hp fax
1230 series

hp

invent

reference guide

notice

The information contained in this document is subject to change without notice and should not be construed as a commitment by the Hewlett-Packard Company.

Hewlett-Packard assumes no responsibility for any errors that may appear in this document, nor does it make expressed or implied warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

The Hewlett-Packard Company shall not be liable for incidental or consequential damages in connection with, or arising out of the furnishing, performance, or use of this document and the program material which it describes.

Note: Regulatory information can be found in the **technical information** section of this guide.

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

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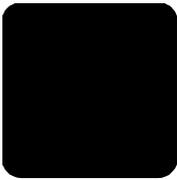- Copyrighted works

safety information

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

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

WARNING: potential shock hazard

1 Read and understand all instructions in the setup poster.

2 Use only a grounded electrical outlet when connecting the unit to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

3 Observe all warnings and instructions marked on the product.

4 Unplug this product from wall outlets before cleaning.

5 Do not install or use this product near water or when you are wet.

6 Install the product securely on a stable surface.

7 Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.

8 If the product does not operate normally, see the online Troubleshooting help.

9 No operator-serviceable parts inside. Refer servicing to qualified service personnel.

10 Use in a well-ventilated area.

contents

get started

This *HP Fax 1230 series Reference Guide* contains all the information you need to get started, and describes how to fax, make copies, and maintain your HP Fax 1230 series (HP Fax). To get started, review this section for information on getting help and use it to familiarize yourself with the HP Fax front panel.

get help

Review the table below to learn about the help options available to you.

help	description
Setup information	The Setup Poster provides instructions for setting up and configuring your HP Fax. The printed Setup poster is in the box with your HP Fax.
General product information	The *HP Fax 1230 series Reference Guide* contains information on using your HP Fax. The Reference Guide also contains information on how to order supplies and accessories, technical specifications, support, and warranty information.
Help and technical support	For technical support, see **get hp fax 1230 series support** on page 71. If you have Internet access, you can get more information from the HP website at: **http://www.hp.com/support** The website also provides answers to frequently-asked questions.

front panel overview

Use the front panel buttons to copy and fax documents or photos, and to change a variety of copy and fax settings.

Review the illustration below and identify the location of the buttons on the front panel.
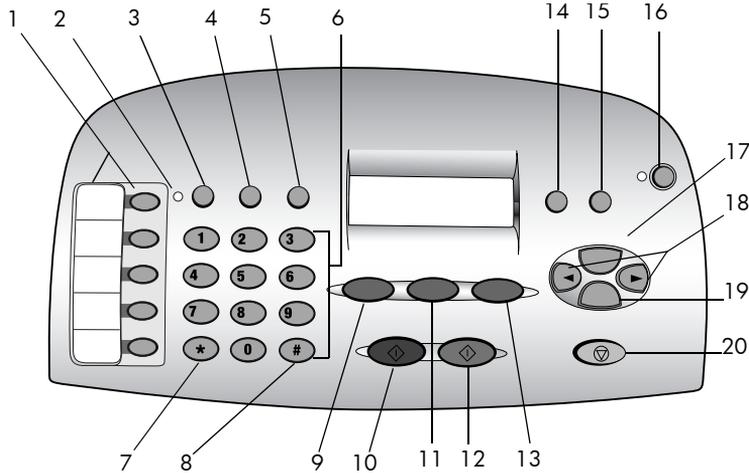
feature	purpose
1	**One-touch speed-dial** buttons: Enter and label speed-dial numbers for quick access.
2	**Auto Answer** light: If lit, automatic answering is on.
3	**Auto Answer** button: Turn automatic answering for HP Fax on or off.
4	**Speed Dial** button: Access speed-dial numbers.
5	**Redial/Pause** button: Dial the last number again, or insert a pause in a number to be dialed.
6	**Keypad**: Dial fax numbers or enter text.
7	**Star/Symbols** key: Enter punctuation characters or use as directed in voice mail.
8	**Pound/Space** key: Enter spaces or use as directed in voice mail.
9	**Fax** button: Press to begin the faxing process.
10	**Start, Black** button: Start a black-and-white fax or copy.
11	**Scan & Fax** button: Press to scan originals into memory before faxing.
12	**Start, Color** button: Start a color fax or copy.
13	**Copy** button: Press to begin the copy process.
14	**Resolution** button: Press to change the resolution for faxes and copies.
15	**Setup** button: Access various unit settings.

feature	purpose
16	**On** button: Turn the HP Fax on and off.
17	**Options** button: Access various fax and copy options.
18	**Left** and **Right** arrows: Scroll through fax and copy option settings, or move forward and backward in a text entry.
19	**Enter** button: Select or save displayed setting.
20	**Cancel** button: Stop job or exit menu.

2 load originals and load paper

When you load your original document into the automatic document feeder (ADF), you can copy it onto a variety of paper types, weights, sizes, and transparency films. It's important to select the right paper, and to make sure it's loaded correctly.

This section contains the following topics:

- **load originals**
- **load paper**
- **recommended papers**
- **papers to avoid**
- **tips for loading other types of paper in the input tray**
- **set the paper type**
- **recommended paper-type settings for copying**
- **set the paper size**
- **avoid jams**

load originals

Load your original in the ADF, which is located above the front panel as illustrated below, to copy it or to fax it.

If you are working with originals that are printed on 16-24 lb. (60-90 gsm) plain paper or on HP Premium Inkjet Paper, you can load more than one page at a time into the ADF. If you are working with photos or originals of an non-standard size (no smaller than 3.25 x 3.25 inches or 82 x 82 millimeters), load them in the ADF one page at a time. When working with fragile, torn, or odd-sized originals, we recommend that you use a transparent document sleeve or sheet protector (available from most office-product stores) for the original. Place a single sleeve into the ADF with the sealed edge first and the transparent side down.

> **Note:** If you have trouble with originals feeding incorrectly, make sure the ADF tray is snapped into position.

1   Place the original(s) in the ADF with the printed side facing toward the back and with the top of the document pointing down.

2   Adjust the document guides to fit your document.

load paper

Use the following procedure to load plain paper into the input tray. For tips on loading special papers, transparency film, and postcards, see **tips for loading other types of paper in the input tray** on page 8.

For best results, adjust the paper settings each time you change paper types or paper sizes. For more information, see **set the paper type** on page 8 and **set the paper size** on page 10. Follow these steps to load the input tray:

1 Slide the paper-width and -length guides to their outermost positions.

2 Tap the stack on a flat surface to align the edges of the paper, and then check the paper for the following:
  – Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
  – Make sure all the paper in the stack is the same size and type.

3 With the output tray raised, insert paper into the input tray until it stops. The print side should be facing down, and the letterhead or top of page should be facing forward. Do not overfill the input tray because this may cause paper jams.

4 Slide the paper-width and -length guides in until they stop at the edges of the paper. Make sure that the paper stack lies flat in the input tray and fits under the tab of the paper-length guide.
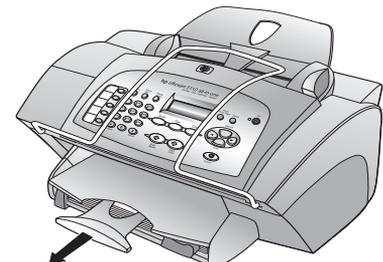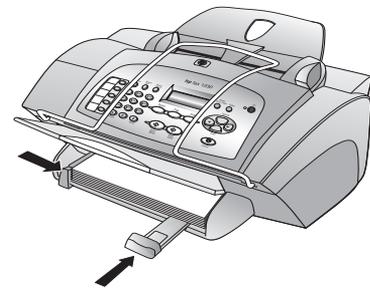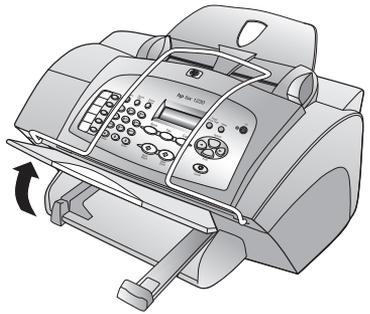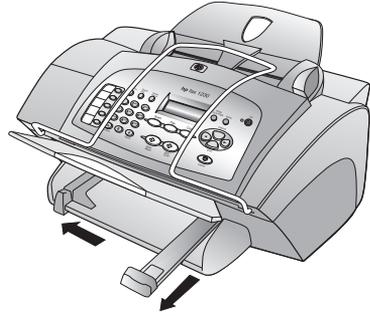
5 To prevent paper from falling off the tray, fully extend the output-tray extender.

recommended papers

For the best print quality, we recommend using HP Premium Inkjet papers. Using paper that is too thin, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not be filled in completely. For more information about HP Premium Inkjet papers, check our website at:

www.hp.com

Here is a list of HP papers you can use for copying:

- **HP Bright White Inkjet Paper** delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers.

- **HP Photo Paper, Matte, HP Photo Paper, Glossy, HP Premium Photo Paper, HP Premium Plus Photo Paper,** and **HP Premium High-Gloss Film** are high-quality, glossy-finish or matte-finish, photo-based papers. They look and feel like photographs and can be mounted under glass or in an album. Photo papers dry rapidly and resist fingerprints and smudges.

- **HP Inkjet T-Shirt Transfer Iron-Ons** can be used to transfer your designs or photos onto T-shirts, sweatshirts, and fabric crafts.

- **HP Premium Inkjet Transparency Film** and **HP Premium Plus Inkjet Transparency Film** makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

- **HP Everyday Photo Paper, Semi-Gloss or Matte**, is coated on both sides for two-sided copying. It is perfect for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

- **HP Premium Inkjet Paper** is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your special documents.

- **HP Matte Greeting Cards, HP Glossy Greeting Cards, HP Felt-Textured Greeting Cards,** and **HP Linen Greeting Cards** allow you to make your own greeting cards. HP Matte Greeting Cards are available in quarter-fold, and HP Glossy Greeting Cards are available in half-fold.

- **HP Professional Brochure & Flyer** paper is matte-coated or glossy-coated on both sides for two-sided use. It is the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

- 16 to 36 lb. (60 to 135 gsm) copier paper or letterhead.

papers to avoid

We do not recommend the following papers for copying:

- Highly textured stock, such as linen. It may not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for your unit. They can jam the unit or actually *repel* ink.
- Multi-part forms (such as duplicate and triplicate forms). They can wrinkle or get stuck. The ink is also more likely to smear.
- Any size paper other than letter, A4, or legal
- Paper heavier than 36 lb. (135 gsm) or lighter than 16 lb. (60 gsm)
- Paper with cutouts or perforations
- Photo paper other than HP Premium Photo
- Envelopes
- Transparency film other than HP Premium or Premium Plus
- Heavyweight paper
- Multiple-part forms or label stock

tips for loading other types of paper in the input tray

This section provides guidelines for loading special types of paper and transparency film for copy jobs. For best results, adjust the paper settings each time you change paper types and paper sizes. For more information, see **set the paper type** on page 8 and **set the paper size** on page 10.

HP Inkjet T-Shirt Transfer Iron-On

Flatten the transfer sheet completely before using it; do not load curled sheets. To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them. Manually feed one sheet at a time, with the unprinted side facing down and the blue stripe facing up.

HP Premium or Premium Plus Inkjet Transparency Film

Insert the film so that the white transparency strip with arrows and the HP logo is on top and goes into the tray first.

set the paper type

If you want to use a different type of paper, such as photo paper, transparency film, t-shirt transfer paper, or brochures, simply load that paper in the input tray. Then change the paper-type settings to ensure the best print quality.

HP recommends paper-type settings according to the type of paper you're using.

to set the paper type for current copy job

1   Press **Copy** until **Paper Type** appears.
2   Press ⊙ until the appropriate paper type appears, and then press **Enter** to select it.
3   Press **Start**, **Black** or **Start**, **Color**.

to set the paper type for future copy jobs

1 Press **Copy** until **Paper Type** appears.

2 Press ⦿ until the appropriate paper type appears, and then press **Enter** to select it.

3 Press **Copy** again until **Set New Defaults** appears. Press ⦿ until **Yes** appears.

4 Press **Enter** to save your selection as the new default for all future copy jobs.

recommended paper-type settings for copying

You can select the paper-type setting using the **Copy** button on the front panel. To select the best paper-type setting for the paper type you wish to use, review the following table.

paper type	paper-type setting
Copier paper or letterhead	Plain Paper
HP Bright White Inkjet Paper	Plain Paper
HP Premium Plus Photo Paper, Glossy	Premium Photo
HP Premium Plus Photo Paper, Matte	Premium Photo
HP Everyday Photo Paper, Semi-Gloss	Everyday Photo
HP Everyday Photo Paper, Matte Finish	Premium Inkjet
HP Premium Photo Paper	Premium Photo
HP Photo Paper	Photo Paper
Other Photo Paper	Photo Paper
HP Inkjet T-Shirt Transfer Iron-On	Iron-On
HP Premium Inkjet Paper	Premium Inkjet
Other Inkjet Paper	Premium Inkjet
HP Professional Brochure & Flyer Paper (Glossy)	Brochure Glossy
HP Professional Brochure & Flyer Paper (Matte)	Brochure Matte
HP Premium or Premium Plus Inkjet Transparency Film	Transparency
Other Transparency Film	Transparency

set the paper size

The HP Fax can print faxes and make copies onto letter, legal, or A4 paper.

to set the paper size for faxes

1 Press **Setup** until **3: Basic Fax Setup** appears, and then press **Enter** to select it.

2 After **1:Date and Time** appears, press ⊙ until **4:Paper Size** appears, and then press **Enter** to select it.

3 Press ⊙ until the desired paper size appears, and then press **Enter** to select it.

to set the paper size for copies

1 Press **Copy** until **Paper Size** appears.

2 Press ⊙ until the desired paper size appears, and then press **Enter** to select it.

avoid jams

To avoid jams, remove papers from the output tray frequently. The allowable output tray capacity is determined by the type of paper and the amount of ink you are using. For more information about output-tray capacity, see **input tray capacities** on page 63. For help with clearing a paper jam, see the **troubleshooting help** on page 45.

3

use the fax features

Using the front panel of your HP Fax, you can:

*   Send and receive black-and-white and color faxes. If you send a color fax and your HP Fax determines that the recipient has a black-and-white fax unit, your HP Fax will send the fax in black and white.
*   Use one-touch speed-dial buttons or the **Speed Dial** button to send faxes to frequently-used numbers.
*   Adjust your fax settings, such as enabling fax confirmation and setting the number of rings to answer.

