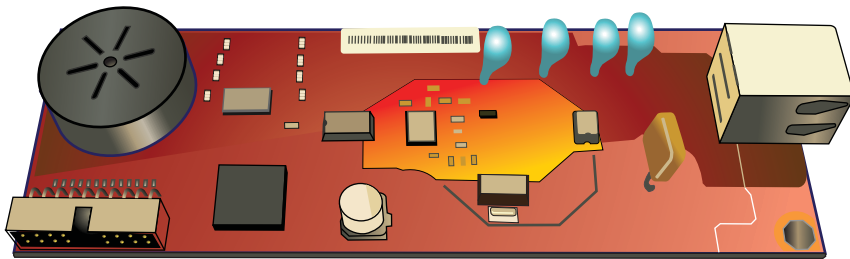




ANALOG FAX ACCESSORY 500

Fax Guide





HP LaserJet Analog Fax Accessory 500

Fax Guide

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1 Overview

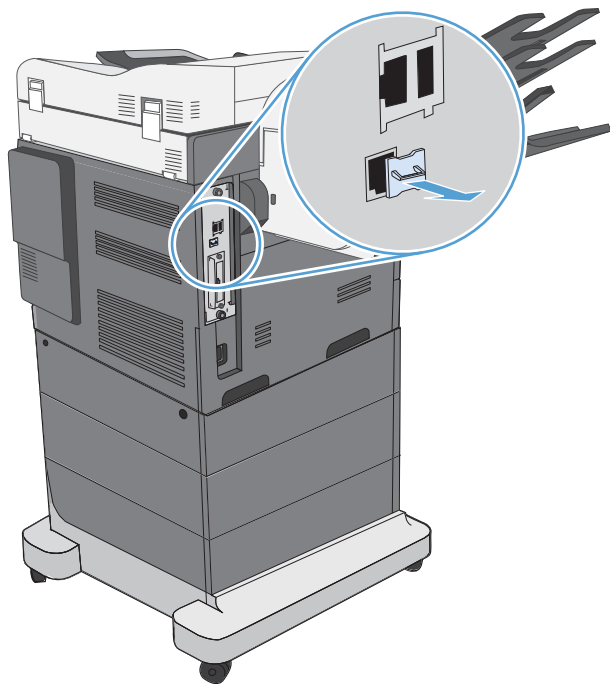
- [Introduction](#)
- [HP LaserJet Analog Fax Accessory 500 features](#)
- [Parts included with the fax accessory](#)

Introduction


The HP LaserJet Analog Fax Accessory 500 enables the HP multifunction product (MFP) to function as a standalone analog fax machine. For more information, see www.hp.com/go/ljanalogfaxaccessory500_manuals.


This guide describes the fax functions of this product and provides information on product specifications and regulatory information. You should save this guide so that you can refer back to instructions on specific fax features.


 **NOTE:** If the product came with the fax accessory installed, remove the fax connection cover, connect the phone cord, and then perform the initial fax configuration. The fax connection cover is located on the phone connector on the formatter rear panel.




Conventions used in this guide

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

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

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

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

HP LaserJet Analog Fax Accessory 500 features

Send-fax features

- Speed dials
- Fax address book
- Resolution and image-adjustment options
- Billing codes
- Preview
- Job

Receive-fax features

- Stamp received faxes
- Block incoming faxes
- Fax polling
- Adjustable rings-to-answer

Advanced fax features

- Notification of fax status
- JBIG compression
- Error correction
- Fax archive
- Stored fax
- Fax printing schedule

Remote fax configuration

- Embedded Web server
- HP Web Jetadmin
- HP MFP Digital Sending Software

Security features

- Fax-printing schedule
 - PIN for fax printing and fax forwarding (HP Color LaserJet CM 4540 MFP Series, HP Color LaserJet Enterprise M4555 MFP Series, HP LaserJet Enterprise 500 MFP Series, HP LaserJet Enterprise 500 Color MFP Series, and HP LaserJet Enterprise M725 MFP Series)
-

Parts included with the fax accessory

The following components are included with the fax accessory:

- Fax accessory card
- Fax guide (this document) (on CD)
- Send Fax Driver and Send Fax Driver Guide (on CD)
- Phone cord(s) (cords vary depending on the country/region)



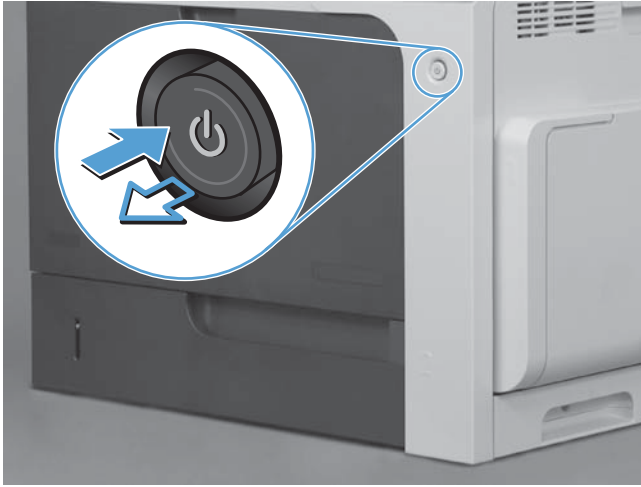
NOTE: The Send Fax Driver allows you to send a fax directly from your PC to a network connected product. Installation of this driver is optional. See the *Send Fax Driver Guide* on the CD for further instructions.

2 HP Color LaserJet CM3530 MFP Series


- [Install the fax accessory in the HP Color LaserJet CM3530 MFP Series](#)
- [Connect the fax accessory to a phone line](#)
- [Verify fax operation](#)
- [Required fax settings](#)
- [Remote fax configuration](#)
- [Fax settings](#)
- [Use fax](#)
- [Solve fax problems](#)

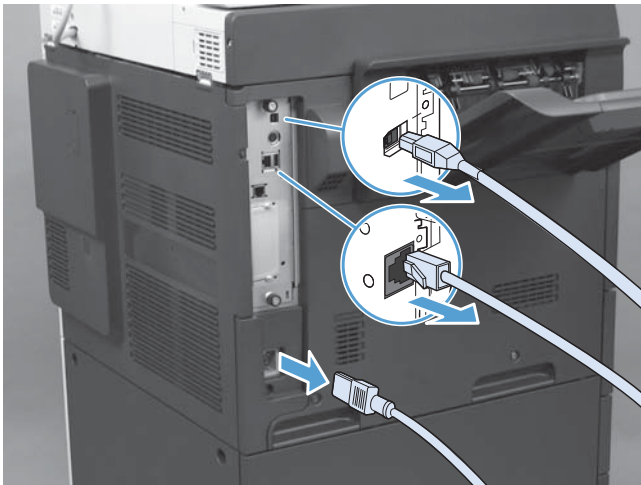
Install the fax accessory in the HP Color LaserJet CM3530 MFP Series

1. Turn the product off.



2. Disconnect all power and interface cables.

 **NOTE:** This illustration might not show all the cables.



3. Locate the thumb screws on the formatter board in the rear of the product.



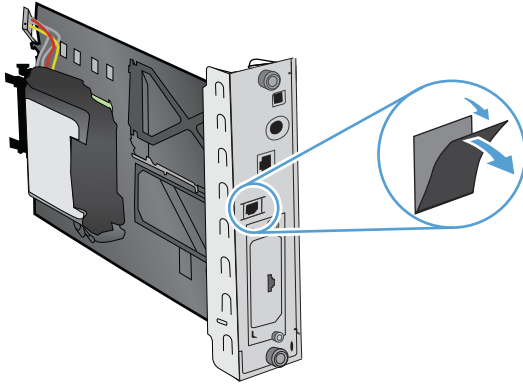
4. Unscrew the thumb screws and pull the formatter from the product.

⚠ CAUTION: The formatter board and the fax accessory card contain parts that are sensitive to electrostatic discharge (ESD). When handling the formatter board or the fax accessory card, use static protection such as the following: 1) a grounding wrist strap that is connected to the metal frame of the product. 2) Hold the metal frame of the formatter in your hand.

Avoid touching components on the formatter board or the fax accessory card.



5. If necessary, remove the label that covers the fax port on the formatter.

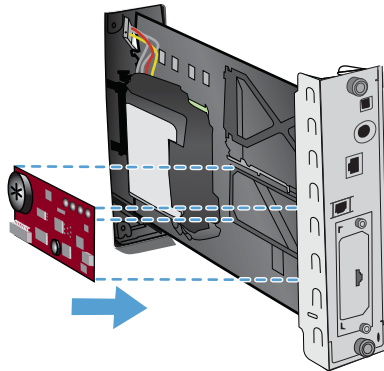


6. Remove the fax accessory from its packaging.

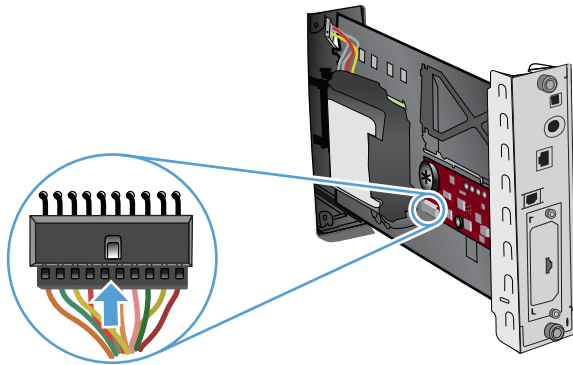
CAUTION: The formatter board and the fax accessory card contain parts that are sensitive to electrostatic discharge (ESD). When handling the formatter board or the fax accessory card, use static protection such as the following: 1) a grounding wrist strap that is connected to the metal frame of the product. 2) Hold the metal frame of the formatter in your hand.

Avoid touching components on the formatter board or the fax accessory card.


7. Locate the fax-accessory support on the formatter, and unwind the fax wiring harness from the support. Do not disconnect the fax wiring harness from the formatter. Place the fax accessory into the support. Press down so the fax-accessory is securely seated in the support. Verify that the telephone connector on the fax accessory aligns with the opening on the metal frame of the formatter.

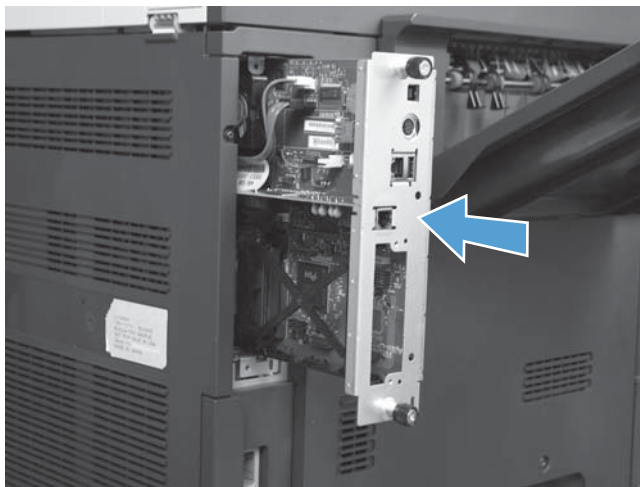


8. Connect the fax wiring harness to the fax accessory. Align the small bump on the cable connector with the slot in the connector on the fax board. Push the connector so it is completely seated.

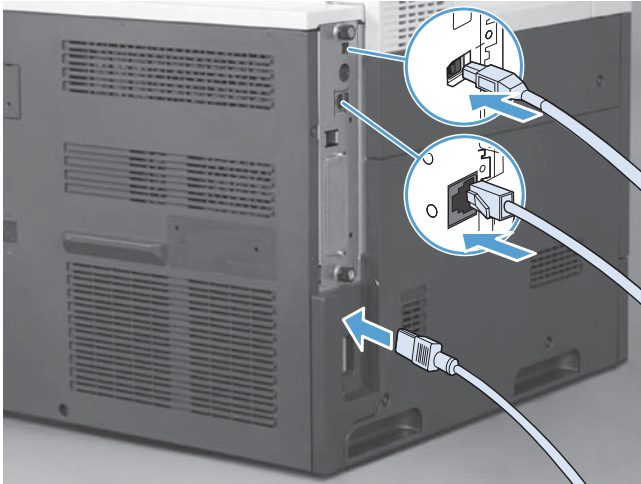


9. Align the formatter board in the tracks at the bottom of the slot, and then slide the board back into the product. Tighten the thumb screws.

 **NOTE:** To prevent damage to the formatter board, ensure the formatter board is aligned in the tracks at the top and the bottom of the opening.




10. Reconnect the power cable and interface cables, and turn the product on.




Connect the fax accessory to a phone line

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

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

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

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

 **CAUTION:** Be sure to connect the phone line to the fax accessory port, which is located in the center of the fax card. Do not connect the phone line to the HP Jetdirect port, which is nearer the bottom of the formatter.

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

Verify fax operation


When the fax accessory is installed and operating correctly, the fax icon displays on the product control panel. If the fax accessory has just been installed but has not been configured, the fax icon is grayed-out. If this occurs, use the instructions that follow to configure the fax accessory.


Required fax settings

After the fax accessory is installed, you must configure certain settings before you can use the accessory. If these settings are not configured, the fax icon is grayed-out. These settings include:

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

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

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

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

Fax Configuration Wizard


The Fax Configuration Wizard guides you through a step-by-step procedure to configure fax settings that are required to use the fax feature. If the settings are not configured, the fax feature is disabled. The following is a list of fax settings that are configured using the wizard:

- Country/region
- Fax phone number
- Company name

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


The wizard starts when the product is first turned on. You can choose to use the wizard or exit the wizard to configure the settings at a later date.

You can also access the wizard through the [Administration](#) menu on the control panel. Touch the [Initial Setup](#) menu, and then touch the [Fax Setup](#) menu.

 **NOTE:** The settings configured using the wizard on the control panel override any settings made in the embedded Web server.

Fax setup menu

Set the required fax settings by accessing the [Administration](#) menu on the control panel. Touch the [Initial Setup](#) menu, and then touch the [Fax Setup](#) menu.

 **NOTE:** If the [Fax Setup](#) menu settings does not appear in the menu listing, LAN fax might be enabled. When LAN fax is enabled, the analog fax accessory is disabled and the fax menu does not display. Only one fax feature, either LAN fax or analog fax, can be enabled at a time. The fax icon displays for either fax feature. If you wish to use analog fax when LAN fax is enabled, use the HP MFP Digital Sending Software Configuration Utility to disable LAN fax.

Set or verify the date and time

The date and time setting for the fax accessory is the same value as the product date and time setting. If this is the first time you are turning on the product, you are prompted for this information.

To verify or change the date and time settings, complete the following steps.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#) to display the setup settings menu and then touch [Fax Setup](#).
3. Touch [Required Settings](#).
4. Select the date format and then enter the date.
5. Select the time format and then enter the time.
6. Touch [Save](#) to accept the settings.

Set, verify, or change the country/region

The country/region setting identifies the country/region where the product or fax accessory is located. This setting also sets the date and time format and minimum and maximum rings-to-answer range for the country/region. Because this setting is a legal requirement in some countries/regions, it must be set for the fax accessory to operate. If this is the first time you are turning on the product, you are prompted for this information.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#) to display the setup settings menu.
3. Touch [Fax Setup](#) to display the Fax Setup menu and touch [Required Settings](#).
4. Touch [Country/region](#) to display the list of countries/regions.
5. Scroll through the list until your country/region is displayed, and then touch the country/region to select it.
6. Touch [Save](#) to save the settings.

Set the fax header

The fax header setting is used to set a phone number and company name that are placed in the fax header. This information is required and must be set.



NOTE: If the fax icon on the control panel is not grayed-out, you have completed all necessary setup.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#) to display the Initial Setup menu.
3. Touch [Fax Setup](#) to display the Fax Setup menu.
4. Touch [Required Settings](#) to display the Required Settings menu.
5. Touch [Fax Header Information](#) to display the header information.
6. Touch [Phone Number](#) to display the Phone Number screen.
7. Touch the text box to display the keyboard.
8. Using the keyboard, type the phone number, and then touch [OK](#).
9. Touch [Save](#) to save the header phone number.
10. Touch [Company Name](#) and repeat the process.

Remote fax configuration

In addition to using the product control panel, you can configure the fax accessory remotely by using various software tools. Because the product contains an embedded Web server (EWS), you can configure the fax accessory across the Web by using either a Web browser or HP Web Jetadmin (WJA). In addition, you can configure the fax accessory across the network with a network-connected computer by using the HP MFP Digital Sending Software Configuration Utility (DSS). These tools provide access to most of the fax accessory configuration settings that available from the product fax menu.

Web browser

The product contains an embedded Web server (EWS). The EWS allows you to use a Web browser to access and set the analog-fax settings.

1. Type the IP address of the product in the browser URL address bar and press **Enter** to open the EWS Configure product screen. To get the IP address of the product, print a product Configuration page.



NOTE: If DSS is being used, a message appears on EWS indicating that DSS is in control. The only way to change settings is through DSS.

2. Click the **Fax** tab. The **Fax Send Setup** screen displays.
3. On the **Fax Send Setup** screen, click **Enable Fax Send** to enable the fax. Make any changes to the common job settings and to the specific settings for the type of fax being used, and then click the **Apply** button to accept the settings.

HP Web Jetadmin

To access the product analog-fax settings by using HP Web Jetadmin, perform the following steps. For detailed information about HP Web Jetadmin, see the **HP Web Jetadmin Reference Manual**.

1. Start HP Web Jetadmin.
2. In the **At a Glance** text box, type the IP address of the product in the **Quick Device Find** text box, and then click the **Go** button to see the device status in the right pane. Select **Digital Sending and Fax** from the status drop-down menu in that pane.
3. Configure the options in the **Fax Settings** section or the **Advanced Fax Settings** section. For information about a specific setting, select the context help next to the setting.
4. After you have made changes to the settings, click the **Apply** button to accept the settings.


In addition to configuring a single product, you can also perform multiple device configuration. Multiple device mode configures several products at once. For information about this feature, see the **Web Jetadmin User Guide** available under the **Self Help and Documentation** tab at www.hp.com/go/webjetadmin.

HP MFP Digital Sending Software Configuration Utility

To access the analog MFP fax settings by using the DSS configuration utility, perform the following steps.

1. Start the utility (on the computer or server) to open the main screen.
2. Select the product and click the **Configure MFP** button on the main screen, and then click the **Send to Fax** tab to open the Fax Settings screen.
3. To enable the fax capabilities on the product, select the **Enable Fax Send** option. To access Analog-fax settings, select **Internal Modem** in the **Fax Send Method** drop-down list. On the **Common Job Settings** tab, make any changes to the settings and click the **Apply** button to accept the settings. Select the **Internal Modem** tab to set additional fax settings.

In addition to configuring a single product, you can also configure multiple devices. For more information about the HP MFP Digital Sending Software Configuration Utility, see the **HP MFP Digital Sending Software User Guide** or the **HP MFP Digital Sending Software Support Guide**.

 **NOTE:** Depending on the capabilities and settings of your fax method, some of these options might not be available or configurable.

Fax settings

The following sections detail the various settings for sending and receiving faxes.

- [Send fax settings](#)
- [Receive fax settings](#)
- [Fax archive and forwarding](#)

Send fax settings

Use the Fax Send Setup menu to configure the following features:

- [Fax dialing settings](#)
- [General fax settings](#)
- [Default job options](#)

Fax dialing settings

Set the modem volume

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#) to display the Initial Setup menu.
3. Touch [Fax Setup](#) to display the Fax Setup menu.
4. Touch [Fax Send Settings](#) to display the Fax Send Settings menu.
5. Touch [Fax Dial Volume](#) to display the Fax Dial Volume menu.
6. Touch [Off](#); [Low](#) (default), or [High](#) to set the volume.
7. Touch [Save](#) to save the volume setting.

Set the dialing mode

The dialing mode setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).

To set the dialing mode, perform the following steps.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to touch [Initial Setup](#) to open the initial setup menu.
3. Touch [Fax Setup](#) to open the fax setup menu.
4. Touch [Fax Send Settings](#) and use the down arrow key to scroll to [Dialing Mode](#).
5. Touch [Dialing Mode](#) to see the dialing mode settings.
6. Touch [Tone](#) (default) to set the fax for tone dialing, or touch [Pulse](#) to set the fax for pulse dialing.
7. Touch [Save](#).

Set the redial interval

The redial interval setting selects the number of minutes between retries if the number dialed is busy or not answering. Busy can also indicate a communication error.



NOTE: You might observe a redial message on the control panel when both the **Redial-on-Busy**, **Redial-on-No-Answer**, and **Redial-on-Error** settings are set to off. This occurs when the fax accessory dials a number, establishes a connection, and then loses the connection. As a result of this error condition, the fax accessory performs two automatic redial attempts regardless of the redial settings (the first one at 26,400 bps and, if that fails, a second one at 14,400 bps). During this redial operation, a message appears on the control panel to indicate that a redial is in progress.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Scroll to touch **Initial Setup** to open the initial setup menu.
3. Touch **Fax Setup** to open the fax setup menu.
4. Touch **Fax Send Settings** and use the down arrow key to scroll to **Redial Interval**.
5. Touch the text box to display the keyboard.
6. Enter the value (1–5) and touch **OK**.
7. Touch **Save**.

Set redial-on-busy

The redial-on-busy setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Scroll to touch **Initial Setup**.
3. Scroll to touch **Fax Setup**.
4. Touch **Fax Send Settings** and use the down arrow key to scroll to **Redial On Busy**.
5. Touch the text box to display the keyboard.
6. Enter the value (0–9) and touch **OK**.
7. Touch **Save**.

Set redial-on-no-answer

The redial-on-no-answer setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the country/region setting. The interval between retries is set by the redial interval setting.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Scroll to touch **Initial Setup** to open the initial setup menu.
3. Scroll to touch **Fax Setup** to open the fax setup menu.

4. Touch [Fax Send Settings](#) and use the down arrow key to scroll to [Redial On No Answer](#).
5. Touch [Never](#) or [Once](#).
6. Touch [Save](#).


Set the dial tone detection

The detect dial tone setting determines whether the fax checks for a dial tone before sending a fax.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to touch [Initial Setup](#) to open the initial setup menu.
3. Touch [Fax Setup](#) to open the fax setup menu.
4. Touch [Fax Send Settings](#) and use the down arrow key to scroll to [Detect Dial Tone](#).
5. Touch [Enabled](#) (default) to enable dial tone detection, or touch [Disabled](#) to disable dial tone detection.

Set the overlay header (outgoing faxes)


The header consists of the date, time, company name, phone number, and page number and is printed at the top of the page on outgoing faxes. This setting determines whether the header is appended to the top of the page or is printed as an overlay. If the header is appended to the top of a page, it moves page data down which can result in data at the bottom of a page being pushed to another page, possibly printing an additional page. If the header is printed as an overlay, it does not push any page data, but might print over the header at the top of the page.

 **NOTE:** When fax forwarding is enabled, the header is always appended to the top of the page, even if overlay is enabled.

1. On the control panel, touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Default Job Options](#)
3. Scroll to and touch [Default Fax Options](#).
4. Scroll to and touch [Fax Send](#).
5. Touch [Fax Header](#) to see the header settings.
6. Touch [Overlay](#) to print the header as an overlay, or touch [Prepend](#) (default) to append the header to the top of the page.
7. Touch [Save](#).

Set a dialing prefix

The dialing prefix setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.

 **NOTE:** You might need a pause between the prefix and the phone number. To insert a 2-second pause, enter a comma (,).

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to touch [Initial Setup](#) to open the initial setup menu.
3. Touch [Fax Setup](#) to open the fax setup menu.
4. Touch [Fax Send Settings](#) and use the down arrow key to scroll to [Dialing Prefix](#) to see the dialing prefix settings.
5. Touch [Custom](#) to enter a dialing prefix number.



NOTE: If you want to disable the dialing prefix, touch [Off](#) (default), touch [Save](#), and then skip the remaining steps.

6. Touch [Save](#) to open the **Set Dialing Prefix** screen.
7. Touch [Dialing Prefix Number](#).
8. Touch the text box to display the keyboard.
9. Type the dialing prefix number and touch [OK](#).
10. Touch [Save](#).

General fax settings

Use the General Fax Send Settings menu to configure the following features:

- [Activate Fax Number Confirmation](#)
- [Set the JBIG compression mode](#)
- [Change the sharpness setting](#)
- [Change the background setting](#)
- [Change the light/dark setting](#)
- [Activate Fax Number Speed Dial Matching](#)
- [Set the error correction mode](#)
- [Set billing codes](#)

Activate Fax Number Confirmation

When fax number confirmation is enabled, the fax number must be entered twice to ensure that it was entered correctly. The default setting for this feature is [Disabled](#).

1. On the control panel, touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#) and then [Send Setup](#).
3. Scroll to and touch [Fax Number Confirmation](#).
4. Touch [Enable](#).
5. Touch [Save](#).

Set the JBIG compression mode

Enabling JBIG compression can reduce phone-call charges by reducing fax transmission time and is, therefore, the preferred setting for shorter faxing times. However, JBIG might cause compatibility problems when communicating with some older fax machines, in which case you might need to disable it.



NOTE: JBIG compression only works when both the sending and receiving machines have JBIG compression.

To enable or disable JBIG compression, perform the following steps.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Scroll to and touch **Initial Setup**.
3. Scroll to and touch **Fax Setup**.
4. Scroll to and touch **Fax Send Settings**.
5. Touch **JBIG Compression** to see the settings.
6. Touch **Enabled** (default) to enable JBIG compression, or touch **Disabled** to disable JBIG compression.

