

HP LaserJet MFP
Analog Fax Accessory 300
Send Fax Driver

Fax Guide

Copyright Information

© 2005 Copyright
Hewlett-Packard Development
Company, L.P.

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

The information contained
herein is subject to change
without notice.

The only warranties for HP
products and services are set
forth in the express warranty
statements accompanying such
products and services. Nothing
herein should be construed as
constituting an additional
warranty. HP shall not be liable
for technical or editorial errors or
omissions contained herein.

Part number: XXXX-XXXX

Edition 1, 12/2005

Trademark Credits

Windows® is a U.S. registered
trademark of the Microsoft
Corporation.

Contents

1 Setting up

System requirements	2
Operating system	2
Displays	2
Printer	2
Hardware	2
Network	2
Installing the MFP Send Fax driver	2
Determining if the MFP Send Fax driver is supported by the MFP	3
Upgrading the MFP firmware and downloading the driver	3
Verifying that the MFP e-mail feature is configured (optional)	5
Configuring the billing code feature (optional)	5
Installing the driver	6
Uninstalling the HP MFP Send Fax driver	16

2 Faxing

Sending a fax to a single recipient	18
Sending a fax to multiple recipients	20
Sending a fax by using the phone book	23
Canceling a fax job	27
Inserting special characters in the fax number	27
Editing the phone book	28
Adding names to the phone book	28
Removing names from the phone book	30
Editing names in the phone book	31

3 Configuration

Setting the sender information	34
Setting the fax quality	35
Setting the notification settings	36
Setting the cover page information	38
Setting the preview preference	39
Setting the fax driver printer preferences	39
Setting the billing code configuration	41

4 Troubleshooting

Functional errors	44
The test page does not print	44
The e-mail notification is disabled	44
An e-mail confirmation is not received	45
PC FAX SEND does not appear on the MFP control panel	45

The bitmap does not appear or print on the cover page	46
The preview does not appear	46
A billing code is required after disabling the feature	46
The billing code text box does not appear.	47
The default fields do not refresh	48
Changed settings do not take effect	49
Changed settings do not take effect in a Point and Print installation	50
Warning messages	50
PC fax feature may be disabled at the MFP warning	50
Cover page functionality will not be available warning	51
Error messages	52

1 Setting up

You can use the HP LaserJet MFP Send Fax driver to send faxes from your computer to one or more HP multifunction peripherals (MFP). After it is installed, the driver can be accessed by printing to the MFP Send Fax printer driver.

This guide describes the fax functions that are included with the MFP Send Fax driver and provides instructions about the following tasks:

- Install the fax driver
- Send faxes
- Configure fax settings
- Troubleshoot problems

System requirements

Operating system

The MFP Send Fax driver is supported on the following operating systems:

- Windows 2000
- Windows XP
- Windows XP Professional x64
- Windows Server 2003
- Windows Server 2003 x64

Displays

The MFP Send Fax module supports display types that have a super video graphics adapter (SVGA) resolution of 800 x 600 pixels or greater.

Printer

The following products support the MFP Send Fax driver:

- HP LaserJet 4345mfp
- HP Color LaserJet 4730mfp
- HP LaserJet 9040mfp
- HP LaserJet 9050mfp
- HP Color LaserJet 9500mfp

Hardware

The HP LaserJet MFP Analog Fax Accessory 300 must be installed in the MFP before installing the MFP Send Fax driver. See the *HP LaserJet MPF Analog Fax Accessory 300 Fax Guide* for more information about installing this hardware.

Network

The MFP Send Fax printer driver must be used on a network printer. It is not intended to be used on a local printer.

Installing the MFP Send Fax driver

This section provides instructions about the following tasks:

- Determining if the MFP Send Fax driver is supported by the MFP
- Upgrading the MFP firmware and downloading the driver

- Verifying that the MFP e-mail feature is configured (optional)
- Configuring the billing code feature (optional)
- Installing the driver

Determining if the MFP Send Fax driver is supported by the MFP

The most current versions of the MFP firmware contain support for the MFP Send Fax driver. To determine if your MFP firmware supports the MFP Send Fax driver, use the following steps:

- 1 On the MFP control panel, press **Menu**.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **PC FAX SEND**.

Note

If **PC FAX SEND** does not appear in your MFP menu, upgrade the MFP firmware.

- 5 Touch **ENABLED**.
- 6 Touch **EXIT**.

Upgrading the MFP firmware and downloading the driver

To upgrade the MFP firmware and download the MFP Send Fax driver, use the following steps:

- 1 View the configuration information on the MFP control panel to determine the current firmware version.
 - a On the MFP control panel, press **Menu**.
 - b Touch **INFORMATION**.
 - c Touch **PRINT CONFIGURATION**. The configuration page prints.
 - d The firmware datecode is listed in the section called Device Information.

Note

The firmware datecode is in the following format: YYYYMMDD XX.XXX.X. The first string of numbers is the date, where YYYY represents the year, MM represents the month, and DD represents the date. For example, a firmware datecode that begins with 20040225 represents February 25, 2004. The second string of numbers represents the revision number of the firmware.

- 2 Go to **Software & driver downloads** for your MFP.
 - a Go to www.hp.com .
 - b Type the MFP model number in the **Search** text box and press **Enter**.
 - c In the **Select a product** pane in the **Search results** window, select the specific MFP model number where the firmware will be installed.
 - d In the **Product Quick Links** pane, click **Software & driver downloads**.
- 3 Download the most current firmware.
 - a In the **Select operating system** pane, click **Cross operating system (BIOS, Firmware, Diagnostics, etc.)**.
 - b If the date that is listed in the Firmware table is more recent than the datecode that is printed on the MFP configuration page, click **Download** next to the appropriate file.

Note

Different firmware files are available for the various operating systems.

- c In the **File Download** dialog box that opens, click **Save**.
 - d In the **File Name** text box in the **Save As** window that opens, type the location on your computer where you want to save the firmware update file.
 - e Click **Save**.
 - f After the file has been downloaded, close the **File Download** dialog box, if necessary.
- 4 Download the MFP Send Fax driver.
 - a Click **Back** to return to the **Select operating system** pane.

Note

If you do not return to the **Select operating system** pane when you click **Back**, see step 2 for instructions about navigating to the **Select operating system** pane.

- b In the **Select operating system** pane, click the appropriate operating system.

Note

The MFP Send Fax driver is supported on Windows 2000, Windows XP, Windows XP Professional x64, Windows Server 2003, and Windows Server 2003 x64.

- c In the Driver table that appears, click **Download** next to the HP MFP Send Fax driver.

- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **BILLING CODE**.
- 5 Touch **CUSTOM** to open the billing code screen.
- 6 Use the up and down arrows to select the minimum number of digits in the billing code.
- 7 Touch **OK** to enable the billing code feature.

Note

Touch **OFF** to disable the billing code feature.

Installing the driver

To install the MFP Send Fax driver by using the Add a Printer wizard in Windows, use the following steps:

- 1 In Windows Explorer, double-click on the downloaded MFP Send Fax driver executable file to extract the driver files.
- 2 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 3 In the **Printer Tasks** pane in the **Printers and Faxes** window, click **Add a printer**.
- 4 In the **Add Printer Wizard** welcome dialog box, click **Next**.
- 5 Under **Local or Network Printer**, select **Local printer attached to this computer**. Click **Next**.



Note

Select **Local printer attached to this computer** to install the MFP Send Fax driver on a network printer. The printer name is HP MFP Send Fax when the driver is installed on a local printer.

If you select **A network printer, or a printer attached to another computer**, then the IP address of the computer is required. Some features, such as fax preview, are not available if the driver is installed by using the network printer installation (Point and Print).

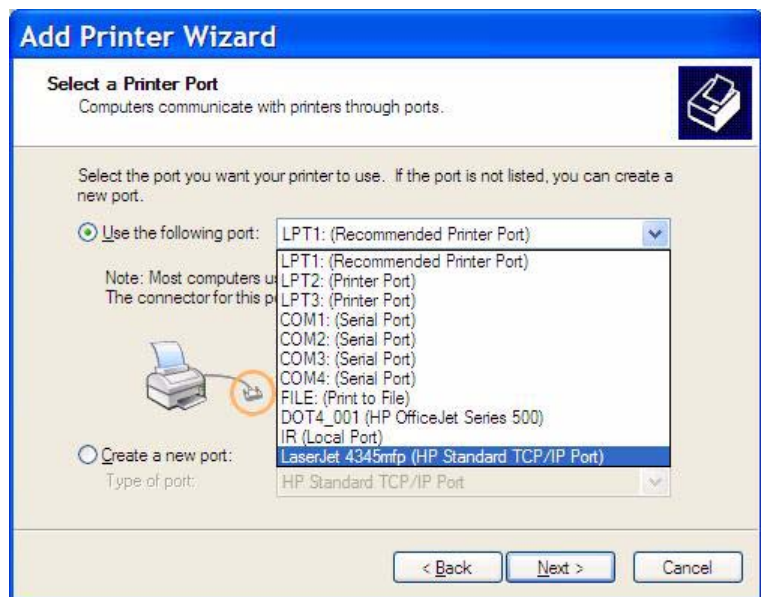
The MFP Send Fax driver cannot be installed on a printer that is connected to the computer by a serial or parallel port. It must be on a network.

-
- 6** If your computer is already connected to the MFP, under **Select a Printer Port**, select **Use the following port**.

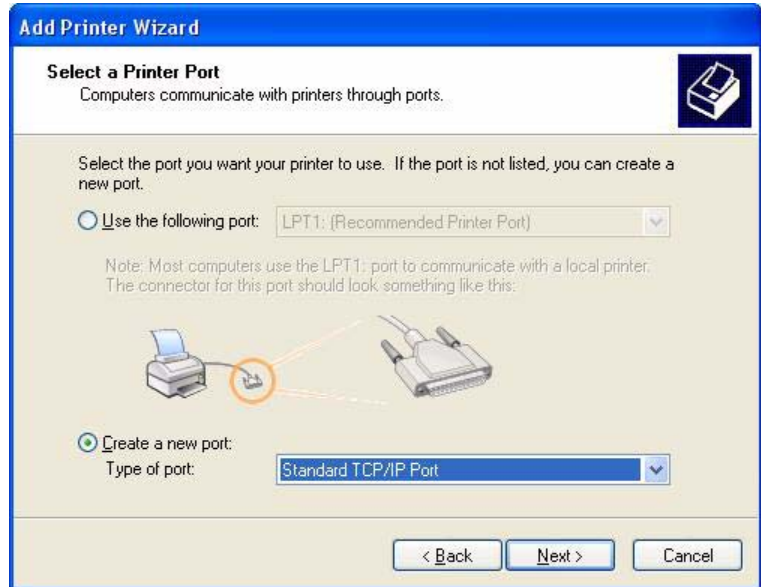
Note

If your computer is not connected to the MFP, go to step 8.

