fax speed](#)

**Solution 1: Ensure that the receiving fax machine can receive a manual fax**

**Solution:** Check with the recipient to see if their fax machine can receive faxes manually.

**Cause:** The recipient's fax machine does not support manual faxing.  
If this did not solve the issue, try the next solution.

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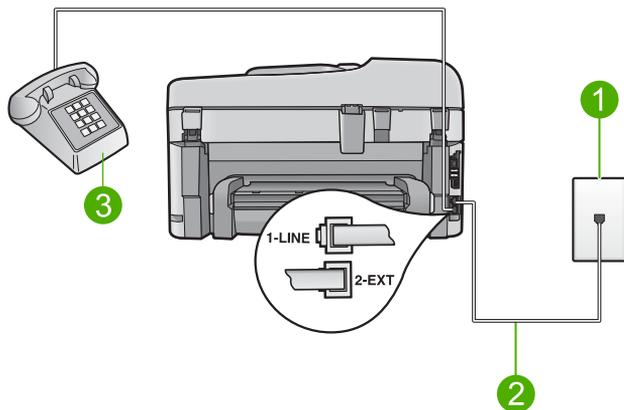
**Solution 2: Connect the telephone to the correct port**

**Solution**

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

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To send a fax manually, the telephone must be connected directly to the port labeled 2-EXT on the product, as shown below.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product
3	Telephone

For more information on setting up the product with your telephone, see the printed documentation that came with the product.

**Cause:** The telephone used to initiate the fax call was not connected directly to the product or was not connected properly.

If this did not solve the issue, try the next solution.

### Solution 3: Start sending the fax within 3 seconds of hearing fax tones

**Solution:** If you are sending a fax manually, make sure that you press **Start Fax** within three seconds of hearing the recipient's fax tones, otherwise the transmission might fail.

**Cause:** You did not press **Start Fax** within three seconds of hearing fax tones.

If this did not solve the issue, try the next solution.

### Solution 4: Lower the fax speed

**Solution:** You might need to send and receive faxes at a slower rate. Try setting the **Fax Speed** to **Medium (14400)** or **Slow (9600)** if you use one of the following:

- An Internet phone service
- A PBX system
- Fax over Internet Protocol (FoIP)
- An ISDN service

**To set the fax speed from the control panel**

1. Press **Setup**.



2. Press the down arrow button to highlight **Advanced Fax Setup**, and then press **OK**.
3. Press the down arrow button to highlight **Fax Speed**, and then press **OK**.
4. Press the down arrow button to select one of the following settings, and then press **OK**.

Fax speed setting	Fax speed
<b>Fast (33600)</b>	v.34 (33600 baud)
<b>Medium (14400)</b>	v.17 (14400 baud)
<b>Slow (9600)</b>	v.29 (9600 baud)

**Cause:** The **Fax Speed** setting might have been set too fast.

### Fax tones are recorded on my answering machine

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

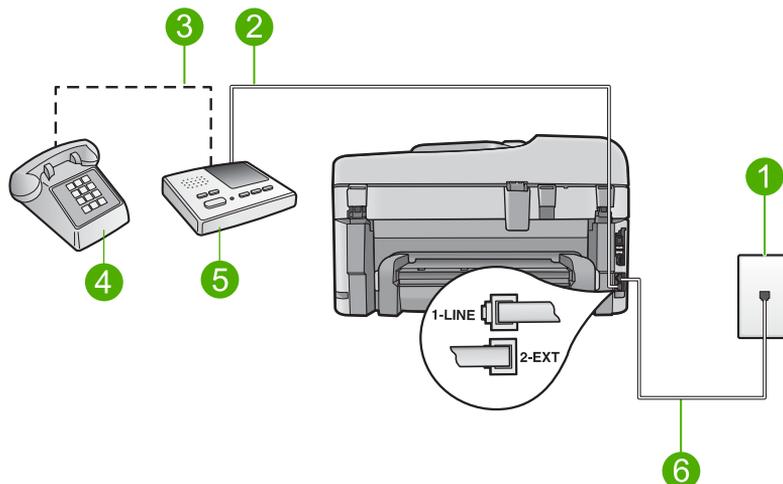
- [Solution 1: Make sure the answering machine is connected to the correct port](#)
- [Solution 2: Set up the product to answer faxes automatically](#)

#### Solution 1: Make sure the answering machine is connected to the correct port

##### Solution

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

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the product using the port labeled 2-EXT, as shown below.