Change the sharpness setting

The Sharpness setting specifies the sharpness that the scanner uses when the product scans your original. Sharpness enhances the edges of the original so that faint or fine text and graphics are reproduced more sharply. Increasing sharpness increases resolution which also increases transmission time.

1. On the control panel, touch the **Fax** icon to display the Fax screen.
2. Scroll to and touch **More Options**.
3. Scroll to and touch **Image Adjustment**.
4. Under the **Sharpness** heading, touch the left arrow to decrease the sharpness or touch the right arrow to increase the sharpness of the image.
5. Touch **OK** to accept the setting.

Change the background setting

If you are faxing a document that is printed on colored paper, you can enhance your fax copy quality by removing the background that might cause your fax copy to streak or blur. Removing the background increases resolution which also increases transmission time.

1. On the control panel, touch the **Fax** icon to display the Fax screen.
2. Scroll to and touch **More Options**.
3. Scroll to and touch **Image Adjustment**.
4. Under the **Background Cleanup** heading, touch the left arrow or touch the right arrow to change the background setting.
5. Touch **OK** to accept the setting.

Change the light/dark setting

The light/dark setting adjusts how light or dark the transmitted image appears on the recipient fax machine. Adjusting the light/dark setting can increase resolution which also increases transmission time.

1. On the control panel, touch the [Fax](#) icon to display the Fax screen.
2. Scroll to and touch [More Options](#).
3. Scroll to and touch [Image Adjustment](#).
4. Under the [Darkness](#) heading, touch the left arrow to make the image lighter and touch the right arrow to make the image darker.
5. Touch [OK](#) to accept the setting.

Activate Fax Number Speed Dial Matching

If this feature is enabled, the product tries to match any fax number entered with existing entries in the speed dial list. If a match is found, you can confirm the match and have the product complete the faxing action automatically. The default setting for this feature is [Disabled](#).

1. On the control panel, touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#) and then [Send Setup](#).
3. Scroll to and touch [Fax Number Speed Dial Matching](#).
4. Touch [Enabled](#).
5. Touch [Save](#).

Set the error correction mode

Normally, the fax accessory monitors the signals on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the error correction setting is on, the fax accessory can request that the error portion of the fax be sent again.


If error connection mode is not enabled, it cannot work in fast mode. The fax will go 14,400 bps or slower.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Touch [Initial Setup](#) to open the setup settings menu and then touch [Fax Setup](#).
3. Touch [Fax Send Settings](#) to see the settings.
4. Touch [Error Correction Mode](#) to see the settings.
5. Touch [Enabled](#) (default) to enable error correction mode, or touch [Disabled](#) to disable correction mode.

Set billing codes

The billing-code setting, when enabled, prompts the user to enter a number when sending a fax. This number is placed in the billing-code report. To view the billing-code report, either print the report or query it by using an application.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Scroll to and touch **Initial Setup** and then **Fax Setup** to open the fax menu.
3. Touch **Fax Send Settings** to see the Fax Send settings.
4. Scroll to and touch **Billing Codes** to see the billing code settings.
5. Touch **Custom** to enable billing codes.


 **NOTE:** If you want to disable billing codes, touch **Off**, touch **Save**, and then skip the remaining steps.

6. Touch **Save** to open the **Billing Code** screen.
7. Touch the text box to display the keyboard.
8. Type the minimum number of digits you want in the billing code, and then touch **OK**.
9. Touch **Save**.

Default job options


The following default job options are available for configuration:


- **Image Preview**
- **Resolution**
- **Original Sides**
- **Notification**
- **Content Orientation**
- **Original Size**
- **Image Adjustment**
- **Optimize Text/Picture**
- **Job Build**
- **Blank Page Suppression**

 **NOTE:** Default job option settings are shared across all fax methods; analog, LAN, and internet fax.

Set the outgoing fax resolution

The outgoing fax resolution setting determines the maximum resolution supported by the receiving fax. The fax accessory uses the highest possible resolution (as limited by this setting) and the maximum resolution of the receiving fax.

 **NOTE:** Faxes wider than 21.25 cm (8.5 inches) are automatically sent by using standard or fine resolution, to reduce phone time.

 **NOTE:** The default resolution setting is a lower dpi than previous product model default resolution settings. For example, previous product models had a default resolution of FINE (200 x 200 dpi).



NOTE: The higher the resolution, the longer the transmission time required.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Touch [Default Job Options](#).
3. Touch [Default Fax Options](#).
4. Scroll to and touch [Fax Send](#).
5. Touch [Resolution](#) to see the resolution settings.
6. Touch [Standard](#) (200 x 100 dpi, default), [Fine](#) (200 x 200 dpi), or [Superfine](#) (300 x 300 dpi) to select the resolution.
7. Touch [Save](#).

Original sides

1. From the Home screen, scroll to and touch the [Administration](#) icon.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Original Sides](#)
3. Touch one of the following options:
 - [1-sided](#) (default)
 - [2-sided](#)
4. Touch the [Orientation](#) button to set the page orientation.
5. Touch the [Save](#) button.

Notification

Notification selects when and how you are notified of the status of an outgoing fax. This setting applies to the current fax only. To change the setting permanently, change the default setting.

1. From the Home screen, touch the Administration icon.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Notification](#)
3. Touch one of the following notification settings:

- [Do not notify](#) (default)
 - [Notify when job completes](#)
 - [Notify only if job fails](#)
4. Touch the [Print](#) option to receive a printed notification, or touch the [E-mail](#) option to receive an e-mail notification.
 5. If you selected the [Print](#) option, touch the [Save](#) button to complete the notification setup.

-or-

If you selected the [E-mail](#) option, use the keyboard to type an e-mail address. Then touch the [OK](#) button to complete the notification setup.

6. Touch the [Include Thumbnail](#) check box to include a thumbnail image with notifications.

Content orientation

Use the content orientation feature to set how the fax content is oriented on the page. For 1-sided pages, choose [Portrait](#) (short-edge on top, default setting) or [Landscape](#) (long-edge on top). For 2-sided pages, choose [Book-style](#) (short-edge on top) or [Flip-style](#) (long-edge on top).

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Content Orientation](#)
3. Touch [Portrait](#) (default) or [Landscape](#) for [1-sided](#) pages.
4. Touch [Book-style](#) or [Flip-style](#) for [2-sided](#) pages.
5. Touch the [Save](#) button.

Original size


Use the Original size feature to match your fax content to the size of the original document.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Original Size](#)
3. Touch one of the following options:

- Any size (default)
- Letter (8.5x11)
- Mixed Letter/Legal
- Legal (8.5 x 14)
- Executive (7.25 x 10.5)
- Statement (8.5 x 5.5)
- Oficio (8.5 x 13)
- A4 (210x297 mm)
- A5 (148x210 mm)
- B5 (257x182 mm)
- 16k (197x273 mm)
- DPostcard JIS (148x200 mm)
- Oficio (216 x 340 mm)

4. Touch the [Save](#) button.

Image adjustment

 **NOTE:** Adjusting image settings can slow down the fax transfer speed and result in longer transmission times.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Image Adjustment](#)
3. Touch the [Lighter](#) or [Darker](#) buttons to adjust the [Darkness](#) setting.
4. Touch the [Less](#) or [More](#) buttons to adjust the [Contrast](#), [Background Cleanup](#), or [Sharpness](#) settings.
5. Touch the [Save](#) button.

 **NOTE:** Touch the [Default](#) button to reset the sharpness setting to the factory setting.

Optimize text/picture

Use the Optimize text/picture feature to produce fax output that best matches the original. Sending graphics and photos in text mode results in lower quality images.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Optimize Text/Picture](#)
3. Touch one of the following options:
 - [Manually adjust](#) (default)
 - [Text](#)
 - [Printed picture](#)
 - [Photograph](#)
4. Touch the [Save](#) button.

Job build

Use the Job build feature to combine multiple originals into a single fax job.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Job Build](#)
3. Touch one of the following options:
 - [Job Build off](#) (default)
 - [Job Build on](#)
4. Touch the [Save](#) button.

Blank page suppression

Use the Blank page suppression feature to prevent blank pages in a fax from being printed.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)

- [Default Job Options](#)
 - [Blank Page Suppression](#)
3. Touch one of the following options:
 - [Disabled](#) (default)
 - [Enabled](#)
 4. Touch the [Save](#) button.

Receive fax settings

Use the Fax Receive Setup menu to configure the following features:


- [Fax receive setup](#)
- [Enable or disable the fax printing schedule](#)
- [Block incoming faxes](#)
- [Initiate polling receive](#)
- [Default job options](#)
- [Set the paper tray](#)

Fax receive setup

Set the ringer volume

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#) to display the Initial Setup menu.
3. Touch [Fax Setup](#) to display the Fax Setup menu.
4. Touch [Fax Receive Settings](#) to display the Fax Receive Settings menu.
5. Touch [Ringer Volume](#) to display the Ringer Volume menu.
6. Touch [Off](#); [Low](#) (default), or [High](#) to set the volume.
7. Touch [Save](#) to save the volume setting.


Enable or disable the fax printing schedule

 **NOTE:** Before enabling a fax-printing schedule, a schedule must be created.


1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Time/Scheduling](#) to display the Time/Scheduling screen.
3. Scroll to and touch [Fax Printing](#) to display the PIN menu.
4. Touch the text box to display the keyboard.

5. Using the keypad, type the PIN (at least four digits), and then touch **OK** to display the Fax Printing menu.

If you do not have a PIN, you will be prompted to create one.


 **NOTE:** Always save your PIN in a secure place. If you lose your PIN, you must contact HP Service Support for information on how to reset the PIN. For more information, see [Customer support on page 131](#).

6. Touch the green plus sign to open the [Schedule a Weekly Fax Event](#) screen.
7. Scroll to and touch [Fax Printing Mode](#).
8. Select a fax printing mode:
 - Scroll to and touch [Store all received faxes](#) to disable printing of faxes and store all received faxes to memory.
 - Scroll to and touch [Print all received faxes](#) to allow all stored faxes to print and to print all faxes as received.
 - Scroll to and touch [Use Fax Printing Schedule](#) to use the fax printing schedule to automatically turn on and off the printing of faxes.
9. Scroll to and touch [Save](#) to exit.

 **NOTE:** Fax printing and fax forwarding use the same PIN. If you have created a PIN for fax forwarding, use that PIN here.

Block incoming faxes

Use the fax block list setting to create a list of blocked phone numbers. When a fax is received from a blocked phone number, the fax is not printed and is immediately deleted from memory.

 **NOTE:** Only numbers can be used in the fax block list. Do not use dashes or spaces. If a fax is sent from a blocked phone number and the sender uses a dash or a space in the number, the fax will not be blocked.

Create a blocked-fax list

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#).
3. Touch [Fax Setup](#).
4. Scroll to and touch [Fax Receive Settings](#).
5. Scroll to and touch [Blocked Fax Numbers](#) to open the blocked fax menu.
6. Touch [Add Blocked Number](#) to make the keyboard available.
7. Type a number and touch **OK**.
8. To add additional numbers, repeat steps 5 and 6.

Remove numbers from the blocked-fax list

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#).
3. Touch [Fax Setup](#).
4. Scroll to and touch [Fax Receive Settings](#).
5. Scroll to and touch [Blocked Fax Numbers](#) to open the blocked fax menu.
6. Touch [Remove Blocked Number](#) to make the keyboard available.
7. Type a number and touch [OK](#).
8. To add additional numbers, repeat steps 5 and 6.

Clear all numbers from the blocked-fax list

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Initial Setup](#).
3. Touch [Fax Setup](#).
4. Scroll to and touch [Fax Receive Settings](#).
5. Scroll to and touch [Blocked Fax Numbers](#) to open the blocked fax menu.
6. Touch [Clear all Blocked Numbers](#) to make the keyboard available.
7. Touch [Yes](#) to clear all numbers from the list, or touch [No](#) to exit and retain the numbers.

Initiate polling receive

Some fax machines can hold a fax until another fax machine requests that the fax be sent. When a product polls another fax machine that is holding a fax and requests that the held fax be sent to the product, this is known as polling receive.

1. On the control panel, touch the [Fax](#) icon to display the Fax screen.
2. Touch [More Options](#) to display the options screen.
3. Scroll to page 3.
4. Touch [Fax Polling](#) to display the Fax Polling screen.
5. Touch the text box to display the keyboard.
6. Using the keypad, type a polling receive number, and then touch [Start](#).
7. The number entered is dialed. If a stored fax is being held at the fax machine dialed, that fax is transmitted to the product and printed. If no fax is held, a **No Fax is Available** message will be displayed. If the fax machine does not support the polling feature, a **Poll Invalid** error message will be shown.

Default job options

The following default job options are available for configuration:

- Notification
- Stamp Received Faxes
- Fit to Page
- Paper Selection
- Output Bin
- Sides



NOTE: Default job option settings are shared across all fax methods; analog, LAN, and internet fax.

Change notification settings

Notification selects when and how you are notified of the status of an outgoing fax. This setting applies to the current fax only. To change the setting permanently, change the default setting.

1. On the control panel, touch the [Fax](#) icon to open the Fax screen.
2. Touch [More Options](#).
3. Touch [Notification](#).
4. Select a notification setting:
 - Touch [None](#) to turn off notification.
 - Touch [This job](#) to enable notification for the current job.
 - Touch [On error](#) to enable error notification only for the current job.
5. Touch [Print](#) to receive a printed notification, or touch [E-mail](#) to receive an e-mail notification.
6. If you selected [Print](#), touch [OK](#) to complete the notification setup.

-or-

If you selected [E-mail](#), use the keyboard to type an e-mail address. Then touch [OK](#) to complete the notification setup.

Stamp received faxes (incoming faxes)

The stamp received faxes setting enables or disables stamping incoming faxes. The stamp prints the received date, time, phone number, and page number on each incoming page.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Touch [Default Job Options](#) and then [Default Fax Options](#).
3. Touch [Fax Receive](#) to see the Fax Receive setting.
4. Touch [Stamp Received Faxes](#) to see the settings.

5. Touch **Disabled** (default) to disable the stamp, or touch **Enabled** to enable the stamp.
6. Touch **Save**.

Set fit-to-page

When selecting a page size to print a fax, the product determines the closest page size that matches the intended size from sizes available in the product. If the fit-to-page setting is enabled and the received image is larger than that page size, the product attempts to scale the image to fit the page. If this setting is disabled, an incoming image larger than the page splits across pages.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Touch **Default Job Options** and then **Default Fax Options**.
3. Scroll to and touch **Fax Receive** to see the Fax Receive setting.
4. Touch **Fit to Page** to see the fit-to-page settings.
5. Touch **Enabled** (default) to enable fit-to-page, or touch **Disabled** to disable fit-to-page.
6. Touch **Save**.

Set the paper tray

The paper tray setting selects the product paper tray to pull paper from for printing faxes.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Touch **Default Job Options**.
3. Touch **Default Fax Options**.
4. Touch **Fax Receive** to display the Fax Receive menu.
5. Touch **Fax Paper Tray** to display the Fax Paper Tray menu.
6. Touch the name of the tray to use for received faxes.
7. Touch **Save** to save the paper tray value.

Fax archive and forwarding

Use the fax archive feature to save archival copies of all incoming faxes, all outgoing faxes, or both, to a specified email address.

Use the fax forwarding feature to forward all received faxes, all outgoing faxes, or both, to another fax number. When fax forwarding is enabled, the receiving product prints the fax (if fax printing is disabled, the fax prints when the printing is enabled), and also forwards the fax to the fax forward number.



NOTE: To use the **Archive to Email Address** feature, the SMTP server must be configured, and responding, on the product. For information about configuring the SMTP server, see the product user guide.

Archive faxes

You can save archival copies of all incoming faxes, all outgoing faxes, or both. You can send the copies to an alternate fax number or to an e-mail address. To configure this feature, use the embedded Web server.



NOTE: To use the **Archive to Email Address** feature, the SMTP server must be configured on the product. To send or receive a fax while this feature is enabled, the SMTP server must be responding. For information about configuring the SMTP server, see the product user guide.

Enable the Fax Archive feature

1. Open the embedded Web server by typing the product IP address into the address line of a Web browser.
2. Click the **Fax** tab.
3. In the **Device Modem Settings** pane, click the **Advanced** button.
4. In the **General** pane, click the **Enable Fax Archive** check box.
5. In the drop-down list, select one of these options:
 - **Archive to Fax Number**
 - **Archive to Email Address**
6. Type the fax number in the **Fax Archive Number:** field.
-or-
Type the e-mail address in the **Fax Archive Email Address:** field.
7. In the **When to Archive Faxes** area, select one of these options:
 - **Send and Receive**
 - **Send**
 - **Receive**
8. Click the **OK** button.

Set fax forwarding

Use the forward fax setting to forward all received faxes to another fax number. When forward fax is enabled, the receiving product prints the fax (if fax printing is disabled, the fax prints when the printing is enabled), and also forwards the fax to the fax forward number.



NOTE: If the fax fails to forward to another phone number, the device will not attempt to forward the fax again. All faxes are forwarded in fine or standard resolution.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Touch **Default Job Options** to display the Default Job Options menu.
3. Touch **Default Fax Options** to display the Default Fax Options menu.
4. Touch **Fax Receive** to display the Fax Receive screen.

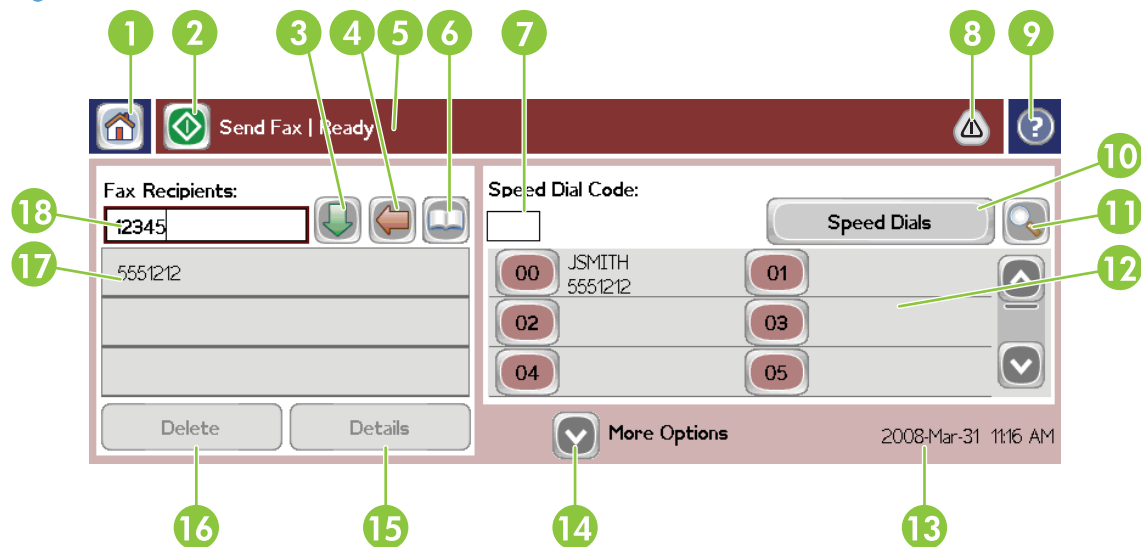
5. Touch [Fax Forwarding](#) to display the PIN screen.
6. Using the keypad, type the PIN (at least four digits), and then touch [OK](#) to display the Fax Forwarding screen.
7. Touch [Fax Forwarding](#).
8. Touch [Custom](#) and touch [Save](#) to display the Set Fax Forwarding screen.
9. Touch [Forward to Number](#) to display the Forward to Number screen.
10. Touch the text box to enter the fax forward phone number and touch [OK](#).

Use fax

Fax feature screen

The Fax feature screen is used to send faxes. To access this screen, press the Fax icon displayed on the control panel Home screen.

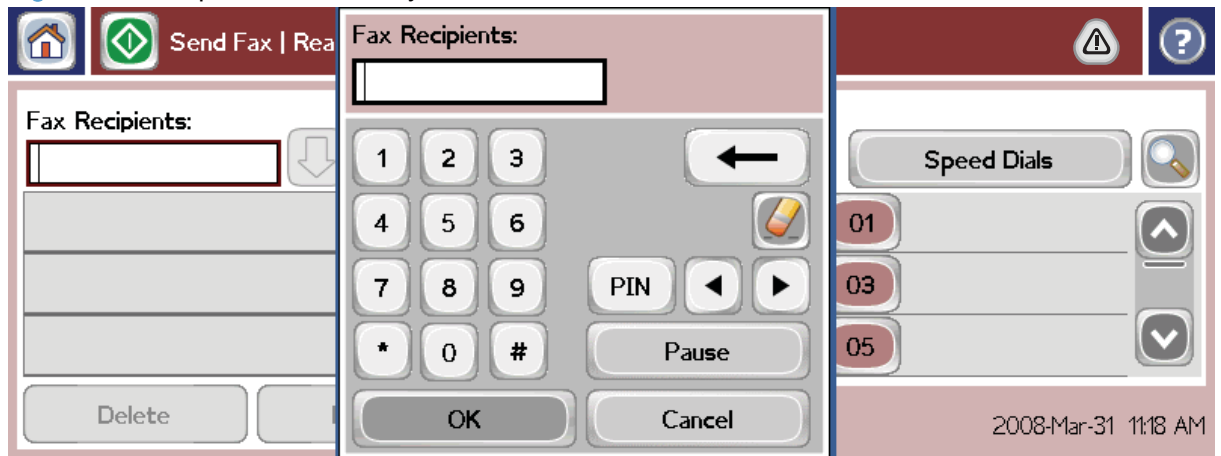
Figure 2-1 Fax feature screen



- | | |
|----|---|
| 1 | Home Key - return to main screen |
| 2 | Send Fax - press to send fax to recipients |
| 3 | Enter Number into Recipient List |
| 4 | Backspace/Delete Number |
| 5 | Status Message Bar |
| 6 | Access Phone Book |
| 7 | Speed Dial Search by Number |
| 8 | Alert Message - touch to display |
| 9 | Help - touch to display help selections |
| 10 | Speed Dial - Edit Key |
| 11 | Speed Dial - Search by Name |
| 12 | Speed Dial List (scroll to display other entries) |
| 13 | Current Date and Time |
| 14 | Touch to access additional Fax Settings for current job |
| 15 | Press for Details of Selected Recipient |
| 16 | Press to Delete Selected Recipient from List |
| 17 | Recipient List |
| 18 | Recipient Number Entry Box - Touch for keyboard or enter from control panel keypad ¹ |

¹ When the [Recipient Number Entry Box](#) is pressed, a pop up is displayed which includes the [PIN](#) button for adding special character brackets ([]) to hide a PIN number, and a [Pause](#) button to insert a comma for a two second pause.


Figure 2-2 Recipient number entry box




Send a fax

To send a fax, you can use one of three basic methods to enter numbers:

- Enter numbers manually.
- Enter numbers using speed dial.
- Enter numbers using the phone book (available only if HP MFP Digital Sending Software Configuration Utility is installed and the phone book has been populated).

 **NOTE:** For online information about sending a fax, touch [?](#) on the screen to access the help menu, and then touch [Send a fax](#) under the list of help topics.

When entering a phone number from the numeric keypad, include any pauses or other numbers, such as area codes, access codes for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. A two second pause may be included by typing a comma (,). To enter a comma, press the [Pause](#) button. If the fax prefix setting has been set to automatically include the dialing prefix, you will not need to enter it.

 **NOTE:** When a fax is sent, it is first scanned and stored into memory. After the entire document is stored, it is sent and then deleted from memory. If redials are set to zero, faxes that fail to send, because the number was busy or did not answer, are deleted from memory. If Redial-On-Busy or Redial-On-No-Answer are set, the fax will not be deleted until all retries fail or the fax is sent successfully.

Send a fax - enter numbers manually

1. Place the document in the automatic document feeder (ADF) or on the scanner glass.
2. From the main screen, touch the [Fax](#) icon. You may be prompted to type a user name and password.
3. Touch [More Options](#). Verify that the Describe Original settings match those of your original. These settings include:

- **Original size** (such as letter or A4)
- **Original sides - 1-sided or 2-sided printing**
- **Optimize text/picture** (text, mixed text and graphics, or graphics and photos) Sending graphics and photos in text mode results in lower quality images.
- **Content Orientation** (portrait or landscape)
- **Job Build** combines multiple scans into a single job.
- **Image adjustment**

Sharpness enhances text and graphic edges.

Darkness

Background removes a background that might be a result from copying color paper.

- **Notification** changes how you are notified of the status of the fax transmission (that is, if the fax was sent or if an error occurred and the fax was not sent). You can print the notifications or send them to an e-mail address.



NOTE: Notification changes the notification setting for the current fax only.

4. When all settings are completed on the Settings screen, touch **OK** to return to the Fax screen.
5. Using the keyboard, enter a phone number. Touch the green down-arrow to add the number to the recipients list.

To remove a number from the list, touch the number and then touch **Delete**.



NOTE: If needed, enter a comma (,) to provide a two second pause after a prefix number (such as a "9" or "0") to allow the internal phone system time to access an outside line before the remainder of the number is dialed. To enter a comma, press the **Pause** button on the control panel.

To enter a PIN as part of the recipient number, use the keypad on the control panel. Touch the **Fax Recipients** field, and then touch the **PIN** button. This inserts a left bracket ([). Type the PIN, and then touch the **PIN** button again to insert the right (]) bracket. The number within the brackets is not displayed in the fax number that appears on fax reports.


