

hp fax 1010 series



i n v e n t

User Guide

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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**

- Read and understand all instructions in the setup poster.
- Telephone lines can develop hazardous voltages. To avoid electrical shock, do not touch the contacts on the end of the cord, or any of the sockets on the HP Fax. Replace damaged cords immediately.
- Never install telephone wiring during a lightning storm.
- Observe all warnings and instructions marked on the product.
- Unplug this product from wall outlets and telephone jacks before cleaning.
- Do not install or use this product near water or when you are wet.
- Install the product securely on a stable surface.
- 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.
- If the product does not operate normally, see the Troubleshooting section of this user guide.
- No operator-serviceable parts inside. Refer servicing to qualified service personnel.
- Use in a well ventilated area.

# contents

<b>quick start .....</b>	<b>1</b>
load paper .....	1
paper type and sizes .....	1
load documents to fax or copy .....	2
send a fax .....	2
receive a fax .....	2
make a copy .....	3
make a telephone call .....	4
<b>the hp fax, front panel and menus .....</b>	<b>5</b>
the hp fax 1010 .....	5
front view .....	5
rear view .....	6
front panel .....	6
the menus .....	8
navigate the menus .....	9
ready mode .....	9
menu buttons .....	9
enter dates, times, text, and telephone numbers .....	10
most text fields .....	10
fax header telephone number .....	10
<b>set up your fax.....</b>	<b>11</b>
set the answer modes .....	11
set rings to answer .....	12
use Caller ID .....	12
turn Caller ID on .....	12
see who called with Caller ID .....	13
print a list of Caller ID numbers .....	13
block junk fax numbers .....	13
add a junk fax number .....	13
delete a number .....	13
image TCR .....	14
distinctive ring (DRPD) .....	15
teach the hp fax the ring pattern .....	15
set up distinctive ring (DRPD) answer mode .....	15
<b>speed dialing .....</b>	<b>17</b>
store a number in the phone book .....	17

print the phone book .....	17
dial from the phone book .....	18
one-touch dialing .....	18
speed dialing .....	18
phone book dialing .....	18
<b>basic functions.....</b>	<b>19</b>
paper types and sizes .....	19
document types and sizes .....	20
set document resolution and contrast for a single copy .....	20
adjust volume .....	21
ringer volume .....	21
speaker volume .....	21
automatic fax redial .....	21
receiving via an extension telephone .....	22
<b>advanced faxing .....</b>	<b>23</b>
broadcasting .....	23
delayed fax .....	23
polling .....	24
setting send polling .....	24
polling another fax to receive .....	24
to cancel the scheduled job .....	25
forward faxes .....	25
<b>other features.....</b>	<b>27</b>
set the date and time .....	27
turn on and off alarm and key sounds .....	27
set the fax header information .....	28
print user reports .....	28
automatic reports .....	28
reports you can print .....	28
reprinting faxes .....	29
clearing memory .....	29
set menu options .....	30
loudspeaker .....	31
redial a number in memory .....	31
<b>care and maintenance .....</b>	<b>33</b>
print cartridge information .....	33
view ink level .....	33
print the self test .....	34
replace the print cartridge .....	34
clear jammed documents and paper .....	35
document jams during transmission .....	35
paper jams during printing .....	35
maintain the print cartridge .....	36
clean the print cartridge nozzles .....	36
wipe the print nozzles and contacts .....	36
clean the document scanner area .....	38
adjust the scanner .....	39

LCD error messages .....	39
troubleshooting .....	41
fax problems .....	41
print quality problems .....	42
paper feeding problems .....	42
<b>specifications and regulatory information.....</b>	<b>43</b>
paper types and sizes .....	43
document types and sizes .....	43
acceptable documents .....	43
print cartridge .....	44
product specifications .....	44
a sample of ITU #1 chart (reduced to 60.5%) .....	45
environmental product stewardship program .....	46
hp fax 1010 series battery .....	46
regulatory information .....	47
declaration of conformity .....	49
use hewlett-packard support services .....	50
warranty .....	51
<b>index.....</b>	<b>53</b>



# quick start

# 1

This chapter gives you a quick introduction to the basic functions of your new fax machine. Please refer to the later chapters for detailed instructions.

## load paper

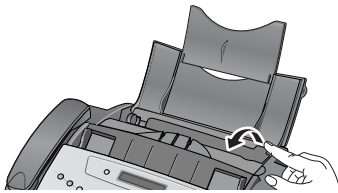
You can load up to 50 sheets of plain paper in the input tray. Before loading the paper, make sure the paper size is set correctly in the Set Up System menu. For more information, see **Paper Size on page 30**.

### paper type and sizes

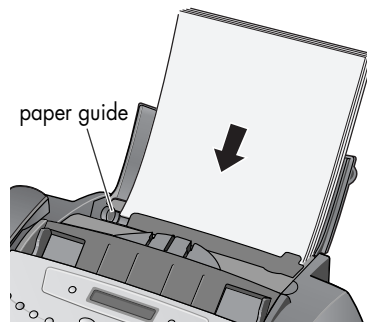
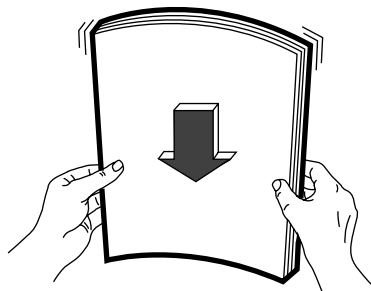
The HP Fax is designed to work with a variety of plain papers (cotton bond 70–90 g/m<sup>2</sup> (20–24 lb)) in A4, Letter, and Legal sizes.

**Tip!** Some papers have a side that's been conditioned for printing. The "print side" is indicated on the paper's packaging. Always load with the print side facing you.

- 1 Pull the paper tray cover toward you.

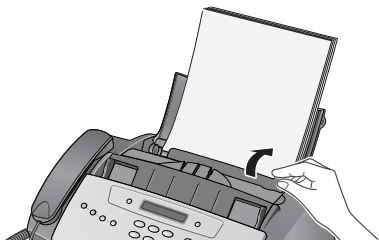


- 2 Fan, neatly stack, then insert up to 50 sheets of paper with the print side facing you.



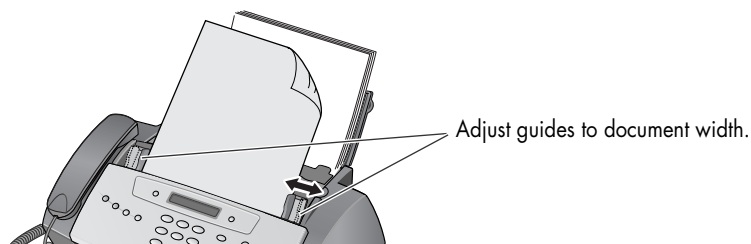
If necessary, squeeze the paper guide, and move it to match the width of the paper. Be sure to not bind the paper the paper stack.

- 3 Push the paper tray cover back into place.



## load documents to fax or copy

You can load up to 10 pages in the document feeder. Load the documents face down (printed side toward the machine).



## send a fax

- 1 Place the document to be sent (up to 10 pages) in the document feeder.
- 2 Dial the number by using one of these methods:
  - Entering the number and pressing **Start/Enter**.
  - Removing the handset, entering the number, and pressing **Start/Enter**.
  - Using the **Loudspeaker** button to listen as you dial, then pressing **Start/Enter**.
  - Pressing and holding a One Touch button. For more information, see **one-touch dialing on page 18**.
  - Pressing the **Speed Dial** button, entering a speed dial code and pressing **Start/Enter**. For more information, see **dial from the phone book on page 18**.

**Note:** One touch and speed dial codes must have been previously programmed. For more information, see **store a number in the phone book on page 17**.

## receive a fax

How faxes are received depends on how the Answer Mode is set.

### FAX or TAM answer mode

The fax machine will answer the telephone, automatically detect fax tones, and receive a fax.

**Tip!** If you answer the telephone and hear fax tones, press the **Start/Enter** button to receive the fax.

### AUTO answer mode

In AUTO mode the telephone rings for a certain number of rings (see **set rings to answer on page 12**), then switches to FAX receiving.



### TEL answer mode

If the answer Mode is set to TEL, you must manually receive faxes.

- 1 Answer the telephone.
- 2 If you hear fax tones, press the **Start/Enter** button.
- 3 Once you hear fax tones from both machines (this may take several seconds), you may hang up the telephone.

## make a copy

You can make multiple copies of a 10 page document.

### single copy—no options

- 1 Turn the page face down and insert it into the document feeder.
- 2 Press **Copy** twice.

### multiple copies or copies with options

- 1 Turn the page face down and insert it into the document feeder.
- 2 Press **Copy**.  
Number of Copies then 01 [01–40] will display.  
**Tip!** The maximum number of copies depends on the model you purchased.
- 3 If you want more than one copy, use the phone pad to enter the number of copies.
- 4 Press **Copy** to start copying or press **Start/Enter** to go to the next option.  
Zoom Rate then 97% will display.
- 5 Press ◀ ▶ to select the reduction or enlargement percentage you want (50, 75, 87, 93, 97, 100, 120, 125, or 150).
- 6 Press **Copy** to start copying or press **Start/Enter** to go to the next option.  
Collate then Off will display.
- 7 Press ◀ ▶ to select On if you want the copies collated.  
If Collate is Off, pressing either **Copy** or **Start/Enter** will start copying.
- 8 If Collate is On, press **Copy** to start copying or press **Start/Enter** to go to the next option.  
Print Order then Normal will display.
- 9 Press ◀ ▶ to select Reverse if you want the last page printed first.  
Printing the copies in reverse order will cause the first page to be on top when the copy is complete.
- 10 Pressing either **Copy** or **Start/Enter** will start copying.

## make a telephone call

Use one of the following methods:

- Pick up the handset and dial the number.
- Press and hold a One Touch number. This turns on the loudspeaker. When you are connected, pick up the handset. For more information, see **one-touch dialing on page 18**.
- Press the **Speed Dial** button, enter a speed dial code and press **Start/Enter**. This turns on the loudspeaker. When you are connected, pick up the handset. For more information, see **dial from the phone book on page 18**.

**Note:** One touch and speed dial codes must have been previously programmed. For more information, see **store a number in the phone book on page 17**.

# the hp fax, front panel and menus

# 2

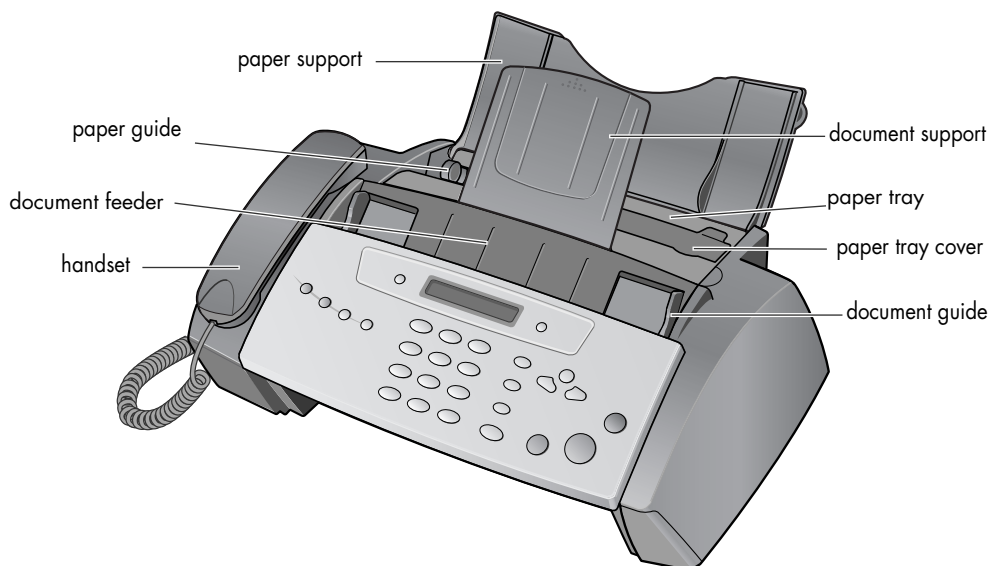
This chapter lists the basic features of your new HP Fax and introduces you to the machine. For detailed instructions, refer to the later chapters.