This section contains the following topics:

*   **send a fax**
*   **receive a fax**
*   **set up speed-dialing**
*   **schedule a fax**
*   **print reports**
*   **control resolution and contrast**
*   **set new defaults**
*   **set basic fax settings**
*   **set advanced fax settings**
*   **connect and use other office equipment with your hp fax**

send a fax

Using the HP Fax you can:

*   send a basic fax
*   change fax settings before sending a fax
*   send a color fax
*   scan a fax into memory before sending
*   broadcast a fax to multiple recipients
*   send a fax using the numeric keypad to enter the number, using the one-touch speed-dial buttons, or using the **Speed Dial** button

For information on setting up speed-dial, see **set up speed-dialing** on page 15. For information on using speed-dial, see **send a fax using a one-touch speed-dial button** on page 17 and **send a fax using the speed-dial button** on page 18.

check for dial tone

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

Note: Make sure the volume is turned on. If you turn off the volume for your HP Fax, you will not hear the dial tone. To verify that the volume is turned on, see **adjust the volume** on page 24.

1   Press **Fax**, and then press **Start, Black** or **Start, Color**.

2   Listen for a dial tone.

3   If you do not hear a dial tone, check the connections.

4   Press **Cancel** to hang up.

Note: For information on troubleshooting the connections, see **fax problems** on page 53.

send a basic fax

Follow these steps to send a fax:

1   Load your original in the automatic document feeder (ADF).
    For more information, see **load originals** on page 5.

2   Enter the fax number using the keypad, use one of the one-touch speed-dial buttons, or press **Speed Dial** until the desired speed-dial entry appears. (For more information on speed-dialing, see **set up speed-dialing** on page 15.)

3   Press **Start, Black** or **Start, Color**.

send a fax after temporarily changing settings

You can make changes to fax settings that will only affect the current fax job. For example, you may want to temporarily change the resolution to **Photo** when you are faxing a photo; you may not, however, want to change the default setting to **Photo** for all your fax jobs. Follow these steps to make temporary changes to your fax settings and then send the fax:

1   Load your original in the ADF.
    For more information, see **load originals** on page 5.

2   Press **Fax** to scroll through the fax settings.

3   When you reach the setting you want to change, press ⦿ to scroll through the setting options. You can change the resolution, contrast, and a number of other settings.

4   When you reach the setting you want to change, press **Enter** to accept the setting.

5   Enter the fax number using the keypad, use one of the one-touch speed-dial buttons, or press **Speed Dial** until the desired speed-dial entry appears. (For more information on speed-dialing, see **set up speed-dialing** on page 15.)

6   Press **Start, Black** or **Start, Color** to send the fax.

Tip — If you want to change additional fax settings before sending the fax, press **Fax** again. When you reach the setting you want to change, press ⦿ to scroll through the setting options. When you reach the option you want to change, press **Enter** to accept it.

send a color fax

You can send and receive color faxes to and from other color fax machines. If your HP Fax determines that the recipient has a black-and-white fax machine, it will send the fax in black and white.

We recommend that you use only color originals for color faxing. The color originals must be loaded in the ADF; you cannot send a color fax from memory using the **Scan & Fax** button or the group speed-dial features.

Follow these steps to send a color fax:

1 Load your original in the ADF.

2 Enter the fax number using the keypad, use one of the one-touch speed-dial buttons, or press **Speed Dial** until the desired speed-dial entry appears. (For more information on speed-dialing, see **set up speed-dialing** on page 15.)

3 Press **Start, Color**.

scan a fax into memory before sending

Your HP Fax can scan a fax into memory before sending. This feature is useful if the fax number you are trying to reach is busy or temporarily unavailable. The originals are scanned into memory before sending, and once the HP Fax is able to connect, the fax is sent. This allows you to immediately remove the originals from the HP Fax once the pages are scanned into memory. The HP Fax can store up to 80 pages in memory (varies by model).

> **Note:** You can only send a black-and-white fax.

Follow these steps to scan a fax into memory before sending:

1 Load your original in the ADF.
   For more information, see **load originals** on page 5.

2 Press **Scan & Fax**.

3 Enter the fax number using the keypad, using one of the one-touch speed-dial buttons, or by pressing **Speed Dial** until the desired speed-dial entry appears. (For more information, see **set up speed-dialing** on page 15.)

4 Press **Start, Black**.

broadcast a fax to multiple recipients

Broadcasting a fax enables you to send a black-and-white fax to one speed-dial group, which can contain up to 20 individual speed-dial entries. The entire original must fit into the memory of your HP Fax, or the broadcast fax will not be successful.

Before you can broadcast a fax to multiple recipients, you must first set up group speed-dial entries. For more information, see **set up speed-dialing** on page 15.

Follow these steps to broadcast a fax to multiple recipients:

1 Load your original in the ADF.

2 Press **Speed-Dial** until the desired group speed-dial entry appears.

3 Press **Start, Black** to begin faxing.

receive a fax

You can set up your HP Fax to receive faxes either automatically or manually. Your HP Fax is set at the factory to automatically print received faxes. As long as the **Auto Answer** feature is turned on, your faxes will be printed automatically.

> **Tip —** If you receive a legal-size fax and your HP Fax is not currently set to use legal-size paper, the unit automatically reduces the fax so that it fits on the paper that is loaded (unless you disabled the automatic-reduction feature). For more information, see **set automatic reduction** on page 27.

If you have an answering machine connected to the same line as your HP Fax, you may need to set the number of rings required before the HP Fax begins receiving the fax. The default number of rings before the HP Fax receives a fax is 5. For more information on setting the number of rings to answer, see **set the rings to answer setting** on page 23. For information on how to answer fax calls with an answering machine connected directly to your HP Fax, see **answer fax calls when you use an answering machine on the same line** on page 30.

receive a fax automatically

The **Auto Answer** feature is automatically enabled when you power-up your HP Fax. If this feature is enabled, the green light next to the **Auto Answer** button is lit. If it is not lit, use the following procedure to set up your HP Fax to receive a fax automatically:

▸   Press **Auto Answer** until the green light is on.

receive a fax manually

In certain situations you may want to receive faxes manually. For example, if you subscribe to a voice mail service. (For more information, see **connect and use other office equipment with your hp fax** on page 28.) When receiving faxes manually, you must be available to respond in person to the incoming fax call, or your HP Fax cannot receive faxes.

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

To manually receive a fax, follow these steps:

1   Press **Auto Answer** until the green light is off.

2   When your HP Fax rings, pick up the handset of a telephone that is on the same telephone line as your HP Fax.

3   Do one of the following:
   –   If your phone is plugged into the back of the HP Fax, and you hear fax tones, press **Start, Black** or **Start, Color**.
   –   If you receive a call from an extension phone (one that is on the same line but not connected directly to your HP Fax), press **1 2 3** on your phone. Wait for the fax tones, then hang up the phone to receive the fax.

4   After you are finished, hang up the telephone.
   The HP Fax will receive and print the fax.

receive a fax when the hp fax is out of paper

If the HP Fax runs out of paper, you will continue to receive faxes. While the HP Fax is out of paper, the faxes are stored in memory and **Out of paper** is displayed on the front panel. After loading paper in the input tray, you can print the faxes in memory.

> **Note:** If **Auto Answer** is enabled (green light next to the **Auto Answer** button is lit) when the HP Fax runs out of paper, the green light will go off. **Out of paper** will display on the front panel. The HP Fax will continue to receive faxes automatically and store them in memory, until they can be printed.

> **Caution!** Do not press **Cancel** before you print out the faxes stored in memory. If you press **Cancel** before printing the faxes, all faxes stored in memory will be deleted.

to print faxes from memory after an out of paper error

1   Load paper in the input tray.
    For information on loading paper, see **load paper** on page 6.

2   Press **Enter**.
    The faxes will automatically print.

set up speed-dialing

You can assign speed-dial entries to frequently-used fax numbers. Use the one-touch speed-dial buttons on the front panel to quickly send faxes to an individual or group. Press the **Speed Dial** button on the front panel to scroll through and select from the list of speed-dial entries. You can create up to 100 individual and group speed-dial entries (varies by model).

create individual speed-dial entries

Use this setting to enter fax numbers that you use frequently. The first 10 entries are automatically saved to the 5 one-touch speed-dial buttons. The one-touch speed-dial buttons provide quick access to your frequently-used fax numbers.

> **Note:** When you create more than five speed-dial entries, two speed-dial will be assigned to a button. Press the one-touch speed-dial button repeatedly to toggle between the numbers. For information on using one-touch speed-dial buttons, see **send a fax using a one-touch speed-dial button** on page 17.

Follow these steps to create individual speed-dial entries:

1   Press **Setup** until **2:Speed Dial Setup** appears. Press **Enter**.

2   When **1:Individual Speed Dial** appears, press **Enter**.
    The first unassigned speed-dial entry appears on the display.

3   Press **Enter** to select the displayed speed-dial entry.

4   Enter the fax number to assign to that number, and then press **Enter**.

    Tip — To enter a two-second pause within a number sequence, press **Redial/Pause** to insert a dash.

5   Enter the person's or company's name, and then press **Enter**.
    For more information on entering text, see **enter text** on page 23.

6 When **Enter Another?** appears, press **1** for **Yes** if you want to set up another number or press **2** for **No** to exit.

create a speed-dial group

This feature allows you create groups of up to 20 speed-dial entries using your individual entries so that you can send faxes to specific groups of people with one speed-dial button.

Note: You can only assign previously entered speed-dial numbers to a group. Additionally, only individual speed-dial entries can be added; you can't assign a group to another group.

Follow these steps to create a speed-dial group:

1 Press **Setup** until **2:Speed Dial Setup** appears. Press **Enter**.

2 Press ⊙ until **2:Group Speed Dial** appears, and then press **Enter**.

3 Choose one of the following:
   – If this is your first group, the first unassigned number appears. Press **Enter** to select it.
   – If this is not your first group, **1=New 2=Edit** appears. Press **1** to create a new group. The first unassigned number appears. Press **Enter** to select it.

   Tip — You can assign a speed-dial group to any unassigned number using the keypad to manually enter the number you wish to use.

4 When **Add 1 of 20** appears, press ⊙ until the appropriate number appears, and then press **Enter** to select it. The selected number and corresponding name appear on the display.

5 Choose one of the following:
   – If the displayed fax number is correct, press **Enter** to add it to the group.
   – To select a different fax number, press ⊙ until the appropriate number appears, and then press **Enter** to select it.

6 When **Add Another?** appears, press **1** for **Yes** if you want to add another individual number to the group, or press **2** for **No**.

7 When you are finished adding individual numbers to the group, enter a name for the group.
   For more information on entering text, see **enter text** on page 23.

8 Press **Enter** to save the group.

9 When **Another Group?** appears, press **1** for **Yes** if you want to create another group, or press **2** for **No** to exit.

   Tip — You can print a complete list of your assigned speed-dial entries for your reference. For information, see **generate system reports** on page 20.

add or remove recipients from a group

You can add or remove an individual number to or from an existing group. Follow these steps to add or remove recipients from groups:

1   Press **Setup** until **2:Speed Dial Setup** appears. Press **Enter**.

2   Press ⊙ until **2:Group Speed Dial** appears, and then press **Enter**.

3   After **1=New 2=Edit** appears, press **2**.

4   Press ⊙ until the group that you want to edit appears, and then press **Enter**.
    The first individual speed-dial entry in that group appears.

5   For each entry in the group, press **1** to delete it or **2** to keep it.

    Tip — If you are uncertain of what to do, the front panel display will provide step-by-step instructions. Wait a few moments for the instructions to appear.

6   When **Add New?** appears, choose one of the following:
    –   If you want to add new individual entries to the group, press **1** and see **create individual speed-dial entries** on page 15.
    –   If you do not want to add any additional individual numbers, press **2** to edit the group name, or press **Enter** to save it as is.

7   When **Another Group?** appears, press **1** to edit another group or **2** to exit the menu.

delete speed-dial entries

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

1   Press **Setup** until **2:Speed Dial Setup** appears. Press **Enter**.

2   Press ⊙ until **3:Delete Speed Dial** appears, and then press **Enter**.

3   Press ⊙ until the individual or group entry that you want to delete appears. Or, use the keypad to manually enter the speed-dial number, and then press **Enter**.

    Tip — You can print a complete list of your assigned speed-dial entries for your reference. For information, see **generate system reports** on page 20.

send a fax using a one-touch speed-dial button

The first 10 speed-dial entries are automatically saved to the 5 one-touch speed-dial buttons. Each one-touch button toggles between two speed-dial entries. For example, press the first one-touch button to toggle between speed-dial entries 1 and 6, press the second one-touch button to toggle between speed dial entries 2 and 7, and so on, through the fifth one-touch button.

Follow these steps send a fax using a one-touch speed-dial button:

1   Load your original in the ADF.

2   Press the appropriate one-touch speed-dial button. The fax number appears on the display.
    For more information, see **set up speed-dialing** on page 15.

3   Press **Start, Black** or **Start, Color**.

If there is no original in the ADF, you will be prompted to load the original in document feeder. Once loaded, the HP Fax will begin sending the fax.

send a fax using the speed-dial button

1   Load your original in the ADF.

2   Press the **Speed Dial** button until the desired fax number appears.
For more information, see **set up speed-dialing** on page 15.

3   Press **Start, Black** or **Start, Color**.

If there is no original in the ADF, you will be prompted to load the original in document feeder. Once loaded, the HP Fax will begin sending the fax.

schedule a fax

Use the **Send Fax Later** setting to send a fax at a scheduled time up to 24 hours later. Choose from a single recipient or a group, and then scan the original to memory. When you schedule a fax, you can only send it in black-and-white.

When the scheduled time arrives, the HP Fax automatically sends your fax as soon as a connection is made.

schedule a fax to send later

Follow these steps to schedule a fax to send later:

1   Load your original in the ADF, or you can load your original at any time prior to the scheduled time.

2   Press **Fax** until **How to Fax** appears.

3   Press ◉ until **Send Fax Later** appears. Press **Enter** to select the setting.

4   Enter the **Send Time** using the numeric keypad.

Tip — Enter a zero (0) before a single-digit time; for example, **03:14**.

5   Press **1** for **AM** or **2** for **PM**.

6   When **Enter fax number** appears, enter the fax number of the recipient or select the group using the **Speed Dial** button.

7   Press **Start, Black**.

8   When **Store Fax Now?** appears, press **1** for **Yes** or **2** for **No.**
If you select **1**, the document is scanned to memory and is sent at the selected time. If you select **2**, and you haven't loaded your original, a message appears reminding you to load the original before the send time. The front panel will then display the scheduled time for your fax.

cancel a scheduled fax

Follow these steps to cancel a scheduled fax stored in memory, or a fax that is currently in progress:

1   Press **Fax** until **How to Fax** appears.

2   Press ⊙ until **Send Fax Later** appears. Press **Enter** to select the setting.

> **Note:** After you press ⊙ to select **Send Fax Later**, you *must* then press **Enter** to select it.

The front panel displays **Scheduled Fax in Memory** if the fax was stored in memory. Or, **Scheduled Fax is Pending** displays if the document was not stored in memory. After a moment, the scheduled time and fax number appear.

