



OFFICEJET PRO 8500A

# Getting Started Guide 使用入門指南



---

## **Copyright Information**

© 2010 Copyright Hewlett-Packard Development Company, L.P.

Edition 1, 3/2010

Reproduction, adaptation or translation without prior written permission is prohibited, except as allowed under the copyright laws.

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services.

Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

## **Trademark credits**

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

# Contents

Use the printer .....	2
HP Digital Solutions.....	3
Internet features .....	5
Set up and use fax .....	7
Set up fax.....	7
Use fax.....	14
Fax and digital phone services .....	19
Set up wireless (802.11) communication .....	20
Solve setup problems .....	24
Problems setting up the printer.....	24
Problems installing the software .....	24
Problems setting up fax.....	25
Wireless (802.11) setup problems .....	29
Use the Embedded Web server (EWS) .....	31
Hewlett-Packard limited warranty statement .....	32

## Safety Information

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

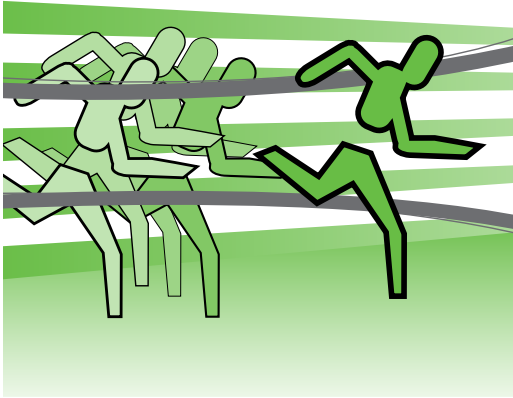
1. Read and understand all instructions in the documentation that comes with the printer.
2. Observe all warnings and instructions marked on the printer.
3. Unplug this printer from wall outlets before cleaning.
4. Do not install or use this printer near water, or when you are wet.
5. Install the printer securely on a stable surface.
6. Install the printer in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
7. If the printer does not operate normally, see the user guide (which is available on your computer after you install the software).
8. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.
9. Use only the external power adapter provided with the printer.




**Note:** Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information see [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage).

# 1. Use the printer

Thank you for purchasing this printer. With this printer, you can print documents and photos, scan documents to a connected computer, make copies, and send and receive faxes.



To scan, copy, and send faxes, you can use the printer's control panel. You can also use the control panel to change settings, print reports, or get help for the printer.

 **Tip:** If the printer is connected to a computer, you can also change the printer settings using software tools available on your computer, such as the printer software or the embedded Web server (EWS). For more information about these tools, see the user guide (which is available on your computer after you install the software).

## Where's the user guide?

The user guide for this printer (also called "Help") is not provided in printed format. Instead, it is placed on your computer while the installation program is installing the HP software.

This guide provides information on the following topics:

- Troubleshooting information
- Important safety notices and regulatory information
- Information about supported printing supplies
- Detailed user instructions

You can open this guide either from the HP print software (Windows) or from the Help menu (Mac OS X):

- **Windows:** Click **Start**, select **Programs** or **All Programs**, select **HP**, select the folder for your HP printer, and then select **Help**.
- **Mac OS X:** From the Finder, click **Help** > **Mac Help**. In the Help Viewer window, choose your printer from the Mac Help pop-up menu.

Also, an Adobe Acrobat version of this guide is available on HP's support Web site ([www.hp.com/support](http://www.hp.com/support)).



## HP Digital Solutions

The printer includes a collection of digital solutions that can help you simplify and streamline your work.

### HP Direct Digital Filing

HP Direct Digital Filing provides robust, general-office scanning—as well as basic, versatile, document-management capabilities—for multiple users over a network. With HP Direct Digital Filing, you can simply walk up to the printer, touch a button on the printer's control panel, and either scan documents directly to computer folders on your network or quickly share them with business partners as e-mail attachments—and all without using additional scanning software.

These scanned documents can be sent to a shared network folder for personal or group access or to one or more e-mail addresses for quick sharing. In addition, you can configure specific scan settings for each scan destination, allowing you to make sure

### Learn more!

For more information about setting up and using these digital solutions, see the user guide. (The user guide is available on your computer after you install the software.)

that the best settings are being used for each specific task.

### HP Digital Fax

Never lose important faxes misplaced within a stack of paper pages again!

With HP Digital Fax, you can save incoming, black-and-white faxes to a computer folder on your network for easy sharing and storage, or you can forward faxes through e-mail —allowing you to receive important faxes from anywhere while working away from the office.

In addition, you can turn off fax printing altogether — saving money on paper and ink, as well as helping reduce paper consumption and waste.

## Requirements

Before you set up the digital solutions, make sure you have the following:

### For Scan to Network Folder, Fax to Network Folder

- Appropriate privileges on the network. You must have write access to the folder.
- The name of the computer where the folder is located. For information about finding the computer name, see the documentation for your operating system.
- The network address for the folder. On computer running Windows, network addresses are usually written in this format: \\mypc\sharedfolder\
- A Windows shared folder or an SMB Shared Folder (Mac OS X only). For information about finding the

computer name, see the documentation for your operating system.

- A username and password for the network (if necessary). For example, the Windows or Mac OS X username and password used to log onto the network.



**Note:** HP Direct Digital Filing does not support Active Directory.

### For Scan to E-mail, Fax to E-mail



**Note:** If you are using the HP Officejet Pro 8500A (A910a-f), you can only use Scan to Network Folder and Fax to Network Folder.

- A valid e-mail address
- Outgoing SMTP server information
- An active Internet connection

### Finding e-mail settings

If you are setting up Scan to E-mail or Fax to E-mail on a computer running Windows, the setup wizard can automatically detect the e-mail settings for the following e-mail applications:


- Microsoft Outlook 2003–2007 (Windows XP, Windows Vista, and Windows 7)
- Outlook Express (Windows XP)
- Windows Mail (Windows Vista)
- Mozilla Thunderbird (Windows XP, Windows Vista, and Windows 7)
- Qualcomm Eudora (version 7.0 and above) (Windows XP and Windows Vista)
- Netscape (version 7.0) (Windows XP)

However, if your e-mail application is not listed above, you can still set up and use Scan to E-mail and Fax to E-mail if your e-mail application meets the requirements listed in this section.

---

## Internet features

The printer offers innovative, Web-enabled solutions that can help you quickly access the Internet, obtain documents, and print them faster and with less hassle—and all without using a computer. In addition, you can use a Web service (Marketsplash by HP) to create and print professional-quality marketing materials.

 **Note:** To use these Web features, the printer must be connected to the Internet (either using an Ethernet cable or wireless connection). You cannot use these Web features if the printer is connected using a USB cable.



**Note:** In addition to these solutions, you can send print jobs to the printer remotely from mobile devices. With this service, called HP ePrint, you can print from e-mail connected mobile phones, netbooks, or other mobile devices—anywhere, anytime.



### HP Apps

HP Apps provide a quick and easy way to access, store, and print business information without a computer. Using HP Apps, you can gain access to content stored on the Web, such as business forms, news, archiving, and more—right from the printer's control-panel display.

To use HP Apps, the printer needs to be connected to the Internet (either using an Ethernet cable or wireless connection). Follow the instructions on the printer's control panel to enable and set up this service.

New Apps are periodically added and you can select and download to the printer's control panel for use. For more information, visit [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter).



**Note:** For a list of system requirements for this Web site, see the user guide (which is available on your computer after you install the software).

---

## Marketsplash by HP

Grow your business using online HP tools and services to create and print professional marketing materials. With Marketsplash, you can do the following:

- Quickly and easily create amazing, professional-quality brochures, flyers, business cards, and more. Choose from thousands of customizable templates created by award-winning business graphic designers.
- A variety of print options allow you to get exactly what you need, when you need it. For immediate, high-quality results, print on your printer. Other options are available online from HP and our partners. Achieve the professional quality you expect, while minimizing printing costs.

- Keep all of your marketing materials organized and readily accessible in your Marketsplash account, available from any computer and directly from the printer's control-panel display (on select models only).

To get started, select Marketsplash by HP in the HP printer software that came with your printer. Or for more information, visit [marketsplash.com](http://marketsplash.com).



**Note:** For a list of system requirements for this Web site, see HP Web site specifications, in the user guide (which is available on your computer after you install the software).



**Note:** Not all Marketsplash tools and services are available in all countries, regions and languages. Visit [marketsplash.com](http://marketsplash.com) for the most current information.

---

## HP ePrint

With HP ePrint, you can print from e-mail connected mobile phones, netbooks, or other mobile devices—anywhere, anytime. Using your mobile device service and the printer's Web Services, you can print documents to a printer that could be sitting next to you or sitting thousands of miles away.

To use the HP ePrint service, you need to have the following components:

- An HP ePrint-enabled printer that is connected to the Internet (either using an Ethernet cable or wireless connection)
- A device that has a functioning e-mail capability

Follow the instructions on the printer's control panel to enable and set up the printer's Web Services. For more information, see [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter)




## 2. Set up and use fax



This printer allows you to send and receive black-and-white and color faxes.

### Set up fax

Before using the fax feature, follow these steps to connect your printer successfully.

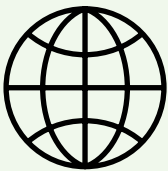
 **Tip:** You can use the Fax Setup Wizard (Windows) or HP Utility (Mac OS X) to set up the fax.

For more information about fax features available with the printer, see the user guide (which is available on your computer after you install the software).



**IMPORTANT:** Check the “Finding fax setup information” box for your country/region. If your country/region is included in the list, visit the Web site for setup information. If your country/region is not listed, follow the instructions provided in this guide.

#### Finding fax setup information



If you are in one of the following countries/regions, visit the appropriate Web site for information about setting up fax.

Austria [www.hp.com/at/faxconfig](http://www.hp.com/at/faxconfig)

Belgium

Dutch

French

Denmark

Finland

France

Germany

Ireland

Italy

Norway

Netherlands

Portugal

Spain

Sweden

Switzerland

French

German

United Kingdom

[www.hp.be/nl/faxconfig](http://www.hp.be/nl/faxconfig)

[www.hp.be/fr/faxconfig](http://www.hp.be/fr/faxconfig)

[www.hp.dk/faxconfig](http://www.hp.dk/faxconfig)

[www.hp.fi/faxconfig](http://www.hp.fi/faxconfig)

[www.hp.com/fr/faxconfig](http://www.hp.com/fr/faxconfig)

[www.hp.com/de/faxconfig](http://www.hp.com/de/faxconfig)

[www.hp.com/ie/faxconfig](http://www.hp.com/ie/faxconfig)

[www.hp.com/it/faxconfig](http://www.hp.com/it/faxconfig)

[www.hp.no/faxconfig](http://www.hp.no/faxconfig)

[www.hp.nl/faxconfig](http://www.hp.nl/faxconfig)

[www.hp.pt/faxconfig](http://www.hp.pt/faxconfig)

[www.hp.es/faxconfig](http://www.hp.es/faxconfig)

[www.hp.se/faxconfig](http://www.hp.se/faxconfig)

[www.hp.com/ch/fr/faxconfig](http://www.hp.com/ch/fr/faxconfig)

[www.hp.com/ch/de/faxconfig](http://www.hp.com/ch/de/faxconfig)

[www.hp.com/uk/faxconfig](http://www.hp.com/uk/faxconfig)

## Step 1: Connect the printer to the phone line

### Before you begin...

Before beginning, be sure you have done the following:

- Installed ink cartridges
- Loaded A4- or Letter-size paper in the tray
- Have the telephone cord and adapter (if provided with the printer) ready.

For more information, see the setup poster included in the box with the printer.



**Note:** If the phone cord that came with the printer is not long enough, you can use a coupler to extend the length. You can purchase a coupler at an electronics store that carries phone accessories. You also need another phone cord, which can be a standard phone cord that you might already have in your home or office. For more information, see the user guide (which is available on your computer after you install the software).



**CAUTION:** If you use a phone cord other than the one provided with the printer, you might not be able to fax successfully. Because phone cords that you might be using in your home or office can be different from the one provided with the printer, HP recommends that you use the phone cord that is provided with the printer.

