

# HP Fax 1200 Series

Your Basic Guide

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**Note:** Regulatory information can be found in the "Technical information" section.



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

- Governmental paper or documents:
  - Passports
  - Immigration papers
  - Selective service papers
  - Identification badges, cards, or insignias
- Governmental stamps:
  - Postage stamps
  - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler's checks, or money orders
- Certificates of deposit
- Copyrighted works

## Safety Information



### WARNING

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

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

### WARNING: Potential Shock Hazard

- 1 Read and understand all instructions in the Setup Poster.
- 2 Use only a grounded electrical outlet when connecting the unit to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- 3 Telephone lines can develop hazardous voltages. To avoid electrical shock, do not touch the contacts on the end of the cord, or any of the sockets on the HP OfficeJet. Replace damaged cords immediately.
- 4 Never install telephone wiring during a lightning storm.
- 5 Observe all warnings and instructions marked on the product.
- 6 Unplug this product from wall outlets and telephone jacks before cleaning.
- 7 Do not install or use this product near water or when you are wet.
- 8 Install the product securely on a stable surface.
- 9 Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.
- 10 If the product does not operate normally, see the online Troubleshooting Help.
- 11 No operator-serviceable parts inside. Refer servicing to qualified service personnel.
- 12 Use in a well-ventilated area.

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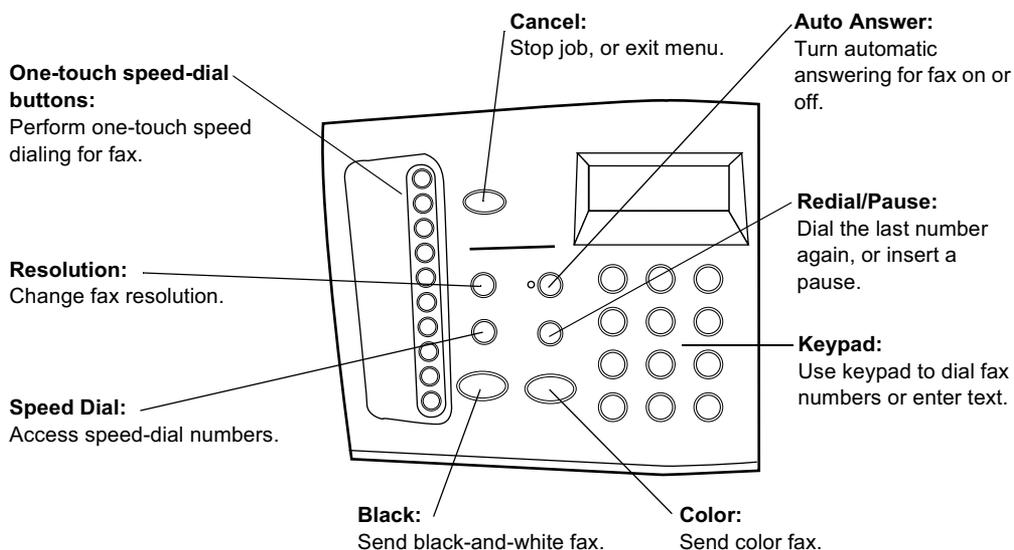
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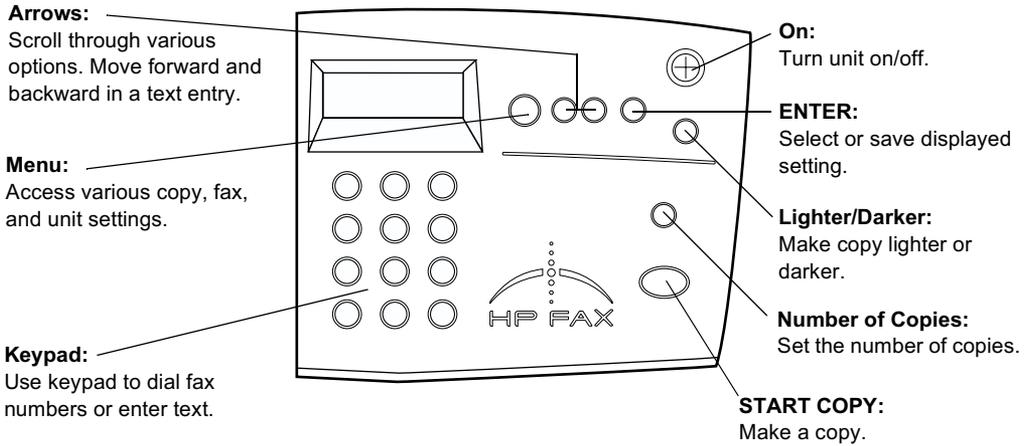
## Review your unit's front panel

You operate your HP Fax using the front panel. You change the settings by using the front-panel buttons and menu system.

The following shows the left side of the front panel.



The following shows the right side of the front panel.



## Get help

Your unit includes a couple of resources to help you get started and use the product to full advantage: the Setup Poster, which provides installation guidelines for setting up and configuring your unit, and this guide (the Basic Guide), which provides detailed information on using the fax and copy features, troubleshooting assistance, and general support information.

If you have Internet access, you can get help from the HP Web site at:

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

This Web site also provides user forums and answers to frequently asked questions.



## Load paper or transparency film, or load originals

Your unit is designed to copy onto a variety of transparency films and paper types, weights, and sizes. It is important, however, that you choose the right paper and make sure that it is not damaged.

Your original must use at least the minimum margin settings supported by your unit. For more information, see “Margins.”

### Review recommended paper choices

Use paper that accepts ink well to produce the best results. We recommend that you test a variety of paper types before buying large quantities. Find a paper type that produces the results you want and that is easy to purchase. HP Premium Inkjet papers are designed for the best results.

Paper that is too thin, has a slick texture, or “stretches” easily can feed improperly through the unit’s paper path. Paper that is heavily textured or does not accept ink well can cause graphics or text to smear, bleed, or not be completely filled. For more information, check the HP Web site:

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

### HP papers

For highest quality results, use the following:

- HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage, with no show-through, which makes it ideal for newsletters, reports, and flyers.
- HP Photo Paper, HP Premium Photo Paper, and HP Premium Plus Photo Paper are high-quality, glossy- or matte-finish, photo-based inkjet papers. They look and feel like photographs and can be mounted under glass or in an album. Photo papers dry rapidly and resist fingerprints and smudges.
- HP Iron-On T-Shirt Transfers can be used to transfer your designs or photos onto T-shirts, sweatshirts, and fabric crafts.
- HP Premium Inkjet Transparency or Rapid-Dry Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

- HP Premium Heavyweight Inkjet Paper is matte-coated on both sides for two-sided copying. It is the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
- HP Premium Inkjet Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your special documents.
- HP Greeting Cards, HP Glossy Greeting Cards, and HP Textured Greeting Cards allow you to make your own greeting cards.
- HP Restickable Inkjet Stickers can be used to create repositionable kids' stickers. They are easy to stick and easy to remove. Available in square or round shapes, they are made with HP Bright White Paper to allow vibrant colors and crisp text.
- HP Professional Brochure Paper is matte- or glossy-coated on both sides for two-sided use. It is the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

### **Recommended paper choices for copying**

Copy originals onto premium inkjet papers that improve the quality of the copies you make.

For copying, we recommend the following:

- 16 to 36 lb. (60 to 135 gsm) copier paper or letterhead
- HP Bright White Inkjet Paper
- HP Iron-On T-Shirt Transfers
- HP Greeting Cards, Glossy Greeting Cards, or Textured Greeting Cards
- HP Premium or Premium Heavyweight Inkjet Paper
- HP Premium or Premium Rapid-Dry Inkjet Transparency Film
- HP Premium Photo or Premium Plus Photo Paper
- HP Restickable Inkjet Stickers

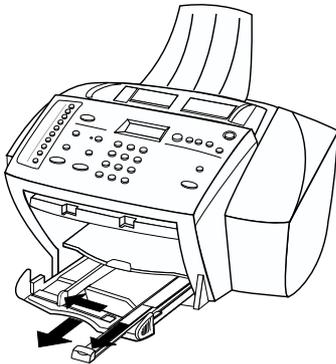
For copying, we do *not* recommend the following:

- Any size paper other than letter, A4, or legal
- Paper heavier than 36 lb. (90 gsm) or lighter than 16 lb. (60 gsm)
- Paper with cutouts or perforations
- Photo paper other than HP Premium Photo
- Envelopes
- Transparency film other than HP Premium or Premium Rapid-Dry
- Heavyweight paper other than HP Premium
- Multiple-part forms or label stock

## Load the input tray with letter-, legal-, or A4-size paper

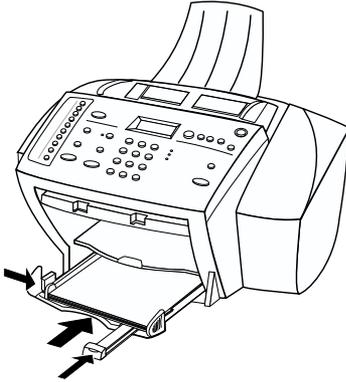
For best results, adjust the paper settings each time you change paper types. For more information, see “Set the paper type.”

- 1 Pull out the bottom (input) tray, and slide the paper-width and -length adjusters to their outermost positions.

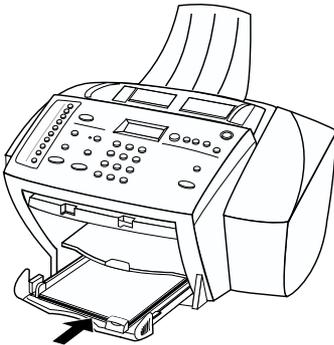


- 2 Tap the stack on a flat surface to even the edges of the paper, and then check the paper for the following:
  - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
  - Make sure all the paper in the stack is the same size and type, unless you are working with photo paper.
- 3 Insert paper into the input tray, print-side down and letterhead or top of page first, until it stops.

- Slide the paper-width and -length adjusters in until they stop at the edges of the paper, and be sure that the paper stack lies flat in the input tray and fits under the tab of the paper-length adjuster.



- Push the input tray back in until it stops.



- 6 To prevent legal- or A4-size paper from possibly falling off the tray, pull out the output-tray extender.



### Review tips for loading specific types of paper

The following table provides guidelines for loading certain types of paper and film. For best results, adjust the paper settings each time you change paper types. For more information, see “Set the paper type.”

| Paper            | Tips   |
|------------------|--|
| HP papers        | <ul style="list-style-type: none"> <li>• HP Premium Inkjet Paper: Locate the gray arrow on the nonprinting side of the paper, and insert paper with the arrow side facing up.</li> <li>• HP Premium or Premium Plus Photo Paper: Load the glossy (print) side down. Always load at least five sheets of regular paper in the input tray first, and place the photo paper on top of the regular paper.</li> <li>• HP Premium or Premium Rapid-Dry Inkjet Transparency Film: Insert the film so that the white transparency strip, with arrows and the HP logo, is on top and is going into the tray first.</li> <li>• HP Iron-On T-Shirt Transfers: Flatten the transfer sheet completely before using it; do not load curled sheets. (To prevent curling, keep transfer sheets sealed in the original package until just before using.) Manually feed one sheet at a time, with the unprinted side facing down (the blue stripe faces up).</li> <li>• HP Greeting Card, Glossy Greeting Card, or Textured Greeting Card Paper: Insert a small stack of HP Greeting Card Paper with the print-side down into the input tray until it stops.</li> <li>• HP Restickable Inkjet Stickers: Place the sheets in the input tray, print-side (sticker-side) down.</li> </ul> |
| Legal-size paper | Even though the paper-length adjuster is fully extended, make sure that the input tray itself is pushed all the way in.  |

## Set the paper type

After you have loaded paper or film in the unit, select the new paper type. Change this setting whenever you change the type of paper or film. For more information, see “Recommended paper-type settings for copying.”