- 7** In the **Use the following port** drop-down menu, select the name or IP address of the MFP. Click **Next** and then go to step 13.



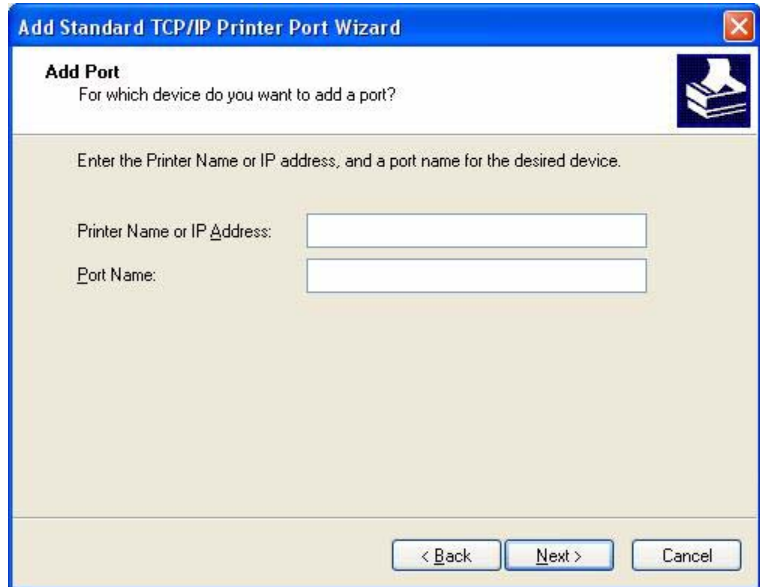
- 8 If your computer is not connected to the MFP, select **Create a new port** under **Select a Printer Port**.



- 9 In the **Type of port** drop-down menu, select **Standard TCP/IP Port**. Click **Next**.
- 10 In the **Add Standard TCP/IP Printer Port Wizard** dialog box, click **Next**.



- 11 Under **Add Port**, type the MFP printer name or IP address in the **Printer Name or IP Address** text box and then click **Next**.

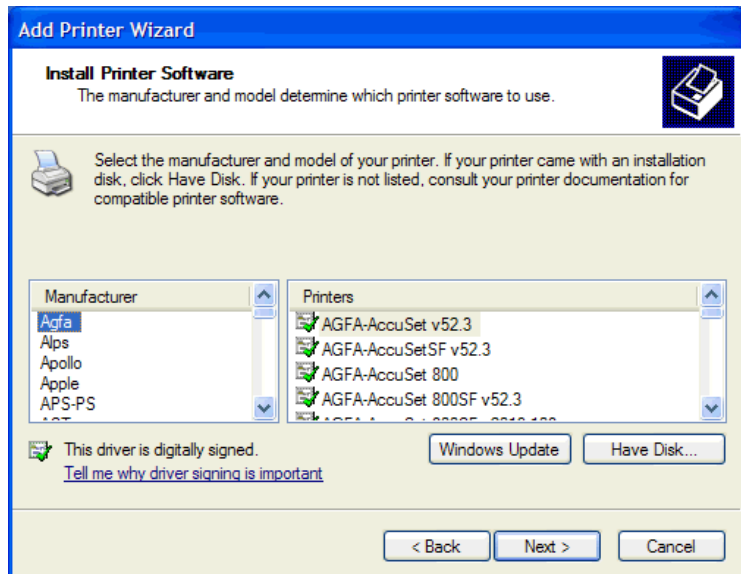


Note

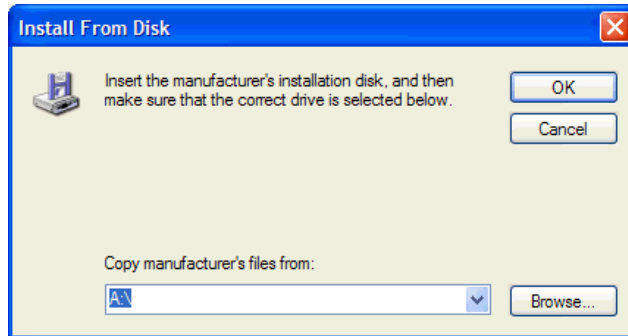
The default port name is the name that you typed in the **Printer Name or IP Address** text box. You can change this name by typing a new name in the **Port Name** text box.

- 12 Click **Finish**.

- 13 Under **Install Printer Software**, click **Have Disk**.



- 14 In the **Install From Disk** dialog box, click **Browse**.



- 15 Browse to and select the MFP Send Fax driver .INF file extracted in step 1.

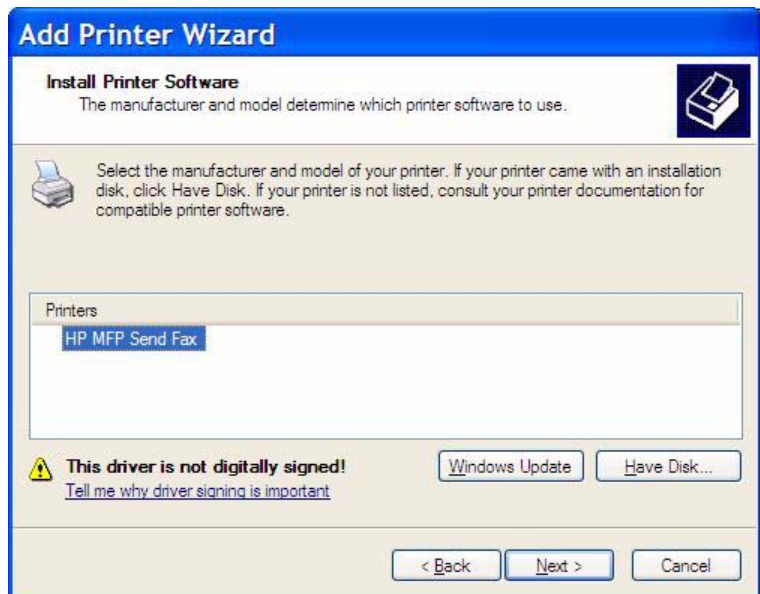
Note

Two versions of the .INF file are available: a 32-bit version for Windows 2000, Windows XP, and Windows Server 2003 and a 64-bit version for Windows XP Professional x64 and Windows Server 2003 x64.

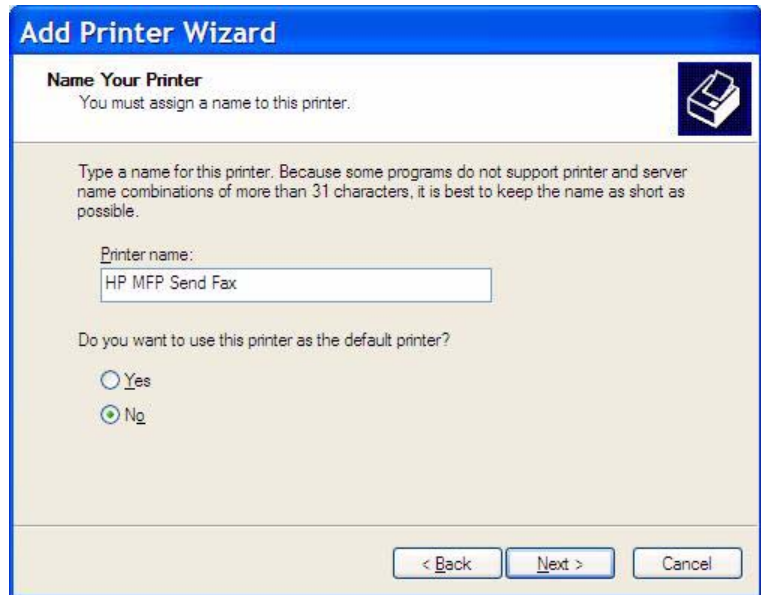
A **The specified location does not contain information about your printer** message appears if you select the wrong version of the file.

- 16 Click **OK**.

- 17 Under **Install Printer Software**, click **Next**.



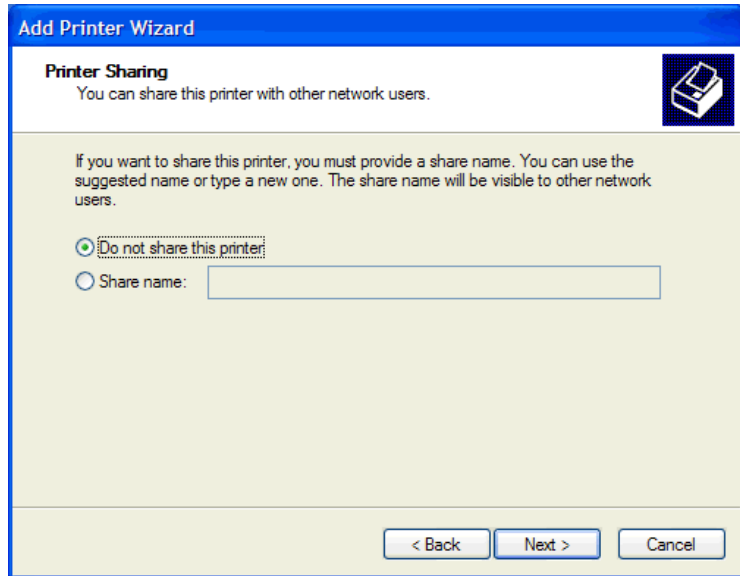
- 18** In the **Printer name** text box under **Name Your Printer**, type a name for the printer. The default printer name is HP MFP Send Fax.



The screenshot shows a Windows-style dialog box titled "Add Printer Wizard". The current step is "Name Your Printer", which includes a printer icon in the top right corner. Below the title, it says "You must assign a name to this printer." The main area contains instructions: "Type a name for this printer. Because some programs do not support printer and server name combinations of more than 31 characters, it is best to keep the name as short as possible." There is a text input field labeled "Printer name:" containing the text "HP MFP Send Fax". Below this, it asks "Do you want to use this printer as the default printer?" with two radio button options: "Yes" (unselected) and "No" (selected). At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

- 19** Click **Next**.

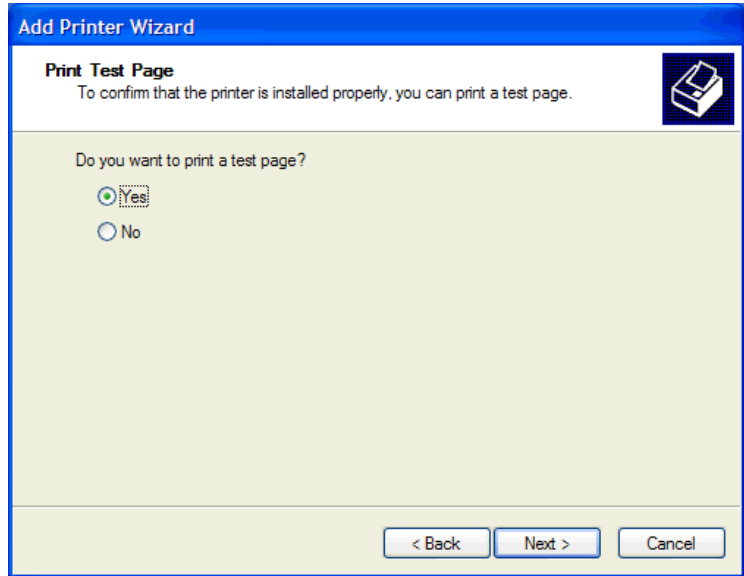
20 Under **Printer Sharing**, click **Next**.



