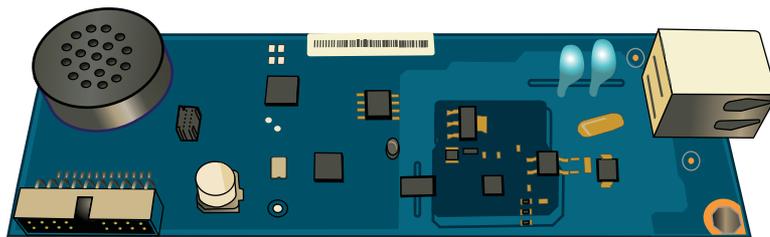




# HP MFP Analog Fax Accessory 700

## Fax Guide







# HP MFP Analog Fax Accessory 700

Fax Guide

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# 1 Overview

- [Introduction](#)
- [HP MFP Analog Fax Accessory 700 features](#)
- [Parts included with the fax accessory](#)

## Introduction

The HP MFP Analog Fax Accessory 700 enables the HP multifunction product (MFP) to function as a standalone analog fax machine. For more information, see [www.hp.com/support/mfpfaxaccessory700](http://www.hp.com/support/mfpfaxaccessory700).

### Conventions used in this guide

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 **TIP:** Tips provide helpful hints or shortcuts.

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

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

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

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# HP MFP Analog Fax Accessory 700 features

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Send-fax features	<ul style="list-style-type: none"><li>• Speed dials</li><li>• Fax address book</li><li>• Resolution and image-adjustment options</li><li>• Billing codes</li></ul>
Receive-fax features	<ul style="list-style-type: none"><li>• Stamp received faxes</li><li>• Block incoming faxes</li><li>• Fax polling</li><li>• Adjustable rings-to-answer</li></ul>
Advanced fax features	<ul style="list-style-type: none"><li>• Notification of fax status</li><li>• JBIG compression</li><li>• Error correction</li><li>• Fax archive</li></ul>
Remote fax configuration	<ul style="list-style-type: none"><li>• Embedded Web server</li><li>• HP Web Jetadmin</li><li>• HP MFP Digital Sending Software</li></ul>
Security features	<ul style="list-style-type: none"><li>• Fax-printing schedule</li><li>• PIN for fax printing and fax forwarding</li></ul>

---

## Parts included with the fax accessory

The following components are included with the fax accessory:

- Fax accessory card
- Phone cord(s) (cords vary depending on the country/region)

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## 2 Install the fax accessory

- [Install the fax accessory](#)
- [Connect the fax accessory to a phone line](#)
- [Verify fax operation](#)
- [Update firmware](#)

### Install the fax accessory

If the fax accessory is not yet installed on your printer, see the installation guide in the box for instructions on installing it.

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 **CAUTION:**  Always touch the printer's chassis (sheet metal) to discharge any ESD charges before touching the ESD sensitive components during installation.

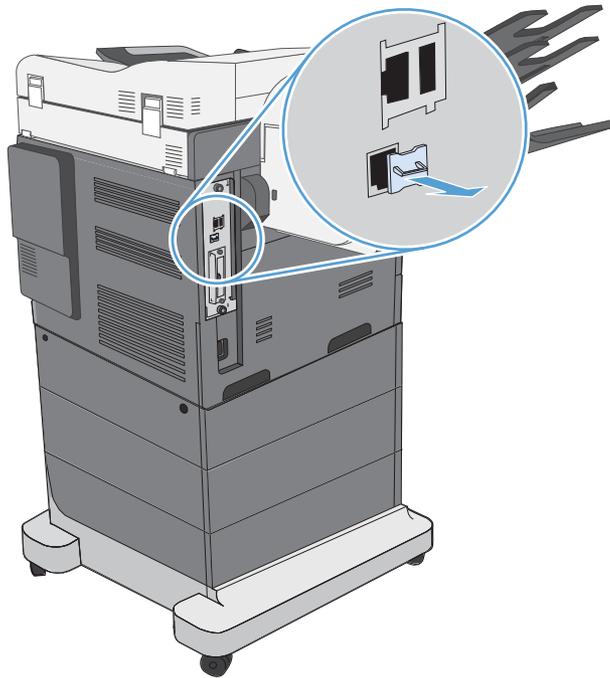
---

If the product came with the fax accessory installed, remove the fax connection cover, and then continue on to the next step to connect the fax accessory to a phone line. The fax connection cover is located on the phone connector on the formatter rear panel.