- 1 On the front panel, press **Menu**.
- 2 Press **1**, and then press **2**.
- 3 Press **▶** until the appropriate type appears.
- 4 Press **ENTER** to choose the displayed paper type.

### Recommended paper-type settings for copying

These settings are set using the Paper Type option.

| For   | Use             |
|---|-----------------|
| Copier paper or letterhead                    | Plain Paper     |
| HP Bright White Inkjet Paper                  | Plain Paper     |
| HP Premium Inkjet Transparency Film           | Transparency    |
| HP Premium Inkjet Rapid-Dry Transparency Film | RapidDry Trans  |
| HP Premium Photo Paper                        | Photo Paper     |
| HP Premium Inkjet Paper                       | Premium Inkjet  |
| HP Premium Inkjet Heavyweight Paper           | Premium Inkjet  |
| HP Iron-On T-Shirt Transfers                  | Iron-On         |
| HP Premium Inkjet Brochure Paper (glossy)     | Brochure Glossy |
| HP Premium Inkjet Brochure Paper (matte)      | Brochure Matte  |

## Change the paper size

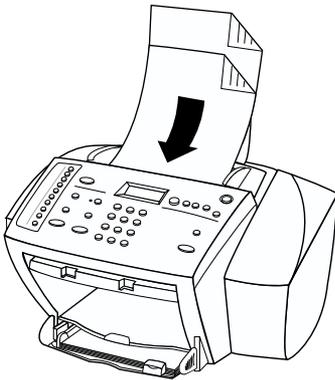
The unit lets you change the paper size for copying and faxing. For faxing, your change remains in effect until you change it again. To switch to a different paper size, do the following:

- 1 On the front panel, press **Menu**.
- 2 Choose one of the following:
  - To change the size for a copy job, press **1**, and then press **3**.
  - To change the size for a fax job, press **5**, and then press **4**.
- 3 Press **▶** until the desired paper size appears, and then press **ENTER** to select it.

## Load originals

If you are working with originals that are printed on 16-24 lb. (60-90 gsm) plain paper or HP Premium Inkjet paper, you can load more than one in the automatic document feeder (ADF). If you are working with photos or originals of an odd size (no smaller than 3-by-3 inches or 76-by-76 millimeters), load them in the ADF one at a time. When working with fragile, torn, or odd-sized originals, we recommend that you use a document sleeve or sheet protector (available from most office-product stores) for the original. Place a single sleeve into the ADF with the sealed edge first and the transparent side down.

- 1 Place the original(s) in the ADF with the printed side facing toward the back and with the top of the document pointing down.
- 2 Adjust the document guides to fit your document.

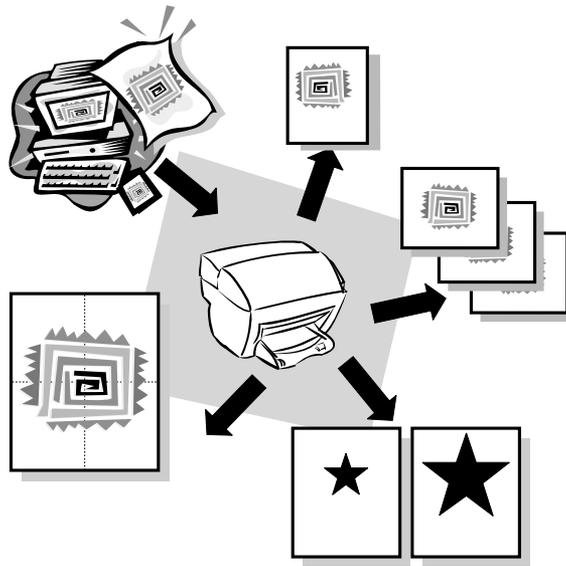


## Avoid paper jams

To avoid paper jams, remove papers from the output tray frequently. Output tray capacity is affected by the type of paper and the amount of ink you are using. For more information about output-tray capacity, see “Technical information.” For help with clearing a paper jam, see “Troubleshoot your unit.”



## Use the copy features



Using your HP Fax, you can:

- Produce high-quality copies using a variety of paper types and sizes, including iron-on transfers.
- Reduce or enlarge the size of the copies you make from 25% to 400% of the copy's original size. (Percentages may vary between models.)
- Make the copy lighter or darker, and select the number of copies.

## Make copies

All copy settings selected on the front panel are reset *two minutes* after the unit completes the copy job unless you save the settings as the default settings. For more information, see “Change settings for all future copy jobs.”

- 1 Load the input tray with the appropriate paper.  
For more information, see “Load paper or transparency film, or load originals.”
- 2 If you are using anything other than plain paper, do the following:
  - Press **Menu**.
  - Press **1**, and then press **2**.
  - Press  until the appropriate paper type appears, and then press **ENTER** to select it.For more information, see “Recommended paper-type settings for copying.”
- 3 Load your original.  
For more information, see “Load originals.”
- 4 If you want to make more than one copy (the default), press **Number of Copies**, and then use the keypad to enter the number of copies.  
For more information, see “Set the number of copies.”
- 5 Change any other applicable settings.
- 6 Press **START COPY**.

## Increase copy speed or quality

Your unit provides three options that affect copy speed and quality.

- **Best** produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. Best copies more slowly than the other quality settings.
  - **Normal** delivers high-quality output and is the recommended setting for most of your copying. Normal is the recommended setting for all paper types and is faster than Best.
  - **Fast** copies faster than the Normal setting. The text is of comparable quality to the Normal setting, but the graphics may be of lower quality. Using Fast also cuts down on the frequency of replacing your print cartridges because it uses less ink.
- 1 Press **Menu**.
  - 2 Press **1**, and then press **8**.
  - 3 Press **ENTER** to select **Copy Quality**.
  - 4 Press  to scroll through the available options.
  - 5 Press **ENTER** to use the option you selected.

## Reduce or enlarge a copy

You can reduce or enlarge a copy of an original by selecting reduction/enlargement percentages.

If the margins of your full-size original are smaller than the minimum margin settings supported by your unit, they will be cut off during the copy process. To obtain a full copy of a full-size original, select Full Page 91%. For more information on your unit's margins, see "Margins."

- 1 Press **Menu**.
- 2 Press **1**, and then press **9**.
- 3 Press **ENTER** to select **Reduce/Enlarge**.
- 4 Press **▶** to scroll through the available options.
- 5 After choosing an option, press **ENTER** to select it.
- 6 If you chose **Custom**, press **◀** to decrease the percentage or **▶** to increase it.  
**TIP** If you press and hold either key, the number changes first in increments of one, and then in increments of five.

You can also enter the percentage using the keypad.

- 7 Press **ENTER** to use the option you selected.

## Lighten or darken a copy

Use Lighter/Darker to adjust the lightness and darkness of the copies you make.

- 1 Press **Lighter/Darker**.  
The range of values appears as a circle on a scale on the display.
- 2 Press **◀** to lighten the copy or **▶** to darken it.  
The circle moves to the left or right, depending on the button you press.
- 3 Press **ENTER** to use the setting you selected.

## Enhance text

Use Text Enhancements (TE) to sharpen the edges of black text. It is turned on by default. (It is automatically turned off if you select Photo Mode.) Turn TE off only if:

- Stray dots of color surround some text on your copies.
- Large, black typefaces look splotchy (not smooth).
- Thin, colored objects or lines contain black sections.
- Horizontal grainy or white bands appear in light- to medium-gray areas.

### To turn Text Enhancements *off*

- 1 Press **Menu**.
- 2 Press **1**, and then press **4**.
- 3 Press  to switch between Off and On.
- 4 With **Text Enhance Off** visible, press **ENTER** to select it.

A filled circle indicates the selected state.

## Set the number of copies

Use any of the following to set the number of copies.

- Press **Number of Copies**, and then press the **plus (+)** or **minus (-)** button to increase or decrease the number of copies to make. If you press and hold the plus (+) or minus (-) button, the number changes first in increments of one, and then in increments of five.
- Press **Number of Copies** repeatedly to increase the number of copies to make.
- Press **Number of Copies**, and then use the keypad to enter the desired number.

## Change settings for all future copy jobs

You can save the copy settings you use most often by setting them as the default settings.

- 1 Using the buttons on the front panel, change the settings that you want to save.
- 2 Press **Menu**.
- 3 Press **1**, and then press **6**.
- 4 Press **ENTER** to save your settings.

Your settings are saved. Current settings are indicated by a filled circle. Default settings have no special indicator.

## Restore the factory default copy settings

Your unit lets you restore the original copy settings to what they were when you purchased it.

- 1 Press **Menu**.
- 2 Press **1**, and then press **7**.
- 3 Press **ENTER** to restore the factory default settings.

The factory default settings are restored.

## Perform special copy jobs

In addition to supporting standard copy jobs, your unit supports special jobs such as copying photos. This section describes the settings that you should select prior to pressing the Start Copy button.

### Copy a photo

Photo Mode temporarily turns Text Enhancements off and Enhance Light Colors on for optimal copying of a photo. You do not have to adjust these settings yourself.

- 1 Press **Menu**.
- 2 Press **1**, and then press **1** again.
- 3 Press  to switch between Off and On.
- 4 With **Photo Mode On** visible, press **ENTER** to select it.

A filled circle indicates the selected state.

- 5 If you are using photo paper, do the following:
  - Press **Menu**.
  - Press **1**, and then press **2**.
  - Press  until **Photo Paper** appears, and then press **ENTER** to select it.

For more information, see “Recommended paper-type settings for copying.”

## Prepare a color T-shirt transfer

Use the Mirror feature to reverse text and images so that they appear backwards on the output. After the transfer is ironed onto a T-shirt, the picture appears properly on the shirt.



### TIP

We recommend that you practice applying a T-shirt transfer on an old garment first.

- 1 Press **Menu**.
- 2 Press **1**, and then press **2**.
- 3 Press  until **Iron-On** appears, and then press **ENTER** to select it.  
Selecting this option automatically turns Mirror on.

## Copy legal-size originals

Your unit lets you copy legal-size originals.

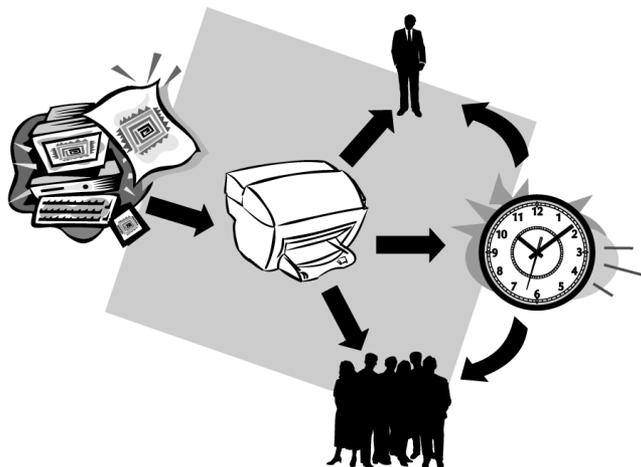
- 1 Load your original.  
For more information, see “Load originals.”
- 2 Make sure that legal-size paper is loaded in the input tray and that the paper size is set to Legal (for more information, see “Change the paper size”).
- 3 Press **START COPY**.