3   When **Cancel? 1 = Yes 2= No** appears, press **1** to cancel the scheduled fax or press **2** to retain the scheduled fax time and number.

If you select **Yes**, **Scheduled Fax Cancelled** will be displayed. If you select **No**, **Scheduled HH:MM** will be displayed.

poll for faxes

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

Follow these steps to set up polling for faxes:

1   Press **Fax** until **How to Fax** appears.

2   Press ⊙ until **Poll for Fax** appears. Press **Enter** to select the setting.

3   Enter the fax number using the keypad, use one of the one-touch speed-dial buttons, or press **Speed Dial** until the desired speed-dial entry appears. (For more information, see **set up speed-dialing** on page 15.)

4   Press **Start**, **Black** or **Start**, **Color**.

print reports

Use the **Print Reports** feature to automatically print confirmation and error reports for each fax you send and receive. You can also manually print system reports as you need them; these reports provide useful system information about your HP Fax.

By default, your HP Fax is set to print a report only if there is a problem with sending or receiving a fax. A confirmation message that indicates whether a fax was successfully sent appears briefly on the front-panel display after each transaction.

generate fax confirmation and error reports

This setting enables you to configure your HP Fax so that it automatically prints confirmation and error reports.

> **Note:** If you need printed confirmation each time your faxes are successfully sent, follow these instructions *before* sending any faxes.

Follow these steps to generate reports automatically:

1   Press **Setup** until **1:Print Report** appears, and then press **Enter**.

2   Press ⊙ until **6:Automatic Reports Setup** appears, and then press **Enter**.

3   Press ⊙ to scroll through the following report types:
    –   **Every Error** prints whenever there is any kind of fax error. (This is the default selection).
    –   **Send Error** prints whenever there is a transmission error.
    –   **Receive Error** prints whenever there is a receiving error.
    –   **Every Fax** confirms every time a fax is sent or received.
    –   **Send Only** prints every time a fax is sent.
    –   **Off** does not print fax reports.

4   When the option you want appears, press **Enter**.

generate system reports

Follow these steps to manually print any of the system reports about your HP Fax, such as the Speed Dial List and the self-test report:

1   Press **Setup**.

2   When **1:Print Reports** appears, press **Enter**.

3   Press ⊙ to scroll through the following report types:
    –   **1:Last Transaction**, which indicates the status of the last fax sent.
    –   **2:Fax Log**, which lists approximately the last 40 faxes sent and received.
    –   **3:Speed Dial List**, which lists your individual and group numbers. A smaller version of the Speed Dial list is also printed that can be cut and placed on the front panel beside the one-touch speed-dial buttons.
    –   **4:Menu Settings**, which lists in outline form the entire menu system and indicates the current and default settings.
    –   **5:Self-Test Report**, which prints a self-test report. For more information, see **print a self-test report** on page 39.
    –   **6:Automatic Reports Setup**, which is the automatic reports setting described in **generate fax confirmation and error reports** on page 19.

4   When the report you want appears, press **Enter**.

set new defaults

Save the fax settings you use most often by setting them as the default. This includes changes to fax options such as **Resolution** and **Lighter/Darker**.

1   Press **Fax** to scroll through the available fax options. Make any desired changes to the fax options.

2   Press **Fax** until **Set New Defaults** appears.

3   Press ⊙ until **Yes** appears.

4   Press **Enter** to set the settings as the default.

    Your settings are saved. You can restore the fax settings back to the factory defaults at any time. For information, see **restore factory defaults** on page 41.

control resolution and contrast

Use the **Resolution** and the **Lighter/Darker** settings to change the resolution and contrast of documents that you are sending.

change resolution

Resolution affects the transmission speed and quality of faxed documents. The HP Fax only sends faxes at the highest resolution supported by the receiving fax. You can change the resolution between pages only when receiving faxes. Follow these steps to change the resolution:

1   Press **Resolution**.

    Tip — You can also press **Fax** to access the **Resolution** setting.

2   Press ⊙ to scroll through the following resolution settings:
    – **Fine**: This is the default setting. It provides high-quality text suitable for faxing most documents.
    – **Very Fine**: Use this setting when you are faxing documents with very fine detail. **Very Fine** only works if the receiving fax machine also has the **Very Fine** setting. If you choose this option, be aware that the faxing process takes longer to complete.
    – **Photo**: This setting provides the best quality fax when sending photographs. If you choose **Photo**, be aware that the faxing process takes longer to complete. When faxing photographs, we recommend that you choose **Photo**.
    – **Standard**: This setting provides the fastest possible transmission with the lowest quality of fax.

    Note: Very Fine mode is not used when sending documents that are scanned into memory, such as when you are broadcasting to multiple recipients or scheduling a fax for later. If you are sending documents using one of these methods, **Very Fine** will be changed to **Fine** even if **Very Fine** was selected.

3   When the resolution setting you want appears, press **Enter**.

change contrast

Change this setting if you want a black-and-white fax to be darker or lighter than the original. Follow these steps to change contrast:

1   Press **Fax** until **Lighter/Darker** appears.
    The range of **Lighter/Darker** values appears as a circle on a scale on the front-panel display.

2   Press ⊙ to lighten the fax or ⊙ to darken it. The circle moves to the left or right, depending on the button you press. Press **Enter** to select the setting.

    Note: The **Lighter/Darker** settings reset to the default two minutes after the fax job is complete. You can change the default setting, see **set new defaults** on page 20.

set basic fax settings

Use the Basic Fax Setup option to set the following basic fax settings:

- **set the date and time**
- **set the fax header**
- **enter text**
- **set the rings to answer setting**
- **set the paper size**
- **set tone or pulse dialing**
- **adjust the volume**
- **forward faxes to another number**
- **edit or cancel fax forwarding**

use shortcuts to access menu settings

You can use the keypad of the HP Fax as a shortcut to access many of the menu settings. To use the shortcut method, simply press the number associated with the desired setting. For example, if you wish to access the paper size setting, follow these steps:

1   Press **Setup**.

2   Press **3**, and then press **4**.

    This selects **Basic Fax Setup**, and then **Paper Size**.

3   Press ⊙ to scroll through the setting options.

4   When the option you want appears, press **Enter**.

    Note: For a complete list of settings, see **setup menu options** on page 42.

set the date and time

Follow these steps to set the date and time:

1   Press **Setup** until **3:Basic Fax Setup** appears, and then press **Enter**.

2   After **1:Date and Time** appears, press **Enter**, and then enter the date and time using the keypad.

    Tip — Use only the last two digits for the year.

    Tip — When you enter a single-digit date or time, enter a leading zero before the single digit: for example, 03:45, or 08-03-02.

    After you are finished, the date and time appear on the display.

set the fax header

Follow these steps to enter your name and fax number:

    Note: This information is required by law in many countries. The fax header prints your name and fax number on the top of every fax you send.

1   Press **Setup** until **3:Basic Fax Setup** appears, and then press **Enter**.

2   After **1:Date and Time** appears, press ⊙ until **2:Fax Header** appears, and then press **Enter**.

3   After **Your Name** appears, enter your name. For information on entering text, see **enter text** on page 23. Press **Enter**.

4   Using the keypad, enter your fax number.

5   Press **Enter**.

enter text

The following list provides tips for entering text using the keypad on the front panel:

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

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

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

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

• After the correct letter appears, press ◉, and then press the number that corresponds to the next letter in the name. Again, press multiple times until the correct letter appears.

• To insert a space, press **Space (#)**.

• To enter a symbol, such as @, press **Symbols (*)** to scroll through the list of available symbols. The following symbols are available:
@ . _ - & / : ; , ? * ( ) ' = ! % "

• If you make a mistake, press ◉ to clear it, and then make the correct entry.

• After you are finished entering text, press **Enter** to store your entries.

set the rings to answer setting

Use this setting to change the number of rings before your HP Fax answers incoming calls. Your HP Fax is factory-set to begin receiving faxes after 5 rings. Follow these steps to change the **Rings to Answer** setting:

1   Press **Setup** until **3:Basic Fax Setup** appears, and then press **Enter**.

2   After **1:Date and Time** appears, press ◉ until **3:Rings to Answer** appears, and then press **Enter**.

3   After **Answer on Ring** appears, press ◉ to scroll to the desired number of rings.

4   After the number you want appears, press **Enter**.

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

set the paper size

The paper size selected should match what is loaded in your input tray. To set the paper size, follow these steps:

1   Press **Setup** until **3:Basic Fax Setup** appears, and then press **Enter**.

2   After **1:Date and Time** appears, press ⊙ until **4:Paper Size** appears, and then press **Enter**.

3   After **Paper Size** appears, press ⊙ to scroll to the desired paper size.

4   After the paper size you want appears, press **Enter**.

   Note: The default paper size is dependent upon your country/region. To check the default paper size, press **Copy** until **Paper Size** appears. The paper size that displays is the default.

set tone or pulse dialing

You can set the dial mode for tone or pulse dialing. To set the dial mode, follow these steps:

1   Press **Setup** until **3:Basic Fax Setup** appears, and then press **Enter**.

2   After **1:Date and Time** appears, press ⊙ until **5:Tone or Pulse Dialing** appears, and then press **Enter**.

3   After **Dial Mode** appears, press ⊙ to select **Tone** or **Pulse**.

adjust the volume

Use the **Ring and Beep Volume** setting to adjust the phone ring volume and speaker volume (dialing and fax tones). The volume is factory-set to **Soft**.

   Note: The volume setting applies to both the ring and speaker volume; you cannot change the volume for the ring and speaker separately.

Follow these steps to adjust the volume:

1   Press **Setup** until **3:Basic Fax Setup** appears. Press **Enter**.

2   Press ⊙ until **6:Ring and Beep Volume** appears, and then press **Enter**.

3   Press ⊙ to display the volume options: **Soft**, **Loud**, or **Off**.

4   When the setting you want appears, press **Enter**.

forward faxes to another number

Use the **Fax Forwarding** setting to forward your faxes to another fax number for a set period of time. You can only forward black-and-white faxes.

   Note: If you enable the fax forwarding feature, the HP Fax will not print received faxes.

Follow these steps to forward faxes:

1   Press **Setup** until **3:Basic Fax Setup** appears. Press **Enter**.

2   Press ⊙ until **7:Fax Forwarding Black Only** appears, and then press **Enter**.

3   When **Enter fax number** appears, enter the fax number using the keypad, use one of the one-touch speed-dial buttons, or press **Speed Dial** until the desired speed-dial entry appears. (For more information on speed-dialing, see **set up speed-dialing** on page 15.) Press **Enter**.

4   Enter the **Start Date** using the numeric keypad.

Tip — When you enter a single-digit date, type a leading zero before the single digit: for example, 08-03-02. Use only the last two digits for the year.

5   Enter the **Start Time**, and then press **1** for **AM** or **2** for **PM**.

6   Enter the **Stop Date**.

7   Enter the **Stop Time**, and then press **1** for **AM** or **2** for **PM**.
Faxes will be forwarded appears on the display when you are finished making the settings.
Forwarding Faxes remains on the display until the forwarding time has passed or you cancel the fax forwarding.

edit or cancel fax forwarding

You may find that you need to change the number you are forwarding your faxes to or the start and stop times of the forwarding. You may wish to cancel your fax forwarding setup altogether. Follow the steps below to edit or turn off the fax forwarding.

to edit fax forwarding

1   Press **Setup** until **3:Basic Fax Setup** appears. Press **Enter**.

2   Press ⊙ until **7:Fax Forwarding Black Only** appears, and then press **Enter**.

3   **Forwarding is ON 1=Edit 2=Cancel** appears on the display after a moment. Press **1** to edit the number you wish to fax to or to change the start and stop times. Follow the prompts on the display. Use the numeric keypad to enter numbers. Press **Enter** to accept each entry.

to cancel fax forwarding

1   Press **Setup** until **3:Basic Fax Setup** appears. Press **Enter**.

2   Press ⊙ until **7:Fax Forwarding Black Only** appears, and then press **Enter**.

3   **Forwarding is ON 1=Edit 2=Cancel** appear on the display after a moment.

4   Press **2** to cancel the fax forwarding.
Fax forwarding cancelled appears on the display.

set advanced fax settings

Use the Advanced Fax Settings option to set the following advanced fax settings:

- **change the answer ring pattern (distinctive ringing)**
- **redial a busy number automatically**
- **redial an unanswered number automatically**
- **set automatic reduction**
- **use error correction mode**
- **set backup fax reception**
- **reprint faxes in memory**
- **detect faxes received from older machines (silent detect)**

change the answer ring pattern (distinctive ringing)

Many phone companies offer a distinctive ringing feature that allows you to have several phone numbers on one phone line. When you subscribe to this service, each number will have a different ring pattern, for example, single, double, and triple rings. If you do not have this service, use the default ring pattern, which is **All Rings**.

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

Follow these steps to change the answer ring pattern:

1 Verify that your HP Fax is set to answer automatically. For more information, see **receive a fax automatically** on page 14.

2 Press **Setup** until **4:Advanced Fax Setup** appears. Press **Enter**.

3 Press ⊙ until **2:Answer Ring Pattern** appears, and then press **Enter.**

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

5 When the ring pattern that the phone company established for this number appears, press **Enter**.

   Tip — We recommend that have the phone company assign Double Rings or Triple Rings for your fax number.

   Note: If you have an answering machine or a modem on this phone line, see **connect and use other office equipment with your hp fax** on page 28 for more information.

redial a busy number automatically

By default, your HP Fax is configured to redial a busy number automatically. Follow these steps to change the busy redial setting:

1 Press **Setup** until **4:Advanced Fax Setup** appears. Press **Enter**.

2 Press ⊙ until **3:Busy Redial** appears, and then press **Enter**.

3 Press ⊙ to display **Redial** or **No Redial** options.

4 When the desired setting appears, press **Enter** to select it.

redial an unanswered number automatically

You can set your HP Fax to redial an unanswered number automatically. The default setting for **No Answer Redial** is **No Redial**.

Follow these steps to change the no answer redial setting:

1 Press **Setup** until **4:Advanced Fax Setup** appears. Press **Enter**.

2 Press ⊙ until **4:No Answer Redial** appears, and then press **Enter**.

3 Press ⊙ to display **Redial** or **No Redial** options.

4 When the desired setting appears, press **Enter** to select it.

set automatic reduction

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

Follow these steps to set automatic reduction:

1   Press **Setup** until **4:Advanced Fax Setup** appears. Press **Enter**.

2   Press ⊙ until **5:Automatic Reduction** appears, and then press **Enter**.

3   Press ⊙ to toggle between **Off** and **On**.

4   When the option that you want appears, press **Enter**.

set backup fax reception

Backup Fax Reception enables you to reprint a fax stored in memory. For example, if your print cartridge runs out of ink while printing a fax, the **Backup Fax Reception** stores the fax. Then, once you have replaced the ink cartridge, you can print out the fax. By default, this feature is enabled. For information on printing faxes stored in memory, see **reprint faxes in memory** on page 27.