6. Touch **Start** to send the fax. You can either touch the **Start** icon on the touch screen or press the green **Start** button on the control panel.
7. If the fax recipient number matches one or more saved speed dials, the matched speed dials are displayed and you are asked if you want to continue sending the fax to the indicated recipient(s). Touch **Yes** to confirm the number and send the fax, or touch **No** to cancel the fax. Note that this step is not required if the Fax Number Speed Dial Matching feature is disabled.

If the fax recipient number does not match any saved speed dials, a number confirmation screen appears and you must re-type the fax number. After re-typing the number, touch **OK** to send the fax. Note that this step is not required if the Fax Number Confirmation feature is disabled.



NOTE: If you have made any changes to the settings on the Settings screen (such as changing notification or 1-sided to 2-sided), a Processing Job screen displays asking "Would you like to keep your current settings?". If you press **Yes**, the product returns you to the Fax screen and the settings you made are retained. This allows you to send another fax using the same settings. If you press **No**, the settings are cleared (returned to their default values) and the product home screen displays.


Send a fax using speed dial

 **NOTE:** Prior to sending a fax using speed dial, you must create a speed dial. To create a speed dial, see [Create a speed dial list on page 39](#).

1. Place the document in the automatic document feeder (ADF) or on the scanner glass.
2. On the control panel, touch the **Fax** icon to display the Fax screen.
3. Touch **Speed Dials** to display the Speed Dial screen.
4. Touch a **Speed Dial** number for the speed dial name you wish to use. Touch **OK**.
5. The speed dial name will appear in the **Fax Recipients** section of the Fax screen.
6. Touch **Start** to send the fax. You can either touch the **Start** button on the touch screen or press the green **Start** button on the control panel.

Search a speed-dial list by name

Use this feature to search an existing speed dial by name.


 **NOTE:** If you do not know the unique name of the speed dial, type a letter to select any portion of the list. For example, to view speed-dial names that begin with the letter N, type the letter N. If no matching entries exist, a message appears before the search shows the entry that is closest to the letter N.


1. On the control-panel main screen, touch the **Fax** icon to display the Fax screen.
2. Touch the **Speed Dial Search** button. This button looks like a magnifying glass and is located to the right of the **Speed Dial** button.
3. Type the first letters of the name to search for. As matches are found, the list at the top of the search screen is populated. If necessary, scroll to see all the entries, or type more letters to narrow the search.
4. Select the appropriate name from the list and touch **OK**. The speed-dial list on the main fax screen shows the selected entry at the top of the list.
5. Touch the selected entry to add it into the recipients list.
6. Select or search for additional names as needed.

Send a fax by using phone book numbers

The fax phone book feature is available when the product is configured to use the HP MFP Digital Sending Configuration software. If the product has not been configured for use with this software, the Phone Book button will not display. To configure the product for use with the HP MFP Digital Sending Configuration software, see the **HP MFP Digital Sending Software User Guide** or the **HP MFP Digital Sending Software Support Guide**, which is available at www.hp.com/go/digitalsending.

Also, when Authentication is enabled from the HP MFP Digital Sending Configuration software, your personal fax numbers from your Microsoft® Exchange contact list appear in the phone book.

 **NOTE:** Fax numbers cannot be added or deleted from the phone book from this device. Fax numbers can only be added or deleted using the Address Book Manager (ABM) running on the Digital Send Server or by changing the entries in your contact list.


 **NOTE:** If you have made any changes to the settings on the Settings screen (such as changing notification or 1-sided to 2-sided), a Processing Job screen displays asking "Would you like to keep your current settings?". If you press **Yes**, the product returns you to the Fax screen and the settings you made are retained, which allows you to send another fax using the same settings. If you press **No**, the settings are cleared (returned to their default values) and the product home screen is displayed.

1. On the control panel, touch the **Fax** icon to display the Fax screen.
2. Touch **Address Book** icon to display the Address Book screen.
3. Select a phone book source from the drop down menu.
4. Touch the names to highlight and touch the **Right Arrow** icon to move the highlighted names to the Fax Recipients section.
5. Touch **OK** to return to the Fax screen.
6. Touch **Start** to send the fax. You can either touch the **Start** button on the touch screen or press the green **Start** button on the control panel.

DSS fax phone book search

Use the fax phone book search feature to complete a name search of the fax phone book that is supplied through the Digital Sending Service (DSS) and the Address Book Manager (ABM).


Check the HP Web site to determine if firmware updates are available for your product.


 **NOTE:** If you are not using DSS, the fax phone book does not appear on the product display. The DSS phone book is not the same as the speed-dial list.

1. Touch the **Fax** icon on the display.
2. Touch the **Phone Book** icon (located to the right of the fax recipients box).
3. Select the phone book source or **All** in the pull-down menu at the top of the phone book screen.
4. Select the recipient name from the phone book list.

For long lists, a name search is available by pressing the **Search** icon (magnifying glass) at the bottom of the phone book screen. In the search screen, type the first letter or letters of the name; matching recipients appear as letters are typed. Type more letters to further refine the search. Select from the name(s) found at the top of the screen, and then touch **OK**. The screen returns to the Fax Phone Book.

5. Touch the right arrow to enter the selected name into the Fax Recipients list.
6. Touch **OK** to return to the Send Fax job screen.

 **NOTE:** Use the Address Book Manager (part of DSS) to create/add content to the Fax Address Book.

 **NOTE:** To import/export the local fax phone book to the EWS, refer to the EWS documentation.

Cancel a fax

1. Press the red Stop button on the control panel. The [Job Status](#) screen opens.



NOTE: A short delay might occur before the job displays in the list of jobs on the [Job Status](#) screen after the fax job has finished scanning.

2. Touch the drop-down menu, and touch the [Outgoing faxes](#) option.
3. Select either the [Current Fax Job](#) tab or the [All Fax Jobs](#) tab, and then select the name of the job. Touch the [Cancel Job](#) button.

Create or delete speed dial lists

Speed dial allows you to assign a speed dial name to a single number or a group of numbers and then send a fax to that number or numbers by selecting the speed dial name.

Create a speed dial list

1. On the control panel, touch the [Fax](#) icon to display the Fax screen.
2. Touch [Speed Dials](#) to display the Speed Dial screen.
3. Touch a [Speed Dial Number](#).
4. Touch the [Speed Dial Name](#) box to display the keyboard.
5. Type a name for the speed dial and touch [OK](#) to return to the [Speed Dials](#) screen.
6. Touch the [Fax Numbers](#) box to display the keyboard.
7. Type a fax number for the [Speed Dial Name](#) and touch [OK](#) to return to the [Speed Dials](#) screen.
8. Touch the [Speed Dial](#) number selected for the Speed Dial Name to save. The name and fax number will appear next to the [Speed Dial Number](#).
9. Repeat steps 3-8 to enter all the numbers for the speed dial
10. When finished, press [OK](#) to return to the Fax screen

Delete a speed dial list

1. On the control panel main screen, touch the [Fax](#) icon to display the Fax screen.
2. Touch [Speed Dial](#) to display the Speed Dial screen.
3. Touch a [Speed Dial](#) number of the list to be deleted.
4. Touch [Delete](#).
5. The next screen will ask to confirm the deletion.
6. Touch [Yes](#) to delete the speed dial list.
7. Touch [Yes](#) again to return to the Fax screen.

Delete a single number from the speed dial list

1. On the control panel, touch the [Fax](#) icon to display the Fax screen.
2. Touch [Speed Dials](#) to display the Speed Dial screen.
3. Touch the [Speed Dial](#) number of the list to be edited.
4. Touch the Fax Numbers box to display the keyboard.
5. Scroll through the list of fax numbers and touch the screen to the right of last digit of the fax number to be deleted. Use the backspace key to delete the fax number.
6. Touch [OK](#) to return to the [Speed Dials](#) screen.
7. Touch [OK](#) to return to the Fax screen.

Add a number to an existing speed dial list

1. On the control panel, touch the [Fax](#) icon to display the Fax screen.
2. Touch [Speed Dials](#) to display the Speed Dial screen.
3. Touch the [Speed Dial](#) number of the list to be edited.
4. Touch the [Fax Numbers](#) box to display the keyboard.
5. Using the keyboard, type the fax number to add to the speed dial list.



NOTE: The cursor defaults to the next open space below the last entered fax number of the speed dial list.

6. Touch [OK](#) to return to the [Speed Dials](#) screen.
7. Touch [OK](#) to return to the Fax screen.

Voice Calls and Retries

Fax Call Report

When all fax attempts have been exhausted, a Fax Call Report will be printed for a fax send. It shows the fax job log ID. The result of the final attempt is printed on the Fax Call Report.

A Fax Call Report does not print for voice calls. For more information, see [Fax Call Report on page 40](#).



NOTE: A Fax Call Report only generates Job numbers for final attempts. If one of these reports is printed manually from the menu and the last call was neither the final attempt nor a Voice call the Job number will be zero.

Fax Activity Log

Voice Calls are not included in the Fax Activity Log by default. Only the final attempt is listed in the Fax Activity Log. For more information, see [Print the fax activity log on page 52](#).

T.30 Report

Voice Calls do not cause a T.30 report to print. All retry attempts cause a T.30 report to print. For more information, see [Service settings on page 53](#).


Secure settings

Two settings, fax forwarding and fax printing, are secure features and require a PIN. The first time you access either setting, you will be required to create a PIN. After you create that PIN, it is used to access both features. That is, if a PIN that has been created for fax forwarding it is also used to access fax printing, or if the PIN was first created for fax printing, it must be used to access fax forwarding. Only one PIN can be created to access these secure settings.

If fax call report is enabled with thumbnails, a report prints with a thumbnail of the first page of the fax when fax printing or fax forwarding is enabled. If you want secure fax printing, disable printing the thumbnail on the fax call report.

Change your PIN

This procedure describes how to change your existing PIN.

 **CAUTION:** Always save your PIN in a secure place. If you lose your PIN, you must contact HP Service Support for information about how to reset the PIN. For more information, see [Customer support on page 131](#).

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Touch [Default Job Options](#) to display the Default Job Options menu.
3. Touch [Default Fax Options](#) to display the Default Fax Options menu.
4. Touch [Fax Receive](#) to display the Fax Receive screen.
5. Touch [Fax Forwarding](#) to display the PIN screen.
6. Using the keypad, type the PIN (at least four digits), and then touch [OK](#) to display the Fax Forwarding screen.
7. Touch [Change PIN](#) to display the PIN screen.
8. Using the keypad, type the new PIN (at least four digits), and then touch [OK](#).
9. Using the keypad, confirm the new PIN, and then touch [OK](#).
10. Touch [OK](#) again.

Use Fax over VoIP networks

VoIP technology converts the analog phone signal into digital bits. These are then assembled into packets which travel on the Internet. The packets are converted and transmitted back to analog signals at or near the destination.

The transmission of the information on the Internet is done digitally instead of analog. Therefore, there are different constraints on the fax transmission that may require different fax settings than the analog Public Switched Telephone Network (PSTN). Fax is very dependent upon timing and signal quality, so a fax transmission is more sensitive to a VoIP environment.

If you use VoIP as part of a PBX or centralized telephone system, faxing is more reliable when you set the telephone system for passthrough mode rather than relay mode. Contact the system administrator to verify this setting.

The following are suggested changes in settings for the HP LaserJet Analog Fax Accessory 500 when it is connected to a VoIP service:

- Start off with the fax set in V.34 mode and with Error Correction Mode (ECM) turned on. The V.34 protocol handles any changes in transmission speed needed to accommodate VoIP networks.
- If numerous errors or retries occur with the unit set to V.34, set V.34 Off and set Maximum Baud Rate to 14,400 bps.
- If errors and retries persist, set a lower fax speed as some VoIP systems cannot handle the higher signal rates associated with fax. Set the Maximum Baud Rate to 9,600 bps.
- In rare cases, if errors persist, turn off ECM on the product. The image quality might decrease. Ensure that the image quality is acceptable with ECM off before using this setting. If having the ECM turned off eliminates errors, set the speed to 14,400 bps to get a faster transmission speed, and potentially better error rate.
- If the preceding setting changes have not improved the VoIP fax reliability, contact your VoIP provider for help.

Solve fax problems

Check fax accessory status

If the analog-fax accessory does not appear to be functioning, print a Fax Accessory Page to check the status.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Information](#).
3. Scroll to and touch [Configuration/Status Pages](#).
4. Scroll to and touch [Configuration page](#) to print the configuration pages.

On the Fax Accessory Page of the Information Page, under the HARDWARE INFORMATION heading, check the MODEM STATUS. The following table identifies the status conditions and possible solutions.

OPERATIONAL / ENABLED ¹	The analog-fax accessory is installed and ready.
OPERATIONAL / DISABLED ¹	The fax accessory is installed and operational, however, HP Digital Sending utility has either disabled the product fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time.
NON-OPERATIONAL / ENABLED/DISABLED ¹	A firmware failure has been identified. The firmware should be updated, see Firmware upgrades on page 55 .
DAMAGED / ENABLED/DISABLED ¹	Fax accessory has failed; reseal the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

¹ ENABLED indicates that the analog fax accessory is enabled, turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

Fax feature is not operating

The fax accessory is installed but the icon does not appear on the product main screen.

Cause	Solution
HP MFP Digital Sending Software Configuration utility has disabled the analog-fax feature.	Use the HP MFP Digital Sending Software Configuration utility to enable the analog-fax feature.
The accessory is not operating correctly.	Check the fax accessory status. If the status is NON-OPERATIONAL, new firmware might need to be installed. If the status is DAMAGED and you just installed the card, try reseating the card and check for bent pins. If the status is DAMAGED and the card is installed correctly, the card might need to be replaced.
Faulty formatter board.	Contact your HP service representative for service.

The product is not displaying the fax menus.

Cause	Solution
LAN fax is enabled.	This is normal operation. When the HP Digital Sending Software enables LAN fax, the analog fax is disabled and the fax menu, which is used for the analog fax only, does not open.

General fax problems

Problem	Cause	Solution
Fax failed to send.	JBIG is enabled and receiving fax does not have JBIG capability.	Set JBIG off.
An "Out of Memory" status message appears on the status message bar.	The product storage disk is full.	Delete some files from the disk, see the product user guide for information about managing the disk.
Print quality of a photo is poor or prints as a gray box.	Wrong Page Content mode setting.	Try setting the Optimize Text/Picture option to Photograph .
Pressed the Cancel button on the product keyboard to cancel a fax transmission and the fax was still sent.	Cancellation takes place after making a selection in the cancellation menu (displayed after pressing red Stop button) and acknowledging with OK .	Cancel faxes using the fax menu, see Fax feature screen on page 34 .
No Phone Book button appears.	The Phone Book feature has not been enabled.	Use the HP MFP Digital Sending Software Configuration utility to enable the phone book feature.
Not able to locate the Fax settings in HP Web Jetadmin.	Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.	Select Digital Sending and Fax from the drop-down menu. For more information, see HP Web Jetadmin on page 14 .
The header is being appended to the top of the page when I have overlay enabled.	The fax will append the overlay header to the top of a page when overlay is set, when the fax has been forwarded.	This is normal operation.
Have a mix of names and numbers in the recipients box.	This is normal for both names and numbers to appear, depending on where they are from, the phone book lists names, and all other databases list numbers.	Normal, no action required.
My one page fax prints as two pages.	The fax header is being appended to the top of the fax, pushing text to a second page.	If you want your one page fax to print on one page, set the overlay header to overlay mode.
Document stops feeding in the middle of faxing.	There might be a jam in the ADF.	If there is a jam, see the product user guide for instructions on clearing jams.
The volume for sounds coming from the fax accessory is too high or too low.	The volume setting needs to be adjusted.	See Set the ringer volume on page 27 for information about changing the sound volume settings.

Problems with sending faxes

Problem	Cause	Solution
Faxes quit during sending.	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.
	Your phone line might be noisy or poor quality	Try using a lower baud rate to improve the reliability of transmission. See maximum baud rate setting.
	A call-waiting feature might be active	Verify that the fax telephone line does not have an activated call-waiting feature. A call-waiting notice can interrupt a fax call in progress, which causes a communication error.
The fax accessory is receiving faxes but is not sending them.	If the fax accessory is on a PBX system, the PBX system might be generating a dial tone the fax accessory cannot detect.	Disable the detect dial tone setting.
	There might be a poor phone connection.	Try again later.
	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.
Outgoing fax calls keep dialing.	The fax accessory automatically redials a fax number if the Redial on Busy option is set to on or if the Redial On No Answer is set on.	This is normal operation. If you do not want the fax to retry, set Redial on Busy to 0 and set Redial On No Answer to 0.
Faxes you send are not arriving at the receiving fax machine.	The receiving fax machine might be turned off or might have an error condition, such as being out of paper.	Call the recipient to make sure the fax machine is turned on and ready to receive faxes.
	A fax might be in memory because it is waiting to redial a busy number, or there are other jobs ahead of it waiting to be sent.	If a fax job is in memory for either of these reasons, an entry for the job appears in the fax log. Print the fax activity log, and check the Result column for jobs with a Pending designation.

Problems with receiving faxes

Incoming fax calls are not being answered by the fax accessory (no fax detected).

Cause	Solution
The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting.

Incoming fax calls are not being answered by the fax accessory (no fax detected).

Cause	Solution
The phone cord might not be connected properly, or the phone cord is not working.	Check the installation. Make sure you are using the phone cord that came with the fax accessory.
The phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.
A voice-messaging service might be interfering with the fax accessory's ability to answer calls.	Do one of the following: <ul style="list-style-type: none">• Discontinue the messaging service.• Get a phone line dedicated to fax calls.• Decrease the rings-to-answer for the fax accessory to a number less than the rings-to-answer for the voice mail.

Faxes are transmitting or being received very slowly.

Cause	Solution
Either the sending fax machine or the receiving fax machine has a slower speed setting.	The fax can only be transmitted as fast as the slowest speed setting by both the sending and receiving fax machines. For example, the receiving machine might be set at 33,000 bps, but if the sending machine is only set to 14,400 bps, the fax is only transmitted at 14,400 bps.
You might be sending or receiving a very complex fax, such as one with many graphics.	Complex faxes take longer to be sent or received.
The receiving fax machine might have a slow modem speed.	The fax accessory only sends the fax at the fastest modem speed the receiving fax machine can use.
The resolution at which the fax was sent or is being received is very high. A higher resolution typically results in better quality, but also requires a longer transmission time.	If you are receiving the fax, call and ask the sender to decrease the resolution and resend the fax. If you are sending, decrease the resolution and change the Optimize Text/Picture option.
If there is a poor phone-line connection, the fax accessory and the receiving fax machine slow down the transmission to adjust for errors.	Cancel and resend the fax. Have the phone company check the phone line.

Faxes are not printing on the product.

Cause	Solution
There is no media in the media input tray.	Load media. Any faxes received while the input tray is empty are stored and will print after the tray has been refilled.
Schedule Printing of Faxes is set.	If Schedule Printing of Faxes is enabled, faxes will not print until it is disabled.
The product is either low on toner or has run out of toner.	The product stops printing as soon as it is low on toner or runs out of toner. Any faxes received are stored in memory and print after the toner has been replaced. For other product printing problems, see the product user guide.

Faxes are not printing on the product.

Cause	Solution
Incoming call may be a voice call.	Incoming voice calls usually show up in the call report as a Communication Error (17) . As these are voice calls and not a fax error, no action is needed to be taken. Ensure that those calling you have a voice number that is different from the fax number.
The incoming fax was interrupted.	Verify that the fax telephone line does not have an activated call-waiting feature. A call-waiting notice can interrupt a fax call in progress, which causes a communication error.
The Fax Printing Schedule feature is set to Always store faxes .	Change the Fax Printing Schedule setting to Always print faxes .

Error codes

If a fax problem occurs which prevents or interrupts sending or receiving of a fax, an error code is generated that will help in determining the cause of the problem. Error codes show up in the fax activity log, the fax call report, and the T.30 Protocol Trace. Print one of these three reports to obtain the error code. A detailed description for some error codes and the appropriate action can be found at www.hp.com by searching for your product name.

Fax error messages

When an analog fax is sent or received on an HP LaserJet product, any errors that occur during the fax process will be displayed on the product control panel and entered into the fax reports. Fax errors can occur for many reasons and often they are due to interruptions or noise on the telephone connection. Any error that takes place during the fax process regardless of where it originates will be displayed by the product.

If the fax process is interrupted or an error occurs during a fax transmission or reception, a two part status/error description is generated by the fax subsystem on the product. Normal or successful faxes also generate messages indicating success. The message information consists of a text description and a numeric code (a few messages don't include numeric codes). Only the text part of the message will be displayed on the product control panel; however, both the text message and numeric code will be listed in the Fax Activity Report, Fax Call Report, and the Fax T.30 Trace (these fax reports can be printed out individually from the product control panel – under the **Administration > Information** and **Administration > Troubleshooting** menus). The numeric code is shown in parentheses after the text part of the message in the reports. For example, if a communication error occurred, the control panel display would show **Fax Failed: Communication Error**. The same error would be shown in the Result field in the Fax Activity Report as **Communication Error (17)**. For this example, the numeric code associated with this communication error is '17'.

The numeric code is generated by the fax modem. Usually a numeric code of (0) indicates a normal modem response. Some messages will always display a numeric code of (0), whereas other messages can have a range of numeric codes depending on the circumstances, and a few messages will have no numeric code. Usually a numeric code of (0) indicates an error was not associated with the fax modem, but occurred in another part of the fax subsystem. Non-zero error codes give further detail into the particular action or process that the modem is executing, and they don't necessarily indicate that there is a problem with the modem.

In the tables that follow, the fax messages with the most common number codes are given with recommended corrective action. Several messages that are normal or indicate a normal event are also included in tables. For example, if a fax was not able to be sent to a busy number, a **Fail Busy**

message will be shown. Nothing is wrong with the fax subsystem; the message indicates the fax was not completed due to a busy telephone number at the receiving end.

Persistent error messages with numeric codes different than those listed here require assistance of customer support. A more detailed listing of the last fax call can be printed out before contacting customer support to help identify the problem. The detailed fax listing is called a Fax T.30 Trace and can be printed for the last fax, or it can be set to print whenever a fax error occurs. To print or configure the Fax T.30 Trace, touch **Administration**, **Troubleshooting**, and then **Fax T.30 Trace**. You can then print the report for the last fax or configure when to print the T.30 trace.

Send-fax messages

Table 2-1 Send-fax messages

Message	Error No.	Description	Action(s)
Cancelled	0	Fax was cancelled by user at control panel of product.	None.
Success	n/a	Fax sent successfully.	None.
Fail Busy	0	The receiving fax machine is busy.	The fax will be retired automatically (if configured), otherwise try resending fax later.
No Answer	0	The receiving fax machine is not answering the call.	The receiving fax machine may be disconnected or turned off; contact the receiver to check the machine. Try resending.
Compression Error	Any	Fax may be corrupted or not sent.	Try resending fax.
No Dial	0	No dial tone is detected when sending the fax.	Verify the phone line is active; set the sending fax to "not" to detect a dial tone.
Modem Fail	Any	Unexpected or bad response from the internal fax modem to product.	Try resending fax; if the error persists, contact service.
Communication Error	17 or 36	Lost telephone connection between sender and receiver.	Try resending the fax.
Communication Error	Any besides 17 or 36	General communications issue where the fax transmission was interrupted or did not proceed as expected.	Try resending fax; if the error persists, contact service.
Space Fail	0	Unable to read or write the fax image file to disk; could be corrupt product disk or no space available on the product's disk.	Try resending fax; if the error persists, contact service.
Page Fail	0	Incompatible page width, or page had too many bad lines.	Try resending fax; if the error persists, contact service.
Memory Error	0	Out of RAM memory on product.	If error persists, may need to add RAM to product.
Job Fail	Any	Fax failure; the fax job did not complete.	Try resending fax; if the error persists, contact service.
Power Failure	0	A power failure occurred during the fax transmission on the sending fax product.	Try resending the fax.
No Fax Detected	17 or 36	No fax machine was detected at receiving end.	Verify fax number and have receiver verify fax machine is on and connected; then try resending fax.

Receive-fax messages

Table 2-2 Receive-fax messages

Message	Error No.	Description	Action(s)
Success	n/a	Fax received ok.	None.
Blocked	n/a	Fax reception was blocked by receiving fax machine using blocked number feature.	None.
Modem Fail	Any	Unexpected or bad response from the internal modem to the product - example is trying to send a fax just as another fax is arriving.	Have fax resent; if the error persists, contact service.
Communication Error	17, 36	Lost telephone connection or interruption between sender/receiver.	Have the sender resend the fax (if the sending machine does not automatically retry).
Communication Error	Any besides 17 or 36	General communications issue where the fax transmission was interrupted or did not proceed as expected.	Have fax resent; if the error persists, contact service.
Space Fail	0	Unable to read or write image file to disk; could be corrupt product disk or no space on disk.	Have fax resent; if the error persists, contact service.
Page Fail	0	Incompatible page width or page had too many bad lines.	Have fax resent; if the error persists, contact service.
Memory Error	0	Out of RAM memory on product.	If error persists, may need to add additional RAM memory to product.
Compression Error	0	Corrupted fax - the received image file cannot be decoded.	Have fax resent; enable ECM (Error Correction Mode) if not already.
Print Fail	0	Corrupted fax - the received image file cannot be decoded.	Have fax resent; enable ECM (Error Correction Mode) if not already.
Poll Invalid	0	The fax polling feature attempted to retrieve a fax from another machine but no fax was available.	Contact the administrator of the fax machine being polled and verify a fax is available, and then retry.
Job Fail	Any	Fax failure; this includes all non-specific failures.	Have fax resent; if the error persists, contact service.
Power Failure	0	A power failure occurred during the fax reception.	Have the sender resend the fax.
No Fax Detected	17, 36	A voice call was made to the fax.	None

Fax logs and reports

Print the fax call report

The fax call report is a brief report that indicates the status of the last fax that was sent or received. If you want a thumbnail (a 62 percent reduction of the first page) of the fax printed on this report, select the Thumbnail on Report setting.