Note

You can share the printer by selecting **Share name** on the **Printer Sharing** window. The MFP Send Fax driver is then available for a Point and Print connection. Some features, such as fax preview, are not available if the driver is accessed by using a Point and Print connection.

- 21 Under **Print Test Page**, select **Yes** to print a test page and then click **Next**.



Note

Selecting **Yes** to print a test page sends a fax. No page is printed.

- a On the **Completing the Add Printer Wizard** dialog box, click **Finish** to complete the wizard and continue sending a test fax.

- b In the **HP MFP Send Fax** dialog box, click the **Fax Job** tab.

The screenshot shows the 'HP MFP Send Fax' dialog box with the 'Setup' tab selected. The dialog has a blue title bar with a question mark icon and a close button. Below the title bar are two tabs: 'Fax Job' and 'Setup'. The 'Setup' tab contains the following sections:

- Edit Defaults...** button
- Sender Information** section with four text input fields: 'Sender Name', 'Fax Number', 'Company Name', and 'Voice Phone Number'.
- Fax Quality** section with a 'Resolution' label and three radio buttons: 'Standard' (selected), 'Fine', and 'Superfine'.
- Notification** section with a 'Notification' label and three radio buttons: 'None' (selected), 'This Job', and 'On Error'. Below this is a 'Type' label with two radio buttons: 'Print' and 'E-mail' (selected). An 'Email Address' label is followed by a text input field.
- Preview** section with a checkbox labeled 'Show Preview Before Sending Fax'.

At the bottom right of the dialog are three buttons: 'Send', 'Cancel', and 'Help'.

Note

The **Setup** information is not required to send a test page.

To set the default sender information and fax settings for all faxes, see “Configuration” on page 33.

- c In the **Fax Number** text box under **Fax To**, type the fax number where the test page will be sent.

HP MFP Send Fax

Fax Job Setup

Fax To

Recipient Name: [dropdown]

Fax Number: (required) [text box]

Company Name: [text box]

Add to Phone Book Clear Fields

Fax Recipients

Name	Number

Delete

Include With Fax

Cover Page (Single recipient only)

Notes: [text area]

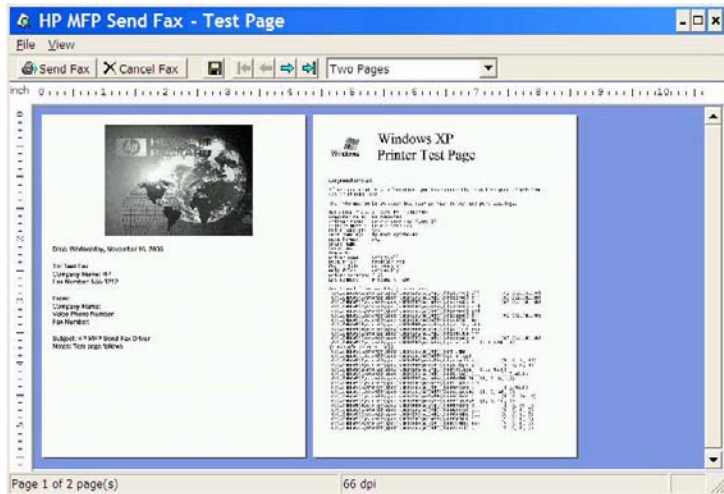
Subject: [text box]

Image: [text box] Browse

Send Cancel Help

- d Click **Send**.

- e The preview window opens if you selected **Show Preview Before Sending Fax** on the **Setup** tab. On the toolbar, click **Send Fax**.



- f A message appears asking if the test page printed. Verify that the test page printed on the receiving fax machine and then click **OK**.

Note

The test page is delivered to the fax number that you typed in the **Fax Number** text box on the **Fax Job** tab.

Uninstalling the HP MFP Send Fax driver

To uninstall the MFP Send Fax driver, use the following steps:

- 1 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 2 In the **Printers and Faxes** window, right-click the MFP printer where MFP Send Fax is installed and then click **Delete**.
- 3 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 4 Right-click in the **Printers and Faxes** window and then click **Server Properties**.
- 5 In the **Print Server Properties** dialog box, click **Drivers**.
- 6 Select the MFP Send Fax driver and then click **Remove**.
- 7 Click **OK**.

2 Faxing

This chapter provides information about sending faxes and using the MFP Send Fax phone book:

- Sending a fax to a single recipient
- Sending a fax to multiple recipients
- Sending a fax by using the phone book
- Canceling a fax job
- Inserting special characters in the fax number
- Editing the phone book

Sending a fax to a single recipient

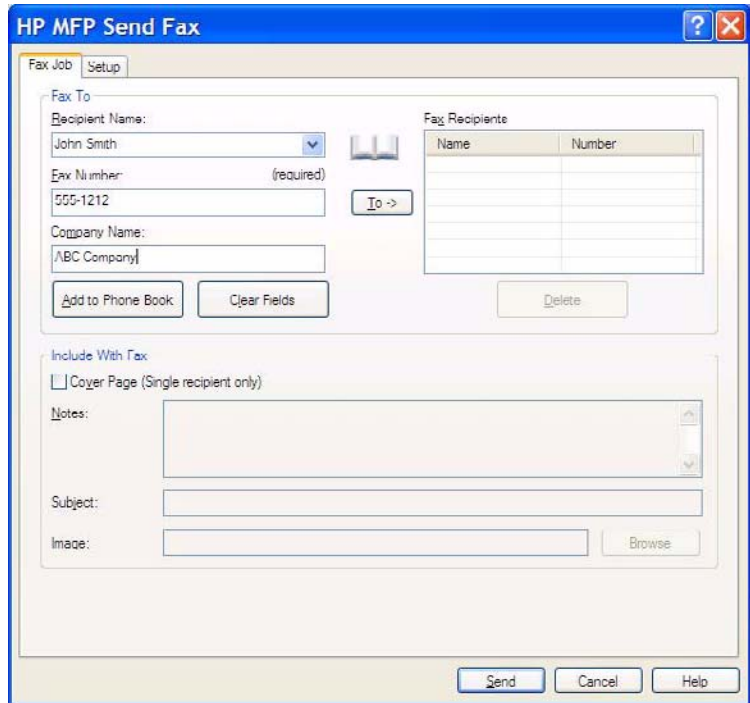
To send a fax to a single recipient, use the following steps:

- 1 Open the document to be faxed in the software program in which it was created.
- 2 Click **File** and then click **Print**.
- 3 Select the HP MFP Send Fax driver from the list of printers.
- 4 Click **OK** or **Print**.

Note

Click the button that sends a document to the printer. This might not be labeled the same way in all programs.

- 5 Under **Fax To** in the **HP MFP Send Fax** dialog box, type the recipient name, fax number, and company name. The fax number is the only required information.



Note

See “Inserting special characters in the fax number” on page 27 for a list of special characters that you can use in the **Fax Number** text field.

- 6 Click **Add to Phone Book** to add the recipient information to the MFP Send Fax phone book. This step is optional.

Note

Click **Clear Fields** to remove all of the values in the Recipient Name, Fax Number, and Company Name text boxes.

- 7 The default cover page information appears under **Include With Fax** in the **HP MFP Send Fax** dialog box. This information can be changed for any individual fax job.

Note

To set the default cover page settings for all faxes, see “Configuration” on page 33.

- 8 If the billing code feature is enabled, type the billing code under **Billing Information** in the **HP MFP Send Fax** dialog box. The billing code can be changed for any individual fax job.

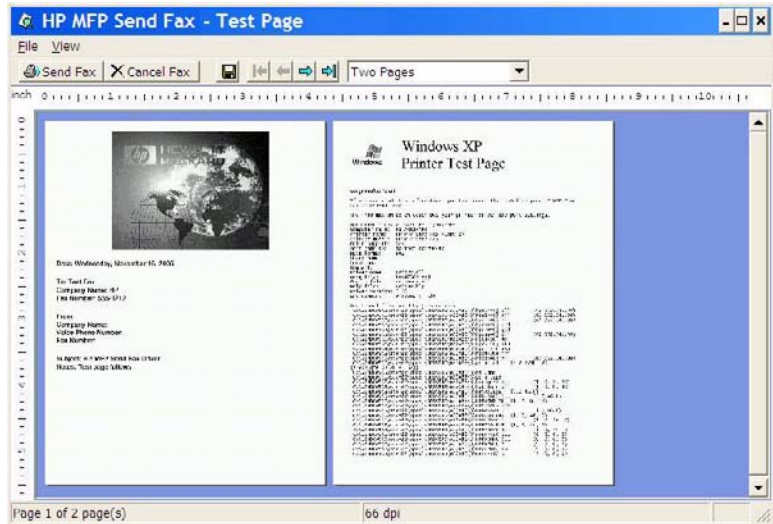
The screenshot shows the 'HP MFP Send Fax' dialog box with the 'Fax Job' tab selected. The 'Fax To' section includes a 'Recipient Name' dropdown, a 'Fax Number' field (marked as required), and a 'Company Name' field. There are 'Add to Phone Book' and 'Clear Fields' buttons below these fields. The 'Fax Recipients' section features a table with columns for 'Name' and 'Number', and buttons for 'To ->' and 'Delete'. The 'Include With Fax' section has a checkbox for 'Cover Page (Single recipient only)'. Below that is a 'Notes' text area, a 'Subject' field, and an 'Image' field with a 'Browse' button. The 'Billing Information' section contains a 'Billing Code' field. At the bottom of the dialog are 'Send', 'Cancel', and 'Help' buttons.

- 9 To send the fax with the default sender, fax quality, notification information, and preview preferences, click **Send**.

Note

Click the **Setup** tab in the **HP MFP Send Fax** dialog box to view the sender, fax quality, notification, and preview settings. This information can be changed for any individual fax job. Click **Send** to send the fax.

- 10 If you selected **Show Preview Before Sending Fax** on the **Setup** tab, a preview of the fax job appears. Review the fax for accuracy.



Note

The preview function is not available when you use Point and Print.

Point and Print is a Windows feature that you can use to connect, print, or fax to a remote printer without using installation disks. Files and configuration information are automatically downloaded from the print server to the client.