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 **NOTE:** The following image is shown for illustration purposes only. Formatter location and appearance vary among printers.

---



## Connect the fax accessory to a phone line

When connecting the fax accessory to a phone line, ensure that the phone line being used for the fax accessory is a dedicated line that is not used by any other devices. Also, this line should be an analog line because the fax will not function correctly if it is connected to some digital PBX systems. If you are not sure whether you have an analog or digital phone line, contact your telecom provider.

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 **NOTE:** HP recommends using the phone cord that comes with the fax accessory to ensure that the accessory functions correctly.

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Follow these instructions to connect the fax accessory to a phone jack.

1. Locate the phone cord that is included with the fax accessory kit. Connect one end of the phone cord into the fax accessory phone jack that is on the fax card. Push the connector until it clicks.

---

 **CAUTION:** Be sure to connect the phone line to the fax accessory port. Do not connect the phone line to the LAN port, which is nearer the bottom of the formatter.

---

2. Connect the other end of the phone cord into the phone jack on the wall. Push the connector until it clicks or until it is securely seated. Because different types of connectors are used in different countries/regions, the connector might not make an audible click.

## Verify fax operation

Check the printer control panel to verify fax operation:

- **FutureSmart 3:** If the fax icon on the control panel is dimmed, the fax accessory is not installed or not configured. When you select the icon, a message prompts you to contact the administrator.
- **FutureSmart 4:** The fax icon on the control panel is available (not dimmed). Select the fax icon to check the status:

- If the control panel prompts you to configure, the fax accessory is installed but not configured.
- If the control panel will prompts you to set up either LAN or Internet connection, the fax accessory is not installed.

Continue on through the instructions that follow to update firmware, and then set up and configure the fax accessory.

## Update firmware

It is important to update the printer firmware at this point so the fax accessory will function correctly. Go to [hp.com/support](http://hp.com/support), and in the search box, enter your printer model and the words “update firmware.” Select the appropriate topic from the results list and follow the instructions that are provided.

---

 **NOTE:** As a best practice, upgrade to the most current FutureSmart firmware version that is available for your printer. For earlier printer models, do not select a version earlier than FutureSmart 3.9. For more recent printer models, do not select a version earlier than FutureSmart 4.6.

---



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## 3 Set up fax

### Introduction

This information applies to fax and Flow models, or to other printers when the optional analog fax accessory has been installed. Before continuing, make sure that the accessory is installed and the printer is connected to a phone line as explained in the previous section.

### Required fax settings

After the fax accessory is installed according to the instructions in the previous section, you must configure the following settings:

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

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

---

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

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

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### Set up fax by using the printer control panel

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 **NOTE:** The steps vary according to the type of control panel.

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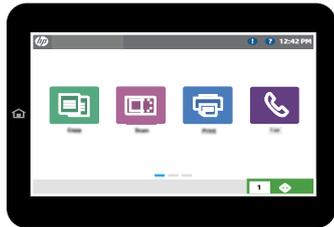
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### FutureSmart 3



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### FutureSmart 4



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### FutureSmart 3

1. From the Home screen on the printer control panel, scroll to and select [Administration](#).
2. Open the following menus:
  - [Fax Settings](#)
  - [Fax Send Settings](#)
  - [Fax Send Setup](#)
  - [Fax Setup Wizard](#)
3. Follow the steps in the Fax Setup Wizard to configure the required settings.

### FutureSmart 4

1. From the Home screen on the printer control panel, select [Settings](#), and then select [Fax](#).
2. Make sure that the [Internal Fax Modem Setup](#) shows that it is configured. If it is not configured, select [Internal Fax Modem Setup](#) now and enter the settings.
3. Select each of the following menu items and complete the settings presented on the right side of the screen. Select [Done](#) for each setting if prompted.
  - Fax Send Settings
  - Fax Receive Settings
  - Fax Forwarding

---

# 4 Change fax configurations

- [Introduction](#)
- [Fax dialing settings](#)
- [General fax send settings](#)
- [Fax receive settings](#)

## Introduction

You can configure fax settings on the printer control panel. Settings that are configured on the printer control panel override any settings made in the HP Embedded Web Server.