To connect the printer and any other telephone equipment or devices, complete the following steps:

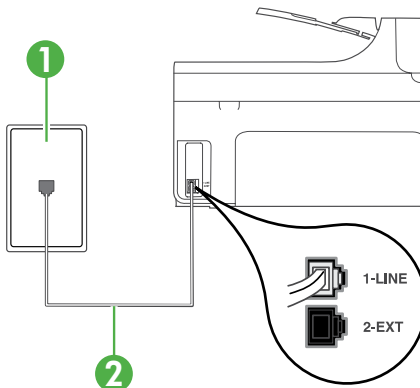
1. Using the phone cord provided in the box with the printer, connect one end to your telephone wall jack, then connect the other end to the port labeled **1-LINE** on the back of the printer.
2. Connect any other telephone equipment. For more information about connecting and setting up additional devices or services with the printer, see the boxes in this section or see the user guide.



**Note:** You might need to use the adapter provided for your country/region to connect the printer to your telephone wall jack.



**Note:** If you need to connect the printer to other telephone equipment and you encounter problems setting up the printer with other equipment



1 Telephone wall jack  
2 1-LINE port on printer


## ? What is a distinctive ring service?

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

If you connect the printer to a line with distinctive ring, 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 printer detects the specified ring pattern, it answers the call and receives the fax.

For information about setting up distinctive ring, see "Step 3: Configure fax settings" on page 11.

or services, contact the telephone company or service provider.

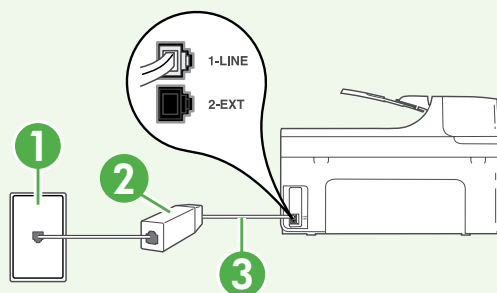
 **Tip:** If you subscribe to a voicemail service on the same phone line that you will use for faxing, you cannot receive faxes automatically. Because you must be available to respond in person to incoming fax calls, be sure to turn off the **Auto Answer** feature.

If you want to receive faxes automatically instead, contact your telephone company to subscribe to a distinctive ring service or to obtain a separate telephone line for faxing.

3. After you have connected the printer and any other telephone equipment, go to "Step 2: Test fax setup" on page 11.

## Connecting to a DSL/ADSL line

If you subscribe to a DSL/ADSL service, follow these steps to connect the fax.



1. Connect the DSL/ADSL filter and telephone cord provided by your DSL/ADSL service provider between the telephone wall jack and the DSL/ADSL filter.
2. Connect the telephone cord provided with the printer between the DSL/ADSL filter and the **1-Line port** on the printer.

1 Telephone wall jack

2 DSL/ADSL filter and telephone cord (provided by your DSL/ADSL service provider)


3 Telephone cord provided in the box with the printer, connected to the 1-Line port on the printer

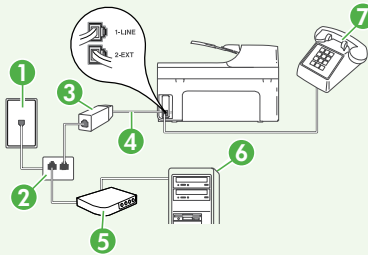
## Connecting additional equipment

Remove the white plug from the port labeled **2-EXT** on the back of the printer, and then connect a phone to this port.

If you are connecting additional equipment, such as a dial-up computer modem or a telephone, you will need to purchase a parallel splitter. A parallel splitter has one RJ-11 port on the front and two RJ-11 ports on the back. Do not use a 2-line phone splitter, a serial splitter, or a parallel splitter which has two RJ-11 ports on the front and a plug on the back.



 **Note:** If you subscribe to a DSL/ADSL service, connect to the DSL/ADSL filter to the parallel splitter, and then use the HP-provided telephone cord to connect the other end of the filter to the **1-Line** port on the printer. Remove the white plug from the port labeled **2-EXT** on the back of the printer, and then connect a telephone set or telephone answering machine to the **2-EXT** port. Next, connect the second port of the parallel splitter to the DSL/ADSL modem which is connecting to the computer.



- 1 Telephone wall jack
- 2 Parallel Splitter
- 3 DSL/ADSL filter (available from your DSL/ADSL service provider)
- 4 Phone cord provided with printer
- 5 DSL/ADSL Modem
- 6 Computer
- 7 Telephone

## Step 2: Test fax setup

Test your fax setup to check the status of the printer and make sure it is set up properly for faxing.

The fax test does the following:

- Tests the fax hardware
- Verifies the correct type of phone cord is connected to the printer
- 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

1. From the printer's control panel, touch right arrow ► and then touch **Setup**.
2. Touch **Tools**, and then touch **Run Fax Test**. The printer displays the status of the test on the display and prints a report. After the test is finished, the printer 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. For additional troubleshooting information, see "Problems setting up the printer" on page 24.
3. Once the fax test has run successfully, go to "Step 3: Configure fax settings" on page 11.

## Step 3: Configure fax settings

Change the printer's fax settings to meet your needs after you have connected the printer to a phone line.



**Note:** To use the same fax resolution and lighter/darker settings for all faxes sent from the printer, configure the settings as you wish, and then touch **Set as New Defaults**.

### ? Where can I change fax settings?

You can configure fax settings using the following tools:





#### **Printer's control panel**



Touch **Fax** on the printer's control panel, touch **Settings**, and then select the setting you want to configure.

#### **HP software**

If you have installed the HP software on your computer, you can configure fax settings using the software that was installed on your computer.

For more information about using these tools or settings, see the user guide.

If you want to configure this setting...	...do this:
<p><b>Auto Answer</b></p> <p>Set the answer mode to <b>On</b> if you want the printer to automatically receive incoming faxes. The printer will answer calls after the number of rings specified in the <b>Rings to Answer</b> setting.</p>	<ol style="list-style-type: none"> <li>1. Touch right arrow ► and then touch <b>Setup</b>.</li> <li>2. Touch <b>Fax Setup</b>, and then touch <b>Basic Fax Setup</b>.</li> <li>3. Touch <b>Auto Answer</b>, and then touch <b>ON</b>.</li> </ol>
<p><b>Rings to Answer (Optional)</b></p> <p>Set the number of rings to answer</p> <p> <b>Note:</b> If an answering machine is connected to the printer, the rings to answer for the printer must be set to a higher number than the answering machine.</p>	<ol style="list-style-type: none"> <li>1. Touch right arrow ► and then touch <b>Setup</b>.</li> <li>2. Touch <b>Fax Setup</b>, and then touch <b>Basic Fax Setup</b>.</li> <li>3. Touch <b>Rings to Answer</b>.</li> <li>4. Touch up arrow ▲ or ▼ to change the number of rings.</li> <li>5. Touch <b>Done</b>, to accept the setting.</li> </ol>
<p><b>Distinctive Ring</b></p> <p>Change the answer ring pattern for distinctive ring</p> <p> <b>Note:</b> If you are using a distinctive ring service, you can use more than one telephone number on the same telephone line. You can change this setting to enable the printer to determine automatically which ring pattern it should use for fax calls only.</p> <p> <b>Tip:</b> You can also use the Ring Pattern Detection feature in the printer's control panel to set distinctive ring. With this feature, the printer recognizes and records the ring pattern of an incoming call and, based on this call, automatically determines the distinctive ring pattern assigned by your telephone company to fax calls.</p>	<ol style="list-style-type: none"> <li>1. Touch right arrow ► and then touch <b>Setup</b>.</li> <li>2. Touch <b>Fax Setup</b>, and then touch <b>Advanced Fax Setup</b>.</li> <li>3. Touch <b>Distinctive Ring</b>.</li> <li>4. A message appears stating that this setting should not be changed unless you have multiple phone numbers on the same telephone line. Touch <b>Yes</b> to continue.</li> <li>5. Do one of the following: <ul style="list-style-type: none"> <li>• Touch the ring pattern assigned by your telephone company to fax calls.</li> </ul> <b>Or</b> <ul style="list-style-type: none"> <li>• Touch <b>Ring Pattern Detection</b>, and then follow the instructions on the printer's control panel.</li> </ul> </li> </ol> <p> <b>Note:</b> If you are using either a PBX phone system that has different ring patterns for internal and external calls, you must call the fax number from an external number.</p>

If you want to configure this setting...	...do this:
<p><b>Fax Speed</b></p> <p>Set the fax speed used to communicate between the printer and other fax machines when sending and receiving faxes.</p> <p> <b>Note:</b> If you experience problems sending and receiving faxes, try using a lower fax speed.</p>	<ol style="list-style-type: none"> <li>1. Touch right arrow ► and then touch <b>Setup</b>.</li> <li>2. Touch <b>Fax Setup</b>, and then touch <b>Advanced Fax Setup</b>.</li> <li>3. Touch down arrow ▼, and then touch <b>Fax Speed</b>.</li> <li>4. Touch to touch <b>Fast, Medium, or Slow</b>.</li> </ol>
<p><b>Fax Error Correction Mode</b></p> <p>If the printer detects an error signal during the transmission and the error-correction setting is turned on, the printer can request that a portion of the fax be resent.</p> <p> <b>Note:</b> If you have problems sending and receiving faxes, turn off error correction. Also, turning off this setting might be useful when you are trying to send a fax to another country/region or receive a fax from another country/region or if you are using a satellite phone connection.</p>	<ol style="list-style-type: none"> <li>1. Touch right arrow ► and then touch <b>Setup</b>.</li> <li>2. Touch <b>Fax Setup</b>, and then touch <b>Advanced Fax Setup</b>.</li> <li>3. Touch down arrow ▼, and then touch <b>Error Correction Mode</b>.</li> <li>4. Select <b>On</b> or <b>Off</b>.</li> </ol>
<p><b>Volume</b></p> <p>Change the volume of the printer sounds, including the fax tones.</p>	<ol style="list-style-type: none"> <li>1. Touch right arrow ► and then touch <b>Setup</b>.</li> <li>2. Touch <b>Fax Setup</b>, and then touch <b>Basic Fax Setup</b>.</li> <li>3. Touch down arrow ▼, and then touch <b>Fax Sound Volume</b>.</li> <li>4. Touch to touch <b>Soft, Loud, or Off</b>.</li> </ol>

---

## Use fax

In this section, you will learn how to send and receive faxes.

### Learn more!

See the user guide for more information about the following topics:

- Send a fax using monitor dialing
- Send a fax from a computer
- Send a fax from memory
- Schedule a fax to send later
- Send a fax to multiple recipients
- Send a fax in Error Correction Mode

The user guide is available on your computer after you install the software.

---

## Send a fax

You can send faxes in a variety of ways. Using the printer's control panel, you can send black-and-white or color faxes. You can also send faxes manually from an attached phone, which allows you to speak with the recipient before sending the fax.

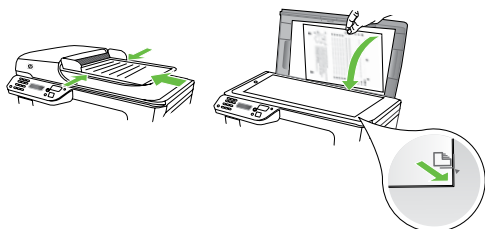
You can also send documents on your computer as faxes, without printing them first.



## Send a standard fax


1. Load the document you want to fax in the printer.

You can fax either from the automatic document feeder (ADF) or from the scanner glass.




2. Touch **Fax**.

3. Enter the fax number by using the keypad.

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

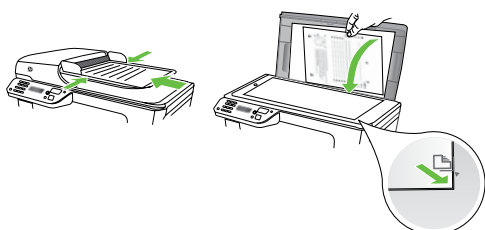
4. Touch **Start Black** or **Start Color**.