The HP Fax 1010 offers the following features:

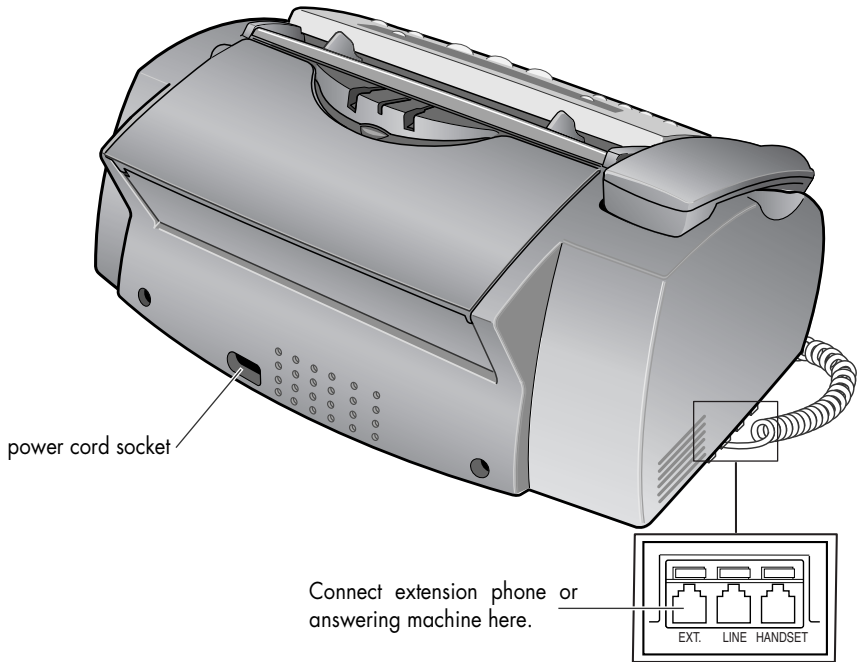
- 40 page fax memory
- 50 page paper tray
- 10 page document feeder
- 50 speed dialing locations (including 10 One-Touch) (see **page 17**).
- Distinctive Ring (DRPD) capability (this feature only is available in certain areas) (see **page 15**).
- Broadcasting to send the same document to multiple destinations (see **page 23**).
- Fax forwarding to forward documents to another fax machine (see **page 25**).
- Delayed fax to send the document at a later time (see **page 23**).
- Send/Receive Polling (see **page 24**).
- Caller ID (see **page 12**).
- Last 10 number redial (see **page 31**).
- Junk fax blocking (with Caller ID) (see **page 13**).
- Reports to help you manage your work (see **page 28**).

## the hp fax 1010

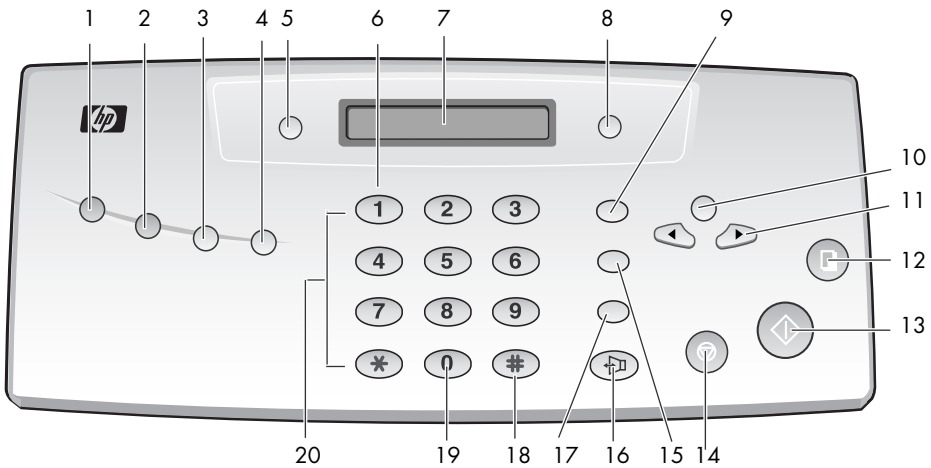
### front view



**rear view**

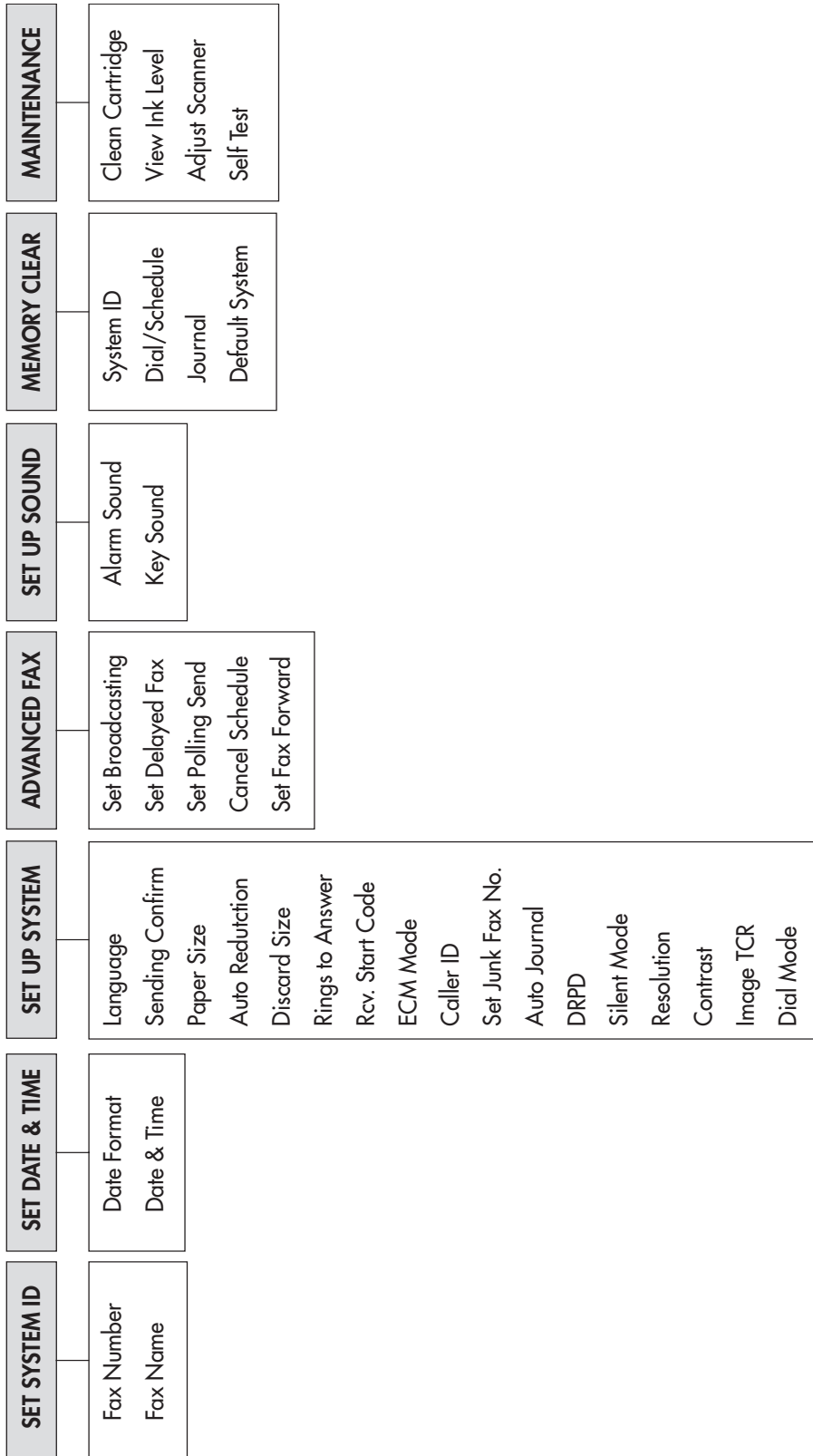


**front panel**



<b>Feature</b>	<b>Purpose</b>
1	<b>Scan &amp; Fax Mode:</b> Turns on and off scanning all pages before sending the fax.
2	<b>Silent Mode:</b> Turns off and on most sounds made by the machine. To do this automatically at certain hours, see <b>Silent Mode on page 31</b>
3	<b>Report/Help:</b> Prints status reports or the Help file, which contains information on using your HP Fax.
4	<b>Access Cartridge:</b> Moves the print cartridge so it can be replaced.
5	<b>Resolution:</b> Improves the clarity of a document you are faxing or copying.
6	<b>Space:</b> Enters a space between words when entering a name in a text field.
7	<b>LCD Display:</b> Displays menu items and messages from the HP fax.
8	<b>Ans.Mode/Contrast:</b> <ul style="list-style-type: none"> <li>• When no document is loaded, pressing this button changes the Answer Mode.</li> <li>• When a document is loaded, pressing this button changes the contrast for faxing and copying.</li> </ul>
9	<b>R or Flash:</b> Switches between telephone functions such as call waiting. Contact your local telephone company for information. <b>Note:</b> The name of this button varies by country.
10	<b>Menu:</b> Displays the options available for your HP Fax.
11	<b>Scroll/Volume:</b> When no document is loaded: <ul style="list-style-type: none"> <li>• When no other button has been pressed, adjusts the ringer volume.</li> <li>• If the handset is off hook, adjusts the handset volume.</li> <li>• When <b>Loudspeaker</b> has been pressed, adjusts the speaker volume.</li> <li>• When <b>Menu</b> has been pressed, displays the next and previous menu options.</li> <li>• When you are entering numbers or text, moves the cursor to the digit or character to be edited.</li> </ul>
12	<b>Copy:</b> Copies a document.
13	<b>Start/Enter:</b> <ul style="list-style-type: none"> <li>• Starts a fax or printing a report.</li> <li>• Accepts the selection shown in the display.</li> </ul>
14	<b>Cancel:</b> <ul style="list-style-type: none"> <li>• In the Menu system, stops an operation at any time.</li> <li>• When entering text or numbers, <ul style="list-style-type: none"> <li>– Pressing once, backspace deletes numbers or letters when editing.</li> <li>– Holding down, deletes entire field.</li> <li>– Pressing again after holding down, returns to Ready mode.</li> </ul> </li> </ul>
15	<b>Redial/Pause:</b> <ul style="list-style-type: none"> <li>• Redials the last number or allows you to select one of the last 10 numbers called to redial.</li> <li>• Adds a pause while storing a number in memory.</li> </ul>
16	<b>Loudspeaker:</b> Allows you to listen to the telephone while dialing or accessing voice mail.
17	<b>Mute/Search:</b> <ul style="list-style-type: none"> <li>• Mutes the telephone during a telephone call.</li> <li>• Search for a number stored in memory.</li> </ul>
18	<b>Speed Dial:</b> Stores and dials up to 50 telephone/fax numbers.
19	<b>Symbols:</b> Used to enter special characters when entering a name in a text field.
20	<b>Phone pad:</b> Dials telephone and fax numbers and enters letters and symbols in text fields. The phone pad is also used for one-touch dialing.

# the menus



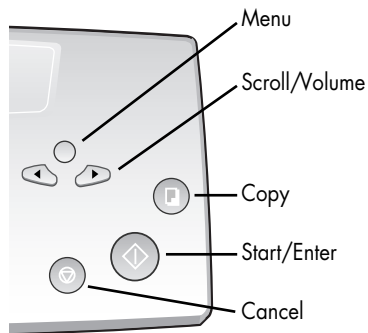
## navigate the menus

### ready mode

Whenever the HP Fax is ready for faxing and copying (called Ready mode), it will display the date, time, and answer mode. For example, OCT-05 14:23 FAX

### menu buttons

Use the Menu buttons to navigate the menu items.



- Press the **Menu** button to access the menu system.
- Use the ◀ ▶ buttons to scroll through the options on a particular level.
- Press **Start/Enter** to select a particular menu option.
- Press **Cancel** to return to Ready mode.

**Example** To change the default Resolution setting to Fine, you would take the following steps.

- 1 Press the **Menu** button repeatedly until *Set Up System* displays.
- 2 Press **Start/Enter**.  
*Language* will display.
- 3 Use the ◀ ▶ to scroll until *Resolution* displays.
- 4 Press **Start/Enter**.  
*Standard* will display.
- 5 Use the ◀ ▶ to scroll until *Fine* displays.
- 6 Press **Start/Enter**.
- 7 Press **Cancel** to return to Ready mode.