- 11 Click **View** or use the zoom drop-down menu to change the size of the document preview.
- 12 Click the arrow buttons to navigate through the document.
- 13 Click **Send Fax** to send the fax or click **Cancel Fax** to edit the fax settings.

Sending a fax to multiple recipients

To send a fax to a multiple recipients, use the following steps:

- 1 Open the document to be faxed in the software program in which it was created.
- 2 Click **File** and then click **Print**.
- 3 Select the HP MFP Send Fax driver from the list of printers.

- Click **OK** or **Print**.

Note

Click the button that sends a document to the printer. This might not be labeled the same way in all programs.

- Under **Fax To** in the **HP MFP Send Fax** dialog box, type the recipient name, fax number, and company name.

Name	Number

Note

The fax number is the only required information. See “Inserting special characters in the fax number” on page 27 for a list of special characters that you can use in the **Fax Number** text field.

- Click **Add to Phone Book** to add the recipient information to the MFP Send Fax phone book. This step is optional.

Note

Click **Clear Fields** to remove all of the values in the Recipient Name, Fax Number, and Company Name text boxes.

- Click **To ->** to add the recipient information to the **Fax Recipients** field.

- Repeat steps 5 through 7 for each fax recipient. The fax is sent to all of the names that appear in the **Fax Recipients** field.

Note

Cover Page (Single recipient only) is disabled when the second recipient is added to the **Fax Recipients** field. A cover page cannot be used when you send faxes to multiple recipients.

- 9 If the billing code feature is enabled, type the billing code under **Billing Information** in the **HP MFP Send Fax** dialog box. The billing code can be changed for any individual fax job.

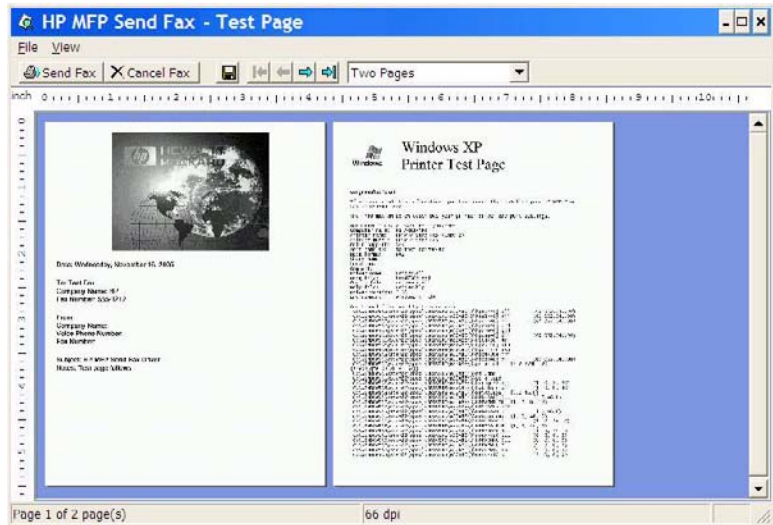
Name	Number

- 10 To send the fax with the default sender, fax quality, notification information, and preview preferences, click **Send**.

Note

Click the **Setup** tab on the **HP MFP Send Fax** dialog box to view the sender, fax quality, notification, and preview settings. This information can be changed for any individual fax job. Click **Send** to send the fax.

- 11 If you selected **Show Preview Before Sending Fax** on the **Setup** tab, a preview of the fax job appears. Review the fax for accuracy.



Note

The preview function is not available when you use Point and Print.

Point and Print is a Windows feature that you can use to connect, print, or fax to a remote printer without using installation disks. Files and configuration information are automatically downloaded from the print server to the client.

- 12 Click **View** or use the zoom drop-down menu to change the size of the document preview.
- 13 Click the arrow buttons to navigate through the document.
- 14 Click **Send Fax** to send the fax or click **Cancel Fax** to edit the fax settings.

Sending a fax by using the phone book

To send a fax by using the phone book, use the following steps:

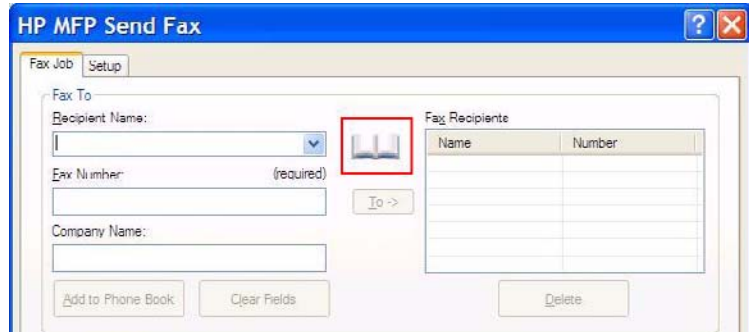
- 1 Open the document to be faxed in the software program in which it was created.
- 2 Click **File** and then click **Print**.
- 3 Select the HP MFP Send Fax driver from the list of printers.

- 4 Click **OK** or **Print**.

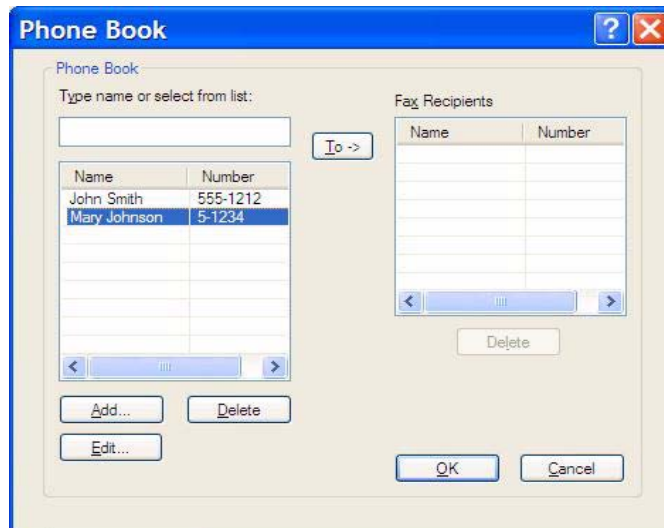
Note

Click the button that sends a document to the printer. This might not be labeled the same way in all programs.

- 5 Under **Fax To** in the **HP MFP Send Fax** dialog box, click the book icon.



- 6 In the **Phone Book** dialog box, select the name of each fax recipient and click **To ->** to populate the **Fax Recipients** field.



- 7 After you have added all of the fax recipients to the **Fax Recipients** field, click **OK**.

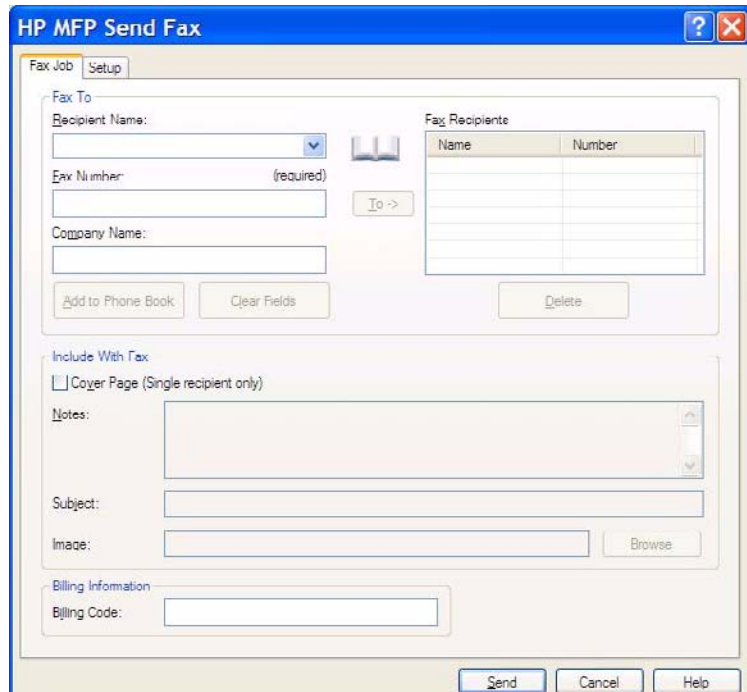
- Under **Include With Fax** in the **HP MFP Send Fax** dialog box, clear **Cover Page (Single recipient only)** if it is selected.

Note

A cover page cannot be used when sending faxes to multiple recipients. If you do not clear **Cover Page (Single recipient only)**, the following error message appears:



-
- If the billing code feature is enabled, type the billing code under **Billing Information** in the **HP MFP Send Fax** dialog box. The billing code can be changed for any individual fax job.

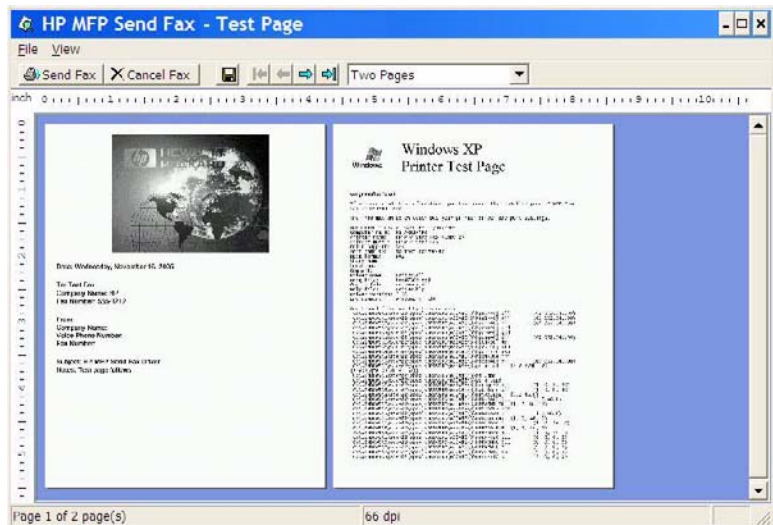


- To send the fax to all of the fax recipients with the default sender, fax quality, notification information, and preview preferences, click **Send**.

Note

Click the **Setup** tab on the **HP MFP Send Fax** dialog box to view the sender, fax quality, notification, and preview settings. This information can be changed for any individual fax job. Click **Send** to send the fax.

- If you selected **Show Preview Before Sending Fax** on the **Setup** tab, a preview of the fax job appears. Review the fax for accuracy.



Note

The preview function is not available when you use Point and Print.

Point and Print is a Windows feature that you can use to connect, print, or fax to a remote printer without using installation disks. Files and configuration information are automatically downloaded from the print server to the client.

- Click **View** or use the zoom drop-down menu to change the size of the document preview.
- Click the arrow buttons to navigate through the document.
- Click **Send Fax** to send the fax or click **Cancel Fax** to edit the fax settings.

Canceling a fax job

Three methods are available to cancel a fax job:

- 1 Click **Cancel Fax** in the fax preview window.
- 2 On the MFP control panel, press the fax icon and then press the red **Stop/Cancel** button.