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


## Send a fax from an extension phone

1. Load the document you want to fax in the printer.


You can fax either from the automatic document feeder (ADF) or from the scanner glass.



2. Touch **Fax**.
3. Dial the number by using the keypad on the phone that is connected to the printer.

 **Note:** Do not use the keypad on the control panel of the printer when manually sending a fax. You must use the keypad on your phone to dial the recipient's number.

4. If the recipient answers the telephone, you can engage in a conversation before sending the fax.

 **Note:** If a fax machine answers the call, you will hear fax tones from the receiving fax machine. Proceed to the next step to transmit the fax

5. When you are ready to send the fax, touch **Start Black** or **Start Color**.

 **Note:** If prompted, select **Send Fax**.

If you were speaking with the recipient before sending the fax, inform the recipient that they should press **Start** on their fax machine after they hear fax tones. The telephone line is silent while the fax is transmitting. At this point, you can hang up the telephone. If you want to continue speaking with the recipient, remain on the line until the fax transmission is complete.

## Receive faxes

You can receive faxes automatically or manually.



**Note:** If you receive a legal-size or larger fax and the printer is not currently set to use legal-size paper, the printer reduces the fax so that it fits on the paper that is loaded. If you have disabled the Automatic Reduction feature, the printer prints the fax on two pages.

If you are copying a document when a fax arrives, the fax is stored in the printer's memory until the copying finishes. As a result, the number of fax pages that can be stored in memory might be reduced.

### Learn more!

See the user guide for more information about the following topics:

- Reprint received faxes from memory
- Poll to receive a fax
- Forward faxes to another number
- Set the paper size for received faxes
- Set automatic reduction for incoming faxes
- Block junk fax numbers

The user guide is available on your computer after you install the software.

### *Receive a fax automatically*

If you turn on the **Auto Answer** option (the default setting) from the printer's control panel, the printer automatically answers incoming calls and receives faxes after the number of rings specified by the **Rings to Answer** setting. For information about configuring this setting, see "Step 3: Configure fax settings" on page 11.



### Faxes and your voice mail service

If you subscribe to a voicemail service on the same phone line that you will use for faxing, you cannot receive faxes automatically. Instead, you must receive make sure the Auto Answer setting is turned off so that you can receive faxes manually. Be sure you initiate the manual fax before the voicemail picks up the line.

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.

### Receive a fax manually

When you are on the phone, the person you are speaking with can send you a fax while you are still connected (called “manual faxing”).

You can receive faxes manually from a phone that is connected to the printer (through the **2-EXT** port) or a phone that is on the same phone line (but not directly connected to the printer).

1. Make sure the printer is turned on and you have paper loaded in the main tray.
2. Remove any originals from the document feeder tray.
3. Set the **Rings to Answer** setting to a high number to allow you to answer the incoming call before the printer answers. Or turn off the **Auto Answer** setting so that the printer does not automatically answer incoming calls.
4. If you are currently on the phone with the sender, instruct the sender to press **Start** on their fax machine.
5. When you hear fax tones from a sending fax machine, do the following:
  - a. Touch **Fax**, and then select **Start Black** or **Start Color**.
  - b. After the printer begins to receive the fax, you can hang up the phone or remain on the line. The phone line is silent during fax transmission.

### Reprint received faxes from memory

If you turn on the **Backup fax Reception**, received faxes are stored in memory, whether the printer has an error condition or not.



**Note:** All faxes stored in memory are deleted from memory when you turn off the power. For more information about using this feature, see the user guide (which is available on your computer after you install the software).

1. Make sure you have paper loaded in the main tray.
2. Touch right arrow ► and then touch **Setup**.
3. Touch **Tools**, and then touch **Reprint Faxes in Memory**. The faxes are printed in the reverse order from which they were received with the most recently received fax printed first, and so on.
4. If you want to stop reprinting the faxes in memory, touch ✕ (Cancel).

---


## Working with reports and logs

You can print several different types of fax reports:

- Fax Confirmation page
- Fax Log
- Image on Fax Send Report
- Other reports



These reports provide useful system information about the printer.



**Note:** You can also view the call history on the printer's control panel display. To view the call history, touch Fax, and then touch  (Call History). However, this list cannot be printed.

---

### *To print a report*



1. Touch right arrow , and then touch **Setup**.
2. Touch **Fax Setup**, touch down arrow , and then touch **Fax Reports**.
3. Select the fax report you want to print, and then touch **OK**.

---

### *To clear the fax log*



**Note:** Clearing the fax log also deletes all faxes stored in memory.

1. Touch right arrow , and then touch **Setup**.
2. Touch **Tools**.
3. Touch down arrow , and then touch **Clear Fax Log**.

## Fax and digital phone services

Many telephone companies provide their customers with digital phone services, such as the following:

- DSL: A Digital subscriber line (DSL) service through your telephone company. (DSL might be called ADSL in your country/region.)
- PBX: A private branch exchange (PBX) phone system
- ISDN: An integrated services digital network (ISDN) system.
- FoIP: A low-cost phone service that allows you to send and receive faxes with your printer by using the Internet. This method is called Fax over Internet Protocol (FoIP). For more information, see the user guide.

HP printers are designed specifically for use with traditional analog phone services. If you are in a digital phone environment (such as DSL/ADSL, PBX, or ISDN), you might need to use digital-to-analog filters or converters when setting up the printer for faxing.



**Note:** HP does not guarantee that the printer will be compatible with all digital service lines or providers, in all digital environments, or with all digital-to-analog converters. It is always recommended that you discuss with the telephone company directly for the correct setup options based on their line services provided.

# 3. Set up wireless (802.11) communication



You can connect it wireless to an existing wireless (802.11) network. To connect the printer, complete the following steps in the order listed.



**Note:** Before you set up wireless communication, make sure the printer hardware is set up. For more information, see the setup poster that came with the printer.

## ? What is my network name and passkey?

While you are installing the software, you will be prompted to enter the network name (also called an “SSID”) and a security passkey:

- The network name is the name of your wireless network.
- The security passkey prevents other people from connecting to your wireless network without your permission. Depending on the level of security required, your wireless network might use either a WPA key or WEP passphrase.

If you have not changed the network name or the security passkey since setting up your wireless network, you can sometimes find them on the back or side of the wireless router.

In addition, if you are using a computer running Windows, HP provides a

web-based tool called the Wireless Network Assistant that can help retrieve this information for some systems. To use this tool, go to [www.hp.com/go/networksetup](http://www.hp.com/go/networksetup). (This tool is currently available in English only.)


If you cannot find the network name or the security passkey or cannot remember this information, see the documentation available with your computer or with the wireless router. If you still cannot find this information, contact your network administrator or the person who set up the wireless network.

For more information about the network connections types, the network name, and the WEP key/WPA Passphrase, see the user guide.

## Connecting without a wireless router

If you do not have a wireless router (such as a Linksys wireless router or Apple AirPort Base Station), you can still connect the printer to your computer using a wireless connection (known as a “computer-to-computer” or an “ad hoc” wireless connection). For more information, see the user guide.

### Step 1: Connect the printer to your wireless network

1. On the printer's control panel, touch right arrow , and then select **Network**.
2. Touch **Wireless**, touch **Wireless Setup Wizard**, and then touch **OK**.
3. Follow the display instructions to complete the setup.



**Note:** If you encounter problems while running the Wireless Setup Wizard, see “Wireless (802.11) setup problems” on page 29.

### Step 2: Install software for your printer

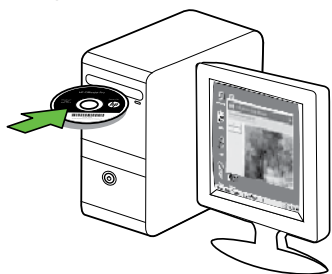
Follow the instructions for your operating system.

#### *Windows*

1. Save any open documents. Close any applications that are running on your computer.
2. Place the HP software CD into the computer.
3. Select **Network (Ethernet/Wireless)** and then follow the onscreen instructions.



**Note:** If the firewall software on your computer displays any messages during the installation, select the “always permit/allow” option in the messages. Selecting this option allows the software to install successfully on your computer.



---

Mac OS

1. Place the HP software CD into the computer.



2. Double-click the HP Installer icon on the software CD, and then follow the onscreen instructions.

---

### Step 3: Test the wireless connection

Print the wireless test page for information about the printer's wireless connection. The wireless test page provides information about the printer's status, MAC address, and IP address. If the printer is connected to a network, the test page displays details about the network settings.

1. Touch right arrow ►, and then touch **Network**.
2. Touch **Wireless**, and then touch **Wireless Network Test**.



---

## Change the connection method

If you have installed the HP software and connected your printer using a USB, Ethernet, or wireless connection, you can change to a different connection any time you want.



**Note:** If you are changing to a wireless connection, make sure that an Ethernet cable is not connected to the printer. Connecting an Ethernet cable turns off the printer's wireless capabilities.

Follow the instructions for your operating system.

---

### Windows

1. On the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, select your printer name, and then click **Connect a New Printer**.
2. Follow the onscreen instructions.

---

### Mac OS X

1. Click the HP Utility icon in the Dock.



**Note:** If the icon does not appear in the Dock, click the Spotlight icon on the right side of the menu bar, type **HP Utility** in the box, and then click the HP Utility entry.

2. Click the Application icon on the toolbar.
3. Double-click **HP Setup Assistant**, and then follow the onscreen instructions.

---

## 4. Solve setup problems




The following sections provide help with problems you might have while setting up the printer.

If you need more help, see the user guide (which is available on your computer after you install the software).

---

### Problems setting up the printer

- Make sure that all packing tape and material have been removed from outside and inside the printer.
- Make sure that the printer is loaded with plain, white, unused A4- or Letter-size (8.5x11 inch) paper.
- Make sure that any cords and cables that you are using (such as a USB cable or Ethernet cable) are in good working order.
- Make sure the  (Power) light is on and not blinking. When the printer is first turned on, it takes approximately 45 seconds to warm up.
- Make sure the printer is displaying the home screen and that no other lights on the printer's control panel are lit or blinking.
- Make sure that the power cord and power adapter are securely connected and that the power source is working properly.
- Make sure paper is loaded correctly in the tray and is not jammed in the printer.
- Make sure that all latches and covers are closed properly.

---

### Problems installing the software

- Before installing software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the HP software CD in the CD drive, inspect the HP software CD for damage. You can also download the HP software from the HP Web site ([www.hp.com/support](http://www.hp.com/support)).
- If you are using a computer running Windows and are connecting using a USB cable, make sure that the USB drivers have not been disabled in the Windows Device Manager.

---

## Problems setting up fax

This section contains information about solving problems you might have when setting up fax for the printer.



**Note:** If the printer is not set up properly for faxing, you might experience problems when sending faxes, receiving faxes, or both.

If you are having faxing problems, you can print a fax test report to check the status of the printer. The test will fail if the printer is not set up properly for faxing. Perform this test after you have completed setting up the printer for faxing. For more information, see “Step 2: Test fax setup” on page 11.

---

### Step 1: Run the fax test

Test your fax setup to check the status of the printer and to make sure it is set up properly for faxing. For more information, see “Set up and use fax” on page 7.



**Tip:** If you receive a fax communication error that includes an error code, you can find an explanation of the error

code at HP’s support Web site ([www.hp.com/support](http://www.hp.com/support)). If prompted, choose your country/region, and then type “fax error codes” in the Search box.

If you are unable to solve the problems using the suggestions provided in the fax test, go to Step 2.

