

**HP FAX-700 Facsimile Machine**  
**HP FAX-750 Facsimile Machine**  
**HP FAX-900 Facsimile Machine**  
**HP FAX-950 Facsimile Machine**



**HP Part No: 5962-9599EUS**  
**Printed in U.S.A.**

**First Edition – December 1994**

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## Publication History

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First Edition. . . . . December 1994

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## Conventions

This guide uses the following conventions:

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**Caution**            Caution messages appear before or after procedures which, if not observed, could result in loss of data or in damage to equipment.

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**Warning**            Warning messages signal a specific procedure or practice which, if not followed correctly, could cause personal injury.

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**Note**                Notes contain important information set off from the text.

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# About This Guide

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This guide is designed as a reference for people who provide post-sale technical support to end users of the HP FAX-700, HP FAX-750, HP FAX-900, and HP FAX-950 facsimile machines. It represents a collection of information gathered from Hewlett-Packard's dealer and end-user support organizations. The purpose of this guide is to provide answers to frequently asked questions and solutions to common problems.

While the content of this guide is comprehensive, it is not all inclusive. Therefore, it is not a substitute for other types of product documentation, such as user's and reference manuals. Additional reference information or updates may be obtained by using the resources located in chapter 6, Service and Support Information.

## Organization

This guide is organized to help you quickly locate the information you need. You will find a table of contents at the beginning of each chapter and a comprehensive index at the back of the guide.

Your constructive criticism concerning this guide will help us create better guides in the future. If you have comments, please complete the Reader's Comment Sheet located at the front of the guide.

## Updates

Updates and corrections to this guide will be made available through HP FIRST at (800) 333-1917. (Must call using a Group 3 fax machine.)

# Product Information

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# Introduction

This Technical Support Solutions Guide contains information necessary to support the HP FAX-700, HP FAX-750, HP FAX-900, and HP FAX-950 facsimile (fax) machines. This guide is divided into six chapters as follows:

- Chapter 1 Product Information
- Chapter 2 Installation and Configuration
- Chapter 3 Operation and Usage
- Chapter 4 Optimization
- Chapter 5 Problem Resolution
- Chapter 6 Service and Support Information

## Fax Product Technology

HP fax machines are standalone systems designed to send and receive facsimiles by way of telephone lines. Internally, the system includes a modem, document scanner, and a printer. External features often include an automatic document feeder, telephone handset, telephone line jack, and control panel. The user plugs the unit into a standard phone jack, like an ordinary telephone or answering machine, and it is ready to send and receive documents.

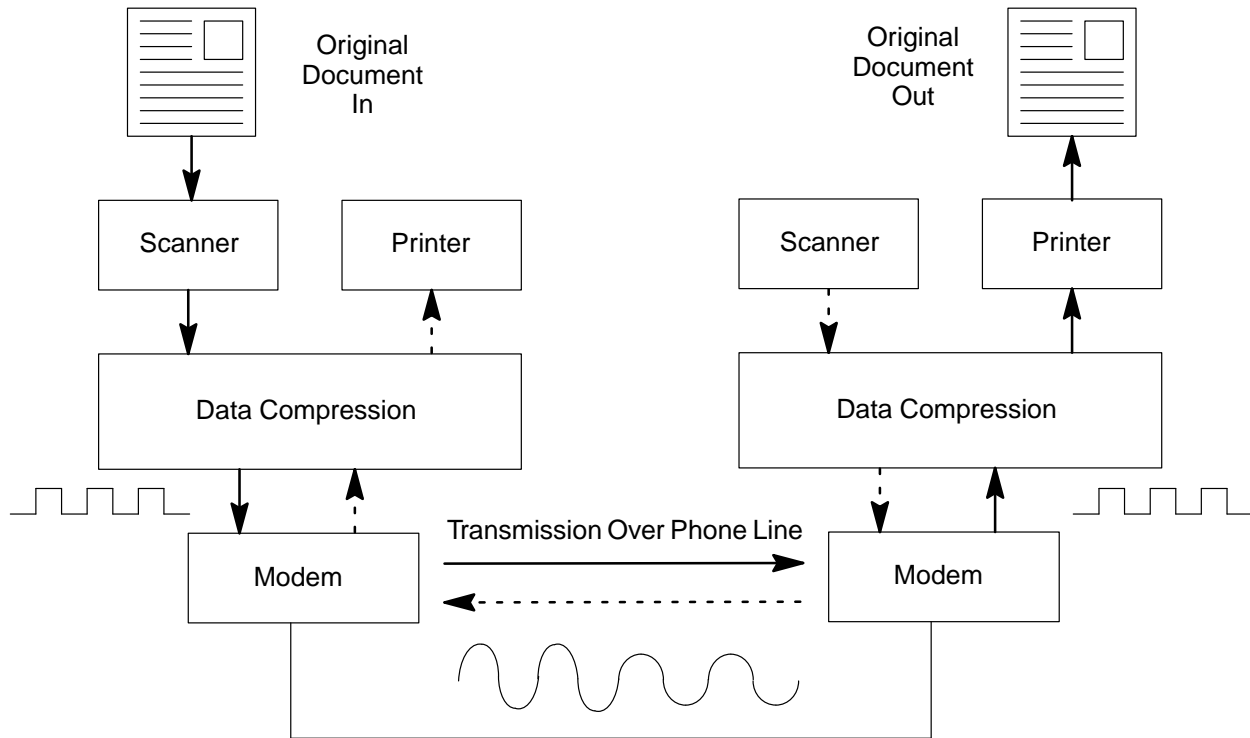
### Technical Overview

Telephone networks are duplex analog lines because they were originally designed to carry only voice signals in both directions. Because computer data is encoded digitally, a “translator” is needed to convert the digital data to an analog signal. These translators, or modems (modulator/demodulator), are used at each end of the phone line.

The sending modem converts the digital data to analog data by varying the frequency, phase, or amplitude of the signal to represent the data bits. The receiving modem converts the analog signal back to digital data. The sending and receiving systems communicate using agreed-upon protocols or standards.

HP fax machines are CCITT Group 3 standard machines. These Group 3 machines use a digital coding scheme to convert the scanned image data into ones and zeroes. The schemes used are Modified Read (MR), Modified Huffman (MH), and Modified Modified Read (MMR). The digitally coded scanned image is converted to analog form by a modem before being transmitted by way of the telephone line. Images received by way of the telephone line are in analog form and must be converted into a digitally coded image by the modem.

See Figure 1-1 for a simple diagram of the transmission process for Group 3 machines.



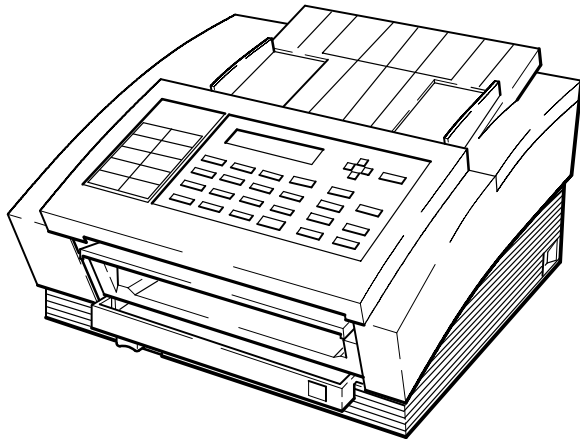
**Figure 1-1. Simple Diagram of Transmission Between Fax Machines**

## Product Description

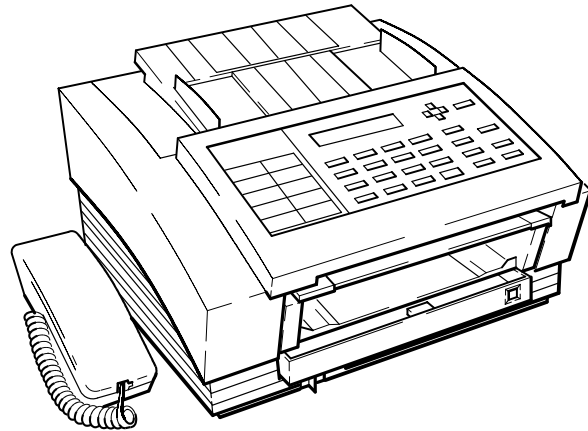
The following paragraphs describe the HP FAX-700, HP FAX-750, HP FAX-900, and HP FAX-950 Facsimile Machines.

### HP FAX-700 and FAX-750 Description

The HP FAX-700 and HP FAX-750 are standalone plain paper inkjet facsimile (fax) machines. They are CCITT group 3-ECM compatible. Designed to fit on a desktop, the fax machines weigh 8.39 kg (18.5 lb) for the HP FAX-700 and 8.72 kg (19.25 lb) for the HP FAX-750. They are full-featured business fax machines with quick dialing for 50 stations, consisting of 40 auto dial and 10 one-touch buttons. They use cut sheet plain paper and 51626A print cartridges. They include 250 KB of memory for broadcasting, delayed transmission, and memory reception. The HP FAX-700 and HP FAX-750 have telephone/facsimile switching and a telephone answering machine interface. They also can act as convenience copiers. Other features include polling, auto-redial, semi-dual access, and transmission confirmation through printed reports or the front panel. Features of the HP FAX-700 and HP FAX-750 are compared with other HP fax machines in Table 1-2. See Figure 1-2 on the next page for a line drawing of these facsimile machines.



**HP FAX-700**



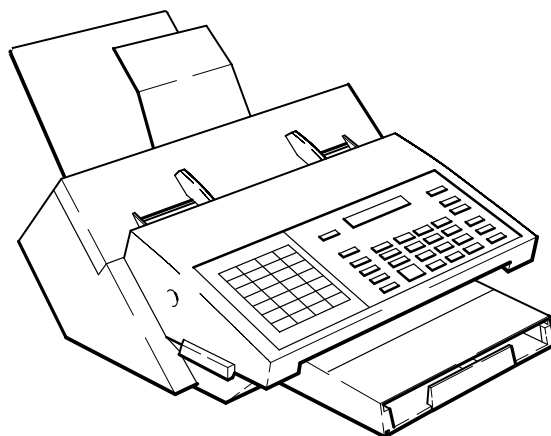
**HP FAX-750**

750-1 & 750-2

**Figure 1-2. HP FAX-700 and FAX-750 Facsimile Machines**

### **HP FAX-900 and FAX-950 Description**

The HP FAX-900 is a stand alone plain paper inkjet facsimile (fax) machine. It is CCITT Group 3-ECM compatible. Designed to fit on a desktop, the fax machine weighs 8.5 kg (18.7 lb). The HP FAX-900 is a full-featured business fax machine with speed dialing for 50 stations, consisting of 34 speed-dialing and 16 one-touch keys. The HP FAX-900 uses cut sheet plain paper and thermal inkjet cartridges. The HP FAX-900 includes 250 KB of memory for broadcasting, delayed transmission, and memory reception of up to 12 pages. The HP FAX-900 has both telephone/facsimile switching and a telephone answering machine interface with distinctive ring. It also acts as a convenience copier. Other features include polling, auto-redial, semi-dual access, and transmission confirmation through reports or the front panel. Features of the HP FAX-900 are compared with other HP fax machines in Table 1-2. See Figure 1-3 for a line drawing of the HP FAX-900:

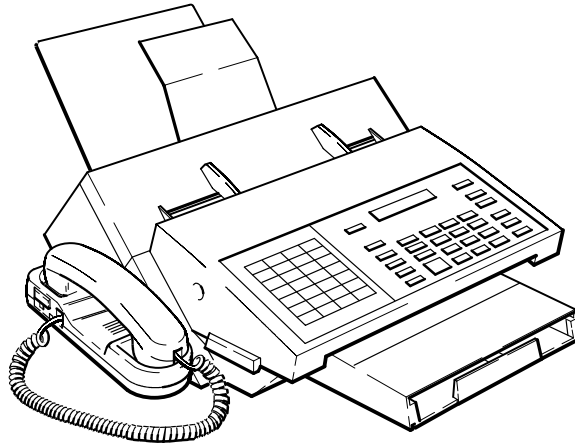


900-7

**Figure 1-3. HP FAX-900 Facsimile Machine**

The HP FAX-950 is a stand alone plain paper inkjet facsimile (fax) machine. It is CCITT group 3-ECM compatible. Designed to fit on a desktop, the fax machine weighs 8.5 kg (18.7 lb). The HP FAX-950 is a full-featured business fax machine with speed dialing for 100 stations, consisting of 72 speed-dialing, 24 one-touch keys, and 4 program keys.

The HP FAX-950 uses cut sheet plain paper and thermal inkjet cartridges. The HP FAX-950 includes 512 KB of memory (expandable up to 2.5 MB for broadcasting, delayed transmission, and memory reception of up to 28 pages). The HP FAX-950 has telephone/facsimile switching, a telephone answering machine interface with distinctive ring, and a handset. It also acts as a convenience copier. Features of the HP FAX-950 are compared with other HP fax machines in Table 1-2. See Figure 1-4 for a line drawing of the HP FAX-950.



950-7

**Figure 1-4. HP FAX-950 Facsimile Machine**

## **Product Features and Comparison**

Table 1-1 describes the features of the HP fax machines described in this guide, and Table 1-2 gives a brief comparison of selected facsimile machines within the Hewlett-Packard line.

**Table 1-1. HP Fax Machine Features**

<b>Capability</b>	<b>Description</b>	<b>700</b>	<b>750</b>	<b>900</b>	<b>950</b>
Shares a single line with Telephone and TAM (Telephone Answering Machine)	Distinguishes between voice calls and fax calls.	●	●	●	●
One-touch Dialing	Control-panel buttons programmed with telephone numbers for faster dialing.	●	●	●	●
Speed (Auto) Dialing	A two-digit number represents a telephone number.	●	●	●	●
Program Keys	Used to perform deferred transmission and polling, as group dialing, or as extra one-touch keys.				●
Group Dialing	The ability to broadcast a document or documents to groups of individuals.	●	●		
Fax Parameters (Settings)	Settings that allow the user or service person to customize the fax for specific needs.	●	●	●	●
Halftone Scanning (Photograph Mode)	The ability to interpret shades of gray into dot patterns to produce an appearance of gray in an image. This feature improves the image quality of photographs.	●	●	●	●
Error Correction Mode	Detects errors that occur during the transmission of a document and automatically requests retransmission of the erroneous portion.	●	●	●	●
Automatic Journals	A facsimile can be set to print a summary sheet of each transmission or polling operation, or a summary sheet of the last 32 transactions.	●	●	●	●

Table 1-1. HP Fax Machine Features (Continued)

Capability	Description	700	750	900	950
Polled	Ability to have a document in memory for another station to retrieve.	●	●		●
Polling	The ability to call other stations to retrieve information.	●	●	●	●
Passwords	Private codes selected by the user to prevent information being sent to the wrong station or unauthorized access by people and other faxes.				●
Deferred Communication	The ability to delay transmission to another station.	●	●	●	●
Relayed Transmission	Sending documents to relay stations to be forwarded to receiving end stations. The FAX-950 can send to a relay station, but cannot be used as a relay station.				●
Confidential Mailboxes (See note.)	Allows documents received into memory to be retrieved only by a user entering a password.				●
Automatic and Fixed Reduction	Print reduction modes which fit an incoming document onto a given paper size.	●	●	●	●
Automatic and Manual Dialing	Automatically redials if the line is busy or if there is no answer; retains the last number dialed for easier reuse.	●	●	●	●
Memory Transmission	Stores documents in memory for transmission.	●	●	●	●
Memory Reception	Can store received documents in memory before printing if the fax machine is out of ink or paper.				●

**Note:** The HP FAX-950 has a maximum of 7 confidential mailboxes.



Table 1-2. Product Comparison

Feature	FAX-700	FAX-750	FAX-900	FAX-950
Plain Paper (100 sheet capacity) cut sheet printing of fax messages and copies	●	●	●	●
Easy front reloading	●	●	●	●
One-year warranty with overnight exchange	●	●	●	●
Multi-page automatic document feeder	20 pages	20 pages	30 pages	30 pages
Sequential broadcasting	50 locations	50 locations	53 locations	112 locations
<b>Automatic dialing:</b>				
– Redial 5 times at 3 minute intervals			●	●
– Redial number of times set in fax parameters (15 max). 5 times at 1 minute intervals then once ea. 15 min. until total number is reached	●	●		
– Scheduled dialing	50 locations	50 locations	50 locations	96 locations
– speed-dial* numbers	50	50	34	72
– one-touch dial keys	10 (included in 50 speed-dial numbers)	10 (included in 50 speed-dial numbers)	16	24
– Program Keys				4
Memory (page)	12 (Based on CCITT Test Chart #1 stored at standard resolution)	12 (Based on CCITT Test Chart #1 stored at standard resolution)	12 (Based on CCITT Test Chart #1 stored at standard resolution) (Customer expandable up to 150 pages)	28 (Based on CCITT Test Chart #1 stored at standard resolution) (Customer expandable up to 150 pages)

\* Called auto-dial numbers in the FAX-700 and FAX-750 User's Guide. There are 50 auto-dial numbers on the FAX-700 and FAX-750. The first 10 auto-dial numbers are also accessible through the 10 one-touch keys.