## enter dates, times, text, and telephone numbers

Use these buttons when menu items ask you to enter dates, time or text.

- If the date format seems unfamiliar, check that you selected the correct one for your country when setting up your HP Fax (see **set the date and time on page 27**).
- Some items on the display will show up with the blinking cursor under the item to change. Simply press the key for the new character or number or use the ◀ ▶ to move to the one you want to change.
- To enter a pause in a telephone number, press **Redial/Pause**. A P will appear in the display. Press the button multiple times for a longer pause.
- When entering text, press the phone pad button repeatedly to scroll through the characters. Use the following table for reference.

### most text fields

The letters and numbers scroll as shown next to each button for text fields such as the phone book.

<b>Space</b> ① Space 1	<b>ABC</b> ② ABC2	<b>DEF</b> ③ DEF3
<b>GHI</b> ④ GHI4	<b>JKL</b> ⑤ JKL5	<b>MNO</b> ⑥ MNO6
<b>PQRS</b> ⑦ PQRS7	<b>TUV</b> ⑧ TUV8	<b>WXYZ</b> ⑨ WXYZ9
⑩ * nothing if text, use symbol button to enter *	<b>Symbols</b> ⑪ 0 + - , . ' / * # & ( ) 0	⑫ # nothing if text, use symbol button to enter #

### fax header telephone number

For most telephone numbers you can only enter the numbers (for example, 1234567890). For the fax header that prints on all your faxes (see **set the fax header information on page 28**), you can enter some punctuation in the number.

To punctuate the telephone number in the fax header, use these buttons:

<b>Space</b> ① Space 1	⑫ * ( )	⑬ # -
---------------------------	---------	-------



# set up your fax

# 3

Follow these instructions to finish setting up your HP Fax 1010.

## set the answer modes

How the product receives faxes depends on the answer mode you chose when you set up the product. You can send faxes in any answer mode. The answer mode setting determines how the product answers the incoming call.

How are you going to use your HP Fax?	Read about...
• Fax machine with few or no voice calls.	FAX mode
• Telephone and fax machine without an answering machine.	AUTO mode
• As a fax machine with an external answering machine.	TAM mode
• Using Distinctive Ring (DRPD) service to set up a separate telephone number for your fax on the same physical line as your other numbers.	See <b>distinctive ring (DRPD) on page 15.</b>

- When no document is loaded, press the **Ans.Mode/Contrast** button until the desired option displays.
  - FAX mode
    - In Ready mode, FAX appears in the right hand corner of the display.
    - When you get a call, the machine answers after the second ring, and receives the fax automatically. When reception is complete, the machine returns to Ready mode.
    - If you want to change the number of rings before it answers, see **set rings to answer on page 12.**
  - AUTO mode
    - In Ready mode, AUTO appears in the right hand corner of the display.
    - When a call comes in, the machine answers it. If a fax is being received, the machine goes into receive mode. If the machine does not sense a fax signal, it will ring in a different tone to tell you it may be a regular telephone call. If you do not pick up the handset it will switch back to receive mode after several more rings.
    - If you want to change the number of rings before it answers, see **set rings to answer on page 12.**

- **TAM mode** You must have an answering machine attached to the EXT line socket on your fax machine.
  - In Ready mode, **TAM** appears in the right hand corner of the display.
  - When a call comes in, the answering machine answers and records the caller's message if they leave one. If the machine detects a fax signal, it goes into receive mode.
  - If you have set your machine to TAM Mode and your answering machine is switched off or the answering machine is not connected directly to your fax machine, the machine will automatically go into receive mode after several rings.
  - If your answering machine allows you to set the number of rings before it answers the telephone, set the answering machine to answer an incoming call in less than 4 rings.
  - When your answering machine answers an incoming call, it records a fax tone until it realizes a fax is coming through. Due to this, your answering machine may tell you a voice message has been left, even when it is actually a fax.
- **TEL mode**
  - In Ready mode, **TEL** appears in the right hand corner of the display.
  - Automatic fax reception is turned off. You can receive a fax only by lifting the handset and pressing **Start/Enter**.

## set rings to answer

You can select the number of rings that will occur before the fax answers an incoming call. If you are using your machine as both a telephone and a fax machine, we suggest you set the ring count to at least 4 to give you time to answer.

- 1 Press **Menu** repeatedly until **SET UP SYSTEM** displays and press **Start/Enter**.  
Language will display.
- 2 Use the **◀ ▶** to scroll to **Rings to Answer** and press **Start/Enter**.
- 3 Enter the number of rings you want (2–7) and press **Start/Enter**.

## use Caller ID

Many countries have the Caller ID system that enables the receiver to view the numbers or names of callers. Once you have subscribed to Caller ID services, your machine can display caller information.

### turn Caller ID on

- 1 Press **Menu** repeatedly until **SET UP SYSTEM** displays and press **Start/Enter**.
- 2 Use the **◀ ▶** to scroll to **Caller ID** and press **Start/Enter**.
- 3 Use the **◀ ▶** to scroll to the desired option and press **Start/Enter**.
  - **On**: Activates the Caller ID feature.
  - **On /w Junk Fax**: Activates Caller ID and ignores any fax registered as a junk fax (see **block junk fax numbers on page 13**).
  - **Off**: Deactivates the Caller ID feature.

**see who called with Caller ID**

This function allows you to see who has called. You cannot dial these numbers.

- 1 Hold **Redial/Pause** for about two seconds.
- 2 Press ◀ ▶ until Caller ID displays and press **Start/Enter**.
- 3 Scroll through the numbers by pressing ◀ ▶.

**print a list of Caller ID numbers**

- 1 Press **Report/Help**.
- 2 Press ◀ ▶ until Caller ID displays and press **Start/Enter**.

**block junk fax numbers**

If you subscribe to Caller ID, you can block future faxes from numbers on the Caller ID List. Before using this feature, you must set the Caller ID option to On w/ Junk Fax (see **use Caller ID on page 12**)

**add a junk fax number**

- 1 Press **Menu** repeatedly until SET UP SYSTEM appears and press **Start/Enter**.
- 2 Select Set Junk Fax No.
- 3 Press **Start/Enter**.
- 4 Press ◀ ▶ until Add displays and press **Start/Enter**.  
The machine shows the first Caller ID number.
- 5 Press ◀ ▶ to find the Caller ID number you want to register as a junk fax and press **Start/Enter**.

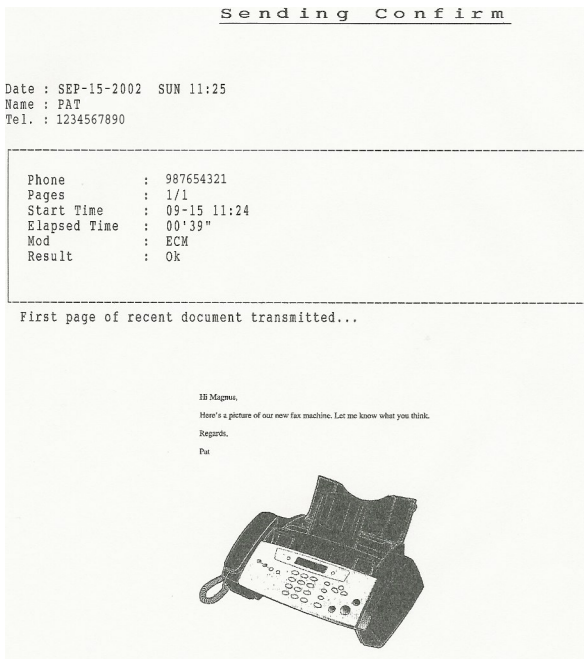
You can enter up to 20 numbers. Numbers which have already been entered as a junk number are marked by \* at the end of the display.

**delete a number**

- 1 Press **Menu** repeatedly until SET UP SYSTEM appears and press **Start/Enter**.
- 2 Press ◀ ▶ until Set Junk Fax No. displays and press **Start/Enter**.
- 3 Press ◀ ▶ until Delete displays and press **Start/Enter**.  
The machine shows the first junk number.
- 4 Press ◀ ▶ to scroll to the junk fax number you want to delete and press **Start/Enter**.

## image TCR

Image TCR (transmission confirmation report) is a valuable tool for keeping records of faxes you send. It prints a Sending Confirm page with a miniaturized image of the first page of the fax on it. See the following example.



To use image TCR, the **Scan & Fax Mode** light must be on (press the button if necessary) and you must set these Menu options to On: Image TCR and Sending Confirm. Follow these instructions:

- 1 Press the **Menu** button repeatedly until **Set Up System** displays and press **Start/Enter**.
- 2 Use the ◀ ▶ buttons to scroll to **Sending Confirm** and press **Start/Enter**.
- 3 Use the ◀ ▶ buttons to select **On** and press **Start/Enter**.
- 4 Use the ◀ ▶ buttons to scroll to **Image TCR** and press **Start/Enter**.
- 5 Use the ◀ ▶ buttons to select **On** and press **Start/Enter**.
- 6 Press **Cancel** to return to Ready mode.

**Tip!** Image TCR is unavailable if the resolution is set to Super Fine.

## distinctive ring (DRPD)

Distinctive ring or distinctive ring pattern detection (DRPD) is a service offered by some telephone companies. When you subscribe to this service, you have different ring patterns; such as double ring and triple ring, that allow you to have different telephone numbers on one physical line. Your HP Fax works with distinctive ring service. If you have this service follow **both** of these instructions **in this order** to set it up and use it.

### teach the hp fax the ring pattern

The HP Fax will learn the ring pattern when you call it from another telephone or fax machine.

- 1 Be ready to call the fax machine.
- 2 Press **Menu** repeatedly until *Set Up System* displays and press **Start/Enter**.
- 3 Use **◀ ▶** to scroll through the options until *DRPD Mode* displays and press **Start/Enter**.  
Call this fax from another fax machine... Waiting Ring... will display.
- 4 Call the HP Fax.  
DRPD OK will display when the pattern has been learned.
- 5 Press **Cancel** to return to Ready mode.

### set up distinctive ring (DRPD) answer mode

Once you have activated distinctive ring, it becomes one of the answering modes you can select by pressing the **Ans.Mode/Contrast** button.

- Press **Ans.Mode/Contrast** repeatedly until *DRPD Mode* appears in the display.
  - In Ready mode, *DRPD* appears in the right hand corner of the display.
  - Now, the HP Fax will manage calls and faxes as if it were set to AUTO mode (see **AUTO mode on page 11**).

**Tip!** Distinctive ring must be set up again if you reassign your fax number or connect the machine to another telephone line. Once set up again (that is, the fax machine has learned the ring pattern and the answering mode is correctly set), you should test the fax machine by calling the fax number and another number on the same line. The machine should respond appropriately to a call placed to the fax number with fax tones, and to a normal telephone call with the expected ring pattern.



## speed dialing

# 4

Your HP Fax has a built-in phone book that allows you to enter up to 50 names and numbers for faxing or telephone use. Once entered, you can dial the number by any of these methods.

- One-Touch (first 10 numbers)
- Speed dial code
- Searching the phone book

All numbers must be stored in the phone book before use.

### store a number in the phone book

Once in the phone book these numbers can be dialed using one touch buttons, speed dial codes, or by searching the phone book.

- 1 Hold the **Speed Dial** button for about two seconds.  
The display shows *Speed [00-50]>##*.
- 2 Enter a two-digit (00–50) number and press **Start/Enter**.  
Numbers from 00 to 09 will be used for One-Touch dialing, and from 10 to 50 for Speed dialing.
- 3 Enter the telephone/fax number you want to store (up to 40 digits) and press **Start/Enter**.
  - If you want a pause between numbers (for example, when entering an access code where you need to wait for a second dial tone), press **Redial/Pause**. A P appears in the display. For a longer pause, simply press **Redial/Pause** again.
  - If you make a mistake while entering a number, use ◀ ▶ to move the cursor under the digit, then enter the correct digit. **Cancel** will backspace delete in the field.
- 4 Enter the name (up to 20 characters) and press **Start/Enter**.  
If you do not want a name, just skip this step by pressing **Start/Enter**.  
**Tip!** If you have subscribed to a Caller ID service, we recommend that you enter a name.
- 5 Press **Cancel** to exit.

### print the phone book

- 1 Press **Report/Help**.
- 2 Press ◀ ▶ until *Phonebook* displays and press **Start/Enter**.

## dial from the phone book

Dialing works the same for both faxes and telephone calls. If a document is loaded, the HP Fax sends the fax.