Note

The status message Processing job must appear on the MFP when the red **Stop/Cancel** button is pressed to cancel the fax.

- 3 On the MFP control panel, cancel faxes by using the fax menus.
 - a On the MFP control panel, press **Menu**.
 - b Scroll to and touch **FAX**.
 - c Scroll to and touch **CANCEL CURRENT TRANSMISSION**.

Note

Scroll to and touch **CANCEL ALL PENDING TRANSMISSIONS** to cancel all of the pending fax transmissions.

- d Touch **EXIT**.

Inserting special characters in the fax number

The **Fax Number** text field accepts special characters in addition to the numbers 0 through 9.

Table 1: Special characters

Special Character	Function
-	Use a hyphen in the fax number to make the number easier to read.
()	Use parenthesis in the fax number to make the number easier to read.
[]	Use an opening and closing bracket to hide a portion of the fax number so that it does not print on the fax cover sheet, call reports, or e-mail confirmations. For example, a fax number might include a calling-card access code. Type brackets around the calling-card access code portion of the fax number to prevent showing this information.
*	The asterisk is transmitted as a touch-tone.
#	The number sign is transmitted as a touch-tone.

Table 1: Special characters

Special Character	Function
,	A comma represents a 2-second pause when the fax number is dialed. Use multiple commas for a longer pause during dialing.

Editing the phone book

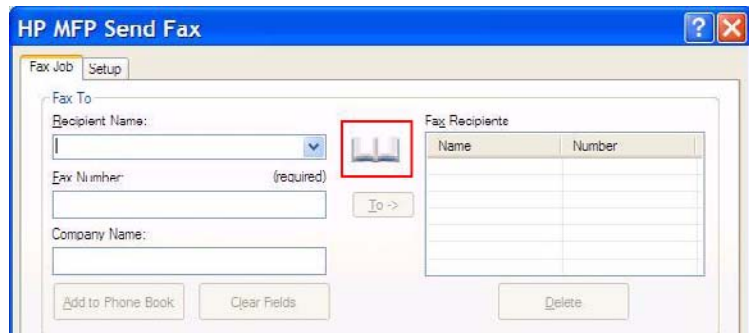
The phone book can be used to store the contact information that appears under **Fax To** in the **HP MFP Send Fax** dialog box. Names can be added and removed from the phone book.

The MFP Send Fax phone book is saved in the system registry. HP does not recommend editing or copying this file.

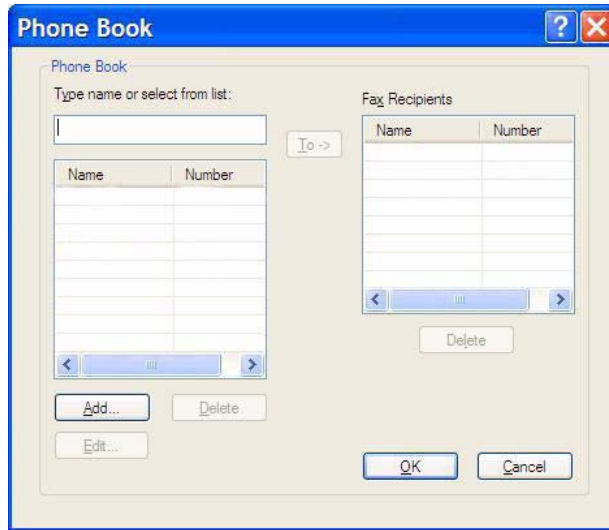
Adding names to the phone book

To populate the phone book, use the following steps:

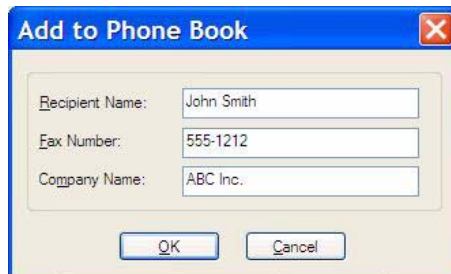
- 1 Under **Fax To** in the **HP MFP Send Fax** dialog box, click the book icon.



- 2 In the **Phone Book** dialog box, click **Add**.



- 3 In the **Add to Phone Book** dialog box, type the recipient name, fax number, and company name in the text boxes.



- 4 Click **OK**.
- 5 In the **Phone Book** dialog box, click **Add** to add additional names.
- 6 Click **OK** when you are finished adding names to the phone book.

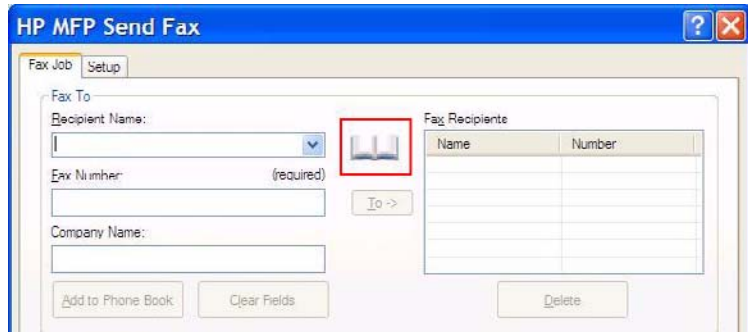
Note

Contacts cannot be imported into the MFP Send Fax phone book from external e-mail programs.

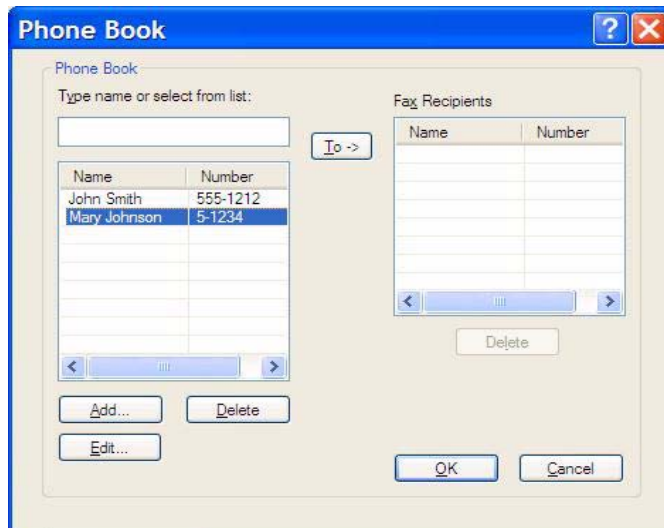
Removing names from the phone book

To remove names from the phone book, use the following steps:

- 1 Under **Fax To** in the **HP MFP Send Fax** dialog box, click the book icon.



- 2 In the **Phone Book** dialog box, select the name that you want to delete and then click **Delete**.

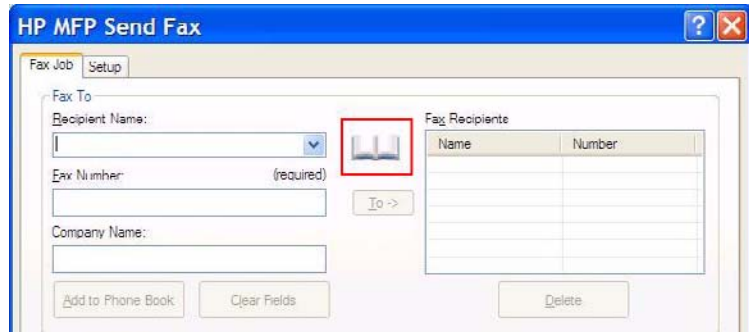


- 3 Click **OK** when you are done deleting names from the phone book.

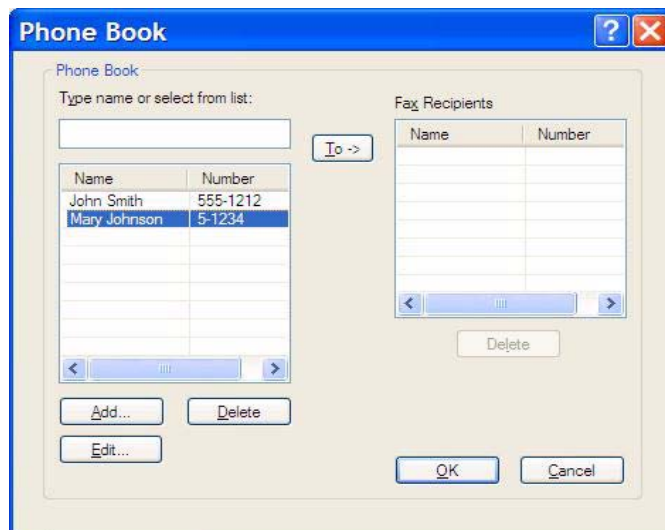
Editing names in the phone book

To edit names in the phone book, use the following steps:

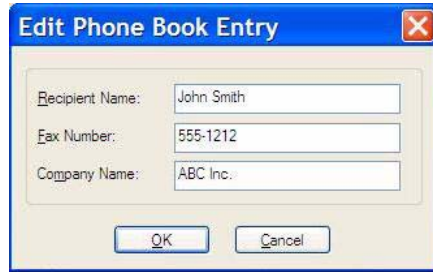
- 1 Under **Fax To** in the **HP MFP Send Fax** dialog box, click the book icon.



- 2 In the **Phone Book** dialog box, select the name that you want to edit and then click **Edit**.



- 3 In the **Edit Phone Book Entry** dialog box, edit the recipient name, fax number, and company name in the text boxes.



The image shows a screenshot of a software dialog box titled "Edit Phone Book Entry". The dialog box has a blue title bar with a close button (an 'X' in a red square) on the right. The main area is light gray and contains three text input fields. The first field is labeled "Recipient Name:" and contains the text "John Smith". The second field is labeled "Fax Number:" and contains the text "555-1212". The third field is labeled "Company Name:" and contains the text "ABC Inc.". At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

- 4 Click **OK** when you are done editing.

3 Configuration

This chapter provides information about configuring the default settings for the MFP Send Fax driver by using the **Edit Defaults** button on the **Setup** tab:

- Setting the sender information
- Setting the fax quality
- Setting the notification settings
- Setting the cover page information
- Setting the preview preference
- Setting the fax driver printer preferences
- Setting the billing code configuration

Note

The default settings might have been set during the installation process.

Setting the sender information

The default sender information is included on all faxes that you send using the MFP Send Fax driver, including cover pages. The sender information can be changed for individual faxes using the text fields on the **Setup** tab.

Note

A cover page cannot be used when you send faxes to multiple recipients.

To set the default sender information, use the following steps:

- 1 On the **Setup** tab, click **Edit Defaults**.
- 2 Under **Sender Information** in the **Default Settings** dialog box, type the default sender name, company name, fax number, and voice phone number.