---

### Step 2: Check the list of possible problems

If you have run the fax test but are still having problems setting up fax, check the following list of possible problems and solutions:

---

## The printer is having problems sending and receiving faxes

- Make sure you use the phone cord or adapter that came with the printer. (If you do not use this phone cord or adapter, the display might always show Phone Off Hook.)
- Other equipment that uses the same phone line as the printer might be in use. Make sure extension phones (phones on the same phone line, but not connected to the printer) or other equipment is not in use or off the hook. For example, you cannot use the printer 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.
- If you are using a phone splitter, the splitter could cause faxing problems. Try connecting the printer directly to the telephone wall jack.
- Make sure that one end of the phone cord is connected to the telephone wall jack, while the other end to port labeled "1-LINE" on the back of the printer.
- Try connecting a working phone directly to the telephone wall jack and check for a dial tone. If you do not hear a dial tone, contact your telephone company to check the line.
- Make sure you connect the printer to an analog phone line, or you cannot 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 printer to an analog phone line and try sending or receiving a fax.
- The phone line connection might be noisy. Phone lines with poor sound quality (noise) can cause faxing problems. 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 Error Correction Mode (ECM) off and try faxing again.
- If you are using a DSL/ADSL service, make sure that you have a DSL/ADSL filter connected. Without the filter, you cannot fax successfully.
- If you are using either a private branch exchange (PBX) or an integrated services digital network (ISDN) converter/terminal adapter, make sure the printer is connected to the correct port and the terminal adapter is set to the correct switch type for your country/region.
- You are using a Fax over IP service. Try to use a slower connection speed. If this does not work, contact your Fax over IP service's support department.

## The printer can send faxes but cannot receive faxes

- If you are not using a distinctive ring service, check to make sure that the Distinctive Ring feature on the printer is set to All Rings.
- If Auto Answer is set to Off, or if you subscribe to a voicemail service on the same phone line that you will use for faxing, you can only receive faxes manually.
- If you have a computer dial-up modem on the same phone line with the printer, check to make sure that the software that came with your modem is not set to receive faxes automatically.
- If you have an answering machine on the same phone line with the printer:
  - Check that the answering machine is working properly.
  - Make sure the printer is set to receive faxes automatically.
  - Make sure the Rings to Answer setting is set to a greater number of rings than the answering machine.
  - Disconnect the answering machine and then try receiving a fax.
  - 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.
- Other equipment that uses the same phone line might be causing the fax test to fail. You can disconnect all the other devices and run the test again. If the Dial Tone Detection Test passes, then one or more of the other 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.

---

## The printer cannot send faxes but can receive faxes

- The printer might be dialing too fast or too soon. For example, if you need to access an outside line by dialing “9,” try inserting pauses as follows: 9-XXX-XXXX (where XXX-XXXX is the fax number you are sending to). To enter a pause, touch \* and select a dash (-). If you are having problems sending a fax manually from a phone that is connected directly to the printer the printer—and if you are in the following countries/regions—you must use the keypad on the telephone to send the fax:

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	Vietnam

## Wireless (802.11) setup problems

This section provides information about solving problems you might encounter when connecting the printer to your wireless network.

Follow these suggestions in the order listed.



**Note:** If you are still encountering problems, see the problem-solving information in the user guide (which is available on your computer after you install the software).



### After resolving the problems...

After you resolve any problems and have connected the printer to your wireless network, complete the following steps for your operating system:

#### Windows

Place the HP software CD into the computer and run the software installation program again.

#### Mac OS

Open the HP Utility, located in the Dock. (HP Utility is also located in the **Hewlett-Packard** folder in the Applications folder on your computer.) Click the **Application** icon on the toolbar, double-click **HP Setup Assistant**, and then follow the onscreen instructions.

## Step 1: Make sure the wireless (802.11) light is turned on

If the blue light near the printer's control panel is not lit, wireless capabilities might not have been turned on.

To turn on wireless, complete the following steps:

- **HP Officejet Pro 8500A (A910a-f):**  
From the Home screen, touch right arrow ►, touch **Setup**, touch **Network**, touch **Wireless**, touch **Wireless Radio**, and then touch **On**.
- **HP OfficeJet Pro 8500A (A910g-z):**  
From the Home screen, touch right arrow ►, touch **Network**, touch **Wireless**, touch **Wireless Radio**, and then touch **On**.



**Tip:** The model number is printed on a label located inside the printer, near the ink cartridges area.

---

## Step 2. Check the wireless signal strength

If the strength of the signal for your wireless network or computer is weak or if there is interference on the wireless network, the printer might not be able to detect the signal.

To determine the strength of the wireless signal, run the Wireless Network Test from the printer's control panel. (For more information, see "Step 4. Run the Wireless Network Test" on page 30).

If the Wireless Network Test indicates the signal is weak, try moving the printer closer to the wireless router.

### Reducing interference

The following tips might help reduce the chances for interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones, as these objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures as these objects can absorb radio waves and lower signal strength.

---

## Step 3. Restart components of the wireless network

Turn off the router and the printer, and then turn them back on in this order: router first, and then the printer.

If you still are unable to connect, turn off the router, printer, and your computer, and then


turn them back on in this order: router first, then the printer, and finally the computer.

Sometimes, turning off the power and then turning it back on will recover a network communication issue.

---

## Step 4. Run the Wireless Network Test

For wireless networking issues, run the Wireless Test from the printer's control panel:

1. Touch right arrow , and then touch **Network**.
2. Touch **Wireless**, and then touch **Wireless Network Test**.

If a problem is detected, the printed test report will include recommendations that might help solve the problem.



---

## 5. Use the Embedded Web server (EWS)

When the printer is connected to a network, you can use the “embedded Web server” (“EWS”) to view status information and configure network settings from your computer web browser. No special software needs to be installed or configured on your computer.



**Note:** You can open and use the EWS without being connected to the Internet, though some features will not be available.

For more information about the EWS, see the user guide (which is available on your computer after you install the software).

---

### *To open the EWS*

1. Obtain the IP address for the printer. The IP address is shown on the Network Configuration Page.
  - a. Load paper in the tray.
  - b. Touch the right arrow ►, touch **Setup**, touch **Reports**, and then touch **Network Configuration Page**.
2. In a supported Web browser on your computer, type the IP address or hostname that has been assigned to the device.

For example, if the IP address is 123.123.123.123, type the following address into the Web browser:

`http://123.123.123.123`



**Tip:** After opening the EWS, you can bookmark it so that you can return to it quickly.

# Hewlett-Packard limited warranty statement

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 (only applies to products with customer replaceable printheads)	1 year
Accessories	90 days

## 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 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.

# 目錄

使用印表機 .....	34
HP 數位解決方案.....	35
網際網路功能.....	37
設定與使用傳真.....	39
設定傳真 .....	39
使用傳真 .....	45
傳真及數位電話服務.....	49
設定無線 (802.11) 通訊 .....	50
解決設定問題 .....	53
設定印表機的問題 .....	53
安裝軟體時的問題 .....	53
設定傳真的問題 .....	54
無線 (802.11) 設定問題.....	56
使用內嵌式 Web 伺服器 (EWS).....	59
惠普科技有限保固聲明 .....	60

## 安全資訊

使用本印表機時請永遠遵循基本的安全措施，以降低受到火災或電擊等傷害的危險。

1. 請詳讀並了解印表機所附之文件中的所有說明。
2. 請遵守印表機上標示的所有警告與說明。
3. 清理本印表機前，請先從牆上的插座拔除其電源線。
4. 請不要在近水或潮濕的環境中安裝或使用本印表機。
5. 在穩固的表面上牢牢地安裝本印表機。
6. 請將印表機安裝在有保護的區域，以免因任何人踩踏電源線或被電源線絆倒而使電源線損毀。
7. 如果印表機不能正常運作，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）。

8. 產品內部沒有可供使用者維修的零件。請諮詢合格的服務人員。
9. 限用印表機隨附的外接電源轉換器。

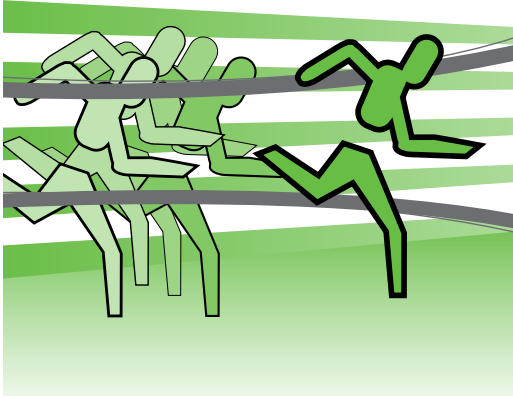



**備註：**墨水匣中的墨水可以用數種不同的方式，用於列印程序，包括初始化程序（準備印表機和墨水匣進行列印的程序），以及列印頭維修（保持列印噴嘴清潔，以及墨水流動順暢的程序）。此外，墨水用盡之後，會有一些殘餘的墨水遺留在墨水匣中。如需詳細資訊，請瀏覽 [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage)。

# 1. 使用印表機

感謝您購買本印表機。利用本印表機，您可以列印文件和相片、掃描文件至連接的電腦、進行複印，以及收發傳真。

若要進行掃描、複印和傳送傳真，您可以使用本印表機的控制台。您也可使用印表機控制台來變更設定、列印報告或取得印表機的說明。



 **提示：**如果印表機已連接到電腦，您也可以使用電腦上的軟體工具如印表機軟體或內嵌式 Web 伺服器 (EWS) 來變更印表機設定。如需這些工具的詳細資訊，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）。

## 使用者指南在哪裡？

本印表機不提供列印格式的使用者指南（也稱為「說明」），而是改為在安裝程式安裝 HP 軟體時，將使用者指南放置在電腦上。

本節大綱如下：

- 疑難排解
- 重大的安全及法規資料
- 有關被支援之列印耗材的說明
- 詳細的使用方式

您可以從 HP 列印軟體 (Windows) 或從「說明」功能表 (Mac OS X) 開啟本指南：

- **Windows：**按一下**開始**，選取**程式集**或**所有程式**，選取**HP**，選取 HP 印表機的資料夾，然後選取**說明**。
- **Mac OS X：**從 Finder 按一下**說明 > Mac 說明**。在 Help Viewer 視窗中，從「Mac 說明」快顯功能表選擇您的印表機。

此外，HP 的支援網站 ([www.hp.com/support](http://www.hp.com/support)) 上也提供了本指南的 Adobe Acrobat 版本。



## HP 數位解決方案

印表機隨附多種可簡化作業的數位解決方案。

### HP 直接數位存檔

HP 直接數位存檔，能為網路上的多位使用者，提供強大的一般性辦公掃描以及多樣化的文件管理功能。HP 直接數位存檔功能，讓您可直接碰觸印表機控制台上的按鈕，將掃描文件直接送到網路上電腦的資料夾，或以電子郵件附件方式共享，完全不需使用任何其他掃描軟體。

掃描文件可送到共享的網路資料夾方便存取，或傳到一或多個電子郵件位址共享。除為個別掃描終點配置個別的掃描設定外，也使各掃描工作有最佳的設定。

### 其他資訊！

如需設定與使用這些數位解決方案的詳細資訊，請參閱使用者指南（安裝軟體後就可在電腦上找到使用者指南）。

### HP 數位傳真

永不再迷失重要的傳真於成堆的亂紙之間！

HP 數位傳真可將收到的黑白傳真，儲存在網路電腦資料夾方便儲存和共享，或以電子郵件轉寄傳真，即使遠離辦公室也能隨時隨地接收重要的傳真。

您也可關閉各傳真列印，不但節省耗材和金錢，還能減少耗紙和垃圾。

## 需求

設定數位解決方案前，請確先準備下列各項：

### 掃描到網路資料夾、傳真到網路資料夾

- 正確的網路權限。您必須能夠存取資料夾。
- 資料夾所在電腦的名稱。有關電腦名稱詳細的說明，請參閱作業系統的相關文件。
- 資料夾的網路位址。Windows 電腦的網路位址格式通常如下：\\my pc\sharedfolder\
- Windows 共享資料夾或 SMB 共享資料夾（限 Mac OS X）。有關電腦名稱詳細的說明，請參閱作業系統的相關文件。