### one-touch dialing

- Press and hold the number (0 through 9) on the phone pad.

You can refer to the number assigned to each code by printing the phone book. See **print the phone book on page 17**.

*Tip!* You can also dial these numbers using the speed dial code as described below.

### speed dialing

- 1 Press **Speed Dial**.
- 2 Enter a two-digit speed dial code.  
You can refer to the number assigned to each code by printing the phone book. See **print the phone book on page 17**.
- 3 Press **Start/Enter**.

### phone book dialing

You can search the entire phone book to find the number you want to dial.

#### search sequentially through the phone book

- 1 Press **Mute/Search**.
- 2 Press ◀ ▶ to move upward or downward through the directory until you find the number you want.
- 3 When the number you want appears in the display, press **Start/Enter** to dial.

#### search for a particular first letter

- 1 Press **Mute/Search**.
- 2 Press the phone pad button labelled with the letter you want to find.
  - For example, if you want to find the name 'NEW YORK', press the '6' button, which is labelled with 'MNO'.
  - The machine finds the closest entry.
  - If the machine cannot find a name that begins with the given letter, the machine shows the message **Not Found**.
- 3 When the name and number you want appears in the display, press **Start/Enter**.



# basic functions

# 5

This chapter covers basic information and functions that you may need or want to use with your HP Fax. These include:

- types of paper you can use
- types of documents you can send
- adjusting the resolution and contrast for faxed documents and copies
- adjusting the ringer and speaker volume
- automatic fax redial
- receiving faxes from an extension telephone

## paper types and sizes

The HP Fax is designed to work optimally with plain paper (cotton bond: 20 lb, 75 g/m<sup>2</sup>) in the following sizes: A4, Letter, and Legal.

**Loading tip:** Some papers have a side that's been conditioned for printing. The print side is usually indicated on the paper's packaging. *Always load with the print side facing you.*

You can load up to 50 sheets of paper in the paper tray. Satisfactory print and receive quality can be obtained with many types of plain paper. Since the quality of plain paper varies widely, test the print quality before buying large quantities of paper. Your machine uses a variety of papers including:

- Copier paper
- Bond paper
- Dual-purpose paper

Because all paper varies in physical characteristics, you can receive mixed results from different packages of paper even though the packages contain the same type of paper. If you encounter undesirable results, try the other side of the paper, a different type, or another package of the same kind of paper.

**DO NOT** use the following types of paper with your machine:

- Continuous form feed paper
- Synthetic paper
- Thermal paper
- Multi-sheet forms and documents
- Chemically treated paper
- Papers with raised, embossed lettering

## document types and sizes

Acceptable document size depends on whether you are faxing a single sheet or multiple pages.

- The minimum document size is 148mm (5.8in) wide by 128mm (5in) long.
- The maximum size is 216mm (8.5in) wide by 356mm (14in) long.

Follow these tips to ensure worry-free faxing.

- Be sure that your document is dry and free of staples, paper clips, and other foreign objects.
- For more information on what kind of paper you can use for documents, see **acceptable documents on page 43**.
- If you are sending more than one sheet, make sure the bottom sheet enters first. Insert the sheets with a slight push to ensure smooth feeding.
- For multiple sheets, all pages of the document must be the same size and paper type.
- If you are loading pages that are unusually thick or thin, feed one sheet at a time. If the document does not feed correctly, open the front panel, remove the document, and try loading it again.

### **DO NOT try to send documents that are:**

- wet
- covered with wet ink or paste
- wrinkled, curled, or folded
- too thin (less than 0.07mm (0.18in) thick—onionskin, airmail paper, etc.)
- too thick (more than 0.15mm (0.38in) thick—index cards, file folders)
- chemically processed (pressure-sensitive paper, carbon-coated paper, etc.)
- coated (glossy, etc.)
- too small or short (such as a label, voucher, etc.)
- made of cloth or metal

To send these documents, use an office copier to make a photocopy first, and then send the copy.

## set document resolution and contrast for a single copy

Document resolution and contrast are set in the same manner for both faxes and copies. For most faxes and copies, default settings will work well.

If you need to send/copy a document with unusual contrast characteristics, including photographs, you can adjust the resolution and contrast for that document using the front panel buttons.

**Tip!** You can also change the default settings for all documents using the menu. See **Resolution on page 31** and see **Contrast on page 31**.

We recommend you use documents printed using a high quality printer, felt tip pen, black ink, or typewriter. The paper should be white or very light, and of normal weight, not cardboard or onionskin.

Blue lines on a ruled pad don't fax well. For more information on the types of paper you can use for documents, see **document types and sizes on page 20**.

**Note:** You must set the resolution and contrast before dialing the number.

- 1 Turn the page face down and insert it into the document feeder. For more information, see **load documents to fax or copy on page 2**.
- 2 Press **Resolution** repeatedly to select the option you want.
  - **STANDARD** works well for printed or typewritten originals with normal-sized characters.
  - **FINE** is good for documents containing a lot of detail.

- SUPER FINE works well for documents containing extremely fine detail. SUPER FINE only works if the remote machine also has the SUPER FINE feature.

**Tip!** SUPER FINE mode is not used when sending documents scanned into memory (i.e., Broadcasting and Delayed Fax). If you are sending document using one of these methods, SUPER FINE will be changed back to FINE even though you selected SUPER FINE.

If the **Scan & Fax Mode** light is on and SUPER FINE is chosen, the fax will be sent as if the light were off.

- 3 Press **Ans.Mode/Contrast** repeatedly to select the option you want.
  - NORMAL works well for normal handwritten, typed, or printed documents.
  - LIGHTEN works with very dark print.
  - DARKEN works with light print or faint pencil markings.
  - PHOTO is used when faxing photographs or other documents containing color or gray shades. When Photo is chosen, the resolution is automatically set to FINE.

- 4 Dial the number and press **Start/Enter** or press **Copy**.

When sending/copying is finished, resolution/contrast automatically returns to default.

## adjust volume

You can adjust the volume level for both the ringer and the speaker (the speaker is used for Loudspeaker).

### ringer volume

- Press ◀ ▶ when the fax is in Ready mode to adjust the volume of the ringer.
  - Whenever you press the button, it will increase or decrease the volume.
  - The volume 0 indicates that the machine will not ring when a call is received.

### speaker volume

- 1 Press **Loudspeaker**.
- 2 Then press ◀ ▶ to adjust the volume of the speaker.

## automatic fax redial

When you send a fax, if the number you have dialed is busy or there is no answer, the machine will attempt to redial the number every three minutes up to two times.

Before redialing, the display shows *To redial now*, press **Start/Enter**.

If you want to redial the number immediately, press **Start/Enter**.

Or, press **Cancel** to cancel redialing and then the machine returns to Ready mode.

## receiving via an extension telephone

If you have an extension phone connected to your machine, you can remotely control your fax machine to start receiving.

**NOTE:** This function requires that the extension phone is plugged into your fax machine.

- 1 Answer the call on the extension phone.
- 2 Press **\*9\*** (remote receive start code) in sequence when you hear a fax tone.
  - Your fax machine detects the code and starts to receive the document.
  - The code is preset at the factory. You cannot change the asterisks but you can select any number between 0 and 9. For more information, see **Rcv. Start Code on page 30**.
- 3 Hang up the phone when your fax machine starts to receive.

# advanced faxing

# 6

In this chapter, you will learn how to use the advanced fax features of your machine.

## broadcasting

With Broadcasting you can have your HP Fax send your fax to up to five fax numbers at once. The documents are automatically erased from memory when Broadcasting is finished.

- 1 Turn the document face down and feed it into the machine.
- 2 Press **Menu** repeated until **ADVANCED FAX** displays and press **Start/Enter**.
- 3 Select **Set Broadcasting** by pressing **◀ ▶** and press **Start/Enter**.
- 4 Enter the fax number.
  - You can press **Speed Dial** and enter a speed dial code.  
*Tip!* One touch buttons do not work in this area, you must use their speed dial code instead.
  - You can enter 5 fax numbers into one job.
- 5 Press **Start/Enter** when the correct number appears in the display.
  - If you have more destinations, select **Y** by using **◀ ▶** and press **Start/Enter** when asked **Another? Y/N** and repeat steps from 4.
  - If you have finished entering all the numbers, answer **N** and press **Start/Enter**.
- 6 Press **Start/Enter**.  
The document will be scanned into memory before transmission.

## delayed fax

You can set your machine to send a fax any time in the next 24 hours. For example, it is usually cheaper to send a fax at night because telephone rates are lower than they are during the day. To cancel a scheduled fax, see **to cancel the scheduled job on page 25**.

- 1 Turn the document face down and feed it into the machine.
- 2 Press **Menu** repeatedly until **ADVANCED FAX** appears and press **Start/Enter**.
- 3 Select **Set Delayed Fax** by pressing **◀ ▶** and press **Start/Enter**.
- 4 Enter the fax number.
  - You can press **Speed Dial** and enter a speed dial code.  
*Tip!* One touch buttons do not work in this area, you must use their speed dial code instead.
  - You can enter 5 fax numbers into one job.
- 5 Press **Start/Enter** when the number appears in the display.

- If you have more destinations, select Y by using ◀ ▶ and press **Start/Enter** when asked *Another? Y/N* and repeat steps from 4.
  - If you have finished entering all the numbers, answer N and press **Start/Enter**.
- 6 Enter the name if you want to name the transmission.  
If not, skip this step.
  - 7 Press **Start/Enter**.
  - 8 Enter the time (in the next 24 hours) for the transmission to start, in 24-hour format.  
For example, enter 2230 for 10:30 P.M.
  - 9 Press **Start/Enter** when the time appears correctly in the display.  
The document will be scanned into memory before transmission and be sent at the programmed time.

## polling

Polling enables you to set up a document so it can be retrieved at a later time. For example, you can place the document in your machine, and the other party can retrieve it when they are in the office or when their calling rates are lower.

### setting send polling

You can program your fax machine to send a document when it is requested by a remote fax machine.

**Note:** Your HP Fax allows you to set one poll job at a time and it can be retrieved once.

- 1 Turn the document face down and feed it into the machine.
- 2 Press **Menu** repeatedly until *ADVANCED FAX* appears and press **Start/Enter**.
- 3 Select *Set Polling Send* by pressing ◀ ▶ and press **Start/Enter**.
- 4 Enter the poll code and press **Start/Enter**.
  - The poll code is preset to 0000, which means that the receiver does not need to enter a poll code to receive the document.
  - The poll code is used to prevent your document from being retrieved by an unauthorized caller.
  - Your machine starts scanning the document(s) into memory and shows *POLLING SEND* in the display. If the answer mode was *TEL*, the machine changes it to *FAX* mode automatically.
  - When it is polled, the page in memory will be deleted automatically. To cancel *Send Polling*, see **to cancel the scheduled job on page 25**.

### polling another fax to receive

- 1 Lift the handset or press **Loudspeaker** and enter the telephone number of the remote machine that is ready to be polled.
  - You can press **Speed Dial** and enter a speed dial code.  
**Tip!** One touch buttons do not work in this area, you must use their speed dial code instead.
- 2 Press **Menu** when you hear a fax tone from the remote machine.  
The display shows *To poll documents press Start/Enter*.
- 3 Press **Start/Enter**.
- 4 Enter the Poll Code to retrieve the document, and press **Start/Enter**.  
The machine starts to receive document and prints.

**Note:** Not all fax machines have polling capability, and polling incompatibility sometimes occurs between fax machines made by different manufacturers.

## to cancel the scheduled job

All scheduled jobs remain in memory after they have been set. To make more memory available, cancel unnecessary scheduled jobs.

- 1 Press **Menu** repeatedly **ADVANCED FAX** appears and press **Start/Enter**.
- 2 Select **Cancel Schedule** by pressing **◀ ▶** and press **Start/Enter**.
- 3 Select the scheduled job you want to cancel by pressing **◀ ▶**.  
*Tip!* Only active jobs will be shown.
- 4 Press **Start/Enter** to cancel the selected schedule.

## forward faxes

While you are away from your home or office, you do not have to miss important faxes. Your machine can forward any faxes it receives to a fax machine at your current location, and if you choose, it can print a copy for you to review when you get back as well.

A **Sending Confirm** report will print for every fax that is forwarded.