1. On the control panel, touch the **Administration** icon to open the Administration menu.
2. Touch **Information** to display the Information menu.
3. Touch **Fax Reports** to display the Fax Reports menu.
4. Touch **Fax Call Report** to display the Fax Call Report screen.
5. If you want a thumbnail of first page of the fax, touch **Thumbnail on Report**, and then:
 - Touch **Yes** to include a thumbnail of the first page.
 - Touch **No** to disable printing a thumbnail on the report.
6. Touch **Fax Call Report** to print the fax call report.

Schedule fax call report printing

Use the **When to Print Report** setting to specify under what conditions you want to print the fax call report.

1. On the control panel, scroll to and touch the **Administration** icon to open the Administration menu.
2. Touch **Information** then **Fax Reports**.
3. Touch **Fax Call Report** then **When to Print Report**.
 - Touch **Never automatically print** to never print a **Fax Call Report**.



NOTE: If you select **Never automatically print**, you will have no printed indication other than the touchscreen status-bar message, that a fax failed to be transmitted unless you print a fax activity log.

- Touch **After any fax job** to print a **Fax Call Report** after a fax is sent or received.
- Touch **After fax send jobs** to print a **Fax Call Report** after a fax is sent.
- Touch **After any fax error** (default) to print a **Fax Call Report** after the device detects a fax error.
- Touch **After send errors only** to print a **Fax Call Report** after the device detects a fax send error.
- Touch **After receive errors only** to print a **Fax Call Report** after the device detects a fax receive error.



NOTE: If you select **Never**, you will have no printed indication other than the touchscreen status-bar message, that a fax failed to be transmitted unless you print a fax activity log.

Print the fax activity log

The fax activity log includes the following information.

- Date and time of all faxes received, sent, or failed to send
- Identification (phone number, if available)
- Duration (off-hook time)
- Number of pages
- Result (successfully sent, pending, or failed to send which includes error type and code)

The database stores the most recent 500 fax entries (older faxes are deleted from the log). The database fax entries include any fax session as an entry. For example, a fax session could be a sent fax, received fax, or firmware upgrades. Depending on the activity, there might be fewer than 500 entries in the report (unless you sent 500 faxes without receiving any faxes or other completing another activity).

If you want to use the log for record keeping purposes, you should print the log periodically (at least every 500 faxes) and then clear it.

To print the fax activity log, complete the following steps.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Information](#).
3. Scroll to and touch [Fax Reports](#) then [Fax Activity Log](#). (Prints report)

Print the billing code report

The billing code report is a list of the most recent 500 faxes that were successfully sent, listed by billing code. The following information is provided in this report.

- Billing code number
- Date and time of all faxes that were successfully sent
- Identification number
- Duration (off hook time)
- Number of pages sent
- Result (success)

The database stores the most recent 500 faxes (older faxes are deleted from the database). If you want to use the report for record keeping purposes, you should print the report periodically (at least every 500 faxes) and then clear it.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Information](#).
3. Scroll to and touch [Fax Reports](#).

4. Scroll to and touch [Billing Codes Report](#).
5. Touch [Print](#) to print the report.

Clear the fax activity log and billing code report

The fax activity log and the billing code report use the same database. This setting clears the database and therefore clears both the activity log and the billing report data.

To clear the fax database, complete the following steps.

1. On the control panel, touch the [Administration](#) icon to open the Fax menu.
2. Scroll to and touch [Resets](#) to open the menu.
3. Scroll to and touch [Clear fax activity log](#).
4. Touch [Yes](#) to clear all entries, or touch [No](#) to exit and retain the entries.

Print the blocked fax list report

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Information](#).
3. Scroll to and touch [Fax Reports](#)
4. Touch [Blocked Fax List](#) to print the report.

Print the speed dial list report

A speed dial list report lists the fax numbers assigned to speed dial names.

1. On the control panel, scroll to and touch the [Administration](#) icon to open the Administration menu.
2. Scroll to and touch [Information](#).
3. Scroll to and touch [Fax Reports](#).
4. Touch [Speed Dial List](#) to print the report.

Service settings

These items in the control-panel menus can help with troubleshooting if the corrective action taken under the Error Codes section is unsuccessful. They are intended to be used when an HP service representative is assisting you.

Settings in the Initial Setup menu

Open the [Administration](#) menu, and then select the [Initial Setup](#) menu. Open the [Fax Setup](#) menu.

Fax Send settings

Maximum baud rate: This setting provides a list of baud rates to select for operation. If the fax is having communication errors, use this setting to select slower baud rates to determine if the communication error is caused by the phone line. First drop down to 14,400 bps, and then to 9,600 bps. Once this setting is set, it remains set until changed.

TCF T.30 Delay Timer: This setting has a range between 60 to 255 ms. It should be left to its default value of 60 ms. Use this setting when directed by an HP technical support agent as adjustment procedures associated with it is beyond the scope of this guide.

TCF Extend: This setting has a range between 0 to 2550 ms. It should be left to its default value of 0 ms. Use this setting when directed by an HP technical support agent as adjustment procedures associated with it is beyond the scope of this guide.

Fax Receive settings

Ring Interval: This setting is used to adjust for some PBX ring signals. Use this setting when directed by an HP technical support agent.

Ring Frequency: This setting has a range between 1 to 200 Hz. It should be left at its default value of 68 Hz. Use this setting when directed by an HP technical support agent as adjustment procedures associated with it is beyond the scope of this guide.

Settings in the Troubleshooting menu

Open the [Administration](#) menu, and then select the [Troubleshooting](#) menu.

Troubleshooting menu settings

Fax T.30 Trace: The Fax T.30 trace is a printed report which produces a record of all the communications between the sending and receiving fax machines for the last Fax transmission or reception. The report has many technical details which are usually beyond the scope of most users. However the report contains detailed error codes and other information that might be useful in troubleshooting a particular problem related to sending or receiving a FAX. The report contents might be requested by an HP service representative when trying to determine the cause of a problem and will help to determine the appropriate action. (For error code information, see [Fax error messages on page 47.](#))

Fax V.34: This setting has two values (Normal and Off) that control the modem's baud rate. The Normal setting allows the modem to select (negotiate with the other modem) any of the supported baud rates up to 33,600 bps. The Off setting sets the baud rate to a maximum of 14,400 bps. This setting remains set, until changed.

Fax Speaker mode: This service setting has two modes, Normal and Diagnostic. In Normal mode, the modem speaker is turned on during dialing through the initial connection and then shuts off. For Diagnostic mode, the speaker is turned on and remains on for all fax communications until the setting is returned to Normal.

Settings in the Resets menu

Open the [Administration](#) menu, and then select the [Resets](#) menu.

[Resets menu settings](#)

[Restore Factory Telecom Settings](#): This selection resets several menu changes back to their default settings. This includes the maximum baud rate, ring-burst off time, V.34, speaker mode, and transmit signal loss.

Firmware upgrades

The firmware on the fax accessory can be updated. Fax firmware updates occur as part of an overall product firmware update. See the product user guide for more information.

-
- 3 HP Color LaserJet CM 4540 MFP Series, HP Color LaserJet Enterprise M4555 MFP Series, HP LaserJet Enterprise 500 MFP Series, HP LaserJet Enterprise 500 Color MFP Series, and HP LaserJet Enterprise M725 MFP Series

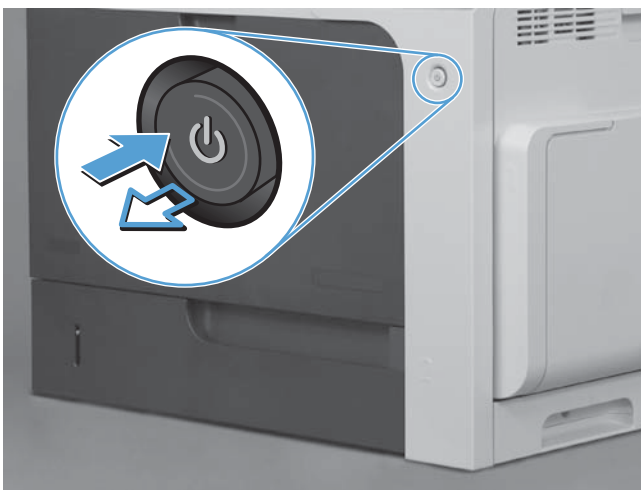
Install the fax accessory

The following sections describe the installation procedure for each of the following printers:


- [Install the fax accessory in the HP Color LaserJet CM4540](#)
- [Install the fax accessory in the HP Color LaserJet M4555 MFP Series](#)
- [Install the fax accessory in the HP LaserJet Enterprise 500 MFP Series](#)
- [Install the fax accessory in the HP LaserJet Enterprise 500 Color MFP Series](#)
- [Install the fax accessory in the HP LaserJet Enterprise M725 MFP Series](#)

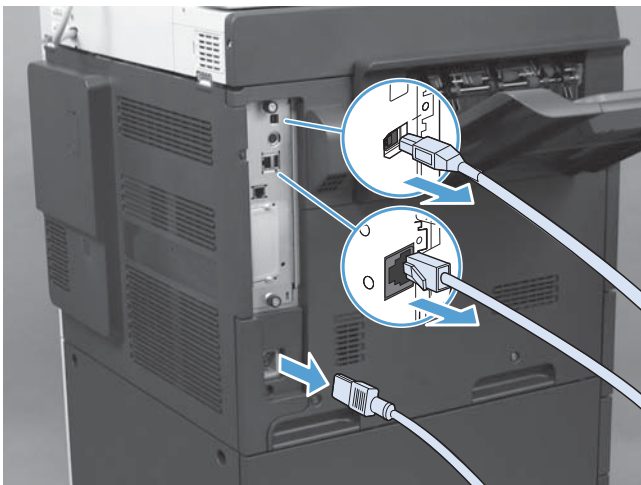
Install the fax accessory in the HP Color LaserJet CM4540

1. Turn the product off.



2. Disconnect all power and interface cables.

 **NOTE:** This illustration might not show all the cables.



3. Locate the thumb screws on the formatter board in the rear of the product.



4. Unscrew the thumb screws and pull the formatter from the product.

⚠ CAUTION: The formatter board and the fax accessory card contain parts that are sensitive to electrostatic discharge (ESD). When handling the formatter board or the fax accessory card, use static protection such as the following: 1) A grounding wrist strap that is connected to the metal frame of the product. 2) Hold the metal frame of the formatter in your hand.

Avoid touching components on the formatter board or the fax accessory card.

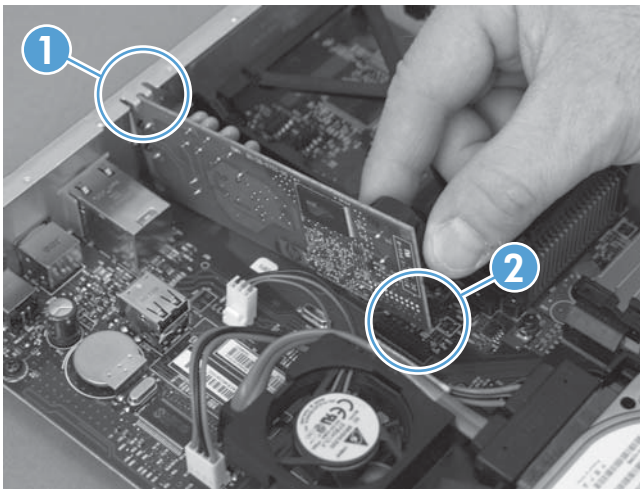


5. If necessary, remove the label that covers the fax port on the formatter.
6. Remove the fax accessory from its packaging.


⚠ CAUTION: The formatter board and the fax accessory card contain parts that are sensitive to electrostatic discharge (ESD). When handling the formatter board or the fax accessory card, use static protection such as the following: 1) a grounding wrist strap that is connected to the metal frame of the product. 2) Hold the metal frame of the formatter in your hand.

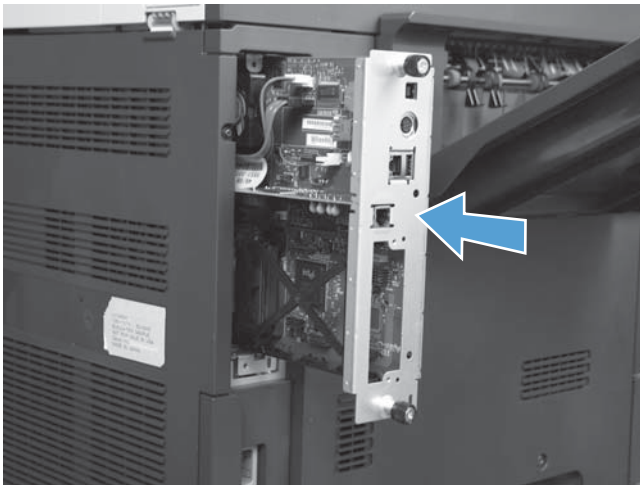
Avoid touching components on the formatter board or the fax accessory card.

7. Locate the fax-accessory connector opening on the formatter. Align the connector on the fax-accessory with the opening on the formatter. The top edge of the fax-accessory will fit into the slot on the metal frame of the formatter when properly positioned (callout 1). Align the connector on the fax-accessory to the connector on the formatter and push down firmly (callout 2).

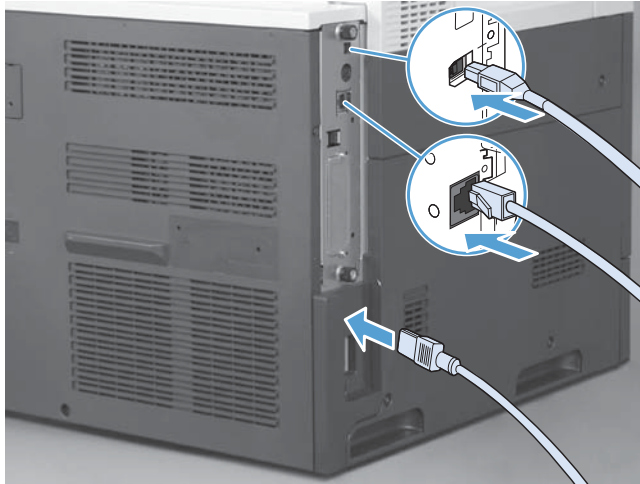


8. Align the formatter board in the tracks at the bottom of the slot, and then slide the board back into the product. Tighten the thumb screws.

 **NOTE:** To prevent damage to the formatter board, ensure the formatter board is aligned in the tracks at the top and the bottom of the opening.

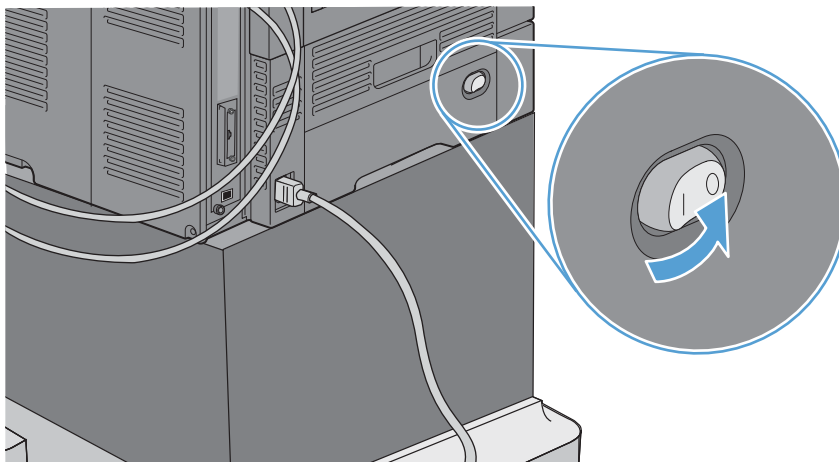


9. Reconnect the power cable and interface cables, and turn the product on.

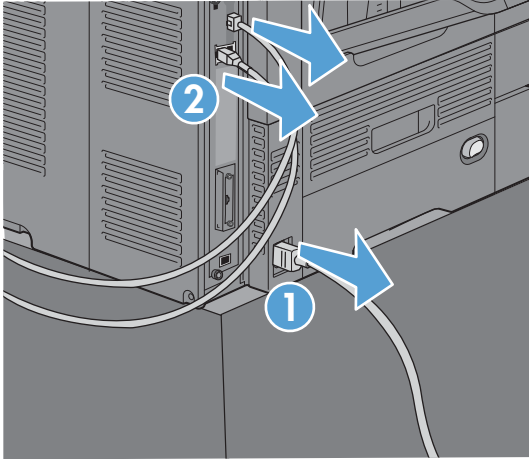



Install the fax accessory in the HP Color LaserJet M4555 MFP Series

1. Turn the product off.

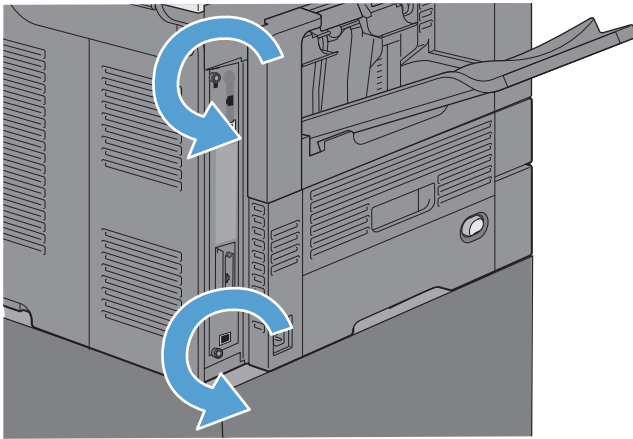


2. Disconnect all power and interface cables.



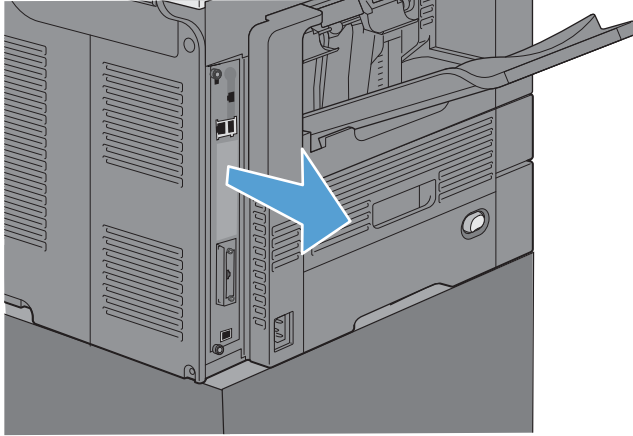
 **NOTE:** This illustration might not show all the cables.

3. Locate the thumb screws on the formatter board in the rear of the product.

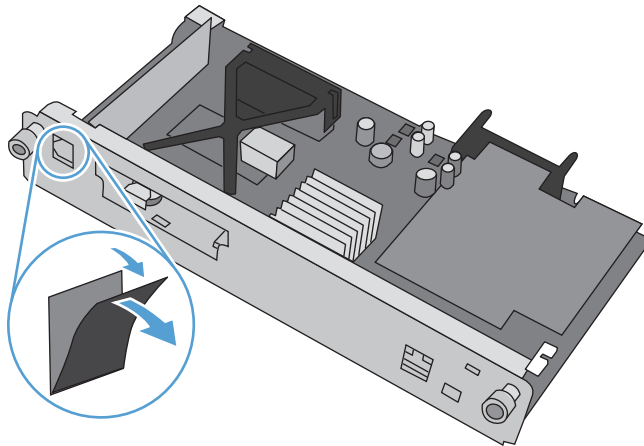


4. Unscrew the thumb screws and pull the formatter from the product.

⚠ CAUTION: The formatter board and the fax accessory card contain parts that are sensitive to electrostatic discharge (ESD). When handling the formatter board or the fax accessory card, use static protection such as the following: 1) A grounding wrist strap that is connected to the metal frame of the product. 2) Hold the metal frame of the formatter in your hand.



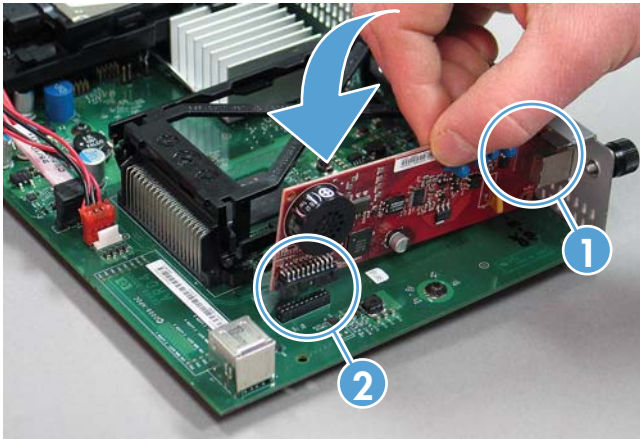
5. If necessary, remove the label that covers the fax port on the formatter.



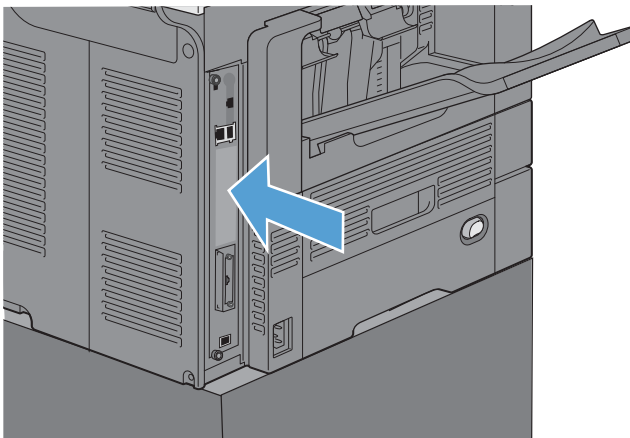
6. Remove the fax accessory from its packaging.

⚠ CAUTION: The formatter board and the fax accessory card contain parts that are sensitive to electrostatic discharge (ESD). When handling the formatter board or the fax accessory card, use static protection such as the following: 1) a grounding wrist strap that is connected to the metal frame of the product. 2) Hold the metal frame of the formatter in your hand.

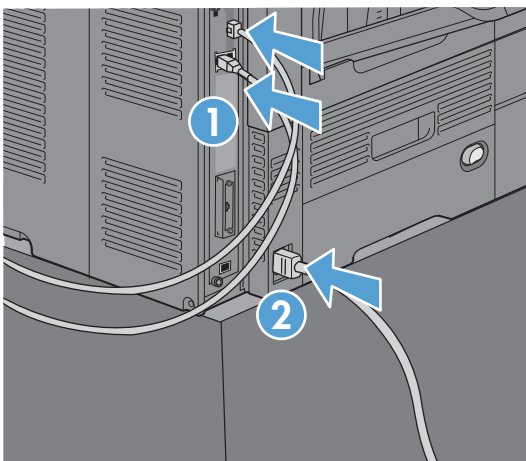
7. Locate the fax-accessory connector opening on the formatter. Align the connector on the fax-accessory with the opening on the formatter. The top edge of the fax-accessory will fit into the slot on the metal frame of the formatter when properly positioned (callout 1). Align the connector on the fax-accessory to the connector on the formatter and push down firmly (callout 2).



8. Align the formatter board in the tracks at the bottom of the slot, and then slide the board back into the product. Tighten the thumb screws.

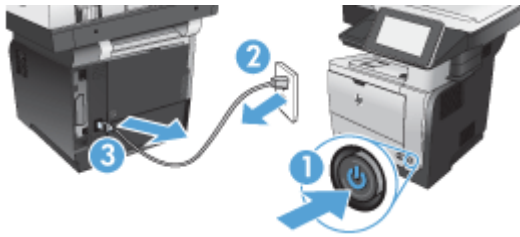


9. Reconnect the power cable and interface cables, and turn the product on.

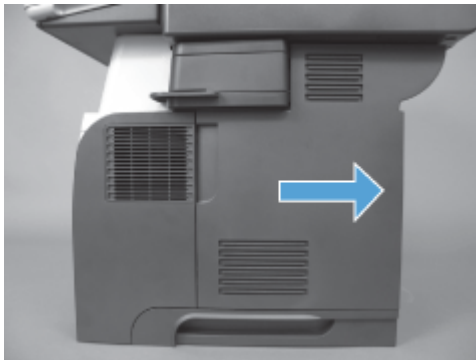


Install the fax accessory in the HP LaserJet Enterprise 500 MFP Series

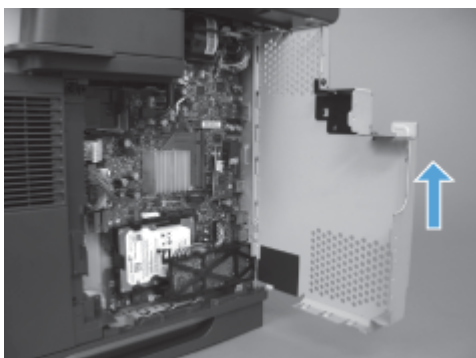
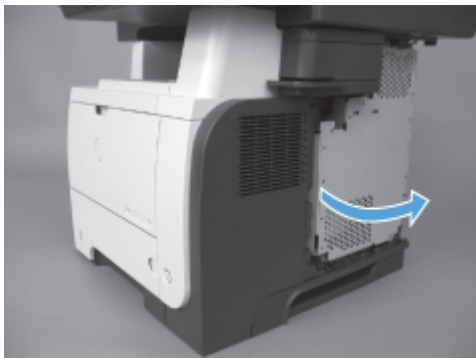
1. Turn the product off, and then disconnect all power and interface cables.