- 網路的使用者名稱及密碼（如有需要）。例如，登入網路的 Windows 或 Mac OS X 使用者名稱及密碼。



**備註：**HP 直接數位存檔不支援 Active Directory。

### 掃描至電子郵件、傳真至電子郵件



**備註：**如果您是使用 HP Officejet Pro 8500A (A910a-f)，只能使用「掃描到網路資料夾」和「傳真到網路資料夾」。

- 有效的電子郵件位址
- 外寄 SMTP 伺服器資訊
- 有效的網際網路的連線

## 尋找電子郵件設定


在 Windows 電腦設定掃描到電子郵件或傳真到電子郵件時，設定精靈會自動偵測下列電子郵件應用程式的電子郵件設定：


- Microsoft Outlook 2003 至 2007 (Windows XP、Windows Vista 及 Windows 7)
- Outlook Express (Windows XP)
- Windows Mail (Windows Vista)
- Mozilla Thunderbird (Windows XP、Windows Vista 及 Windows 7)
- Qualcomm Eudora (7.0 及後續版本) (Windows XP 及 Windows Vista)
- Netscape (7.0 及後續版本) (Windows XP)

對於非上述電子郵件應用程式，只要您的滿足本節所述的條件，您仍可設定及使用掃描到電子郵件和傳真到電子郵件。

## 網際網路功能

此印表機提供創新的 Web 解決方案，有助於快速存取網際網路、取得文件以及更快速簡易的列印，並且完全不需使用電腦。此外，您可以使用 Web 服務 (Marketsplash by HP) 來建立及列印專業品質的行銷文宣。

 **備註：**若要使用這些 Web 功能，必須將印表機連接到網際網路（使用 Ethernet 纜線或無線連接方式）。如果印表機是使用 USB 纜線連接，您將無法使用這些 Web 功能。


 **備註：**除了這些解決方案，您還可以将列印工作從行動裝置遠端傳送到印表機。您可以使用所謂的 HP ePrint 這項服務，隨時隨地從可以連接電子郵件的行動電話、迷你筆電或其他行動裝置進行列印。

### HP Apps

HP Apps 提供一種快速便捷的方式，不用透過電腦就能存取、儲存和列印商業資訊。使用 HP Apps，可以直接從印表機的控制台顯示器存取儲存在 Web 上的內容，例如商業表單、新聞、封存等等。

若要使用 HP Apps，必須將印表機連接到網際網路（使用 Ethernet 纜線或無線連接方式）。請依照印表機控制台上的指示來啟用及設定此服務。

網站會定期增加新的應用程式，您可以選取並下載至印表機的控制台以供使用。如需詳細資訊，請瀏覽 [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter)。

 **備註：**如需此網站的系統需求清單，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）。

---

## Marketsplash by HP

使用線上 HP 工具和服務，建立及列印專業的行銷文宣，擴展您的業務。使用 Marketsplash，您可以執行以下操作：

- 簡單迅速地建立精美而具專業品質的型錄、傳單、名片等等。從數千種得獎商業圖形設計者建立的可自訂範本中進行選擇。
- 各種不同的列印選項，讓您在需要時獲得所想要的成果。為獲得立即、高品質的結果，請在印表機上列印。其他的選項可以從 HP 和我們的合作夥伴以線上方式取得。以最低的列印成本，達到您所期望的專業品質。
- 在 Marketsplash 帳戶中，讓您所有的行銷文宣有條不紊、易於存取，可從任何電腦及直接從印表機控制台顯示器取得（僅限特定機型）。

若要開始，請選取印表機所附 HP 印表機軟體中的「Marketsplash by HP」。另外如需詳細資訊，請瀏覽 [marketsplash.com](http://marketsplash.com)。



**備註：**如需此網站的系統需求清單，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）中的 HP 網站規格。



**備註：**並非所有 Marketsplash 工具和服務均適用於所有國家、地區和語言。如需最新資訊，請瀏覽 [marketsplash.com](http://marketsplash.com)。



## HP ePrint

您可以使用 HP ePrint，隨時隨地從可以連接電子郵件的行動電話、迷你筆電或其他行動裝置進行列印。使用行動裝置服務和印表機的 Web 服務，您可以將文件列印到座位旁邊或數千里外的印表機。

若要使用 HP ePrint 服務，必須具備下列元件：

- 與網際網路連線的 HP ePrint 印表機（使用 Ethernet 纜線或無線連線）
- 具備電子郵件功能的裝置

請依照印表機控制台上的指示，啟用及設定印表機的 Web 服務。如需詳細資訊，請瀏覽 [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter)。



## 2. 設定與使用傳真



本印表機可讓您收發黑白及彩色傳真。

### 設定傳真

開始使用傳真功能之前，請按照以下這些步驟成功連接印表機。

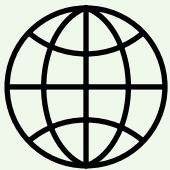
- 💡 **提示：**您可以使用「傳真設定精靈」(Windows) 或 HP 公用程式 (Mac OS X) 來設定傳真。

有關可搭配印表機使用之傳真功能的詳細資訊，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）。



**重要事項：**選取您所在國家/地區的「Finding fax setup information」（尋找傳真設定資訊）核取方塊。如果有列出您所在的國家/地區，請瀏覽網站上的設定資訊。如果未列出您所在的國家/地區，請按照本指南的指示進行。

#### 尋找傳真設定資訊



如果您位於下列國家/地區，請瀏覽適當的網站以取得有關設定傳真的資訊。

奧地利	<a href="http://www.hp.com/at/faxconfig">www.hp.com/at/faxconfig</a>
比利時	
荷蘭文	<a href="http://www.hp.be/nl/faxconfig">www.hp.be/nl/faxconfig</a>
法文	<a href="http://www.hp.be/fr/faxconfig">www.hp.be/fr/faxconfig</a>
丹麥	<a href="http://www.hp.dk/faxconfig">www.hp.dk/faxconfig</a>
芬蘭	<a href="http://www.hp.fi/faxconfig">www.hp.fi/faxconfig</a>
法國	<a href="http://www.hp.com/fr/faxconfig">www.hp.com/fr/faxconfig</a>
德國	<a href="http://www.hp.com/de/faxconfig">www.hp.com/de/faxconfig</a>
愛爾蘭	<a href="http://www.hp.com/ie/faxconfig">www.hp.com/ie/faxconfig</a>
義大利	<a href="http://www.hp.com/it/faxconfig">www.hp.com/it/faxconfig</a>
挪威	<a href="http://www.hp.no/faxconfig">www.hp.no/faxconfig</a>
荷蘭	<a href="http://www.hp.nl/faxconfig">www.hp.nl/faxconfig</a>
葡萄牙	<a href="http://www.hp.pt/faxconfig">www.hp.pt/faxconfig</a>
西班牙	<a href="http://www.hp.es/faxconfig">www.hp.es/faxconfig</a>
瑞典	<a href="http://www.hp.se/faxconfig">www.hp.se/faxconfig</a>
瑞士	
法文	<a href="http://www.hp.com/ch/fr/faxconfig">www.hp.com/ch/fr/faxconfig</a>
德文	<a href="http://www.hp.com/ch/de/faxconfig">www.hp.com/ch/de/faxconfig</a>
英國	<a href="http://www.hp.com/uk/faxconfig">www.hp.com/uk/faxconfig</a>

## 步驟 1：將印表機連接至電話線路

### 💡 開始前...


開始進行之前，請確定已完成下列各項動作：


- 已安裝墨水匣
- 已將 A4 或 Letter 尺寸的紙張載入紙匣
- 已準備好電話線和轉接器（如果印表機已隨附）


如需詳細資訊，請參閱印表機包裝中隨附的安裝簡冊。

請按下列步驟連接印表機和其他電話設備或裝置：


1. 使用印表機包裝盒中隨附的電話線，將一端連接至牆上電話插座，另一端連接至印表機背面標示為 **1-LINE** 的連接埠。

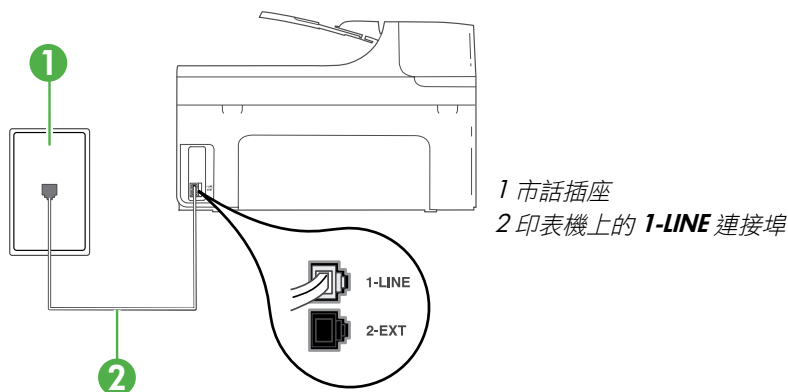
 **備註：**您可能需要使用適用您國家/地區的隨附轉接器，將印表機連接到市話插座。

 **備註：**如果印表機隨附的電話線不夠長，請用耦合器來延長電話線。您可以在販售電話配件的電子材料商店購買耦合器。您還需要另一條住家或辦公室常見的標準電話線。如需詳細資訊，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）的詳細說明。

 **注意：**如果您不是使用印表機隨附的電話線，就可能無法順利傳真。由於您在住家或辦公室使用的電話線未必和印表機隨附的電話線一樣，HP 建議您應使用印表機隨附的電話線。

2. 連接任何其他電話設備。如需連接和設定搭配印表機使用之其他裝置或服務的詳細資訊，請參閱本節中的方塊或使用者指南。

 **備註：**如果您必須將印表機連接至其他電話裝置，且在設定印表機搭配其他設備或服務使用時遭遇問題，請洽詢電話公司或服務供應商。




## ❓ 何謂區別鈴聲服務？

許多電話公司提供鈴聲區別功能，讓您可只用一條電話線使用數個電話號碼。使用此項服務時，會為每個號碼指定不同的響鈴模式。您可以設定印表機以接聽有特定響鈴模式的來電。

如果將印表機連接至具有區別鈴聲的電話線，請您的電話公司分別為語音來電和傳真來電指定不同的響鈴模式。HP 建議您將傳真來電指定為兩聲或三聲鈴聲。當印表機偵測到指定的響鈴模式時，將會接聽來電並接收傳真。

如需設定區別鈴聲的詳細資訊，請參閱第 43 頁的「步驟 3：配置傳真設定」。

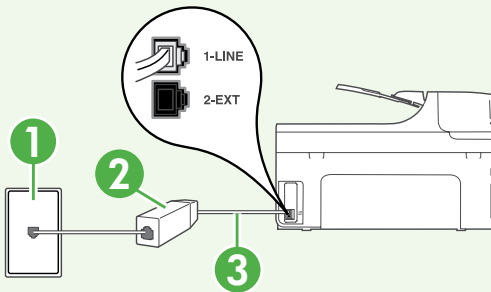
 **提示：**如果您在用來傳真的同一個電話線路上使用語音信箱服務，將無法自動接收傳真。由於您必須親自接聽傳真來電，因此請務必關閉**自動接聽**功能。

若要改為自動接收傳真，請向電話公司申請區別鈴聲服務或傳真專用線路。

3. 將印表機連接至其他電話設備後，請執行第 42 頁的「步驟 2：測試傳真設定」。

## 連接到 DSL/ADSL 線路

如果使用 DSL/ADSL 服務，請按照以下這些步驟來連接傳真。



- 1 市話插座
- 2 DSL/ADSL 過濾器與電話線（由 DSL/ADSL 服務提供者提供）
- 3 隨附在印表機包裝箱中的電話線連接至印表機的 1-LINE 連接埠

1. 在牆上電話插座和 DSL/ADSL 過濾器之間連接 DSL/ADSL 服務提供者所提供的 DSL/ADSL 過濾器和電話線。
2. 將印表機隨附的電話線，插入 DSL/ADSL 過濾器和印表機上的 **1-Line 連接埠**。

## 連接其他設備

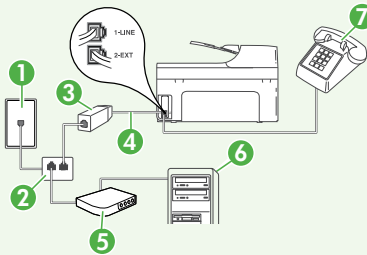
從印表機背面貼有 **2-EXT** 標籤的連接埠拔下白色插頭，再將電話連接到此連接埠。