1	Telephone wall jack
2	Connect to the IN port on the answering machine
3	Connect to the OUT port on the answering machine
4	Telephone (optional)
5	Answering machine
6	Use the phone cord supplied in the box with the product

Make sure the product is set to receive faxes automatically and that the number of rings to wait setting is correct. The number of rings to wait for the product should be greater than the number of rings to answer for the answering machine. If the answering machine and the product are set to the same number of rings to answer, both devices will answer the call and fax tones will be recorded on the answering machine.

Set your answering machine to a low number of rings and the product to answer in the maximum number of rings supported. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the product will monitor the line. If the product detects fax tones, the product will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

For more information on setting up the product when you have an answering machine, see [“Set up the HP Photosmart for faxing” on page 14.](#)

**Cause:** The answering machine was not set up properly with the product or the number or rings to wait setting was not correct.

If this did not solve the issue, try the next solution.

### Solution 2: Set up the product to answer faxes automatically

**Solution:** Set up the product to answer incoming calls automatically by turning on **Auto Answer**. If it is turned off, the product will not monitor incoming calls and receive faxes. In this case, the answering machine will answer the fax call and record the fax tones.

For more information on setting up the product when you have an answering machine, see the printed documentation that came with the product.

**Cause:** The product was set up to receive faxes manually, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls, or the product will not receive the fax and your answering machine will record the fax tones.

## The product cannot receive faxes, but can send faxes

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure the product is set up for faxing correctly](#)
- [Solution 2: Check the Auto Answer setting](#)
- [Solution 3: Set the product to answer faxes manually](#)
- [Solution 4: If you have a computer dial-up modem on the same phone line as the product, make sure the modem software is not intercepting the fax](#)
- [Solution 5: If you have an answering machine on the same phone line as the product, record a new outgoing message](#)
- [Solution 6: If you have an answering machine on the same phone line as the product, make sure it is connected to the correct port](#)
- [Solution 7: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number](#)
- [Solution 8: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings](#)
- [Solution 9: Make sure other equipment on the phone line is not reducing the fax signal](#)
- [Solution 10: Clear the memory of the product](#)
- [Solution 11: Check for error messages on the display](#)

### Solution 1: Make sure the product is set up for faxing correctly

**Solution:** Make sure you set up the product properly for faxing, based on the equipment and services you have on the same phone line as the product. For more information, see [“Set up the HP Photosmart for faxing”](#) on page 14.

Then, run a fax test to check the status of the product and to make sure you set it up properly.

#### To test your fax setup from the control panel

1. Load letter or A4 unused plain white paper into the input tray.
2. Press **Setup**.



3. Press the down arrow button to highlight **Tools**, and then press **OK**.
4. Press the down arrow button to highlight **Run Fax Test**, and then press **OK**.  
The HP Photosmart displays the status of the test on the display and prints a report.
5. Review the report.
  - If the test passes and you are still having problems faxing, check the fax settings listed in the report to verify the settings are correct. A blank or incorrect fax setting can cause problems faxing.
  - If the test fails, review the report for more information on how to fix any problems found.
6. After you pick up the fax report from the HP Photosmart, press **OK**.  
If necessary, resolve any problems found and rerun the test.

The product prints a report with the results of the test. If the test fails, review the report for information on how to fix the problem.

For more information, see:

[“The fax test failed”](#) on page 72

**Cause:** The product was not set up properly for faxing.

If this did not solve the issue, try the next solution.

### Solution 2: Check the Auto Answer setting

**Solution:** Depending on your office setup, you might be able to set the product to answer incoming calls automatically. To find out what the recommended answer mode is for your office setup, see the printed documentation that came with the product.

If you must have **Auto Answer** off, you will need to press **Start Fax** to receive a fax.

**Cause:** **Auto Answer** was turned off, which means that the product would not answer incoming calls. You must be available to respond in person to incoming fax calls in order to receive faxes.

If this did not solve the issue, try the next solution.