2. Remove the formatter cover at the right rear of the product.



3. Using the tabs at the top left of the cage cover, open the cage cover, and then remove the cage cover off the hinges.

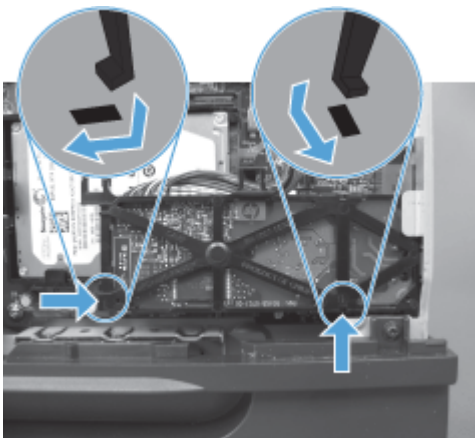
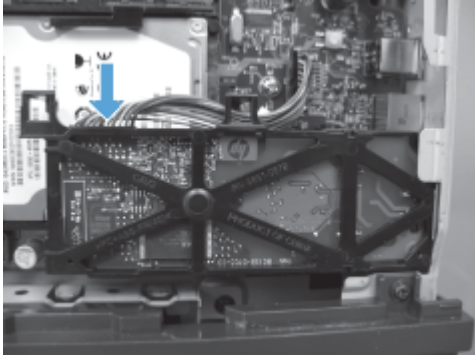


4. Remove the fax accessory from its packaging.

⚠ CAUTION: The formatter board and the fax accessory card contain parts that are sensitive to electrostatic discharge (ESD). When handling the formatter board or the fax accessory card, use static protection such as the following: 1) A grounding wrist strap that is connected to the metal frame of the product. 2) Hold the metal frame of the formatter in your hand.

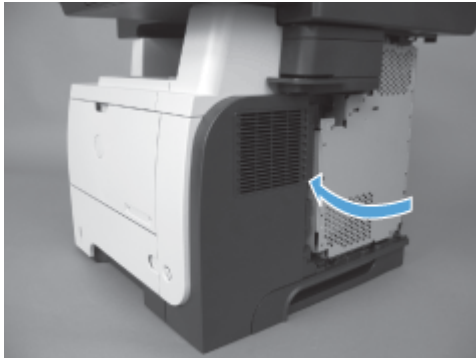
5. Locate the fax accessory connector openings on the formatter. Align the connectors on the fax accessory with the openings on the formatter, and then push down firmly.

📝 NOTE: The fax accessory card must be aligned behind the metal tab on the right side of the cage first.



6. Connect the fax accessory cable to the formatter.

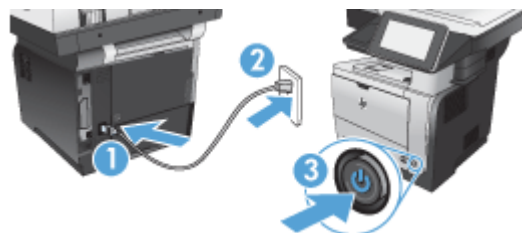
7. Replace the cage cover by aligning the metal hinge tabs, and then closing the cage cover.



8. Replace the formatter cover.

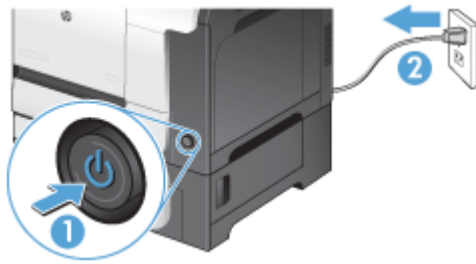


9. Reconnect all power and interface cables, and then turn the product on.

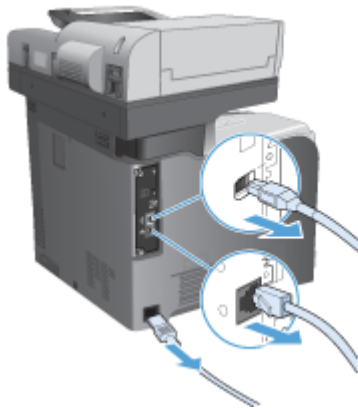


Install the fax accessory in the HP LaserJet Enterprise 500 Color MFP Series

1. Turn the product off.



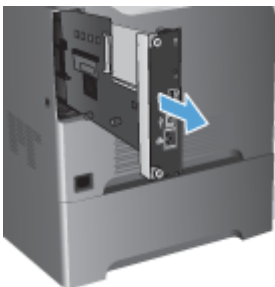
2. Disconnect all power and interface cables.



3. Locate the thumb screws on the formatter in the rear of the product, and unscrew them.

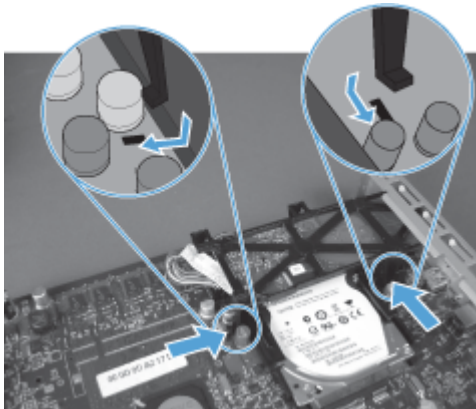
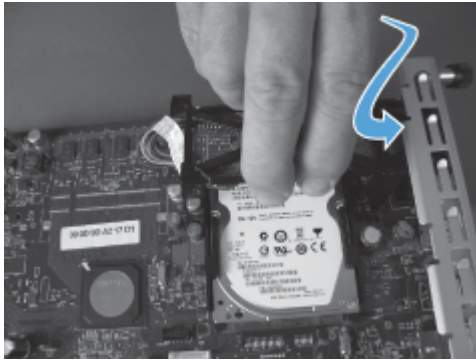


4. Pull the formatter out of the product.



5. Remove the fax accessory from its packaging.

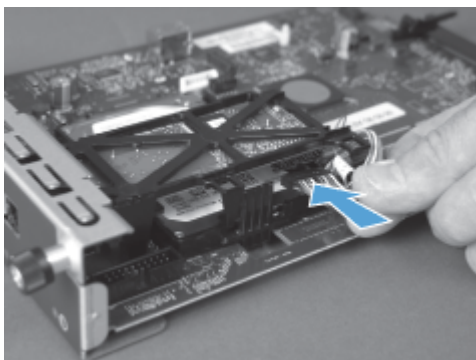
6. Locate the fax accessory connector openings on the formatter. Align the connectors on the fax accessory with the openings on the formatter, and then push down firmly.



7. Connect the fax accessory cable to the formatter.



NOTE: The fax accessory cable must be routed under the plastic tab on the fax accessory.



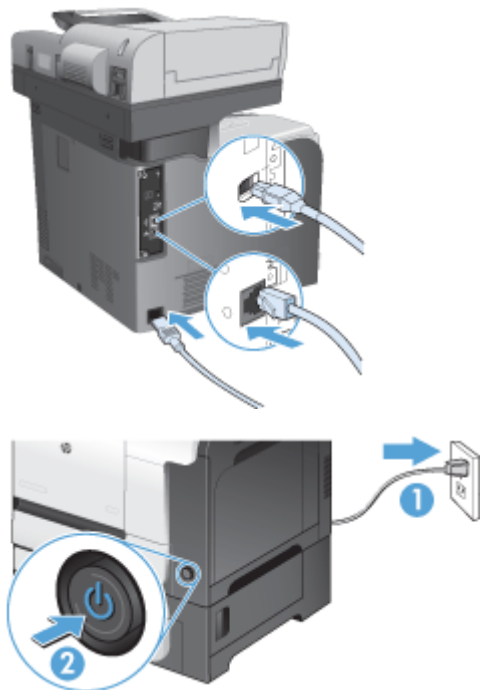
- Align the formatter to the slot at the rear of the product, and then slide the board into the product.



- Tighten the thumb screws.



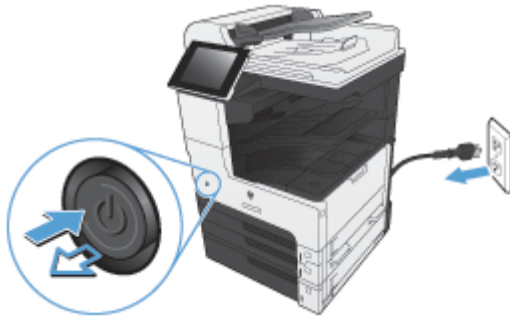
- Reconnect all power and interface cables, and then turn the product on.



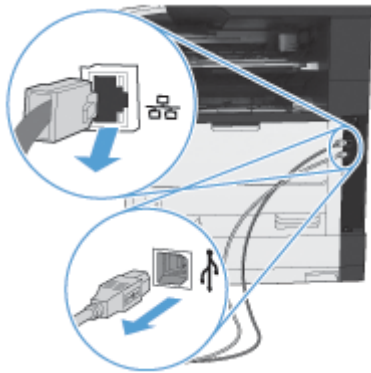
- Plug in a modem telephone cable to the fax slot.

Install the fax accessory in the HP LaserJet Enterprise M725 MFP Series

1. Turn the product off, and then disconnect the cord from the electrical outlet.



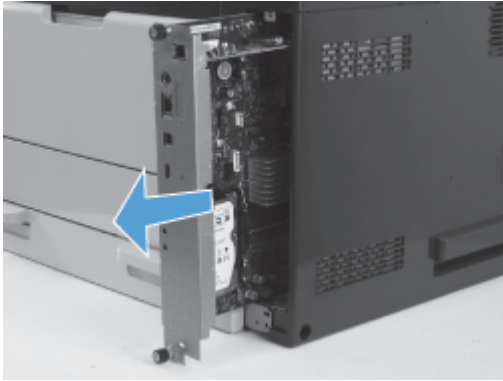
2. Disconnect the USB and network cables.



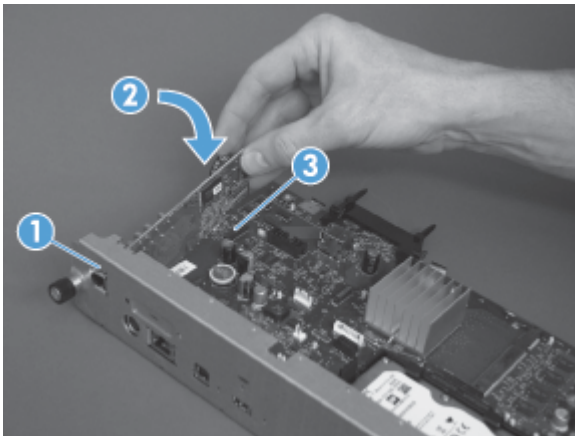
3. Loosen the thumbscrews on the formatter, and then unscrew them.



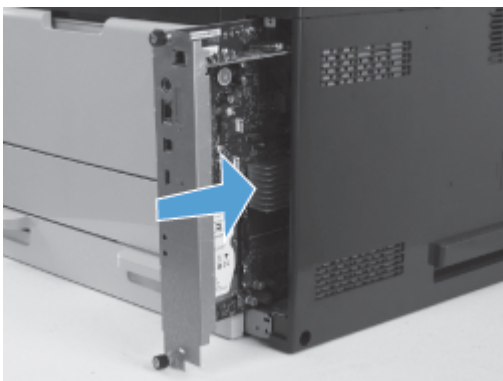
4. Pull the formatter straight out of the product to remove it.



5. Remove the fax accessory card from the packaging.
6. Position the port end of the fax PCA (callout 1) in the slot provided in the formatter tray, rotate the fax PCA down onto the formatter (callout 2), and then push down on the PCS to seat the PCA into the connector on the formatter (callout 3).



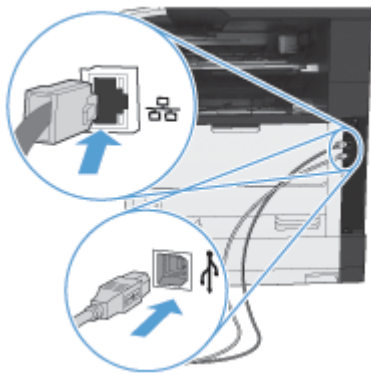
7. Align the formatter to the slot at the rear of the product, and then slide the board into the product.



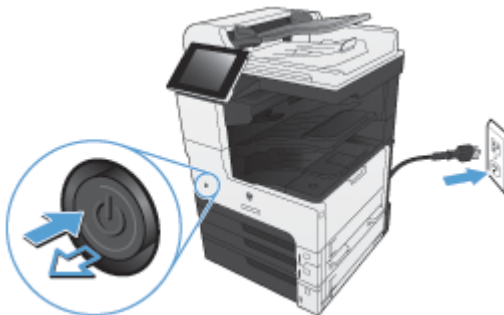
8. Tighten the thumbscrews.



9. Connect the USB and network cables to the product.




10. Connect the cord to the electrical outlet, and then turn the product on.



11. Plug in a modem telephone cable to the fax slot.


Connect the fax accessory to a phone line

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

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

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

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

 **CAUTION:** Be sure to connect the phone line to the fax accessory port, which is located in the center of the fax card. Do not connect the phone line to the HP Jetdirect port, which is nearer the bottom of the formatter.

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

Verify fax operation

When the fax accessory is installed and operating correctly, the fax icon displays on the product control panel. If the fax accessory has just been installed but has not been configured, the fax icon is grayed-out. If this occurs, use the instructions that follow to configure the fax accessory.

Required fax settings

After the fax accessory is installed, you must configure certain settings before you can use the accessory. If these settings are not configured, the fax icon is grayed-out. These settings include:

- [Country/region](#)
- [Date/Time](#)
- [Company Name](#)
- [Fax Number](#)
- [Dialing Prefix](#) (optional)

Fax Setup Wizard

The Fax Setup Wizard guides you through a step-by-step procedure to configure fax settings that are required to use the fax feature. If the settings are not configured, the fax feature is disabled.

The first time the product is turned on with a fax accessory installed, access the Fax Setup Wizard by following these steps:

1. From the Home screen, touch the [Initial Setup](#) button.
2. Touch the [Fax Setup Wizard](#) menu.

3. Follow the steps in the Fax Setup Wizard to configure the required settings.
4. When the Fax Setup Wizard finishes, the option to hide the [Initial Setup](#) button appears on the Home screen.

Access the Fax Setup Wizard *after* initial setup through the control panel by following these steps:


1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Setup Wizard](#)


Follow these steps to configure the required fax settings using the Fax Setup Wizard:

1. Touch your country/region on the first screen of the Fax Setup Wizard and then touch the [Next](#) button.
2. Touch the date and time boxes to enter the date/time, and then touch the [Next](#) button.
3. Touch the [Company Name](#) and [Fax Number](#) boxes to enter your company name and fax number, and then touch the [Next](#) button.
4. Touch the [Dialing Prefix](#) box to enter your dialing prefix, if required, and then touch the [Next](#) button.
5. Confirm your fax configuration settings on the final screen of the Fax Setup Wizard. Touch the [Finish](#) button to complete the Fax Setup Wizard.

-or-

Touch the [Back](#) button to move back through the Fax Setup Wizard screens and make changes to your configuration entries.

 **NOTE:** The settings configured using the Fax Setup Wizard on the control panel override any settings made in the embedded Web server.

 **NOTE:** If the [Fax Setup](#) menu settings does not appear in the menu listing, LAN or internet fax might be enabled. When LAN or internet fax is enabled, the analog fax accessory is disabled and the fax menu does not display. Only one fax feature, either LAN fax, analog fax or internet fax, can be enabled at a time. The fax icon displays for either fax feature. If you wish to use analog fax when LAN fax is enabled, use the HP MFP Digital Sending Software Configuration Utility or the product embedded Web server to disable LAN fax.

Set or verify the date and time

The date and time setting for the fax accessory is the same value as the product date and time setting. This information can be entered using the Fax Setup Wizard, or by following these steps:

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:

- [General Settings](#)
 - [Date/Time Settings](#)
 - [Date/Time](#)
3. Touch the correct [Time Zone](#) setting for your locale.
 4. Touch the [Month](#) drop down menu and select a month.
 5. Touch the boxes next to the [Date](#) drop down menu to enter the day and year from the keypad.
 6. Touch the boxes below the [Time](#) heading to enter the hour and minutes from the keypad and then touch the [AM](#) or [PM](#) button.
 7. Touch the [Adjust for Daylight Savings](#) feature, if necessary.
 8. Touch the [Save](#) button to save the settings.

Set or verify the date/time format

The date and time format setting for the fax accessory is in the same format as the product date and time setting. This information can be entered using the Fax Setup Wizard, or by following these steps:

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [General Settings](#)
 - [Date/Time Settings](#)
 - [Date/Time Format](#)
3. Touch a [Date Format](#) option.
4. Touch a [Time Format](#) option.
5. Touch the [Save](#) button to save the settings.

Remote fax configuration

In addition to using the product control panel, you can configure the fax accessory remotely by using various software tools. Because the product contains an embedded Web server (EWS), you can configure the fax accessory across the Web by using either a Web browser or HP Web Jetadmin (WJA). In addition, you can configure the fax accessory across the network with a network-connected computer by using the HP MFP Digital Sending Software Configuration Utility (DSS). These tools provide access to most of the fax accessory configuration settings that available from the product fax menu.

Web browser

The product contains an embedded Web server (EWS). The EWS allows you to use a Web browser to access and set the analog-fax settings.

1. Type the IP address of the product in the browser URL address bar and press **Enter** to open the EWS Configure product screen. To get the IP address of the product, print a product Configuration page.



NOTE: If DSS is being used, a message appears on EWS indicating that DSS is in control. The only way to change settings is through DSS.

2. Click the **Fax** tab. The **Fax Send Setup** screen displays.
3. On the **Fax Send Setup** screen, click **Enable Fax Send** to enable the fax. Make any changes to the common job settings and to the specific settings for the type of fax being used, and then click the **Apply** button to accept the settings.

HP Web Jetadmin

To access the product analog-fax settings by using HP Web Jetadmin, perform the following steps. For detailed information about HP Web Jetadmin, see the **HP Web Jetadmin Reference Manual**.

1. Start HP Web Jetadmin.
2. In the **At a Glance** text box, type the IP address of the product in the **Quick Device Find** text box, and then click the **Go** button to see the device status in the right pane. Select **Digital Sending and Fax** from the status drop-down menu in that pane.
3. Configure the options in the **Fax Settings** section or the **Advanced Fax Settings** section. For information about a specific setting, select the context help next to the setting.
4. After you have made changes to the settings, click the **Apply** button to accept the settings.

In addition to configuring a single product, you can also perform multiple device configuration. Multiple device mode configures several products at once. For information about this feature, see the **Web Jetadmin User Guide** available under the **Self Help and Documentation** tab at www.hp.com/go/webjetadmin.

HP MFP Digital Sending Software Configuration Utility

To access the analog MFP fax settings by using the DSS configuration utility, perform the following steps.

1. Start the utility (on the computer or server) to open the main screen.
2. Select the product and click the **Configure MFP** button on the main screen, and then click the **Send to Fax** tab to open the Fax Settings screen.
3. To enable the fax capabilities on the product, select the **Enable Fax Send** option. To access Analog-fax settings, select **Internal Modem** in the **Fax Send Method** drop-down list. On the **Common Job Settings** tab, make any changes to the settings and click the **Apply** button to accept the settings. Select the **Internal Modem** tab to set additional fax settings.

In addition to configuring a single product, you can also configure multiple devices. For more information about the HP MFP Digital Sending Software Configuration Utility, see the **HP MFP Digital Sending Software User Guide** or the **HP MFP Digital Sending Software Support Guide**.



NOTE: Depending on the capabilities and settings of your fax method, some of these options might not be available or configurable.

Fax settings

The following sections detail the various settings for sending and receiving faxes.

- [Send fax settings](#)
- [Receive fax settings](#)
- [Fax archive and forwarding](#)
- [Polling](#)

Send fax settings

Use the Fax Send Setup menu to configure the following features:

- [Fax dialing settings](#)
- [General fax send settings](#)
- [Default job options](#)
- [Billing codes](#)

Fax dialing settings

Set the fax dial volume

Use the [Fax Dial Volume](#) setting to control the product's dialing volume level when sending faxes.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the [Fax Dial Volume](#) drop-down menu and select one of the following settings:
 - [Off](#)
 - [Low](#) (default)
 - [High](#)
4. Touch the [Save](#) button to save the fax volume setting.

Set the dialing mode

The dialing mode setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).

To set the dialing mode, perform the following steps.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the [Dialing Mode](#) drop down menu and select either the [Tone](#) option (default) or [Pulse](#) option to set the fax dialing mode.
4. Touch the [Save](#) button.

Set fax send speed

The Fax send speed setting sets the modem bit rate (measured in bits per second) of the Analog Fax modem while sending a fax.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the drop down menu under the [Fax Send Speed](#) heading and then touch one of the following:
 - [Fast](#) (default) — 33600 bps (bits per second)
 - [Medium](#) — 14400 bps
 - [Slow](#) — 9600 bps
4. Touch the [Save](#) button.

Set the redial interval

The redial interval setting selects the number of minutes between retries if the number dialed is busy or not answering. Busy can also indicate a communication error.



NOTE: You might observe a redial message on the control panel when the **Redial-on-Busy**, **Redial-on-No-Answer**, and **Redial-on-Error** settings are set to off. This occurs when the fax accessory dials a number, establishes a connection, and then loses the connection. As a result of this error condition, the fax accessory performs two automatic redial attempts regardless of the redial settings (the first one at 26,400 bps and, if that fails, a second one at 14,400 bps). During this redial operation, a message appears on the control panel to indicate that a redial is in progress.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:

- [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the [Redial Interval](#) text box to display the keypad.
 4. Enter the value (1–5, default is 5) and touch the [OK](#) button.
 5. Touch the [Save](#) button.

Set redial on error

The [Redial on error](#) feature sets the number of times a fax number will be redialed when an error occurs during a fax transmission.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the [Redial on error](#) box to open the keypad.
4. Enter a value (0–9, default is 2) and then touch the [OK](#) button.
5. Touch the [Save](#) button.

Set redial-on-busy

The redial-on-busy setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the [Redial On Busy](#) text box to display the keypad.
4. Enter a value (0–9, default is 3) and then touch the [OK](#) button.
5. Touch the [Save](#) button.

Set redial-on-no-answer

The redial-on-no-answer setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the country/region setting. The interval between retries is set by the redial interval setting.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the [Redial On No Answer](#) text box to display the keypad.
4. Enter a value (0–2, default is 0) and then touch the [OK](#) button.
5. Touch the [Save](#) button.

Set the dial tone detection

The detect dial tone setting determines whether the fax checks for a dial tone before sending a fax.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the [Detect Dial Tone](#) setting; a checkmark appears next to the [Detect Dial Tone](#) setting when selected. The default setting is unchecked (disabled).
4. Touch the [Save](#) button to enable dial tone detection.

Set a dialing prefix (if required)

The dialing prefix setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.



NOTE: You might need a pause between the prefix and the phone number. To insert a 2-second pause, enter a comma (,), pound sign (#), or a "P". To add an extension number, use "X".

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)

- [Fax Send Setup](#)
 - [Fax Dialing Settings](#)
3. Touch the [Dialing Prefix](#) text box to display the keypad.
 4. Type your dialing prefix number on the keypad and then touch the [OK](#) button.
 5. Touch the [Save](#) button.

General fax send settings

Use the [General Fax Send Settings](#) menu to configure the following features:

- Fax Number Confirmation
- PC Fax Send
- Fax Header
- JBIG Compression
- Error Correction Mode

Activate Fax Number Confirmation

When fax number confirmation is enabled, the fax number must be entered twice to ensure that it was entered correctly. The default setting for this feature is [Disabled](#).

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [General Fax Send Settings](#)
3. Touch the [Fax Number Confirmation](#) box to enable fax number confirmation.
4. Touch the [Save](#) button.

Enable PC fax send

Use the PC fax send feature to send faxes from a PC. This feature is enabled by default. If this feature is disabled, use the following steps to enable:



NOTE: The PC fax send driver must be installed on the computer from where the faxes will be sent.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)

- [Fax Send Setup](#)
 - [General Fax Send Settings](#)
3. Touch the [PC Fax Send](#) box.
 4. Touch the [Save](#) button.

Fax header

Use the fax header feature to control whether the header is appended to the top, and content is shifted down, or if the header is overlaid on top of the fax image.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [General Fax Send Settings](#)
3. Touch the [Prepend](#) (default) or [Overlay](#) option in the [Fax Header](#) section to orientate the fax header.
4. Touch the [Save](#) button.

Set the error correction mode

Normally, the fax accessory monitors the signals on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the error correction setting is on, the fax accessory can request that the error portion of the fax be sent again.