如果要連接撥號電腦數據機或電話等其他設備，您必須購買並列式分歧器。並列式分歧器前方有一個 RJ-11 埠，後方有兩個 RJ-11 埠。請勿使用雙線路電話分歧器、序列分歧器或前方有兩個 RJ-11 連接埠而後方有一個插口的並列式分歧器。



**備註：**如果要使用 DSL/ADSL 服務，請將 DSL/ADSL 過濾器的一端連接到並列式分歧器，然後再使用 HP 提供的電話線來將過濾器的另一端連接到印表機上的 **1-Line** 連接埠。從印表機背面貼有 **2-EXT** 標籤的連接埠拔下白色插頭，再將電話機或電話答錄機連接到 **2-EXT** 連接埠。接著，將並列式分歧器的第二個連接埠連接到與電腦連接的 DSL/ADSL 數據機。




- 1 市話插座
- 2 並列式分歧器
- 3 DSL/ADSL 過濾器 (由 DSL/ADSL 服務提供者提供)
- 4 印表機隨附的電話線
- 5 DSL/ADSL 數據機
- 6 電腦
- 7 電話

## 步驟 2：測試傳真設定

請測試傳真設定以檢查印表機的狀態，確認其設定正確可進行傳真。


傳真測試會執行下列作業：

- 測試傳真硬體
- 確認連接到印表機的電話線類型正確
- 檢查電話線是否插入正確的接口
- 檢查撥號視頻音
- 檢查電話線路
- 測試電話線路的連結狀態

1. 從印表機的控制台處，碰觸向右箭頭 ，然後碰觸**設定**。
2. 碰觸**工具**，然後碰觸**執行傳真測試**。印表機顯示測試結果於顯示幕，並列印測試報告。測試完成後，印表機會列印一份測試結果報告。如果測試失敗，請檢閱報告中有關如何修正問題的資訊，並重新測試。詳細的疑難排解說明，請參閱第53頁的「設定印表機的問題」的「設定與使用傳真」。
3. 成功執行傳真測試後，請執行第43頁的「步驟 3：配置傳真設定」。

### 步驟 3：配置傳真設定

將印表機連接至電話線路後，請依據您的需求來變更印表機的傳真設定。

 **備註：**若要讓印表機發出的所有傳真使用相同的傳真解析度和更淺/更深設定，請依您希望的方式配置設定，然後碰觸**設定為新的預設值**。

#### ? 要在哪裡變更傳真設定？

您可以使用下列工具來配置傳真設定：






##### 印表機的控制台

碰觸印表機控制台上的**傳真**，再碰觸**設定**，然後選取您要配置的設定。

##### HP 軟體

如果您已在電腦上安裝 HP 軟體，就可以使用您的電腦已安裝的該軟體來配置傳真設定。

如需使用這些工具或設定的詳細資訊，請參閱使用者指南。

如果要配置此設定...	方法如下：
<p><b>自動接聽</b></p> <p>如果要讓印表機自動接收傳真，請將接聽模式設定為<b>開啟</b>。印表機將在超過<b>接聽鈴聲次數</b>設定中所指定的鈴聲次數後接聽來電。</p>	<ol style="list-style-type: none"> <li>1. 碰觸向右箭頭 ，然後碰觸<b>設定</b>。</li> <li>2. 碰觸<b>傳真設定</b>，然後碰觸<b>基本傳真設定</b>。</li> <li>3. 碰觸<b>自動接收</b>，然後碰觸<b>開啟</b>。</li> </ol>
<p><b>接聽鈴聲次數 (選用)</b></p> <p>設定接聽鈴聲次數</p> <p> <b>備註：</b>如果答錄機連接至印表機，則印表機使用的接聽鈴聲數必須高於答錄機。</p>	<ol style="list-style-type: none"> <li>1. 碰觸向右箭頭 ，然後碰觸<b>設定</b>。</li> <li>2. 碰觸<b>傳真設定</b>，然後碰觸<b>基本傳真設定</b>。</li> <li>3. 碰觸<b>接聽鈴聲次數</b>。</li> <li>4. 碰觸向上箭頭  或向下箭頭  以變更響鈴次數。</li> <li>5. 碰觸<b>完成</b>以接受設定。</li> </ol>

<p><b>如果要配置此設定...</b></p> <p><b>區別鈴聲</b> 變更區別鈴聲的接聽鈴聲模式</p> <p> <b>備註：</b>如果有使用區別鈴聲服務，您可以在相同的電話線上使用一個以上的電話號碼。您可以變更此設定，讓印表機自動判斷僅應由傳真呼叫所使用的鈴聲模式。</p> <p> <b>提示：</b>您也可以使用印表機控制台中的「響鈴模式偵測」功能來設定區別鈴聲。使用這項功能，印表機會辨別並記錄來電的響鈴模式，然後根據這通電話，自動判斷由電話公司為傳真來電指定的區別響鈴模式。</p>	<p><b>方法如下：</b></p> <ol style="list-style-type: none"> <li>1. 碰觸向右箭頭 ，然後碰觸<b>設定</b>。</li> <li>2. 碰觸<b>傳真設定</b>，然後碰觸<b>進階傳真設定</b>。</li> <li>3. 碰觸<b>區別鈴聲</b>。</li> <li>4. 出現一則訊息表示您不該變更此設定，除非同一電話線路上有多個電話號碼。碰觸<b>是</b>，繼續作業。</li> <li>5. 執行下列其中一項： <ul style="list-style-type: none"> <li>• 碰觸由電話公司指定給傳真來電的響鈴模式。</li> </ul> <b>或者</b> <ul style="list-style-type: none"> <li>• 碰觸<b>響鈴模式偵測</b>，然後依照印表機控制台上的指示進行。</li> </ul> </li> </ol> <p> <b>備註：</b>如果是使用內部和外部來電有不同響鈴模式的 PBX 電話系統，必須從外部號碼撥打傳真號碼。</p>
<p><b>傳真速度</b> 設定印表機在傳送和接收傳真時，與其他傳真機進行通訊時所用的傳真速度。</p> <p> <b>備註：</b>如果在傳送和接收傳真時發生問題，請嘗試使用較慢的傳真速度。</p>	<ol style="list-style-type: none"> <li>1. 碰觸向右箭頭 ，然後碰觸<b>設定</b>。</li> <li>2. 碰觸<b>傳真設定</b>，然後碰觸<b>進階傳真設定</b>。</li> <li>3. 碰觸向下箭頭 ，然後碰觸<b>傳真速度</b>。</li> <li>4. 碰觸以選取<b>快速</b>、<b>中等</b>或<b>緩慢</b>。</li> </ol>
<p><b>傳真錯誤修正模式</b> 傳輸中印表機若發現錯誤的訊號同時錯誤修正模式為開啟時，印表機會要求重傳該部分的傳真。</p> <p> <b>備註：</b>如果您在收發傳真時發生問題，請關閉錯誤修正功能。此外，跨國家/地區或用衛星電話收發傳真時，關閉錯誤修正設定可能有所助益。</p>	<ol style="list-style-type: none"> <li>1. 碰觸向右箭頭 ，然後碰觸<b>設定</b>。</li> <li>2. 碰觸<b>傳真設定</b>，然後碰觸<b>進階傳真設定</b>。</li> <li>3. 碰觸向下箭頭 ，然後碰觸<b>錯誤修正模式</b>。</li> <li>4. 選取<b>開啟</b>或<b>關閉</b>。</li> </ol>

<b>如果要配置此設定...</b>	<b>方法如下：</b>
<b>媒體</b> 變更印表機的音量，包括傳真音。	<ol style="list-style-type: none"> <li>1. 碰觸向右箭頭▶，然後碰觸<b>設定</b>。</li> <li>2. 碰觸<b>傳真設定</b>，然後碰觸<b>基本傳真設定</b>。</li> <li>3. 碰觸向下箭頭▼，然後碰觸<b>傳真音量</b>。</li> <li>4. 碰觸以選取<b>小聲</b>、<b>大聲</b>或<b>關閉</b>。</li> </ol>

## 使用傳真

本節將說明如何傳送和接收傳真。

### 其他資訊！

如需下列主題的詳細資訊，請參閱使用者指南：

- 使用監視器撥號傳送傳真
- 從電腦傳送傳真
- 從記憶體傳送傳真
- 排程稍後傳送的傳真
- 將傳真傳給多位收件者
- 以錯誤修正模式傳送傳真

安裝軟體後就可在電腦上找到使用者指南。

## 傳送傳真

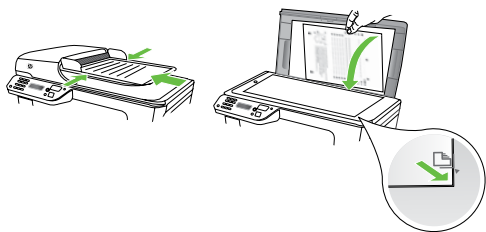
您可用多種方法傳送傳真。您可用印表機的控制台來傳送黑白或彩色傳真。您亦可用連上的電話手動發送傳真，這可讓您在傳送傳真之前與接收方通話。

您也可以透過傳真來傳送電腦上的文件，而不需先列印文件。


## 傳送標準傳真

1. 將您要傳真的文件載入印表機中。


您可以從自動文件進紙器 (ADF) 或從掃描器平板玻璃進行傳真。



2. 碰觸**傳真**。
3. 使用數字鍵盤輸入傳真號碼。

 **提示：**若要在您輸入的傳真號碼中加入暫停，請重複碰觸\*，直到破折號 (-) 出現在顯示器上。

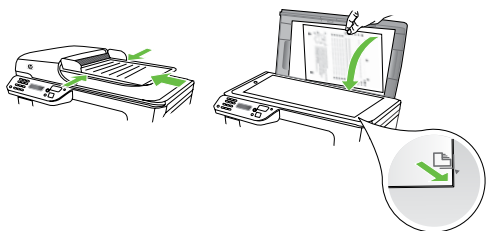
4. 碰觸**開始/黑白**或**開始/彩色**。

 **提示：**若收件者告知您所傳送的傳真品質有問題，您可以嘗試變更傳真的解析度或對比。


## 從電話分機發傳真

1. 將您要傳真的文件載入印表機中。


您可以從自動文件進紙器 (ADF) 或從掃描器平板玻璃進行傳真。




2. 碰觸**傳真**。
3. 使用連接到印表機的電話上之數字鍵盤撥號。

 **備註：**手動傳送傳真時，請勿使用印表機控制台上的數字鍵。請用電話上的按鍵，撥打收件人的電話號碼。

4. 如果接收方接聽電話，您可以在傳送傳真前與對方對話。

 **備註：**若由傳真機接聽電話，您會聽到對方傳真機的傳真音。請執行下一步進行傳真。

5. 當您準備好要發傳真時，碰觸**開始/黑白**或**開始/彩色**。


 **備註：**如果出現提示，請選取**傳送傳真**。

發傳真之前如先與接收方通話，請通知接收方在聽到傳真音後，按下傳真機上的**開始**。在傳輸傳真時，電話線將進入靜音狀態。此時可以掛上電話。若要繼續與收件者交談，在傳真傳輸完成前您可以留在線上。



## 接收傳真

您可以自動或手動接收傳真。

 **備註：**如果您接收到的是 Legal 尺寸或更大張的傳真，而印表機目前未設定使用 Legal 尺寸的紙張，則印表機將自動縮小傳真以符合放入的紙張。停用「自動縮小」功能時，印表機會以雙面列印傳真。

影印文件中收到傳真時，傳真會儲存在印表機的記憶體，直到影印結束。因此可能會減少記憶體中可儲存的傳真頁數。

### 其他資訊！

如需下列主題的詳細資訊，請參閱使用者指南：

- 從記憶體重新列印接收到的傳真
- 輪詢以接收傳真
- 轉送傳真至另一個號碼
- 設定接收傳真的紙張大小
- 設定自動縮小來電傳真
- 拒收垃圾傳真號碼

安裝軟體後就可在電腦上找到使用者指南。

## 自動接收傳真

若您從印表機的控制台開啟**自動接收**選項（預設值），印表機會在經過**接聽鈴聲次數**設定的鈴響聲過後自動接聽來電並接收傳真。如需配置此設定的詳細資訊，請參閱第 43 頁的「**步驟 3：配置傳真設定**」。