---

### Solution 3: Set the product to answer faxes manually

**Solution:** Set the product to answer faxes manually. You cannot receive faxes automatically if you have a voice mail service at the same phone number you use for fax calls. You must receive faxes manually; this means you must be available to respond in person to incoming fax calls.

For more information on how to set up the product when you have a voice mail service, see the printed documentation that came with the product.

**Cause:** You subscribed to a voice mail service at the same phone number you used for fax calls.

If this did not solve the issue, try the next solution.

---

### Solution 4: If you have a computer dial-up modem on the same phone line as the product, make sure the modem software is not intercepting the fax

**Solution:** If you have a computer dial-up modem on the same phone line as the product, check to make sure that the software that came with your modem is not set to receive faxes automatically. Modems that are set up to receive faxes automatically take over the phone line to receive all incoming faxes, which prevents the product from receiving fax calls.

**Cause:** You had a computer dial-up modem on the same phone line as the product.

If this did not solve the issue, try the next solution.

---

### Solution 5: If you have an answering machine on the same phone line as the product, record a new outgoing message

**Solution:** Disconnect the answering machine and then try receiving a fax. If faxing is successful without the answering machine, the answering machine might be causing the problem. Reconnect the answering machine and record your outgoing message again.

- Record a message that is approximately 10 seconds in duration.
- Speak slowly and at a low volume when recording your message.
- Leave at least 5 seconds of silence at the end of the voice message.
- There should be no background noise when recording this silent time.

**Cause:** If you had an answering machine on the same phone line with the product, you might have had one of the following problems:

- Your outgoing message might have been too long or too loud to allow the product to detect fax tones, and the sending fax machine might have disconnected.
- Your answering machine might not have had enough quiet time after your outgoing message to allow the product to detect fax tones. This problem is most common with digital answering machines.

If this did not solve the issue, try the next solution.

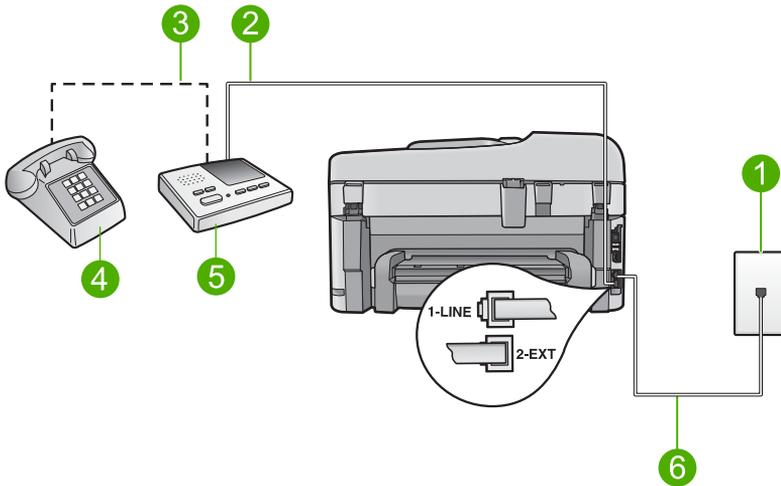
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**Solution 6: If you have an answering machine on the same phone line as the product, make sure it is connected to the correct port**

**Solution**

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

When you have an answering machine on the same phone line you use for fax calls, you must connect the answering machine directly to the product using the port labeled 2-EXT, as shown below. You also need to set the correct number of rings to answer for both the answering machine and product.



1	Telephone wall jack
2	Connect to the IN port on the answering machine
3	Connect to the OUT port on the answering machine
4	Telephone (optional)
5	Answering machine
6	Use the phone cord supplied in the box with the product

Make sure the product is set to receive faxes automatically and that the number of rings to wait setting is correct. The number of rings to answer for the product should be greater than the number of rings to answer for the answering machine. Set your answering machine to a low number of rings and the product to answer in the maximum number of rings supported by your product. (The maximum number of rings varies by country/region.) In this setup, the answering machine will answer the call and the product will monitor the line. If the product detects fax tones, the product will receive the fax. If the call is a voice call, the answering machine will record the incoming message.

For more information on setting up the product, see [“Set up the HP Photosmart for faxing” on page 14.](#)

**Cause:** The answering machine was not set up properly with the product.

If this did not solve the issue, try the next solution.