Error correction mode is enabled by default. You should turn off error correction only if you are having trouble sending or receiving a fax and if you are willing to accept the errors in the transmission and a probable quality reduction in the image. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.

If error connection mode is not enabled, it cannot work in fast mode. The fax will go 14,400 bps or slower.



NOTE: Some VOIP providers may suggest turning error correction mode off. However, this is not usually necessary.

If error correction mode is disabled, follow these steps to enable:

1. From the Home screen, scroll to and touch the [Administration](#) button
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)

- [Fax Send Setup](#)
 - [General Fax Send Settings](#)
3. Touch the [Error Correction Mode](#) check box to enable error correction mode if it is disabled (unchecked).
 4. Touch the [Save](#) button.

Default job options

The following default job options are available for configuration:

- Image Preview
- Resolution
- Original Sides
- Notification
- Content Orientation
- Original Size
- Image Adjustment
- Optimize Text/Picture
- Job Build
- Blank Page Suppression




NOTE: Default job option settings are shared across all fax methods; analog, LAN, and internet fax.


Image preview


1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Image Preview](#)
3. Touch one of the following settings:
 - Make optional
 - Require preview
 - [Disable preview](#)
4. Touch the [Save](#) button.


Set the outgoing fax resolution

The outgoing fax resolution setting determines the maximum resolution supported by the receiving fax. The fax accessory uses the highest possible resolution (as limited by this setting) and the maximum resolution of the receiving fax.

 **NOTE:** Faxes wider than 21.25 cm (8.5 inches) are automatically sent by using standard or fine resolution, to reduce phone time.

 **NOTE:** The default resolution setting is a lower dpi than previous product model default resolution settings. For example, previous product models had a default resolution of FINE (200 x 200 dpi).

 **NOTE:** The higher the resolution, the longer the transmission time required.

 **NOTE:** LAN fax settings resolution settings vary by vendor and may differ from the settings listed below.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Resolution](#)
3. Touch one of the following resolution settings:
 - [Standard \(100 x 200dpi\)](#) (default)
 - [Fine \(200 x 200dpi\)](#)
 - [Superfine \(300 x 300dpi\)](#)
4. Touch the [Save](#) button.

Original sides

1. From the Home screen, scroll to and touch the [Administration](#) icon.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Original Sides](#)
3. Touch one of the following options:
 - [1-sided](#) (default)
 - [2-sided](#)

4. Touch the [Orientation](#) button to set the page orientation.
5. Touch the [Save](#) button.

Notification

Notification selects when and how you are notified of the status of an outgoing fax. This setting applies to the current fax only. To change the setting permanently, change the default setting.

1. From the Home screen, touch the Administration icon.
 2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Notification](#)
 3. Touch one of the following notification settings:
 - [Do not notify](#) (default)
 - [Notify when job completes](#)
 - [Notify only if job fails](#)
 4. Touch the [Print](#) option to receive a printed notification, or touch the [E-mail](#) option to receive an e-mail notification.
 5. If you selected the [Print](#) option, touch the [Save](#) button to complete the notification setup.
- or-**
- If you selected the [E-mail](#) option, use the keyboard to type an e-mail address. Then touch the [OK](#) button to complete the notification setup.
6. Touch the [Include Thumbnail](#) check box to include a thumbnail image with notifications.

Content orientation

Use the content orientation feature to set how the fax content is oriented on the page. For 1-sided pages, choose Portrait (short-edge on top, default setting) or Landscape (long-edge on top). For 2-sided pages, choose Book-style (short-edge on top) or Flip-style (long-edge on top).

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Content Orientation](#)
3. Touch [Portrait](#) (default) or [Landscape](#) for 1-sided pages.

4. Touch [Book-style](#) or [Flip-style](#) for 2-sided pages.
5. Touch the [Save](#) button.

Original size

Use the Original size feature to match your fax content to the size of the original document.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Original Size](#)
3. Touch one of the following options:
 - [Any size \(default\)](#)
 - [Letter \(8.5x11\)](#)
 - [Mixed Letter/Legal](#)
 - [Legal \(8.5 x 14\)](#)
 - [Executive \(7.25 x 10.5\)](#)
 - [Statement \(8.5 x 5.5\)](#)
 - [Oficio \(8.5 x 13\)](#)
 - [A4 \(210x297 mm\)](#)
 - [A5 \(148x210 mm\)](#)
 - [B5 \(257x182 mm\)](#)
 - [16k \(197x273 mm\)](#)
 - [DPostcard JIS \(148x200 mm\)](#)
 - [Oficio \(216 x 340 mm\)](#)
4. Touch the [Save](#) button.

Image adjustment



NOTE: Adjusting image settings can slow down the fax transfer speed and result in longer transmission times.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:

- Fax Settings
 - Fax Send Settings
 - Default Job Options
 - Image Adjustment
3. Touch the **Lighter** or **Darker** buttons to adjust the **Darkness** setting.
 4. Touch the **Less** or **More** buttons to adjust the **Contrast**, **Background Cleanup**, or **Sharpness** settings.
 5. Touch the **Save** button.



NOTE: Touch the **Default** button to reset the sharpness setting to the factory setting.

Optimize text/picture

Use the Optimize text/picture feature to produce fax output that best matches the original. Sending graphics and photos in text mode results in lower quality images.

1. From the Home screen, scroll to and touch the **Administration** button.
2. Open the following menus:
 - Fax Settings
 - Fax Send Settings
 - Default Job Options
 - Optimize Text/Picture
3. Touch one of the following options:
 - Manually adjust (default)
 - Text
 - Printed picture
 - Photograph
4. Touch the **Save** button.

Job build

Use the Job build feature to combine multiple originals into a single fax job.

1. From the Home screen, scroll to and touch the **Administration** button.
2. Open the following menus:
 - Fax Settings
 - Fax Send Settings
 - Default Job Options
 - Job Build

3. Touch one of the following options:
 - [Job Build off](#) (default)
 - [Job Build on](#)
4. Touch the [Save](#) button.

Blank page suppression

Use the Blank page suppression feature to prevent blank pages in a fax from being printed.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Default Job Options](#)
 - [Blank Page Suppression](#)
3. Touch one of the following options:
 - [Disabled](#) (default)
 - [Enabled](#)
4. Touch the [Save](#) button.


Billing codes

Set billing codes

The billing-code setting, when enabled, prompts the user to enter a number when sending a fax. This number is placed in the billing-code report. To view the billing-code report, either print the report or query it by using an application.

Billing codes are disabled by default. Follow these steps to enable billing codes:

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Send Settings](#)
 - [Fax Send Setup](#)
 - [Billing Codes](#)
3. Touch the [Enable Billing Codes](#) feature to enable billing codes.

 **NOTE:** To disable billing codes, deselect the [Enable Billing Codes](#) feature, touch the [Save](#) button, and then skip the remaining steps.

To allow users to edit billing codes, touch the [Allow users to edit billing codes](#) feature.

4. Touch the [Default Billing Code](#) text box to open the keyboard.
5. Enter the billing code and then touch the [OK](#) button.
6. Touch the [Minimum Length](#) text box to open the keypad.
7. Type the minimum number of digits you want in the billing code, and then touch the [OK](#) button.
8. Touch the [Save](#) button.

Receive fax settings

Use the Fax Receive Setup menu to configure the following features:

- [Fax receive setup](#)
- [Advanced image processing settings](#)
- [Enable or disable the fax printing schedule](#)
- [Block incoming faxes](#)
- [Default job options](#)
- [Set the paper tray](#)

Fax receive setup

Set the ringer volume

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Fax Receive Setup](#)
3. Touch the [Ringer Volume](#) drop down menu and then select one of the following ringer volume settings:
 - [Off](#)
 - [Low](#) (default)
 - [High](#)
4. Touch the [Save](#) button to save the ringer volume setting.

Set rings-to-answer

The rings-to-answer setting determines the number of times the phone rings before the call is answered by the fax accessory.



NOTE: The default setting range for rings-to-answer is country/region-specific. The range of possible rings-to-answer is limited by country/region.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Fax Receive Setup](#)
3. Touch the [Rings To Answer](#) drop-down menu and then touch the number of rings (1–5, the default is 1).



NOTE: If you have ring detection problems, set the Ring-To-Answer to 2.

4. Touch the [Save](#) button.


Set fax receive speed

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Fax Receive Setup](#)
3. Touch one of the following options from the [Fax Receive Speed](#) drop down menu:
 - [Fast](#) (default) — v.34/max 33,600 bps
 - [Medium](#) — v.17/max 14,400 bps
 - [Slow](#) — v.29/max 9600 bps
4. Touch the [Save](#) button.

Set ring interval

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Fax Receive Setup](#)
3. Touch the box beneath the [Ring Interval](#) heading to open the keypad.
4. Enter a value for the ring interval on the keypad, and then touch the [OK](#) button. The default setting for ring interval is 600.
5. Touch the [Save](#) button.

Set ring frequency

 **NOTE:** The default ring frequency covers a broad frequency range, and should rarely require adjustment.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Fax Receive Setup](#)
3. Touch the box beneath the [Ring Frequency](#) heading to open the keypad.
4. Enter a value for the ring frequency on the keypad, and then touch the [OK](#) button. The default setting for ring frequency is 68 hz.
5. Touch the [Save](#) button.

Advanced image processing settings


Use the advanced image settings to enhance scanned images in several ways. The following settings can be adjusted:

- [Adjust sharpness](#)
- [Erase edges](#)
- [Automatic color detection](#)
- [Automatic page cropping](#)
- [Automatic image orientation](#)
- [Automatic tone adjustment](#)

Adjust sharpness

Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness can make text appear crisper, but decreasing it can make photos appear smoother.

1. From the Home screen, touch the **Fax** button.
2. Complete the fields on the first screen to specify the fax recipient information.
3. Touch the **More Options** button at the bottom of the screen.
4. Touch the **Image Adjustment** button.

 **NOTE:** If the **Image Adjustment** button is not on the first page of options, touch the **More Options** button again to scroll to the next page.

5. Adjust the **Sharpness** slider to the left to decrease the sharpness, or adjust it to the right to increase the sharpness.

6. Touch the **OK** button to save the changes.
7. Touch the **Start** button to begin scanning.

Erase edges

Use the Erase Edges feature to remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.

1. From the Home screen, touch the **Fax** button.
2. Complete the fields on the first screen to specify the fax recipient information.
3. Touch the **More Options** button at the bottom of the screen.
4. Touch the **Erase Edges** button.



NOTE: If the **Erase Edges** button is not on the first page of options, touch the **More Options** button again to scroll to the next page.

5. If necessary, change the unit of measure by selecting the **Use inches** box or the **Use millimeters** box.
6. Touch the field for an edge of the image that you want to clean, and then enter the distance from the edge of the page to clean. Repeat this step for each edge that you want to clean.
7. Touch the **OK** button to save the changes.
8. Touch the **Start** button to begin scanning.

Automatic color detection

Use the Color/Black feature to configure the color settings that the product uses for scanned images. The following options are available:

Auto detect	The product previews the images and determines whether the pages contain color. If the pages have color, the product creates a color image. If the pages do not have color, the product creates a black image or a grayscale image. Black and grayscale images have a smaller file size than color images.
Color	The product always creates a color image.
Black/Gray	The product always creates an image in black and grayscale.
Black	The product always creates an image in black only, with no shades of gray.

1. From the Home screen, touch the **Fax** button.
2. Complete the fields on the first screen to specify the fax recipient information.
3. Touch the **More Options** button at the bottom of the screen.
4. Touch the **Color/Black** button.




NOTE: If the **Color/Black** button is not on the first page of options, touch the **More Options** button again to scroll to the next page.


5. Select a color setting from the list of options.
6. Touch the **OK** button to save the changes.
7. Touch the **Start** button to begin scanning.

Automatic page cropping

The product can crop the scanned image so that it is the same size as the paper for the original document, or it can crop the image to the size of the detectable content from the original document.

 **NOTE:** To crop the image to match the paper size, scan from the document feeder or leave the scanner lid open when scanning from the flatbed glass.

1. From the Home screen, touch the **Fax** button.
2. Complete the fields on the first screen to specify the fax recipient information.
3. Touch the **More Options** button at the bottom of the screen.
4. Touch the **Cropping Options** button.


 **NOTE:** If the **Cropping Options** button is not on the first page of options, touch the **More Options** button again to scroll to the next page.

5. Select the appropriate cropping option:
 - **Crop to paper:** The product crops the image to match the paper size of the original document.
 - **Crop to content:** The product crops the image to the size of the detectable content in the original document.
6. Touch the **OK** button to save the changes.
7. Touch the **Start** button to begin scanning.

Automatic image orientation

For original documents that have at least 100 characters of text on the page, the product can detect which edge is the top of the page, and it orients the scanned images appropriately. If you scan several pages and some of the pages are upside-down in relation to other pages, the resulting scanned image has all pages right-side-up. If some of the pages have landscape orientation, the product rotates the image so that the top of the page is at the top of the image.

1. From the Home screen, touch the **Fax** button.
2. Complete the fields on the first screen to specify the fax recipient information.
3. Touch the **More Options** button at the bottom of the screen.
4. Touch the **Content Orientation** button.

 **NOTE:** If the **Content Orientation** button is not on the first page of options, touch the **More Options** button again to scroll to the next page.


5. Select the **Automatically detect** option.

6. Touch the **OK** button to save the changes.
7. Touch the **Start** button to begin scanning.

Automatic tone adjustment


You can configure the product to automatically adjust the darkness, contrast, and background cleanup settings on a page-by-page basis. For example, if the original document has some pages that are lighter than others, the resulting scanned image has a more uniform darkness setting for all pages.

1. From the Home screen, touch the **Fax** button.
2. Complete the fields on the first screen to specify the fax recipient information.
3. Touch the **More Options** button at the bottom of the screen.
4. Touch the **Image Adjustment** button.

 **NOTE:** If the **Image Adjustment** button is not on the first page of options, touch the **More Options** button again to scroll to the next page.

5. Touch the **Automatic Tone** check box to select it.
6. Touch the **OK** button to save the changes.
7. Touch the **Start** button to begin scanning.

Enable or disable the fax printing schedule

 **NOTE:** Before enabling a fax-printing schedule, a schedule must be created.

1. From the Home screen, scroll to and touch the **Administration** button.
2. Open the following menus:
 - **Fax Settings**
 - **Fax Receive Settings**
 - **Fax Printing Schedule**
3. Touch the **Use Fax Printing Schedule** option.
4. Touch the **Schedule** button.
5. Touch **Fax Printing Mode**.
6. Touch the green plus sign to open the **Schedule a Weekly Fax Event** screen.
7. Scroll to and touch **Fax Printing Mode**.
8. Select an option under the **Event Type** heading:
 - **Print incoming faxes**
 - **Store incoming faxes**
9. Touch the **Time** fields to open the keypad and then enter the hour and minute values when incoming faxes will be printed or stored.

10. Touch the [Event Days](#) buttons for the days to apply the fax printing schedule.
11. Touch the [OK](#) button.
12. Touch the [Save](#) button to save the fax printing schedule.
13. Touch the [Save](#) button to enable fax printing schedule.



NOTE: Only one fax printing schedule can be applied per day.

Block incoming faxes

Use the fax block list setting to create a list of blocked phone numbers. When a fax is received from a blocked phone number, the fax is not printed and is immediately deleted from memory.

Create a blocked-fax list

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Blocked Fax Numbers](#)
3. Touch the [Fax Number to Block](#) text box to display the keyboard.
4. Type a number and then touch the [OK](#) button.
5. Touch the green arrow to move the number to the [Blocked Fax Numbers](#) list.



NOTE: To add additional blocked fax numbers, repeat steps 3 through 5.

6. Touch the [Save](#) button to save the blocked fax numbers list.

Delete numbers from the blocked-fax list

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Blocked Fax Numbers](#)
3. Touch the number to be deleted from the [Blocked Fax Numbers](#) list, touch the [Delete](#) button, and then touch the [Save](#) button.
4. Touch the [OK](#) button to confirm the deletion of the number.
5. Repeat steps 3 and 4 to delete more numbers from the [Blocked Fax Numbers](#) list, or touch the [Delete All](#) button, and then touch the [Save](#) button, to delete all numbers from the [Blocked Fax Numbers](#) list at once.

Default job options

The following default job options are available for configuration:

- Notification
- Stamp Received Faxes
- Fit to Page
- Paper Selection
- Output Bin
- Sides



NOTE: Default job option settings are shared across all fax methods; analog, LAN, and internet fax.

Notification

This setting controls when the fax call report is printed for incoming faxes.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Default Job Options](#)
 - [Notification](#)
3. Touch one of the following notification settings:
 - [Do not notify](#) (default)
 - [Notify when job completes](#)
 - [Notify only if job fails](#)
4. Touch the [Print](#) option to receive a printed notification, or touch the [E-mail](#) option to receive an e-mail notification.
5. If you selected the [Print](#) option, touch the [Save](#) button to complete the notification setup.
-or-
If you selected the [E-mail](#) option, use the keyboard to type an e-mail address. Then touch the [Save](#) button to complete the notification setup.
6. Touch the [Include Thumbnail](#) check box to include a thumbnail image with notifications.

Stamp received faxes (incoming faxes)

The stamp received faxes setting enables or disables stamping incoming faxes. The stamp prints the received date, time, phone number, and page number on each incoming page.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Default Job Options](#)
 - [Stamp Received Faxes](#)
3. Touch the [Disabled](#) option (default) to disable the stamp, or touch the [Enabled](#) option to enable the stamp.
4. Touch the [Save](#) button.

Set fit-to-page

When selecting a page size to print a fax, the product determines the closest page size that matches the intended size from sizes available in the product. If the fit-to-page setting is enabled and the received image is larger than that page size, the product attempts to scale the image to fit the page. If this setting is disabled, an incoming image larger than the page splits across pages.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Default Job Options](#)
 - [Fit to Page](#)
3. Touch the [Enabled](#) option (default) to enable fit-to-page, or touch the [Disabled](#) option to disable fit-to-page.
4. Touch the [Save](#) button.

Set the paper selection

Use the paper selection feature to specify which tray the paper for the fax is loaded from.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Default Job Options](#)
 - [Paper Selection](#)
3. Touch one of the following options:

- [Automatic](#) (default)
 - [Tray 1](#)
 - [Tray 2](#)
4. Touch the [Save](#) button.

Set the output bin

Use the Output bin feature to set which output bin to use for outputting the fax.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Default Job Options](#)
 - [Output Bin](#)
3. Touch the bin to use for your received faxes.
4. Touch the [Save](#) button.

Set the sides

Use the Sides feature to specify 1–side or 2–sided output for faxes.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Default Job Options](#)
 - [Sides](#)
3. Touch one of the following options:
 - [1-sided](#) (default)
 - [2-sided](#)
4. Touch the [Save](#) button.

Set the paper tray

The paper tray setting selects the product paper tray to pull paper from for printing faxes.

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:

- [Fax Settings](#)
 - [Fax Receive Settings](#)
 - [Default Job Options](#)
 - [Paper Selection](#)
3. Touch the name of the tray to use for received faxes.
 4. Touch the [Save](#) button to save the paper tray selection value.

Fax archive and forwarding

Use the fax archive feature to save archival copies of all incoming faxes, all outgoing faxes, or both, to a specified email address.

Use the fax forwarding feature to forward all received faxes, all outgoing faxes, or both, to another fax number. When fax forwarding is enabled, the receiving product prints the fax (if fax printing is disabled, the fax prints when the printing is enabled), and also forwards the fax to the fax forward number.

Use the HP Embedded Web Server to enable and configure these features.

Enable fax archiving

1. Open a web browser, and then enter the product IP address in the address line.
2. When the HP Embedded Web Server opens, click the **Fax** tab.
3. Click the **Fax Archive and Forwarding** link.
4. In the **Fax Archive** area, select an option from the **Fax Archiving** drop-down list.
5. Select an option from the **Type of Fax Job to Archive** drop-down list.
6. Select an option from the **Archive Destination** drop-down list.



NOTE: If you want to archive an email, you must configure the SMTP server information.

7. Click the **Apply** button at the bottom of the page.

Enable fax forwarding

1. Open a Web browser, and then enter the product IP address in the address line.
2. When the HP Embedded Web Server opens, click the **Fax** tab.
3. Click the **Fax Archive and Forwarding** link.
4. In the **Fax Forwarding** area, click the **Enable Fax Forwarding** box.
5. Select an option from the **Type of Fax Job to Forward** drop-down list.
6. Enter the fax number in the **Fax Forwarding Number** field.
7. Click the **Apply** button at the bottom of the page.

Polling

Fax polling is a feature that allows one fax machine to send a request to another fax machine for a specific document. Both fax machines must have the polling feature enabled to complete the procedure. Polling must be enabled through the HP Embedded Web Server before it can be configured or used on the control panel.

Enabling polling through the EWS

1. Open a web browser, and then enter the product IP address in the address line.
2. When the HP Embedded Web Server opens, click the **General** tab.
3. In the **Available Applications** area, select **Polling**, and then drag it to the **Home Screen** area.
4. Click the **Apply** button at the bottom of the page to update the control panel with polling capability.

Initiate polling receive

Some fax machines can hold a fax until another fax machine requests that the fax be sent. When a product polls another fax machine that is holding a fax and requests that the held fax be sent to the product, this is known as polling receive.

1. On the control panel, touch the **Fax** icon to display the Fax screen.
2. Touch **More Options** to display the options screen.
3. Scroll to page 2.
4. Touch **Fax Polling** to display the Fax Polling screen.
5. Touch the text box to display the keyboard.
6. Using the keypad, type a polling receive number, and then touch **Start**.
7. The number entered is dialed. If a stored fax is being held at the fax machine dialed, that fax is transmitted to the product and printed. If no fax is held, a **No Fax is Available** message will be displayed. If the fax machine does not support the polling feature, a **Poll Invalid** error message will be shown.

Use fax

Fax feature screen

The Fax feature screen is used to send faxes. To access this screen, press the [Fax](#) icon displayed on the control panel Home screen.

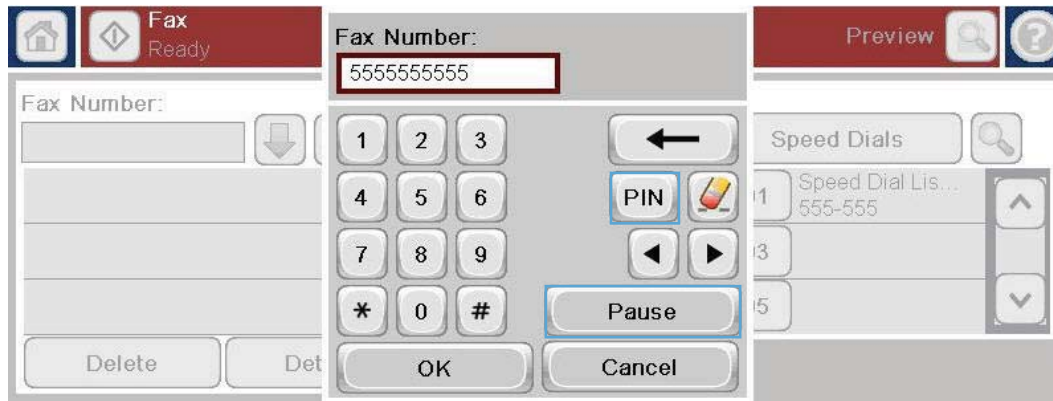


1	Home Key - return to main screen
2	Send Fax - press to send fax to recipients
3	Backspace/Delete Number
4	Enter Number into Recipient List
5	Status Message Bar
6	Access fax address book
7	Speed Dial Search by Number
8	Image Preview
9	Help - touch to display help selections
10	Speed Dial - Edit Key
11	Speed Dial - Search by Name
12	Speed Dial List (scroll to display other entries)
13	More Options – touch to view or set other fax sending options.
14	Press for Details of Selected Recipient
15	Press to Delete Selected Recipient from List
16	Fax Recipients
17	Fax Number - Touch for keyboard or enter from control panel keypad ¹

¹ When the [Fax Number](#) is touched, a pop up is displayed which includes the [PIN](#) button for adding special character brackets ([]) to hide a PIN, and a [Pause](#) button to insert a comma for a two second pause.



NOTE: The PIN is for calling card numbers, not for the security of faxed documents.




Status message bar

While sending and receiving faxes, status information will display in the status bar located at the top of some touch screens. This status includes such information as: **Ready**, **Receiving call**, **Page sent**, and others.

Send a fax

To send a fax, you can use one of three basic methods to enter numbers:

- Enter numbers manually.
- Enter numbers using speed dial.
- Enter numbers using the fax address book.


 **NOTE:** For online information about sending a fax, touch ? on the screen to access the help menu, and then touch the **Fax** menu under the list of help topics.

Allowable characters in fax numbers

- Digits (0–9)
- #
- *
- ,
- spaces
- []
- ()
- -
- +
- X
- P

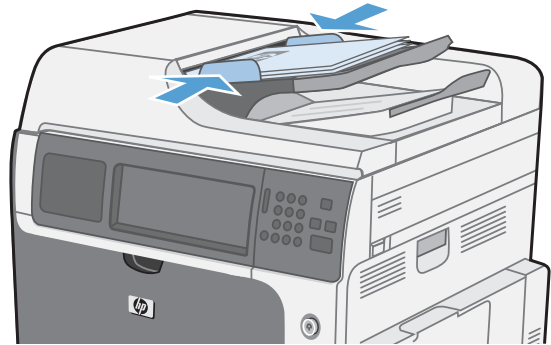
When entering a phone number from the numeric keypad, use the Pause button include any pauses or other numbers, such as area codes, access codes for numbers outside a PBX system (usually a 9

or 0), or a long-distance prefix. A two second pause may be included by typing a comma (,). If the fax prefix setting has been set to automatically include the dialing prefix, you will not need to enter it.