## Stop copying

You can stop a copy job that is currently in progress.

- On the front panel, press **Cancel**.

## Use the fax features



Using your HP Fax, you can:

- Send and receive paper faxes.
- Send and receive color faxes. If you send a color fax and your HP Fax determines that the recipient has a black-and-white fax unit, your HP Fax will interrupt the send process and resend the fax in black and white.

## Enable fax confirmation

Your HP Fax is set to print a report only if there is a problem with sending or receiving a fax. A confirmation message that indicates whether an item was successfully sent appears briefly on the front-panel display after each transaction. If you need printed confirmation that your faxes are successfully sent, follow these instructions *before* sending any faxes.

- 1 Press **Menu**.
- 2 Press **3**, and then press **6**.  
6:Automatic Reports Setup appears, briefly, followed by the report option that is currently selected for use.
- 3 Press **▶** until **Print Report Send Only** appears.
- 4 Press **ENTER** to select it.

## Send a fax

Your HP Fax lets you send and receive paper faxes in black and white or color. If you send a color fax and your HP Fax determines that the recipient has a black-and-white fax unit, your HP Fax will interrupt the send process and resend the fax in black and white.

We recommend that you use only color originals for color faxing.

Follow these steps to use your HP Fax to fax an item.

- 1 Load your original.  
For more information, see “Load originals.”
- 2 To adjust resolution, press **Resolution** to scroll through the options, and then press **ENTER**.
- 3 Enter the fax number or speed-dial entry.
  - To enter a regular number, dial the fax number on the keypad. Enter all the numbers you would enter if you were dialing the number from a phone.
  - To use an individual or group speed-dial entry, press **Speed Dial** repeatedly until the desired entry appears. If it is one of the first 10 speed dials, you can also just press the corresponding button on the one-touch pad located on the left side of the front panel. For more information, see “Set up speed dialing.”
- 4 Press **START FAX, Black** or **Color**.

## Broadcast a fax to multiple recipients

If you send a fax from your HP Fax, broadcasting lets you send a black-and-white fax to one group, which can contain up to 20 individual speed-dial entries. To use broadcasting, the fax must fit into your HP Fax's memory; otherwise, an error occurs.

- 1 Initiate the process from the front panel.

For more information, see "Send a fax."

- 2 Press **Speed Dial**, and enter the group speed-dial entry.

**TIP** If the speed dial is one of the first 10 speed dials, you can also just press the corresponding button on the one-touch pad located on the left side of the front panel. For more information, see "Set up speed dialing."

- 3 To begin faxing, press **START FAX, Black**.

## Send a fax later

Your HP Fax lets you schedule a black-and-white fax to be sent later (for example, when telephone lines are not as busy) to a single recipient or group. When the specified time is reached, your fax is automatically sent as soon as a connection can be made.

- 1 Press **Menu**.

- 2 Press **2**, and then press **2** again.

- 3 After **Enter send time** appears, use the keypad to enter the time at which you want the fax sent, and then press **ENTER**.

- 4 After **Enter fax number** appears, enter the fax number of the recipient or select the group, and press **ENTER**.

- 5 After **Store fax now** appears, choose one of the following:

- Press **1** to store the fax in memory. Load the original in the ADF, and press **ENTER**.

Your HP Fax scans the original into memory and retains it until the specified delivery time, at which time it faxes it to the selected recipient or group.

If the fax is too large for the memory, you will be prompted to either send fewer pages at a time or leave the fax in the tray to be sent later.

- Press **2** if you want to leave the original in the ADF. Be sure the original is loaded prior to its scheduled send time.

## Cancel a scheduled fax

You can cancel a fax stored in memory or one that is currently in progress.

- To cancel a fax from memory, press **Menu**, press **2**, and then press **2** again. Wait until the **Cancel** message appears, and then press **1** for Yes.
- To cancel a fax that is in progress, press **Cancel**.

## Receive a fax

Depending on how you set up your HP Fax, you will either receive faxes automatically or manually. For more information, see “Set the answer mode.”

Your HP Fax is automatically set to print received faxes. If you receive a legal-size fax and your HP Fax is not currently set to use legal-size paper, the unit automatically reduces the fax so that it fits on the paper that is loaded.

### Receive a fax manually

Before manually receiving a fax to your HP Fax, we recommend that you remove any originals from the ADF so that they are not accidentally processed.

- 1 Verify that **Auto Answer** is turned *off*.  
The light next to Auto Answer is off when the feature is disabled. Press the Auto Answer button to turn it on or off.
- 2 When your HP Fax rings, pick up the handset of a telephone that is on the same telephone line as your HP Fax.
- 3 If you hear fax tones, press **START FAX, Black** or **Color**, or, if you are receiving from an extension phone (on the same telephone line as your HP Fax, but not connected directly to it), press **1 2 3** on your phone.
- 4 After you are finished, hang up the telephone.

## Print reports

Your HP Fax includes reports that you set to print automatically and reports that you can print manually, as they are needed.

### Generate automated reports

This setting lets you configure your HP Fax so that it automatically prints, if applicable, a specific report after the last fax.

- 1 Press **Menu**, and then press **6**.  
6:Advanced Fax Setup appears briefly, followed by 1:Automatic Reports Setup.
- 2 After **1:Automatic Reports Setup** appears, press **ENTER**.
- 3 Press **▶** to scroll through the following report types.
  - Every Error, which prints whenever there is any kind of fax error (default).
  - Send Error, which prints whenever there is a transmission error.
  - Receive Error, which prints whenever there is a receiving error.
  - Every Fax, which confirms every time a fax is sent or received.
  - Send Only, which prints every time a fax is sent.
  - Off, which does not print fax reports.
- 4 After the option that you want appears, press **ENTER**.

## Generate manual reports

This setting lets you print reports manually.

- 1 Press **Menu**, and then press 3.  
3:Print Report appears briefly, followed by 1:Last Transaction.
- 2 Press  to scroll through the following report types.
  - 1:Last Transaction, which indicates the status of the last fax sent.
  - 2:Log, which lists approximately the last 40 faxes sent and received.
  - 3:Speed Dial List, which lists your individual and group numbers. It also prints a One-touch Dialing Overlay page. You can cut out this image, and attach it to the one-touch speed-dial pad located on the left side of the front panel.
  - 4:Menu Settings, which lists in outline form the entire menu system and indicates the current and default settings. For a detailed map of the various settings that are available and how to get to them, see the chart on the inside of the back cover of the Basic Guide.
  - 5:Self-Test Report, which prints a self-test report. For more information, see “Print a Self-Test Report.”
  - 6:Automatic Reports Setup, which jumps to the automatic reports setting described in “Generate automated reports.”
- 3 After the report that you want appears, press **ENTER**.

## Control how faxes look when sent to a recipient

Your HP Fax lets you change the resolution and contrast of documents that you are sending. Your changes remain in effect until you change them again.

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**NOTE** The copy settings do not affect faxing, and the fax settings do not affect copying.

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## Change resolution

Resolution affects the transmission speed and quality of faxed documents.

- 1 Press **Resolution**.
- 2 Press  to scroll through the available options until the one you want appears.  
Your HP Fax only faxes at the highest resolution supported by the receiving fax.  
If you choose Fine or Photo, be aware that the faxing process takes longer to complete. When faxing photographs, we recommend that you choose Photo.
- 3 Press **ENTER** to select the desired option.

## Change contrast

Change this setting if you want a black-and-white fax to be darker or lighter than the original. (The default setting is Normal.)

- 1 Press **Lighter/Darker**.

The range of values appears as a circle on a scale on the display.

- 2 Press ◀ to lighten the copy or ▶ to darken it.

The circle moves to the left or right, depending on the button you press.

- 3 Press **ENTER** to use the setting you selected.

## Use off-hook dialing to use a credit or calling card

You can dial the fax machine as you would a regular telephone. Use this method (called monitor or off-hook dialing) when you need to hear a second dial tone (as when using a calling card).

- 1 Load your original.

For more information, see “Load originals.”

- 2 Press **START FAX, Black** or **Color**.

- 3 After **Off hook** appears, use the front-panel keypad to dial the phone number.

Enter all the numbers you would enter if you were dialing the number from a phone using your credit or calling card.

- 4 Follow the voice prompts.

Your fax will automatically be sent when the receiving fax answers.

## Redial a busy or unanswered number automatically

You can set your HP Fax to redial a busy or an unanswered number automatically. These options do not work for off-hook dialing.

- 1 Press **Menu**.

- 2 Press **6**, and then press **3** (redial if busy) or **4** (redial if unanswered).

- 3 Press ▶ to switch between Off and On.

- 4 After the state that you want appears, press **ENTER**.

**TIP** To redial the last fax number immediately, press Redial/Pause.

## Set up speed dialing

You can store fax numbers that you use frequently by assigning them numbers that can be used in speed dialing from the front panel. This lets you dial those numbers quickly using the front panel's Speed Dial button and a one- or two-digit number. You can create up to 100 (varies by model) individual and group speed-dial entries.

The first 10 speed-dial entries are also automatically assigned to the one-touch speed-dial buttons on the left side of the front panel.

## Create individual speed-dial settings

Use this setting to enter fax numbers that you will reuse frequently. You can create up to 100 (varies by model) numbers (individual and group).

- 1 Press **Menu**, and then press **4**.  
4:Speed Dial Setup appears briefly, followed by 1:Individual Speed Dial.
- 2 After **1: Individual Speed Dial** appears, press **ENTER**.  
The first unassigned speed-dial entry appears on the display.
- 3 Press **ENTER** to select the displayed speed-dial entry.
- 4 Enter the fax number to assign to that number, and then press **ENTER**.  
**TIP** To enter a two-second pause within a number sequence, press Redial/ Pause.
- 5 Enter the person's or company's name, and then press **ENTER**.  
For more information, see "Enter text."
- 6 After **Add Another** appears, press **1** for **Yes** if you want to set up another number or press **2** for **No** to exit.

## Create group speed-dial settings

This feature lets you create a distribution list of up to 20 individual speed-dial entries so that you can send a fax to all of them at the same time. You can create up to 100 (varies by model) entries (individual and group).

To use a fax number in a group speed-dial entry, it must already be assigned an individual speed-dial entry. Only individual speed-dial entries can be used; a group cannot be assigned to another group.

When you fax a paper document using the front panel and enter a speed-dial entry that is assigned to a group, a copy of the fax is sent to each individual in the group.

- 1 Press **Menu**.
- 2 Press **4**, and then press **2**.
- 3 Choose one of the following:
  - If this is your first group, the first unassigned number appears. Press **ENTER** to select it.
  - If this is not your first group, **1=New 2=Edit** appears. Press **1** to create a new group. The first unassigned number appears. Press **ENTER** to select it.
- 4 After **Add #1** appears, press **Speed Dial**.
- 5 Enter the number that corresponds to the fax number you want to include in the group.  
The selected number and corresponding name appear on the display.
- 6 Choose one of the following:

- If the displayed number is correct, press **ENTER** to add it to the group.
  - To select a different number, press ◀ or ▶ until the appropriate number appears, and then press **ENTER** to select it.
- 7 After **Add Another** appears, press **1** for **Yes** if you want to add another individual number to the group or press **2** for **No**.
  - 8 After you are done selecting individual numbers and you press 2 for No, enter a name for the group.  
For more information, see “Enter text.”
  - 9 Press **ENTER** to save the group.
  - 10 After **Add Another** appears, press **1** for **Yes** if you want to create another group or press **2** for **No** to exit.