---

### Solution 7: If you use a distinctive ring service, make sure the Distinctive Ring setting matches the ring pattern for your fax number

**Solution:** If you have a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), make sure that the **Distinctive Ring** setting on the product is set to match. For example, if the phone company has assigned your number a double ring pattern, make sure **Double Rings** is selected as the **Distinctive Ring** setting.

 **NOTE:** The product cannot recognize some ring patterns, such as those with alternating short and long ringing patterns. If you are having problems with a ring pattern of this type, ask your phone company to assign a non-alternating ring pattern.

If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

**Cause:** You had a special ring pattern for your fax phone number (using a distinctive ring service through your telephone company), and the **Distinctive Ring** setting on the product did not match.

If this did not solve the issue, try the next solution.

---

### Solution 8: If you do not use a distinctive ring service, make sure the Distinctive Ring setting is set to All Rings

**Solution:** If you are not using a distinctive ring service, make sure that the **Distinctive Ring** setting on the product is set to **All Rings**.

**Cause:** The **Distinctive Ring** setting was not set to **All Rings** (and you were not using a distinctive ring service).

If this did not solve the issue, try the next solution.

---

### Solution 9: Make sure other equipment on the phone line is not reducing the fax signal

**Solution:** If the product shares the same phone line with other types of phone equipment, such as an answering machine, a computer dial-up modem, or a multi-port switch box, the fax signal level might be reduced. The signal level can also be reduced if you use a splitter or connect extra cables to extend the length of your phone. A reduced fax signal can cause problems during fax reception.

- If you are using a splitter or extension cables, try removing them and connecting the product directly to the telephone wall jack.
- To find out if other equipment is causing a problem, disconnect everything except the product from the phone line, and then try to receive a fax. If you can receive faxes successfully without the other equipment, one or more pieces of the other equipment is causing problems; try adding them back one at a time and receiving a fax each time, until you identify which equipment is causing the problem.

**Cause:** The fax signal level might not have been strong enough, which can cause fax reception problems.

If this did not solve the issue, try the next solution.

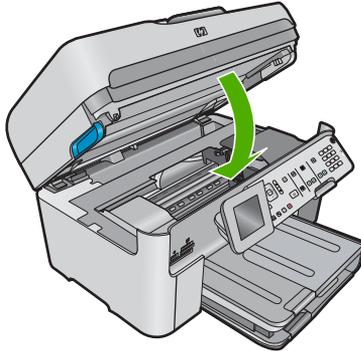
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### Solution 10: Clear the memory of the product

**Solution:** If **Backup Fax Reception** is enabled and there is an error condition on the product, the memory might become full of faxes that have not yet been printed and the product will stop

answering calls. If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is set up correctly for faxing. For more information, see [“Set up the HP Photosmart for faxing” on page 14.](#)
- There is paper loaded in the input tray.
- There is no paper jam.
- The cartridge access door is closed. If not, remove all the originals you might have loaded in the HP Photosmart and close the cartridge access door, as shown below:



- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.

Resolve any problems found. The product automatically begins printing all the unprinted faxes from memory. To clear the memory, you can also delete the faxes stored in memory by turning off the product.

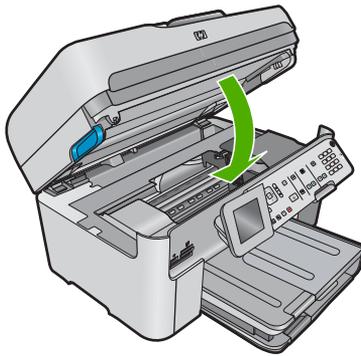
**Cause:** The memory of the product was full.

If this did not solve the issue, try the next solution.

### Solution 11: Check for error messages on the display

**Solution:** If an error condition exists that is preventing the product from printing faxes, review the display for information on the error condition. Make sure:

- The product is on. Press the **On** button to turn on the product.
- The product is set up correctly for faxing. See the printed documentation for more information.
- There is paper loaded in the input tray.
- There is no paper jam.
- The print carriage is not stalled or blocked. Turn off the product, remove any objects that are blocking the print cartridge carriage (including any packing materials), and then turn on the product again.
- The print cartridge door is closed. If not, close the print cartridge door, as shown below:



**NOTE:** If the product has an alignment message, you might be able to press the button next to **OK** to clear the message and resume faxing.