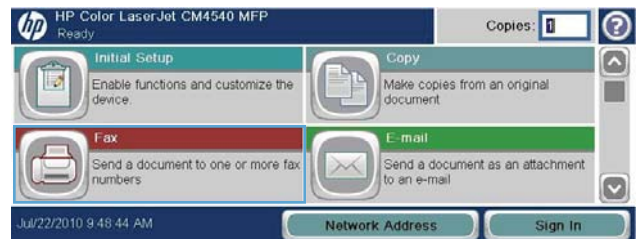
 **NOTE:** When a fax is sent, it is first scanned and stored into memory. After the entire document is stored, it is sent and then deleted from memory. Faxes that fail to send, because the number was busy or did not answer, are deleted from memory. If the [Redial On Busy](#) or [Redial On No Answer](#) features are set, the fax will not be deleted until all retries fail or the fax is sent successfully.

Send a fax by entering numbers manually

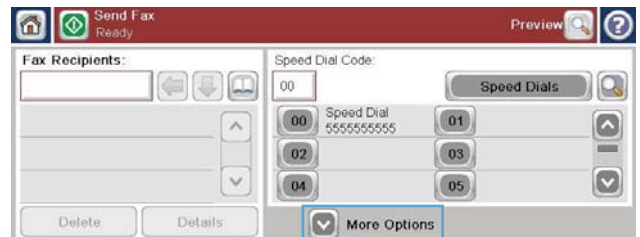
1. Place the document in the automatic document feeder (ADF) or on the scanner glass.



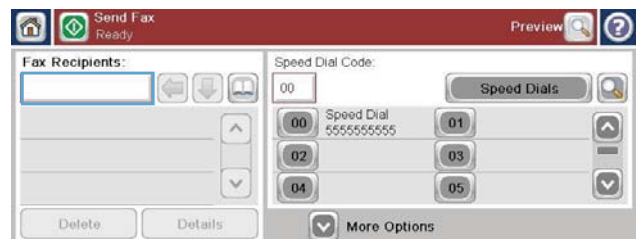
2. From the Home screen, touch the [Fax](#) button. You may be prompted to type a user name and password.



3. Touch the [More Options](#) button. Verify that the settings match those of your original. When all settings are completed, touch the up arrow to scroll to the main [Fax](#) screen.



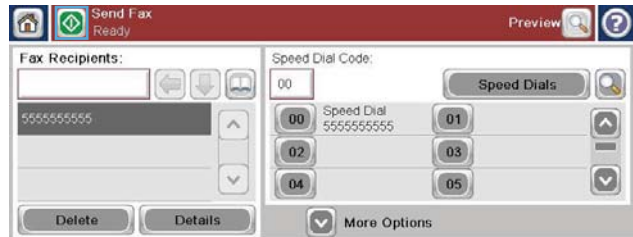
4. Touch the [Fax Number](#) box to open the keypad.



- Using the keypad, enter a phone number and then touch the **OK** button.



- Touch the **Start** icon to send the fax. You can either touch the **Start** icon on the touch screen or press the green **Start** button on the control panel.



Send a fax using speed dial

NOTE: Prior to sending a fax using speed dial, you must create a speed dial.

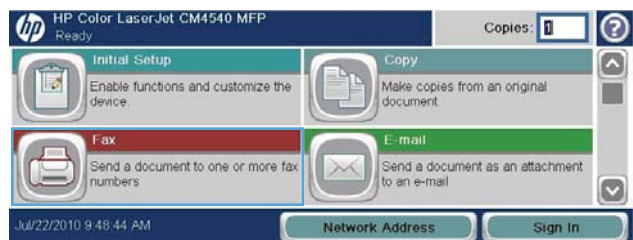
- Place the document in the automatic document feeder (ADF) or on the scanner glass.
- From the Home screen, touch the **Fax** button.
- Touch a **Speed Dial** number for the speed dial name you wish to use and then touch the **OK** button. The speed dial name will appear in the **Fax Number** section of the **Fax** screen.
- Touch the **Start** button to send the fax. You can either touch the **Start** button on the touch screen or press the green **Start** button on the control panel.

Search a speed-dial list by name

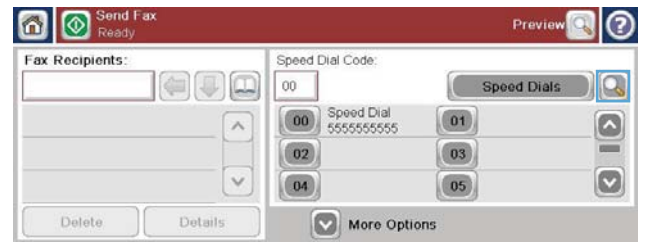
Use this feature to search an existing speed dial by name.

NOTE: If you do not know the unique name of the speed dial, type a letter to select any portion of the list. For example, to view speed-dial names that begin with the letter N, type the letter N. If no matching entries exist, a message appears before the search shows the entry that is closest to the letter N.

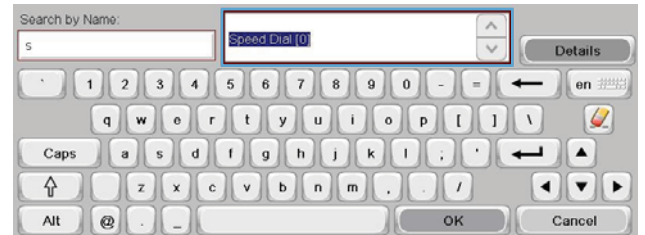
- From the Home screen, touch the **Fax** button.



2. Touch the **Speed Dial Search** button. This button looks like a magnifying glass and is located to the right of the **Speed Dial** button.



3. Type the first letters of the speed dial name to search for. As matches are found, the list at the top of the search screen is populated. If necessary, scroll to see all the entries, or type more letters to narrow the search.



4. Select the appropriate name from the list and touch the **OK** button. The speed-dial list on the main fax screen shows the selected entry within the list of numbers.
5. Touch a speed dial number to add it to the recipients list.
6. Select or search for additional names as needed.

Send a fax by using fax address book numbers

The fax address book feature allows you to store fax numbers on the product.

Your Microsoft® Exchange contact list may also be enabled on the product to appear in the fax address book.

1. On the control panel, touch the **Fax** icon to display the **Fax** screen.
2. Touch the **Address Book** icon to display the **Address Book** screen.
3. Select a fax address book source from the drop down menu.
4. Touch the names to highlight and then touch the right arrow icon to move the highlighted names to the **Fax Recipients** section.
5. Touch the **OK** button to return to the **Fax** screen.
6. Touch the **Start** button to send the fax. You can either touch the **Start** button on the touch screen or press the green **Start** button on the control panel.

Cancel a fax

Cancel the current fax transmission

- ▲ Touch the **Cancel Job** button on the fax **Status** screen.

-or-


On the control panel, touch the red **Stop** button.

Touch the **OK** button when the message **Job has been aborted.** displays.

Touch the **OK** button to finish canceling the fax job and return to the fax screen.

Cancel pending faxes

1. From the Home screen, scroll to and touch the **Job Status** button.
2. Touch the fax job to cancel on the **Job Status** screen.
3. Touch the **Cancel Job** button.
4. Touch the **Yes** button on the screen with the message **Are you sure you want to cancel this job?** displays.

 **NOTE:** The cancel operation may require up to 30 seconds to complete.

Receive faxes

When the fax accessory receives incoming faxes, it stores them in memory before printing. After the entire fax is stored, it is printed and then deleted from memory. Faxes print when received unless Schedule Printing of Faxes is enabled. If Schedule Printing of Faxes is enabled, all incoming faxes are stored in memory and not printed. When Schedule Printing of Faxes is disabled, all stored faxes print.

You can change the fax-receive default settings to modify the way a fax is received. These settings include the following options:

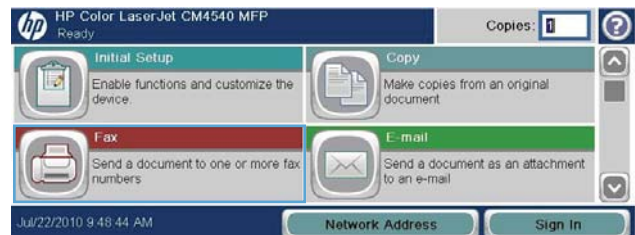
- Selecting the number of rings-to-answer
- Printing date, time, and page number on faxes (stamp)
- Selecting input paper tray and destination bin
- Forwarding faxes to another number
- Blocking faxes from certain numbers
- Schedule the printing of faxes (memory lock)
- Notification settings (HP Color LaserJet CM3530 MFP Series)

Create or delete speed dial lists

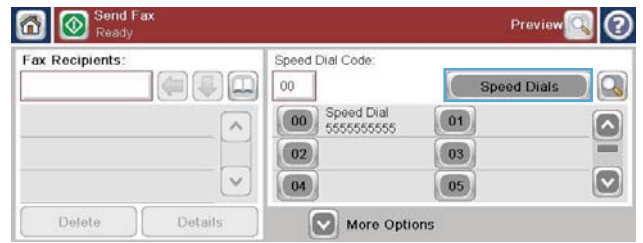
Speed dial allows you to assign a speed dial name to a single number or a group of numbers and then send a fax to that number or numbers by selecting the speed dial name.

Create a speed dial list

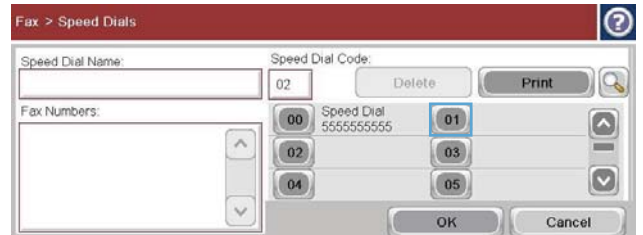
1. From the Home screen, scroll to and touch the **Fax** button.



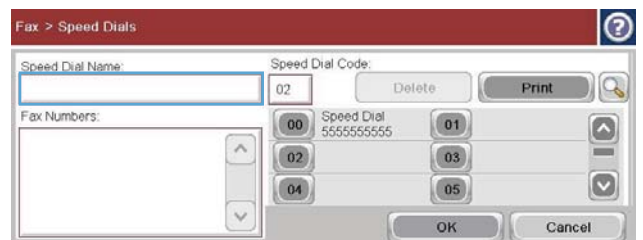
2. Touch the **Speed Dials** button to display the **Speed Dial** screen.



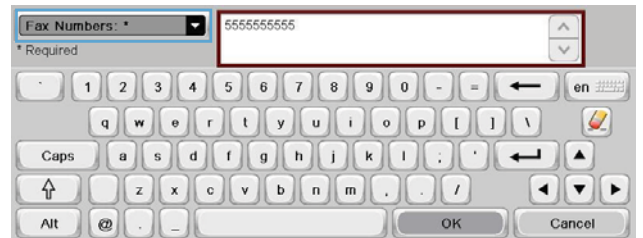
3. Touch a **Speed Dial Number**.



4. Touch the **Speed Dial Name** box to display the keyboard.




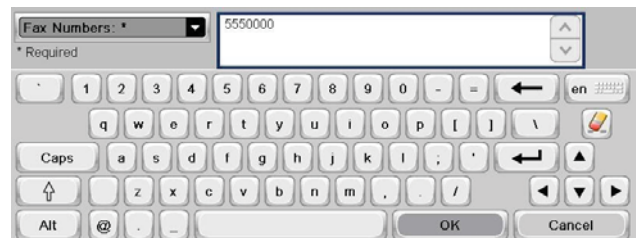
5. Type a name for the speed dial.
6. Touch the down arrow on the **Speed Dial Name** box to open the drop down menu.



7. Touch the **Fax Number** option.



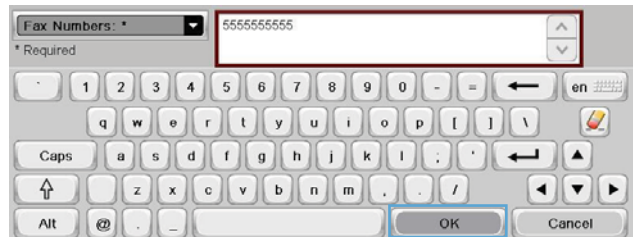
8. Type a fax number for the **Speed Dial Name**.
NOTE: To enter additional fax numbers for a speed dial name, touch the screen to the right of the last digit of the previously entered fax number. When the cursor appears, touch the enter key  to move the cursor to the next line. Repeat this step to enter all the numbers for the speed dial name.



9. Touch the **OK** button. The name and fax number (or numbers) will appear next to the **Speed Dial Number**.

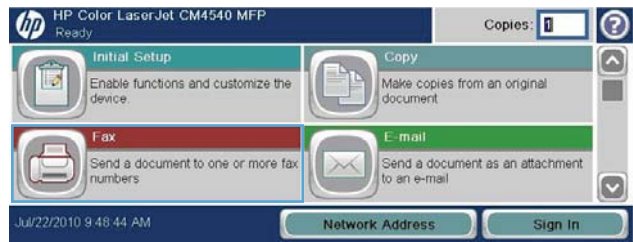


10. When finished, press the **OK** button to return to the **Fax** screen

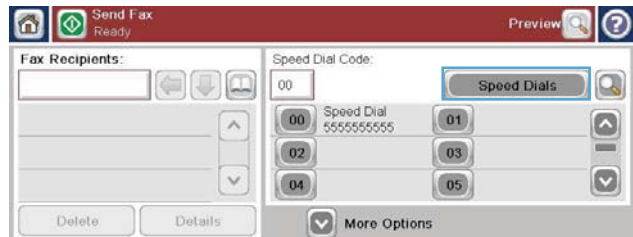


Delete a speed dial list

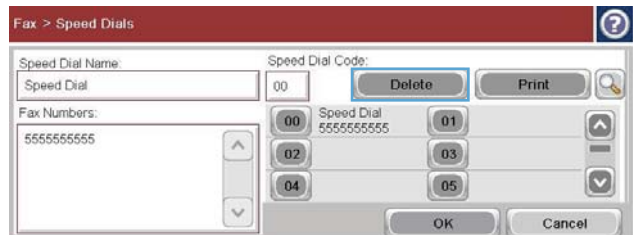
1. From the Home screen, scroll to and touch the **Fax** button.



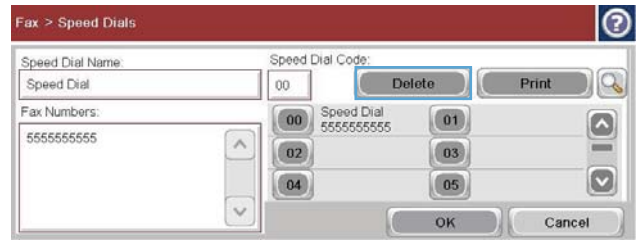
2. Touch the **Speed Dials** button to display the **Speed Dial** screen.



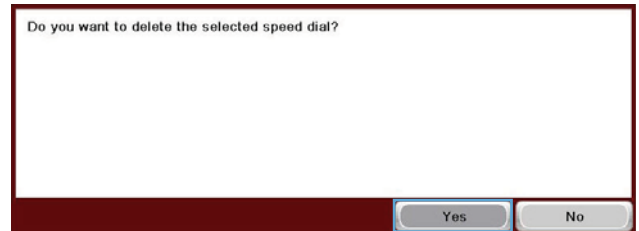
3. Touch a **Speed Dials** number of the list to be deleted.



4. Touch the **Delete** button.

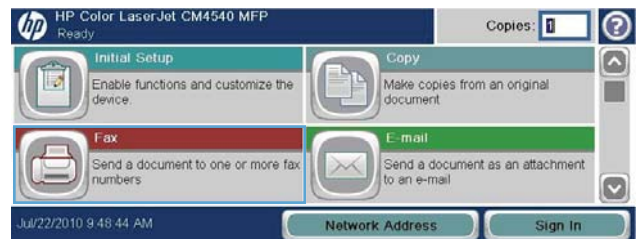


5. Touch the **Yes** button to confirm the deletion of the speed dial list and to return to the **Fax** screen.

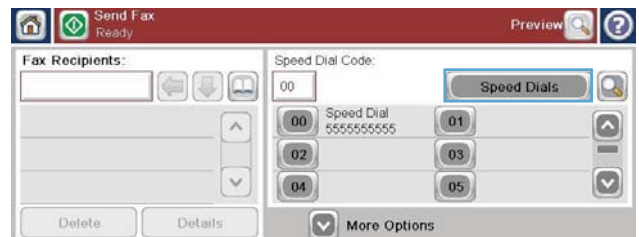


Delete a single number from the speed dial list

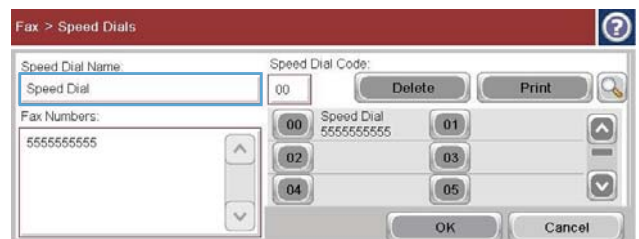
1. From the Home screen, scroll to and touch the **Fax** button.



2. Touch the **Speed Dials** button to display the **Speed Dial** screen.



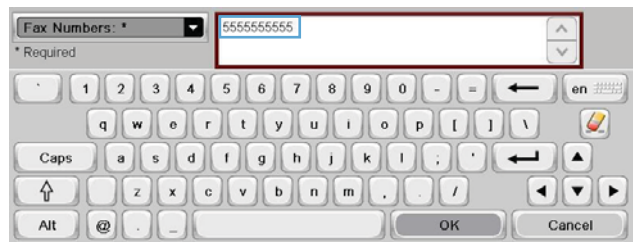
3. Touch the **Speed Dial** number of the list to open the keyboard.



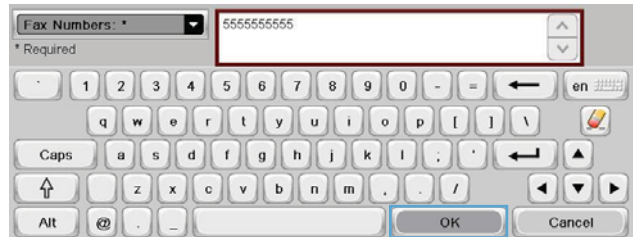
4. Touch the down arrow on the **Speed Dial Name** box to open the drop down menu and then touch the **Fax Numbers** option.



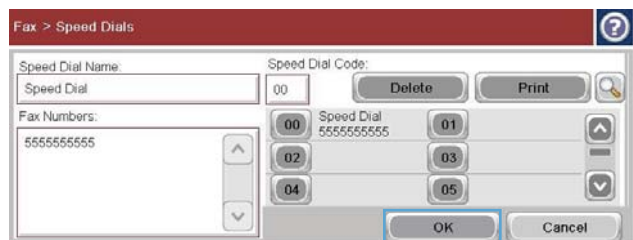
5. Scroll through the list of fax numbers and touch the screen to the right of last digit of the fax number to be deleted. Use the backspace key to delete the fax number.



6. Touch the **OK** button to return to the **Speed Dials** screen.

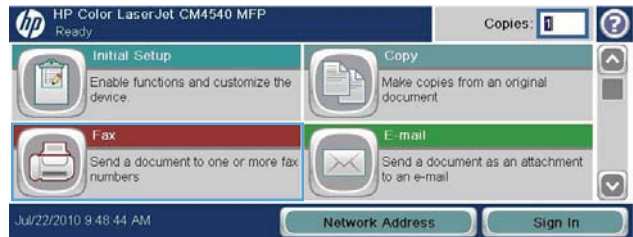


7. Touch the **OK** button to return to the **Fax** screen.

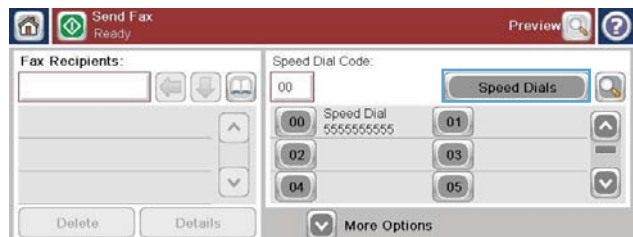


Add a number to an existing speed dial list

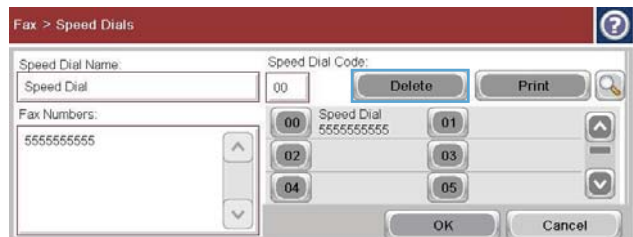
1. From the Home screen, scroll to and touch the **Fax** button.



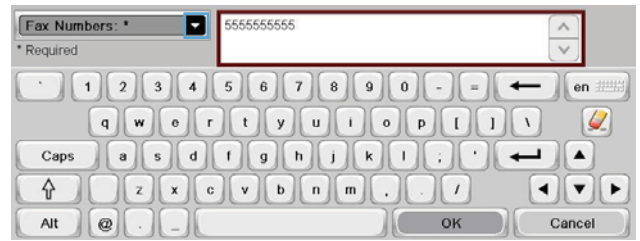
2. Touch the **Speed Dials** button to display the **Speed Dial** screen.



3. Touch the **Speed Dial** number of the list to be edited.




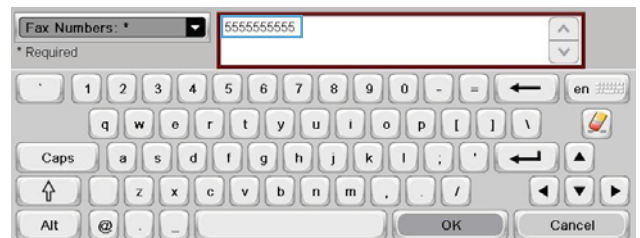
4. Touch the down arrow on the **Speed Dial Name** box to open the drop down menu.



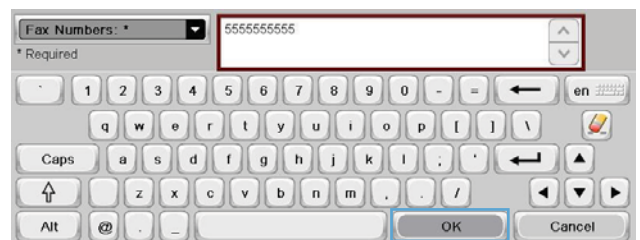
5. Touch the **Fax Numbers** item.



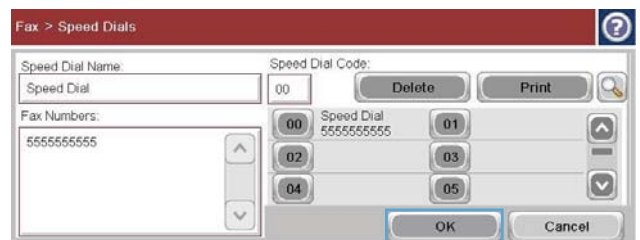
6. To add a fax number for a speed dial name, touch the screen to the right of the last digit of the last fax number in the list. When the cursor appears, touch the enter key  to move the cursor to the next line and then type the fax number.



7. Touch the **OK** button to return to the **Speed Dials** screen.



8. Touch the **OK** button to return to the **Fax** screen.



Voice Calls and Retries

Fax Call Report

A Fax Call Report is printed when the Notification feature has been enabled in the Default Job Options or More Options menu.

When all fax attempts have been exhausted, a Fax Call Report will be printed for a fax send. It shows the fax job log ID. The result of the final attempt is printed on the Fax Call Report.

A Fax Call Report does not print for calls assumed to be voice calls. To view detailed fax call reports, see the log selection in the Troubleshooting menu.



NOTE: A Fax Call Report only generates Job numbers for final attempts. If one of these reports is printed manually from the menu and the last call was neither the final attempt nor a Voice call the Job number will be zero.

Fax Activity Log

Calls assumed to be voice calls are not included in the Fax Activity Log by default. Only the final attempt, after all redials are used or the fax is a success, is listed in the Fax Activity Log.

T.30 Report

Calls assumed to be voice calls do not cause a T.30 report to print. All retry attempts cause a T.30 report to print.

Scheduling fax printing (memory lock)

Use the fax scheduling feature to specify when faxes print. The following fax printing modes can be selected:

- Store all received faxes
- Print all received faxes
- Use Fax Printing Schedule

If the [Store all received faxes](#) feature is selected, then all incoming faxes will be stored in memory and not printed. It is possible to access fax jobs stored in memory through the [Open from Device Memory](#) menu. Using this menu, you can print or delete print jobs while they are stored in memory. For additional information about this feature, see the Retrieve Job menu description in the product user guide.



NOTE: Retrieved stored faxes can be accessed by entering the [Fax Printing](#) menu and changing to the [Print all received faxes](#) mode.

If the [Print all received faxes](#) mode is selected, then all incoming faxes will be printed. Any faxes that are currently stored in memory will also be printed.