### Add or remove recipients from groups

You can add or remove an individual number to or from an existing group.

- 1 Press **Menu**.
- 2 Press **4**, press **2**, and then press **ENTER**.
- 3 After **1=New 2=Edit** appears, press **2**.
- 4 Press ▶ until the group that you want to edit appears, and then press **ENTER**.  
The first individual speed-dial entry in that group appears.
- 5 For each entry in the group, press **1** to delete it or **2** to keep it.
- 6 After **Add Another** appears, choose one of the following:
  - If you want to add new individual entries to the group, press **1** and see “Create group speed-dial settings.”
  - If you do not want to add any additional individual numbers, press **2** to edit the group name, or press **ENTER** to save it as is.

### Delete speed-dial settings

Follow these steps to delete an individual or group speed-dial entry.

- 1 Press **Menu**.
- 2 Press **4**, and then press **3**.
- 3 Press ▶ until the individual or group entry that you want to delete appears, and then press **ENTER**.

### Use Error Correction Mode (ECM)

ECM eliminates data lost due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or may even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much

more reliably. Turn ECM off (the default setting is on) only if it increases phone charges substantially and you are willing to accept poorer quality in exchange for reduced charges.

- 1 Press **Menu**.
- 2 Press **6**, press **7**, and then press **ENTER**.
- 3 Press  to switch between Off and On.
- 4 After the state that you want appears, press **ENTER**.

## Set automatic reduction

This setting determines what your HP Fax does if it receives a fax too large for the default paper size. With this setting on (the default), the image is reduced so that it fits on one page. With this feature off, the information that will not fit on the first page is printed on a second page.

- 1 Press **Menu**.
- 2 Press **6**, press **5**, and then press **ENTER**.
- 3 Press  to switch between Off and On.
- 4 After the state that you want appears, press **ENTER**.

## Use fax-back features

Some companies offer a fax-back service that allows you to call a number and automatically receive a fax in return. To use this feature, you must dial using a phone connected to the back of your HP Fax. Follow the individual company's instructions for requesting a fax back.

## Detect faxes received from older machines

This feature lets you receive faxes from older fax machines that do not emit a fax signal. These silent models represent less than 5% of fax machines in use.

Leave this setting off unless *all* the following are true:

- You are having trouble receiving a fax from an older machine,
- Your answering machine is connected directly to your HP Fax, and
- Auto Answer is enabled (the light on the front panel is on).

- 1 Press **Menu**.
- 2 Press **6**, and then press **8**.
- 3 Press **▶** to switch between Off and On.
- 4 After the state that you want appears, press **ENTER**.

## Forward faxes to another number

Fax forwarding allows you to send a fax that you receive to another fax number.

- 1 Press **Menu**.
- 2 Press **2**, and then press **3**.
- 3 Follow the messages that appear on the display.

## Poll another fax machine

This feature lets your HP Fax “ask” another fax unit for the fax it has waiting. The other unit must be set for polling and have a fax ready to send.

- 1 Press **Menu**.
- 2 Press **2**, and then press **4**.  
4:Polling to Receive appears briefly, followed by Enter fax number.
- 3 After **Enter fax number** appears, enter the fax number, and then press **START FAX, Black** or **Color**.

## Adjust sound volume

Your HP Fax provides three levels for adjusting the ring and speaker volume. The ring volume is the level of the phone rings. The speaker volume is the level of everything else, such as the dial and fax tones. Soft is the default setting.

- 1 Press **Menu**.
- 2 Press **5**, and then press **6**.
- 3 Press **▶** to scroll through the levels: Soft, Loud, and Off.
- 4 After the level that you want appears, press **ENTER**.

## Change the Answer Ring Pattern (distinctive ringing)

Change the pattern only if your phone service uses distinctive ringing. This phone-company feature (usually offered for an additional fee) allows you to have several phone numbers on the same line. Each number has a specific ring pattern. If you do not know what distinctive ringing is, your phone probably does not use it. If you do not have this service, leave your HP Fax set to use the default, All Rings.

If you connect your HP Fax to a line with distinctive ringing, have your telephone company assign one ring pattern to voice calls and another to fax calls (double or triple rings are best for a fax number).

- 1 On the front panel, verify that **Auto Answer** is enabled.

The light next to Auto Answer is on when the feature is enabled. Press the Auto Answer button to turn it on or off.

- 2 Press **Menu**.

- 3 Press **6**, and then press **2**.

- 4 Press  to scroll through these options: All Rings, Single Rings, Double Rings, Triple Rings, and Double & Triple.

- 5 After the ring pattern that the phone company established for this number appears, press **ENTER**.

**TIP** We recommend that you use Double Rings or Triple Rings.

- 6 If you have an answering machine on this phone line (on any phone number), set the answering machine to answer after four or more rings.

You want your HP Fax to answer *before* the answering machine; otherwise, your HP Fax will not receive fax calls. Your unit is automatically set to answer after one ring.

- 7 If you want to change the number of rings after which your HP Fax answers, do the following:

- Press **Menu**, press **5**, and then press **3**.
- Press  to select a number of rings that is *fewer* than the number you set on your answering machine in step 6.
- After the number of rings you want appears, press **ENTER**.

## Restore the factory default settings

Your HP Fax lets you restore the original fax settings to what they were when you purchased it.

This procedure is for restoring only the original fax settings. It does not affect the settings for the copy feature nor does it erase any speed-dial entries that you created.

- 1 Press **Menu**.
- 2 Press **7**, and then press **3**.
- 3 Press **ENTER** to restore the factory default settings.

## Reprint the faxes in memory

Your HP Fax can store a limited number of fax pages in its memory, with the number of pages depending on the model you purchased. When your HP Fax runs out of memory to store faxes, it will not receive any more until the stored faxes are printed.

Reprint Faxes in Memory enables you to reprint a fax stored in memory if, for example, your print cartridge runs out of ink while printing a fax. This option prints all faxes in memory; press Cancel to stop printing faxes you do not need.

- 1 Press **Menu**.
- 2 Press **7**, and then press **4**.
- 3 Press **ENTER** to reprint all faxes currently stored in memory.

## Maintain the unit

This section provides instructions for keeping your unit in top working condition. Perform the maintenance procedures as necessary.

### Clean the exterior case

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off the case. The interior of the unit does *not* require cleaning. *Keep fluids away from the interior of the unit as well as the front panel.*

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**CAUTION**

Turn off the unit and unplug the power cord before cleaning. Even though the unit is off, power is still being supplied if the cord is plugged in.

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### Print a Self-Test Report

The Self-Test Report indicates whether the unit is operating properly.

- 1 Press **Menu**.
- 2 Press **3**, and then press **5**.

The unit prints a report, which contains the following:

- **Product information:** Have this information available if you need to call HP Customer Care for assistance.
- **Print-cartridge test patterns:** The left patterns are for the black cartridge; the right patterns are for the color cartridge. If there are gaps in the lines, clean the print cartridges (for more information, see “Clean the print cartridges”).
- **Print-cartridge fill patterns:** If any of the lines are not solid (that is, they contain gaps or streaks), one of the cartridges may be low on ink. Replace the appropriate cartridge, and perform another self-test.
- **Margin indicators:** The lines on each side, the top, and the bottom of the page show the print margins.

## Work with print cartridges

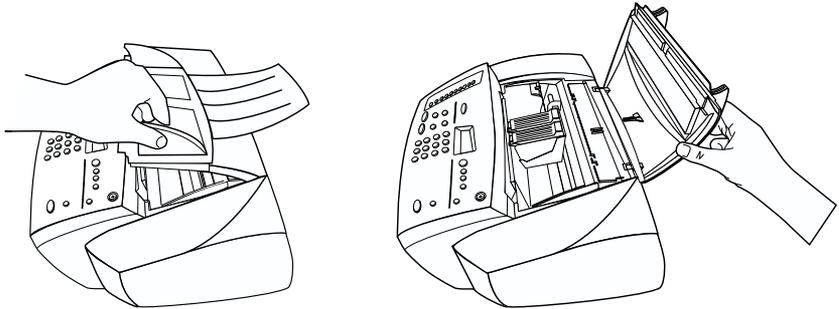
The print cartridges have microscopic nozzles that can clog when exposed to the air for more than a few minutes. The unit is designed to prevent nozzles from drying out when it is idle and when it is turned off using the On button located on the front panel.

A print cartridge that is not used for long periods of time can also clog, resulting in a noticeable decrease in print quality. To unclog the nozzles, clean the print cartridges. For more information, see “Clean the print cartridges.”

### Replace the black print cartridge

Follow these steps to replace the cartridge.

- 1 Turn on the unit, and open the top cover.



The carriage moves to the center of the unit.

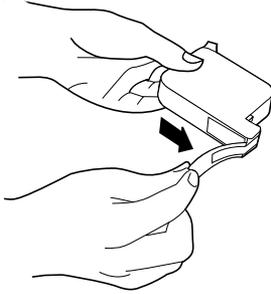
- 2 After the carriage stops moving, flip up the print-cartridge latch on the right, grasp the top of the old print cartridge (the thinner one), and pull it up and out of its slot.
- 3 Remove the new black print cartridge (the thinner one) from its packaging and, being careful to touch only the black plastic, gently remove both the green pull tab and blue tape covering the nozzles.

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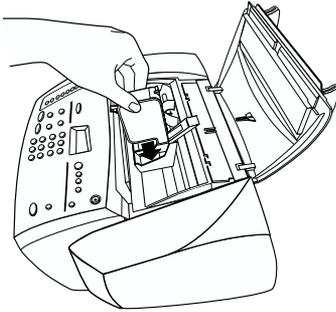
**CAUTION**

Do not touch the gold-colored contacts.

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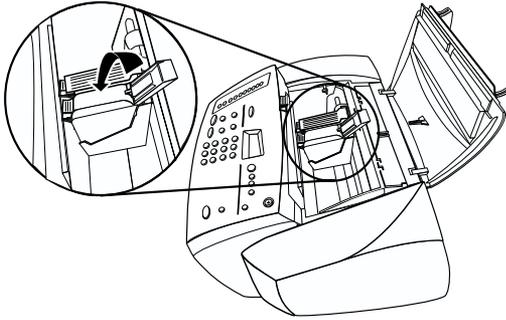


- 4 Push the new black cartridge firmly down into the slot on the right.

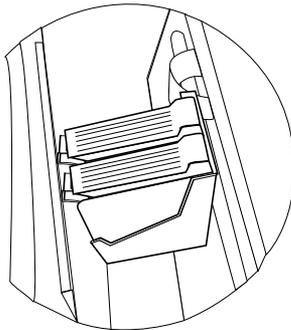


The print-cartridge label should be facing you after the cartridge is inserted.

- 5 Lower the print-cartridge latch down onto the top of the cartridge, and push down until the latch locks firmly into place.



After you are done, both cartridges should be in place and the latches should be closed.