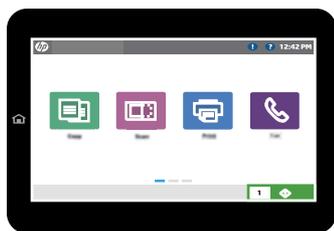
 **NOTE:** The steps vary according to the type of control panel.

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FutureSmart 3



FutureSmart 4



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## Fax dialing settings

### FutureSmart 3

1. From the Home screen on the printer control panel, scroll to and select the [Administration](#) button.
2. Open the following menus:

- [Fax Settings](#)
- [Fax Send Settings](#)
- [Fax Send Setup](#)
- [Fax Dialing Settings](#)

Configure any of the following settings:

Menu item	Description
<a href="#">Line Monitor Volume</a>	Use the <a href="#">Line Monitor Volume</a> setting to control the printer's dialing volume level when sending faxes.
<a href="#">Dialing Mode</a>	The <a href="#">Dialing Mode</a> setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).
<a href="#">Fax Send Speed</a>	<p>The <a href="#">Fax Send Speed</a> setting sets the modem bit rate (measured in bits per second) of the Analog Fax modem while sending a fax.</p> <ul style="list-style-type: none"> <li>• <a href="#">Fast (v.34 – 33.6k)</a></li> <li>• <a href="#">Medium (v.17 – 14.4k)</a></li> <li>• <a href="#">Slow (v.29 – 9.6k)</a></li> </ul> <p><b>NOTE:</b> <a href="#">Medium</a> is the default value.</p>
<a href="#">Redial Interval</a>	The <a href="#">Redial Interval</a> setting selects the number of minutes between retries if the number dialed is busy or not answering, or if an error occurs.
<a href="#">Redial On Error</a>	The <a href="#">Redial On Error</a> feature sets the number of times a fax number will be redialed when an error occurs during a fax transmission.
<a href="#">Redial On Busy</a>	The <a href="#">Redial On Busy</a> setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the <a href="#">Redial Interval</a> setting.
<a href="#">Redial On No Answer</a>	The <a href="#">Redial On No Answer</a> setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the country/region setting. The interval between retries is set by the <a href="#">redial interval</a> setting.
<a href="#">Detect Dial Tone</a>	The <a href="#">Detect Dial Tone</a> setting determines whether the fax checks for a dial tone before dialing to send a fax.
<a href="#">Dialing Prefix</a>	The <a href="#">Dialing Prefix</a> setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.

## FutureSmart 4

1. From the Home screen on the printer control panel, select [Settings](#).
2. Open the following menus:
  - [Fax](#)
  - [Fax Send Settings](#)
  - [Fax Dialing Settings](#)

Configure any of the following settings. Select [Done](#) when you are finished.

Menu item	Description
<a href="#">Redial on Error</a>	The <a href="#">Redial on Error</a> feature sets the number of times a fax number will be redialed when an error occurs during a fax transmission.
<a href="#">Redial on No Answer</a>	The <a href="#">Redial on No Answer</a> setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the location setting. The interval between retries is set by the redial interval setting.
<a href="#">Redial on Busy</a>	The <a href="#">Redial on Busy</a> setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.
<a href="#">Redial Interval</a>	The <a href="#">Redial Interval</a> setting selects the number of minutes between retries if the number dialed is busy or not answering, or if an error occurs.
<a href="#">Fax Send Speed</a>	<p>The <a href="#">Fax Send Speed</a> setting sets the modem bit rate (measured in bits per second) of the Analog Fax modem while sending a fax.</p> <ul style="list-style-type: none"><li>• <a href="#">Fast (v.34 – 33.6k)</a></li><li>• <a href="#">Medium (v.17 – 14.4k)</a></li><li>• <a href="#">Slow (v.29 – 9.6k)</a></li></ul> <p><b>NOTE:</b> <a href="#">Medium</a> is the default value.</p>
<a href="#">Line Monitor Volume</a>	Use the <a href="#">Line Monitor Volume</a> setting to control the printer's dialing volume level when sending faxes.
<a href="#">Dialing Mode</a>	The <a href="#">Dialing Mode</a> setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).
<a href="#">Dialing Prefix</a>	The <a href="#">Dialing Prefix</a> setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.
<a href="#">Detect dial tone</a>	The <a href="#">Detect dial tone</a> setting determines whether the fax checks for a dial tone before dialing to send a fax.