> **Note:** If you receive sensitive documents, or your HP Fax is located in a public area, you may want to turn **Backup Fax Reception** off so that your documents are not accessible to unauthorized users.

Your HP Fax can store a limited number of fax pages in its memory, with the number of pages depending on the model you purchased. For fax specifications, see **fax specifications** on page 64. As the memory becomes full, the HP Fax overwrites the oldest, printed faxes.

> **Note:** All unprinted faxes will remain in memory until they are printed or deleted. When the memory becomes full of unprinted faxes, it will not receive any more faxes until the unprinted faxes are printed.

Follow these to set backup fax reception:

1   Press **Setup** until **4:Advanced Fax Setup** appears. Press **Enter**.

2   Press ⊙ until **6:Backup Fax Reception** appears, and then press **Enter**.

3   Press ⊙ to toggle between **Yes** and **No**.

4   When the option that you want appears, press **Enter**.

> **Tip** — To delete all faxes in memory, including the unprinted faxes, turn off your HP Fax.

reprint faxes in memory

If **Backup Fax Reception** is enabled, you can reprint faxes in memory. For information on setting **Backup Fax Reception**, see **set backup fax reception** on page 27.

> **Note:** This feature prints all faxes in memory; press **Cancel** to stop printing the current fax you do not need. You will need to press **Cancel** for each stored fax to stop it from printing.

Follow these steps to reprint all the faxes in memory:

1   Press **Setup** until **5:Maintenance** appears. Press **Enter**.

2   Press 🔘 until **4:Reprint Faxes in Memory** appears, and then press **Enter**.

use error correction mode

Error Correction Mode (ECM) eliminates data lost due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or may even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. Turn ECM off (the default setting is on) only if it increases phone charges substantially, and you can accept poorer quality in exchange for reduced charges.

Follow these steps to change the error correction mode:

1   Press **Setup** until **4:Advanced Fax Setup** appears. Press **Enter**.

2   Press 🔘 until **7:Error Correction Mode** appears, and then press **Enter**.

3   Press 🔘 to switch between **Off** and **On**.

4   When the option that you want appears, press **Enter**.

detect faxes received from older machines (silent detect)

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

Leave this setting off unless *both* of the following are true:

•   You are having trouble receiving a fax from an older machine.

•   Your answering machine is connected directly to your HP Fax.

1   Press **Setup** until **4:Advanced Fax Setup** appears. Press **Enter**.

2   Press 🔘 until **8:Silent Detect** appears, and then press **Enter**.

3   Press 🔘 to toggle between **Off** and **On**.

4   When the state that you want appears, press **Enter**.

Caution! The **On** setting causes the HP Fax to emit fax signals when a periodic silence is detected. This may increase the likelihood of fax interruptions during voice conversations.

connect and use other office equipment with your hp fax

This section describes how to set up and use your HP Fax on the same phone line with other office equipment, such as your phone, voice mail, or answering machine. Use these instructions if your setup situation is not covered on the HP Fax Setup Poster. The Setup Poster covers situations in which you have a separate phone line dedicated for fax use.

This section covers the following topics:

•   **connect and use a phone with your hp fax**

•   **answer fax calls when you use voice mail on the same phone line**

•   **answer fax calls when you use an answering machine on the same line**

•   **use off-hook dialing**

connect and use a phone with your hp fax

You can set up your HP Fax to answer fax calls either automatically or manually when connected to a phone. The recommended method is to set your HP Fax to receive fax calls automatically. If you rarely receive faxes, however, you may want to set up your HP Fax to receive fax calls manually.

Note: When receiving faxes manually, you must be available to respond in person to the incoming fax call, or your HP Fax cannot receive faxes.

to connect your hp fax to a phone

1   Remove the white plastic stopper from connector 2 on the back of the HP Fax.

📞 **2**

connector 2 on the HP Fax

2   Connect the phone cord from the phone to connector 2.

Caution! Do *not* use the phone cord that came with the HP Fax for this purpose. That phone cord must connect connector 1 on the HP Fax to the wall jack for your phone system. See the Setup Poster for details.

🔌 **1**

how answer fax calls automatically

▶   Verify that **Auto Answer** is enabled. (The light next to **Auto Answer** is on when the feature is enabled. Press the **Auto Answer** button to turn the feature on or off.) When a fax call is received, the HP Fax will pick up and connect with the sending fax machine. Your fax will then be printed.

Note: If you pick up the phone before the HP Fax answers and hear fax tones, stay on the line until your HP Fax connects, and then hang up. Or, press **1 2 3** when you hear the fax tones to send the fax call immediately to the HP Fax. Once the HP Fax receives the fax call, the telephone will go silent. At this point, hang up your phone.

Note: After the HP Fax answers the fax call, any telephone connected directly to it will be temporarily disabled. This prevents any interruptions occurring during the fax.

how to answer fax calls manually

When receiving faxes manually, you must be available to respond in person to the incoming fax call, or your HP Fax cannot receive faxes. See **receive a fax** on page 14 for more information. You can use either the telephone or the front panel to answer fax calls manually. Follow these steps:

1   Press the **Auto Answer** button to turn off the **Auto Answer** feature (the **Auto Answer** light will go off).

2   When your HP Fax rings, pick up the handset of a telephone that is on the same telephone line as your HP Fax.

3   When you answer a phone and hear fax tones, press **1 2 3** to begin receiving the fax. Or, once **Phone off-hook** is displayed on the front panel, you can press **Start, Black** or **Start, Color**.

Note: Once the HP Fax receives the fax call, the telephone will go silent. At this point, hang up your phone.

answer fax calls when you use voice mail on the same phone line

Some voice mail systems have the capability to forward incoming fax calls to your HP Fax. If your voice mail system has this capability, your HP Fax can answer fax calls automatically. Refer to the documentation provided by your voice mail system to find out if it has this feature.

Or, if you subscribe to a distinctive-ring service through your phone company, your HP Fax will be able to distinguish between voice and fax calls, and answer fax calls automatically. For information, see **change the answer ring pattern (distinctive ringing)** on page 26.

If you don't have the voice mail forwarding feature or distinctive ring, you must be available to respond in person to incoming fax calls, or your HP Fax cannot receive faxes. If you do not respond to a fax call, it will be recorded as a voice mail message.

Use the instructions below to set up your HP Fax to manually receive faxes.

1   Press the **Auto Answer** button to turn off the **Auto Answer** feature (the **Auto Answer** light will go off).

2   When you answer a phone and hear fax tones, press **1 2 3** to begin receiving the fax. Or, once **Phone off-hook** is displayed on the front panel, you can press **Start, Black** or **Start, Color**.

Note: Once the HP Fax receives the fax call, the telephone will go silent. At this point, hang up your phone.

answer fax calls when you use an answering machine on the same line

If you use an answering machine on the same phone line as your HP Fax, we recommend that you connect it directly to the HP Fax so that you can receive faxes automatically. If you choose not to directly-connect your answering machine, you must be available in person to receive incoming faxes manually.

Refer to the following sections for the instructions that apply to your answering machine setup.

to answer calls with an answering machine connected directly to your hp fax

1   Verify that **Auto Answer** is enabled. (The light next to **Auto Answer** is on when the feature is enabled. Press the **Auto Answer** button to turn the feature on or off.)

2   Set the **Rings to Answer** on the HP Fax to a setting greater than the number of rings selected for your answering machine. For more information, see **set the rings to answer setting** on page 23. This is so that the answering machine will pick up first, and the HP Fax can "listen" for fax tones. If the HP Fax detects fax tones, it will take over the call; if there are no fax tones, the answering machine will record the voice message. The HP Fax is factory-set to answer after 5 rings.

Note: If you answer a phone and hear fax tones, press **1 2 3** to accept the fax. Once the HP Fax receives the fax call, the telephone will go silent. At this point, hang up your phone.

to answer fax calls when your answering machine is not directly connected to your hp fax

1   Press the **Auto Answer** button to turn off the **Auto Answer** feature (the **Auto Answer** light will go off).

2   When you answer a phone and hear fax tones, press **1 2 3** on your phone to begin receiving the fax. Or, once **Phone off-hook** is displayed on the front panel, you can press **Start, Black** or **Start, Color**.

     Note: Once the HP Fax receives the fax call, the telephone will go silent. At this point, hang up your phone.

     Note: You must be available to respond in person to the incoming fax call, or your HP Fax cannot receive faxes.

use off-hook dialing

You can dial a telephone number on the HP Fax as you would a regular telephone – that is, listen to the ringing, the answering, and the fax tones of the recipient's fax machine. You might use off-hook dialing when you want to charge the fax call to your calling card. Or, use it to verify the number you are calling, for example, to make sure you're calling is a fax number. Use off-hook dialing so that you can hear the tones of the recipient's fax machine before sending the fax.
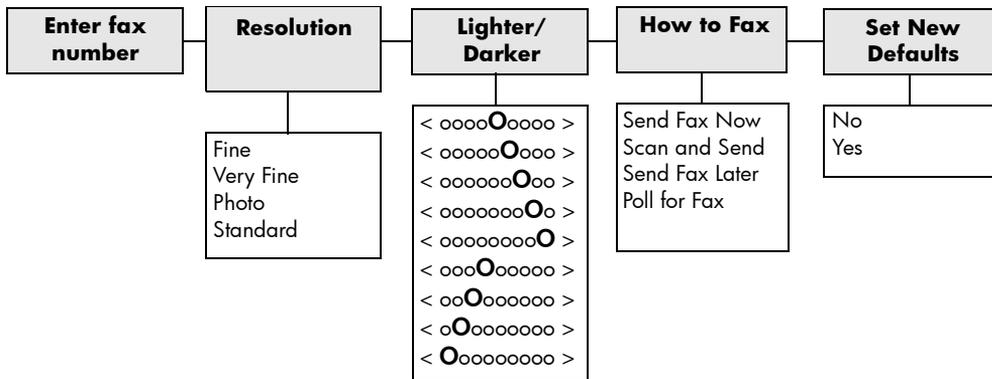
Follow these steps to use off-hook dialing:

1   Load your original in the ADF.
     For more information, see **load originals** on page 5.

2   Press **Start, Black** or **Start, Color**.

3   After **Off hook** appears, use the front-panel keypad to dial the phone number.
     Enter all the numbers you would enter if you were dialing the number from a phone using your credit or calling card.

4   Follow any voice prompts that may occur.

Your fax will be sent when the receiving fax answers.

fax options

The following diagram shows the options that are available when you press **Fax**.

Enter fax number	Resolution	Lighter/ Darker	How to Fax	Set New Defaults
	Fine Very Fine Photo Standard	< ooooOoooo > < oooooOooo > < ooooooOoo > < oooooooOo > < ooooooooO > < oooOooooo > < ooOoooooo > < oOooooooo > < Oooooooooo >	Send Fax Now Scan and Send Send Fax Later Poll for Fax	No Yes

4

use the copy features

The copy features let you do the following:

- Produce high-quality color and black-and-white copies using a variety of paper types and sizes, including iron-on transfers.
- Reduce or enlarge the size of the copies you make from 25% to 200% of the copy's original size (varies by model).
- Make the copy lighter or darker, adjust the color intensity, select the number of copies, and specify the quality of the copies you make.
- Use special copying features to make many sizes of photos, make high-quality copies of photos using special photo paper, and create transparencies.

make copies

Use the front panel of your HP Fax to make copies and change the copy settings. This section provides instruction on making a basic copy. For information on changing copy settings, see **change copy settings** on page 33.

make a basic copy

Follow these steps to getting started making copies:

1   Load the input tray with the appropriate paper.
    For more information, see **load paper** on page 6.
2   Load your original in the automatic document feeder (ADF).
    For more information, see **load originals** on page 5.
3   Press **Copy**.
4   Press **Start, Black** or **Start, Color**.

change copy settings

You can temporarily change copy settings before making a copy, or set new defaults for all future copy jobs. All copy settings are reset **two minutes** after the HP Fax completes the copy, unless you save the settings as the default settings as described in **set new defaults** on page 35.

You can make changes to the following copy options:

- **set the number of copies**
- **increase copy speed or quality**
- **make copies lighter or darker**
- **reduce or enlarge a copy**
- **enhance text sharpness and photo colors**
- **set new defaults**

Note: Additionally, you can set the paper type and paper size settings for your copy jobs. For information on setting the paper type, see **set the paper type** on page 8 and for setting the paper type, see **set the paper size** on page 10.

set the number of copies

You can set the number of copies from 1 to 99 using the front panel.

1   Press **Copy**. After **Number of Copies** appears, use the keypad or press ⊙ or ⊙ to enter the number of copies, and then press **Enter**.

When setting a large number of copies, hold down the right arrow button to increase the number of copies in increments of 5.

2   Press **Start, Black** or **Start, Color**.

increase copy speed or quality

The HP Fax provides three options that affect copy speed and quality; **Best**, **Normal**, and **Fast**.

1   Load your original in the ADF.

2   Press **Copy** until **Copy Quality** appears.

3   Press ⊙ until the desired quality setting appears, and then press **Enter** to select it.

– **Best** produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. **Best** copies more slowly than the other quality settings.

– **Normal** delivers high-quality output and is the recommended setting for most of your copying. **Normal** copies faster than **Best**.

– **Fast** copies faster than the **Normal** setting. The text is of comparable quality to the **Normal** setting, but the graphics may be of lower quality. Using **Fast** also cuts down on the frequency of replacing your print cartridges, because it uses less ink.

4   Press **Start, Black** or **Start, Color**.

make copies lighter or darker

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

1   Press **Copy** until **Lighter/Darker** appears.

The range of **Lighter/Darker** values appears as a circle on a scale on the front-panel display.

2   Press ⊙ to lighten the copy or ⊙ to darken it. The circle moves to the left or right, depending on the button you press. Press **Enter** to select the setting.

3   Press **Start, Black** or **Start, Color**.

reduce or enlarge a copy

Use **Reduce/Enlarge** to reduce or enlarge a copy of an original. The HP Fax provides four options; **Actual 100%**, **Full Page 91%**, **Legal -> Ltr 74%**, and **Custom**.

1   Press **Copy** until **Reduce/Enlarge** appears.

2   Press ⊙ until the appropriate reduce/enlarge option appears, and then press **Enter** to select it.
    – **Actual 100%** copies your original at 100%.
    – **Full Page 91%** copies your original at 91%. This feature may prevent unwanted cropping of text or images around the margins.
    – **Legal -> Ltr 74%** copies a legal-size original to letter-size paper.
    – **Custom** allows you to specify the amount you want to reduce or enlarge your copy, from 25% up to 200% (varies by model).

3   If you select **Custom**, **Set custom size** appears. Use the arrow keys or type a percentage on the number keypad. Press **Enter** when the desired percentage is displayed.