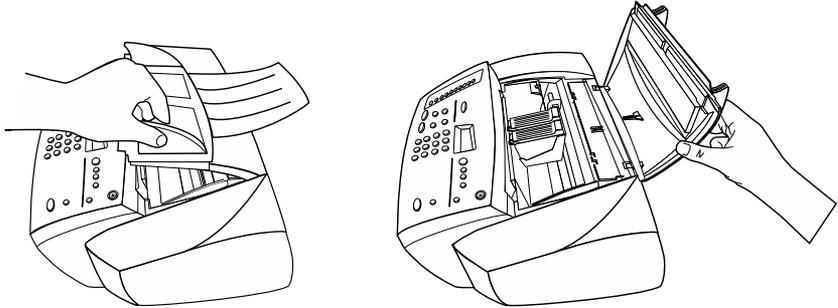


- 6 If you are also replacing the color cartridge, perform the steps outlined in “Replace the color print cartridge” before continuing.
- 7 Close the top cover.
- 8 After the message appears in the front-panel display, press **ENTER** to align the cartridge.  
A page prints to confirm alignment. You can either discard or recycle this page.

## Replace the color print cartridge

Follow these steps to replace the cartridge.

- 1 Turn on the unit, and open the top cover.



The carriage moves to the center of the unit.

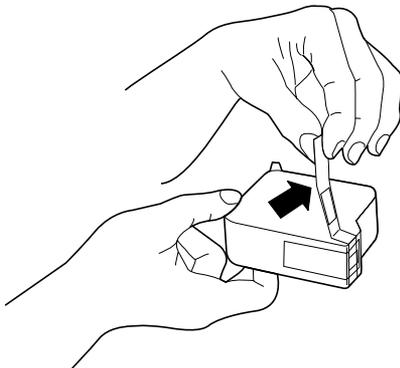
- 2 After the carriage stops moving, flip up the print-cartridge latch on the left, grasp the top of the old print cartridge (the thicker one), and pull it up and out of its slot.
- 3 Remove the new color cartridge (the thicker one) from its packaging and, being careful to touch only the black plastic, gently remove both the green pull tab and blue tape covering the nozzles.

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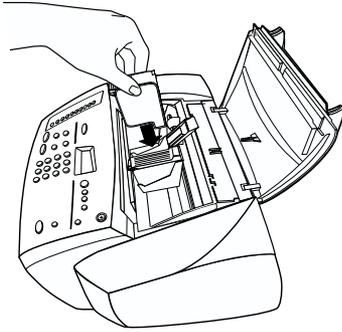
**CAUTION**

Do not touch the gold-colored contacts.

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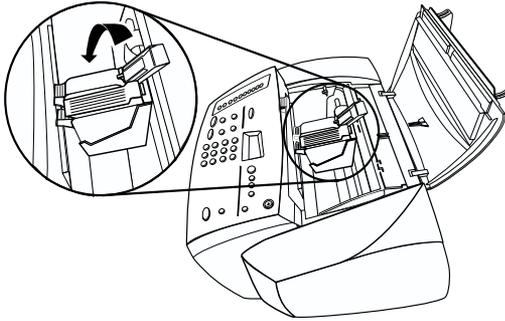


- 4 Push the new color cartridge firmly down into the slot on the left.

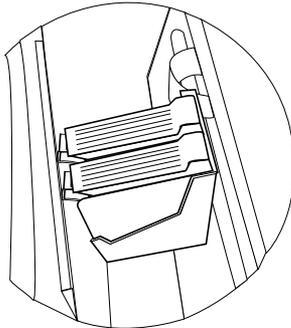


The print-cartridge label should be facing you after the cartridge is inserted.

- 5 Lower the print-cartridge latch down onto the top of the cartridge, and push down until the latch locks firmly into place.



After you are done, both cartridges should be in place and the latches should be closed.



- 6 If you are also replacing the black cartridge, perform the steps outlined in “Replace the black print cartridge” before continuing.
- 7 Close the top cover.
- 8 After the message appears in the front-panel display, press **ENTER** to align the cartridge.

A page prints to confirm alignment. You can either discard or recycle this page.

## Align the print cartridges

A message on the front-panel display asks you to align the cartridges every time you install or replace a cartridge. When you “align” the print cartridges, the unit automatically adjusts the cartridges to ensure high-quality output.

- To align the cartridges after the message appears on the display, press **ENTER** on the front panel.

To align the cartridges at any other time, do the following:

- 1 Press **Menu**.
- 2 Press **7**, and then press **2**.

A page prints to confirm alignment. You can either discard or recycle this page.

## Clean the print cartridges

Use this feature when the Self-Test Report shows streaking or white lines through any of the colored bars. Do *not* clean cartridges unnecessarily. This wastes ink and shortens the life of your print cartridges.

If copy quality still seems poor after you clean the cartridges, replace the cartridge that is affected.

- 1 Press **Menu**.
- 2 Press **7**, and then press **1**.

A page prints to confirm cleaning. You can either discard or recycle this page.

## Clean the print-cartridge contacts

Use this process if a front-panel message keeps asking you to check a cartridge after you already have.

Make sure you have the following materials available:

- Cotton swabs or any soft material that will not come apart or leave fibers (for example, a scrap piece of clean cotton cloth).
- Distilled, filtered, or bottled water (tap water may contain contaminants that can damage the print cartridges).

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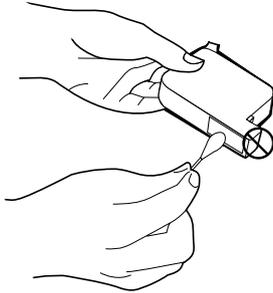
### CAUTION

Be careful not to get ink on your hands or clothing.

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- 1 Turn the unit on, and open the top cover.  
The print cartridges move to the center.
- 2 After the print cartridges have moved to the center, unplug the power cord from the back of the unit.

- 3 Follow these steps to clean each print cartridge.
  - Remove the cartridge from the holder.
  - Dip a clean cotton swab into distilled water, and squeeze any excess water from the swab.
  - Grasp the cartridge by its sides or top.
  - Clean the contacts.



- Place the cartridge back into the holder.
- 4 Close the top cover, and plug in the unit.

Because you removed a print cartridge from its holder, the unit will need to realign the cartridges.
  - 5 After the message appears in the front-panel display, press **ENTER** to align the cartridge.

A page prints to confirm alignment. You can either discard or recycle this page.

## Change the front-panel country or language

The following steps help you change the language and country for your unit.

- 1 Press **Menu**.
- 2 Press **7**, and then press **6**.
- 3 Follow the instructions that appear in the front-panel display.

Using the keypad, enter the number that corresponds to the desired country or language, and then confirm your selection.

## Change the Power Save Mode time

The bulb in your unit remains on for a specified period so that the unit is immediately ready to respond to your request. When the unit has not been used within that specified period of time, it turns the bulb off to preserve power and displays Power Save On in the front-panel display. (You can exit this mode by pressing any button on the front panel.)

Your unit is automatically set to enter power-save mode after 12 hours. Follow these steps if you want the unit to enter this mode earlier.

- 1 Press **Menu**.
- 2 Press **7**, and then press **5**.
- 3 Press  until the desired time appears, and then press **ENTER**.

## Troubleshoot your unit

This section provides procedures and tips for resolving issues that you may encounter while working with your HP Fax.

### Clear a paper jam

Follow these steps to clear a paper jam.

- If the paper has jammed where it enters the unit, take the edge of the paper, and gently pull the paper out the front of the unit.
- If the paper has crumpled and jammed in the back of the unit, unlock and remove the back door. Gently pull the paper out of the rollers. Replace and lock the back door.
- If the paper has jammed where it exits the unit, grasp the leading edge of the paper, and pull the paper out through the output tray.

#### NOTE

If you turned the unit off before clearing the paper jam, turn it back on, and then restart your copying job.

### Front-panel messages

This section identifies some of the messages that may appear in the front-panel display.

| Message  | What You Should Do   |
|--|--|
| [Black or Color] ink low. Press Enter to continue. | Replace the print cartridge at your earliest convenience. For more information, see “Work with print cartridges.”  |
| [Fax] send failed                                  | <ul style="list-style-type: none"> <li>• Did you check the connection and the Log? Check the Log to find out more about the failure. The Log contains error codes for many common fax-transmission errors. For more information about the Log, see “Generate manual reports.” For more information about error codes, see “Identify error codes on the Log.”</li> <li>• Is there a paper jam? Clear the jam. For more information, see “Clear a paper jam.”</li> </ul> |

| Message  | What You Should Do  |
|--|---|
| <p>Error __. Turn power off and on.</p> <p>Error __. Record number, and then call for service.</p> | <p>Turn the power off and then on again. If this does not work, record the error number and contact HP.</p>   |
| <p>Error: Incorrect [black or color] cartridge installed.</p>                                      | <ul style="list-style-type: none"> <li>• Did you install the correct cartridge? You may have installed the wrong type of print cartridge. Remove it, and replace it with the correct type of cartridge. For more information, see “Order print cartridges.”</li> <li>• Is the print cartridge installed correctly? One or both of the print cartridges is not installed or is installed incorrectly. Remove and reinsert the cartridges, making sure to snap them into their holders.</li> <li>• Did you remove the protective tape from the print cartridge? Gently remove both the green pull tab and blue tape covering the nozzles on the print cartridge.</li> </ul> |
| <p>Group fax failed</p>  | <ul style="list-style-type: none"> <li>• Did you enter the correct number? Check the number you are entering, and then try to send the fax again.</li> <li>• Did you check the Log? Check the Log to find out more about the failure. The Log contains error codes for many common fax-transmission errors. For more information about the Log, see “Generate manual reports.” For more information about error codes, see “Identify error codes on the Log.”</li> </ul>  |
| <p>Group is empty</p>  | <p>The group does not contain any members.</p>  |
| <p>Ink out soon: [Black or Color] ink out soon. Press Enter to continue.</p>                       | <p>Replace the print cartridge immediately. For more information, see “Work with print cartridges.”</p>   |
| <p>Insert [black or color] cartridge.</p>  | <ul style="list-style-type: none"> <li>• Is the print cartridge installed correctly? The print cartridge is either not installed or is installed incorrectly. Remove and reinsert the cartridges, making sure to snap them into their holders.</li> <li>• Did you remove the protective tape from the print cartridge? Gently remove both the green pull tab and blue tape covering the nozzles on the print cartridge.</li> </ul>  |
| <p>Memory full; press Enter.</p>   | <p>There is probably a paper jam. Clear the jam. For more information, see “Clear a paper jam.”</p>   |

| Message   | What You Should Do  |
|---|---|
| Not allowed. Select Speed Dial, then Start.               | You have pressed an incorrect key combination. Enter the speed-dial number, and then press Start.   |
| Open door. Clear carriage jam, and then press Enter.      | <ul style="list-style-type: none"> <li>• Are you using the unit for the first time? Make sure that you have removed all packing materials from the unit.</li> <li>• Are you using the print cartridges for the first time? Make sure that you have removed the protective tape from the nozzles on both cartridges, and make sure that the latches are closed.</li> <li>• Is there a paper jam? Clear the jam. For more information, see “Clear a paper jam.”</li> <li>• Do the print cartridges need to be cleaned or replaced? Print a Self-Test Report to check the status of the print cartridges. If you notice missing lines or gaps in the patterns, clean the cartridges. If the problem persists, you may need to replace your print cartridges.</li> <li>• Did you try to add paper to the input tray while the unit was in use? Remove the paper, turn off the unit, and unplug the power cable from the back. Wait a few seconds, plug in the power cable, and turn the unit on.</li> </ul> |
| Original jam: Clear jam, and then press Enter.            | Your original is jammed in the automatic document feeder (ADF). Clear the jam. For more information, see “Clear a paper jam.”   |
| Out of paper: Load paper, and then press Enter.           | <ul style="list-style-type: none"> <li>• Do you have paper in the input tray? Load paper, and make sure there is only one type of paper in the input tray.</li> <li>• Is the back door off? If you removed the back door to clear a paper jam, replace it.</li> </ul>   |
| Paper jam: Clear jam, and then press Enter.               | Paper is jammed in the unit. Clear the jam. For more information, see “Clear a paper jam.”  |
| Paper too narrow. Load wider paper, and then press Enter. | The paper you have loaded is not the correct size. Faxing and copying require letter-, legal-, or A4-size paper.  |
| Power Save On.  | The unit has not been used recently. Press any button on the front panel or load originals in the ADF.  |