Table 1-2. Product Comparison (Continued)

Feature	FAX-700	FAX-750	FAX-900	FAX-950
Remote diagnostics	●	●	●	●
Shares line with telephone and answering machine	●	●	●	●
Polling	1 location	1 location	53 locations*	112 locations
Out-of-paper reception	●	●	●	●
Out-of-ink indicator	●	●	●	●
CCITT Standard Error Correction mode	●	●	●	●
Management reports	●	●	●	●
Four program function keys				●
Confidential transmission and reception				●
Confidential mail box				●
Relay transmission				●
Transmit and receive while printing				●
Phone handset		●		●
Adjustable handset ringer loudness		●		●
<b>Maximum Resolution:</b>				
Sending				
203 dpi	●	●	●	
300 dpi				●
Receiving				
203 dpi	●	●		
300 dpi			●	●

\*FAX-900 can poll but can not be polled.

# Product Specifications

Product specifications for the HP facsimile machines are provided in Table 1-3, Table 1-4, and Table 1-5.

**Table 1-3. General Specifications**

Specification	HP FAX-700	HP FAX-750	HP FAX-900	HP FAX-950
<b>Compatibility</b>	CCITT Group 3	CCITT Group 3	CCITT Group 3	CCITT Group 3
<b>Transmission Speed</b>	9 seconds using Chart No. 1*, memory to memory, Standard resolution	9 seconds using Chart No. 1, memory to memory, Standard resolution	12 seconds using Chart No. 1, memory to memory, Standard resolution	12 seconds using Chart No. 1, memory to memory, Standard resolution
<b>Coding Scheme</b>	Modified Huffman (MH) Modified Read (MR) Modified Modified Read (MMR)	Modified Huffman (MH) Modified Read (MR) Modified Modified Read (MMR)	Modified Huffman (MH) Modified Read (MR) Modified Modified Read (MMR)	Modified Huffman (MH) Modified Read (MR) Modified Modified Read (MMR)
<b>Modem</b>	Group 3: V.29, V.27 ter with fallback function and V.21 channel No. 2	Group 3: V.29, V.27 ter with fallback function and V.21 channel No. 2	Group 3: V.29, V.27 ter with fallback function and V.21 channel No. 2	Group 3: V.29, V.27 ter with fallback function and V.21 channel No. 2
<b>Modem Speed</b>	9600, 7200, 4800, 2400 bps	9600, 7200, 4800, 2400 bps	9600, 7200, 4800, 2400 bps	9600, 7200, 4800, 2400 bps
<b>Dialing Memory Capacity</b>	50 stations (10 one-touch numbers and 40 auto-dial numbers.) Each station can store up to 36 characters per telephone number (digits, pauses, and spaces) and up to 15 characters per name	50 stations (10 one-touch numbers and 40 auto-dial numbers.) Each station can store up to 36 characters per telephone number (digits, pauses, and spaces) and up to 15 characters per name	50 stations (16 one-touch numbers and 34 speed dial numbers.) Each station can store up to 36 characters per telephone number (digits, pauses, and spaces) and up to 15 characters per name.	100 stations (24 one-touch numbers, 4 program keys, and 72 speed-dial numbers.) Each station can store up to 36 characters per telephone number (digits, pauses, and spaces) and up to 15 characters per name
<b>Image Memory Capacity</b>	12 pages (256 KB internal memory), based on Chart No. 1 at standard resolution	12 pages (256 KB internal memory), based on Chart No. 1 at standard resolution	12 pages (256 KB internal memory), based on Chart No. 1 at standard resolution	28 pages (512 KB internal memory), based on Chart No. 1 at standard resolution

**Table 1-3. General Specifications (Continued)**

<b>Specification</b>	<b>HP FAX-700</b>	<b>HP FAX-750</b>	<b>HP FAX-900</b>	<b>HP FAX-950</b>
<b>Product Dimensions</b>	Width 345.4 mm (13.6 in) Height 218.4 mm (8.6 in) Depth 330.2 mm (13 in)	Width 429.3 mm (16.9 in) Height 218.4 mm (8.6 in) Depth 330.2 mm (13 in)	Width 401 mm (15.8 in) Height: 267 mm (10.5 in) Depth: 597 mm (23.5 in)	Width 478 mm (18.8 in) Height: 267 mm (10.5 in) Depth: 597 mm (23.5 in)
<b>Product Weight</b>	8.99 kg (19 lb) (excluding paper)	9.46 kg (20 lb) (excluding paper)	8.6 kg (19 lb) (excluding paper)	8.6 kg (19 lb) (excluding paper)
<b>Operating Temperature (Electronics)</b>	0 °C to 40 °C 32 °F to 104 °F	0 °C to 40 °C 32 °F to 104 °F	5 °C to 35 °C 41 °F to 95 °F	5 °C to 35 °C 41 °F to 95 °F
<b>Optimum Operating Temperature</b>	15 °C to 35 °C 59 °F to 95 °F	15 °C to 35 °C 59 °F to 95 °F	15 °C to 35 °C 59 °F to 95 °F	15 °C to 35 °C 59 °F to 95 °F
<b>Non-Operating Temperature</b>	-40 °C to 75 °C -40 °F to 167 °F	-40 °C to 75 °C -40 °F to 167 °F	-30 °C to 60 °C -22 °F to 140 °F	-30 °C to 60 °C -22 °F to 140 °F
<b>Operating Humidity</b>	15% to 95% RH	15% to 95% RH	20% to 70% RH	20% to 70% RH
<b>Optimum Humidity</b>	20% to 80 % RH	20% to 80 % RH	20% to 80 % RH	20% to 80 % RH
<b>Non-Operating Humidity</b>	5% to 95% RH	5% to 95% RH	5% to 80% RH	5% to 80% RH
<b>Configuration Battery Backup</b>	Maintains dialing and configuration memory for at least 10 days. Requires 2 days of power on to fully charge the battery.	Maintains dialing and configuration memory for at least 10 days. Requires 2 days of power on to fully charge the battery.	Maintains dialing and configuration memory for at least 10 days. Requires 2 days of power on to fully charge the battery.	Maintains dialing and configuration memory for at least 10 days. Requires 2 days of power on to fully charge the battery.
<b>Voltage</b>	100 - 127 Vac	100 - 127 Vac	108 - 132 Vac or 200 - 240 Vac (dependent on country version)	108 - 132 Vac or 200 - 240 Vac (dependent on country version)

This table is continued on the next page

**Table 1-3. General Specifications (Continued)**

Specification	HP FAX-700	HP FAX-750	HP FAX-900	HP FAX-950
<b>Current (max)</b>	1.0 A (1000 ma)	1.0 A (1000 ma)	0.6 A (600 mA)	0.6 A (600 mA)
<b>Frequency</b>	47 - 63 Hz	47 - 63 Hz	47 - 63 Hz	47 - 63 Hz
<b>Power Consumption (Approximate)</b>				
<b>Standby</b>	10 W	10 W	11 W	11 W
<b>Sending</b>	25 W	25 W	25 W	25 W
<b>Receiving</b>	30 W	30 W	16 W	16 W
<b>Copying</b>	30 W	30 W	29 W	29 W
<b>Maximum</b>	45 W	45 W	40 W	40 W
<b>Acoustics (Approximate in all operating modes)</b>	50 dBA	50 dBA	50 dBA	50 dBA

**Table 1-4. HP FAX-700 and FAX-750 Power Supply Output Conditions**

	+5 VD	+5 VA			+24 VH	+24 VM
<b>Rated Output Voltage</b>	5.0 V		+12 V	-12 V	+24 V	
<b>Rated Output Current</b>	1.2 A	1.2 A	0.1 A	0.1 A	0.6 A	0.5 A
<b>Min. Output Current</b>	0.2 A	0.2 A	0.01 A	0.01 A	0.6 A	0.5 A
<b>Momentary Peak Current</b>	1.8 A	1.8 A	0.1 A	0.1 A	2.1 A	1.3 A Total 3.4 A
<b>Total Variation</b>	±5%	±5%	±5%	±5%	±2%	±7%
<b>Ripple Noise</b>	100 mV p-p	100 mV p-p	100 mV p-p	100 mV p-p	50 mV p-p	50 mV p-p
<b>High Current Protection</b>	Short Protection (Drop Type or letter type)					

**Table 1-5. Scanner Specifications**

<b>Specification</b>	<b>HP FAX-700</b>	<b>HP FAX-750</b>	<b>HP FAX-900</b>	<b>HP FAX-950</b>
<b>Scanning Method</b>	Solid state charge-coupled device	Solid state charge-coupled device	Solid state charge-coupled device	Solid state charge-coupled device
<b>Document Size</b>	Min. width: 148 mm (5.83 in) Min. length: 128 mm (5.04 in) Max. width: 216 mm (8.5 in) Max. length: 356 mm (14 in) [A single document 2000 mm (78.74 in) long can be sent with assistance.]	Min. width: 148 mm (5.83 in) Min. length: 128 mm (5.04 in) Max. width: 216 mm (8.5 in) Max. length: 356 mm (14 in) [A single document 2000 mm (78.74 in) long can be sent with assistance.]	Min. width: 148 mm (5.83 in) Min. length: 128 mm (5.04 in) Max. width: 216 mm (8.5 in) Max. length: 356 mm (14 in) [A single document 2000 mm (78.74 in) long can be sent with assistance.]	Min. width: 148 mm (5.83 in) Min. length: 128 mm (5.04 in) Max. width: 216 mm (8.5 in) Max. length: 356 mm (14 in) [A single document 2000 mm (78.74 in) long can be sent with assistance.]
<b>Document Thickness Single Page:</b>	0.006 mm to 0.15 mm (0.0024 in to 0.0059 in)	0.006 mm to 0.15 mm (0.0024 in to 0.0059 in)	0.006 mm to 0.15 mm (0.0024 in to 0.0059 in)	0.006 mm to 0.15 mm (0.0024 in to 0.0059 in)
<b>Document Thickness Multiple Pages</b>	0.006 mm to 0.14 mm (0.0024 in to 0.0055 in)	0.006 mm to 0.14 mm (0.0024 in to 0.0055 in)	0.006 mm to 0.14 mm (0.0024 in to 0.0055 in)	0.006 mm to 0.14 mm (0.0024 in to 0.0055 in)
<b>Document Weight Single Page:</b>	16 lb to 24 lb	16 lb to 24 lb	12 lb to 30 lb	12 lb to 30 lb
<b>Document Weight Multiple Pages:</b>	16 lb to 24 lb	16 lb to 24 lb	16 lb to 24 lb	16 lb to 24 lb
<b>Effective Scanning Width</b>	216 mm (8.35 in)	216 mm (8.35 in)	212 mm (8.35 in)	212 mm (8.35 in)
<b>Resolution (Standard)</b>	(203 dpi x 98 dpi) 8 dots/mm x 3.85 dots/mm	(203 dpi x 98 dpi) 8 dots/mm x 3.85 dots/mm	203 dpi x 98 dpi (8 dots/mm x 3.85 dots/mm)	300 dpi x 98 dpi (11.8 dots/mm x 3.85 dots/mm)
<b>Resolution (Fine)</b>	(203 dpi x 196 dpi) 8 dots/mm x 7.7 dots/mm	(203 dpi x 196 dpi) 8 dots/mm x 7.7 dots/mm	203 dpi x 196 dpi (8 dots/mm x 7.7 dots/mm)	300 dpi x 196 dpi (11.8 dots/mm x 7.7 dots/mm)
<b>Resolution (Local Copy)</b>	(203 dpi x 300 dpi) 8 dots/mm x 11.8 dots/mm	(203 dpi x 300 dpi) 8 dots/mm x 11.8 dots/mm		

Table 1-5. Scanner Specifications (Continued)

Specification	HP FAX-700	HP FAX-750	HP FAX-900	HP FAX-950
<b>Maximum Resolution</b>	203 dpi sending 203 dpi receiving	203 dpi sending 203 dpi receiving	203 dpi sending 300 dpi receiving	300 dpi sending 300 dpi receiving
<b>ADF Capacity (automatic document feeder)</b>	20 pages (20 lb paper)	20 pages (20 lb paper)	30 pages (20 lb paper or less) 20 pages if paper > 20lb	30 pages (20 lb paper or less) 20 pages if paper > 20lb
<b>Halftone</b>	32 levels	32 levels	64 levels	64 levels
<b>Reduction Ratio (Fixed)</b>	70% to 100% in 1% increments	70% to 100% in 1% increments	70% to 100% in 1% increments	70% to 100% in 1% increments
<b>Reduction Ratio (Automatic)</b>	Automatically reduces to fit on a page	Automatically reduces to fit on a page	Automatically reduces to fit on a page	Automatically reduces to fit on a page

## Print Cartridges

The HP fax machines described in this manual use one black print cartridge. See Table 1-7 for part numbers.

When printing *text only* on letter-size media, ink lasts for about 500 to 1000 pages. Text used was CCITT test image number 1, the Slerexe Company letter. If text of greater density is printed or quality mode is used, results may vary considerably. If the ink lasts much less than 1000 pages, ensure that you have removed **both** tapes from the print cartridge before beginning to use it, and that the conductive part of the cartridge surface was not contaminated when the print cartridge was removed from its box before installation.

## Media

The HP fax machines described in this manual work with ordinary bond and photocopy papers. Paper properties are subject to change by paper manufacturers, and Hewlett-Packard has no control over such changes. For optimum print quality, test paper (printing on both sides) for suitability, before you purchase large quantities.

Use plain bond or white photocopy paper of high quality. It should be free of:

- Cuts or tears
- Grease spots
- Loose particles
- Dust
- Wrinkles
- Curled or bent edges

Colored bond and photocopy paper (such as pink, yellow, or blue) can be used, as long as it meets the specifications in Table 1-6.