4   Press **Start, Black** or **Start, Color**.

enhance text sharpness and photo colors

Use **Text** enhancements to sharpen edges of black text. Use **Photo** enhancements for photographs or pictures to enhance light colors that may otherwise appear white.

Text enhancement is the default option. If any of the following problems occurs, turn off Text enhancement by selecting **Photo** or **None**:

•   Stray dots of color surround some text on your copies.

•   Large, black typefaces look splotchy (not smooth).

•   Thin, colored objects or lines contain black sections.

•   Horizontal grainy or white bands appear in light- to medium-gray areas.

1   Press **Copy** until **Enhancement** appears.

2   Press ⊙ until the desired enhancement (**Text**, **Photo**, or **None**) appears. Press **Enter** to select the setting.

3   Press **Start, Black** or **Start, Color**.

set new defaults

Save the copy settings you use most often by setting them as the default. This includes changes to copy options such as **Paper Type** and **Paper Size**, as well as other copy settings, such as **Number of Copies** and **Copy Quality**.

1   Press **Copy** to scroll through the available copy options. Make any desired changes to the copy options.

2   Press **Copy** until **Set New Defaults** appears.

3   Press ⊙ until **Yes** appears.

4   Press **Enter** to set the options as the default.

Note: You can restore the copy settings back to the factory defaults at any time. For information, see **restore factory defaults** on page 41.

perform special copy jobs

In addition to supporting standard copying, your HP Fax can also do the following:

- **copy a photo**
- **prepare a color t-shirt transfer**

copy a photo

When copying a photo, select options for the correct paper type and photo enhancement.

1   Load the photo in the ADF.

2   Load the photo paper in the input tray.

    Note: You can only use Letter- or A4-size photo paper.

3   Press **Copy** until **Paper Type** appears.

4   Press ⊙ until the desired photo paper option appears, and then press **Enter** to select it.

5   Press **Copy** until **Enhancements** appears.

6   Press ⊙ until **Photo** appears, and then press **Enter** to select it.

7   Press **Start, Black** or **Start, Color**.

prepare a color t-shirt transfer

Use the **Iron-On** feature to reverse text and images so that they appear backwards. After you iron a transfer onto a T-shirt, the picture appears correctly on the shirt.

Original   Iron-On

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

1   Load your original in the ADF.

2   Load the T-shirt transfer paper in the input tray.

3   Press **Copy** until **Paper Type** appears.

4   Press ⊙ until **Iron-On** appears, and then press **Enter** to select it.
    Selecting this option automatically copies a mirror-image of your original.

5   Press **Start, Black** or **Start, Color**.

copy options

The following diagram shows the options that are available when you press **Copy**.

Number of Copies	Copy Quality	Lighter/ Darker	Reduce/ Enlarge
1 to 99	Normal Fast Best	< ooooOooooo > < oooooOooo > < ooooooOoo > < oooooooOo > < ooooooooO > < oooOooooo > < ooOoooooo > < oOooooooo > < Ooooooooo >	Actual size 100% Full page 91% Legal -> Ltr 74% Custom

Paper Type	Paper Size*	Enhancements	Set New Defaults
Plain Paper Premium Photo Photo-Qual Glss Photo-Qual Matt Premium Inkjet Brochure Glossy Brochure Matte Iron-On Transparency	Letter A4 Legal	Text Photo None	No Yes

*The sizes vary by country/region.

5

maintain your hp fax

This section provides instructions for keeping your HP Fax in top working condition. Perform these maintenance procedures as necessary.

clean the exterior

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

work with print cartridges

To ensure the best print quality from your HP Fax, you will need to perform some simple maintenance procedures, and when prompted by a front-panel message, replace the print cartridges.

print a self-test report

If you are experiencing problems with printing, before cleaning or replacing the print cartridges, print a self-test report. This report provides useful information about your print cartridges, including status information and ink levels.

1   Press **Setup** until **1:Print Report** appears, and then press **Enter**.

2   Press ◉ until **5:Self-Test Report** appears, and then press **Enter**.

   A self-test report is printed for your HP Fax, which may indicate the source of any problems you may be having.

handle print cartridges

Before you replace or clean a print cartridge, review this information on how to handle the print cartridge.

> **Caution!** Do not touch the copper contacts or the ink nozzles.

Ink nozzles under tape

Plastic tape (must be removed)

Copper contacts
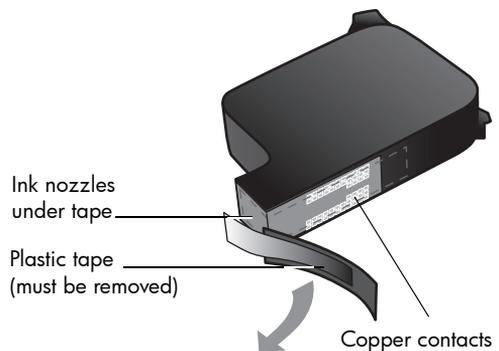
replace the print cartridges

Front-panel display messages appear to let you know when it is time to replace your print cartridges.

See **order print cartridges** on page 81 for information on ordering replacement print cartridges.

1 Turn on the HP Fax, and then open the print-cartridge access door.

2 The print carriage moves into view.

**3** After the carriage stops moving, lift the latch to release the print cartridge, and then pull it toward you out of its slot.
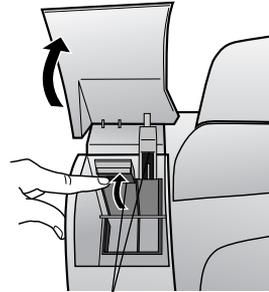
latches

4 Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape.

Caution! Do not touch the copper contacts or ink nozzles.

5 Push the new print cartridge into the appropriate slot.

The tri-color (#78) print cartridge goes on the left and the black (#15) cartridge goes on the right.
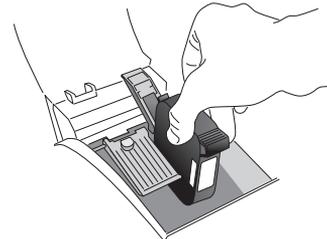
6 Close the latch.

7 Close the print-cartridge access door.
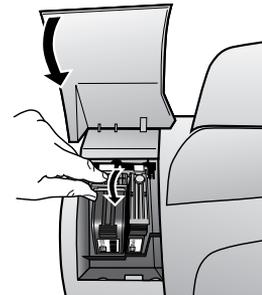
align cartridges

The HP Fax prompts you to align cartridges every time you install or replace a print cartridge. Aligning the cartridges ensures high-quality output.

to align the print cartridges when prompted

1 Press **Enter** on the front panel.

   The HP Fax prints a text page that contains instructions and an align cartridges page that contains test patterns.

2 Following the instructions on the text page, place the align cartridges (test pattern) page face down in the ADF. Adjust the paper-width guides to ensure that the page feeds in straight. Press **Enter**.

   The HP Fax aligns the cartridges and displays the message **Alignment Complete**. Discard or recycle the text page and align cartridges page.

to align the cartridges at any other time

1 Press **Setup** until **5:Maintenance** appears, and then press **Enter**.

2 Press ⊙ until **2:Align Print Cartridges** appears, and then press **Enter**.

   The HP Fax prints a text page that contains instructions and an align cartridges page that contains test patterns.

3 Following the instructions on the text page, place the align cartridges (test pattern) page face down in the ADF. Adjust the paper-width guides to ensure that the page feeds in straight. Press **Enter**.

   The HP Fax aligns the cartridges and displays the message **Alignment Complete**. Discard or recycle the text page and align cartridges page.

clean the print cartridges

Use this feature when the self-test report shows streaking or white lines through any of the colored bars. Do not clean print cartridges unnecessarily. This wastes ink and shortens the life of the ink nozzles.

1 Press **Setup** until **5:Maintenance** appears, and then press **Enter**.

2 Press ⊙ until **1:Clean Print Cartridges** appears, and then press **Enter**.

   If copy or print quality still seem poor after you clean the print cartridges, replace the print cartridge that is affected.
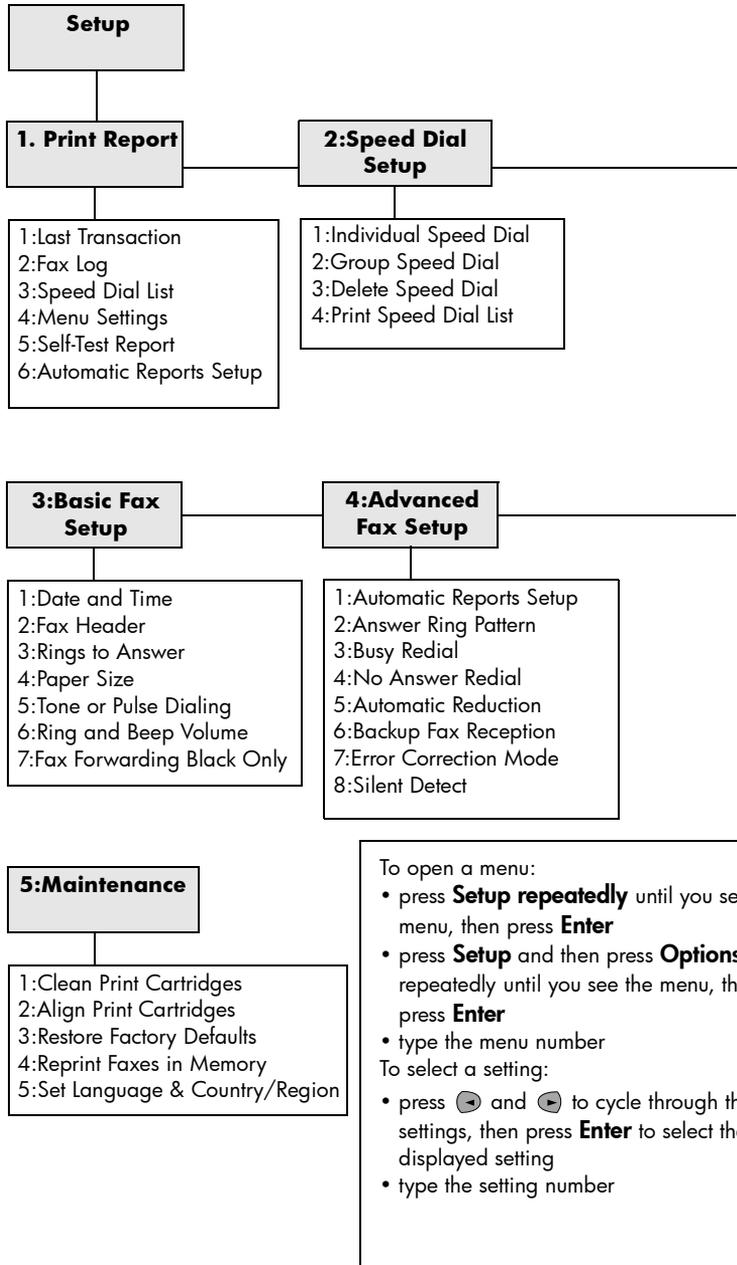
restore factory defaults

Use this setting to restore all of the front panel options to their original factory settings.

1 Press **Setup** until **5:Maintenance** appears, and then press **Enter**.

2 Press ⊙ until **3:Restore Factory Defaults** appears, and then press **Enter**.

   The factory default settings are restored.

setup menu options

The following diagram shows the options that are available when you press **Setup**.

Setup

1. Print Report

1:Last Transaction
2:Fax Log
3:Speed Dial List
4:Menu Settings
5:Self-Test Report
6:Automatic Reports Setup

2:Speed Dial Setup

1:Individual Speed Dial
2:Group Speed Dial
3:Delete Speed Dial
4:Print Speed Dial List

3:Basic Fax Setup

1:Date and Time
2:Fax Header
3:Rings to Answer
4:Paper Size
5:Tone or Pulse Dialing
6:Ring and Beep Volume
7:Fax Forwarding Black Only

4:Advanced Fax Setup

1:Automatic Reports Setup
2:Answer Ring Pattern
3:Busy Redial
4:No Answer Redial
5:Automatic Reduction
6:Backup Fax Reception
7:Error Correction Mode
8:Silent Detect

5:Maintenance

1:Clean Print Cartridges
2:Align Print Cartridges
3:Restore Factory Defaults
4:Reprint Faxes in Memory
5:Set Language & Country/Region

To open a menu:
• press **Setup repeatedly** until you see the menu, then press **Enter**
• press **Setup** and then press **Options** repeatedly until you see the menu, then press **Enter**
• type the menu number
To select a setting:
• press ⊙ and ⊙ to cycle through the settings, then press **Enter** to select the displayed setting
• type the setting number

6

additional setup information

This section describes how to set the language, country/region, and how to set up your HP Fax with other office equipment. The standard installation instructions are provided in your Setup Poster, we recommend keeping it for later use.

set the language and country/region

Usually, you set the language and country/region the first time you turn the HP Fax on. If you would like to change the country/region or language, use the following procedure.

Tip — If you are unable to read the front-panel display language, but need to reset it, press **Setup**, **5**, **5**. Follow the onscreen instructions.

1 Press **Setup** until **5:Maintenance** appears, and then press **Enter**.
2 Press ◉ until **5:Set Language & Country/Region** appears, and then press **Enter**.
3 Watch the display until the desired language appears. Enter the language code on the keypad. Press **1** for yes or **2** for no when the display asks you to confirm your selection.

    After the language is selected, you are prompted with all the countries/regions for that selected language.
4 Watch the display until the desired country/region appears. Enter the country/region code on the keypad. Press **1** for yes or **2** for no when the display asks you to confirm your selection.

Confirm the country/region and language by printing a self-test report.

1 Press **Setup** until **1:Print Report** appears, and then press **Enter**.
2 Press ◉ until **5:Self-Test Report** appears, and then press **Enter**.

connect your hp fax to a phone, modem, or answering machine

This section explains how to connect your HP Fax to various office devices:

- **phone**: connect a phone to the HP Fax so it can use the same phone connection as the fax line
- **modem**: connect a modem to your HP Fax so it can use the same phone connection
- **answering machine**: set your HP Fax to direct voice calls to the answering machine and fax calls to the HP Fax

to connect your hp fax to a phone, modem, or answering machine

1   Remove the white plastic stopper from connector 2 on the back of the HP Fax.

connector 2 on the HP Fax

2   If you want to connect more than one device to connector 2 on the HP Fax, purchase a Y-splitter and plug it into connector 2.

3   Connect the phone cord from the phone, modem, or answering machine to connector 2 (or Y-splitter).

    Caution! Do *not* use the phone cord that came with the HP Fax for this purpose. That phone cord must connect connector 1 on the HP Fax to the wall jack for your phone system. See the Setup Poster for details.

connector 1 on the HP Fax

    Note: If you are connecting an answering machine, see **answer fax calls when you use an answering machine on the same line** on page 30, **set the rings to answer setting** on page 23 for information on correctly setting the number of rings, or **change the answer ring pattern (distinctive ringing)** on page 26.