- 1 Press **Menu** repeatedly until **ADVANCED FAX** appears and press **Start/Enter**.
- 2 Select **Set Fax Forward** by pressing **◀ ▶** and press **Start/Enter**.  
Use **◀ ▶** to select the option you want.
  - **Off:** disables fax forwarding
  - **Forward:** forwards a fax to your new location
  - **Forward & Print:** prints a fax and also forwards it to your new location
- 3 If you selected **Forward** or **Forward & Print**, enter the fax number and press **Start/Enter**.
- 4 Enter the start time and press **Start/Enter**.
- 5 Enter the end time and press **Start/Enter**
  - The machine returns to **Ready** mode and **FWD** will appear in the display at the start time and every fax will be forwarded to your new location till the end time.
  - During forwarding time, the answer mode temporarily changes to **FAX**.





## other features

# 7

This chapter contains instructions for other features of the HP Fax that you may want to use from time to time.

### set the date and time

The current date and time (24-hour format) are shown in the display when the machine is on and ready for use (Ready mode). The date and time will be printed on all faxes you send.

- 1 Press **Menu**.
- 2 Press ◀ ▶ to choose SET DATE & TIME and press **Start/Enter**.
- 3 Press **Start/Enter** when the display shows Date Format.
- 4 Press ◀ ▶ to select either Europe (day month year) or USA (month day year) and press **Start/Enter**.
- 5 Press **Start/Enter** when the display shows Date & Time.
- 6 Set the date and time (24-hour format). You can move the cursor by pressing ◀ ▶ .  
To figure 24-hour format after 12 pm (noon), add 12 to the time. For example, 8:30 pm is 20:30 in 24-hour format.
- 7 Press **Start/Enter** when the date and time are correct.  
The display shows the date and time you have set, then returns to Ready mode.

### turn on and off alarm and key sounds

You can turn both the alarm and key beeps on and off.

- 1 Press **Menu** repeatedly until SET UP SOUND appears and press **Start/Enter**.  
The display shows the two options you can adjust: Alarm Sound and Key Sound.
- 2 Press ◀ ▶ to select Alarm Sound or Key Sound and press **Start/Enter**.
- 3 Select On or Off and press **Start/Enter**.

## set the fax header information

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 **Menu** repeatedly until ◀ ▶ SET SYSTEM ID displays and press **Start/Enter**.
- 2 Press **Start/Enter** when the display shows Fax Number.
- 3 Enter the fax number to which your machine is connected.
  - You can enter up to 20 digits, and include special characters (space, plus sign, etc.)
  - To enter a space, press 1 twice.
  - To enter parentheses ( ), press \* multiple times until you see the symbol you want.
  - To enter hyphen -, press #.
  - If you enter a wrong number, use ◀ ▶ to move to the number and correct it.
- 4 Press **Start/Enter** when finished.
- 5 Press **Start/Enter** when the display shows Fax Name.
- 6 Enter the fax name (up to 40 characters) by using the number keypad.
  - You can include special characters (space, plus sign, etc.). For more information, see **enter dates, times, text, and telephone numbers on page 10**.
- 7 Press **Start/Enter** when the name in the display is correct.

## print user reports

Your fax machine can print many reports for your use.

### automatic reports

These reports print automatically.

Report name	Content
Multi-Communication	This report prints automatically if you have faxed documents to more than one location by using Broadcasting.
Power Fail Report	If you have a scheduled job (such as, delayed fax and send poll) and there is a power failure, this report is printed automatically when power is restored.

### reports you can print

You can print these reports whenever you need to. Some of these reports can be set to print automatically also.

- 1 Press **Report/Help**.
- 2 Choose the report you want by using ◀ ▶ .
- 3 Press **Start/Enter** when the desired report is displayed.
- 4 The selected report will be printed. The available reports are shown below:

Report name	Content
Help List	This report covers the machine's basic functions and commands. It can also be used as a quick reference guide.
Sent Journal Received Journal	These reports show information concerning the transmission and reception activities. They can be printed on command. Or if the machine is set to do so, they will automatically print after every 40 transmissions or receptions. See <b>Auto Journal on page 31</b> .

Report name	Content
Phone book	This report shows all of the numbers currently stored in the fax machine's memory as One-Touch Dial and Speed Dial.
Sending Confirm	This report shows the fax number, the number of pages, elapsed time of the operation, the communication mode, and the communication results. To set up your machine to automatically print, see <b>Sending Confirm on page 30</b> .
Schedule Inform	This report shows the document currently stored for Delayed FAX and Send Polling along with the fax number, starting time and type of scheduled event.
System Data	This report shows the current settings of your HP Fax. After you have changed any setting, print this report to check your changes.
Caller ID	This report shows the most recent 30 callers who have called your machine.
Junk Fax	This report shows the telephone numbers that are marked as a junk fax to be blocked.
Print Fax	Your machine stores fax data into memory as far as the memory is available and lets you print it at later time. For more information, see <b>reprinting faxes on page 29</b> .

## reprinting faxes

You may sometimes need to re-print a received fax. Your machine stores the most recently received faxes in memory (approximately 40 pages). As this memory is filled, old faxes that have been printed will be erased to make room for new faxes.

**Note:** Unplugging the fax machine power cord and plugging it back in again clears the memory of all unprinted or unsent faxes. A power outage also clears the fax machine memory.

- 1 Press **Report/Help**.
- 2 Press **◀ ▶** to choose **Print Fax** and press **Start/Enter**.
  - If there are only old faxes, the machine will automatically print all of them and return to Ready mode without moving to the next step.
  - If there are no faxes in memory, the machine will inform you by displaying *Memory Empty*.
  - If there are both old faxes and unprinted faxes in memory, the machine will go to step 3.
- 3 Select between **Print New Fax** or **Reprint Old Fax** and press **Start/Enter**.
  - **Print New Fax:** The machine prints all new faxes which have never been printed.
  - **Reprint Old Fax:** The machine prints all faxes regardless of new or old.

## clearing memory

You can selectively clear information stored in your machine's memory.

- 1 Press **Menu** repeatedly until *MEMORY CLEAR* appears, and press **Start/Enter**. The display shows the type of information you can clear from memory.
- 2 Select what you want to delete by pressing **◀ ▶** and press **Start/Enter**.
- 3 Select **Y** and press **Start/Enter** when the machine asks if you are sure. The types of information you can clear are:

Item	It will
System ID	Delete the name and phone number from your fax header information.
Dial/Schedule	Clear the stored numbers in the phone book. In addition, all the scheduled jobs are also cancelled.
Journal	Clear all records of transmissions and receptions.
Default System	Restore user-selectable options to factory default value.

## set menu options

Your fax machine has settings that you can change under the SET UP SYSTEM menu. To find out how the options are currently set, print the System Data report (see **print user reports on page 28.**)

To change these settings, see **navigate the menus on page 9.**

The chart below shows the options in the left column and their setting choices in the right column.

Option	Settings
Language	There are three languages you can use for display and reports: English, French, and Spanish.
Sending Confirm	A confirmation report shows whether the transmission was successful or not, how many pages were sent, etc. <ul style="list-style-type: none"> <li>• ON prints a confirmation report automatically each time you send a fax.</li> <li>• OFF never prints a confirmation report (You can print one manually using the <b>Report/Help</b> button (see <b>print user reports on page 28</b>).</li> <li>• ERROR prints only when an error occurs.</li> </ul> Note that this report can include the Image TCR (see <b>image TCR on page 14</b> ).
Paper Size	A4, Letter and Legal are the paper sizes you can use to receive faxes and copy.
Auto Reduction	When receiving a document as long as or longer than the paper loaded, the machine can reduce the data to fit your paper. If the fax machine cannot fit the data into one page with the feature enabled, the data is divided and printed in actual size on two or more sheets. The settings are On and Off.
Discard Size	If you turn the Automatic Reduction option off, you can set the fax machine to discard any excess image at the bottom of the page when receiving a document as long as or longer than the paper loaded in your machine. If the incoming fax is out of the margin you have set, it will be printed on two sheets of paper. The Discard Size can be 00 to 30 mm.
Rings To Answer	You can select the number of rings before answering an incoming call. If you are using your machine as both a telephone and a fax machine (AUTO or TAM mode), we suggest you set the ring count to at least 4 to give you time to answer. The number of rings can be 2 to 7.
Rcv. Start Code	The Remote Receive Start Code allows you to start receiving a fax from an extension phone plugged into the EXT socket. If you pick up the extension phone and hear a fax tone, enter the code and the fax will start receiving. You cannot change the * *, just the number between them. The code can be 0 to 9.
ECM Mode	Error correction mode compensates for poor line quality and ensures accurate, error-free transmission with any other ECM-equipped facsimile machine. If the line quality is poor, transmission time may be increased when ECM is enabled. The settings are On and Off.
Caller ID	You can see the number of the person calling you. Before using this feature, Caller ID service must be installed on your telephone line by the telephone company. The settings are On, On w/ Junk Fax, and Off. For more information, see <b>use Caller ID on page 12.</b>

Option	Settings
Set Junk Fax No.	If you have Caller ID turned on, you can block faxes from particular numbers. You must have received a fax from that number to block it. Even though you have added junk fax numbers, if you turned off the Caller ID option above, the Junk Fax protection will be removed. The settings are Add and Delete.
Auto Journal	A journal report shows the specific information concerning transmission or reception activities, the time and date of most recent 40 transmissions or receptions. The settings are On and Off.
Distinctive Ring	Distinctive ring (DRPD—distinctive ring pattern detection) is a service provided by some telephone companies that assigns two phone numbers to one phone line, each of which makes your phone ring differently. If you subscribe to this service, you can program your machine to learn one phone number and distinctive ring for incoming faxes. For more information, see <b>distinctive ring (DRPD) on page 15</b> .
Silent Mode	You can turn off sounds the machine makes either manually or on a daily schedule (for example, to turn off the sounds after work hours and overnight). <ul style="list-style-type: none"> <li>• Manual: To turn off and on the sounds, use the <b>Silent Mode</b> button on the front panel.</li> <li>• Daily: Enter a start and end time in 24-hour format.</li> </ul>
Resolution	Sets the default resolution when copying and faxing. The settings are: Standard, Fine, and Superfine. For more information, see <b>set document resolution and contrast for a single copy on page 20</b> .
Contrast	Sets the default contrast when copying and faxing. The settings are: Normal, Lighten, Photo, and Darken. For more information, see <b>set document resolution and contrast for a single copy on page 20</b> .
Image TCR	Image TCR places a miniaturized copy of the first page of a fax on the Sending Confirm report. The settings are On and Off. For more information, see <b>image TCR on page 14</b> .
Dial Mode	Set the dialing mode to the type of the exchange to which you are connected: Tone or Pulse.

## loudspeaker

You do not need to pick up the handset to make a phone call. When dialing, just press the **Loudspeaker** button and enter the numbers. When your party answers, pick up the handset to talk to them. This feature is especially useful for checking voicemail messages.

**Note:** Your HP Fax does not have speakerphone capabilities. The loudspeaker enables you to hear calls but you must speak using the handset.

**Tip!** If you want to share the conversation with somebody beside you, pick up the handset and press **Loudspeaker**. The line is still connected and everybody can listen to the conversation.

While you are using **Loudspeaker**, do not place the handset beside the speaker, as this may result in howling.

## redial a number in memory

These steps allow you to dial one of the last 10 numbers called that is in memory.

- 1 Hold **Redial/Pause** for about two seconds.
- 2 Press **◀ ▶** until Recent Numbers displays and press **Start/Enter**.
- 3 Press **◀ ▶** to find the number you want to dial.
- 4 Press **Start/Enter** when the correct number appears.

If a document is loaded, the machine automatically begins to send.



# care and maintenance

# 8

This chapter contains information about changing print cartridges, maintaining your HP Fax, the menu settings, error messages, and troubleshooting.

## print cartridge information

The print cartridge life is very sensitive to the content of the received fax or a copy you made. To increase its life, we recommend you follow the instructions below:

- Always use hp no. 20 (C6614) ink cartridge.  
**Note:** Your HP Fax was shipped with a starter ink cartridge. You must replace it with the hp no. 20.
- DO NOT unpack the cartridge until you are ready to use it.
- Store it in the same environment as the fax machine.
- If you have unpacked the cartridge but are not using it, store it in a storage unit. If you do not have a storage unit, store the cartridge in an airtight plastic bag.
- DO NOT leave it exposed for an extended period.
- DO NOT refill the cartridge. The warranty will not cover damage caused by using refilled cartridges.