**Table 1-6. Paper Specifications**

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<b>Paper Size</b>	U.S. letter (8 1/2 in x 11 in) U.S. legal (8 1/2 in x 14 in) A4 (210 mm x 297 mm)
<b>Effective Printing Width</b>	See Figure 1-5 and Figure 1-6
<b>Paper Type</b>	Cut sheet
<b>Cut Edge Conditions</b>	Sharp blade cut, with no visible fray
<b>Finishing Dimensions</b>	±0.0313 inch of nominal, corners 90° ± 0.20°
<b>Paper Grain</b>	Long grain
<b>Moisture Content</b>	4% to 6% by weight
<b>Opacity</b>	84% minimum
<b>Packaging</b>	Polylaminated moisture-proof ream wrap
<b>Paper weight</b>	60 to 90 g/m <sup>2</sup> (16 lb to 24 lb)
<b>Wax Pick</b>	2 inch minimum (Dennison)

When loading paper into the fax, observe the following precautions:

- Handle all paper by the edges only
- Load all paper types the same way
- Use only one paper type in the printer's paper tray at a time
- Always load paper print side up in the media tray

Plain paper has a print side which is not visible to the naked eye, so before removing paper from its package for use in the printer, check the outside package label. The print side will be indicated by an arrow or other symbol on the label.

Avoid the following types of media:

- Paper greater than 90 g/m<sup>2</sup> (24 lb) or less than 60 g/m<sup>2</sup> (16 lb)
- Paper with cutouts or perforations
- Multiple part forms
- Paper sizes other than those listed in this document



## Media Print Area (FAX-700 and FAX-750)

The maximum printable area for the HP FAX-700 and HP FAX-750 is shown in Figure 1-5.

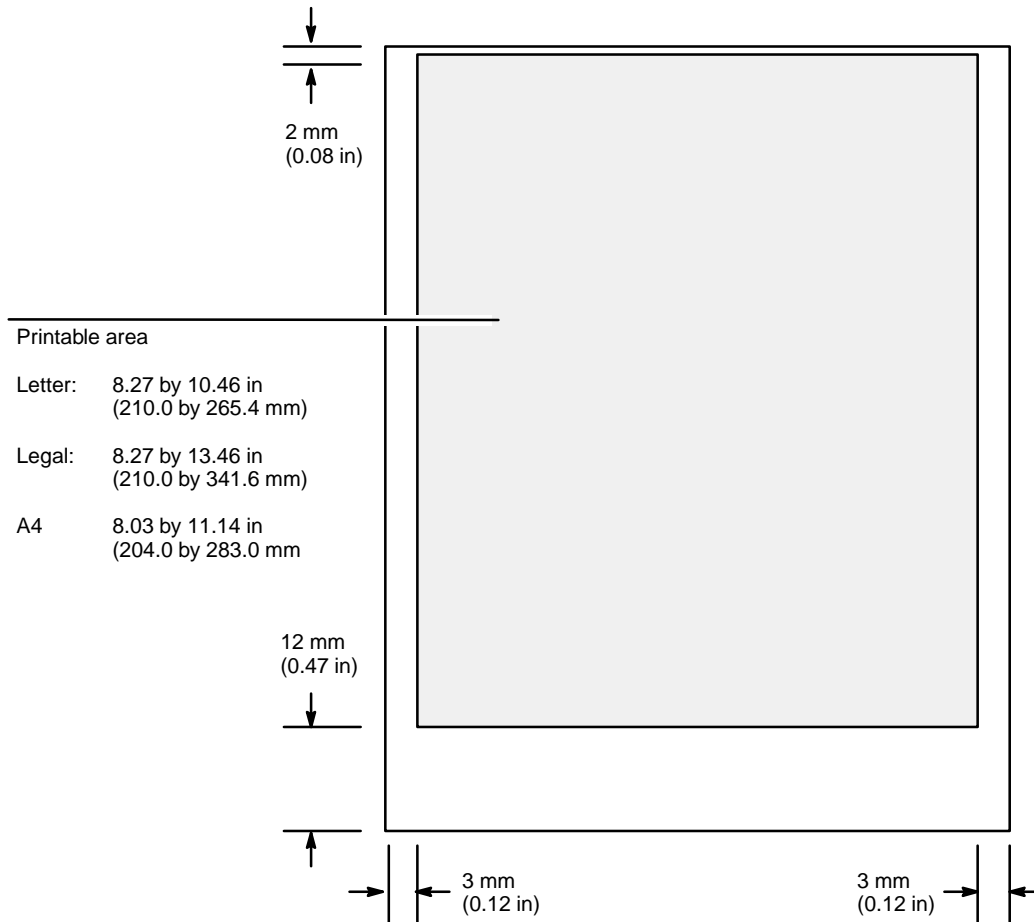
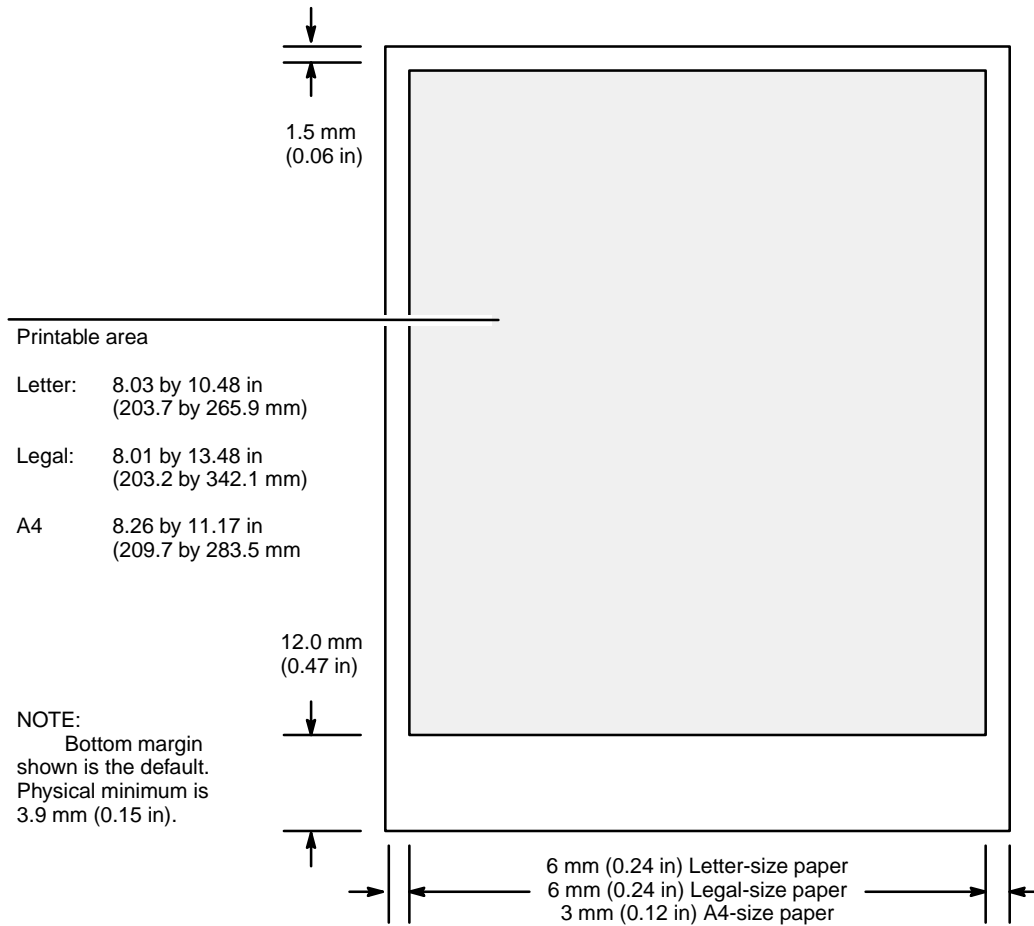


Figure 1-5. Maximum Media Print Area (FAX-700 and FAX-750)

## Media Print Area (FAX-900 and FAX-950)

The maximum printable area for the HP FAX-900 and HP FAX-950 is shown in Figure 1-6.



**Figure 1-6. Maximum Media Print Area (FAX-900 and FAX-950)**

## Ordering Information

The Hewlett-Packard facsimile products are listed in Table 1-7. *Availability, technical information and items shipped with the fax machine are subject to change without notice.* Additional documentation is listed in Table 1-8.

**Table 1-7. Ordering Information**

<b>Product</b>		<b>HP Part Number</b>
<i>HP FAX-700 Facsimile Machine</i> which includes: Print Cartridge, Power Cord, Telephone Line Cord, and User's Guide. See also Figure 2-1.		C3530A
<i>HP FAX-750 Facsimile Machine</i> which includes: Print Cartridge, Handset, Handset Cradle, Handset Cord, Power Cord, Telephone Line Cord, and User's Guide. See also Figure 2-2.		C3781A
<i>HP FAX-900 Facsimile Machine</i> which includes: User's Guide, Print Cartridge (Boxed), Document Out Tray, Document In Tray, Paper Supply Tray, and Line Cord (Telephone).		C3510A
<i>HP FAX-950 Facsimile Machine</i> which includes: User's Guide, Print Cartridge (Boxed), Document Out Tray, Document In Tray, Handset, Paper Supply Tray, Handset Cable, and Line Cord (Telephone).		C3520A
Users Guide HP FAX-700 and HP FAX-750	English (U.S. & U.K.) Spanish	C3530-90001 C3530-90006
User's Guide HP FAX-900	English French Italian German Spanish	C3510-90001 C3510-90003 C3510-90004 C3510-90005 C3510-90006
User's Guide HP FAX-950	English French Italian German Spanish	C3520-90001 C3520-90003 C3520-90004 C3520-90005 C3520-90006
Print Cartridge (High Capacity) HP FAX-700 and 750	Black	51626A
Print Cartridge (High Capacity) HP FAX-900 and 950	Black	51626A
Single In-line Memory Module (SIMM) HP FAX 950 (Only)	512 kilobyte 1 megabyte 2 megabyte	C3505A C3506A C3507A

**Table 1-7. Ordering Information (continued)**

<b>Product</b>		<b>HP Part Number</b>
Paper:	The HP fax machines described in this guide work with plain bond or white photocopy paper. Recommended weight range is 16 to 24 lb (60 to 90 g/m <sup>2</sup> ).	NA
Telephone Assembly HP FAX 750: (Includes handset, handset base, and handset cord)		C3781-60001
Handset HP FAX-950 (Only)		C3520-60005
Handset Base HP FAX-950 (Only)		C3520-60006
Handset Base HP FAX-950 (Only) UK		C3522-60003
Handset Curl Cord (HP FAX-950)		C3520-60007
Cover, Rear	FAX-900 FAX-950	C3510-60009 C3510-60009
Paper Separator (Rubber Pad)	FAX-900 FAX-950	C3510-60012 C3510-60012
Paper Separator (Assembly)	FAX-700 FAX-750 FAX-900 FAX-950	C3530-62913 C3530-62913 C3510-60013 C3510-60013
One-touch Overlay	FAX-700 FAX-750 FAX-900 FAX-950	C3530-85010 C3530-85010 C3510-60010 C3510-60008
Verification Stamp	FAX-950	3520-60010
Front Panel Overlay	FAX-700 FAX-750	C3530-60010 C3581-60010
Character Sheet	FAX-900 FAX-950	C3510-60011 C3510-60009
Paper Supply Tray	FAX-900 FAX-950	C3510-60005 C3510-60005

**Table 1-7. Ordering Information (continued)**

<b>Product</b>		<b>HP Part Number</b>
Tray, Document Return	FAX-900	C3510-60006
	FAX-950	C3510-60006
Document IN Tray (Document Tray)	FAX-900	C3510-60007
	FAX-950	C3510-60007
Document OUT Tray (Recording Paper Tray)	FAX-900	C3510-60008
	FAX-950	C3510-60008
Cover, Rear	FAX-900	C3510-60009
	FAX-950	C3510-60009
Diagnostic ROM*	FAX-900	C3510-60014
	FAX-950	C3510-60014

\*NOTE: No special ROM is needed on the HP FAX-700 and FAX-750 to perform diagnostics.

**Table 1-8. Additional Documentation**

<b>Description</b>	<b>HP Part Number</b>
HP Facsimile Technology Guide	C2136-90007
HP Facsimile Family Technical Support Solutions Guide (HP FAX-200, FAX-310, FAX-900, and FAX-950)	5091-8414EUS
HP Facsimile Family Technical Support Solutions Guide (HP FAX-700, FAX-750, FAX-900, and FAX-950)	5962-9599EUS

## Installation and Configuration

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# 2

## Installation and Configuration

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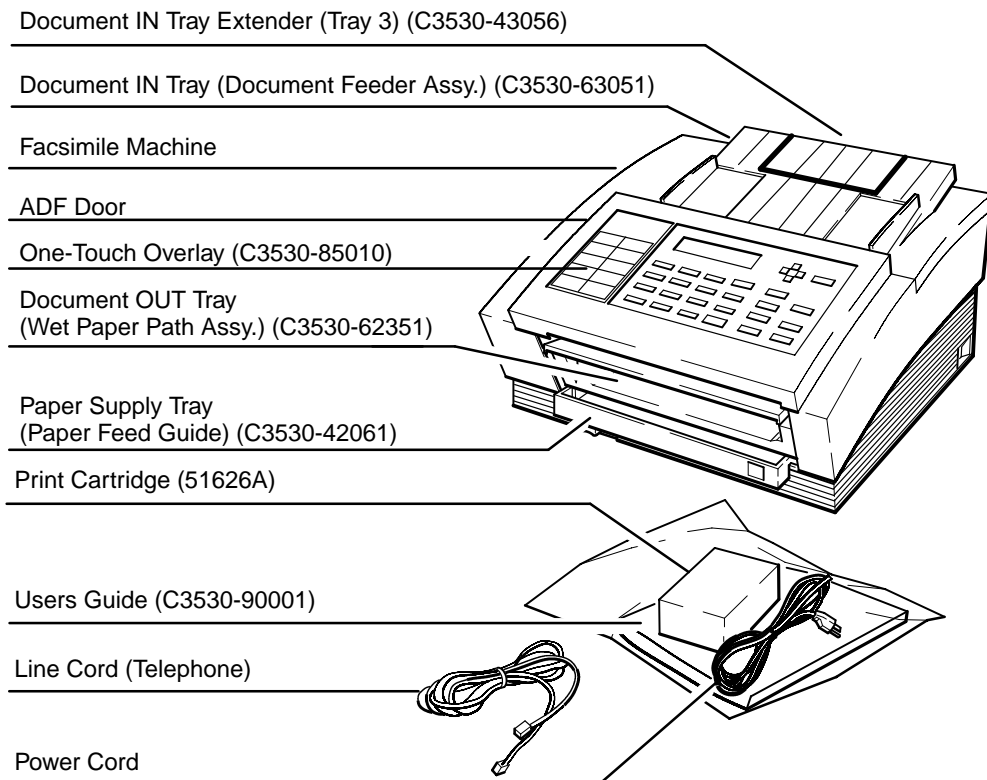
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## Introduction

This chapter provides information about installing the control-panel overlay and print cartridge. Where applicable, it also provides information about installing the paper supply tray, ADF paper catcher tray, document OUT tray, document IN tray, expandable memory card, separator pad, and handset. Information about connecting the facsimile to the telephone line, a telephone, and an answering machine is also given. The final portion of the chapter tells how to configure the facsimile machines.