The image shows a screenshot of the 'Default Settings' dialog box. The 'Sender Information' section is highlighted with a red border. It contains four text input fields: 'Sender Name', 'Company Name', 'Fax Number', and 'Voice Phone Number'. Below this section are other settings: 'Fax Quality' with radio buttons for 'Standard', 'Fine', and 'Superfine'; 'Notification' with radio buttons for 'None', 'This Job', and 'On Error'; 'Type' with radio buttons for 'Print' and 'E-mail'; an 'E-mail Address' text field; an 'Include With Fax' section with a checkbox for 'Cover Page (Single recipient only)'; a 'Notes' text area; a 'Subject' text field; an 'Image' text field with a 'Browse' button; and a 'Preview' section with a checkbox for 'Show Preview Before Sending Fax'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

Note

The information in the sender information fields on the **Setup** tab is updated the *first time that* the sender information is entered in the sender information fields in the **Default Settings** dialog box. If the default sender information is changed later, the sender information fields on the **Setup** tab are *not* refreshed. The changes are saved, but the information does not appear in the dialog box. To show the new information, exit from the MFP Send Fax driver and then restart the driver.

3 Click **OK**.

Note

To set all of the default information at the same time, select the fax quality, notification, cover page, and preview settings and then click **OK**.

Setting the fax quality

The fax quality setting defines the resolution that the MFP uses to send the fax. The quality settings are as follows:

- Standard: 200 x 100 dots per inch (dpi)
- Fine: 200 x 200 dpi
- Superfine: 300 x 300 dpi

To set the fax quality, use the following steps:

1 On the **Setup** tab, click **Edit Defaults**.

- 2 Under **Fax Quality** in the **Default Settings** dialog box, select the default quality for sending faxes.

The image shows a 'Default Settings' dialog box with a blue title bar and standard window controls. The dialog is divided into several sections:

- Sender Information:** Contains text boxes for 'Sender Name', 'Company Name', 'Fax Number', and 'Voice Phone Number'.
- Fax Quality:** This section is highlighted with a red border. It contains three radio buttons: 'Standard' (selected), 'Fine', and 'Superfine'.
- Notification:** Contains radio buttons for 'None' (selected), 'This Job', and 'On Error'. Below them are radio buttons for 'Print' (selected) and 'E-mail', followed by an 'E-mail Address' text box.
- Include With Fax:** Contains a checkbox for 'Cover Page (Single recipient only)'. Below it is a 'Notes' text area with scroll arrows, a 'Subject' text box, and an 'Image' text box with a 'Browse' button.
- Preview:** Contains a checkbox for 'Show Preview Before Sending Fax'.

At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Help'.

- 3 Click **OK**.

Note

To set all of the default information at the same time, select the sender information, notification, cover page, and preview settings and then click **OK**.

Setting the notification settings

The notification settings determine when and how notification of the status of an outgoing fax is sent.

To change the notification settings, use the following steps:

- 1 On the **Setup** tab, click **Edit Defaults**.

- 2 Under **Notification** in the **Default Settings** dialog box, select when to receive notifications:
 - **None**: notification is not sent.
 - **This Job**: notification is sent when a fax is sent.
 - **On Error**: notification is sent when an error occurs.

The image shows a screenshot of the 'Default Settings' dialog box. The 'Notification' section is highlighted with a red border. In this section, the 'Notification' radio button is set to 'None', and the 'Type' radio button is set to 'Print'. The 'E-mail Address' text box is empty. Other sections include 'Sender Information' with fields for Sender Name, Company Name, Fax Number, and Voice Phone Number; 'Fax Quality' with radio buttons for Standard, Fine, and Superfine; and 'Include With Fax' with a checkbox for 'Cover Page (Single recipient only)'. There are also fields for 'Notes', 'Subject', and 'Image' with a 'Browse' button. At the bottom, there is a 'Preview' section with a checkbox for 'Show Preview Before Sending Fax' and 'OK', 'Cancel', and 'Help' buttons.

- 3 Select the type of notification to send:
 - **Print**: notification is printed on the default printer.
 - **E-mail**: notification is sent in an e-mail message. Type the e-mail address in the **E-mail Address** text box.

Note

The e-mail function must be configured on the MFP in order to receive an e-mail notification.

- 4 Click **OK**.

Note

To set all of the default information at the same time, select the sender information, fax quality, cover page, and preview settings and then click **OK**.

Setting the cover page information

Standardize the look of the fax cover page by using a default cover page. Fields are included for notes, a subject line, and a company logo or other image. The cover page settings can be modified on the **Fax Job** tab for individual fax jobs.

Note

A cover page can only be included with faxes that are sent to single recipients.

To change the cover page information, use the following steps:

- 1 On the **Setup** tab, click **Edit Defaults**.
- 2 Under **Include With Fax** in the **Default Settings** dialog box, select **Cover Page (Single recipient only)**.

The image shows a screenshot of the 'Default Settings' dialog box. The dialog has a blue title bar with a question mark icon and a close button. The main area is divided into several sections: 'Sender Information' with fields for Sender Name, Company Name, Fax Number, and Voice Phone Number; 'Fax Quality' with radio buttons for Standard, Fine, and Superfine; 'Notification' with radio buttons for None, This Job, and On Error, and a 'Type' section with radio buttons for Print and E-mail, plus an 'E-mail Address' field. The 'Include With Fax' section is highlighted with a red border and contains a checked checkbox for 'Cover Page (Single recipient only)', a 'Notes' text box, a 'Subject' text box, an 'Image' text box with a 'Browse' button, and a 'Preview' section with a checkbox for 'Show Preview Before Sending Fax'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

- 3 In the **Notes** text box, type the default notes.
- 4 In the **Subject** text box, type the default subject line.
- 5 Click **Browse** to include an image on the cover page.

- 6 Browse to and select a bitmap image file, such as a company logo.

Note

The bitmap image is converted to grayscale on the cover sheet and is located in the top one-third of the page.

- 7 Click **OK**.

Note

To set all of the default information at the same time, select the sender information, fax quality, notification, and preview settings and then click **OK**.

Setting the preview preference

The preview preference can be set to automatically preview every fax job before it is sent.

To preview every fax job before it is sent, use the following steps:

- 1 On the **Setup** tab, click **Edit Defaults**.
- 2 Under **Preview** in the **Default Settings** dialog box, select **Show Preview Before Sending Fax** to preview each fax automatically before it is sent.
- 3 Click **OK**.

Note

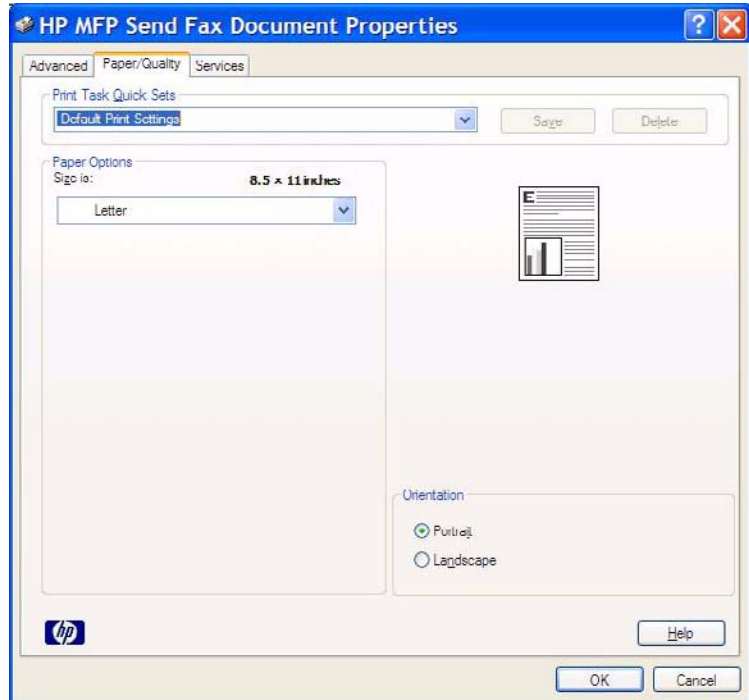
To set all of the default information at the same time, select the sender information, fax quality, notification, and cover page settings and then click **OK**.

Setting the fax driver printer preferences

To set the basic MFP Send Fax driver printing options through Windows, use the following steps:

- 1 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 2 On the **Printers and Faxes** window, right-click **HP MFP Send Fax** and then click **Printing Preferences**.

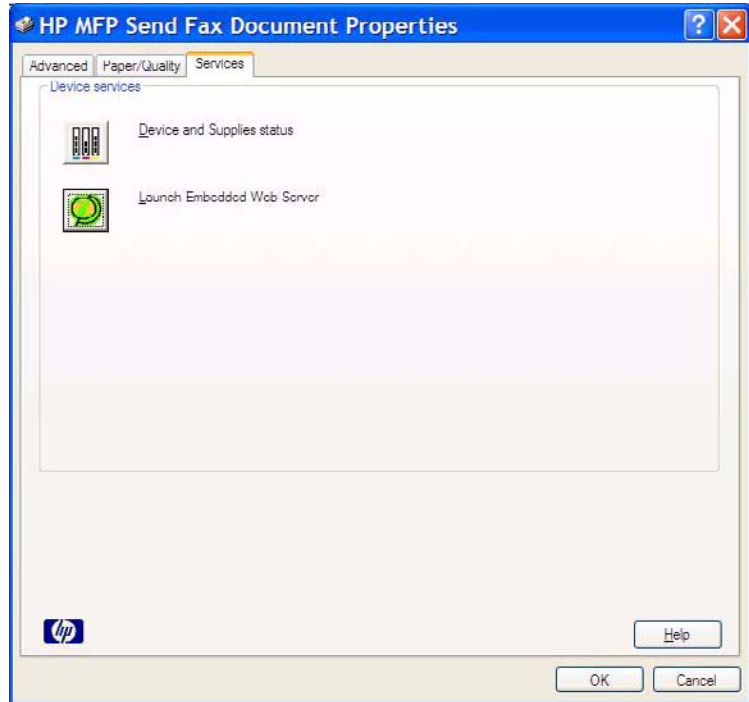
- 3 In the **HP MFP Send Fax Document Properties** dialog box, click **Paper/Quality** to set the default paper and quality properties. To save the default paper settings and close the dialog box, click **OK**.



Note

The **Advanced** tab on the **HP MFP Send Fax Document Properties** dialog box does not contain any information that affects the MFP Send Fax driver. This tab is a standard Windows tab and cannot be removed for this driver.

- 4 Click **Services** to check the status of the printer and supplies or to start the embedded Web server. The **Services** tab options only appear if the MFP Send Fax driver is connected to a valid TCP/IP port.



Note

See the appropriate MFP user guide for more information about the Embedded Web server.

- 5 To save any changes to the default settings and close the dialog box, click **OK**.

Setting the billing code configuration

HP MFP Send Fax supports the use of billing codes when sending faxes.