## view ink level

When using the 28ml print cartridge, your machine allows you to check the amount of ink remaining. To view the current ink level:

**1** Press **Menu** repeatedly until **MAINTENANCE** appears and press **Start/Enter**.

**2** Scroll to **View Ink Level** by pressing **◀ ▶** and press **Start/Enter**.

The machine displays a fractional number. For examples, 1/8 means that ink is low and you need to replace the cartridge. 8/8 means that a new cartridge is installed.

**Important:** If the HP Fax is low on ink (ink level is 1/8), new faxes that come in will not be printed. You must manually print the faxes from memory (see **reprinting faxes on page 29**) until you replace the ink cartridge (see **replace the print cartridge on page 34**).

**Tip!** If memory become full before the print cartridge is replaced, the HP Fax will stop answering the phone. Be sure to print the faxes out of memory regularly if you do not immediately replace the ink cartridge.

## print the self test

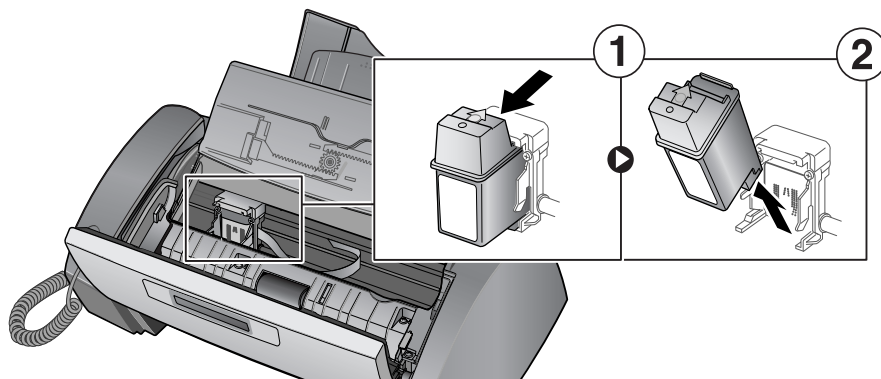
When you want to test if the machine is working correctly, you can check it by printing the self test.

- 1 Press **Menu** repeatedly until **MAINTENANCE** appears and press **Start/Enter**.
- 2 Scroll to **Self Test** by pressing **◀ ▶** and press **Start/Enter**.  
The machine runs self test and prints a report which shows the current status of the machine.

## replace the print cartridge

When you notice that the print becomes light or ink low or when install new ink cartridge appears in the display, replace the print cartridge. The part number for replacement cartridges is hp no. 20.

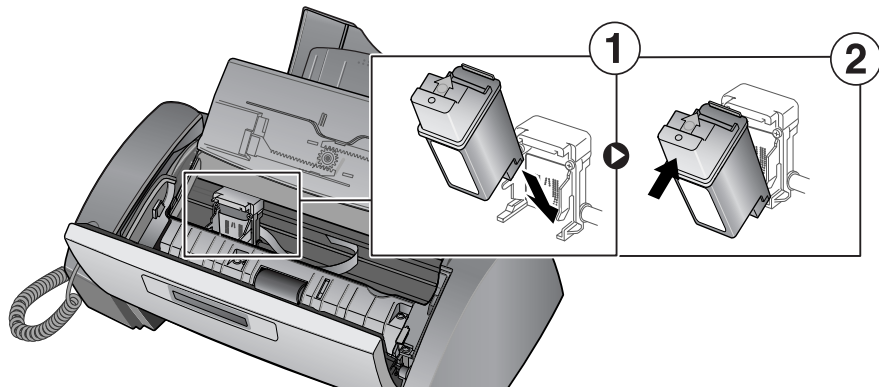
- 1 Take out a cartridge from its packaging and carefully remove the tape covering the printhead.  
Hold the cartridge by the colored top or black areas only. Do not touch the copper area.
- 2 Press **Access Cartridge**.  
The cartridge carrier moves to the install position.
- 3 Open the front panel and cartridge compartment cover (it will click and remain open).
- 4 Pull the cartridge toward you and remove it.





- 5 To load the cartridge insert the cartridge as shown below. When the cartridge is pushed to the back of the cartridge carrier, lift the front of the cartridge up until it clicks into place.

If the cartridge moves loosely in the carrier, it has not clicked into place. Repeat this step.



- 6 Close the cartridge compartment cover and front panel.
- 7 Press **Start/Enter**.
- 8 Press 1 for new cartridge, or 2 for the old one.
- When you put in a new cartridge, you must choose 1:New.
  - When you put in a used cartridge, choose 2:Used. This helps you to check the correct amount of ink you have left.
  - If you mix up several used cartridges, it is not possible to check the correct amount of remaining ink. Once you have put in a new cartridge, use it until it is completely exhausted.

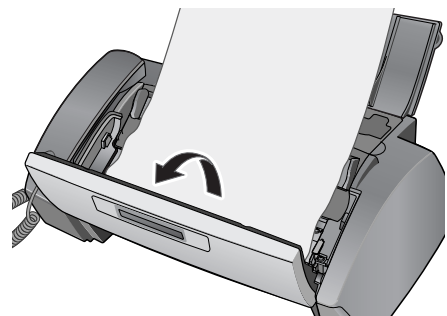
## clear jammed documents and paper

### document jams during transmission

If a document jams during transmission or copying, *Remove jammed document* appears in the display. **DO NOT** pull the document out of the slot. Doing so could harm your machine.

#### to clear document jam:

- 1 Open the front panel.
- 2 Carefully remove the jammed document.
- 3 Close the front panel firmly until it clicks into place.

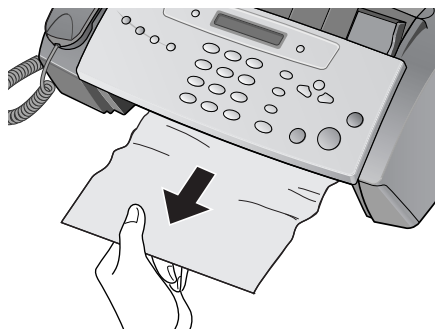


### paper jams during printing

If the fax paper jams while you are receiving or printing, *Remove jammed paper* and press *Cancel* appears in the message.

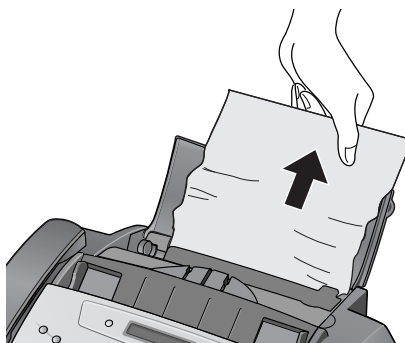
### if the paper is jammed in the printing area

- 1 Remove the jammed paper by pulling it out smoothly in the direction of the arrow as shown.  
If the paper tears when it is being removed check to ensure that no small pieces have been left inside the machine.
- 2 Press **Cancel**.
- 3 If this was a fax, reprint the fax. For more information, see **reprinting faxes on page 29**.



### if the paper is jammed in the paper feed area

- 1 Remove the jammed paper as shown.  
If the paper tears when it is being removed check to ensure that no small pieces have been left inside the machine.
- 2 Reload new paper with the print side facing toward you.
- 3 Press **Cancel** when finished.



## maintain the print cartridge

To maintain good printing quality, we recommend you occasionally maintain the print cartridge and its associated parts:

### clean the print cartridge nozzles

If characters are not printing completely or white streaks appear in your text, you may have clogged nozzles. Clean the print cartridge as described below:

- 1 Press **Menu** repeatedly until **MAINTENANCE** appears and press **Start/Enter**.
- 2 Scroll to **Clean Cartridge** by pressing **◀ ▶** and press **Start/Enter**.
- 3 Examine the printed test pattern.
  - If print quality does not improve, reinstall the cartridge and repeat these steps.
  - If the line is still broken, wipe the nozzles and contacts. For more information, see **wipe the print nozzles and contacts on page 36**.

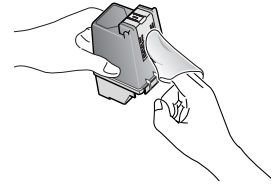
### wipe the print nozzles and contacts

If cleaning the print cartridge nozzles as discussed above does not help and you are certain the cartridge has plenty of ink, the problem may be caused by dried ink on the print cartridge nozzles and contacts or the print cartridge carrier contacts. Follow these two sets of instructions for manual cleaning.

### clean the nozzles

- 1 Press **Access Cartridge**.
- 2 Open the front panel and cartridge compartment cover and remove the cartridge. See **replace the print cartridge on page 34**.
- 3 Gently blot and wipe the contacts and nozzles dry.
  - Use a clean cloth dampened with **water** to gently clean the entire copper-colored area, including the nozzles and contacts.
  - To dissolve any dried ink, hold the damp cloth against the nozzles for about three seconds.
- 4 Reinstall the cartridge and close the cover and panel.
 

If you spend a long time cleaning the cartridge, the cartridge carrier may have moved back to the original position. If so, press **Access Cartridge** again to move the carrier to the install position.
- 5 Press **Start/Enter**.
- 6 Press 1 for new cartridge or 2 for the old one.



### clean the cartridge carrier contacts

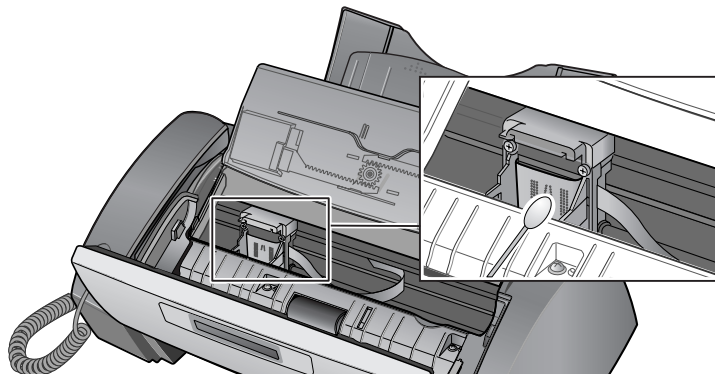
Before cleaning these parts, there should be no scheduled job such as delayed fax, send polling, or faxes received into memory.

**Caution:** Once you have unplugged the power cord from the machine, all data in memory will be lost.

- 1 Press **Access Cartridge**.
- 2 Open the front panel and cartridge compartment cover and remove the cartridge. See **replace the print cartridge on page 34**.
- 3 Remove the print cartridge.
- 4 Unplug the power cord from the electrical outlet of the rear of the machine.

**Warning! Shock Hazard.** Be sure to unplug the power cord before proceeding.

- 5 Clean the cartridge carrier contacts with clean and cotton swab.
- 6 Plug in the power cord and reinstall the cartridge.

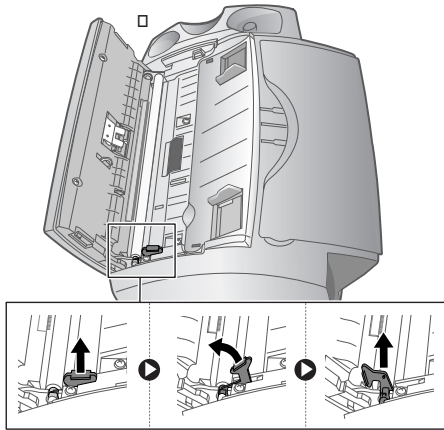


## clean the document scanner area

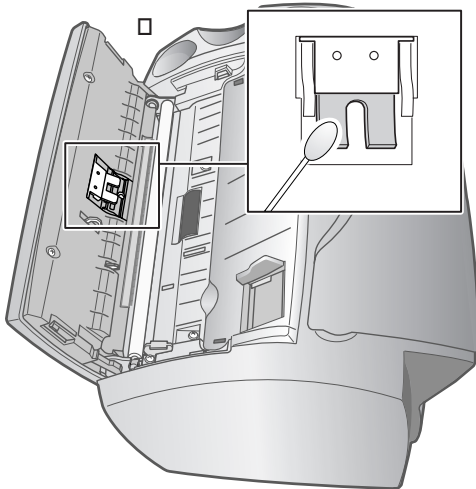
To keep your machine working properly, occasionally clean the white roller, document feeder rubber piece, and the scanning glass. If they are dirty, documents sent to another fax machine will not be clear.