After you resolve any problems found, the product can begin answering incoming fax calls.

**Cause:** An error condition was preventing the product from receiving faxes and **Backup Fax Reception** was set to **Off**.

### The fax test failed

If you tried to run the fax test from your computer and the fax test failed to run, the product might be busy with another task or have an error condition preventing it from running the fax test.

#### What to check

- The product is set up properly, connected to a power supply, and is connected to your computer. For more information on setting up the product, see the Setup Guide that came with the product.
- The product is turned on. If it is not, press the **On** button to turn on the product.
- The print cartridges are installed correctly, the print cartridge carriage is not blocked, and the print cartridge door is closed.
- The product is not currently busy with another task such as aligning the printer. Check the display. If the product is busy, wait until it completes the current task and run the fax test again.
- The rear door is attached to the back of the product.
- There are no error messages on the display. If there is an error message, resolve the problem and run the fax test again.

If you run the fax test and the product reports that the test failed, read the following information carefully to determine how to correct any problems with your fax setup. Different portions of the fax test might fail for different reasons.

- [The "Fax Hardware Test" failed](#)
- [The "Fax Connected to Active Telephone Wall Jack" test failed](#)
- [The "Phone Cord Connected to Correct Port on Fax" test failed](#)
- [The "Using Correct Type of Phone Cord with Fax" test failed](#)
- [The "Fax Line Condition" test failed](#)
- [The "Dial Tone Detection" test failed](#)

## The "Fax Hardware Test" failed

### Solution

- Turn off the product by pressing the **On** button located on the control panel and then unplug the power cord from the back of the product. After a few seconds, plug the power cord back in and turn the power on. Run the test again. If the test fails again, continue reviewing the troubleshooting information in this section.



**NOTE:** Depending how long the product is unplugged, the date and time might be erased. You might need to reset the date and time later, when you plug the power cord back in.

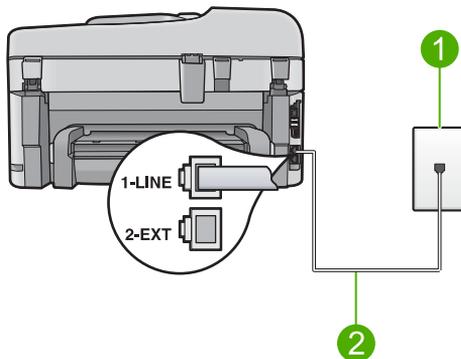
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.
- If you are running the test from the **Fax Setup Wizard**, make sure the product is not busy completing another task, such as making a copy. Check the display for a message indicating that the product is busy. If it is busy, wait until it is finished and in the idle state, before running the test.

After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing. If the **Fax Hardware Test** continues to fail and you experience problems faxing, contact HP Support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

## The "Fax Connected to Active Telephone Wall Jack" test failed

### Solution

- Check the connection between the telephone wall jack and the product to make sure the phone cord is secure.
- Make sure you use the phone cord that came with the product. If you do not use the supplied phone cord to connect from the telephone wall jack to the product, you might not be able to send or receive faxes. After you plug in the phone cord that came with the product, run the fax test again.
- Make sure you have correctly connected the product to the telephone wall jack. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product. For more information on setting up the product for faxing, see the printed documentation.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the product directly to the telephone wall jack.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the product and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Try to send or receive a test fax. If you can send or receive a fax successfully, there might not be a problem.

After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing.

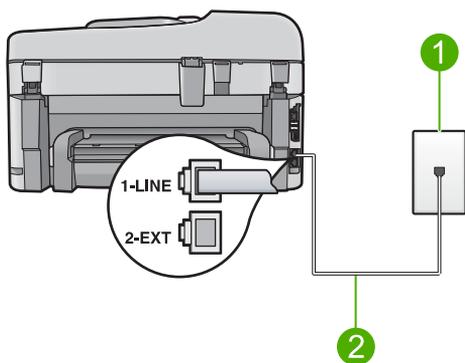
### The "Phone Cord Connected to Correct Port on Fax" test failed

**Solution:** Plug the phone cord into the correct port.

#### To plug the phone cord into the correct port

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

 **NOTE:** If you use the 2-EXT port to connect to the telephone wall jack, you will not be able to send or receive faxes. The 2-EXT port should only be used to connect other equipment, such as an answering machine or a telephone.