## General fax send settings

### FutureSmart 3

1. From the Home screen on the printer control panel, scroll to and select the [Administration](#) button.
2. Open the following menus:
  - [Fax Settings](#)
  - [Fax Send Settings](#)
  - [Fax Send Setup](#)
  - [General Fax Send Settings](#)

Configure any of the following settings:

Menu item	Description
<a href="#">Fax Number Confirmation</a>	When the <a href="#">Fax Number Confirmation</a> feature is enabled, the fax number must be entered twice to ensure that it was entered correctly. The feature is disabled by default.
<a href="#">PC Fax Send</a>	Use the <a href="#">PC Fax Send</a> feature to send faxes from a PC. This feature is enabled by default.
<a href="#">Fax Header</a>	Use the <a href="#">Fax Header</a> feature to control whether the header is appended to the top, and content is shifted down, or if the header is overlaid on top of the previous header.
<a href="#">JBIG Compression</a>	<p>Enabling the <a href="#">JBIG Compression</a> feature can reduce phone-call charges by reducing fax transmission time and might be the preferred setting. However, using the <a href="#">JBIG Compression</a> feature might cause compatibility problems when communicating with some older fax machines, in which case you might need to disable it.</p> <p><b>NOTE:</b> The <a href="#">JBIG Compression</a> feature works only when both the sending and receiving machines have this capability.</p>
<a href="#">Error Correction Mode</a>	<p>Normally, the fax accessory monitors the data on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the <a href="#">Error Correction Mode</a> setting is on, the fax accessory can request that the error portion of the fax be sent again.</p> <p>The <a href="#">Error Correction Mode</a> feature is enabled by default. You should turn it off only if you are having trouble sending or receiving a fax and if you are willing to accept the errors in the transmission and a probable quality reduction in the image. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.</p> <p><b>NOTE:</b> Some VoIP providers might suggest turning off the <a href="#">Error Correction Mode</a> setting. However, this is not usually necessary.</p>
<a href="#">Fax Number Speed Dial Matching</a>	<p>Enabling the <a href="#">Fax Number Speed Dial Matching</a> can help when dialing faxes.</p> <p>When you dial a fax number manually, this feature checks the stored speed dial entries for a number that matches the number you enter. This can speed the dialing process and help you if you do not remember the speed dial entry number for a given fax number.</p> <p>If the printer finds a matching speed dial entry for the fax number entered manually, you can select <a href="#">Yes</a> to send the fax to that number or have the number added to the fax distribution list.</p>

## FutureSmart 4

1. From the Home screen on the printer control panel, select [Settings](#).
2. Open the following menus:
  - [Fax](#)
  - [Fax Send Settings](#)
  - [General Fax Send Settings](#)

Configure any of the following settings. Select [Done](#) when you are finished.

Menu item	Description
<a href="#">Fax Number Confirmation</a>	When the <a href="#">Fax Number Confirmation</a> feature is enabled, the fax number must be entered twice to ensure that it was entered correctly. The feature is disabled by default.
<a href="#">PC Fax Send</a>	Use the <a href="#">PC Fax Send</a> feature to send faxes from a PC. This feature is enabled by default.