## Major Assembly Identification Views

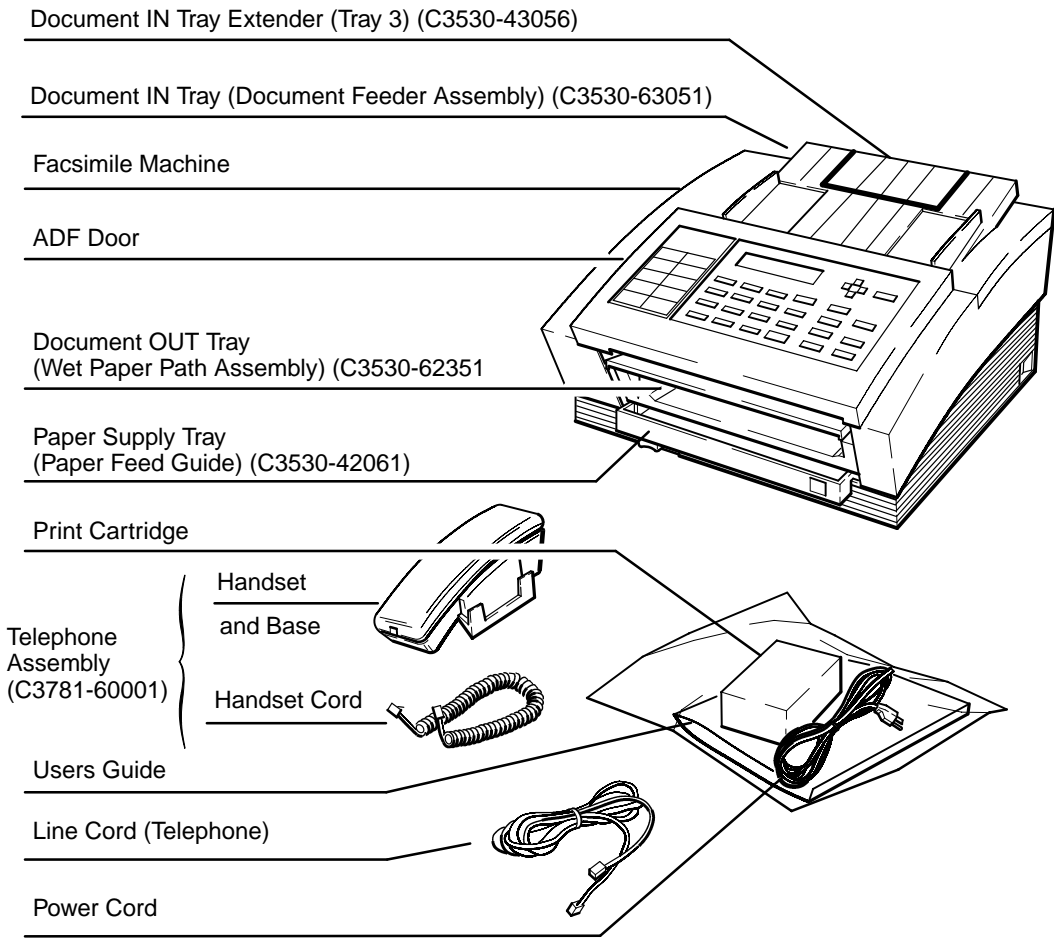
Views of fax machine major assemblies are shown in Figure 2-1 through Figure 2-4.



FAX700-3

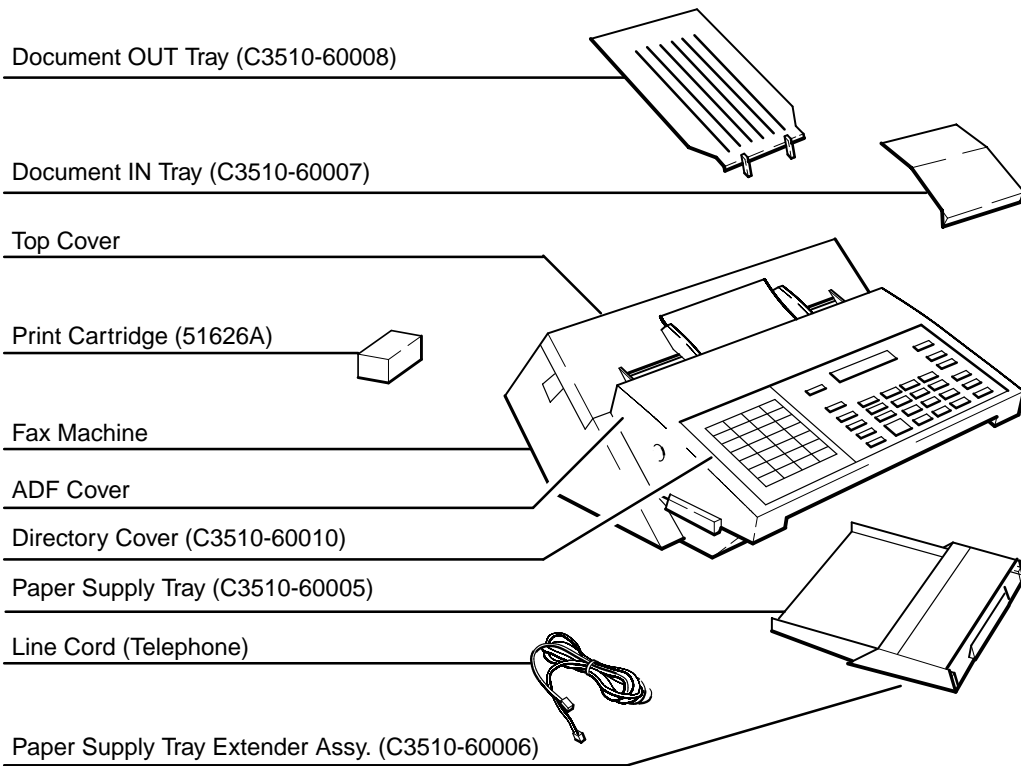
**Figure 2-1. HP FAX-700 Major Assemblies**





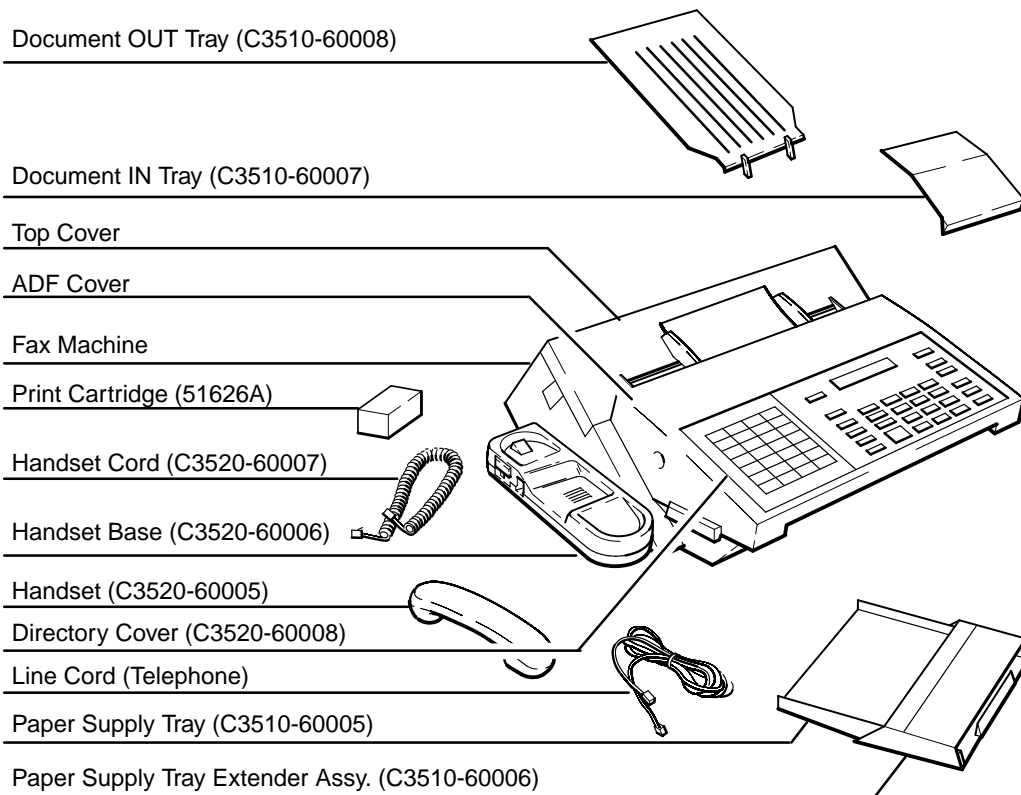
FAX-750-3

**Figure 2-2. HP FAX-750 Major Assemblies**



FAX900-1

**Figure 2-3. HP FAX-900 Major Assemblies**

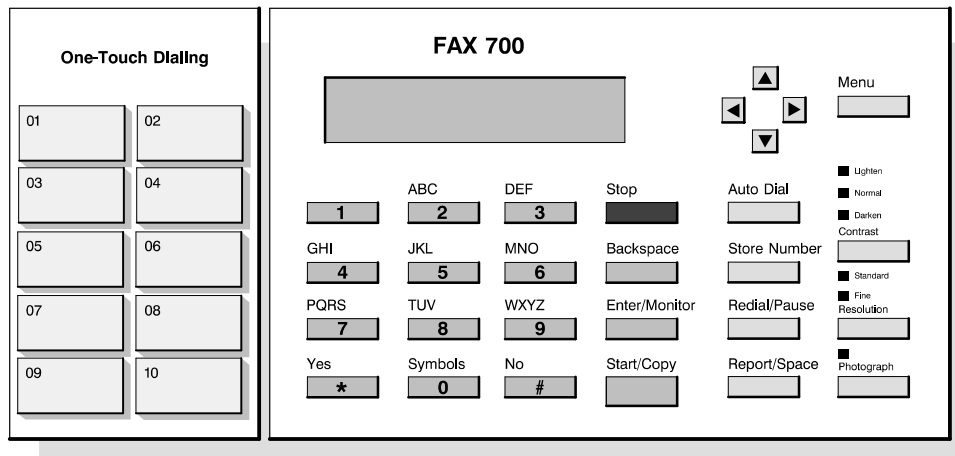


FAX950-1

**Figure 2-4. HP FAX-950 Major Assemblies**

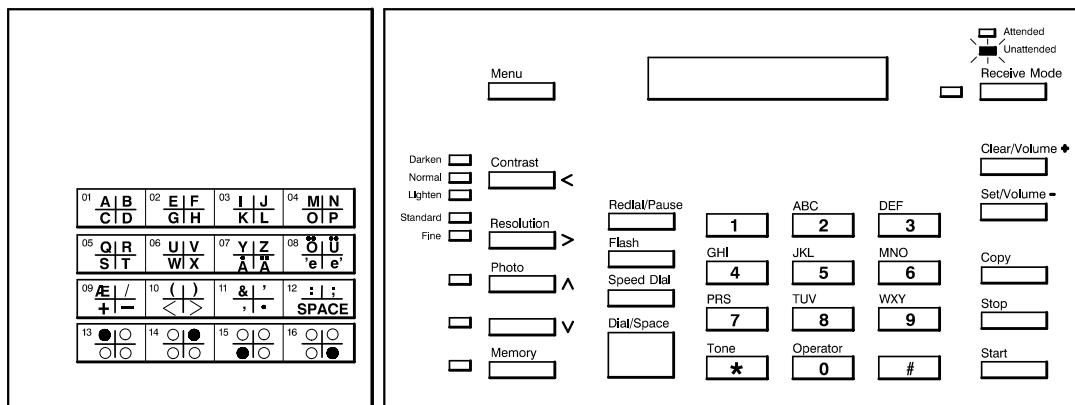
## Control Panel Overlay Views

The control panel overlays of the HP FAX-700 and HP FAX-750 are identical except for the fax number at the top center of the panel. Figure 2-5 is an illustration of the HP FAX-700 control panel with the overlay in place. The FAX-750 control panel is exactly the same except for the fax number. Figure 2-6 is an illustration of the HP FAX-900 control panel with the overlay in place. Figure 2-7 is an illustration of the HP FAX-950 control panel with the overlay in place.



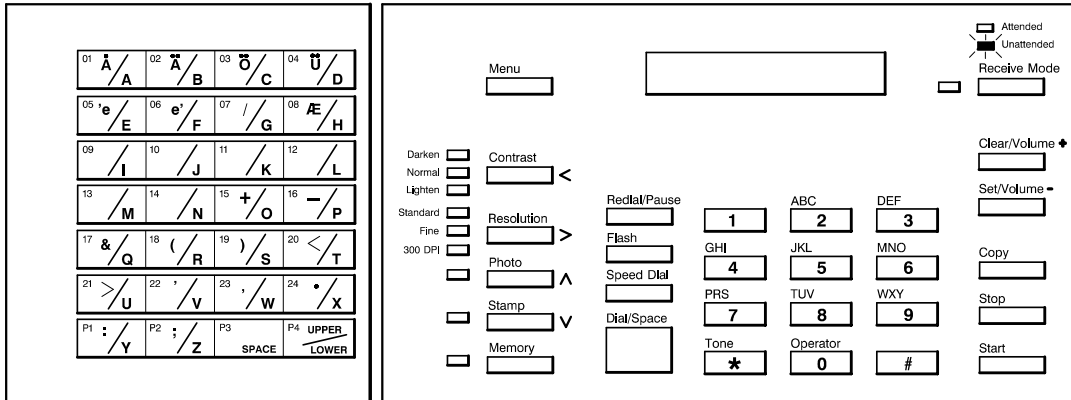
750-43

Figure 2-5. Control Panel (HP FAX-700 and HP FAX-750)



FAX900-26

Figure 2-6. Control Panel (HP FAX-900)



FAX950-26

Figure 2-7. Control Panel (HP FAX-950)

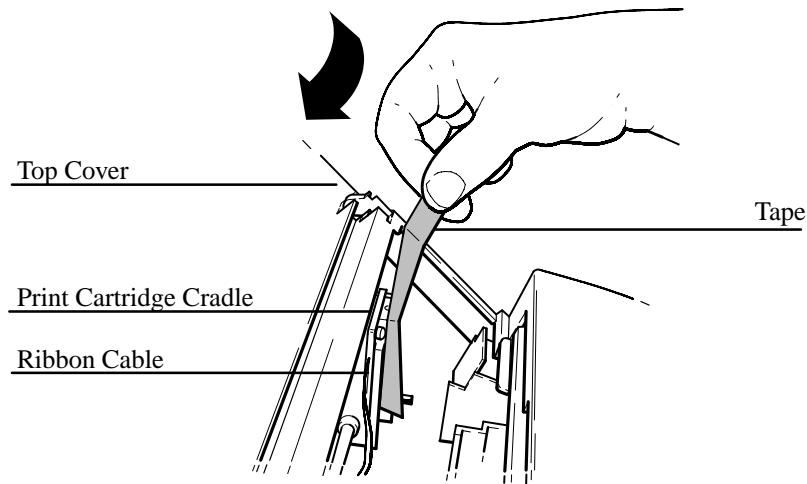
## Print Cartridge Installation the HP FAX-900 and FAX-950

### Caution

Handle the print cartridge only by the green top and *take care not to touch the ink nozzles or the copper contacts* while performing step 4.

To install or change the print cartridge, perform the following steps:

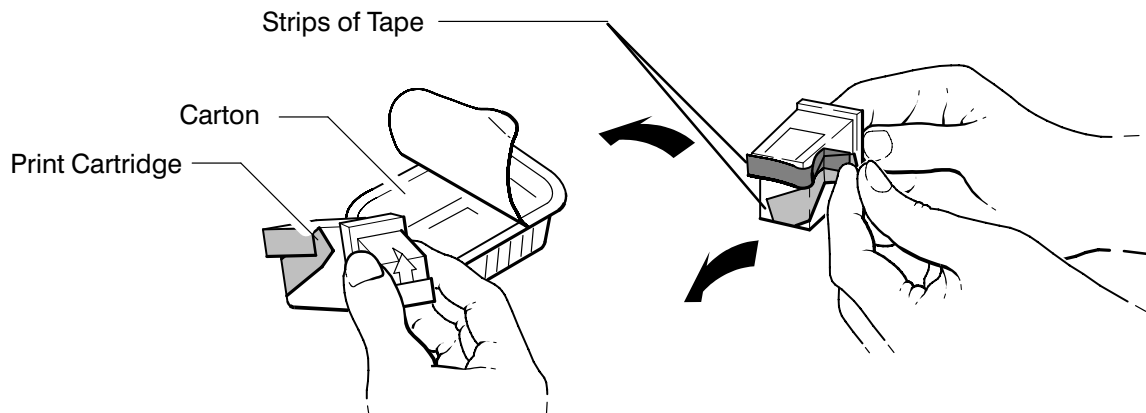
1. Ensure that the automatic document feed cover is closed. If necessary, press down until the cover is firmly closed.
2. Lift open the top cover. A piece of restraining tape may be present to hold the print cartridge cradle in place during shipment. If you see a piece of tape holding the print cartridge cradle in place, remove the piece of tape. Do **not** try to remove the large ribbon cable entering the left side of the top of the cradle. Close the top cover. See Figure 2-8.
3. If you are changing a print cartridge, Place your forefinger on the cartridge top. Then press down firmly while pulling the cartridge toward the front of the cradle. You will hear a “click” noise as the cartridge is released. grasp the cartridge, remove it from the cradle, and discard.