If the [Use Fax Printing Schedule](#) mode is selected, then faxes will be only printed per the fax printing schedule. The fax printing schedule can be set to lockout an entire day (24 hours) or lockout a time period during the day. Only one lockout period can be set, but it can be applied to any number of days. The lockout period is setup under the [Fax Printing Schedule](#) menu.

Adding only one type of event into the schedule would make the product behave as **Store All Received Faxes** or **Print All Received Faxes** based on the type of single event added i.e. Single Store Event would cause device to **Store All Received Faxes** and Single Print Event would cause **Print All Received Faxes**.



NOTE: When the lockout time ends, any faxes that were received and stored during the lockout period are printed automatically.

Use Fax over VoIP networks

VoIP technology converts the analog phone signal into digital bits. These are then assembled into packets which travel on the Internet. The packets are converted and transmitted back to analog signals at or near the destination.

The transmission of the information on the Internet is done digitally instead of analog. Therefore, there are different constraints on the fax transmission that may require different fax settings than the analog Public Switched Telephone Network (PSTN). Fax is very dependent upon timing and signal quality, so a fax transmission is more sensitive to a VoIP environment.

The following are suggested changes in settings for the HP LaserJet Analog Fax Accessory 500 when it is connected to a VoIP service:

- Start off with the fax set in V.34 (Fast) mode and with Error Correction Mode (ECM) turned on. The V.34 protocol handles any changes in transmission speed needed to accommodate VoIP networks.
- If numerous errors or retries occur with the unit set to V.34, set V.34 Off and set speed to Medium (14,400 bps).
- If errors and retries persist, set a lower fax speed as some VoIP systems cannot handle the higher signal rates associated with fax. Set the Maximum Baud Rate to 9,600 bps (Slow).
- In rare cases, if errors persist, turn off ECM on the product. The image quality might decrease. Ensure that the image quality is acceptable with ECM off before using this setting. If having the ECM turned off eliminates errors, set the speed to 14,400 bps to get a faster transmission speed, and potentially better error rate.
- If the preceding setting changes have not improved the VoIP fax reliability, contact your VoIP provider for help.

Solve fax problems

- [Is your fax set up correctly?](#)
- [Check fax accessory status](#)
- [Fax feature is not operating](#)
- [General fax problems](#)
- [Problems with receiving faxes](#)
- [Problems with sending faxes](#)
- [Error codes](#)
- [Fax error messages](#)
- [Fax reports](#)
- [Service settings](#)
- [Firmware upgrades](#)

Is your fax set up correctly?

Use the following checklist to help identify the cause of any fax related problems you are encountering:

- **Are you using the phone cord supplied with the fax accessory?** This fax accessory has been tested with the supplied phone cord to meet RJ11 and functional specifications. Do not substitute another phone cord; the analog-fax accessory requires an analog phone cord. It also requires an analog phone connection.
- **Is the fax/phone line connector seated in the socket on the fax accessory?** Make sure that the phone jack is well seated in the socket. The connector should be inserted into the socket until it "clicks."
- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make a phone call?

What type of phone line are you using?

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



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

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You need to have access to a standard analog phone line to be able to send and receive faxes.
- **Roll-over lines:** A phone system feature where a new call "rolls over" to the next available line when the first incoming line is busy. Try attaching the fax accessory to the first incoming phone line. The fax accessory will answer the phone after it rings the number of times set in the rings-to-answer setting.



NOTE: Roll-over lines can cause problems with the fax accessory's ability to receive faxes. Using roll-over lines with this product is not recommended.

Are you using a surge-protection device?

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

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

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory is not able to receive faxes. If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls, and no calls are routed to the messaging service.

Does your phone line have a call-waiting feature?

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

Check fax accessory status

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

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Reports](#)
 - [Configuration/Status Pages](#)
 - [Configuration page](#)
3. Touch the [Print](#) button to print the report, or touch the [View](#) button to view the report on the screen. The report consists of several pages.



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

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

Operational / Enabled ¹	The analog-fax accessory is installed and ready.
Operational / Disabled ¹	The fax accessory is installed and operational, however, HP Digital Sending utility has either disabled the product fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time.
Non-Operational / Enabled/Disabled ¹	A firmware failure has been identified. The firmware should be updated.

Damaged / Enabled/Disabled¹

Fax accessory has failed; reseal the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

¹ ENABLED indicates that the analog fax accessory is enabled, turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

Fax feature is not operating

The fax accessory is installed but the icon does not appear on the product main screen.

Cause	Solution
HP MFP Digital Sending Software Configuration utility has disabled the analog-fax feature.	Use the HP MFP Digital Sending Software Configuration utility to enable the analog-fax feature.
The accessory is not operating correctly.	Check the fax accessory status. If the status is NON-OPERATIONAL, new firmware might need to be installed. If the status is DAMAGED and you just installed the card, try reseating the card and check for bent pins. If the status is DAMAGED and the card is installed correctly, the card might need to be replaced.
Faulty formatter board.	Contact your HP service representative for service.

The product is not displaying the fax menus.

Cause	Solution
LAN fax is enabled.	This is normal operation. When the HP Digital Sending Software enables LAN fax, the analog fax is disabled and the fax menu, which is used for the analog fax only, does not open.

General fax problems

Problem	Cause	Solution
Fax failed to send.	JBIG is enabled and receiving fax does not have JBIG capability.	Set JBIG off.
An "Out of Memory" status message appears on the status message bar.	The product storage disk is full.	Delete some files from the disk, see the product user guide for information about managing the disk.
Print quality of a photo is poor or prints as a gray box.	Wrong Page Content mode setting.	Try setting the Optimize Text/Picture option to Photograph .
Pressed the Cancel button on the product keyboard to cancel a fax transmission and the fax was still sent.	Cancellation takes place after making a selection in the cancellation menu (displayed after pressing red Stop button) and acknowledging with OK .	Cancel faxes using the fax menu.

Problem	Cause	Solution
No fax address book button appears.	The fax address book feature has not been enabled.	Use the HP MFP Digital Sending Software Configuration utility to enable the fax address book feature.
Not able to locate the Fax settings in HP Web Jetadmin.	Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.	Select Digital Sending and Fax from the drop-down menu.
The header is being appended to the top of the page when I have overlay enabled.	The fax will append the overlay header to the top of a page when overlay is set, when the fax has been forwarded.	This is normal operation.
Have a mix of names and numbers in the recipients box.	This is normal for both names and numbers to appear, depending on where they are from, the fax address book lists names, and all other databases list numbers.	Normal, no action required.
My one page fax prints as two pages.	The fax header is being appended to the top of the fax, pushing text to a second page.	If you want your one page fax to print on one page, set the overlay header to overlay mode or adjust the Fit to page setting.
Document stops feeding in the middle of faxing.	There might be a jam in the ADF.	If there is a jam, see the product user guide for instructions on clearing jams.
The volume for sounds coming from the fax accessory is too high or too low.	The volume setting needs to be adjusted.	

Problems with receiving faxes

Incoming fax calls are not being answered by the fax accessory (no fax detected).

Cause	Solution
The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting.
The phone cord might not be connected properly, or the phone cord is not working.	Check the installation. Make sure you are using the phone cord that came with the fax accessory.
The phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.
A voice-messaging service might be interfering with the fax accessory's ability to answer calls.	Do one of the following: <ul style="list-style-type: none"> • Discontinue the messaging service. • Get a phone line dedicated to fax calls. • Decrease the rings-to-answer for the fax accessory to a number less than the rings-to-answer for the voice mail.

Faxes are transmitting or being received very slowly.

Cause	Solution
You might be sending or receiving a very complex fax, such as one with many graphics.	Complex faxes take longer to be sent or received.

Faxes are transmitting or being received very slowly.

Cause	Solution
The receiving fax machine might have a slow modem speed.	The fax accessory only sends the fax at the fastest modem speed the receiving fax machine can use.
The resolution at which the fax was sent or is being received is very high. A higher resolution typically results in better quality, but also requires a longer transmission time.	If you are receiving the fax, call and ask the sender to decrease the resolution and resend the fax. If you are sending, decrease the resolution and change the Optimize Text/Picture option.
Image Enhancement settings are enabled. A higher resolution typically results in better quality, but also requires a longer transmission time.	Disable or reduce image enhancement settings and resend the fax.
If there is a poor phone-line connection, the fax accessory and the receiving fax machine slow down the transmission to adjust for errors.	Cancel and resend the fax. Have the phone company check the phone line.

Faxes are not printing on the product.

Cause	Solution
There is no media in the media input tray.	Load media. Any faxes received while the input tray is empty are stored and will print after the tray has been refilled.
Schedule Printing of Faxes is set.	If Schedule Printing of Faxes is enabled, faxes will not print until it is disabled.
The product is either low on toner or has run out of toner.	The product stops printing as soon as it is low on toner or runs out of toner. Any faxes received are stored in memory and print after the toner has been replaced. For other product printing problems, see the product user guide.
Incoming call may be a voice call.	Incoming voice calls usually show up in the call report as a Communication Error (17) As these are voice calls and not a fax error, no action is needed to be taken. Ensure that those calling you have a voice number that is different from the fax number.
The incoming fax was interrupted.	Verify that the fax telephone line does not have an activated call-waiting feature. A call-waiting notice can interrupt a fax call in progress, which causes a communication error.
The Fax Printing Schedule feature is set to Always store faxes .	Change the Fax Printing Schedule setting to Always print faxes .

Problems with sending faxes

Problem	Cause	Solution
Faxes quit during sending.	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.

Problem	Cause	Solution
	Your phone line might be noisy or poor quality	Try using a lower baud rate to improve the reliability of transmission. See maximum baud rate setting.
	A call-waiting feature might be active	Verify that the fax telephone line does not have an activated call-waiting feature. A call-waiting notice can interrupt a fax call in progress, which causes a communication error.
The fax accessory is receiving faxes but is not sending them.	If the fax accessory is on a PBX system, the PBX system might be generating a dial tone the fax accessory cannot detect.	Disable the detect dial tone setting.
	There might be a poor phone connection.	Try again later.
	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax accessory from the phone jack, and connect a phone. Try to make a phone call to ensure the phone line is working.
Outgoing fax calls keep dialing.	The fax accessory automatically redials a fax number if the Redial on Busy option is set to on or if the Redial On No Answer is set on.	This is normal operation. If you do not want the fax to retry, set Redial on Busy to 0 and set Redial On No Answer to 0.
Faxes you send are not arriving at the receiving fax machine.	The receiving fax machine might be turned off or might have an error condition, such as being out of paper.	Call the recipient to make sure the fax machine is turned on and ready to receive faxes.
	A fax might be in memory because it is waiting to redial a busy number, or there are other jobs ahead of it waiting to be sent.	If a fax job is in memory for either of these reasons, an entry for the job appears in the fax log. Print the fax activity log, and check the Result column for jobs with a Pending designation.

Error codes

If a fax problem occurs which prevents or interrupts sending or receiving of a fax, an error code is generated that will help in determining the cause of the problem. Error codes show up in the fax activity log, the fax call report, and the T.30 Protocol Trace. Print one of these three reports to obtain the error code. A detailed description of some error codes and the appropriate action can be found at www.hp.com by searching for your product name.

Fax error messages

When an analog fax is sent or received on an HP LaserJet product, any errors that occur during the fax process will be displayed on the product control panel and entered into the fax reports. Fax errors can occur for many reasons and often they are due to interruptions or noise on the telephone connection. Any error that takes place during the fax process regardless of where it originates will be displayed by the product.

If the fax process is interrupted or an error occurs during a fax transmission or reception, a two part status/error description is generated by the fax subsystem on the product. Normal or successful faxes also generate messages indicating success. The message information consists of a text description and a numeric code (a few messages don't include numeric codes). Only the text part of the message will be displayed on the product control panel; however, both the text message and numeric code will be listed in the Fax Activity Report, Fax Call Report, and the Fax T.30 Trace (these fax reports can be printed out individually from the product control panel – under the [Administration > Reports > Fax Reports](#) and [Administration > Troubleshooting > Fax > Fax T.30 Trace](#) menus). The numeric code is shown in parentheses after the text part of the message in the reports. For example, if a communication error occurred, the control panel display would show [Fax Failed: Communication Error](#). The same error would be shown in the Result field in the Fax Activity Report as **Communication Error (17)**. For this example, the numeric code associated with this communication error is '17'.

The numeric code is generated by the fax modem. Usually a numeric code of (0) indicates a normal modem response. Some messages will always display a numeric code of (0), whereas other messages can have a range of numeric codes depending on the circumstances, and a few messages will have no numeric code. Usually a numeric code of (0) indicates an error was not associated with the fax modem, but occurred in another part of the fax subsystem or other product subsystem such as the printing subsystem. Non-zero error codes give further detail into the particular action or process that the modem is executing, and they don't necessarily indicate that there is a problem with the modem.

In the tables that follow, the fax messages with the most common number codes are given with recommended corrective action. Several messages that are normal or indicate a normal event are also included in tables. For example, if a fax was not able to be sent to a busy number, a [Fail Busy](#) message will be shown. Nothing is wrong with the fax subsystem; the message indicates the fax was not completed due to a busy telephone number at the receiving end.

Persistent error messages with numeric codes different than those listed here require assistance of customer support. A more detailed listing of the last fax call can be printed out before contacting customer support to help identify the problem. The detailed fax listing is called a Fax T.30 Trace and can be printed for the last fax, or it can be set to print whenever a fax error occurs. To print or configure the Fax T.30 Trace, touch [Administration](#), [Troubleshooting](#), and then [Fax T.30 Trace](#). You can then print the report for the last fax or configure when to print the T.30 trace.

Send-fax messages

Table 3-1 Send-fax messages

Message	Error No.	Description	Action(s)
Cancelled	0	Fax was cancelled by user at control panel of product.	None.
Success	n/a	Fax sent successfully.	None.
Fail Busy	0	The receiving fax machine is busy.	The fax will be retired automatically (if configured), otherwise try resending fax later.
No Answer	0	The receiving fax machine is not answering the call.	The receiving fax machine may be disconnected or turned off; contact the receiver to check the machine. Try resending.
Compression Error	Any	Fax may be corrupted or not sent.	Try resending fax.
No Dial	0	No dial tone is detected when sending the fax.	Verify the phone line is active; set the sending fax to "not" to detect a dial tone.
Modem Fail	Any	Unexpected or bad response from the internal fax modem to product.	Try resending fax; if the error persists, contact service. NOTE: This does not necessarily indicate that the modem hardware is bad.
Communication Error	17 or 36	Lost telephone connection between sender and receiver. May be due to voice calls.	Try resending the fax.
Communication Error	Any besides 17 or 36	General communications issue where the fax transmission was interrupted or did not proceed as expected.	Try resending fax; if the error persists, contact service.
Space Fail	0	Unable to read or write the fax image file to disk; could be corrupt product disk or no space available on the product's disk.	Try resending fax; if the error persists, contact service.
Page Fail	0	Incompatible page width, or page had too many bad lines.	Try resending fax; if the error persists, contact service.
Memory Error	0	Out of RAM memory on product.	If error persists, may need to add RAM to product.
Job Fail	Any	Fax failure; the fax job did not complete.	Try resending fax; if the error persists, contact service.

Table 3-1 Send-fax messages (continued)

Message	Error No.	Description	Action(s)
Power Failure	0	A power failure occurred during the fax transmission on the sending fax product.	Try resending the fax.
No Fax Detected	17 or 36	No fax machine was detected at receiving end. May be due to voice calls.	Verify fax number and have receiver verify fax machine is on and connected; then try resending fax.

Receive-fax messages

Table 3-2 Receive-fax messages

Message	Error No.	Description	Action(s)
Success	n/a	Fax received ok.	None.
Blocked	n/a	Fax reception was blocked by receiving fax machine using blocked number feature.	None.
Modem Fail	Any	Unexpected or bad response from the internal modem to the product - example is trying to send a fax just as another fax is arriving.	Have fax resent; if the error persists, contact service.
Communication Error	17, 36	Lost telephone connection or interruption between sender/receiver.	Have the sender resend the fax (if the sending machine does not automatically retry).
Communication Error	Any besides 17 or 36	General communications issue where the fax transmission was interrupted or did not proceed as expected.	Have fax resent; if the error persists, contact service.
Space Fail	0	Unable to read or write image file to disk; could be corrupt product disk or no space on disk.	Have fax resent; if the error persists, contact service.
Page Fail	0	Incompatible page width or page had too many bad lines.	Have fax resent; if the error persists, contact service.
Memory Error	0	Out of RAM memory on product.	If error persists, may need to add additional RAM memory to product.
Compression Error	0	Corrupted fax - the received image file cannot be decoded.	Have fax resent; enable ECM (Error Correction Mode) if not already.
Print Fail	0	Corrupted fax - the received image file cannot be decoded.	Have fax resent; enable ECM (Error Correction Mode) if not already.
Poll Invalid	0	The fax polling feature attempted to retrieve a fax from another machine but no fax was available.	Contact the administrator of the fax machine being polled and verify a fax is available, and then retry.
Job Fail	Any	Fax failure; this includes all non-specific failures.	Have fax resent; if the error persists, contact service.
Power Failure	0	A power failure occurred during the fax reception.	Have the sender resend the fax.
No Fax Detected	17, 36	A voice call was made to the fax.	None

Fax reports

The following sections list the fax reports available on this product. These reports can be printed or viewed on the product control panel.

The following fax reports are available on this product:

- Fax Activity Log
- Billing Codes Report
- Blocked Fax List
- Speed Dial List
- Fax Call Report

Use the following steps to print or view a fax report:

1. From the Home screen, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Reports](#)
 - [Fax Reports](#)
3. Touch the log or report to print or view.
4. Touch the [Print](#) or [View](#) button.

Fax activity log

The fax activity log includes the following information.

- The fax header information configured on the product.
- The job number of each fax job.
- Date and time of all faxes received, sent, or failed to send.
- The type of fax job; send or receive.
- Identification (phone number, if available)
- Duration (off-hook time)
- Number of pages
- Result (successfully sent, pending, or failed to send which includes error type and code)

The database stores the most recent 500 fax entries (older faxes are deleted from the log). The database fax entries include any fax session as an entry. For example, a fax session could be a sent fax, received fax, or firmware upgrades. Depending on the activity, there might be fewer than 500 entries in the report (unless you sent 500 faxes without receiving any faxes or other completing another activity).

If you want to use the log for record keeping purposes, you should print the log periodically (at least every 500 faxes) and then clear it.

Billing code report

The billing code report is a list of the most recent 500 faxes that were successfully sent, listed by billing code. The following information is provided in this report.

- Billing code number
- Date and time of all faxes that were successfully sent
- Identification number
- Duration (off hook time)
- Number of pages sent
- Result (success)

The database stores the most recent 500 faxes (older faxes are deleted from the database). If you want to use the report for record keeping purposes, you should print the report periodically (at least every 500 faxes) and then clear it.

Blocked fax list report

The blocked fax list report contains the list of fax numbers that the product has been configured to not receive faxes from.

Speed dial list report

A speed dial list report lists the fax numbers assigned to speed dial names.

Fax call report

The fax call report is a brief report that indicates the status of the last fax that was sent or received.

Clear the fax activity log

To clear the fax activity log, complete the following steps.

1. On the control panel, touch the [Administration](#) icon.
2. Open the following menus:
 - [Fax Settings](#)
 - [Clear fax activity log](#)
3. Touch the [Clear](#) button to clear the fax activity log.

Service settings

These items in the control-panel menus can help with troubleshooting if the corrective action taken under the Error Codes section is unsuccessful. They are intended to be used when an HP service representative is assisting you.

Settings in the Troubleshooting menu

Open the [Administration](#) menu, and then select the [Troubleshooting](#) menu.

Troubleshooting menu settings

T.30 Trace: The T.30 trace is a printed report which produces a record of all the communications between the sending and receiving fax machines for the last Fax transmission or reception. The report has many technical details which are usually beyond the scope of most users. However the report contains detailed error codes and other information that might be useful in troubleshooting a particular problem related to sending or receiving a FAX. The report contents might be requested by an HP service representative when trying to determine the cause of a problem and will help to determine the appropriate action.

V34: This setting has two values (Normal and Off) that control the modem's baud rate. The Normal setting allows the modem to select (negotiate with the other modem) any of the supported baud rates up to 33,600 bps. The Off setting sets the maximum baud rate to 14,400 bps. This setting remains set, until changed.

Speaker Mode: This service setting has two modes, Normal and Diagnostic. In Normal mode, the modem speaker is turned on during dialing through the initial connection and then shuts off. For Diagnostic mode, the speaker is turned on and remains on for all fax communications until the setting is returned to Normal.

Settings in the Resets menu

Open the [Administration](#) menu, and then select the [Resets](#) menu.

Resets menu settings

Restore Factory Telecom Settings or Restore Default Telecom Settings: This selection resets several menu changes back to their default settings. This includes the maximum baud rate, ring-burst off time, V.34, speaker mode, and transmit signal loss.

Firmware upgrades

The firmware on the fax accessory can be updated. Fax firmware updates occur as part of an overall product firmware update. See the product user guide for more information.

A Service and support

- [Hewlett-Packard limited warranty statement](#)
- [Customer support](#)

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet Analog Fax Accessory 500	1 year

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Customer support

Get telephone support, free during your warranty period, for your country/region

Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/.

Have the product name, serial number, date of purchase, and problem description ready.

Get 24-hour Internet support

www.hp.com/go/ljanalogfaxaccessory500_manuals

B Specifications

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

Fax accessory product specifications

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

Replacement parts and accessories

You can obtain replacement parts for the fax accessory by contacting your sales representative or your Hewlett-Packard dealer.

C Regulatory information

- [Environmental Product Stewardship Program](#)
- [Declaration of conformity](#)
- [FCC regulations](#)
- [Additional FCC statement for telecom products \(US\)](#)
- [Japan Telecom Mark](#)
- [Telephone Consumer Protection Act \(US\)](#)
- [Canadian DOC regulations](#)
- [Industry Canada CS-03 requirements](#)
- [EU Statement for Telecom Operation](#)
- [New Zealand Telecom Statements](#)
- [EMI statement \(Taiwan\)](#)
- [VCCI statement \(Japan\)](#)
- [EMC statement \(China\)](#)
- [EMC statement \(Korea\)](#)
- [Substances Table \(China\)](#)

Environmental Product Stewardship Program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Plastics

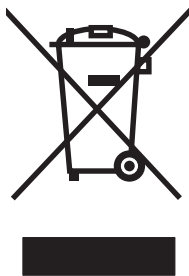
Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

Disposal of waste equipment by users



This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to: www.hp.com/recycle.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Declaration of conformity

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1: DoC# BOISB-0703-00-rel.12.0

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP Analog Fax Accessory 500

Regulatory Model Number:²⁾ BOISB-0703-00

Product Options All

Toner Cartridge/Image Drum N/A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2005 / EN60950-1: 2006 +A11:2009 +A12:2011

EMC: CISPR22:2005 + A1/ EN55022:2006 + A1- Class A^{1),3)}

EN 55024:1998 +A1:2001 +A2:2003


EN61000-3-2:2006 +A1:2009 + A2:2009

FCC Title 47 CFR, Part 15 Class A¹⁾ / ICES-003, Issue 4

TELECOM: ES203-201; FCC Title 47 CFR, Part 68⁴⁾

RoHOS EN 50581:2012

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the R&TTE Directive 1999/5/EC and carries the CE-Marking  accordingly.

This Device complies with 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.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

3) The product meets the requirements of EN55022 & CNS13438 Class A in which case the following applies: "Warning: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures."

4) Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.

Boise, Idaho 83714-1021, USA

February 2013

For Regulatory Topics only, contact:

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1: DoC# BOISB-0703-00-rel.12.0

European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, HQ-TRE, Herrenberger Straße 140, 71034 Böblingen, Germany http://www.hp.com/go/certificates
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015, (Phone: 208-396-6000)

FCC regulations

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



NOTE: Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class A limits of Part 15 of FCC rules.

Additional FCC statement for telecom products (US)

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

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 cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

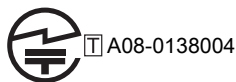
If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please see the numbers in this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The customer can do the following repairs: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

Japan Telecom Mark



Telephone Consumer Protection Act (US)

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 the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or such business, or other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long distance transmission charges).


Canadian DOC regulations

Complies with Canadian EMC Class A requirements.

« Conforme à la classe A des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

Industry Canada CS-03 requirements

Notice: The Industry Canada label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement 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 for the equipment 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 can be particularly important in rural areas.

 **CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalence Number (REN) of this device is 0.0.

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 Number of all the devices does not exceed five (5.0). The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

EU Statement for Telecom Operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions.

It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking.

For more details see Declaration of Conformity issued by the manufacturer in another section of this manual.

However due to differences between individual national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual.

If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation.

Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

New Zealand Telecom Statements

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.

This product has not been tested to ensure compatibility with the FaxAbility distinctive ring service for New Zealand.

EMI statement (Taiwan)

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

VCCI statement (Japan)

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者は適切な対策を講ずるよう要求されることがあります。

VCCI-A

EMC statement (China)

此为A级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

EMC statement (Korea)

A급 기기 (업무용 방송통신기기)	이 기기는 업무용(A급)으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로 합니다.
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Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
打印引擎	X	0	0	0	0	0
控制面板	0	0	0	0	0	0
塑料外壳	0	0	0	0	0	0
格式化板组件	X	0	0	0	0	0
碳粉盒	X	0	0	0	0	0

0609

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。

X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

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