

If the product experiences problems getting a fax to work on a VoIP network, verify that all cables and settings are correct. Decreasing the fax-speed setting might allow the product to send a fax over a VoIP network.

If the VoIP provider offers a "Pass through" mode for the connection, that will offer better fax performance on VoIP. Also if the provider has "comfort noise" added to the line, fax performance can be enhanced if this feature is not enabled.

If faxing problems continue, contact the VoIP provider.

## Fax memory

### Fax memory contents are retained when there is a loss of power

The product's NEND memory protects against data loss when a power failure occurs. NAND RAM can maintain its data for years without power applied.

## Delete faxes from memory

Use this procedure if you are concerned that someone else has access to your product and might try to reprint faxes from the memory.

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**In addition to clearing the reprint memory, this procedure clears any fax that is currently being sent, unsent faxes that are pending redial, faxes that are scheduled to be sent at a future time, and faxes that are not printed or forwarded.**

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1. From the Home screen, touch the **Setup** button.
2. Touch the **Fax Setup** menu.
3. Touch the **Fax Tools** Menu
4. Touch the **Clear Fax Log** button.

## Send a fax

### Fax from the flatbed scanner

1. Place the document face-down on the scanner glass.

#### 1: Scanner glass



2. From the Home screen, touch the **Fax** button.
3. Use the keypad to type the fax number.
4. Touch the **Start Black** or **Start Color** button.
5. The product scans the first page. If the document has multiple pages, load the next page and touch the **Yes** button. Continue this process until you have scanned all the pages.
6. When you have scanned the last page, touch the **No** button at the prompt. The product sends the fax.

### Fax from the document feeder

1. Insert the originals into the document feeder face-up.

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The document feeder capacity is up to 50 sheets of 75 g/m<sup>2</sup> or 20 lb paper.

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**To prevent damage to the product, do not use an original that contains correction tape, correction fluid, paper clips, or staples. Also, do not load photographs, small originals, or fragile originals into the document feeder.**

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#### 2: Document feeder



2. Adjust the paper guides until they are snug against the paper.

#### 3: Document feeder guides



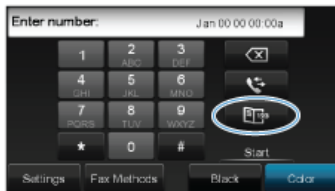
3. From the Home screen, touch the **Fax** button.
4. Use the keypad to type the fax number.
5. Touch the **Start Black** or **Start Color** button.

#### Use speed dials and group-dial entries

1. Load the document into the document feeder or onto the scanner glass.
- 4: Document feeder**



2. From the Home screen, touch the **Fax** button.
  3. On the keypad, touch the Speed-Dial icon.
- 5: Speed dial button**



4. Touch the name of the individual or group entry that you want to use.
5. Touch the **Start Black** or **Start Color** button.

#### Send a standard fax from the computer

You can send a document on your computer as a fax, without printing a copy and faxing it from the printer.

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Faxes sent from your computer by this method use the printer's fax connection, not your Internet connection or computer modem. Therefore, make sure the printer is connected to a working telephone line and that the fax function is set up and functioning correctly.

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To use this feature, you must install the printer software using the installation program provided on the HP software CD provided with the printer.

#### Windows

1. Open the document on your computer that you want to fax.
2. On the **File** menu in your software application, click **Print**.
3. From the **Name** list, select the printer that has "**fax**" in the name.
4. To change settings (such as Orientation, Page Order, Pages Per Sheet), click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. After you have changed any settings, click **OK**.
6. Click **Print** or **OK**.
7. Enter the fax number and other information for the recipient, change any further settings for the fax (such as selecting to send the document as a black fax or a color fax), and then click **Send Fax**. The printer begins dialing the fax number and faxing the document.

#### Mac OS X

1. Open the document on your computer that you want to fax.
2. From the **File** menu in your software application, click **Print**.
3. Select the printer that has "**(Fax)**" in the name.
4. Select **Fax Information** from the pop-up menu.

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If you cannot find the pop-up menu, try clicking the disclosure triangle next to the **Printer selection**.

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5. Enter the fax number and other information in the boxes provided.

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To send a color fax, select **Fax Options** from the pop-up menu, and then click **Color**.

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6. Select any other fax options you want, and then click **Fax** to begin dialing the fax number and faxing the document.

### Send a fax from the software

The following information provides basic instructions for sending faxes by using the software that came with the product. All other software-related topics are covered in the software Help, which can be opened from the software-program **Help** menu.

You can fax electronic documents from a computer if you meet the following requirements:

- The product is connected directly to the computer or to a network to which the computer is connected.
- The product software is installed on the computer.
- The computer operating system is one that this product supports.