### 傳真和語音信箱服務

如果您在用來傳真的同一個電話線路上使用語音信箱服務，將無法自動接收傳真。反之，您必須確定已關閉「自動接聽」設定，才能以手動方式接收傳真。請務必在電話轉到語音信箱之前起始手動傳真。

若要改為自動接收傳真，請向電話公司申請區別鈴聲服務或傳真專用線路。

## 手動接收傳真

當您在通話中時，您的通話對象可以在您仍在線上時傳真給您（稱為「手動傳真」）。

您可用連上印表機（透過 **2-EXT** 連接埠）的電話，也可用同一線路（但未直接連上印表機）的電話，手動接收傳真。

1. 請先將印表機開機並將紙張放入主紙匣。
2. 將原稿從文件進紙匣中取出。
3. 將**接聽鈴聲次數**設定設為較大的數字，以便讓您在印表機接聽之前接聽來電。或者，關閉**自動接收**設定，使印表機不要自動接聽來電。



4. 若目前正在和傳送方通話，請通知對方按下傳真機上的**開始**。
5. 聽到傳送方傳真機的傳真音時，請進行下列工作：
  - a. 碰觸**傳真**，然後選取**開始/黑白或開始/彩色**。
  - b. 在印表機開始接收傳真後，您可以掛斷電話或保持在線上。在傳輸傳真期間電話線是無聲的。

## 從記憶體重新列印接收到的傳真

一旦**備份傳真接收**已開啟，無論印表機是否處於錯誤狀況都會將收到的傳真儲存在記憶體。



**備註：**儲存於記憶體的全部傳真會在關機後刪除。如需使用此功能的詳細資訊，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）。

1. 確定已在主要進紙匣內放入紙張。
2. 碰觸向右箭頭 ，然後碰觸**設定**。
3. 碰觸**工具**，然後碰觸**重印記憶體中的傳真**。系統將以收傳真的相反順序來列印傳真，也就是最後收到的傳真先列印，其餘依此類推。
4. 若要停止重新列印記憶體中的傳真，請碰觸 （取消）。


## 使用報告和日誌

您可以列印多種不同類型的傳真報告：

- 傳真確認頁
- 傳真日誌
- 傳真傳送報告上的影像
- 其他報告



這些報告會提供實用的印表機系統相關資訊。



**備註：**您也可以從印表機的控制台顯示器檢視撥號記錄。若要檢視撥號記錄，請碰觸「傳真」，然後碰觸 （撥號記錄）。不過，您無法列印這份清單。


---


## 列印報告

1. 碰觸向右箭頭 ，然後碰觸**設定**。
2. 碰觸**傳真設定**，再碰觸向下箭頭 ，然後碰觸**傳真報告**。
3. 選取您想要列印的傳真報告，然後碰觸**確定**。

---

## 清除傳真記錄

 **備註：**清除傳真記錄也會刪除記憶體中所儲存的所有傳真。

1. 碰觸向右箭頭 ，然後碰觸**設定**。
2. 碰觸**工具**。
3. 碰觸向下箭頭 ，然後碰觸**清除傳真記錄**。


---

## 傳真及數位電話服務

許多電話公司都為客戶提供數位電話服務，例如：

- DSL：使用電話公司的 DSL 服務（在您所在的國家/地區，DSL 可能稱為 ADSL）。
- PBX：專用分機交換 (PBX) 電話系統。
- ISDN：整體服務數位網路 (ISDN) 系統。
- FoIP：低費率的電話服務，讓您可以透過網際網路，以印表機傳送和接收傳真。此方法叫做「網際網路傳真通訊協定」(FoIP)。如需詳細資訊，請參閱使用者指南。

HP 印表機是專為使用傳統式類比電話服務所設計。如果是在數位電話環境中（例如 DSL/ADSL、PBX 或 ISDN），可能會需要在設定印表機進行傳真時，使用數位對類比過濾器或轉換器。

 **備註：**HP 不保證印表機可在所有數位環境中，與所有數位服務線路或提供者相容，或與所有數位對類比轉換器相容。建議您務必根據電話公司所提供的線路服務，直接與其討論正確的設定選項。

## 3. 設定無線 (802.11) 通訊



您可以將裝置以無線方式連接至現有的無線 (802.11) 網路。若要連接印表機，請依序執行下列步驟。



**備註：**在您設定無線通訊之前，請先確認已設定好印表機硬體。如需詳細資訊，請參閱印表機隨附的安裝簡冊。

### ? 我的網路名稱和密碼是什麼？

當您安裝軟體時，系統就提示您輸入網路名稱（也稱為「SSID」）和安全密碼：

- 網路名稱就是您無線網路的名稱。
- 安全密碼可避免其他人未經您的許可就連接到您的無線網路。根據所需的安全等級，您的無線網路可能會使用 WPA 金鑰或 WEP 密碼。

如果在設定無線網路後未變更網路名稱或安全密碼，有時候可以在無線路由器的背面或側面找到這些資訊。

另外，如果使用的是執行 Windows 的電腦，HP 提供一套名為「無線網路精靈」

的網路工具，可讓您擷取某些系統的這項資訊。若要使用此工具，請瀏覽 [www.hp.com/go/networksetup](http://www.hp.com/go/networksetup)（本工具目前只提供英文版本）。

如果找不到網路名稱或安全密碼，或者記不得此資訊，請參閱電腦上的文件或路由器隨附的文件。如果仍找不到此資訊，請向網路管理員或設定無線網路的人員索取。

如需網路連接類型、網路名稱和 WEP 金鑰/WPA 密碼的詳細資訊，請參閱使用者指南。

### 💡 不使用無線路由器進行連線

如果沒有無線路由器（例如，Linksys 無線網路或 Apple AirPort Base Station），您仍可用所謂的「電腦對電腦」或 ad hoc 無線連接，將印表機連上電腦。

如需詳細資訊，請參閱使用者指南。

## 步驟 1：將印表機連上無線網路

1. 碰觸印表機控制台上的向右箭頭▶，然後選取**網路**。
2. 碰觸**無線**，再碰觸**無線設定精靈**，然後碰觸**確定**。

3. 按顯示幕提示完成設定步驟。



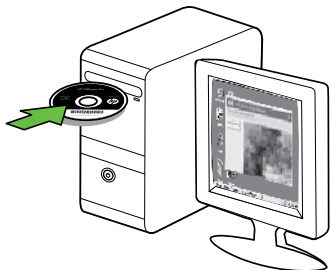
**備註：**執行無線設定精靈時若發生問題，請參閱第 56 頁的「無線 (802.11) 設定問題」。

## 步驟 2：安裝印表機的軟體

遵循適用於您作業系統的說明。

### Windows

1. 儲存開啟中的任何文件。結束電腦上任何執行中的應用程式。
2. 將 HP 軟體 CD 放入電腦。



3. 選擇 **Network (Ethernet/Wireless)** (網路 (Ethernet/無線))，然後按照螢幕上的說明進行。



**備註：**安裝中防火牆軟體顯示出任何訊息時，選擇訊息中的「永遠許可/允許」選項。選擇本選項讓您在電腦上順利完成安裝作業。

### Mac OS

1. 將 HP 軟體 CD 放入電腦。




2. 按兩下軟體光碟上的 HP Installer 圖示，再按螢幕上的指示進行。

---

## 步驟 3：測試無線連線

列印無線測試頁以取得有關印表機無線連線的資訊。無線測試頁提供有關印表機狀態、MAC 位址和 IP 位址的資訊。如果印表機連接至網路，測試頁會顯示有關網路設定的詳細資訊。

1. 碰觸向右箭頭 ，然後碰觸**網路**。
2. 碰觸**無線**，然後碰觸**無線網路測試**。

---

## 改變連線方式

如果您已安裝 HP 軟體並使用 USB、Ethernet 或無線連線連接印表機，您可以視需求隨時變更為不同的連線。



**備註：**如果您變更為無線連線，請確定印表機並未連接 Ethernet 纜線。連上 Ethernet 纜線後，便會關閉印表機的無線功能。

遵循適用於您作業系統的說明。

---

### Windows

1. 按一下電腦桌面上的**開始**，選取**程式集**或**所有程式**，按一下**HP**，選取印表機名稱，然後按一下**連接新印表機**。
2. 按照畫面上的指示操作。

---

### Mac OS X

1. 按一下 Dock 上的「HP 公用程式」圖示。



**備註：**如果該圖示未出現在 Dock 中，請按一下功能表列右側的 Spotlight 圖示，在方塊中輸入 HP 公用程式，然後按一下「HP 公用程式」項目。

2. 按一下工具列上的「應用程式」圖示。
3. 按兩下 **HP 設定小幫手**，然後依照螢幕上的指示操作。


## 4. 解決設定問題



以下各節可協助您解決安裝印表機會遇到的問題。

如果需要詳細的說明，請參閱使用手冊（安裝軟體後出現在電腦上的使用手冊）。

### 設定印表機的問題

- 請檢查並確定印表機內外的各項包裝膠帶及包裝物均已去除。
- 確定印表機已放入未使用過的 A4 或 Letter 尺寸（8.5x11 英吋）普通白紙。
- 檢查所用的各項線材（例如 USB 纜線或 Ethernet 纜線）是否功能正常。
- 確定 （電源）指示燈亮起且非閃爍狀態。首次開啟印表機時，大約需要 45 秒鐘暖機。
- 確定印表機已顯示首頁，且印表機控制台上的指示燈均未亮起或閃爍。
- 檢查是否已妥善連接電源線和電源轉接器，且電源插座的功能正常。
- 檢查紙張是否均已正確的裝入紙匣且印表機中無夾紙。
- 檢查各鎖栓及護蓋是否均已蓋好。


### 安裝軟體時的問題

- 安裝軟體前，請先關閉任何其他程式。
- 如果電腦無法識別所輸入的 CD 光碟機路徑，請確認指定的光碟機代碼是否正確。
- 如果電腦無法識別 CD 光碟機中的 HP 軟體 CD，請檢查 HP 軟體 CD 是否已損壞。您也可以從 HP 網站 ([www.hp.com/support](http://www.hp.com/support)) 下載 HP 軟體。
- 如果您的電腦是執行 Windows 而且使用 USB 纜線連接，請確認 Windows 裝置管理員中是否已停用 USB 驅動程式。

---

## 設定傳真的問題

本節包含解決關於設定印表機傳真問題方面的資訊。


 **備註：**如果未正確設定印表機的傳真功能，收發傳真時可能出現問題。

如果發生傳真問題，您可以列印傳真測試報告，以檢查印表機的狀態。如果未正確設定印表機的傳真功能，則測試會失敗。完成印表機的傳真設定後，請執行此測試。如需詳細資訊，請參閱第 42 頁的「步驟 2：測試傳真設定」。

---

### 步驟 1：執行傳真測試

執行傳真設定測試，檢查印表機的狀態，確保傳真功能設定的正確性。如需詳細資訊，請參閱第 39 頁的「設定與使用傳真」。

 **提示：**如果您收到包含錯誤碼的傳真通訊錯誤，可以在 HP 的支援網站 ([www.hp.com/support](http://www.hp.com/support)) 上找到錯誤碼

的說明。請按提示選擇您所在的國家/地區，然後在「搜尋」方塊中輸入「傳真錯誤碼」。

如果使用傳真測試中所提供的說明無法解決問題，請執行步驟 2。

---

### 步驟 2：檢查可能問題的清單

如果已執行傳真測試但仍有設定傳真方面的問題時，請檢查下列可能問題的清單和解決方案：

---

#### 印表機無法傳送和接收傳真

- 確定使用的是印表機隨附的電話線或轉換器（如果使用的不是隨附的電話線或轉換器，顯示幕可能會一直顯示「電話聽筒未掛上」）。
- 與印表機共用一條電話線的其他設備，可能正在使用中。請檢查同一條線路上但未連結印表機的電話或其他設備，未在使用中且未將聽筒拿起。
- 例如，副機聽筒拿起或正在用電腦撥號數據機傳送電子郵件或上網時，就無法用印表機進行傳真。
- 電話分歧器可能使傳真發生問題。請改將印表機直接插入市話接口。
- 請將電話線的一端插入市話接口，另一端插入印表機背面標示為 1-LINE 的连接埠。