| Message                                      | What You Should Do  |
|--|---|
| Press Enter to align cartridges.             | If you have installed new print cartridges or removed and reinserted a cartridge, you must align them to ensure excellent print quality. After you insert a cartridge, press ENTER.   |
| Receive failed                               | The HP Fax could not receive a fax.   |
| Reload document, and then restart job.       | Your unit cannot load the original from the ADF. Remove the original, make sure it does not have any staples, paper clips, or bent edges, and make sure that it is of a recommended paper type. Reload the original in the ADF, and then restart the job.   |
| Remove and check [black or color] cartridge. | <ul style="list-style-type: none"> <li>• Is the print cartridge installed correctly? One or both of the print cartridges is not installed or is installed incorrectly. Remove and reinsert the cartridges, making sure to snap them into their holders.</li> <li>• Did you remove the protective tape from the print cartridge? Gently remove both the green pull tab and blue tape covering the nozzles on the print cartridge.</li> <li>• If you continue to receive this message, try cleaning the contacts. (For more information, see “Clean the print-cartridge contacts.”) If the message continues to appear even after you clean the contacts, the print cartridge is probably defective. If it is a new cartridge, return it in the original packaging to the store where it was purchased. Replace the print cartridge. Do not use the defective cartridge.</li> </ul> |

## Identify error codes on the Log

Use this table to help you interpret the different codes that appear in the Results column on the Log. If you encounter the same error repeatedly, try turning off Error Correction Mode (ECM). The table shows the codes specific to ECM. For more information on ECM, see “Use Error Correction Mode (ECM).”

| Error Code | Error Definition                           |
|------------|--|
| 21-23      | A communication error occurred. Try again. |
| 24         | Bad pin. Try again.                        |
| 25         | No credit.                                 |
| 26         | Bad account number.                        |

| <b>Error Code</b>                           | <b>Error Definition</b>   |
|---|---|
| 27-30                                       | A communication error occurred. Try again.                          |
| 31  | No account number.  |
| 32  | No manufacturing ID.  |
| 33  | No phone number.  |
| 36  | Invalid group.  |
| 37  | A communication error occurred. Try again.                          |
| 223 ECM<br>224                              | One or more received pages may not be readable.                     |
| 225-231                                     | There is a feature incompatibility with the sending fax machine.    |
| 232-234<br>235-236 ECM<br>237               | The telephone connection was lost.                                  |
| 238<br>239-241 ECM                          | The sending fax machine sent an unexpected communication.           |
| 242   | The remote fax machine is attempting to receive instead of send.    |
| 243-244<br>245-246 ECM                      | The sending fax machine prematurely ended the session.              |
| 247-248<br>249-251 ECM                      | There was a communication error with the sending fax machine.       |
| 252   | Telephone line conditions were too poor to receive a fax.           |
| 253   | The sending fax machine attempted to use an unsupported page width. |
| 281<br>282 ECM<br>283-284<br>285 ECM<br>286 | The telephone connection was lost.                                  |
| 290   | There was a communication error with the sending fax machine.       |
| 291   | The received fax could not be stored.                               |
| 314-320                                     | There is a feature incompatibility with the receiving fax machine.  |
| 321   | There was a communication error with the receiving fax machine.     |
| 322-324                                     | Telephone line conditions were too poor to send a fax.              |
| 325-328 ECM<br>329-331                      | The receiving fax indicated one or more pages may not be readable.  |

| <b>Error Code</b>                 | <b>Error Definition</b>   |
|-----------------------------------|---|
| 332-337<br>338-342 ECM<br>343     | The receiving fax machine sent an unexpected communication.     |
| 344-348<br>349-353 ECM<br>354-355 | The telephone connection was lost.                              |
| 356-361<br>362-366 ECM            | The receiving fax machine prematurely ended the session.        |
| 367-372<br>373-377ECM<br>378-380  | There was a communication error with the receiving fax machine. |
| 381                               | The telephone connection was lost.                              |
| 382                               | The receiving fax machine stopped accepting pages.              |
| 383                               | The telephone connection was lost.                              |
| 390, 391                          | There was a communication error with the receiving fax machine. |

## Additional troubleshooting tips

This section lists some additional issues that you may encounter while using your unit.

| <b>Issue</b>  | <b>What You Should Do</b>   |
|---|---|
| Copies are too dark or too light.                     | <ul style="list-style-type: none"> <li>• Do you have the Lighter/Darker feature adjusted correctly? Use the Lighter/Darker button to make adjustments.</li> <li>• Are you copying a photo? Use Photo Mode for the best photo quality.</li> </ul>                          |
| Date or time on the front-panel display is incorrect. | Has the HP Fax been disconnected from power? When you turn the HP Fax off, it saves the date and time settings as long as it is plugged into a power supply. Without power, the date and time is saved for three days. For more information, see “Set the date and time.” |

| Issue                                    | What You Should Do  |
|--|---|
| Fax transmission is slow                 | <ul style="list-style-type: none"> <li>• Does your fax contain a lot of graphics? Complex faxes take longer to send because the data has to transfer over the phone line.</li> <li>• Do you have a noisy phone-line connection? A noisy connection may affect transmission speed.</li> <li>• Are you using a high resolution? Use Standard to achieve the fastest transmission.</li> <li>• Are you faxing in color? Color faxes require more data to be transmitted.</li> <li>• Is something wrong with the receiving fax machine? Check with the recipient. The receiving fax machine may have a problem.</li> </ul> |
| Faxes are received, but are not printing | <ul style="list-style-type: none"> <li>• Was there an error? Check the front-panel display for any error messages.</li> <li>• Do you have paper in the input tray or is there a paper jam? If the unit runs out of paper or becomes jammed, incoming faxes are stored in memory. After loading paper or clearing a jam, print the faxes stored in memory. (If the memory becomes full, the unit will stop answering calls.) For more information, see “Reprint the faxes in memory.”</li> </ul>   |
| Faxes print out slanted                  | <ul style="list-style-type: none"> <li>• Is the paper feeding properly from the input tray? Make sure the input tray is not overfilled. The paper must fit within the guides. Make sure the guides do not inhibit how the paper moves.</li> <li>• Was the fax sent correctly? Check with the sender. The original may not have been loaded correctly into the sending fax machine.</li> </ul>   |

| Issue   | What You Should Do  |
|---|---|
| <p>HP Fax does not answer in the number of rings I would like</p> | <ul style="list-style-type: none"> <li>• Have you selected the desired number of rings? You can change the number of rings after which your HP Fax answers a call. For more information, see “Set the Rings to Answer setting.”</li> <li>• Do you have a telephone answering machine on the same phone line? If your HP Fax is on the same phone line as an answering machine, you may need to change the number of rings. For more information, see “Use an answering machine not available for direct connection.”</li> <li>• Do you have a phone company voice mail or messaging service connected to your phone line? Verify that you have set up the unit correctly to accommodate voice mail. For more information, see “Use voice mail.”</li> </ul>  |
| <p>HP Fax will not turn on.</p>                                   | <ul style="list-style-type: none"> <li>• Did you check the connection to the unit?               <ul style="list-style-type: none"> <li>- Make sure the power cord is firmly connected to both the unit and the power adapter. Plug the power cord into a grounded power outlet, surge protector, or power strip.</li> <li>- If you are using a power strip, make sure the power strip is on. Try plugging the unit directly into the power outlet.</li> <li>- Test the power outlet to make sure it is working.</li> <li>- If you have plugged the unit into a switched outlet, make sure the switch is on.</li> </ul> </li> <li>• Did you press On too quickly? The unit may not respond if you press On too quickly. Press the On button slowly.</li> </ul> <p><b>CAUTION:</b> If the unit still does not turn on, it may have a mechanical failure. Unplug the unit from the power outlet and contact HP.</p> |

| Issue   | What You Should Do  |
|---|---|
| <p>I am having problems connecting to another fax machine</p> | <ul style="list-style-type: none"> <li>• Did you dial the number correctly? Verify that the number you have is correct and that you entered it correctly. For example, you might need to dial a 9 to access an outside phone line.</li> <li>• Is the HP Fax connected to the phone system correctly? Check that the phone cord is firmly connected to the port on the phone/fax line connector. For more information, see “Check for dial tone.”</li> <li>• Is the telephone wall-outlet working properly? Try connecting a working telephone and phone cord into the wall outlet you are using for the HP Fax. If the phone does not work, call your local phone company for service. If the phone does work, try reconnecting the HP Fax to the telephone outlet using a different phone cord.</li> <li>• Do you have a noisy phone-line connection? If the failure was due to noise on the phone line, you may be able to connect when you try again.</li> <li>• Do you have extension phones or other equipment on the same phone line as the HP Fax? Make sure that extension phones are not off the hook. Disconnect other phone equipment and try to send the fax again.</li> <li>• Is something wrong with the receiving fax machine? Check with the recipient. The receiving fax machine may have a problem.</li> <li>• Are you using an Integrated Services Digital Network (ISDN) service? The HP Fax is a Group 3 fax machine. It is not designed for direct connection to an ISDN service. You can use the HP Fax with an ISDN service by connecting it to an analog telephone port (also called an R-interface) on an ISDN terminal adapter.</li> </ul> |

| Issue   | What You Should Do   |
|---|--|
| <p>I cannot receive a fax on my extension lines</p> | <ul style="list-style-type: none"> <li>• Is the Auto Answer feature set correctly? Check the green light next to the Auto Answer button in the front panel. If the light is off, the HP Fax will not automatically answer the phone when it rings. For more information, see “Set the answer mode.”</li> <li>• Is the HP Fax connected to the phone system correctly? Verify that the phone cord is firmly connected to the port on the phone/fax line connector. For more information, see “Check for dial tone.”</li> <li>• Is the telephone wall-outlet working properly? Try connecting a working telephone and phone cord into the wall outlet you are using for the HP Fax. If the phone does not work, call your local phone company for service. If the phone does work, try reconnecting the HP Fax to the telephone outlet using a different phone cord.</li> <li>• Do you have a telephone answering machine on the same phone line? If your HP Fax is on the same phone line as an answering machine, you may need to change the number of rings. For more information, see “Use an answering machine not available for direct connection.”</li> </ul> |