Menu item	Description
Error Correction Mode	<p>Normally, the fax accessory monitors the data on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the <a href="#">Error Correction Mode</a> setting is on, the fax accessory can request that the error portion of the fax be sent again.</p> <p>The <a href="#">Error Correction Mode</a> feature is enabled by default. You should turn it off only if you are having trouble sending or receiving a fax and if you are willing to accept the errors in the transmission and a probable quality reduction in the image. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.</p> <p><b>NOTE:</b> Some VoIP providers might suggest turning off the <a href="#">Error Correction Mode</a> setting. However, this is not usually necessary.</p>
Fax Header	Use the <a href="#">Fax Header</a> feature to control whether the header is appended to the top, and content is shifted down, or if the header is overlaid on top of the previous header.

## Fax receive settings

### FutureSmart 3

- From the Home screen on the printer control panel, scroll to and select the [Administration](#) button.
- Open the following menus:
  - [Fax Settings](#)
  - [Fax Receive Settings](#)
  - [Fax Receive Setup](#)

Configure any of the following settings:

Menu item	Description
Ringer Volume	Select the <a href="#">Ringer Volume</a> drop-down menu and adjust the ringer volume settings.
Rings To Answer	<p>The <a href="#">Rings To Answer</a> setting determines the number of times the phone rings before the call is answered by the fax accessory.</p> <p><b>NOTE:</b> The default range for the available options for the <a href="#">Rings To Answer</a> setting is specific to the country/region. The range of possible <a href="#">Rings To Answer</a> options is limited by country/region.</p> <p>If you experience problems with the fax accessory answering, and the <a href="#">Rings To Answer</a> setting is <b>1</b>, try increasing it to <b>2</b>.</p>
Fax Receive Speed	<p>Select the <a href="#">Fax Receive Speed</a> drop-down menu and select one of the following options:</p> <ul style="list-style-type: none"> <li><a href="#">Fast (v.34 – 33.6k)</a></li> <li><a href="#">Medium (v.17 – 14.4k)</a></li> <li><a href="#">Slow (v.29 – 9.6k)</a></li> </ul> <p><b>NOTE:</b> <a href="#">Medium</a> is the default value.</p>
Ring Interval <sup>1</sup>	Select the box beneath the <a href="#">Ring Interval</a> heading to open the keypad. Enter a value for the ring interval on the keypad, and then select the <a href="#">OK</a> button. The default setting for ring interval is 600 ms.

Menu item	Description
Ring Frequency <sup>2</sup>	Select the box beneath the <a href="#">Ring Frequency</a> heading to open the keypad. Enter a value for the ring frequency on the keypad, and then select the <b>OK</b> button. The default setting for ring frequency is 68 Hz, which detects rings up to 68 Hz.

<sup>1</sup> Ring Interval is a factory setting. Regulatory and ring-detect performance may be affected by changing this setting.

<sup>2</sup> Use caution when changing Ring Frequency as some ring-detect features may be disabled when changing the default value.

## FutureSmart 4

1. From the Home screen on the printer control panel, select [Settings](#).
2. Open the following menus:
  - [Fax](#)
  - [Fax Receive Settings](#)
  - [Fax Receive Setup](#)

Configure any of the following settings. Select [Done](#) when you are finished.

Menu item	Description
<a href="#">Rings to Answer</a>	<p>The <a href="#">Rings to Answer</a> setting determines the number of times the phone rings before the call is answered by the fax accessory.</p> <p><b>NOTE:</b> The default range for the available options for the <a href="#">Rings to Answer</a> setting is location specific. The range of possible <a href="#">Rings to Answer</a> options is limited by location.</p> <p>If the fax accessory is not answering, and the <a href="#">Rings to Answer</a> setting is <b>1</b>, try increasing it to <b>2</b>.</p>
<a href="#">Ring Volume</a>	Select the <a href="#">Ring Volume</a> drop-down menu and adjust the ringer volume settings.
<a href="#">Fax Receive Speed</a>	<p>Select the <a href="#">Fax Receive Speed</a> drop-down menu and select one of the following options:</p> <ul style="list-style-type: none"> <li>• <a href="#">Fast (v.34 – 33.6k)</a></li> <li>• <a href="#">Medium (v.17 – 14.4k)</a></li> <li>• <a href="#">Slow (v.29 – 9.6k)</a></li> </ul> <p><b>NOTE:</b> <a href="#">Medium</a> is the default value.</p>

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# 5 Send a fax

- [Send a fax](#)
- [Additional fax tasks](#)