- 嘗試將正常的電話直接連至牆上電話插座，並檢查撥號音。若未聽見撥號音，請洽電話公司派員檢查線路。
- 請將印表機連上類比電話線路，否則無法收發傳真。若要檢查電話線是否是數位式線路，將電話線接到一般的類比電話上，然後收聽電話音。如果沒有聽到一般的撥號音，就可能是數位電話線路。將印表機連接到類比電話線，然後嘗試傳送或接收傳真。
- 電話線路雜訊很多。聲音品質很差（雜音）的電話線會導致傳真發生問題。連上電話機，檢查是否有靜電干擾或其他雜音，以確定電話線路的聲音品質。聽到雜音時，請關閉「錯誤修正模式」(ECM)，再重新傳真。
- 使用 DSL/ADSL 服務時，請加裝 DSL/ADSL 過濾器，否則將無法順利傳真。
- 使用 PBX 或 ISDN 轉換器/終端配接卡時，請確定印表機已連上正確的連接埠，且終端配接卡已經按所在國家/地區設定正確的交換類型。
- 使用 IP 傳真服務時。請改用較慢的連接速率。問題仍無法解決時，請洽 IP 傳真服務的支援人員。

## 印表機可以傳送傳真但無法接收傳真

- 未使用區別鈴聲服務時，請確定印表機的「區別鈴聲」功能設定為「全部鈴聲」。
- 如果「自動接聽」設定為「關閉」，或在用來傳真的同一個電話線路上使用語音信箱服務，您只能手動接收傳真。
- 如果您在印表機使用的同一條電話線上連接電腦撥號數據機，請確定數據機隨附的軟體未設定為自動接收傳真。
- 答錄機與印表機使用同一線路時，請執行下列步驟：
  - 檢查答錄機是否正常。
  - 確定印表機設定為自動接收傳真。
  - 請確定接聽鈴聲次數的值設的比答錄機的還大。
  - 先斷開答錄機後再重新接收傳真。
  - 錄製一個長約 10 秒鐘的訊息。在錄製訊息時，請放慢說話的速度，並降低音量。語音訊息的結尾，至少保留 5 秒的靜音期間。
- 和裝置使用同一電話線路的其他設備，也可能造成傳真測試失敗。請斷開全部裝置後再測試一次。撥號音偵測測試正常時，代表某個或某些設備造成問題。請嘗試一次接回一個設備且每次都重新執行測試，直到找出造成問題的設備為止。

## 印表機無法傳送傳真但可以接收傳真

- 可能是印表機撥號太快或太早。例如，撥外線前若要先撥 9 時，請按下列方式插入暫停：9-XXX-XXXX (XXX-XXXX 代表您要撥打的傳真號碼)。若要輸入暫停，請碰觸 \* 並選取破折號 (-)。如果您由直接連上印表機的電話手動傳送傳真而遇到問題，且您位於下列其中一個國家/地區，則務必使用電話的數字鍵傳送傳真：

阿根廷	澳大利亞
巴西	加拿大
智利	中國
哥倫比亞	希臘
印度	印尼
愛爾蘭	日本
韓國	拉丁美洲
馬來西亞	墨西哥
菲律賓	波蘭
葡萄牙	俄羅斯
沙烏地阿拉伯	新加坡
西班牙	台灣
泰國	美國
委內瑞拉	越南

## 無線 (802.11) 設定問題

本節提供有關解決將印表機連接到無線網路時所遇到問題的資訊。

請依序執行下列步驟。



**備註：**如果問題依舊存在，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）中的解決問題資訊。

### 解決問題後...

問題解決且印表機連上無線網路後，請針對您的作業系統執行下列步驟：

#### Windows

將 HP 軟體光碟放入電腦，再執行安裝程式一次。

#### Mac OS

開啟 Dock 下的 HP 公用程式（HP 公用程式亦可見於電腦上「應用程式」資料夾的 **Hewlett-Packard** 資料夾）

。按一下工具列上的**應用程式**圖示，按兩下 **HP 設定精靈**，再按螢幕上的指示來進行。

## 步驟 1：請確定無線 (802.11) 指示燈已開啟。

印表機控制台附近的藍色指示燈未亮起時，代表無線功能尚未開啟。



**提示：**型號會列印在標籤上，位於印表機內部靠近墨水匣區域。

開啟無線功能前，請完成下列步驟：

- **HP Officejet Pro 8500A (A910a-f)：**  
在「首頁」畫面中，依序碰觸向右箭頭▶、**設定**、**網路**、**無線**、**無線廣播**，然後碰觸**開啟**。
- **HP OfficeJet Pro 8500A (A910g-z)：**  
在「首頁」畫面中，依序碰觸向右箭頭▶、**網路**、**無線**、**無線廣播**，然後碰觸**開啟**。

## 步驟 2：檢查無線信號強度

無線網路或電腦的無線信號強度偏弱或對無線網路的干擾太強時，印表機可能無法偵測到信號。

請從印表機的控制台執行「無線網路測試」，以判斷無線信號的強度（如需詳細資訊，請參閱第 58 頁的「步驟 4：執行無線網路測試」）。

無線網路測試顯示訊號欠佳時，請將印表機改置於靠近無線路由器的位置。

### 降低干擾

下列技巧可能有助於降低對無線網路的干擾：

- 請將無線裝置遠離檔案櫃等大型金屬物件，及微波爐和無線電話等其他電磁裝置，這類物件都會干擾無線信號。
- 請將無線裝置遠離大型石材結構及其他建物，這類建物會吸收無線電波減弱信號強度。

---

### 步驟 3：重新啟動無線網路組件

關閉路由器和印表機，然後再依下列順序重新開啟：先路由器，其次印表機。


如果仍無法連接，請依序將路由器、印表機及電腦關機後再按下列順序開機：先路由器，其次印表機，電腦最後。

有時候關閉電源再開啟，就可以解決網路通訊問題。

---

### 步驟 4：執行無線網路測試

針對無線網路問題，從印表機的控制台執行無線測試。

1. 碰觸向右箭頭 ，然後碰觸**網路**。
2. 碰觸**無線**，然後碰觸**無線網路測試**。

如果偵測到問題，列印出來的測試報告會包含建議做法，應該有助於解決問題。

## 5. 使用內嵌式 Web 伺服器 (EWS)


當印表機連上網路時，您可以從電腦的 Web 瀏覽器，使用內嵌式 Web 伺服器（簡稱「EWS」）檢視狀態資訊及配置網路設定。無需在電腦上安裝或設定特別的軟體。



**備註：**您可在未連上網際網路的情形下使用 EWS，不過此時有某些功能無法使用。

如需 EWS 的詳細資訊，請參閱使用者指南（安裝軟體後出現在電腦上的使用手冊）。

### 開啟 EWS

1. 取得印表機的 IP 位址。IP 位址會在「網路配置頁」上顯示。
  - a. 將紙張放入紙匣。
  - b. 依序碰觸向右箭頭 、**設定**、**報告**，然後碰觸**網路配置頁**。
2. 在電腦支援的 Web 瀏覽器內輸入裝置的 IP 位址或主機名稱。

例如，IP 位址若為 123.123.123.123，請將下列 IP 位址輸入 Web 瀏覽器：

`http://123.123.123.123`



**提示：**開啟 EWS 後，您可將 EWS 的網址設為書籤，以便快速重返該位址。

# 惠普科技有限保固聲明

HP 產品	保固期限
軟體媒體	90 天
印表機	1 年
列印或墨匣	直至 HP 油墨已耗盡或印在列印墨匣上的「保固結束日期」到期，視何者為先。本保固不包含經過重新填裝、再製、整修、使用不當，或擅自修改的 HP 墨匣產品。
列印頭（僅適用於其列印頭可供客戶替換的產品）	1 年
配件	90 天

## A. 有限保固範圍

1. Hewlett-Packard (HP) 向您 (最終使用者) 保證，自購買之日起到上述指定期限內，以上指定的 HP 產品無材料及製造的瑕疵；保固期限自客戶購買產品之日起生效。
2. 對於軟體產品，HP 的有限保固僅適用於無法執行其程式指令的狀況。HP 並不保證任何產品工作時都不會中斷或無誤。
3. HP 的有限保固僅涵蓋因正常使用產品而發生的瑕疵，而不適用於由其他情況發生的瑕疵，包括下列任何一種情況：
  - a. 不適當的維護或修改；
  - b. 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
  - c. 違反產品規範的操作；
  - d. 未經授權的修改和誤用。
4. 對於 HP 印表機產品，使用非 HP 列印墨匣或重新填裝的列印墨匣不會影響對客戶的保固或任何 HP 與客戶之間的支援合約。然而，如果印表機因為使用非 HP 列印墨匣或重新填裝的列印墨匣出問題或受損，HP 會針對該項問題或損壞維修所耗的時間和材料，收取標準的費用。
5. 如果 HP 在有效的保固期限內，收到 HP 保固範圍內任何產品瑕疵的通知，HP 可以選擇修理或更換有瑕疵的產品。
6. 如果 HP 不能修理或更換在 HP 保固範圍內的有瑕疵產品，HP 將在接到通知後於合理的時間內，退還購買產品的全款。
7. 未收到客戶的瑕疵產品前，HP 沒有義務進行修理、更換或退款。
8. 更換品可能是新產品或者相當於新的產品，只要在功能性上至少相當於被更換的產品即可。
9. HP 產品可能包含性能上相當於新零件的再製零件、元件或材料。
10. HP 的有限保固，在任何具有 HP 產品經銷的國家/地區都有效。其他保固服務 (如現場實地服務) 合約，可與 HP 授權服務機構簽訂，這些機構分布在由 HP 或授權進口商銷售的 HP 產品的國家/地區。

## B. 保固限制

在當地法律許可的範圍內，對於 HP 的產品，HP 及其協力廠商都不會明示或暗示地提供其他保證或任何條件，並對於產品適售性、品質滿意度以及針對特定用途的適用性之暗示保證或條件，特別不予擔保。

## C. 責任限制

1. 在當地法律許可的範圍內，本保固聲明中提供的補償是客戶可獲得的唯一補償。
2. 在當地法律許可的範圍內，除了本保固聲明中明確提出的義務之外，不論是否基於合約、侵權、或其他法律理論，也不論是否已告知損害的可能性，HP 及其協力廠商都不會對直接、間接、特殊、意外或者因果性的傷害負責。

## D. 當地法律

1. 本保固聲明賦予客戶特定的法律權利。客戶也可能有其他權利，這種權利在美國因州而異，在加拿大因省而異，在世界各地則因國家或地區而異。
2. 若本保固聲明與當地法律不一致，以當地法律為準。在此情況下，本保固聲明的某些免責和限制條款可能不適用於客戶。例如，美國的某些州以及美國以外的某些政府 (包括加拿大的某些省)，可能會：
  - a. 排除本保固聲明中的無擔保聲明和限制條款，以免限制客戶的法定權利 (例如英國)；
  - b. 限制製造商實施這些免責或限制條款的能力；或者
  - c. 賦予客戶其他保固權利，指定製造商不能聲明免責的暗示保固期限，或者不允許對暗示的保固期限進行限制。
3. 除了法律許可的範圍外，本保固聲明中的條款，不得排除、限制或修改對客戶銷售 HP 產品的強制性法定權利，而是對這些權利的補充。



© 2010 Hewlett-Packard Development Company, L.P.

[www.hp.com](http://www.hp.com)



CM755-90026