| Issue   | What You Should Do   |
|---|--|
| Incoming calls are not being answered               | <ul style="list-style-type: none"> <li>• Is the Auto Answer feature turned on? Verify that the green light next to the Auto Answer button on the front panel is on. If the light is off, the HP Fax will not automatically answer the phone when it rings. For more information, see “Set the answer mode.”</li> <li>• Is the HP Fax connected to the phone system correctly? Check that the phone cord is firmly connected to the port on the phone/fax line connector. For more information, see “Check for dial tone.”</li> <li>• Is the telephone wall-outlet working properly? Try connecting a working telephone and phone cord into the wall outlet you are using for the HP Fax. If the phone does not work, call your local phone company for service. If the phone does work, try reconnecting the HP Fax to the telephone outlet using a different phone cord.</li> <li>• Do you have a telephone answering machine on the same phone line? If your HP Fax is on the same phone line as an answering machine, you may need to change the number of rings. For more information, see “Use an answering machine not available for direct connection.”</li> <li>• Are you using an Integrated Services Digital Network (ISDN) service? The HP Fax is a Group 3 fax machine. It is not designed for direct connection to an ISDN service. You can use the HP Fax with an ISDN service by connecting it to an analog telephone port (also called an R-interface) on an ISDN terminal adapter.</li> </ul> |
| Ink is not filling the text or graphics completely. | <ul style="list-style-type: none"> <li>• Is the paper type set correctly? When using special papers, make sure you select the corresponding paper-type settings.</li> <li>• Do the print cartridges need to be cleaned or replaced? Print a Self-Test Report to check the status of the print cartridges. If you notice missing lines or gaps in the patterns, clean the cartridges. If the problem persists, you may need to replace your print cartridges.</li> </ul>  |

| Issue  | What You Should Do  |
|--|---|
| <p>Nothing happens when you try to use the HP Fax.</p> | <ul style="list-style-type: none"> <li>• Is the unit on? Look at the front-panel display (if the display is blank, the unit is off), or check for green lights on the front panel. Check the connections.</li> <li>• Is your original fully inserted into the ADF? When you place your original into the ADF, the front-panel display shows “Original Loaded.” If this message does not appear, remove your original and reinsert it.</li> <li>• Are you copying, faxing, or e-mailing several pages or documents? You must wait until the unit completes the current task before starting a new task.</li> <li>• Did you load the correct paper type in the input tray? Do not use the unit to copy onto envelopes.</li> <li>• Is there a paper jam? Clear the jam. For more information, see “Clear a paper jam.”</li> <li>• Is the HP Fax connected to the phone system correctly? Check that the phone cord is firmly connected to the port on the phone/fax line connector. For more information, see “Check for dial tone.”</li> <li>• Is the telephone wall-outlet working properly? Try connecting a working telephone and phone cord into the wall outlet you are using for the HP Fax. If the phone does not work, call your local phone company for service. If the phone does work, try reconnecting the HP Fax to the telephone outlet using a different phone cord.</li> <li>• Are you using an Integrated Services Digital Network (ISDN) service? The HP Fax is a Group 3 fax machine. It is not designed for direct connection to an ISDN service. You can use the HP Fax with an ISDN service by connecting it to an analog telephone port (also called an R-interface) on an ISDN terminal adapter.</li> </ul> |

| Issue                                 | What You Should Do   |
|---------------------------------------|--|
| Output contains streaks or lines.     | <ul style="list-style-type: none"> <li>• Is the paper loaded correctly in the input tray?               <ul style="list-style-type: none"> <li>- Make sure the input tray is not overfilled. The paper must fit within the guides. Make sure the guides do not inhibit how the paper moves.</li> <li>- Remove the stack of paper, and then tap the stack on a hard, even surface. Fan the stack, replace the stack in the input tray, and then push it back into place.</li> </ul> </li> <li>• Do the print cartridges need to be cleaned or replaced? Print a Self-Test Report to check the status of the print cartridges. If you notice missing lines or gaps in the patterns, clean the cartridges. If the problem persists, you may need to replace your print cartridges.</li> </ul> |
| Output is faded, or colors are dull.  | <ul style="list-style-type: none"> <li>• If you are using the copy features, do you have the Lighter/Darker feature adjusted correctly? Use the Lighter/Darker button to make adjustments.</li> <li>• Do the print cartridges need to be cleaned or replaced? Print a Self-Test Report to check the status of the print cartridges. If you notice missing lines or gaps in the patterns, clean the cartridges. If the problem persists, you may need to replace your print cartridges.</li> <li>• Are you using the right type of paper for your project? If the paper you are using is too fibrous, the ink may not cover the print surface. Make sure you are using a paper that is appropriate for your unit.</li> </ul>  |
| Pages of a fax I received are missing | <ul style="list-style-type: none"> <li>• Do you have paper in the input tray? Load paper, and make sure there is only one type of paper in the input tray.</li> <li>• Was the fax sent correctly? Check with the sender. The original may not have been loaded correctly into the sending fax machine.</li> </ul>  |

| Issue   | What You Should Do  |
|---|---|
| Pages of a fax I sent are missing                 | <ul style="list-style-type: none"> <li>• Did each page of your original get picked up from the ADF? Sometimes pages are missing because two or more pages of your original fed into the ADF at the same time. Try sending the fax again and make sure each page feeds separately.</li> <li>• Is something wrong with the receiving fax machine? Check with the recipient. The receiving fax machine may have a problem.</li> </ul>  |
| Paper does not get picked up from the input tray. | <p>If the unit has run out of paper, or there are only few sheets remaining, load more paper in the input tray. If you have paper in the input tray, remove it, tap the stack against an even surface, and then reload it. To continue your job, press ENTER.</p>   |
| Parts of a fax I received are cut off             | <ul style="list-style-type: none"> <li>• Was the fax sent correctly? Check with the sender. The original may not have been loaded correctly into the sending fax machine.</li> <li>• Are you using the Automatic Reduction option? This option reduces the size of incoming faxes up to 50%. If you are receiving a legal-size fax, it is reduced to fit on letter-sized paper. For more information, see “Set automatic reduction.”</li> <li>• Are the paper guides positioned correctly? The paper guides should be close to the edges of the paper in the input tray, but must not bend the paper. Remove the paper, move the left guide all the way to the left, insert the paper, move the front guide to the correct position for the paper you are using, and move the left guide to the edge of the paper.</li> </ul> |
| Parts of a fax I sent are cut off                 | <p>Are you sending a fax larger than letter size? Some fax machines cannot accept faxes larger than letter size. Make sure the receiving fax machine can accept the page size you are using.</p>  |

| Issue   | What You Should Do  |
|---|---|
| Parts of original do not appear or are cut off. | <ul style="list-style-type: none"> <li>• Is your original positioned correctly? Check the location of your original.</li> <li>• Is the original larger than the paper size in the input tray? <ul style="list-style-type: none"> <li>- Verify that you are copying to the same size paper as the original. This problem is most common when trying to copy a legal-size original onto letter-size paper.</li> <li>- Verify that you have selected the proper paper size for your project. Make sure that you have loaded the correct paper size in the input tray and that the input tray is properly installed.</li> </ul> </li> <li>• Are the paper guides positioned correctly? The paper guides should be close to the edges of the paper in the input tray, but must not bend the paper. Remove the paper, move the left guide all the way to the left, insert the paper, move the front guide to the correct position for the paper you are using, and move the left guide to the edge of the paper.</li> </ul> |
| Problems copying a gray or pastel original      | Do you have the Lighter/Darker feature adjusted correctly? Use the Lighter/Darker button to make adjustments.   |
| Several pages advance at the same time.         | <p>Is the paper loaded correctly in the input tray?</p> <ul style="list-style-type: none"> <li>• Make sure the input tray is not overfilled. The paper must fit within the guides. Make sure the guides do not inhibit how the paper moves.</li> <li>• Remove the stack of paper, and then tap the stack on a hard, even surface. Fan the stack, replace the stack in the input tray, and then push it back into place.</li> </ul>  |
| The fax I sent was blank when it was received   | <ul style="list-style-type: none"> <li>• Did you place your original print-side down? You must place the original print-side down in the ADF. For more information, see “Load originals.”</li> <li>• Do you have the contrast set too light? If an image or portion of an image is very faint, it may not fax if the contrast setting is too light. For more information, see “Change contrast.”</li> <li>• Was there an error? Check the front-panel display for any error messages.</li> </ul>  |

| Issue                                 | What You Should Do   |
|---------------------------------------|--|
| <p>The print carriage is stalled.</p> | <ul style="list-style-type: none"> <li>• Is the unit on? Look at the front-panel display (if the display is blank, the unit is off), or check for green lights on the front panel. Check the connections.</li> <li>• Are you using the unit for the first time? Make sure that you have removed all packing materials from the unit.</li> <li>• Are you using the print cartridges for the first time? Make sure that you have removed the protective tape from the nozzles on both cartridges.</li> <li>• Is there a paper jam? Clear the jam. For more information, see “Clear a paper jam.”</li> <li>• Do the print cartridges need to be cleaned or replaced? Print a Self-Test Report to check the status of the print cartridges. If you notice missing lines or gaps in the patterns, clean the cartridges. If the problem persists, you may need to replace your print cartridges.</li> <li>• Did you try to add paper to the input tray while the unit was in use? Remove the paper, turn off the unit, and unplug the power cable from the back. Wait a few seconds, plug in the power cable, and turn the unit on.</li> </ul> |

## Additional setup information

This section provides assistance in setting fax header information and resolving configuration issues. The standard installation instructions are provided in your Setup Poster. Retain the poster in case you need to refer to it at a later time.

### Set basic fax settings using the front panel

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**NOTE** In the U.S., regulations require that your name and number appear on every fax. The minimum settings that we recommend are described in the following topics.

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#### Set the date and time

Follow these steps to set the date and time.

- 1 On the front panel, press **Menu**.
- 2 Press **5**, and then press **1**.
- 3 After **Enter date** appears, enter the date and time using the keypad.  
Use only the last two digits for the year.  
After you are done, the date and time appear on the display.

#### Set the fax header

Follow these steps to enter your name and fax number.

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**NOTE** In Hungary, the subscriber identification code (fax header) can be set or changed only by authorized personnel. For more information, contact your authorized HP dealer.

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- 1 On the front panel, press **Menu**.
- 2 Press **5**, and then press **2**.
- 3 Enter your name using the guidelines provided in the next section, “Enter text.”
- 4 Using the keypad, enter your fax number.
- 5 After you finish entering your fax number, press **ENTER**.

## Enter text

The following list provides tips for entering text using the front-panel keypad.

- Press the keypad numbers that correspond to the letters of a name.

ABC — These letters correspond to  
 (2) — this number, and so on.

- Press a button multiple times to see a letter first in uppercase and then in lowercase.

|     |                          |   |   |   |   |   |   |   |
|-----|--------------------------|---|---|---|---|---|---|---|
| JKL | To get this character:   | J | j | K | k | L | l | 5 |
| (5) | Press 5 this many times: | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

- After the correct letter appears, press , and then press the number that corresponds to the next letter in the name. Again, press multiple times until the correct letter appears.
- To insert a space, press **Space (#)**.
- To enter a symbol, such as @, press **Symbols (\*)** repeatedly to scroll through the list of available symbols.
- If you make a mistake, press  to clear it, and then make the correct entry.
- After you are done entering text, press **ENTER** to store your entries.

## Set the answer mode

To set the answer mode, choose one of the following:

- If you want your HP Fax to answer every fax call automatically, verify that **Auto Answer** is enabled. (The light next to Auto Answer on the front panel is on when the feature is enabled. Press the Auto Answer button to turn it on or off.)
- If you want to answer fax calls manually, turn **Auto Answer** off.

## Set the Rings to Answer setting

This setting tells your HP Fax how many rings should occur before it answers an incoming call. Follow these steps to change the Rings to Answer setting manually.

To use this feature, Auto Answer must be enabled. The light next to Auto Answer is on when the feature is enabled. Press the Auto Answer button to turn it on or off.

- 1 Press **Menu**.
- 2 Press **5**, and then press **3**.
- 3 After **Answer on Ring** appears, press  to scroll to the desired number of rings.
- 4 After the number you want appears, press **ENTER**.