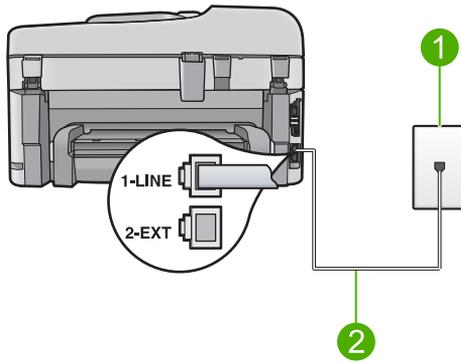
1	Telephone wall jack
2	Use the phone cord supplied in the box with the product

2. After you have connected the phone cord to the port labeled 1-LINE, run the fax test again to make sure it passes and the product is ready for faxing.
3. Try to send or receive a test fax.

### The "Using Correct Type of Phone Cord with Fax" test failed

#### Solution

- Make sure you used the phone cord supplied in the box with the product to connect to the telephone wall jack. One end of the phone cord should be connected to the port labeled 1-LINE on the back of the product and the other end to your telephone wall jack, as shown below.



1	Telephone wall jack
2	Phone cord supplied in the box with the product

- Check the connection between the telephone wall jack and the product to make sure the phone cord is secure.

### The "Fax Line Condition" test failed

#### Solution

- Make sure you connect the product to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the product to an analog phone line and try sending or receiving a fax.
- Check the connection between the telephone wall jack and the product to make sure the phone cord is secure.
- Make sure you have correctly connected the product to the telephone wall jack. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product. For more information on setting up the product for faxing, see the printed documentation that came with the product.
- Other equipment, which uses the same phone line as the product, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the product from the phone line, and then run the test again.
  - If the **Fax Line Condition Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
  - If the **Fax Line Condition Test** fails without the other equipment, connect the product to a working phone line and continue reviewing the troubleshooting information in this section.
- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the product directly to the telephone wall jack.

After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing. If the **Fax Line Condition Test** continues to fail and you experience problems faxing, contact your telephone company and have them check the phone line.

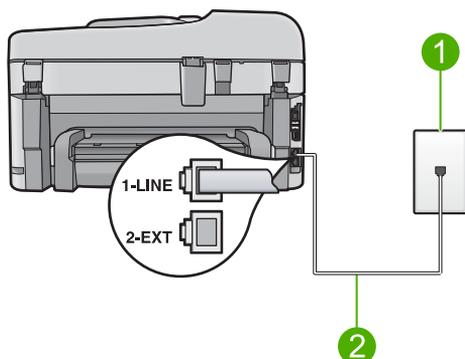


**NOTE:** If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

## The "Dial Tone Detection" test failed

### Solution

- Other equipment, which uses the same phone line as the product, might be causing the test to fail. To find out if other equipment is causing a problem, disconnect everything except the product from the phone line, and then run the test again. If the **Dial Tone Detection Test** passes without the other equipment, then one or more pieces of the equipment is causing problems; try adding them back one at a time and rerunning the test each time, until you identify which piece of equipment is causing the problem.
- Try connecting a working phone and phone cord to the telephone wall jack that you are using for the product and check for a dial tone. If you do not hear a dial tone, contact your telephone company and have them check the line.
- Make sure you have correctly connected the product to the telephone wall jack. Using the phone cord supplied in the box with the product, connect one end to your telephone wall jack, then connect the other end to the port labeled 1-LINE on the back of the product. For more information on setting up the product for faxing, see the printed documentation that came with the product.



1	Telephone wall jack
2	Use the phone cord supplied in the box with the product

- If you are using a phone splitter, this can cause faxing problems. (A splitter is a two-cord connector that plugs into a telephone wall jack.) Try removing the splitter and connecting the product directly to the telephone wall jack.
- If your telephone system is not using a standard dial tone, such as some PBX systems, this might cause the test to fail. This will not cause a problem sending or receiving faxes. Try sending or receiving a test fax.