    Note: If you are connecting a modem, turn off its fax-receive feature.

7 troubleshooting help

This chapter provides tips for solving problems and for improving the quality of your fax and copy jobs.

paper jams

problem	solution
The paper has jammed where it enters the HP Fax.	Open the top, take the edge of the paper, and gently pull the paper out of the HP Fax.
The paper has crumpled and jammed in the back of the HP Fax.	Remove the back door by pushing the tabs inward. Gently pull the paper out of the rollers. Replace the back door.
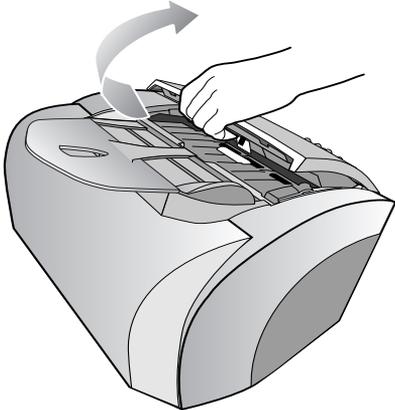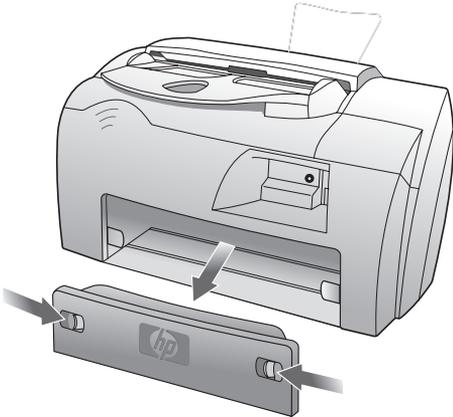
problem	solution
The paper has jammed where it exits the HP Fax.	Grasp the leading edge of the paper and pull the paper out through the output tray. **Note:** If you turned the HP Fax off before clearing the paper jam, turn it back on, and then restart your output job.

tips to avoid paper jams

- Make sure the input tray is not overfilled. The input tray capacity varies depending on the type of paper you are using.
- Check that the input tray is in place.
- Do not add paper to the input tray while the HP Fax is printing.
- Use recommend paper types, see **recommended papers** on page 7.
- Do not let paper stack up in the output tray. The paper type and the amount of ink used affect the output tray's capacity.

print cartridge problems

problem	resolution
The self-test report shows streaking or white lines through one or more of the colored bars.	Clean the print cartridges. 1 Press **Setup** until **5:Maintenance** appears, and then press **Enter**. 2 Press ⊙ until **1:Clean Print Cartridges** appears, and then press **Enter**. If copy or print quality still seem poor after you clean the print cartridges, replace the print cartridge that is affected. For information, see **replace the print cartridges** on page 40.

problem	resolution

The status message continues to ask me to replace the cartridge after I have already replaced it.	The contacts may need to be cleaned. Make sure you have the following materials available:
	• Cotton swabs or any soft material that will not come apart or leave fibers (for example, use a scrap piece of clean cotton cloth).
	• Distilled, filtered, or bottled water (Tap water may contain contaminants that can damage the print cartridges).
	
	Caution! Be careful not to get ink on your hands or clothing.
	
	1 Turn the HP Fax on and open the print-cartridge access door. The print cartridges will move to the access area.
	
	2 After the print cartridges have stopped moving, unplug the power cord from the back of the HP Fax.
	
	3 Lift the latch to release the black print cartridge, and then pull it toward you out of its slot.
	
	4 Clean the black print cartridge:
	  – Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.
	  – Hold the black print cartridge by sides or top.
	  – Clean the contacts as shown. Do not remove the gold contacts.
	  – Place the black print cartridge back into the holder. The black (#15) cartridge goes on the right.
	
	5 Clean the color print cartridge:
	Repeat step 3 and 4 to clean the color print cartridge. Use a clean, moistened cotton swab to avoid any contamination. Place the tri-color (#78) print cartridge back into the holder on the left.
	
	6 Close the print-cartridge access door.
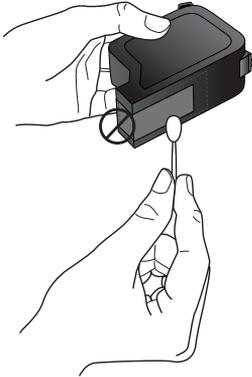
output problems

problem	solution
A blank page came out while copying or faxing.	Check to see if the print cartridges are low or out of ink. For information, see **print a self-test report** on page 39. – If black text is printing, and a blank page comes out of your HP Fax, your black cartridge is empty. For information on replacing print cartridges, see **replace the print cartridges** on page 40. – If a color document is printing, and the color does not print correctly, one or more of the colors in the color cartridge are low. For information on replacing print cartridges, see **replace the print cartridges** on page 40. – If the self-test report shows gaps or streaks, clean the print cartridges. For information, see **clean the print cartridges** on page 41.
Colors are printing differently than I expected.	Print a self-test report to make sure all six colors are available (CYAN, MAGENTA, YELLOW, VIOLET, GREEN, and RED). For information, see **print a self-test report** on page 39. – When colors are completely wrong (for example, when green prints as blue or yellow or gray prints as purple), the color cartridge might have run out of one or more colors of ink. – If a color is missing, try cleaning the print cartridge contacts. If the problem persists, replace the color print cartridge. For information on cleaning the print cartridge, see **clean the print cartridges** on page 41 and for information on replacing print cartridges, see **replace the print cartridges** on page 40.
The printout is slanted or skewed.	Check the following: • Is the paper loaded correctly? Make sure the paper is feeding properly from the input tray. Also check to make sure that the paper is sitting properly in the input tray. Slide the paper-width and paper-length guides against the sides of the paper to ensure that it feeds straight through. Make sure the paper can move easily under the guides. For more information, see **load paper** on page 6. • Is the paper type suitable for the HP Fax? For information on recommended paper types, see **recommended papers** on page 7. • Is there more than one paper type loaded in the input tray? Load only one type of paper at a time. • Was the fax sent correctly? Check with the sender; the original may not have been loaded correctly into the sending fax machine.

problem	solution

The printout is blank.	Check the following:
	• Did you place the original print-side down? Make sure that you placed your original print-side down in the automatic document feeder (ADF). For information on loading originals, see **load originals** on page 5.
	• Print a self-test report to determine the problem. For information, see **print a self-test report** on page 39.
	   – If the report has missing colors, clean the print cartridges. For information, see **clean the print cartridges** on page 41.
	   – If you are printing black text and a blank page comes out of the HP Fax, your black cartridge is empty. For information on replacing print cartridges, see **replace the print cartridges** on page 40.
	   – If you are printing a color document and the color does not print correctly, one or more of the colors in the color cartridge are low. For information on replacing print cartridges, see **replace the print cartridges** on page 40.
	• Do you need to adjust the copy settings? If you are making a copy, check the lighter/darker feature. For information on adjusting the copy settings, see **make copies lighter or darker** on page 34.

quality problems

problem	solution

Colors are bleeding into each other.	Check the setting for the type of document you are copying. Color documents may use excess ink.
	   – Try using the **Normal** setting or use HP Premium Papers. For information, see **increase copy speed or quality** on page 34.
	   – Check to see that the paper type is suitable for this HP Fax. For information, see **recommended papers** on page 7.

Ink is not filling the text or graphics completely when printing.	Check the following:
	• Is the paper type set correctly? When copying on transparencies or other special paper types, select the corresponding paper-type setting. For information, see **recommended papers** on page 7 and **set the paper type** on page 8.
	• Print a self-test report to check if the print cartridges need to be cleaned or replaced. For information, see **print a self-test report** on page 39.
	   – If ink is not filling the patterns completely, clean the print cartridges. For information, see **clean the print cartridges** on page 41.
	   – If cleaning does not help, replace the print cartridges. For information on replacing print cartridges, see **replace the print cartridges** on page 40.

problem	solution

There are horizontal streaks on the copy or fax.	• Check to see that you are using the highest possible print quality. Use a high print quality (Best) for your project. For information, see **increase copy speed or quality** on page 34.
	
	• Print a self-test report to check the print cartridges. For information, see **print a self-test report** on page 39.
	
	  – If ink is not filling the patterns completely, clean the cartridges. For information, see **clean the print cartridges** on page 41. After cleaning, try copying or printing the fax again. To reprint the fax from memory, see **reprint faxes in memory** on page 27.
	  – If cleaning does not help, replace the print cartridges. For information, see **replace the print cartridges** on page 40.

The copy or fax is faded, or the colors are dull.	• Check to see that you are using the right type of paper for your project. If the paper you are using is too fibrous, the ink applied by your HP Fax may not fully cover the print surface. Make sure you are using a paper that is appropriate for your HP Fax. For information, see **recommended papers** on page 7.
	
	  Note: Your HP Fax is designed to work well on most paper types. Test a variety of paper types before buying large quantities. Find a paper type that works well and is easy to purchase. HP Premium Papers are designed for the best quality results.
	
	• Adjust the contrast of the copy or fax. For information on adjusting the contrast for copy jobs, see **make copies lighter or darker** on page 34. For information on adjusting the contrast for fax jobs, see **change contrast** on page 21.
	
	• Print a self-test report to check the print cartridges. For information, see **print a self-test report** on page 39.
	
	  – If the colors do not appear correct on the self-test report, clean the print cartridges. For information, see **clean the print cartridges** on page 41. After cleaning, try copying or printing the fax again. To reprint the fax from memory, see **reprint faxes in memory** on page 27.
	  – If cleaning does not help, replace the print cartridges. For information, see **replace the print cartridges** on page 40.

The copy or fax is fuzzy or blurry.	• Check to see if you are using the right type of paper for your project. If the paper you are using is too fibrous, the ink applied by your HP Fax may not fully cover the print surface. For most documents, plain paper works well. For documents with dense output, such as high-contrast graphics or photographs, use HP Premium paper for best results. For information, see **recommended papers** on page 7 and **recommended paper-type settings for copying** on page 9. • Check to make sure you are using the highest possible copy quality. For information, see **increase copy speed or quality** on page 34.

problem	solution
The copy or fax has vertical streaks or is missing vertical lines.	• Check to see if your original contains thin lines. If your original contains lines that are too thin, they may disappear in places when you copy or fax it. Try darkening the lines on your original, and then copy or fax it again. • Check to see if your original is wrinkled. If your original is heavier than 24 lb. and is wrinkled, some lines could be missed during copying or faxing. Flatten the original document, and copy or fax it again.

copy problems

problem	solution
Nothing happens when I try to copy.	• Make sure the HP Fax is turned on. If the front-panel display is blank, the HP Fax is turned off. Make sure the HP Fax is connected to a power outlet. For information on turning on and connecting your HP Fax to a power outlet, see the Setup Poster. • Make sure your original is fully inserted into the automatic document feeder (ADF). When you place your original into the ADF, **Original Loaded** displays on the front panel. If this message does not appear, remove your original and re-insert it. For information, see **load originals** on page 5. • When you are copying several pages or documents, you must wait until the HP Fax completes the current copy job before starting a new copy job. • The HP Fax may be busy receiving a fax. Review the front-panel display for any status messages. • Check to see that you loaded the correct paper type in the input tray. For information, see **recommended papers** on page 7 and **recommended paper-type settings for copying** on page 9. **Caution!** Do not use the HP Fax to copy onto envelopes. • Check to see if there is a paper jam. For more information on clearing a paper jam, see **avoid jams** on page 10 and **paper jams** on page 45.
Parts my original do not appear or are cut off.	• Verify that you are copying onto the same size paper as the original. This problem is most common when trying to copy a legal-size paper onto letter-size paper. • Verify that you have selected the proper paper size for your project. For information on setting the paper size, see **set the paper size** on page 10. • Make sure that you have correctly loaded the paper in the input tray and that the input tray is properly installed. For information, see **load paper** on page 6. • Make sure the document guides are adjusted properly. The guides should be close to the edges of the paper in the input tray, but must not bend the paper. For information on loading originals, see **load originals** on page 5. • If you are copying from an original with no margins, reduce the copy to make sure the text or images are not cropped. For information, see **reduce or enlarge a copy** on page 35.
Copies are too dark or too light.	Adjust the contrast of the copy. For information, see **make copies lighter or darker** on page 34.

fax problems

problem	solution
Fax transmission is slow.	• If your fax contains a lot of graphics, it will take longer to send. • If the phone line connection is "noisy," it may cause the fax transmission to be slow. • If you selected a high resolution, consider using the standard resolution to send the fax faster. For information, see **change resolution** on page 21. • If you are you faxing in color it will take longer to send. Consider sending the fax in black and white. • Contact the recipient to find out if something is wrong with the receiving fax machine. The receiving fax machine may have a problem. Or, the receiving fax may not be able to receive data at the same rate you are sending data. If the receiving fax modem speed is slower, it will take longer to send.
Pages of a fax I received are missing.	• Check to make sure there is paper in the input tray. For information, see **load paper** on page 6. • Check to see if the fax was sent correctly. Check with the sender to find out how many pages were sent. The sending fax machine may have failed to feed each page of the original.
Faxes are received, but are not printing.	• Check to see if you are out of paper. If the HP Fax runs out of paper, incoming faxes are stored in memory. For information on loading paper, see **load paper** on page 6. For information on faxes stored in memory, see **set backup fax reception** on page 27 and **reprint faxes in memory** on page 27. • Check to see if you have a paper jam. If the HP Fax is unable to print because of a paper jam, incoming faxes are stored in memory. For information on paper jams, see **avoid jams** on page 10 and **paper jams** on page 45. For information on faxes stored in memory, see **set backup fax reception** on page 27 and **reprint faxes in memory** on page 27.
Pages of a fax I sent are missing.	• Make sure each page of your original was picked up separately from the ADF. Sometimes pages are missing because two or more pages of your original fed into the ADF at the same time. Try re-sending the fax and make sure each page feeds separately. • Check with the recipient to see if there is a problem with the receiving fax machine.

problem	solution
The HP Fax does not answer after the correct number of rings.	• Check to see if you have you selected the desired number of rings and check to make sure **Auto Answer** is on. For information on setting the number of rings, see **set the rings to answer setting** on page 23. For information on turning on **Auto Answer**, see **receive a fax automatically** on page 14.
	• If you have a telephone answering machine connected to your phone line, see **answer fax calls when you use an answering machine on the same line** on page 30 for information on setting up your HP Fax for use with an answering machine.
	• If you are using a voice mail system with your HP Fax, see **answer fax calls when you use voice mail on the same phone line** on page 30 for information on using the HP Fax with voice mail.
	• Check to see if you have the ring pattern set correctly. If you subscribe to a distinctive ring service through your telephone company, check that the HP Fax ring pattern is set correctly. If you do not subscribe to a distinctive ring service or do not have this service available in your area, make sure that the ring pattern is set to **All Rings**. For information on setting the ring pattern, see **change the answer ring pattern (distinctive ringing)** on page 26.

problem	solution
Incoming calls are not being answered.	• Check to make sure **Auto Answer** is on. The green light next to the **Auto Answer** button is lit when the feature is enabled. If the light is off, the HP Fax will not automatically answer the phone when it rings. Press the **Auto Answer** button to turn it on or off.