FAX950-34

**Figure 2-8. Removing Cartridge Cradle Securing Tape on the HP FAX-900 and FAX-950**

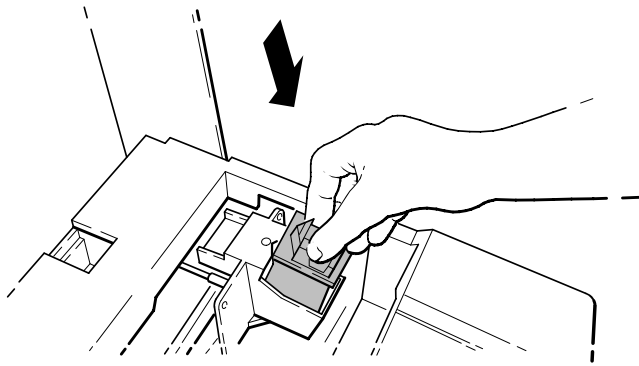
4. Open the new print cartridge container to remove the print cartridge. Grasp the green portion of the cartridge, remove the cartridge from the container. Remove **both** strips of protective tape from the print cartridge nozzles. See Figure 2-9.



EK\_27

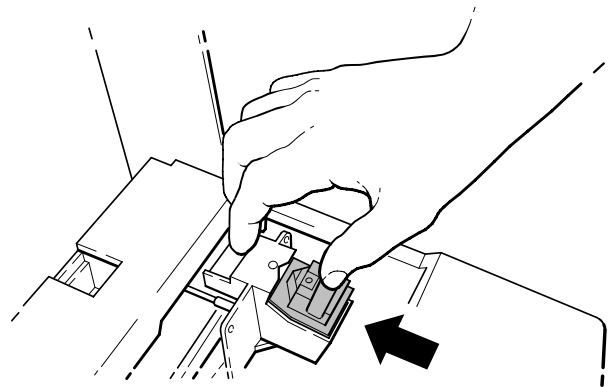
**Figure 2-9. Removing the Print Cartridge From the Carton**

5. Place the print cartridge into the cradle with the green arrow on the cartridge top pointing to the green dot on the top of the cradle. Refer to Figure 2-10, DETAIL A.
6. Push the green arrow toward the green dot to “snap” the cartridge into place. Refer to Figure 2-10, DETAIL B.



**DETAIL A**

FX310-9



**DETAIL B**

FX310-10

**Figure 2-10. Print Cartridge Installation on the HP FAX-900 and FAX-950**

7. Close the back cover.

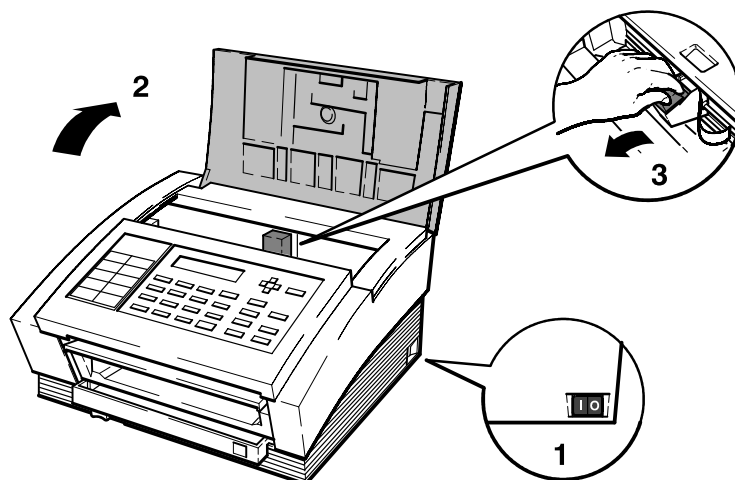
## Print Cartridge Installation the HP FAX-700 and FAX-750

### Caution

Handle the print cartridge only by the green top and *take care not to touch the ink nozzles or the copper contacts* while performing step 4.

**To install or change the print cartridge,** perform the following steps:

1. Ensure that the automatic document feed cover is closed. If necessary, press down until the cover is firmly closed.
2. Switch ON (I) the fax and open the top cover.
3. If a cartridge is already installed, remove it. See Figure 2-11.



**Figure 2-11. Opening the Top Cover on the HP FAX-700 and FAX-750**

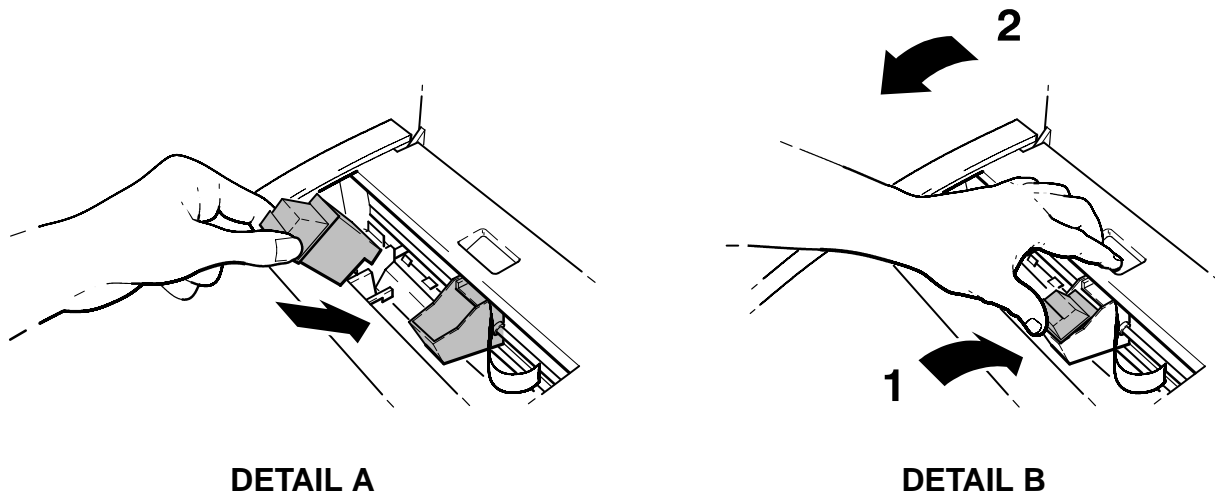
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**Caution**

Be careful not to touch the ink nozzles or the copper contacts on the print cartridge while performing step 4. Touching the nozzles or copper contacts can cause earlier failure of the cartridge.

---

4. Handle the new print cartridge only by the green top. Gently remove both pieces of tape. See Figure 2-9.
5. Insert the print cartridge into the cradle. See Figure 2-12, DETAIL A.
6. Push the print cartridge toward the rear of the fax machine until it snaps into place. See Figure 2-12, DETAIL B.



ek\_18

ek\_19

**Figure 2-12. Installing the Print Cartridge on the HP FAX-700 and FAX-750**

7. Close the top cover.

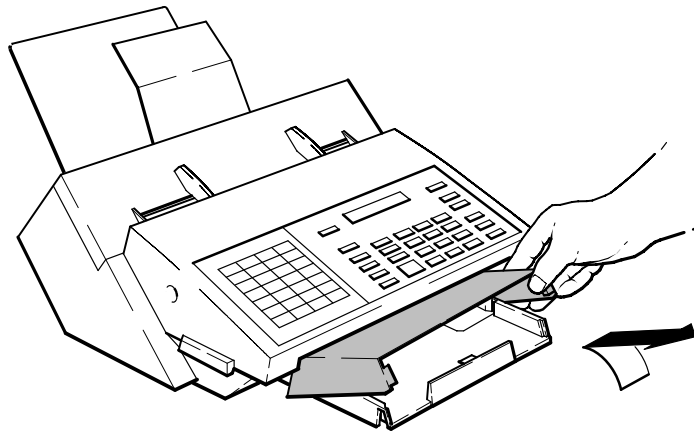
## Paper Supply Tray Media Size Setting (HP FAX-900 and FAX-950)

In the FAX-700 and FAX-750 fax machines, the paper supply tray is adjusted for media size when the paper is loaded. Refer to the procedure titled **Loading Paper into the HP FAX-700 and FAX-750 Fax Machines**.

In the FAX-900 and FAX-950, if the paper you plan to use does not fit properly in the paper supply tray, the paper supply tray size setting must be adjusted *before* the paper is loaded.

**To adjust the FAX-900 or FAX-950 paper supply tray for media size, perform the following procedure:**

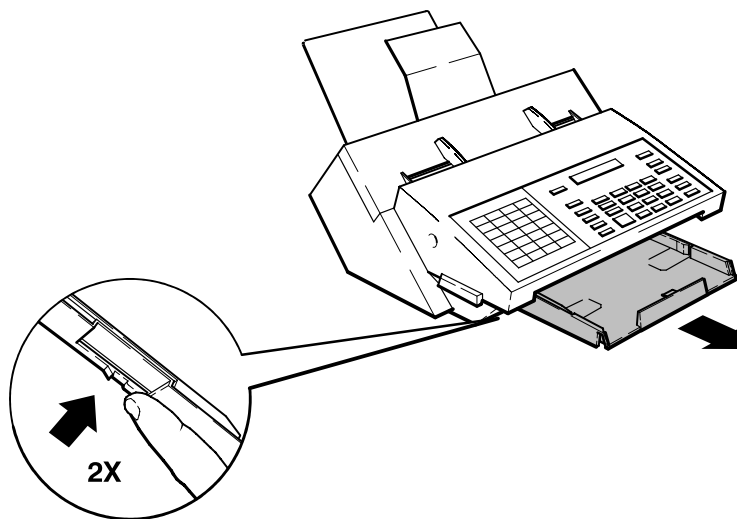
1. If the empty paper supply tray is installed in the fax machine, remove the paper supply tray cover (see Figure 2-13) and continue with step 2. If the empty paper supply tray is not installed in the fax machine, remove the paper supply tray cover, and go to step 4.



FAX900-11

**Figure 2-13. Removing the Paper Supply Cover**

2. Press the snaps on the left and right sides of the tray in toward the center of the tray and hold them in while performing step 3. See Figure 2-14.

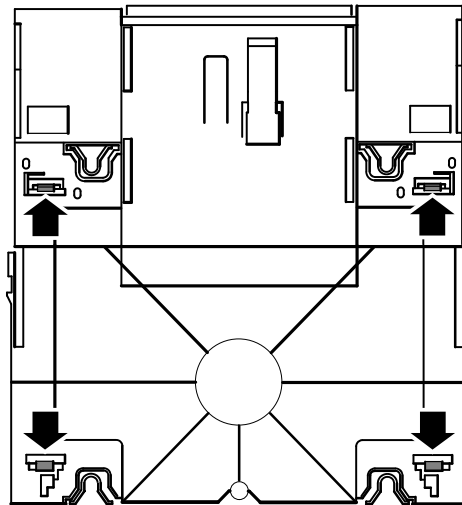


FAX900-12

**Figure 2-14. Paper Supply Tray Retaining Snaps**



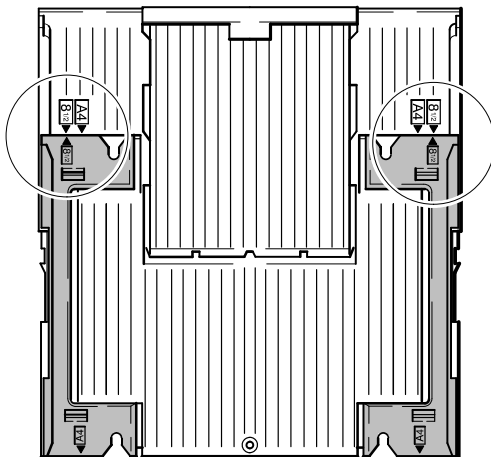
3. Pull the tray out of the fax machine.
4. Check whether or not the paper you plan to use fits into the tray as it is currently set. If the paper you plan to use fits into the tray, proceed to step 7. If your paper does not fit into the tray, remove any paper from the tray and continue with this procedure at step 5.
5. Press the snap tabs on the bottom of the tray in the directions shown in Figure 2-15 to release the paper size guides from the tray.



FAX950-13

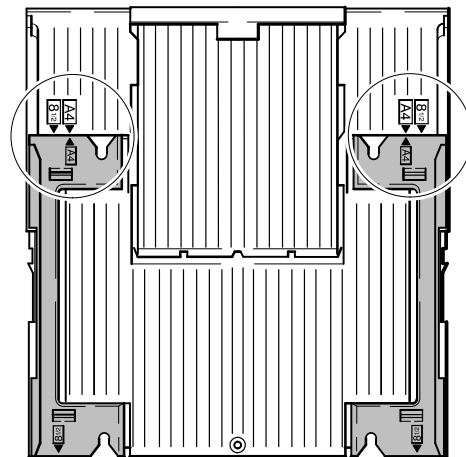
**Figure 2-15. Releasing the Paper Size Guides from the Tray**

6. Press the paper size guides firmly into the appropriate slots in the tray until seated (outer slots for letter-size and inner slots for A4-size). See Figure 2-16.



**DETAIL A (Letter-Size)**

FAX900-14



**DETAIL B (A4-Size)**

FAX900-15

**Figure 2-16. Installing the Paper Size Guides**

7. Install the paper supply tray cover.
8. Insert the paper tray firmly into the fax machine paper supply slot, so that the side snaps engage.

# Paper Supply Tray Loading

## A Word About Paper

Your fax machine will accept U.S. letter size (8.5 in. by 11 in.), U.S. legal size (8.5 in. by 14 in.), or metric A4 size (210 mm by 297 mm) paper.

HP fax machines work well with good quality bond and photocopy papers. Paper selection is important for optimum print quality. For paper recommendations and specifications, refer to chapter 1 of this document.

Paper properties can change with environmental conditions. When selecting your paper, test several types in your environment before you purchase large quantities. Paper should be protected from temperature and humidity extremes. HP fax machines are designed to operate in a wide range of environmental conditions, but for best performance, paper should be stored and used at 20 °C ( $\pm 3^\circ$ ) or 68 °F ( $\pm 5^\circ$ ), with a relative humidity of 45% ( $\pm 5\%$ ).

When shipped from the factory, the fax machine is set for the paper size (letter or A4) most commonly used in the country of destination. If you use or change to a different paper size, you will need to set fax parameter 14 (in the HP FAX-700 and FAX-750) or fax parameter 23 (in the HP FAX-900 and FAX-950) to the paper size being used. Fax Parameters are presented in chapter 4.

When paper is used in an environment which is outside the ranges of temperature and humidity shown above, and optimum print quality is desired, follow these guidelines:

- Do not leave the paper exposed to humidity or temperature extremes. Extremes in the environment can damage the paper, if left unwrapped or in the paper IN tray or paper supply tray of the fax machine.
- In the case of humidity extremes, keep paper tightly wrapped in plastic during storage.
- If there is a significant temperature difference between the paper storage area and your fax machine operating environment, paper should be allowed to adjust to the temperature of the fax machine operating environment before being unwrapped. The greater the temperature difference and the greater the volume of paper, the longer this time period should be.