- Check to make sure the country/region setting is set appropriately for your country/region. If the country/region setting is not set or is set incorrectly, the test might fail and you might have problems sending and receiving faxes.
- Make sure you connect the product to an analog phone line or you will not be able to send or receive faxes. To check if your phone line is digital, connect a regular analog phone to the line and listen for a dial tone. If you do not hear a normal sounding dial tone, it might be a phone line set up for digital phones. Connect the product to an analog phone line and try sending or receiving a fax.



**NOTE:** If you are unsure of the kind of phone line you have (analog or digital), check with your service provider.

After you resolve any problems found, run the fax test again to make sure it passes and the product is ready for faxing. If the **Dial Tone Detection Test** continues to fail, contact your telephone company and have them check the phone line.

## Clear paper jams

If the paper was loaded in the input tray, you might need to clear the paper jam from the rear of the HP Photosmart.

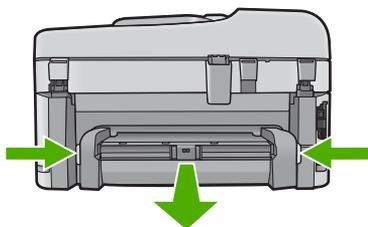
Paper can also jam in the automatic document feeder. Several common actions can cause paper to jam the automatic document feeder:

- Placing too much paper in the document feeder tray. The automatic document feeder can hold up to 50 sheets of letter or A4 paper, or 35 sheets of legal paper.
- Using paper that is too thick or too thin for the HP Photosmart.
- Trying to add paper to the document feeder tray while the HP Photosmart is feeding pages.

### To clear a paper jam from the Two-sided printing accessory

1. Turn off the HP Photosmart.
2. Press in the tabs on the left and right side of the Two-sided printing accessory. Remove the accessory by pulling it away from the HP Photosmart.

△ **CAUTION:** Trying to clear a paper jam from the front of the HP Photosmart can damage the print mechanism. Always access and clear paper jams from the Two-sided printing accessory of the HP Photosmart.



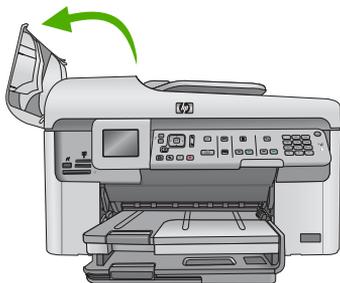
3. Gently pull the paper out of the rollers.

△ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP Photosmart, more paper jams are likely to occur.

4. If the paper jam is cleared, proceed to step 5.  
If the paper jam is not cleared, do the following:
  - a. Open the Two-sided printing accessory by pulling the tabs up.
  - b. Remove any paper from inside the accessory.
  - c. Close the Two-sided printing accessory by pressing the tabs down until they lock into place.
5. Replace the Two-sided printing accessory. Gently push the accessory forward until it snaps into place.
6. Turn on the HP Photosmart, and then press **OK** to continue the current job.

#### To clear a paper jam in the automatic document feeder

1. Lift the cover of the automatic document feeder.



2. Gently pull the paper out of the document feeder mechanism.

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△ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP Photosmart, more paper jams are likely to occur.

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3. Close the cover of the automatic document feeder.

## Information on ink cartridges and the printhead

The following tips help maintain HP ink cartridges and ensure consistent print quality.

- Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the product by pressing the **On** button. Do not turn off the product by turning off a power strip or unplugging the power cord. If you improperly turn off the product, the printhead assembly might not return to the correct position.
- Store ink cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- HP recommends that you do not remove the ink cartridges from the product until you have replacement cartridges available to install.
- If you are transporting the product make sure you turn it off by pressing the **On** button to power it down properly. Also, make sure you leave the ink cartridges installed. Doing these actions will prevent ink leaking from the printhead assembly.
- Clean the printhead when you notice a significant decrease in print quality.
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.

## Support process

**If you have a problem, follow these steps:**

1. Check the documentation that came with the product.
2. Visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support). HP online support is available to all HP customers. It is the fastest source for up-to-date product information and expert assistance and includes the following features:
  - Fast access to qualified online support specialists
  - Software and driver updates for the product
  - Valuable product and troubleshooting information for common problems
  - Proactive product updates, support alerts, and HP newsgrams that are available when you register the product
3. Call HP support. Support options and availability vary by product, country/region, and language. For additional phone support information, see the Electronic Help.