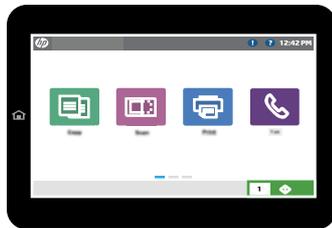
## Send a fax

 **NOTE:** The steps vary according to the type of control panel.

FutureSmart 3



FutureSmart 4



### FutureSmart 3

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the printer control panel, select the [Fax](#) button.
3. Specify the recipients by using one of these methods:

#### [Enter recipients manually](#)

- ▲ Select the [Fax Number](#) field to open the keypad, enter a fax number, and then select the [OK](#) button.

### Enter recipients from the Contacts list

- a. Select the Contacts  button that is next to the [Fax Number](#) field to open the [Contacts](#) screen.
  - b. From the drop-down list, select the appropriate contact list.
  - c. Select a name from the list of contacts to add the name to the recipients list. Repeat this step for each recipient, and then select the [OK](#) button.
4. To configure settings for the document, select the [More Options](#) button. For example:
    - Select [Resolution](#) to specify the resolution for the fax.
    - If the original document is printed on both sides, select [Original Sides](#), and then select [2 Sided](#).
  5. Select the Preview  button to preview the document.
  6. When the document is ready, touch the Start  button to send the fax.

### FutureSmart 4

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the printer control panel, select [Fax](#). You might be prompted to type a user name and password.



3. Specify the recipients by using one of these methods:

#### Enter recipients manually

- ▲ Touch the [Fax Recipients](#) text field, and then use the keypad to enter the fax number. To send to multiple fax numbers, separate the numbers with a semicolon, or select the Enter  button on the touchscreen keyboard after typing each number.

#### Enter recipients from the Contacts list

- a. Select the Contacts  button that is next to the [Fax Recipients](#) field to open the [Contacts](#) screen.
  - b. Select the appropriate contact list.
  - c. Select a name or names from the list of contacts to add to the recipients list, and then select [Add](#).
4. To load a Quick Set, select [Load](#), select the Quick Set, and then select [Load](#) under the [Quick Sets](#) list.

---

 **NOTE:** [Quick Sets](#) are predefined settings for various types of output, such as [Text](#), [Photograph](#), and [High Quality](#). You can select a Quick Set to view the description.

---

5. To configure settings, such as [Resolution](#), [Sides](#), and [Content Orientation](#), select [Options](#) in the lower left corner, and then select the settings from the [Options](#) menus. Select [Done](#) if prompted.

6. Optional Preview: Touch the right pane of the screen to preview the document. You can use the [Expand](#) and [Collapse](#) buttons on the left side of the preview pane to expand and collapse the preview screen.

Expand button



Collapse button



Use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.



Toggle between the two-page view and the thumbnail view. More options are available in the thumbnail view than in the two-page view.



Zoom in or out on the selected page.

**NOTE:** Select only one page at a time to use these buttons.



Rotate the page 180 degrees.

**NOTE:** This button is available only in the thumbnail view.



Delete the selected pages.

**NOTE:** This button is available only in the thumbnail view.



Rearrange the pages within the document. Select one or more pages and move them to the left or right.

**NOTE:** These buttons are available only in the thumbnail view.





Add a page to the document. The printer prompts you to scan additional pages.



Clear the changes made in the preview and start over.

---

7. When the document is ready, select **Send** to send the fax.

## Additional fax tasks

Go to [www.hp.com/support/mfpfaxaccessory700](http://www.hp.com/support/mfpfaxaccessory700).

Instructions are available for performing specific fax tasks, such as the following:

- Create and manage fax speed dial lists
- Configure fax billing codes
- Use a fax printing schedule
- Block incoming faxes
- Fax archiving and forwarding

---

## 6 Improve fax image quality

If the printer is having fax quality problems, you can find troubleshooting instructions on the HP web site. Go to [www.hp.com/support/mfpfaxaccessory700](http://www.hp.com/support/mfpfaxaccessory700).