**Important!** If you turn the power off to clean the scanner, documents stored in memory will be lost.

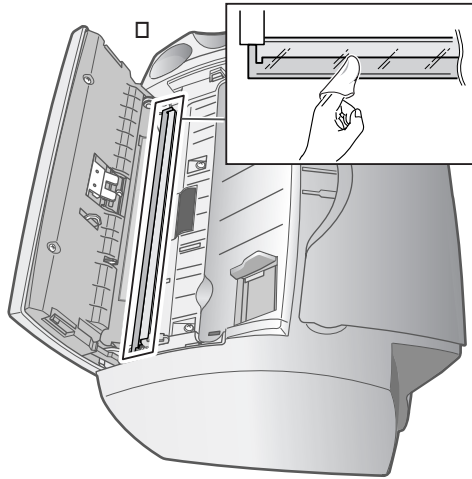
- 1 Open the front panel.
- 2 Remove the white roller.
  - a At the right-hand end of the white roller there is a bushing that is secured with a small tab.
  - b Push the tab slightly inward, then rotate towards you. Then pull up the right-hand end of the roller to remove it.



- 3 Wipe the roller surface with a soft cloth dampened with water.
- 4 Clean the document feeder rubber piece at the back of the front panel.



- 5 Carefully wipe the scanning glass with a soft, dry cloth.
  - If the glass is very dirty, first wipe it with a slightly dampened cloth, then with a dry one.
  - Be careful not to scratch the glass surface.



- 6 Replace the roller in reverse order, and then close the front panel firmly until it clicks into place.

## adjust the scanner

The scanner is adjusted at the factory. If, however, you drop your machine while moving it, we recommend you adjust scanner.

- 1 Press **Menu** repeatedly until **MAINTENANCE** appears and press **Start/Enter**.
- 2 Scroll to **Adjust Scanner** by pressing **◀ ▶** and press **Start/Enter**.
- 3 Load a plain **WHITE** sheet of paper (no writing or graphics) into the document feeder and press **Start/Enter**.
  - The machine starts to scan the document to adjust the scanner.
  - Printing quality may be unexpectedly worse if you do not use a plain **WHITE** paper for the adjustment.

## LCD error messages

These are the error message that may display along with solutions.

Display	Status/Solution
Adjust scanner first in Maintenance menu	Adjust the scanner to fix this problem as described in <b>adjust the scanner on page 39</b> .
Check white paper document and try again	You must use plain, white paper when adjusting the scanner. See <b>adjust the scanner on page 39</b> .
Clean white roller, glass and try again	For more information, see <b>clean the document scanner area on page 38</b> .
Duplicated with [Speed No.xx]	The same number has already been registered into another speed dial code.

<b>Display</b>	<b>Status/Solution</b>
Exceeded Job Memory Cancel scheduled job and try again	The broadcasting and delayed fax can hold 5 jobs in total. Cancel a scheduled job and try again.
Ink Low. Install new ink cartridge	The print cartridge is low or has run out of ink. To install a new print cartridge, see <b>replace the print cartridge on page 34</b> . Although this message is displayed, you can make a copy or print a report. Incoming faxes will be stored in memory. You must manually print them, see <b>reprinting faxes on page 29</b> .
Install ink cartridge	Print cartridge is not installed or improperly installed.
Install mono ink cartridge	The print cartridge should be installed to copy, print a report or receive a fax.
Job Not Assigned	You attempted to cancel a scheduled job but no jobs are scheduled.
Junk Fax Empty	You attempted to delete a junk fax number when there is no junk fax number.
Junk Fax Full	The machine can hold only 20 junk fax numbers.
Load Document	You must load a document before proceeding.
Memory Full	Memory has become full while receiving a fax. It will not answer the telephone until memory has been cleared. Print any faxes stored in memory and, if necessary, clear scheduled jobs. See <b>reprinting faxes on page 29</b> and see <b>clearing memory on page 29</b> .
Memory Full Press Start/Enter to continue	Memory has become full while scanning a document. Press <b>Start/Enter</b> to send or copy the scanned pages only. To cancel the job press <b>Cancel</b> and try again when memory becomes available, or split the new document into smaller parts. See <b>clearing memory on page 29</b> .
Memory Received Ink Low. Install new ink cartridge	The machine has data stored in memory. Replace the print cartridge with new one in order to print the faxes.
Memory Received Load paper and press Start/Enter	Load paper and press <b>Start/Enter</b> . There might be a jam. Clear the jam as described in <b>paper jams during printing on page 35</b> .
Memory Received Install ink cartridge	There is no print cartridge in the machine. Install a print cartridge.
New Fax Received	The machine is low on ink and has received faxes into memory. You must replace the print cartridge (see <b>replace the print cartridge on page 34</b> ) and reprint the faxes from memory (see <b>reprinting faxes on page 29</b> ).
No answer from remote fax	The other machine has not answered after all redial attempts to send a fax.
No CID Number	The machine could not detect the CID (Caller ID) number.
No Dial Number	There is no number in the redial memory.
Not Found	The number you are searching for does not exist in memory.
Number already registered	The number you are trying to enter already exists in the phone book or junk fax list.
Number Not Assigned	There is no number assigned to this One-Touch or two-digit Speed number.
Poll Code Error	The remote user entered the wrong poll code.
Poll job exists already	You have already programmed a polling send. Cancel scheduled job and try again.

<b>Display</b>	<b>Status/Solution</b>
Polling Error Check remote site	The machine you want to poll is not ready to answer your poll. Check with the other person.
Remove jammed document	The document you are sending has jammed in the document feeder. To clear the document jam, see <b>document jams during transmission on page 35</b> . You tried to copy or fax a document which is longer than 390 mm.
System Busy Try again later	The fax machine is busy doing something else.
To redial now, press Start/Enter	The machine is waiting (three minutes) to automatically redial the fax number that was busy or did not answer.

## troubleshooting

Your problem may be listed in **LCD error messages**. The chart below shows other problems you can solve yourself. For problems you cannot resolve here, see **use hewlett-packard support services on page 50**.

### fax problems

<b>Problem</b>	<b>Solution</b>
The machine is not working, there is no display, and the buttons are not working.	Unplug the power cord and plug it in again. Check that your socket is live.
No dial tone.	Check that the phone is connected properly. Check the phone socket in the wall by plugging in another phone.
Someone calls and gets a busy signal even though the fax is not busy.	This may rarely occur if the answer mode is set to AUTO, a voice call comes in and is hung up without being answered, and another call is immediately received. In AUTO mode the machine goes back to fax receive mode if the voice call is not answered. The line will appear busy until the machine resets.
The numbers stored in memory do not dial correctly.	Make sure the numbers are programmed correctly. To print a Phone book list, see <b>print user reports on page 28</b> .
The document does not feed into the machine.	Be sure the document is not wrinkled, and you are putting it in correctly. Check that the document is the right size and not too thick or too thin. See <b>document types and sizes on page 43</b> .
You cannot receive faxes automatically.	Check if TEL appears on the right side of the display. In TEL mode, you cannot receive a fax automatically. Be sure the handset is seated on the cradle properly.
The machine cannot receive faxes manually.	Do not hang up the handset before pressing <b>Start/Enter</b> to receive a fax.
The machine does not send anything.	Check that the document is loaded face down. Send should show up in the display after it dials. Check if the machine to which you are sending can receive your fax.
You cannot poll another machine.	The fax machine you are polling may be using a poll code (password).
The fax you received has blank bits on it.	The machine sending to you may be faulty. A noisy phone line can cause line errors. Check your machine by making a copy.
Spots or lines missing from the fax you receive.	Check if the print cartridge is ok by making a copy. See <b>maintain the print cartridge on page 36</b> . Check with the telephone company to see if your phone line is noisy.
You are receiving poor quality copies.	The fax machine sending to you may have a dirty scan glass. Also, check with the telephone company to see if your phone line is noisy.
Some of the words on the fax you received appear stretched.	The machine sending to you had a temporary document jam.

<b>Problem</b>	<b>Solution</b>
Your machine does not make copies.	Make sure your document is loaded face down.
There are lines on copies or documents you send.	Check your scan glass for marks and clean it (see <b>clean the document scanner area on page 38.</b> )
The machine dials a number, but fails to make a connection with a remote fax machine.	The remote fax machine may be turned off or unable to answer incoming calls. Speak with the other fax operator to solve the problem.
You cannot store a document in memory.	There may not be enough memory available to hold the document you want to store. If the display shows a <i>Memory Full</i> message, do the following until you can store your document in memory: <ul style="list-style-type: none"> <li>• Print all unprinted faxes in memory (see <b>reprinting faxes on page 29.</b>)</li> <li>• Delete unneeded polling faxes, broadcast faxes, or delayed faxes (see <b>to cancel the scheduled job on page 25.</b>)</li> </ul>
Blank areas appear at the bottom of each page or on continuation pages, with only a small strip of material printed at the top.	You may have selected the wrong paper size setting. To select the proper paper size, see <b>Paper Size on page 30.</b>

### print quality problems

<b>Problem</b>	<b>Solution</b>
Light or blurred characters.	<ul style="list-style-type: none"> <li>• Check ink level as described in <b>view ink level on page 33.</b> To install a new print cartridge, see <b>replace the print cartridge on page 34.</b></li> <li>• Make sure the print cartridge is installed correctly. To clean the print cartridge, see <b>maintain the print cartridge on page 36.</b></li> </ul>
Smudged or dark characters.	Make sure the paper is straight and unwrinkled. Let ink dry before handling the paper. To clean the print cartridge, see <b>maintain the print cartridge on page 36.</b>
Characters with white lines.	<ul style="list-style-type: none"> <li>• If <i>Ink Low</i> or <i>Install new ink cartridge</i> is displayed, install a new print cartridge as described in <b>replace the print cartridge on page 34.</b></li> <li>• Remove and reinstall the print cartridge.</li> <li>• Clean the print cartridge (see <b>maintain the print cartridge on page 36.</b>)</li> </ul>
Improperly formed or misaligned characters.	Clean the print cartridge (see <b>clean the print cartridge nozzles on page 36.</b> )
Abnormal black horizontal lines	Clean the cartridge carrier (see <b>clean the cartridge carrier contacts on page 37.</b> )

### paper feeding problems

<b>Problem</b>	<b>Solution</b>
Paper is jammed during printing.	Clear paper jam as described in <b>paper jams during printing on page 35.</b>
Paper sticks together.	<ul style="list-style-type: none"> <li>• Make sure you have less than 50 sheets in the paper tray.</li> <li>• Humid conditions may cause some paper to stick together. Take the paper out and fan the pages and replace.</li> </ul>
Paper fails to feed.	Remove any obstructions inside the printer.
Multiple sheets of paper feed.	When loading paper, do not force the paper down into the printer. If multiple sheets have caused a paper jam, clear the paper jam. (see <b>paper jams during printing on page 35.</b> )
Paper skews or buckles in the paper tray.	The paper tray can hold up to 50 sheets. Make sure the paper guides do not cause the paper to bow in the bin. When loading paper, do not force it down into the machine.



# specifications and regulatory information

# 9

This chapter contains product and supplies specifications, ordering information, and regulatory statements.

## paper types and sizes

The HP Fax is designed to work optimally with plain cotton bond paper.

The following paper sizes and weight can be used with your machine:

Paper size	Dimensions	Paper weight
A4	210mm x 297mm (8.3in x 11.7in)	70 – 90g/m <sup>2</sup> (20 – 24lbs)
Letter	216mm x 279mm (8.5in x 11.0in)	
Legal	216mm x 356mm (8.5in x 14.0in)	

## document types and sizes

You can insert a document that is up to 10 pages long in the document feeder.

### acceptable documents

		Single sheet	2 or more sheets
Document size	Max	216mm (W) x 356mm (L) <sup>a</sup> 8.5in (W) x 14in (L)	
	Min.	148mm (W) x 128mm (L) 5.8in (W) x 5in (L)	
Effective scanning width		210mm 8.27in	
Number of sheets which can be loaded at a time		-	Up to 10
Thickness of document		0.07mm – 0.15mm 0.018in – 0.038in	0.075mm – 0.12mm 0.019in – 0.03in
Paper quality		Uncoated on both sides	

a. When sending a document that is longer than A4 (297 mm/11.69 in.), you must immediately take out each sheet as soon as it has been scanned. Otherwise, the document may jam.

## print cartridge

The HP Fax uses the following print cartridge.