To enable or disable the billing code feature through the MFP control panel after the MFP Send Fax driver has been installed, use the following steps:

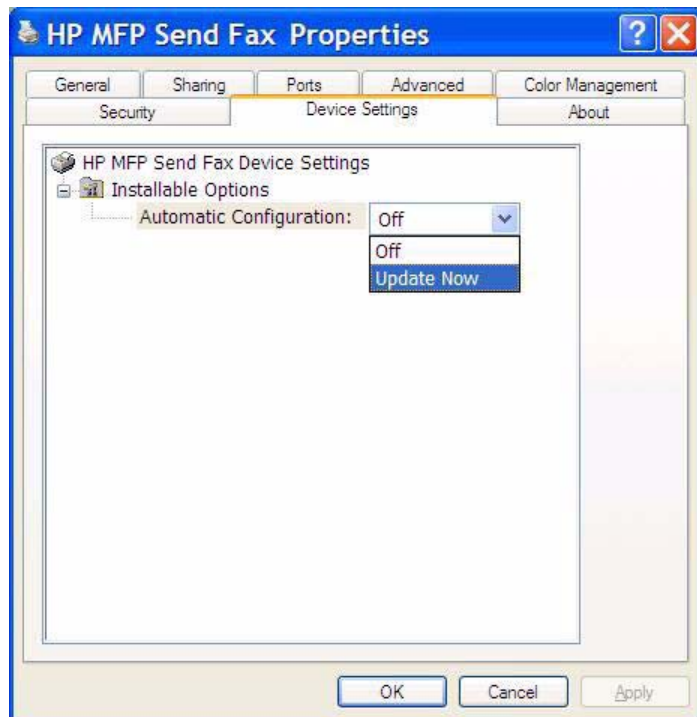
- 1 On the MFP control panel, press **Menu**.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **BILLING CODE**.

- 5 Touch **CUSTOM** to open the billing code screen.
- 6 Use the up and down arrows to select the minimum number of digits in the billing code.
- 7 Touch **OK** to enable the billing code feature or touch **OFF** to disable the billing code feature.

Note

If the billing code feature is enabled on the MFP, a billing code entry is required for walk-up fax jobs sent from the MFP.

- 8 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 9 Under **Printer Tasks** on the **Printers and Faxes** window, right-click the name of the MFP and then click **Properties**.
- 10 In the **HP MFP Send Fax Properties** dialog box, click **Device Settings**.
- 11 In the **Automatic Configuration:** drop-down menu, select **Update Now**.



Note

Update Now stays selected in the **Automatic Configuration** drop-down menu briefly. If you wait a few seconds or return to this dialog box later, **Off** will be selected in the drop-down menu.

- 12 Click **OK**.

4 Troubleshooting

Use the information in this chapter to troubleshoot general fax issues:

- Functional errors
 - The test page does not print
 - The e-mail notification is disabled
 - An e-mail confirmation is not received
 - PC FAX SEND does not appear on the MFP control panel
 - The bitmap does not appear or print on the cover page
 - The preview does not appear
 - A billing code is required after disabling the feature
 - The billing code text box does not appear
 - The default fields do not refresh
 - Changed settings do not take effect
 - Changed settings do not take effect in a Point and Print installation
- Warning messages
 - PC fax feature may be disabled at the MFP warning
 - Cover page functionality will not be available warning
- Error messages

Functional errors

The following sections describe issues that might occur when using the HP MFP Send Fax driver.

The test page does not print

View the MFP Send Fax configuration information on the MFP control panel to determine if the driver installation was successful and the PC Fax Send feature is enabled.

To view the configuration information, use the following steps:

- 1 On the MFP control panel, press **Menu**.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **PC FAX SEND**.
- 5 Touch **ENABLED**.
- 6 Touch **EXIT**.

The e-mail notification is disabled

The e-mail notification type is disabled under **Notification** on the **Setup** tab in the **HP MFP Send Fax** dialog box because the e-mail function is not enabled on the MFP.

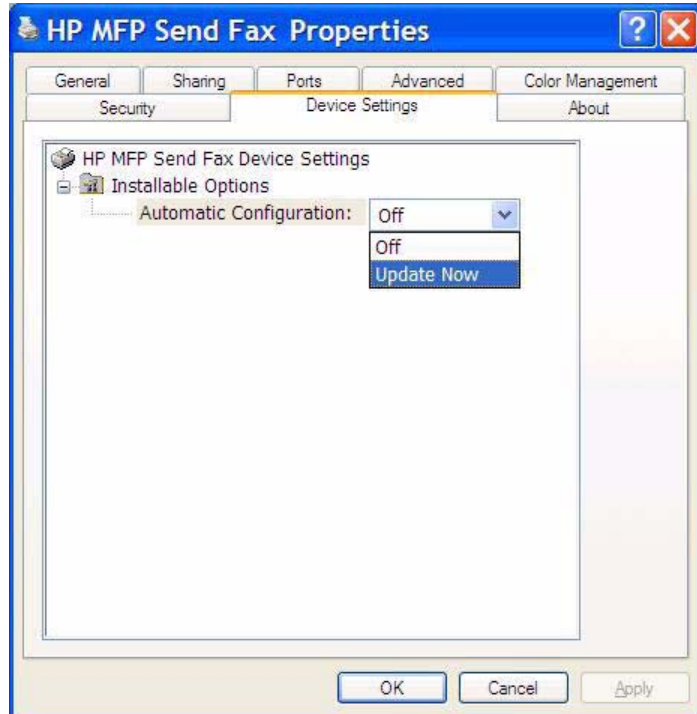
See the appropriate user guide for instructions about configuring the e-mail function:

- *HP LaserJet 4345mfp Series User Guide*
- *HP Color LaserJet 4730mfp User Guide*
- *HP LaserJet 9040mfp/9050mfp User Guide*
- *HP Color LaserJet 9500mfp User Guide*

To update the **HP MFP Send Fax** settings after enabling the e-mail feature on the MFP, use the following steps:

- 1 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 2 Under **Printer Tasks** on the **Printers and Faxes** window, right-click the name of the MFP and then click **Properties**.
- 3 In the **HP MFP Send Fax Properties** dialog box, click **Device Settings**.

- 4 In the **Automatic Configuration** drop-down menu, select **Update Now**.



- 5 Click **OK**.

An e-mail confirmation is not received

No e-mail confirmation is sent if the receiving fax machine does not answer, is busy, or if the number of redials that is configured on the MFP has not been reached. After the MFP has reached the configured number of redials, confirmation notification is sent.

PC FAX SEND does not appear on the MFP control panel

PC FAX SEND does not appear on the MFP control panel after installing the MFP Send Fax driver.

Firmware is packaged in bundles called remote firmware updates (RFU). These bundles contain firmware updates for the MFP and different sub-systems located in the MFP. When the RFU bundle is sent to the MFP, the MFP sends the individual firmware updates to its other sub-systems. Sometimes, not all of these updates happen at the same time.

To complete the firmware update, use the following steps:

- 1 Verify that the MFP firmware has been updated to the most current version available. If the firmware has not been updated, see “Upgrading the MFP firmware and downloading the driver” on page 3.
- 2 Turn the MFP off and then turn it on again.
- 3 On the MFP control panel, press **Menu**.
- 4 Scroll to and touch **FAX**.
- 5 Scroll to and touch **FAX SEND**.
- 6 Scroll to and touch **PC FAX SEND**.
- 7 Touch **ENABLED**.
- 8 Touch **EXIT**.

If PC FAX SEND still does not appear on the MFP control panel, see the *HP LaserJet MFP Analog Fax Accessory 300 Fax Guide* to ensure that the analog fax accessory is configured correctly.

If the analog fax accessory is configured correctly and PC FAX SEND still does not appear on the MFP control panel, contact HP Customer Care.

The bitmap does not appear or print on the cover page

The bitmap file will not appear or print on the cover page if the bitmap file is too large. The fax image-rendering process will bypass rendering the image on the cover page if the performance of the computer would be significantly reduced. Reduce the size of the bitmap to include it on the cover page.

The preview does not appear

To see a preview of the fax job, select **Show Preview Before Sending Fax** on the **Setup** tab.

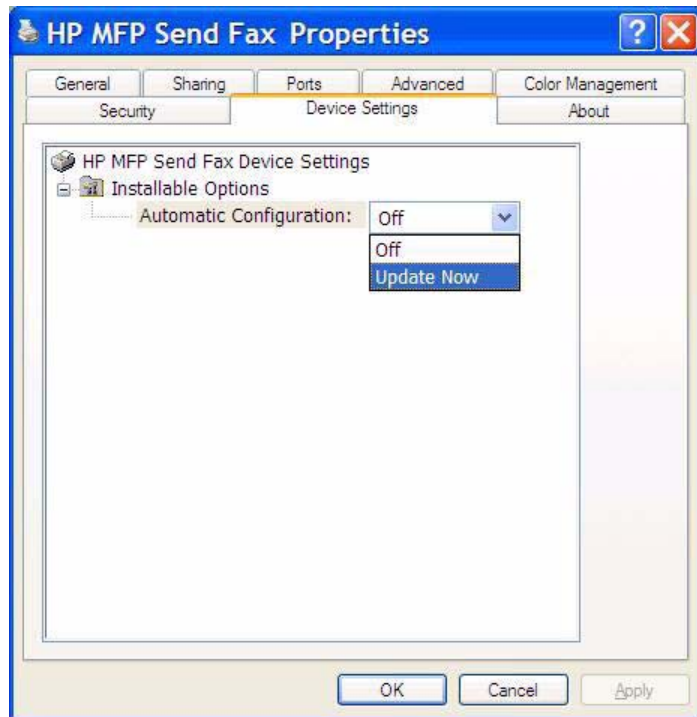
A billing code is required after disabling the feature

A billing code is required in the **Billing Code** text box on the **Fax Job** tab after the billing code feature has been disabled at the MFP.

To update the driver so that the **Billing Code** text box does *not* appear on the **Fax Job** tab, use the following steps:

- 1 Click **Start**, click **Settings**, and then click **Printers and Faxes**.

- 2 Under **Printer Tasks** on the **Printers and Faxes** window, right-click the name of the MFP and then click **Properties**.
- 3 In the **HP MFP Send Fax Properties** dialog box, click **Device Settings**.
- 4 In the **Automatic Configuration:** drop-down menu, select **Update Now**.



- 5 Click **OK**.