---

# 7 Solve fax problems

- [Checklist for solving fax problems](#)
  - [What type of phone line are you using?](#)
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## Checklist for solving fax problems

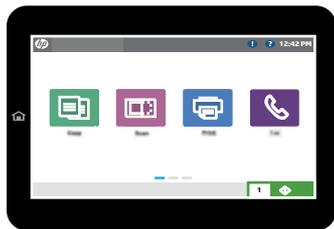
Use the following checklist to help identify the cause of any fax-related problems you encounter:

 **NOTE:** The steps vary according to the type of control panel.

FutureSmart 3



FutureSmart 4



- **Are you using the fax cable supplied with the fax accessory?** This fax accessory has been tested with the supplied fax cable to meet RJ11 and functional specifications. Do not substitute another fax cable for the supplied fax cable. The analog fax accessory requires an analog fax cable. It also requires an analog phone connection.
- **Is the fax/phone line connector seated in the outlet on the fax accessory?** Make sure that the phone jack is correctly seated in the outlet. Insert the connector into the outlet until it clicks or is firmly seated.

 **NOTE:** Verify that the phone jack is connected to the fax port rather than to the network port. The ports are similar.

- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make or receive a phone call?

## What type of phone line are you using?

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

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

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You might need an interfacing Analog Telephone Adapter (ATA) to connect the fax machine to digital PBX systems.
- **Roll-over lines:** A phone system feature where a new call "rolls over" to the next available line when the first incoming line is busy. Try attaching the printer to the first incoming phone line. The fax accessory answers the phone after it rings the number of times set in the rings-to-answer setting.

## Are you using a surge-protection device?

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

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

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory cannot receive faxes. If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls.

## Does your phone line have a call-waiting feature?

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

## Check fax accessory status

If the analog fax accessory does not appear to be functioning, print a [Configuration Page](#) report to check the status.

1. Access the [Reports](#) feature.
  - **FutureSmart 3:** From the Home screen on the printer control panel, scroll to and select [Administration](#).
  - **FutureSmart 4:** From the Home screen, scroll to and select [Reports](#).
2. Open the following menus:
  - [Configuration/Status Pages](#)
  - [Configuration Page](#)
3. Touch the [Print](#) button to print the report, or touch the [View](#) button to view the report on the screen. The report consists of several pages.

---

 **NOTE:** The printer IP address or host name is listed on the Jetdirect Page.

---

On the Fax Accessory Page of the Configuration Page, under the Hardware Information heading, check the Modem Status. The following table identifies the status conditions and possible solutions.

---

 **NOTE:** If the Fax Accessory Page does not print, there might be a problem with the analog fax accessory. If you are using LAN fax or Internet fax, those configurations could be disabling the feature.

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---

Operational / Enabled <sup>1</sup>
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The analog fax accessory is installed and ready.
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Operational / Disabled<sup>1</sup>

The fax accessory is installed, but you have not configured the required fax settings yet.

The fax accessory is installed and operational; however, the HP Digital Sending utility has either disabled the printer fax feature or has enabled LAN fax. When LAN fax is enabled, the analog fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time.

**NOTE:** If LAN fax is enabled, the Fax feature is unavailable on the printer control panel.

---

Non-Operational / Enabled/Disabled<sup>1</sup>

The printer has detected a firmware failure. Upgrade the firmware.

---

Damaged / Enabled/Disabled<sup>1</sup>

The fax accessory has failed. Reseat the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog fax accessory card.

---

<sup>1</sup> ENABLED indicates that the analog fax accessory is enabled and turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

# General fax problems

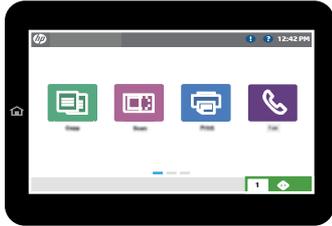
The following are some common fax problems.

 **NOTE:** The steps vary according to the type of control panel.

## FutureSmart 3



## FutureSmart 4



## The fax failed to send

JBIG is enabled, and the receiving fax machine does not have JBIG capability.

Turn off the JBIG setting.

## An Out of Memory status message displays on the printer control panel

The printer storage disk is full. Delete some stored jobs from the disk.