• Check to see if the HP Fax is connected to the phone system correctly. Make sure the phone line is connected. To test the connection:
  – Press **Fax**.
  – Press **Start, Black** or **Start, Color**. If the HP Fax is connected to the phone system correctly, you will hear a dial tone.
  – Push the **Cancel** button to hang up. See the Setup Poster for information on setting up the HP Fax.
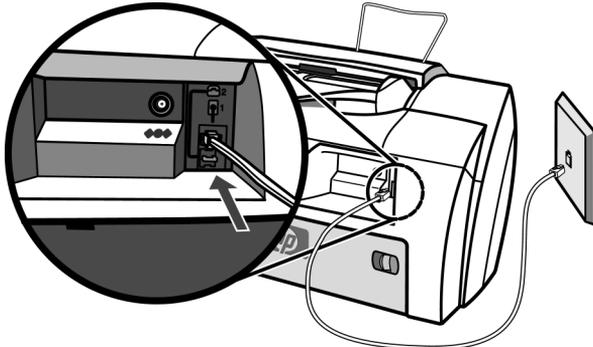
• Check to see if the ring pattern is set correctly. If you subscribe to a distinctive ring service through your telephone company, check that the HP Fax ring pattern is set correctly. If you do not subscribe to a distinctive ring service, make sure that the ring pattern is set to **All Rings**. For information on setting the ring pattern, see **change the answer ring pattern (distinctive ringing)** on page 26.

• If your HP Fax is on the same phone line as an answering machine, you may need to change the number of rings. For information, see **answer fax calls when you use an answering machine on the same line** on page 30.

• Check to see if you are using an ISDN (Integrated Services Digital Network) service. The HP Fax is a Group 3 fax machine. It is not designed for direct connection to an ISDN service. You can use the HP Fax with an ISDN service by connecting it to an analog telephone port ("R-interface") on an ISDN terminal adapter.

problem	solution
I am having problems connecting to another fax machine.	• Check to make sure you dialed the number correctly and that the number you have entered is correct. For example, you might need to dial a "9" prefix depending on your phone system. • Check to see that the HP Fax is connected to the phone system correctly and that the phone line is connected. To test the connection: – Press **Fax**. – Press **Start, Black** or **Start, Color**. If the HP Fax is connected to the phone system correctly, you will hear a dial tone. – Push the **Cancel** button to hang up. See the Setup Poster for information on setting up the HP Fax.
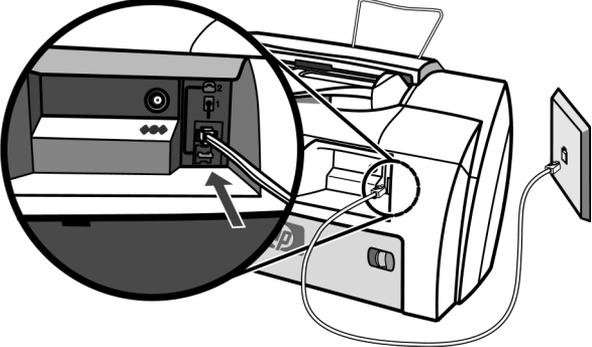
• Check to make sure the telephone wall outlet is working properly. Try connecting a working telephone and phone cord into the wall outlet you are using for the HP Fax. If the phone does not work, call your local phone company for service. If the phone does work, try reconnecting the HP Fax to the telephone outlet using a different phone cord.

• Do you have a noisy phone line connection? If the failure was due to noise on the phone line, you may be able to connect when you try again. Try to send the fax again.

• If you have extension phones or other equipment on the same phone line as the HP Fax, make sure that extension phones are not off the hook. Disconnect other phone equipment and try to fax again.

• If you think something is wrong with the receiving fax machine, check with the recipient. The receiving fax machine may have a problem.

• Are you using an ISDN (Integrated Services Digital Network) service? If so, the HP Fax is a Group 3 fax machine. It is not designed for direct connection to an ISDN service. You can use the HP Fax with an ISDN service by connecting it to an analog telephone port ("R-interface") on an ISDN terminal adapter.

problem	solution

I cannot receive a fax on my extension lines.	• Check to see that **Auto Answer** is on. The green light next to the **Auto Answer** button in the front panel is lit when the feature is enabled. If the light is off, the HP Fax will not automatically answer the phone when it rings. Press the **Auto Answer** button to turn it on or off.
	
	• Make sure the HP Fax is connected to the phone system correctly. Make sure the phone line is connected. To test the connection:
	  – Press **Fax**.
	  – Press **Start, Black** or **Start, Color**. If the HP Fax is connected to the phone system correctly, you will hear a dial tone.
	  – Push the **Cancel** button to hang up. See the Setup Poster for information on setting up the HP Fax.
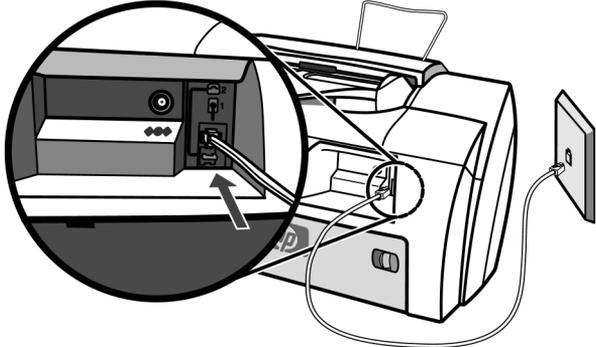	
	• Check to see if the telephone wall outlet is working properly. Try connecting a working telephone and phone cord into the wall outlet you are using for the HP Fax. If the phone does not work, call your local phone company for service. If the phone does work, try reconnecting the HP Fax to the telephone outlet using a different phone cord.
	
	• If your HP Fax is on the same phone line as an answering machine, you may need to change the number of rings. For information, see **set the rings to answer setting** on page 23. For information on using an answering machine with your HP Fax, see **answer fax calls when you use an answering machine on the same line** on page 30.

error messages

error message	solution
Broadcast fax failure.	Do the following: • Check to make sure you dialed the number correctly and that the number you have entered is correct. For example, you might need to dial a "9" prefix depending on your phone system. • Check the log to find out more about the failure. The log contains error codes for many common fax transmission errors. For information, see **generate system reports** on page 20.

error message	solution
Cannot load document in the automatic document feeder (ADF).	Remove the document. Make sure you do not have any staples, paper clips, or bent edges, and then reload it in the ADF. Make sure that you are using a recommended paper type. Restart the job. If you are sending a fax, you do not need to re-send the pages faxed before the error occurred. For information on loading paper, see **load paper** on page 6 and for information on recommended paper, see **recommended papers** on page 7.
HP Fax memory full.	• Check to see if you are out of paper. If the HP Fax runs out of paper, incoming faxes are stored in memory. If the memory becomes full, the HP Fax stops answering calls. You need to print the faxes stored in memory before the HP Fax can start receiving faxes again. To print the faxes stored in memory, load paper and press **Enter** on the front panel. For more information, see **reprint faxes in memory** on page 27. • Check to see if you have a paper jam. Clear the paper jam, and then press **Enter** on the front panel. For information, see **avoid jams** on page 10 and **tips to avoid paper jams** on page 46.
HP Fax/phone line connector needs reconfiguration.	Turn the HP Fax off and on again to reconfigure the fax/phone line connector.
HP Fax is initializing.	When the HP Fax is initializing, please wait while the HP Fax starts up.
Need print cartridge alignment.	If you have installed new print cartridges, you must align the print cartridges to ensure excellent print quality. After you insert a new cartridge, press **Enter** on the front panel. For information on aligning print cartridges, see **align cartridges** on page 41.
Out of paper.	• Check to see that you have paper in the input tray. Load paper for your output job. Make sure there is only one type of paper in the input tray. For more information, see **load paper** on page 6. • Check to see if the back door of the HP Fax has been removed. If the back door has been removed to clear a paper jam, be sure to replace the back door to the closed position.
Paper size error.	The paper size you are using is not compatible with the HP Fax. For information on recommended papers, see **recommended papers** on page 7 and for information on papers to avoid, see **papers to avoid** on page 8.

error message	solution
Print carriage stalled.	• Were you loading the print cartridges? If so, turn the HP Fax off. Flip the latches down, and then turn the unit back on again. Make sure that you wait at least 10 seconds for the carriage to stop before raising the latches. For more information, see **replace the print cartridges** on page 40.
	• Check to see that the HP Fax is turned on. Look on the front-panel display (or check for a green light on the front panel). If the display is blank, the HP Fax is turned off. Check the connections. See the Setup Poster for information on setting up the HP Fax.
	• Are you using the HP Fax for the first time? Make sure that you have removed all packing materials from the HP Fax.
	• Are you using the print cartridge for the first time? Make sure that you have removed the protective tape from the nozzles on both print cartridges. Do not touch the gold contacts. For information on handling the print cartridges, see **handle print cartridges** on page 39.
	• Do you have a paper jam? For information on paper jams, see **paper jams** on page 45 and **avoid jams** on page 10.
	• Do the print cartridges need to be cleaned? Print a self-test report to check the print cartridges. For information on cleaning print cartridges, see **clean the print cartridges** on page 41 and for information on printing a self-test report, see **print a self-test report** on page 39.
	• Did you try to add paper to the input tray while printing? Remove the paper, turn off the HP Fax, and then unplug the power cable from the back of the HP Fax. Wait a few seconds, and then plug in the power cable and turn the HP Fax on.
Print cartridge missing.	• Check to see if the print cartridge is missing or the incorrect print cartridge is installed. If not, remove and reinsert the cartridges, making sure to snap them into their holders. For information, see **replace the print cartridges** on page 40.
	• Did you remove the protective tape from the print cartridge? Carefully remove the green tape from the print cartridge. Do *not* remove the gold contacts. For information, see **handle print cartridges** on page 39 and **replace the print cartridges** on page 40.

fax log error codes

Use this table to help you interpret the different codes that appear in the Results column on the fax log. If you encounter the same error repeatedly, try turning off error correction mode (ECM). The following table shows the codes specific to ECM. For information on using ECM, see **use error correction mode** on page 28.

Error Code	Error Definition
223 **ECM** 224	One or more received pages may not be readable.
225-231	There is a feature incompatibility with the sending fax machine.
232-234 235-236 **ECM** 237	The telephone connection was lost.
238 239-241 **ECM**	The sending fax machine sent an unexpected communication.
242	The remote fax machine is attempting to receive instead of send.
243-244 245-246 **ECM**	The sending fax machine prematurely ended the session.
247-248 249-251 **ECM**	There was a communication error with the sending fax machine.
252	Telephone line conditions were too poor to receive a fax.
253	The sending fax machine attempted to use an unsupported page width.
281 282 **ECM** 283-284 285 **ECM** 286	The telephone connection was lost.
290	There was a communication error with the sending fax machine.
291	The received fax could not be stored.
314-320	There is a feature incompatibility with the receiving fax machine.
321	There was a communication error with the receiving fax machine.
322-324	Telephone line conditions were too poor to send a fax.
325-328 **ECM** 329-331	The receiving fax indicated one or more pages may not be readable.
332-337 338-342 **ECM** 343	The receiving fax machine sent an unexpected communication.
344-348 349-353 **ECM** 354-355	The telephone connection was lost.

Error Code	Error Definition
356-361 362-366 **ECM**	The receiving fax machine prematurely ended the session.
367-372 373- 377 **ECM** 378-380	There was a communication error with the receiving fax machine.
381	The telephone connection was lost.
382	The receiving fax machine stopped accepting pages.
383	The telephone connection was lost.
390 391	There was a communication error with the receiving fax machine.

8 technical information

specifications

The following sections contain specifications for your HP Fax.

paper specifications

input tray capacities

type	paper weight	input tray*	output tray†	ADF
Plain paper	16 to 24 lb. (60 to 90 gsm)	150	50 black, 20 color	20
Legal paper	20 to 24 lb. (75 to 90 gsm)	150	50 black, 20 color	20
Transparency film	N/A	25	30	N/A

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

paper sizes

Type	Size	input tray	ADF
Paper	Letter: 8.5 x 11 inch (215.9 x 279.4 mm) Legal: 8.5 x 14 inch (215.9 x 355.6 mm) A4: 210 x 297 mm	Yes	Yes
Transparency films	Letter: 8.5 x 11 inch (216 x 279 mm) A4: 210 x 297 mm	No	Yes
Custom	3 x 5 inch to 8.5 x 14 inch (76.2 x 127 mm to 216 x 356 mm)	No	Yes

margin specifications

	Top (leading edge)	Bottom (trailing edge)*	Left	Right
Sheet Paper				
U.S. Letter, U.S. Legal	.07 in. (1.8 mm)	.46 in. (11.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
ISO A4	.07 in. (1.8 mm)	.46 in. (11.7 mm)	.13 in. (3.4 mm)	.13 in. (3.4 mm)

* This margin is not LaserJet-compatible; however, the total writing area is compatible. The writing area is offset from center by .21 inches (5.4 mm), which causes asymmetric top and bottom margins.

copy specifications

- Digital image processing
- Up to 99 copies from original
- Digital zoom from 25% to 200% (varies by model)
- Up to 12 cpm black, 8 cpm color
- Copy speeds vary according to the complexity of the document

mode		speed (ppm)	print resolution (dpi)	scan resolution (dpi)*
Best	Black	up to 3	1200 x 1200†	600 x 1200
	Color	up to 1	1200 x 1200†	600 x 1200
Normal	Black	up to 6	600 x 600	300 x 1200
	Color	up to 4	600 x 600	300 x 1200
Fast	Black	up to 12	300 x 600	300 x 1200
	Color	up to 8	600 x 600	300 x 1200

* Maximum at 200% scaling
† On photo paper or premium inkjet paper

fax specifications

- Walk-up color fax
- Up to 100 speed-dials
- Up to 80-page memory (based on ITU-T Test Image #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory. Varies by model.)
- 20-page automatic document feeder (ADF)
- Automatic redial (up to five times)
- Confirmation and activity reports
- CCITT/ITU Group 3 fax with Error Correction Mode
- 33.6 Kbps transmission
- 3 seconds/page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory)
- Broadcast to 20 locations
- Ring detect with automatic fax/answering machine switching
- Delayed faxing

	300 dpi	Photo (dpi)	Fine (dpi)	Standard (dpi)
Black	300 x 300	200 x 200	200 x 200	200 x 100
Color	300 x 300	300 x 300	200 x 200	200 x 200

physical specifications

- Height: 9.22 inch (23.4 cm)
- Width: 17.8 inch (45.2 cm)
- Depth: 14.62 inch (37.1 cm)
- Weight: 15.42 lb (7.0 kg)

power specifications

- Power consumption: 50W maximum
- Source (Input) Voltage: 100 to 240 VAC, grounded
- Input Frequency: 50 to 60 Hz
- Current: 1.0 A maximum
- Figures are based on using the AC adapter that came with your unit (HP part number 0950-3807).

environmental specifications

- Recommended Operating Temperature Range: 15° to 32° C (59° to 90° F), 15% to 85% humidity, RH non-condensing
- Allowable Operating Temperature Range: 5° to 40° C (41° to 104° F)
- Non-operating (Storage) Temperature Range: -30° to 60° C (-22° to 140° F)
- In the presence of high electromagnetic fields it is possible the output from the HP Fax 1230 series may be slightly distorted

additional specifications

- Memory: 8.0-MB ROM, 8.0-MB RAM (HP Fax 1230 series)

If you have Internet access, you can get acoustic information from the HP website at **www.hp.com/support**.

environmental product stewardship program

protecting the environment

Hewlett-Packard 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.