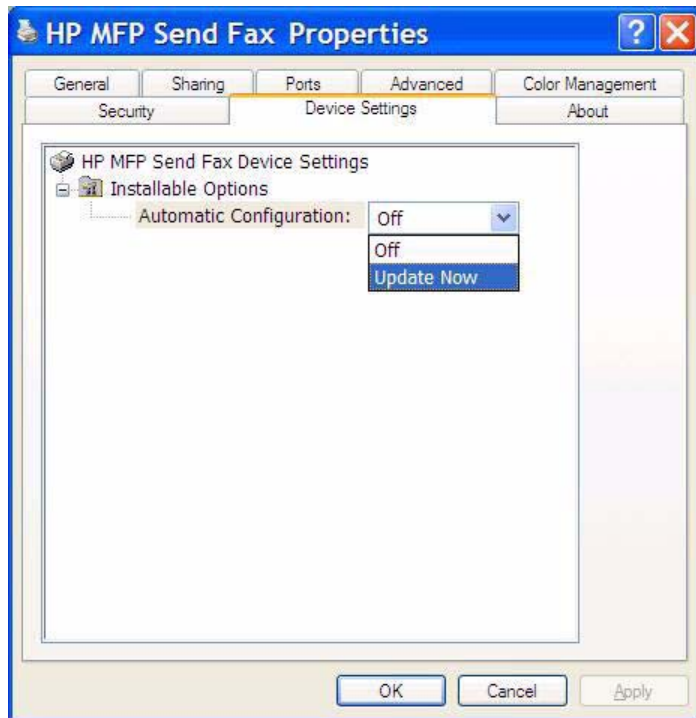
The billing code text box does not appear

If the billing code feature was disabled at the MFP when the MFP Send Fax driver was installed, the **Billing Code** text box does not appear on the **Fax Job** tab.

To enable billing codes through the MFP control panel and make the **Billing Code** text box available on the **Fax Job** tab, use the following steps:

- 1 On the MFP control panel, press **Menu**.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **BILLING CODE**.

- 5 Touch **CUSTOM** to open the billing code screen.
- 6 Use the up and down arrows to select the minimum number of digits in the billing code.
- 7 Touch **OK** to enable billing codes.
- 8 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 9 Under **Printer Tasks** on the **Printers and Faxes** window, right-click the name of the MFP and then click **Properties**.
- 10 In the **HP MFP Send Fax Properties** dialog box, click **Device Settings**.
- 11 In the **Automatic Configuration:** drop-down menu, select **Update Now**.



- 12 Click **OK**.

The default fields do not refresh

The information in the sender information fields on the **Setup** tab is updated the *first time that* the sender information is entered in the sender information fields in the **Default Settings** dialog box. If the default sender information is changed later, the sender information fields on the **Setup** tab are *not* refreshed. The changes are saved, but

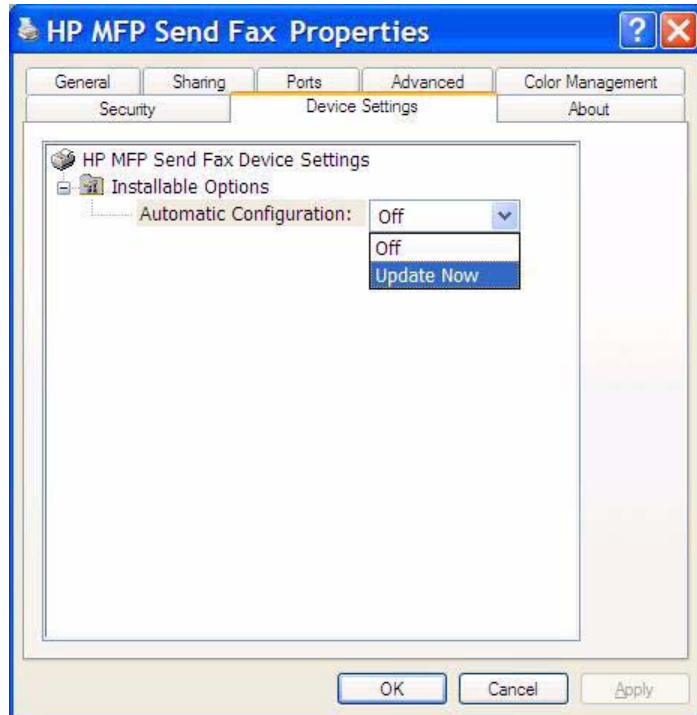
the information does not appear in the dialog box. To show the new information, exit from the MFP Send Fax driver and then restart the driver.

Changed settings do not take effect

The MFP Send Fax driver captures fax configuration information during installation. If settings are changed after the driver is installed, complete a manual update by using the Update Now feature to synchronize the driver with the MFP settings.

To synchronize the driver with the MFP settings using Update Now, use the following steps:

- 1 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 2 Under **Printer Tasks** in the **Printers and Faxes** window, right-click the name of the MFP and then click **Properties**.
- 3 In the **HP MFP Send Fax Properties** dialog box, click **Device Settings**.
- 4 In the **Automatic Configuration:** drop-down menu, select **Update Now**.



- 5 Click **OK**.

Changed settings do not take effect in a Point and Print installation

If you are using a Point and Print installation, the notification, billing code, billing-code length, and fax-enabled features cannot be refreshed by using the Update Now feature. To make these setting changes take effect in a Point and Print installation, delete the Send Fax printer and then reinstall the printer.

Note

The fax preview function is not available when you use Point and Print.

Warning messages

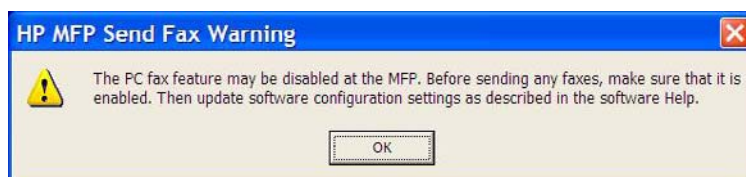
The following warning messages might appear when you use the HP MFP Send Fax driver.

PC fax feature may be disabled at the MFP warning

The **PC fax feature may be disabled at the MFP** warning appears if the driver port has been changed.

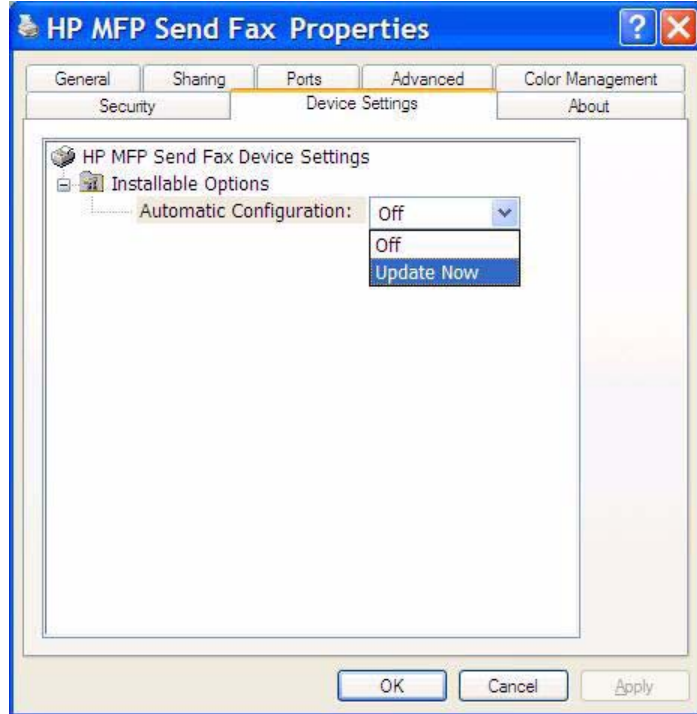
To update the configuration settings, use the following steps:

- 1 In the **MFP Send Fax Warning** message box, click **OK**.



- 2 Verify that the MFP firmware has been updated to the most current version available. See “Determining if the MFP Send Fax driver is supported by the MFP” on page 3.
- 3 Verify that the PC FAX SEND feature is enabled on the MFP. See “Uninstalling the HP MFP Send Fax driver” on page 16.
- 4 Click **Start**, click **Settings**, and then click **Printers and Faxes**.
- 5 Under **Printer Tasks** on the **Printers and Faxes** window, right-click on the name of the MFP and then click **Properties**.
- 6 In the **HP MFP Send Fax Properties** dialog box, click **Device Settings**.

- 7 In the **Automatic Configuration:** drop-down menu, select **Update Now**.



- 8 Click **OK**.

Cover page functionality will not be available warning

The **cover page functionality will not be available** warning appears when a fax is sent to more than one recipient and **Cover Page (Single recipient only)** is selected on the **Fax Job** tab.

- Click **Yes** to send the fax without a cover page to all recipients.
- Click **No** to return to the **Fax Job** tab.



Error messages

If a fax problem occurs that prevents or interrupts sending or receiving a fax, an error message is generated that helps determine the cause of the problem. See table 2 for a list of error messages, the possible causes of the message, and solutions to the error.

Table 2: Error messages

Error Message	Cause	Solution
At least one fax number is required	A fax number was not typed in the Fax Number text box on the Fax Job tab.	Type a fax number in the Fax Number text box on the Fax Job tab.
Missing required information: Billing Code	A billing code was not typed in the Billing Code text box on the Fax Job tab. This error only occurs when billing codes are enabled.	Type a billing code in the Billing Code text box on the Fax Job tab.
The billing code must be at least "n" digits	The billing code was configured on the MFP to contain a specified number of digits. This error occurs when billing codes are enabled and the billing code in the Billing Code text box on the Fax Job tab does not contain the correct number of digits.	Check the billing code that is typed in the Billing Code text box on the Fax Job tab. Type a billing code with the specified number of digits.
Missing required information: E-mail address	An e-mail address was not typed in the E-mail address text box on the Setup tab when E-mail notification was selected.	Type an e-mail address in the in the E-mail address text box on the Setup tab.
Warning: This is a duplicate entry. Please enter a different name or fax number.	A duplicate entry was added to the phone book.	Type a different name or fax number.

Table 2: Error messages

Error Message	Cause	Solution
The file cannot be found	A fax was sent with an invalid Image path specified in the Image text box on the Fax Job tab or the Setup tab.	Type a valid path to the image in the Image text box on the Fax Job tab or the Setup tab.
	A fax was sent with a path to a missing image file specified in the Image text box on the Fax Job tab or the Setup tab.	Type a valid path to the image in the Image text box on the Fax Job tab or the Setup tab.
	A fax was sent with a path to an invalid file type specified in the Image text box on the Fax Job tab or the Setup tab.	Type a valid path to a bitmap image in the Image text box on the Fax Job tab or the Setup tab.
The e-mail address is not in a recognized format. Do you still want to use it?	The e-mail address in the E-mail address text box on the Setup tab is not a valid e-mail address.	Click Yes to send the e-mail to the specified address.
		Click No to return to the Setup tab to change the e-mail address.
Reached maximum number of entries	The Fax Recipients list contains the maximum number of fax recipients.	The maximum number of fax numbers has been entered. Send the fax to any remaining recipients by using a separate fax job.
	The Fax Recipients list is limited to 100 entries.	
	The phone book contains the maximum number of entries.	Remove entries in the phone book.
	The phone book is limited to 500 entries.	