# 5 Technical information

The technical specifications and international regulatory information for the HP Photosmart are provided in this section.

For additional regulatory and environmental information, including the Declaration of Conformity statement, see the Electronic Help.

## System requirements

Software system requirements are located in the Readme file.

## Product specifications

For product specifications, go to the HP Web site at [www.hp.com/support](http://www.hp.com/support). For a complete listing of the environmental specifications, see the Electronic Help.

### Paper specifications

- Main input tray capacity: Plain paper sheets: Up to 125 (60 to 90 gsm. (20 lb) paper)
- Output tray capacity: Plain paper sheets: Up to 50 (60 to 90 gsm. (20 lb) paper)
- Photo tray capacity: Photo paper sheets: Up to 20
- Document feeder tray capacity: Plain paper sheets: Up to 50 (60 to 90 gsm. (20 lb) paper)



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**NOTE:** For a complete list of supported media sizes, see the printer software.

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### Physical specifications

- Height: 28.4 cm (11.2 in.)
- Width: 46.8 cm (18.4 in.)
- Depth: 57.7 cm (22.7 in.) with tray extender open; 47.3 cm (18.7 in.) with tray extender closed
- Weight: 10.7 kg (23.6 pounds)

### Power specifications

- Power consumption: 40 watts maximum (average printing)
- Input voltage(0957-2259): AC 100 to 240 V ~ 1100 mA 50–60 Hz



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**NOTE:** Use only with the power adapter supplied by HP.

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## Regulatory notices

The HP Photosmart meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the Electronic Help.

# Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads	1 year

## A. Extent of limited warranty

- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
- HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - Improper maintenance or modification;
  - Software, media, parts, or supplies not provided or supported by HP;
  - Operation outside the product's specifications;
  - Unauthorized modification or misuse.
- For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

## B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

## C. Limitations of liability

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## D. Local law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

### HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

**You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.**

**Ireland:** Hewlett-Packard Ireland Ltd, 30 Herbert Street IRL-Dublin 2

**United Kingdom:** Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN





Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	+43 0820 87 4417 0,145 € p/m
17212049	البحرين
België	+32 070 300 005 0,174 €
Belgique	+32 070 300 004 0,174 €
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
中国	1068687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	+45 70 202 845 0,25 DKK
Ecuador (Andinetel)	1-999-119 ☎ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	+34 902 010 059 0,078 €
France	+33 0892 69 60 22 0,337 €
Deutschland	+49 01805 652 180 0,14 € aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	العين
Ireland	+353 1890 923 902 0,05 €
1-700-503-048	ישראל
Italia	+39 848 800 871 0,023 €

Jamaica	1-800-711-2884
日本	0570-000511
日本	03-3335-9800
0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	+352 900 40 006 0,161 €
Luxemburg (Deutsch)	+352 900 40 007 0,161 €
Malaysia	1800 88 8588
Mauritius	(230) 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
Maroc	081 005 010
Nederland	+31 0900 2020 165 0,20 €
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	+47 815 62 070 0,39 NOK
24791773	عمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-101111
Philippines	2 867 3551
Polska	801 800 235
Portugal	+351 808 201 492 0,024 €
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	095 777 3284 0,03 €
Россия (Санкт-Петербург)	812 332 4240 0,08 €
800 897 1415	السعودية
Singapore	+65 6272 5300
Slovensko	0850 111 256
South Africa (RSA)	0860 104 771
Suomi	+358 0 203 66 767 0,015 €
Sverige	+46 077 120 4765 0,23 SEK
Switzerland	+41 0848 672 672 0,08 CHF
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye (Istanbul, Ankara, Izmir & Bursa)	444 0307
Україна	(044) 230-51-06
600 54 47 47	الإمارات العربية المتحدة
United Kingdom	+44 0870 010 4320 0,05 £
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Việt Nam	+84 88234530

For the most current HP list of telephone support numbers and call costs information, see [www.hp.com/support](http://www.hp.com/support).