## Check for dial tone

Before using the fax features, verify that the connections are correctly established.

- 1 Press **Start Fax**, **Black** or **Color**, and listen for a dial tone.
- 2 If you do not hear a dial tone, check the connections.
- 3 Press **Cancel** to hang up.

## Use other configurations with your fax features

If you are using an office-equipment configuration other than the standard configuration explained on your Setup Poster, check the following topics for additional information.

### Use voice mail

If you use voice mail from the phone company (that is, you dial a phone number and press buttons on your phone to hear messages), you must be available to respond to incoming fax calls, unless you subscribe to a distinctive-ring service.

Choose one of the following:

- If you want your HP Fax to respond automatically whenever you answer the phone and hear fax tones, verify that **Auto Answer** is enabled. (The light next to Auto Answer is on when the feature is enabled. Press the Auto Answer button to turn it on or off.) If you pick up the phone and hear fax tones, stay on the line until your HP Fax connects, and then hang up.

Set the Rings to Answer setting, described under “Set the Rings to Answer setting,” *higher* than the number of rings selected for your voice mail system. This allows your voice-mail system to answer your voice calls.

- If you do not enable Auto Answer and you answer a phone and hear fax tones, press **1 2 3** on your phone to accept the fax. With Auto Answer off, you must be available to respond to the incoming call; otherwise, your HP Fax cannot receive faxes.

### Use an answering machine not available for direct connection

If you use an answering machine (that is, you press buttons on a separate machine to hear your phone messages) and it is *not* available for connection to your HP Fax, verify that **Auto Answer** is disabled on the front panel. (The light next to Auto Answer is off when the feature is disabled. Press the Auto Answer button to turn it on or off.)





## Technical information

The following specifications are subject to change without notice.

### Copy specifications

- Digital image processing
- Up to 99 copies from original
- Digital zoom from 25 to 400%
- 600-by-600 dpi scan resolution
- Copy speeds vary according to the complexity of the document.

|        |       | Speed (cpm) | Print Resolution (dpi) |
|--------|-------|-------------|------------------------|
| Best   | Black | 4           | 600-by-600             |
|        | Color | 1           | 600-by-600             |
| Normal | Black | 6           | 600-by-600             |
|        | Color | 5           | 600-by-300             |
| Fast   | Black | 11          | 300-by-600             |
|        | Color | 8           | 600-by-300             |

### Fax specifications

- Walk-up color fax
- 80 speed dials with 10 one-touch keys
- K1220 is up to 90-page memory, and K1220xi is up to 100-page memory (based on ITU-T Test Image #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory.)
- 20-page automatic document feeder (ADF)
- Automatic redial, busy redial
- Confirmation and activity reports
- CCITT/ITU Group 3 fax with Error Correction Mode
- 33.6 Kbps transmission
- 3 seconds/page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory.)
- Broadcast to 20 locations
- Delayed faxing

|       | 300 dpi    | Photo (dpi) | Fine (dpi) | Standard (dpi) |
|-------|------------|-------------|------------|----------------|
| Black | 300-by-300 | 200-by-200  | 200-by-200 | 200-by-100     |
| Color | 200-by-200 | 200-by-200  | 200-by-200 | 200-by-200     |

## Margins

|                      | Top                 | Bottom               | Left                | Right               |
|----------------------|---------------------|----------------------|---------------------|---------------------|
| U.S. letter or legal | .07 in.<br>(1.8 mm) | .46 in.<br>(10.9 mm) | .24 in.<br>(6.1 mm) | .24 in.<br>(6.1 mm) |
| ISO A4               | .07 in.<br>(1.8 mm) | .46 in.<br>(10.9 mm) | .13 in.<br>(3.4 mm) | .13 in.<br>(3.4 mm) |

## Paper specifications

### Paper-tray capacities

| Type              | Paper Weight                   | Input Tray* | Output Tray† |
|-------------------|--------------------------------|-------------|--------------|
| Plain paper       | 16 to 24 lb.<br>(60 to 90 gsm) | 150         | 50           |
| Cards             | 110 lb. index max<br>(200 gsm) | 45          | 10           |
| Transparency film | N/A                            | 35          |              |

\* Maximum capacity

† Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the tray frequently.

### Paper sizes

| Type   | Size  |
|--------|---|
| Paper  | Letter: 8.5-by-11 in. (216-by-279 mm)<br>Legal: 8.5-by-14 in. (216-by-356 mm)<br>Executive: 7.25-by-10.5 in. (184-by-279 mm)<br>A4: 8.27-by-11.7 in. (210-by-297 mm)<br>A5: 5.8-by-8.3 in. (148-by-210 mm)<br>B5: 7.2-by 10.1 in. (182-by-257 mm) |
| Cards  | 3-by-5 in. (76-by-127 mm)<br>4-by-6 in. (102-by-152 mm)<br>5-by-8 in. (127-by-203 mm)<br>A6: 105-by-148.5 mm  |
| Custom | 3-by-5 in. up to 8.5-by-14 in. (77-by-77 up to 216-by-356 mm)   |

### Automatic document feeder (ADF) capacities

| Type    | Weight       | Quantity |
|---------|--------------|----------|
| Letter* | 16 to 24 lb. | 20       |
| A4      | 16 to 24 lb. | 20       |

\* Supports plain paper and most HP special papers. Does not support photo papers, transparency film, envelopes or labels.

## Power specifications

- Power consumption: 50W maximum
- Source (Input) Voltage: 100 to 240 VAC\*, grounded
- Input Frequency: 50 to 60 Hz
- Current: 1A maximum

\* Figures are based on using the AC adapter that came with your unit (HP part number 0950-2880).

## Environmental Specifications

- Recommended Operating Temperature Range: 15° to 35° C (59° to 95° F)
- Allowable Operating Temperature Range: 5° to 40° C (41° to 104° F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) Temperature Range: -40° to 70° C (-40° to 158° F)

## Physical specifications

- Height: 9.25 in. (235 mm)
- Width: 19.251 in. (4898 mm)
- Depth: 14.63 in. (372 mm)
- Weight: 22 lb. (9.98 kg)

## Additional specifications

- Memory: 4.0-MB ROM, 8.0-MB RAM
- Noise levels per ISO 9296:

| Sound Level   | Copying           | Sending Fax |
|---|-------------------|-------------|
| Sound Power, LwAd<br>(1B=10dB)                        | 6.1 B(A) or lower | 5.9 B(A)    |
| Sound Pressure, LpAm<br>(operator position: standing) | 52 dB(A) or lower | 52 dB(A)    |

## Certifications

Safety: CE, UL, cUL, NOM

EMC: CE, VCCI, VSMI, FCC, C-Tick

## Order print cartridges

| Print Cartridges          | HP Reorder Number |
|---------------------------|-------------------|
| HP black print cartridges | 51645A, 51645G    |
| HP color print cartridges | C6578A, C6578D    |

If you have Internet access, you can get more information from the HP Web site at:

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

## Regulatory information

The following sections describe product requirements from various regulatory agencies.

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

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line may result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state's public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

- Remain on the line and explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours, such as early morning or late evening.

**NOTICE:** The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the user instructions.

## Regulatory notices

The following sections are statements from various regulatory agencies.

### FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

**Declaration of Conformity:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is not guarantee that interference will not occur in a

particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separate between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Product Regulations Manager, Hewlett-Packard Company, San Diego, 858-655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: *How to Identify and Resolve Radio-TV Interference Problems*. This booklet is available from the U.S. Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

---

**CAUTION**

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company, may cause harmful interference and void the FCC authorization to operate this equipment.

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### DOC statement / Déclaration de conformité (Canada)

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministre des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

#### Notice to users of the Canadian telephone network

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

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**CAUTION**

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

---

**Notice:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.3B, based on FCC Part 68 test results.

**Notice to all users of the European Economic Area (EEA)**



This product is designed to work with the analog telephone networks in the following countries:

|         |            |             |
|---------|------------|-------------|
| German  | UK         | Netherlands |
| France  | Spain      | Italy       |
| Belgium | Luxembourg | Switzerland |
| Austria | Denmark    | Sweden      |
| Norway  | Finland    | Ireland     |
| Greece  | Portugal   |             |

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if addition product support is necessary.

This equipment comes with a telephone connector specific to the country where it was purchased.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

**Notice to users of the Irish telephone network**

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

**Notice to users of the German telephone network**

This equipment is designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with this product, into the wall socket (TAE 6) code N. This product can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

**Geräuschemission**

LpA < 70 dB  
 am Arbeitsplatz  
 im Normalbetrieb  
 nach DIN 45635 T. 19

**For non-European customers**

**This product is approved for use only in the country in which it was purchased.** Local country laws may prohibit the use of this product outside the country of purchase. It is strictly forbidden by law in virtually every country to connect nonapproved telecommunications equipment (fax machines) to public telephone networks.

**Notice to users of the Korean telephone network**

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용될 수 있습니다.

## Declaration of Conformity

According to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name and Address:**

Hewlett-Packard Company, 16399 West Bernardo Drive, San Diego, CA 92127-1899, USA

**declares that the product**

Product Name: HP Fax 1200 Series  
 Model Number(s): C6747A, C8664A (EU/Aust./New Zealand only)  
 Product Options: 1220 (C8461), 1220xi (C8462)

**conforms to the following Product Specifications:**

Safety: EN60950:1992 +A1, A2, A3, A4, and A11  
 IEC60950: 1991 +A1, A2, A3, and A4  
 UL1950, 3rd Edn: 1995  
 CSA22.2 No. 950 3rd Edn: 1995  
 NOM-019-SCFI-1993

EMC: CISPR22:1997 / EN55022:1998  
 CISPR24:1997 / EN55024:1998  
 EN55024-1:1998  
 IEC 61000-4-2:1995 / EN61000-4-2:1995  
 IEC 61000-4-3:1995 / EN61000-4-3:1996  
 IEC 61000-4-4:1995 / EN61000-4-4:1995  
 IEC 61000-4-5:1995 / EN61000-4-5:1995  
 IEC 61000-4-6:1996 / EN61000-4-6:1996  
 IEC 61000-4-8:1993 / EN61000-4-8:1993  
 IEC 61000-4-11:1994 / EN61000-4-11:1994  
 IEC 61000-3-2:1995 / EN61000-3-2:1995  
 IEC 61000-3-3:1995 / EN61000-3-3:1995  
 AS / NZS 3548:1992  
 Taiwan CNS13438  
 FCC Part 15 – Class B / ICES-003, Issue 2 / VCCI-2

Telecom: TBR21 (1998)  
 EG201 121 (1998)

**Supplementary Information:**

The Product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, EMC Directive 89/336/EEC, and the R+TTE Directive 1999/5/EC, and carries the CE marking accordingly.

European Contact: Your local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH.  
 Department HQ-TRE, Herrenberger Strasse 130, D-71034 Böblingen (FAX + 49-7031-14-3143)



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# HP Fax Menu

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| <b>2: Fax Functions</b>      | <ul style="list-style-type: none"><li>1: Scan and Fax Black Only</li><li>2: Send Fax Later Black Only</li><li>3: Fax Forwarding Black Only</li><li>4: Polling to Receive</li></ul>  |
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Use **Menu** to display the menu options.  
Use **←** and **→** to move to the setting you want.  
Press **ENTER** to select the displayed setting.

## Visit the HP All-in-One Information Center.

It's everything you need to get the most value from your HP Fax.

- Technical Support
- Supplies and Ordering Information
  - Project Tips
- Ways to Enhance Your Product

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

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