### Send a fax from the software

1. Click **Start**, click **Programs** (or **All Programs** in Windows XP), and then click **HP**.
2. Click the product name, and then click **HP Printer Assistant**.
3. Click the **Send a Fax** icon to open the fax software.
4. Load the document onto the scanner glass.
5. Enter a recipient or add one from the address book.
6. Click the **Add Cover Page** button and then click the **Add Scan** button to scan the document on the scanner glass and add it to the fax job.
7. Click the **Send Fax** button to send the fax.

### Send a fax by dialing from a telephone connected to the fax line

Occasionally, you might want to dial a fax number from a telephone that is connected to the same line as the product. For example, if you are sending a fax to a person whose device is in the manual receive mode, you can precede the fax with a voice call to let that person know that the fax is coming.

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The telephone must be connected on the same telephone line as the printer (but through a separate port).

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1. Load the document into the document feeder.
2. From the Home screen, touch the **Fax** button.
3. Pick up the handset of a telephone that is connected to the same line as the product. Dial the fax number by using the telephone keypad.
4. When the recipient answers, instruct the person to start the fax machine.
5. When you hear the fax tones, touch the **Start Fax** button on the control panel, wait until **Connecting** appears on the control panel display, and then hang up the telephone.

### Send a fax with confirmation

You can set the product so that it prompts you to enter the fax number a second time to confirm that you are sending the fax to the correct number.

1. From the Home screen, touch the **Setup** button.
2. Touch the **Fax Setup** menu.
3. Touch the **Advanced Fax Setup** menu.
4. Scroll to and touch the **Fax Confirmation** menu, and then touch the **On** button.
5. Send the fax.

### Schedule a fax to be sent later

Use the product control panel to schedule a fax to be sent automatically at a future time to one or more destinations. After you have entered the scheduled time, your document will be scanned into memory and then returns to the Ready state.

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If the product cannot transmit the fax at the scheduled time, that information is indicated on the fax error report (if that option is turned on) or recorded in the fax activity log. The transmittal might not be initiated because the fax-sending call is not answered, or because a busy signal stops the redial attempts.

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If a fax has been scheduled to be sent at a future time but it requires updating, send the additional information as another job. All faxes that are scheduled to go to the same fax number at the same time are delivered as individual faxes.

1. Load the document into the document feeder.



2. From the Home screen, touch the **Fax** button.
3. Touch the **Fax Methods** button.
4. Touch the **Send Fax Later** button.
5. Use the keypad to enter the time of day to send the fax. Touch the **OK** button.
6. Use the keypad to enter the date to send the fax. Touch the **OK** button.
7. Use the keypad to type the fax number or select one from the phone book/speed-dial list. Touch the **OK** button. The product scans the document and saves the file in memory until the designated time.

### Send a fax using monitor dialing

Monitor dialing allows you to dial a number from the printer control panel as you would dial a regular telephone. When you send a fax using monitor dialing, you can hear the dial tones, telephone prompts, or other sounds through the speakers on the printer. This enables you to respond to prompts while dialing, as well as control the pace of your dialing.

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If you are using a calling card and do not enter your PIN fast enough, the printer might start sending fax tones too soon and cause your PIN not to be recognized by the calling card service. If this is the case, you can create a speed dial entry to store the PIN for your calling card.

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Make sure the volume is turned on to hear a dial tone.

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#### To send a fax using monitor dialing from the printer control panel

1. Load your originals.
2. Touch **Fax**, and then touch **Start Black** or **Start Color**.  
If the printer detects an original loaded in the automatic document feeder, you hear a dial tone.
3. When you hear the dial tone, enter the number by using the keypad on the printer control panel.
4. Follow any prompts that might occur.

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If you are using a calling card to send a fax and you have your calling card PIN stored as a speed dial, when prompted to enter your PIN, touch **Speed Dial** to select the speed dial entry where you have your PIN stored.

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Your fax is sent when the receiving fax machine answers.

#### Use access codes, credit cards, or calling cards

To use access codes, credit cards, or calling cards, dial manually to allow for pauses and dialing codes.

#### Send faxes internationally

To send a fax to an international destination, dial manually to allow for pauses and international dialing codes.

## Receive a fax

#### Print a fax

The product stores about 2MB of memory. This is ~100 black and white A4 pages at FINE resolution.

These faxes are stored continuously. Reprinting them does not clear them from the memory.

#### Reprint a fax

1. From the Home screen, touch the **Setup** button.
2. Touch the **Fax Setup** button.
3. Touch the **Fax Tools** button.
4. Touch the **Reprint Faxes** button.
5. Touch the entry for the fax that you want to reprint.

#### Receive faxes when fax tones are audible on the phone line

If you have a telephone line that receives both fax and telephone calls, and you hear fax tones when you answer the telephone, you can start the receiving process in one of two ways:

- If you are close to the product, press the **Start Fax** button on the control panel.
- If not, press 1-2-3 in sequence on the telephone keypad, listen for fax transmission sounds, and then hang up.