---

### Caution

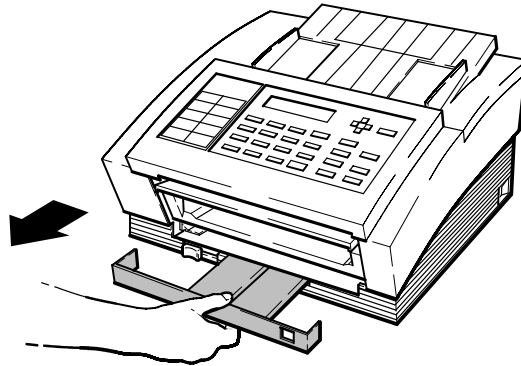
Do not use plastic sheets, transparencies, thermal, perforated, specially-coated, or heavy-weight paper. Using paper that does not meet the specifications outlined in chapter 1, Table 1-6, of this guide may cause paper jams, contribute to repair costs, and cause premature wear.

---

## Loading Paper into the HP FAX-700 and FAX-750 Fax Machines

To load paper into the fax machine for printing received fax messages and copying, perform the following steps:

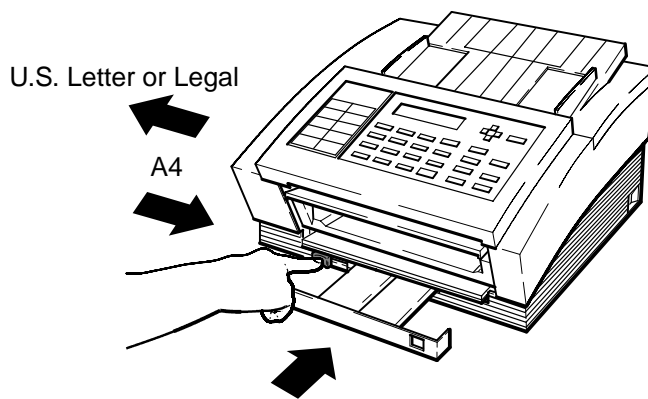
1. Ensure that a print cartridge has been loaded in the fax machine and that the print cartridge carriage is in its service station (left-most end of its travel).
2. Pull out the paper supply tray extender as shown in Figure 2-17.



ED\_1

**Figure 2-17. Pulling Out the Paper Tray Supply Extender (HP FAX-700 and FAX-750)**

3. Slide the paper guide to the left if you are using U.S. letter (8.5 in. by 11 in.) or U.S. legal (8.5 in. by 14 in.) size paper. Slide the paper guide to the right if you are using metric A4 size (210 mm by 297 mm) paper. See Figure 2-18.



EK\_6

**Figure 2-18. Adjusting the Paper Guide (HP FAX-700 and FAX-750)**

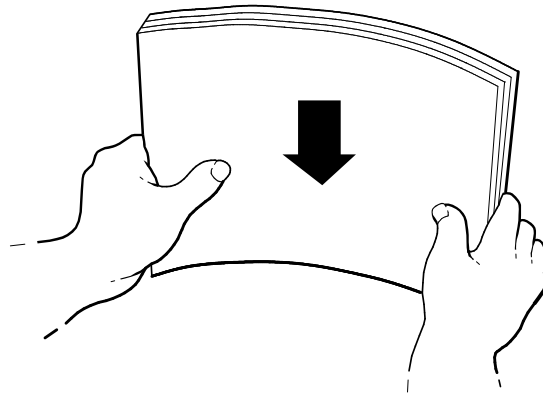
4. Take out a 1/2-inch (12.7 mm) stack of paper (about 100 sheets) and tap the paper edges on a flat surface to “even” the stack. See Figure 2-19.

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**Note**

You can use US Legal, US Letter, or A4 paper size. When you change paper size, be sure to change the paper size in the Settings Menu (parameter 14). Settings (parameters) are discussed in chapter 4 of this guide.

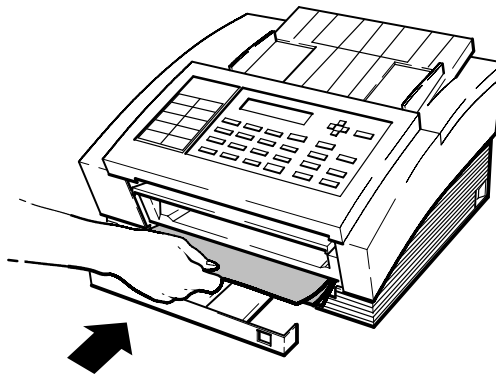
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FX310-12

**Figure 2-19. Preparing the Paper for Loading**

5. Slide the paper into the paper supply tray. See Figure 2-20.



EK\_5

**Figure 2-20. Sliding Paper into the Paper Supply Tray (HP FAX-700 and FAX-750)**

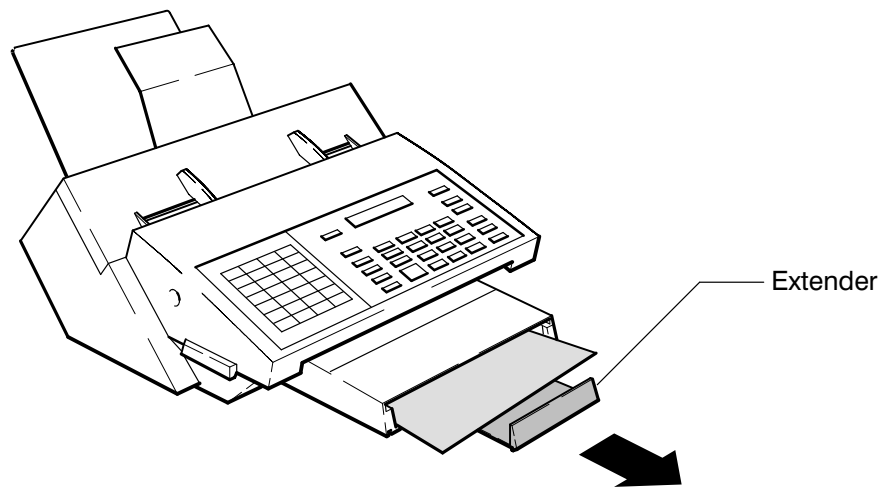
6. Slide the paper supply tray extender in until it is snugly against the installed paper.

## Loading Paper into the HP FAX-900 and FAX-950 Fax Machines

Before loading paper into the paper supply tray of the HP FAX-900 or FAX-950 fax machine the paper supply tray must be properly adjusted for media size. Perform the procedure titled **Paper Supply Tray Media Size Setting (HP FAX-900 and FAX-950)** in this guide.

To load paper into the paper supply drawer, perform the following procedure:

1. Insert the paper tray firmly into the fax machine paper supply slot, so that the side snaps engage.
2. Take out a 1/2-inch (12.7 mm) stack of paper (about 100 sheets) and tap the paper edges on a flat surface to “even” the stack. See Figure 2-19.
3. Pull the paper supply tray extender out from the front of the machine to its maximum length. See Figure 2-21.



FAX900-8

Figure 2-21. Pulling Out the Paper Tray Extender

---

**Note** Load the paper with the print side *face up* in the paper supply. The paper packaging will indicate the *print side*.

---

4. Slide the stack of paper all the way into the paper supply tray until it rests against the back of the tray.
- 

**Note** If the paper size you are using does not fit into the paper supply tray, the tray guides may not be correctly adjusted for the paper size being used. Refer to the paper supply tray guide adjustment given under the title, **Paper Supply Tray Media Size Setting (HP FAX-900 and FAX-950)** earlier in this chapter.

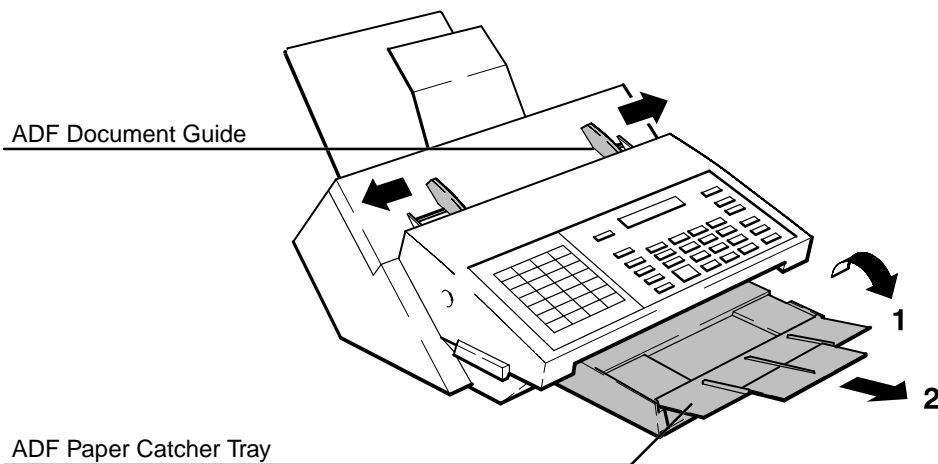
---

5. Push the paper supply tray extender into the machine until it rests against the front of the stack of paper.

## ADF (Automatic Document Feeder) Document Catcher Tray Installation (HP FAX-900 and FAX-950 Only)

To install the ADF Document Catcher Tray and set it up to catch documents, perform the following procedure:

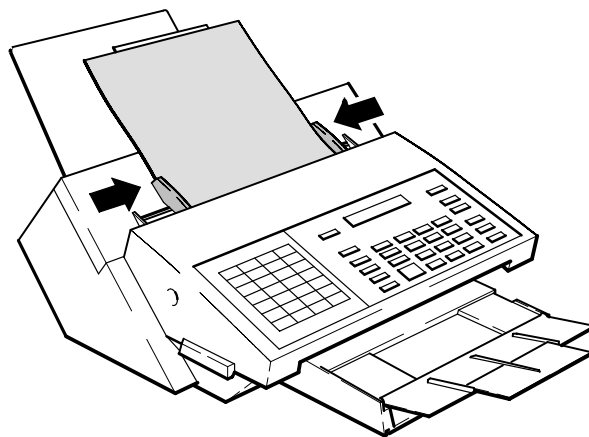
1. Insert the paper supply tray firmly into the fax machine paper supply slot, so that the side snaps engage.
2. Swing the document catcher tray up and forward from the paper supply tray as shown in step 1 of Figure 2-22.
3. Pull the document catcher tray extension all the way out as shown in step 2 of Figure 2-22.



FAX900-9

**Figure 2-22. ADF Paper Catcher Tray Installation**

4. Place documents *face down* in the ADF until the leading edge of the document going into the machine stops.
5. Adjust the document guides to center the document in the ADF and shown in Figure 2-23.



FAX900-10

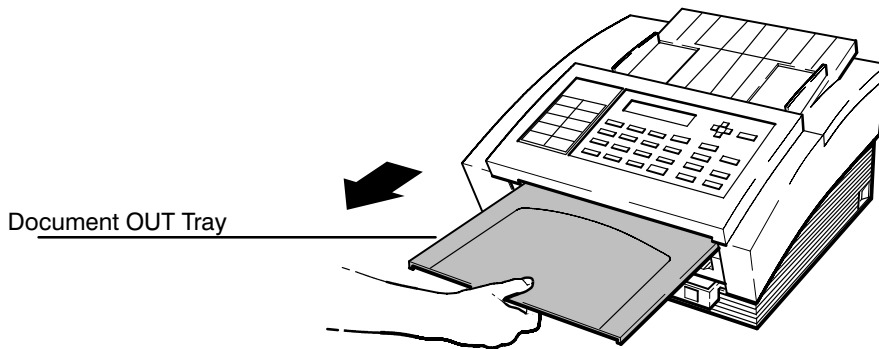
**Figure 2-23. Aligning the Paper Guides to the Document**

# Document OUT Tray

## HP FAX-700 and FAX-750 Document OUT Tray Extension

The document OUT tray comes already installed in the HP FAX-700 and FAX-750. **To extend the document OUT tray**, perform the following steps:

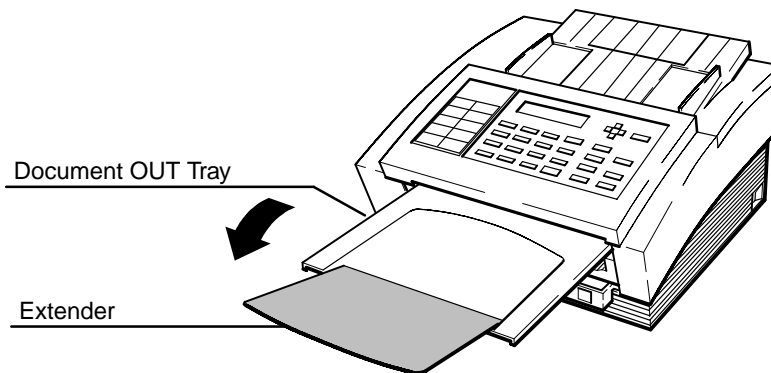
1. Reach under the front panel to slide the document out tray forward. See Figure 2-24.



EK\_7

**Figure 2-24. Sliding the Document OUT Tray Forward**

2. Rotate the document out tray extender up and forward. See Figure 2-25.



FAX200-5

**Figure 2-25. Extending the HP FAX-700 and FAX-750 Document OUT Tray**

## HP FAX-900 and FAX-950 Document OUT Tray Installation

With the tabs on the document OUT tray pointing down as shown in Figure 2-26, DETAIL A, install the tray in back panel of the fax machine as shown in Figure 2-26, DETAIL B.

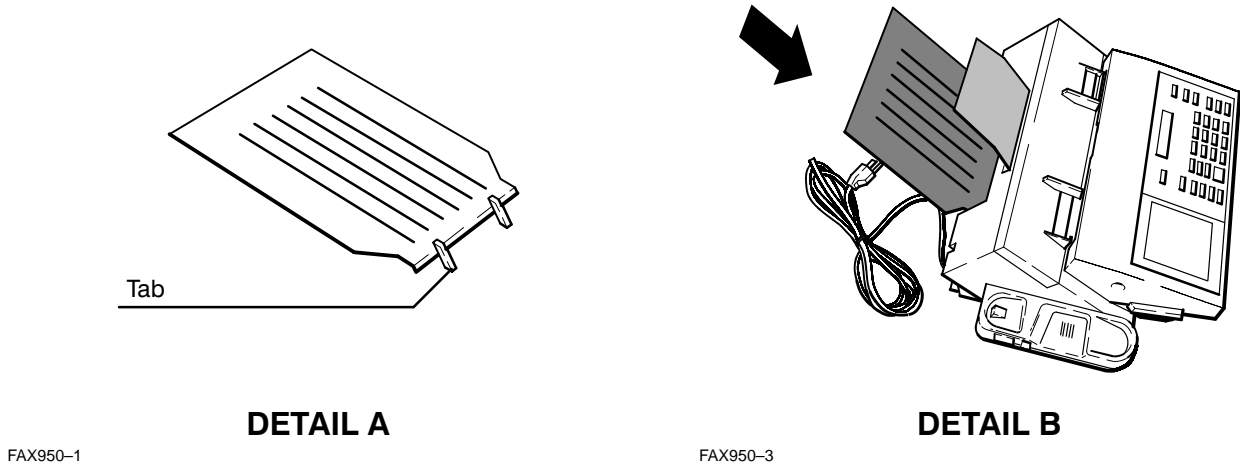
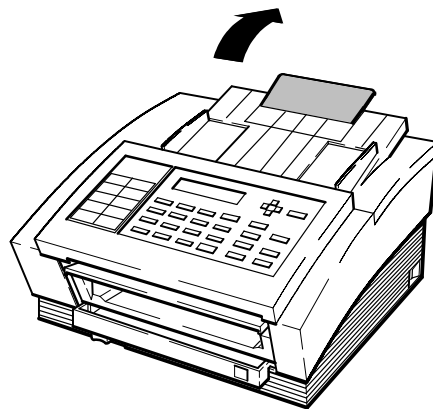


Figure 2-26. Installing the HP FAX-900 and FAX-950 Document OUT Tray (HP FAX-950 Shown)

## Document IN Tray

### HP FAX-700 and FAX-750 Document IN Tray Extension

To extend the document IN tray in the HP FAX-700 and FAX-750 fax machines, flip the document IN tray extender up and back toward the rear of the fax machine. See Figure 2-27.