For more information, visit HP's Commitment to the Environment website at **www.hp.com/abouthp/environment**.

ozone production

This product generates no appreciable ozone gas (O_3).

paper use

This product is suited for the use of recycled paper according to DIN 19309.

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.

recycling program

HP offers an increasing number of product return and recycling programs in many countries, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products.

energy consumption

This product qualifies for ENERGY STAR®, which is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

For more information on ENERGY STAR guidelines, go to **www.energystar.gov**.

material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP web site at **www.hp.com/go/msds**.

If you are in the United States or Canada and do not have access to the Internet, call the U.S. HP FIRST fax-on-demand service at (800) 231-9300. Use Index number 7 for a listing of the material safety data sheets.

International customers without Internet access should call (404) 329-2009 for further information.

regulatory notices

The following sections are statements from various regulatory agencies.

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

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

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

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

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

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

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

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

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

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

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page

or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

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

Declaration of Conformity: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

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

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

doc statement / déclaration de conformité (Canada)

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

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

notice to users of the Canadian telephone network

Notice: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

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

notice to all users of the European Economic Area (EEA)

CE

This product is designed to interwork with the analogue telephone networks in the following countries:

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

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

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

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

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

notice to users of the German telephone network

The HP Fax 1230 series products are designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with the HP Fax 1230 series, into the wall socket (TAE 6) code N. The HP Fax 1230 series products can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

geräuschemission

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

declaration of conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name and Address:

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

declares that the product

Product Name:	hp fax 1230 series Q1678A
Model Number(s):	hp fax 1230 (Q1685A), hp fax 1230xi (Q1686A), hp fax 1235 (Q1684A)
Product Options:	None

conforms to the following Product Specifications:

Safety:	IEC 60950:1991 +A1, A2, A3 & A4 EN60950:1992 +A1, A2, A3, A4 & A11 UL1950/CSA 22.2 No. 950, 3rd Ed.: 1995	**EMC**:	CISPR22:1997/ EN55022:1998, Class B CISPR24:1997/ EN55024:1998 IEC 61000-3-2:1995 / EN61000-3-2:1995 IEC 61000-3-3:1994 / EN61000-3-3:1995 FCC Part 15-Class B / ICES-003, Issue 2 / VCCI -2
Telecom:	TBR21 (1998)		

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EC and the EMC Directive 89/336/EC and with the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-marking accordingly.

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

9 get hp fax 1230 series support

This section explains the service information provided by Hewlett-Packard.

If you are unable to find the answer you need in the documentation supplied with your product, you can contact one of the HP support services listed in the following pages. Some support services are available only in the U.S. and Canada, while others are available in many countries worldwide. If a support service number is not listed for your country or region, contact your nearest authorized HP dealer for help.

get support and other information from the internet

If you have Internet access, you can get more information from the HP website at **www.hp.com/support**. The website offers technical support, drivers, supplies, and ordering information.

hp customer support

Software programs from other companies may be included with your HP Fax. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

If you need to contact HP Customer Support, do the following before you call.

1 Make sure that:
   a. Your HP Fax is plugged in and turned on.
   b. The specified print cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.

2 Reset your HP Fax:
   a. Turn off the HP Fax using the **On** button located on the unit's front panel.
   b. Unplug the power cord from the back of the HP Fax.
   c. Plug the power cord back into the HP Fax.
   d. Turn on the HP Fax using the **On** button.

3 For more information, see the HP website at **www.hp.com/support**.

4 If you are still experiencing problems and need to speak with an HP Customer Support Representative:

– Have your serial number and service ID ready. To display your serial number, on the front panel, press **Enter** and **Start, Black** at the same time, until the serial number appears in the front-panel display. To display your service ID, on the front panel, press **Enter** and **Start, Color** at the same time, until **SERV ID:** and the number appear in the front-panel display.

– Print a self-test report. See **print a self-test report** on page 39 for information on printing this report.

– Make a color copy.

– Be prepared to describe your problem in detail.

5 Call HP Customer Support. Be near your unit when you call.

call in the U.S. during warranty

Call (208) 323-2551 Monday through Friday from 6:00 A.M. to 10:00 P.M. Mountain Standard Time (MST) and Saturdays from 9:00 A.M. to 4:00 P.M. MST. This service is free during the warranty period; however, your standard long-distance phone charges still apply. A fee may apply outside the warranty period.

call in the U.S. during warranty

Call (208) 323-2551. U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week. (Days and hours of support may change without notice.) This service is free during the warranty period; however, your standard long-distance phone charges still apply. A fee may apply outside the warranty period.

call elsewhere in the world

The numbers listed below are current as of the printing date of this guide. For a list of current international HP Support Service numbers, visit this address and choose your own country/region or language:

http://www.hp.com/support

For Korea, you can visit this address:

http://www.hp.co.kr/

For Japan, you can visit this address:

http://www.hp.com/jp

You can call the HP support center in the following countries or regions. If your country/region is not listed, contact your local dealer or nearest HP Sales and Support Office to find out how to obtain services.

Support service is free during the warranty period; however, your standard long-distance phone charges will apply. In some cases, a flat fee per single incident will also apply.

For phone support in Europe, please check for the details and conditions of phone support in your country/region by consulting the following Web site:

http://www.hp.com/cposupport/loc/regional.html

Alternatively, you can ask your dealer or call HP at the phone number indicated in this booklet.

As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.

country/region	hp technical support	country/region	hp technical support
Austria	+43 (0) 810 00 6080	Ireland	+353 (0) 1 662 5525
Belgium (Dutch)	+32 (0) 2 626 8806	Italy	+39 (0) 226410350
Belgium (French)	+32 (0) 2 626 8807	Netherlands	+31 (0) 20 606 8751
Canada during warranty	(905) 206 4663	Portugal	+351 21 3176333
Canada post-warranty (per-call charge)	1-877-621-4722	Spain	+34 902 321 123
Europe (English)	+44 (0) 207 512 5202	Switzerland *	+41 (0) 84 880 1111
France (0.34 Euro/min.)	0892 69 60 22	United Kingdom	+44 (0) 207 512 52 02
Germany (0.12 Euro/min.)	+49 (0) 180 52 58 143		

* This Call Center supports German, French, and Italian speaking customers in Switzerland.

prepare your hp fax for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send your unit in for service, please follow the power off and rebox steps below to avoid further damage to the HP product.

1   Turn on the HP Fax.

   Disregard steps 1 through 6 if your unit will not turn on and the print carriage is in the home position. You will not be able to remove the print cartridges. Proceed to step 7.

2   Open the print-cartridge access door.

3   Remove the print cartridges from their holders, and lower the latches.

   Caution! Remove both print cartridges and lower both latches. Failure to do so may damage your unit.

   See **replace the print cartridges** on page 40 for information on removing the print cartridges.

4   Place the print cartridges in an airtight bag so they will not dry out, and put them aside (do not send them with the unit, unless instructed to by the HP customer support call agent).

5   Turn off the HP Fax.

6   Close the print-cartridge access door.

7 Remove the front-panel cover as follows:

a. Slip your hand into the ADF, behind the front panel, and lift up.
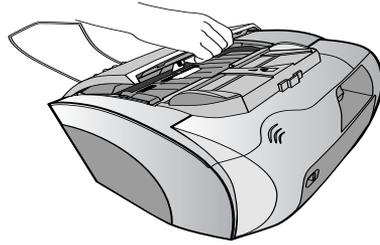
b. Insert a small screwdriver into the round hole behind the keypad and press firmly to pop off the front panel.
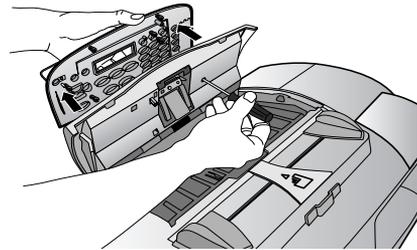
8 Retain the front-panel cover. Do not return the front-panel cover with the unit.

9 If available, pack the unit for shipment using the original packing materials or the packaging materials that came with your exchange unit.

If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging or improper transportation is not covered under the warranty.
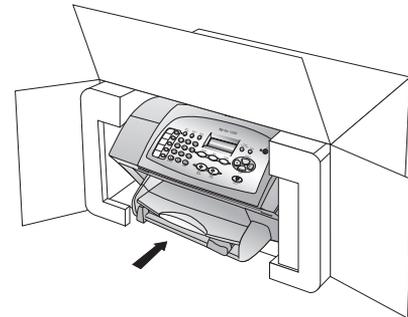
10 Include the following items in the box:
   – A brief description of symptoms for service personnel (samples of print quality problems are helpful).
   – A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
   – Your name, address, and a phone number where you can be reached during the day.

11 Place the return shipping label on the outside of the box.

hp fax 1230 series warranty

Duration of Limited Warranty (hardware and labor): 1 Year

Duration of Limited Warranty (CD media): 90 Days

Duration of Limited Warranty (ink cartridges): 90 Days

warranty service

express service

To obtain HP express repair service, the customer must contact an HP service office or an HP Customer Support Center for basic troubleshooting first. See **hp customer support** on page 71 for steps to take before calling Customer Support.

If a customer unit needs a minor part replacement and these parts can normally be replaced by the customer, the customer-replaceable components may be serviced through expedited part shipment. In this event, HP will prepay shipping charges, duty and taxes; provide telephone assistance on replacement of the component; and pay shipping charges, duty, and taxes for any part that HP asks to be returned.

The HP Customer Support Center may direct customers to designated authorized service providers who are certified by HP to service the HP product.

warranty upgrades

Upgrade your standard factory warranty to a total of three years with the HP SUPPORTPACK. Service coverage begins on product purchase date and the pack must be purchased within the first 180 days of product purchase. This program offers phone support from 6:00 A.M. to 10:00 P.M. Mountain Standard Time (MST) Monday through Friday and 9:00 A.M. to 4:00 P.M. (MST) on Saturdays. If during your technical support call it is determined that you need a replacement product, then HP will ship you this product next business day free of charge. Available in U.S. only.

For more information, please call 1-888-999-4747 or visit the following HP website: **www.hp.com/go/hpsupportpack**.

Outside the U.S., please call your local HP Customer Support office. See **prepare your hp fax for shipment** on page 73 for a list of international Customer Support numbers.

return your hp fax 1230 series for service

Before returning your HP Fax for service, you must call HP Customer Support. See **hp customer support** on page 71 for steps to take before calling Customer Support.

hewlett-packard limited global warranty statement

extent of limited warranty

Hewlett-Packard ("HP") warrants to the end-user customer ("Customer") that each HP Fax 1230 series product ("Product"), including related software, accessories, media, and supplies, shall be free from defects in material and workmanship for the duration, which begins on the date of purchase by the Customer.

For each hardware Product, the duration of HP's limited warranty is one year for parts and one year for labor. For all other Products, the duration of HP's limited warranty for both parts and labor is ninety days.

For each software Product, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any Product shall be uninterrupted or error free.

HP's limited warranty covers only those defects which arise as a result of normal use of a Product, and does not cover any other problems, including those which arise as a result of (a) improper maintenance or modification, (b) software, accessories, media, or supplies not provided or supported by HP, or (c) operation outside the Product's specifications.

For any hardware Product, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the Customer or any HP support contract with the Customer. However, if Product failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP shall charge its standard labor and materials charges to service the Product for the failure or damage.

If HP receives, during the applicable warranty period, notice of a defect in any Product, HP shall either repair or replace the defective Product, at HP's option. Where labor charges are not covered by HP's limited warranty, repairs shall be at HP's standard charges for labor.

If HP is unable to repair or replace, as applicable, a defective Product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the Product.

HP shall have no obligation to repair, replace, or refund until the Customer returns the defective Product to HP.

Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the Product being replaced.

HP products, including each Product, may contain remanufactured parts, components, or materials equivalent to new in performance.

HP's limited warranty for each Product is valid in any country or locality where HP has a support presence for the Product and where HP has marketed the Product. The level of warranty service may vary according to local standards. HP shall have no obligation to alter the form, fit, or function of the Product in order to make it operate in a country or locality for which the Product was never intended to operate.

limitations of warranty
TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE COVERED HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

limitations of liability
To the extent allowed by local law, the remedies provided in this Limited Warranty Statement are the Customer's sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

local law
This Limited Warranty Statement gives the Customer specific legal rights. The Customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

To the extent this Limited Warranty Statement is inconsistent with local law, this Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Statement may not apply to the Customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

Preclude the disclaimers and limitations in this Statement from limiting the statutory rights of a consumer (e.g. the United Kingdom);

Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or

Grant the Customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS LIMITED WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE COVERED HP PRODUCTS TO SUCH CUSTOMERS.

index

hp fax 1230 series

order supplies

Use the following information for ordering supplies for your HP Fax 1230 series.

order media

To order media such as HP Premium Inkjet Paper, HP Premium Inkjet Transparency Film, HP Iron-On T-shirt Transfer paper, or HP Greeting Cards, see one of the following:

- For orders in the U.S. and Canada, go to **www.hpshopping.com**.
- For orders in all other countries, go to **www.hpshopping.com**.

  Select **other countries**, then click **Yes** to leave **www.hpshopping.com**.

  From this website, you can access hpshopping.com for your specific language or region.

order print cartridges

The following table lists the print cartridges that you can use with the HP Fax 1230 series. Use the following information to determine which print cartridge to order.

print cartridges	hp reorder number
HP black print cartridge	#15, 25 ml black print cartridge (C6615d)
HP tri-color print cartridge	#78, 19 ml tri-color print cartridge (C6578d) #78, 38 ml tri-color print cartridge (C6578a)

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

http://www.hp.com/support

Visit the hp fax information center

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

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

www.hp.com/support

Q1685-90103