### FutureSmart 3

1. From the Home screen on the printer control panel, scroll to and select the [Retrieve from Device Memory](#) button.
2. Select the folder in which the document is saved, and then select the document.
3. If the document is private, enter the four-digit PIN in the [Password:](#) field, and then select [OK](#).
4. Select the [Delete](#) button.

### FutureSmart 4

1. From the Home screen on the printer control panel, select [Print](#), and then select [Print from Job Storage](#).
2. From the [Job Folders](#) list, select the folder in which the document is saved, and then select the document.
3. Select the Delete icon .

## Print quality of a photo is poor or prints as a gray box

You are using the wrong page-content setting or the wrong resolution setting.

Try setting the [Optimize Text/Picture](#) option to [Photograph](#) setting.

## You selected the Stop button to cancel a fax, but the fax was still sent

If the job is too far along in the sending process, you cannot cancel the job.

This is normal operation.

## No fax address book button displays

The fax address book feature has not been enabled.

Use the HP MFP Digital Sending Software Configuration utility to enable the fax address book feature.

## Not able to locate the Fax settings in HP Web Jetadmin

Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.

Select **Digital Sending and Fax** from the drop-down menu.

## The header is appended to the top of the page when the overlay option is enabled

For all forwarded faxes, the printer appends the overlay header to the top of a page.

This is normal operation.

## A mix of names and numbers is in the recipients box

Names and numbers can both display, depending on where they are from. The fax address book lists names, and all other databases list numbers.

This is normal operation.

## A one-page fax prints as two pages

The fax header is being appended to the top of the fax, pushing text to a second page.

To print a one page fax on one page, set the overlay header to overlay mode, or adjust the fit-to-page setting.

## A document stops in the document feeder in the middle of faxing

A jam is in the document feeder.

Clear the jam, and send the fax again.

## The volume for sounds coming from the fax accessory is too high or too low

The volume setting needs to be adjusted.

Adjust the volume in the [Fax Send Settings](#) menu and the [Fax Receive Settings](#) menu.

# 8 Specifications

- [Fax accessory product specifications](#)
- [Replacement parts and accessories](#)

## Fax accessory product specifications

Environmental specifications	
Operating environment	<ul style="list-style-type: none"><li>• Temperature: 10 to 32.5° C (50 to 91° F)</li><li>• Relative Humidity: 20 to 80 percent (no condensation)</li></ul>
Storage environment	<ul style="list-style-type: none"><li>• Temperature: -20° C to 40° C (-4° F to 104° F)</li><li>• Relative Humidity: Less than 95 percent (no condensation)</li></ul>
Fax specifications	
Fax compatibility	<ul style="list-style-type: none"><li>• CCITT/ITU Group 3, EIA/TIA Class 1, Class 2.1</li></ul>
Phone connector	<ul style="list-style-type: none"><li>• RJ11</li></ul>
Compression methods	<ul style="list-style-type: none"><li>• MH, MR, MMR, and JBIG</li></ul>
Transmission speeds and standards supported	<ul style="list-style-type: none"><li>• V.17 at 14,400, 12,000, 9,600, 7,200 bps</li><li>• V.33 at 14,400, 12,000 bps</li><li>• V.29 at 9,600, 7,200 bps</li><li>• V.27 at 4,800, 2,400 bps</li><li>• V.34 at 33,600, 31,200, 28,800, 26,400, 24,000, 21,600, 19,200, 16,800 bps</li></ul>
Modem speed	<ul style="list-style-type: none"><li>• Up to 33.6K bits per second (bps)</li></ul>
Speed dialing	<ul style="list-style-type: none"><li>• Yes</li></ul>
Fax resolution, (send and receive)	<ul style="list-style-type: none"><li>• Standard - 200 x 100 dots per inch (dpi)</li><li>• Fine - 200 x 200 dpi</li><li>• Superfine - 300 x 300 dpi</li><li>• Ultrafine - 200 x 400 (receive only)</li><li>• Ultrafine - 400 x 400 (receive only)</li></ul>

## Replacement parts and accessories

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Order genuine HP parts or accessories

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

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Order through service or support providers

Contact an HP-authorized service or support provider.

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