EK\_1A

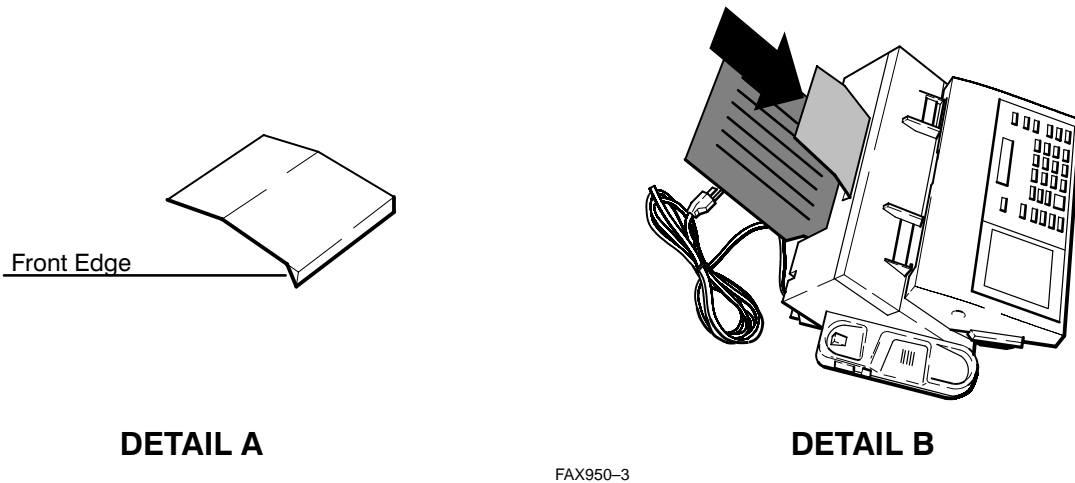
Figure 2-27. Extending the HP FAX-700 and FAX-750 Document IN Tray



## HP FAX-900 and FAX-950 Document IN Tray Installation

To install the document IN tray in the HP FAX-900 and FAX-950 fax machines, perform the following procedure:

1. With the front edge of the document IN tray pointing down as shown in Figure 2-28, DETAIL A, install the tray in the fax machine slot as shown in Figure 2-28, DETAIL B.



FAX950-1

FAX950-3

Figure 2-28. Installing the HP FAX-900 and FAX-950 Document IN Tray (HP FAX-950 Shown)

## Expandable Memory Card Installation (HP FAX-950 Only)

Whether sending or receiving, memory expansion modules allow you to increase the capacity of the fax machine for storing a greater number of documents.

Three optional memory expansion cards are available for use in your HP FAX-950. These cards come in 512 KB, 1 MB and 2 MB sizes. Contact your local HP dealer to order.

Table 2-1. Memory Card Page Capacity

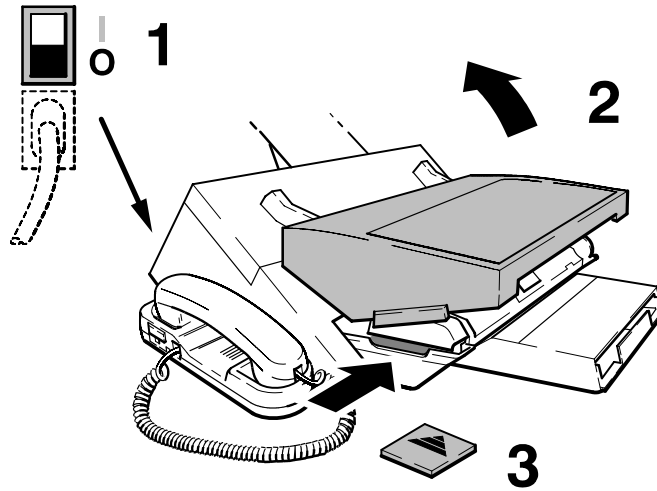
Size	Part Number	Page Capacity (Approximate)*
512 KB	C3505A	28 pages
1MB	C3506A	60 pages
2 MB	C3507A	120 pages

\* Based on CCITT test chart 1 at standard resolution.

The installation procedure begins on the next page of this guide.

**To install an expandable memory card in the HP FAX-950, perform the following procedure:**

1. Switch OFF (O) the fax machine as shown in step 1 of Figure 2-29.
2. Lift up gently on the ADF as shown in step 2 of Figure 2-29.
3. Insert the memory card (print side up) as shown in step 3 of Figure 2-29.
4. Close the ADF.
5. Switch ON (I) the fax machine and check that it operates correctly. (The display will indicate the total amount of memory installed.)



FAX950-27

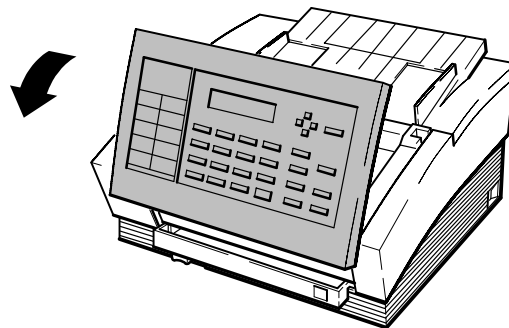
**Figure 2-29. Installing the Expandable Memory Card**

## Replacing the Paper Separator

### Replacing the HP FAX-700 and FAX-750 Paper Separator Assembly

**To replace the HP FAX-700 and FAX-750 paper separator, perform the following procedure:**

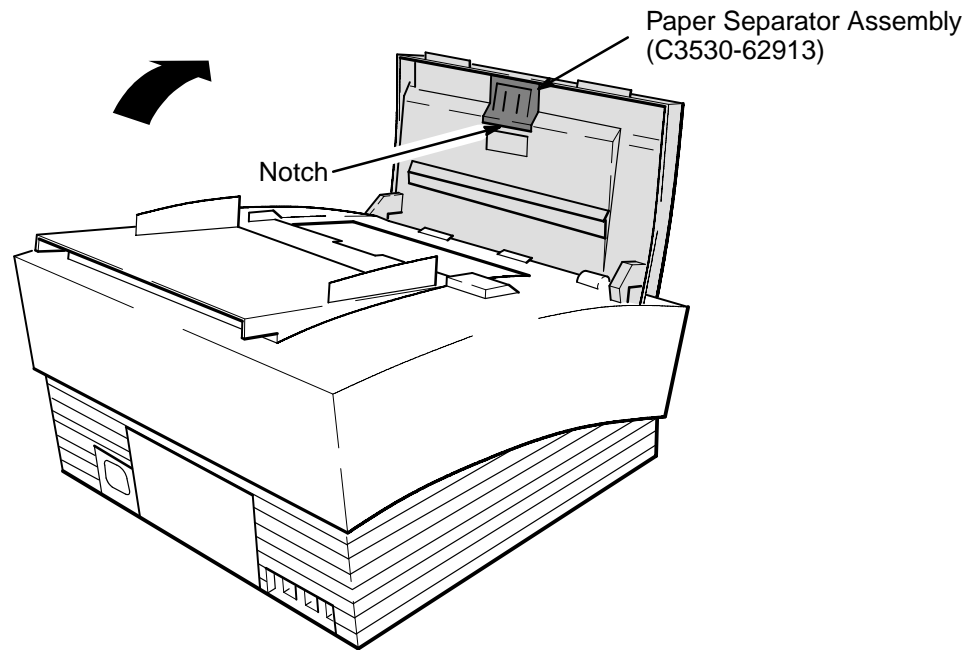
1. Switch OFF (O) the fax machine.
2. Lift the operation panel assembly. See Figure 2-30.



EK\_10

**Figure 2-30. Lifting the ADF Door**

3. Locate the paper separator assembly. See Figure 2-31.



750\_11

**Figure 2-31. Removing the Paper Separator Assembly**

4. Remove the paper separator assembly by prying it out at the notch using your fingers, a coin, or a small screwdriver.
5. Install the new paper separator assembly.

---

### **Caution**

The fax machine will not operate properly unless both corners of the ADF are snugly against the body of the machine as described in step 6.

6. Close the ADF door firmly ensuring that both rear corners of the ADF are snugly against the body of the fax machine.
7. Switch ON (I) the fax machine, allow it to run through its self test, and copy a document to ensure that the machine is operating properly.

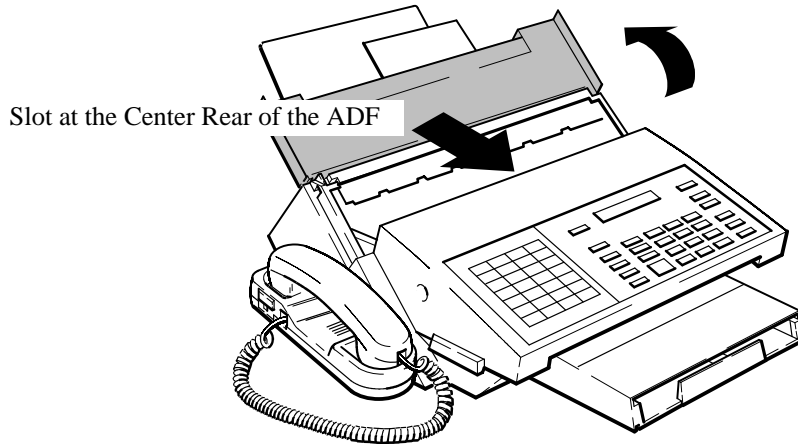
### **Replacing the HP FAX-900 and FAX-950 Paper Separator Pad**

The paper separator helps to prevent multiple sheet feed by presenting a small amount of friction to the pages as they move through the automatic document feed mechanism. The paper separator pad is the part of the separator that contacts the pages.

If your fax machine has been heavily used throughout its life and adjustment of the pressure switch alone as described in chapter 5 does not rectify a multiple sheet feed problem, you may need to replace the paper separator pad. Contact your local HP authorized fax dealer to order.

To replace the HP FAX-900 and FAX-950 paper separator pad, perform the following procedure:

1. Switch OFF (O) the fax machine. Open the top cover. See Figure 2-32.

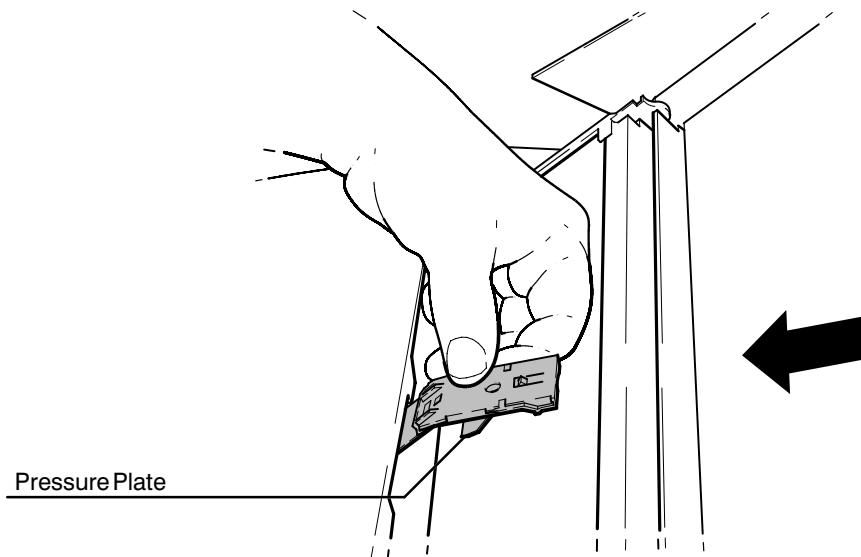


FAX950-28

**Figure 2-32. Opening the Top Cover (HP FAX-950 Shown)**

2. Open the ADF cover.
3. Remove the paper separator from its slot at the center rear of the ADF next to the pressure switch.
4. Note that the small rubber pad of the separator assembly has a smooth side and a textured side. Pull the pad off the paper separator assembly.
5. When you install a new pad, make sure the textured side is facing down. This will ensure proper friction to the sheets. Align the small hole in the pad with the tab on the paper separator assembly and press the new pad onto the assembly.

6. Grasping the replacement paper separator so that the spring-loaded separator plate spring is held against the body of the separator, insert the paper separator into its slot until it snaps into place. See Figure 2-33.



FAX950-20

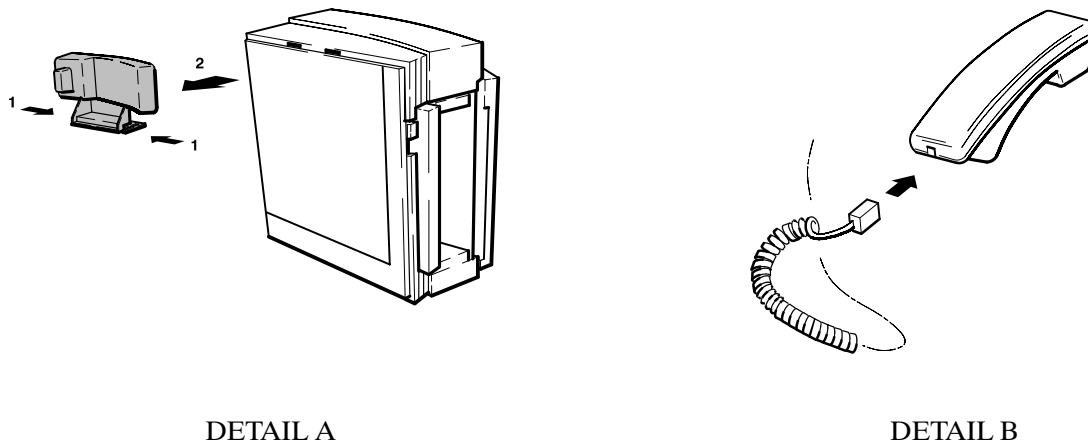
**Figure 2-33. Installing the Replacement Paper Separator**

## **Handset Installation (HP FAX-750 and FAX-950 Only)**

### **Handset Installation (HP FAX-750)**

**To install the handset in the HP FAX-750, perform the following procedure:**

1. Place the fax machine on the bench with the right side down and the bottom of the machine facing you.
2. Attach the handset base to the fax machine by engaging the handset base tabs into the slots in the bottom left side of the fax. See Figure 2-34, DETAIL A.
3. Place the handset onto its handset base and plug the end of the handset cord with the small connector into the back of handset. See Figure 2-34, DETAIL B.