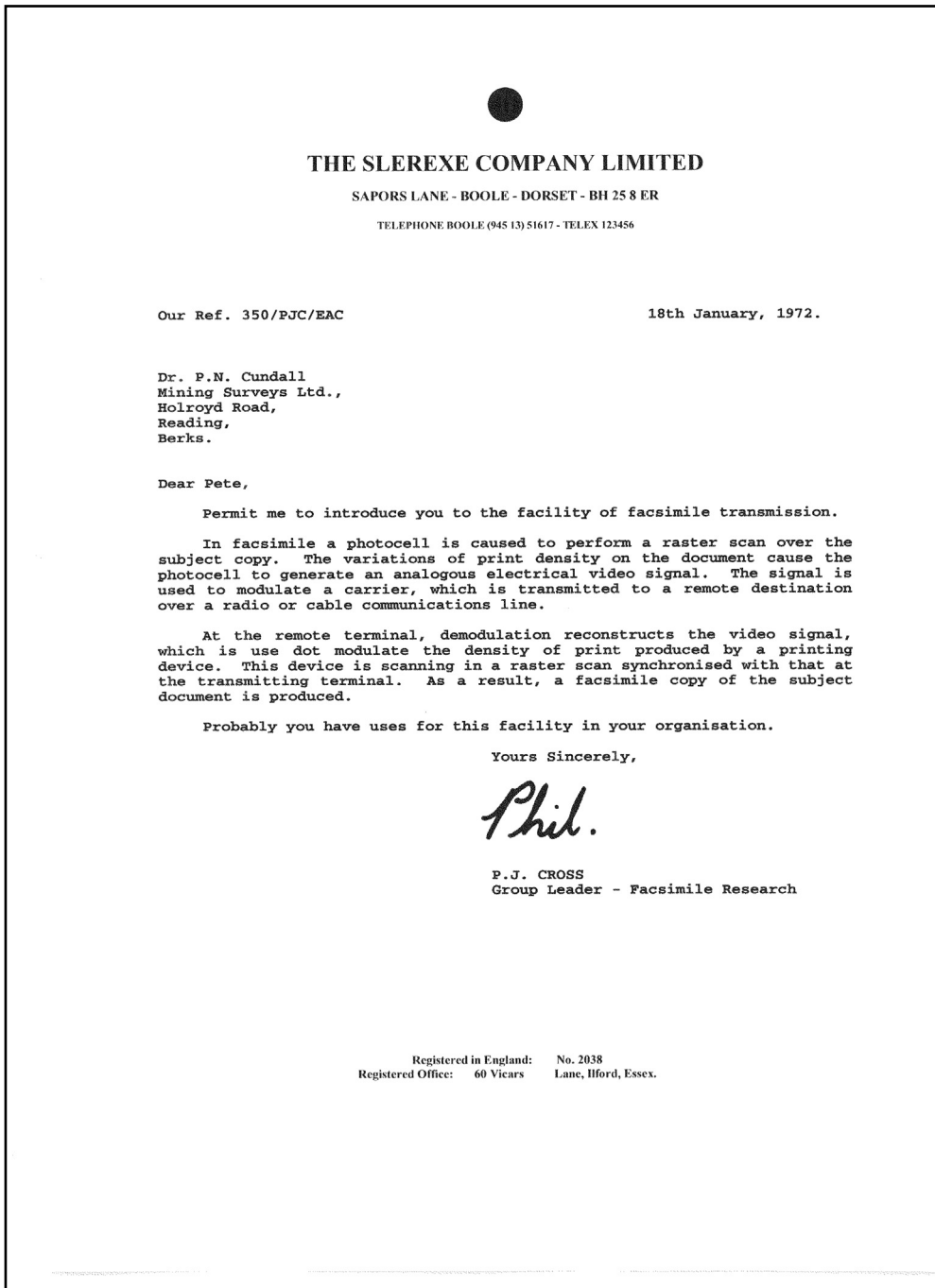
hp no. 20 black inkjet print cartridge C6614

## product specifications

The specifications are subject to change without notice.

Item		Specification
Type of unit		Inkjet Desktop Facsimile Transceiver
Communication System		Public Switched Telephone Network (PSTN) and PABX
Compatibility		ITU Group3
Compression scheme		MH, MR, MMR
Modem speed		14400/12000/9600/7200/4800/2400bps
Scanning method		CIS (Contact Image Sensor)
Input document size		8.5 inches (216mm)
Effective scanning width		8.27 inches (210mm)
Effective recording width		8 inches (203mm)
Power consumption		Standby: 5 Wh Printing Mode: Maximum 15 Wh
Voltage		110 – 127~
Frequency		50 – 60 Hz
Current		500 mA
Temperature range		50°F to 95°F (10°C to 35°C)
Humidity range		20 to 80% RH (non-condensing)
Dimension (W x D x H)		365 x 275 x 160mm (14.4 x 9.8 x 5.9in) (all trays folded) 365 x 340 x 270mm (14.4 x 13.4 x 10.6in) (all trays extended)
Weight		3.5 Kg (7.7 lb) (including handset)
Power source		See Rating Label attached on the back of the machine.
Resolution	Scan	200 x 200dpi
	Copy	Standard/Fine: 300 x 300dpi Super Fine/Photo: 600 x 300dpi
	Faxing	Standard: 98 x 203dpi Fine: 196 x 203dpi Super Fine: 392 x 203dpi
Speed dials		50
ECM mode		YES
Grey scale		64 levels
User memory capacity		0.5 Mbytes (capable of 40 pages at 4% coverage on A4)
Ink Cartridge Part Number		hp no. 20 (28ml) (C6614)

# a sample of ITU #1 chart (reduced to 60.5%)



## environmental product stewardship program

### protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment. Please visit HP's Environment website at <http://www.hp.com/go/environment> for more information.

### ozone production

This product generates no appreciable ozone gas (O<sub>3</sub>)

### energy consumption

Energy usage drops significantly while in ENERGY STAR<sup>®</sup> mode, which saves natural resources, and saves money without affecting the high performance of this product. 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, Hewlett-Packard Company has determined that this product meets ENERGY STAR guidelines for energy efficiency. For more information, see <http://www.energystar.gov>.

### 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.

### material safety data sheets

Material Safety Data Sheets (MSDS) can be obtained from the HP web site at <http://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 (1) (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.

### recycling programs

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.

## hp fax 1010 series battery

This product contains a small Lithium battery that must be removed and disposed of properly at the end of the product's useful life. The battery is located on the main circuit board.

### Battery Specifications

**Battery Part Number:** Panasonic CR2032

**Battery Material:** Lithium

**Battery Type:** Button/Coin Cell Battery

**Quantity Per Product:** 1

**Weight:** approximately 3 grams

**Lithium Type:** Solid

**Battery Manufacturer:** Panasonic of Japan

## regulatory information

The following sections describe product requirements from various regulatory agencies.

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

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

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

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

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

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

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

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

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

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.

## regulatory notices

The following sections are statements from various regulatory agencies.

### FCC statement

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

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

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

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

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class 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**

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

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

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

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

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

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

The REN for this product is 0.6B (AC), 0.4B(DC), based on FCC Part 68 test results.

### **for non-European customers**

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

# declaration of conformity



## DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company  
**Manufacturer's Address:** 16399 West Bernardo Drive  
 San Diego CA 92127, USA  
**declares, that the product**  
**Product Name:** HP Fax 1010 Series  
**Model Number(s):** C9270A, C9271A, C9272A, C9273A, C9274A  
**Product Options:** None

**conforms to the following Product Specifications:**

**Safety:** UL1950/CSA22.2 No.950, 3<sup>rd</sup> Ed.:1995  
 NOM-019-SCFI:1993  
**EMC:** FCC Part 15 - Class B  
 ICES-003, Issue 2  
**Telecom:** NOM-EM-151-SCT1-1997

**Supplementary Information:**

- 1) This product was tested in a typical configuration.

20 September 2002

Date

 signature

Steve Smith  
 Hardware Test and Regulations Manager

European contact for regulatory topics only: Hewlett-Packard GmbH, HQ-TRE, Herrenberger StraÙe 130,  
 D-71034 B'blingen (FAX: +49 -7031-14-3143)

## use hewlett-packard support services

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

If you are unable to find the answer you need in the printed documentation supplied with your product or on the web, you can contact one of the HP support services listed in the following pages. If a support service number is not listed for your country, contact your nearest authorized HP dealer for help.

#### before calling customer support

- 1 Make sure that
  - Your unit is plugged in and turned on.
  - The correct print cartridge is installed properly.
  - The recommended paper is loaded in the input tray.
- 2 Reset your unit by unplugging it and plugging it in again.
- 3 If you need to speak to an HP Customer Support Representative:
  - Have your serial number ready.
  - Print a Self-Test Report.
  - Be prepared to discuss your problem in detail.
- 4 Be near your unit when you call.

#### prepare your unit for shipment

If you are requested to send in your unit for service, do the following:

- Remove the print cartridge and place it in an airtight bag so it will not dry out. Do not send the print cartridge with the unit unless asked to do so.
- If you do not have the original packing material, you can request a replacement package set from HP Customer Support. Shipping damage caused by improper packaging is not covered under the warranty.
- Include these items in the box:
  - A brief description of the symptoms (sample prints are helpful).
  - A copy of your sales slip or proof of purchase (to establish the warranty period)
  - Your name, address, and telephone number where you can be reached during the day.

country or region	hp technical support
U.S. during warranty*	(208) 323-2551
Canada during warranty	(905) 206-4663
Canada post warranty (per call charge)	(877) 621-4722
Caribbean and Central America	1-800-711-2884
Chile	800-360-999
Colombia	9-800-114-726
Costa Rica	0-800-011-0524
Ecuador	1800-711-2884
Guatemala	1800-995-5105
Mexico	01-800-472-6684
Mexico (Mexico City)	5258 9922
Panama	001-800-7112884
Peru	0-800-10111
Puerto Rico	1-877-2320-589
Venezuela	0-800-47468368 or 800-477-7777
Venezuela (Caracas)	(502) 207-8488

\* U.S. phone support is available in both English and Spanish 24 hours a day, 7 days a week (days and hours of support may change without notice).



## warranty

### hewlett-packard limited global warranty statement for fax 1010 product

#### extent of limited warranty

Hewlett-Packard ("HP") warrants to the end-user customer ("Customer") that each HP Fax 1010 product ("Product"), including related software, accessories, media, and supplies, shall be free from defects in material and workmanship for the duration specified in the paragraph below, which duration 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.

Complete the following information. It is necessary for contacts with the selling dealer or Hewlett-Packard Company:

**Date of Purchase:**

**Serial Number:**



# index

## A

automatic fax redial 21

## B

block junk faxes 13

broadcasting 23

## C

Caller ID

    junk faxes 13

    turning on 12

cancelling a scheduled job 25

cartridge

    cleaning 36

    maintenance 33

    part number 44

    replacing 34

changing language 30

clearing memory 29

contrast 20

control panel 6

copies

    collate 3

    making 3

    multiple 3

    options 3

    reduce or enlarge 3

## D

delayed fax 23

dialing

    automatic fax redial 21

discard size

    (see also auto reduction) 30

DRPD 15

## E

ECM mode 44

## F

faxes

    reprinting 29

front panel 6

## G

getting help 50

## H

help 50

hp support 50

## I

ink cartridge

    part number 44

ink level

    cartridge 33

ITU #1 chart 45

## J

junk fax

    blocking 13

## L

language 30

loudspeaker 31

## M

making a copy 3

memory

    clearing 29

menu setting

    language 30

## O

one-touch

dialling 18

## **P**

paper size 43

part number

ink cartridge 44

pause 17

phone book 17

dialling 18

polling 24

receive 24

send 24

print cartridge

ink level 33

part number 44

## **R**

receiving faxes 11

redialing

automatic fax redial 21

redial a number in memory 31

regulatory information 47

reports 28

reprinting faxes 29

resolution 20, 44

ring volume 21

rings to answer 12

## **S**

scanner adjustment 39

scheduled job

cancelling 25

setting date and time 27

setting fax number 28

specifications 43

## **U**

user setting

auto journal 31

caller id 30

contrast 31

dial mode 31

distinctive ring 31

image tcr 31

resolution 31

silent mode 31

user settings

discard size 30

user setting

junk fax 31

## **W**

warranty 51





i n v e n t

**\*C9270-90102\***

C9270-90102

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