DETAIL A

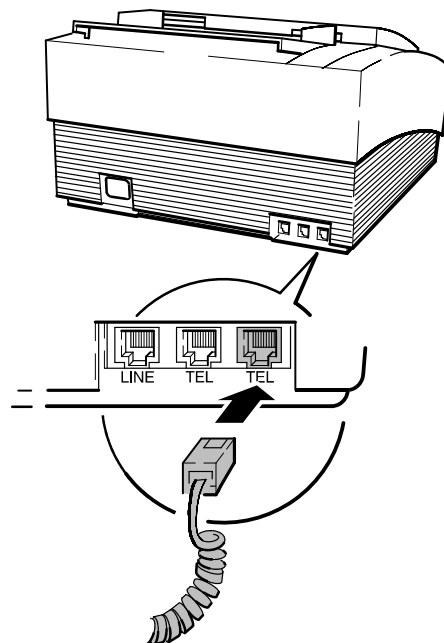
DETAIL B

750\_4

EK\_37

**Figure 2-34. Installing the Handset in the HP FAX-750**

4. Plug the end of the handset cord with the large connector into one of the connections marked **TEL** at the rear of the fax machine. See Figure 2-35. (The connections marked **TEL** at the rear of the fax machine are identical.)



750-44

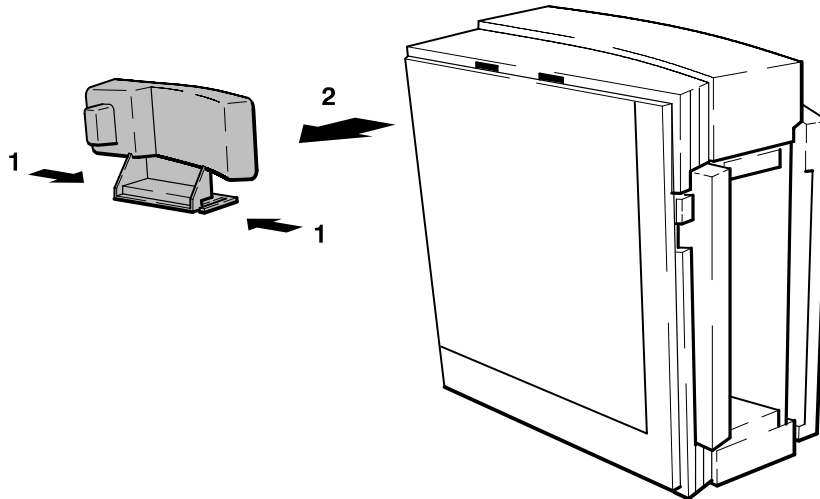
**Figure 2-35. Plugging in the Handset Cord**

### Handset Base Removal (HP FAX-750 Only)

To remove the handset base from the fax machine, perform the following procedure:

1. Remove the spittoon.
2. Switch OFF (0) the fax machine and remove the power cord.

3. Remove the handset.
4. Place the fax machine on the bench top with the right side down and the bottom of the machine facing you.
5. Press both handset base tabs in toward the body of the base and work the base toward you and out of the fax machine. See Figure 2-36.
6. To replace the handset base reverse the above procedure.

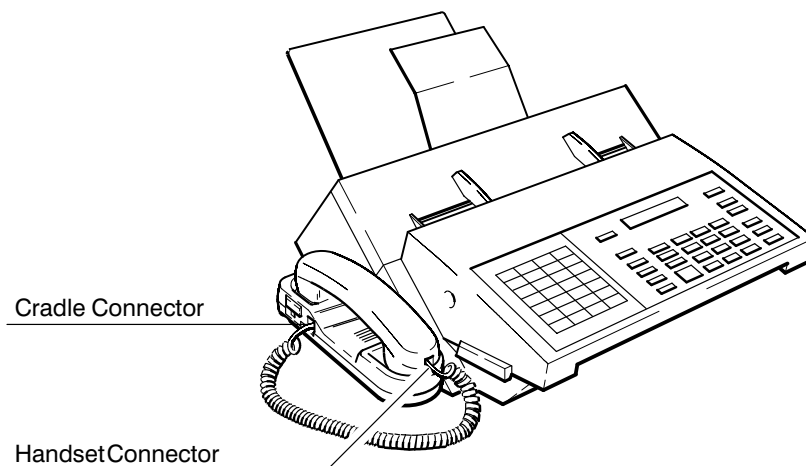


750-4

**Figure 2-36. Removing the Handset Base**

### **Handset Installation (HP FAX-950)**

Place the handset onto its cradle and plug the handset cord into the handset connector and the cradle connector as shown in Figure 2-37.



**Figure 2-37. Installing the Handset in the HP FAX-950**

## Connecting to the Telephone Line

### Note

For best performance, the phone line should be connected directly to the fax machine.

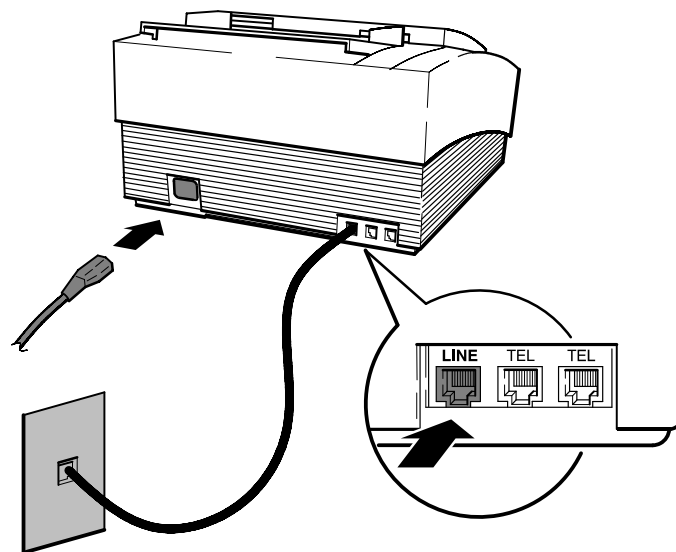
Your fax machine is not designed for use in a phone system that has call waiting, multiple phone extensions, caller ID, voice-mail, modems or roll-over lines. Use of a phone line having multiple extensions may cause transmission and/or reception problems if any of the extensions are picked up during data transmission/reception. If problems occur, consider using a dedicated phone line for the fax machine.

Your fax machine may have plastic pull tabs protecting the telephone and line connectors on the back of the machine. Carefully twist and pull the tabs out of the slots to access the connectors.

## Connecting the HP FAX-700 and FAX-750 to the Telephone Line

To connect the HP FAX-700 or HP FAX-750 to the telephone line, perform the following procedure:

1. Connect a telephone line from the phone wall jack to the LINE connector on the back of your fax machine. See Figure 2-38. An HP FAX-700 is illustrated in Figure 2-38, but the method of connection to the telephone line is the same for the HP FAX-750.



750-48

**Figure 2-38. Connecting the HP FAX-750 to the Telephone Line**

2. Connect the fax machine to a source of ac power.

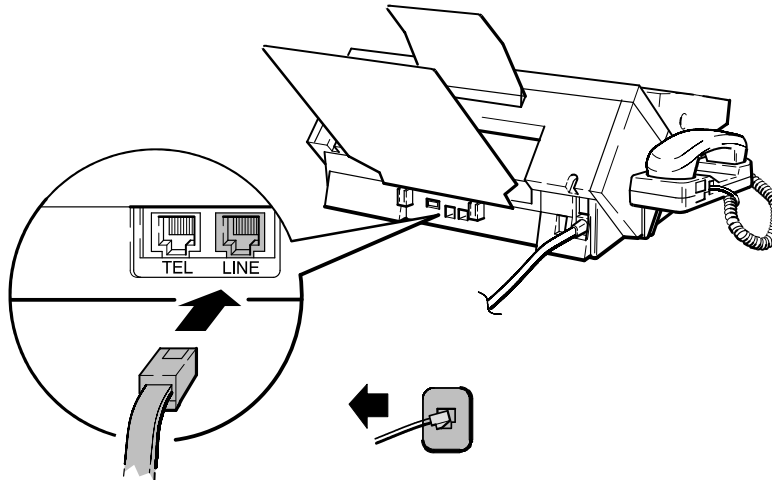
To set up the appropriate mode of reception, refer to the information under the heading “Managing Incoming Calls by Setting the Reception Mode on the HP FAX-700 and FAX-750” given later in this chapter. The mode of reception depends on the devices you have connected to your fax.



## Connecting the HP FAX-900 and FAX-950 to the Telephone Line

To connect the HP FAX-900 and HP FAX-950 to the telephone line, perform the following procedure:

Connect a telephone line from the phone wall jack to the LINE connector on the back of your fax machine. See Figure 2-39. An HP FAX-900 is illustrated in Figure 2-39, but the method of connection to the telephone line is the same for the HP FAX-950.



FAX950-23

Figure 2-39. Connecting the HP FAX-900 or FAX-950 to the Telephone Line

## Connecting to a Telephone

### Note

For best performance, the telephone should be connected directly to the fax machine.

Your fax machine is not designed for use in a phone system that has call waiting, multiple phone extensions, caller ID, voice-mail, modems or roll-over lines. Use of a phone line having multiple extensions may cause transmission and/or reception problems if any of the extensions are picked up during data transmission/reception. If problems occur, consider using a dedicated phone line for the fax machine or configuring the fax machine for distinctive ring detection as described later in this chapter.

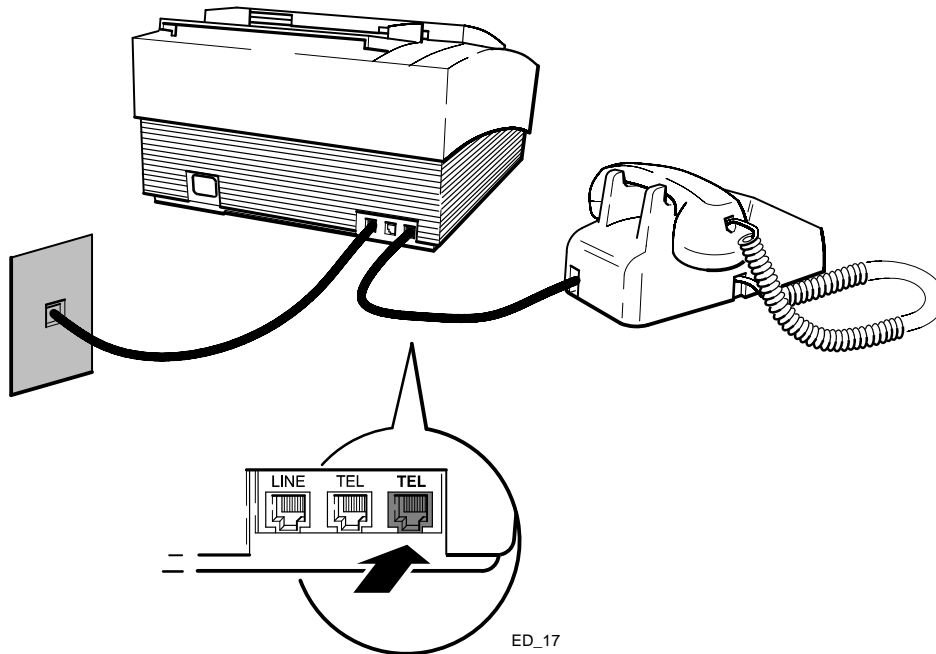
Your fax machine may have break-off tabs protecting the telephone and line connectors on the back of the machine. Carefully twist and pry the tabs out of the slots to access the connectors.

## Connecting a Telephone to the HP FAX-700 and FAX-750

To connect the HP FAX-700 or the FAX-750 to the telephone, perform the following steps:

1. Connect the fax machine to a telephone line. If necessary, refer to the procedure titled “Connecting the HP FAX-700 and FAX-750 to the Telephone Line”.
2. Plug one end of the phone cord into one of the connections at the rear of the fax machine marked **TEL**. See Figure 2-40.

3. Plug the other end of the phone cord into the back of the telephone. See Figure 2-40.



**Figure 2-40. Connection the HP FAX-700 and FAX-750 to the Telephone**

4. Connect the fax machine to a source of ac power.

To set up the appropriate mode of reception, refer to the information under the heading “Managing Incoming Calls by Setting the Reception Mode on the HP FAX-700 and FAX-750” given later in this chapter. The mode of reception depends on the devices you have connected to your fax.

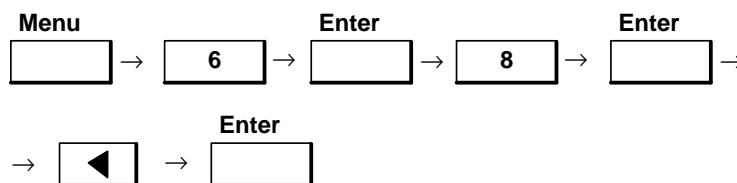
### Configuring the HP FAX-700 and FAX-750 for Distinctive Ring Detection

HP FAX-700 and FAX-750 fax machines have the ability to use an optional distinctive ring service offered by many local telephone companies. This service provides multiple telephone numbers on a single telephone line. A specific ring pattern can be assigned to each telephone number on the line. Have the customer check with his local telephone company on the availability of the service in his area.

The fax machine can be programmed to respond to any one of many possible distinctive ring patterns at a time. When the telephone rings, the pattern can be used to identify the type of call (fax specific, business, or personal).

The pattern recognized by the distinctive ring detection capability is established during configuration.

**To configure a FAX-700 or FAX-750 machine for distinctive ring detection, perform the following procedure:**



The following message appears:

**Call this fax number  
from another phone**

Have a telephone using the distinctive ring pattern you want to be detected call the customer's fax machine number. Once the connection is made, the following message will appear on the message display:

**Ring cadence stored  
'ENTER' to continue**

Press the Enter button. The fax machine returns to the "settings" menu level.

Press the Stop button to return the fax machine to the standby mode.

The phone can be reprogrammed to respond to a different distinctive ring pattern at any time by simply repeating this procedure.

## **Configuring the HP FAX-900 and FAX-950 for Distinctive Ring Detection**

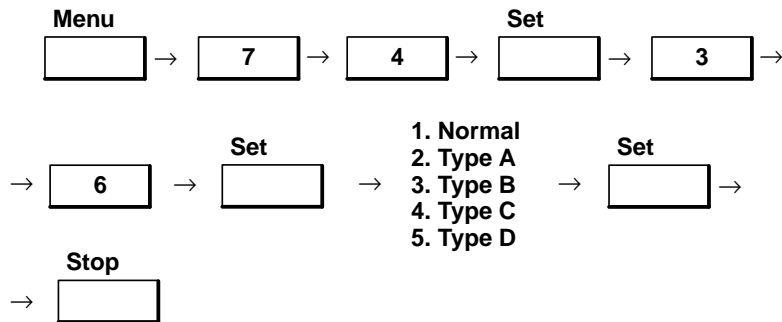
HP FAX-900 and FAX-950 fax machines have the ability to use an optional distinctive ring service offered by many local telephone companies. This service provides multiple telephone numbers on a single telephone line. A specific ring pattern can be assigned to each telephone number on the line. Have the customer check with his local telephone company on the availability of the service in his area.

The fax machine can be programmed to respond to one of several distinctive ring patterns at a time. When the telephone rings, the pattern can be used to identify the type of call (fax specific, business, or personal.)

The setting of fax parameter 36 (Ring Pattern Detect) must match the ring pattern of the number assigned to the fax machine. If the setting does not match the ring pattern, the document will not be automatically received, and the telephone will continue to ring. The patterns that can be detected are:

- Normal = answers all rings
- Type A : Standard ring pattern = (long - long)
- Type B : Double ring pattern = (short - short)
- Type C : Triple ring pattern = (short - short -long)
- Type D : Triple ring pattern = (other than type C)

To configure a FAX-900 or FAX-950 for distinctive ring detect detection, press the buttons in the sequence shown. Use the numeric keyboard to select the pattern (1 through 5).



## Connecting a telephone to the HP FAX-900 and FAX-950

If you do not use the fax machine handset or use the fax machine in a country where telecommunications regulations do not allow use of an attached handset, you may need to connect a telephone to the fax machine.

Connect a telephone to your fax machine if you want to receive both voice telephone calls and fax calls on the same line, or communicate with fax stations where you will need to make voice contact before sending a fax.

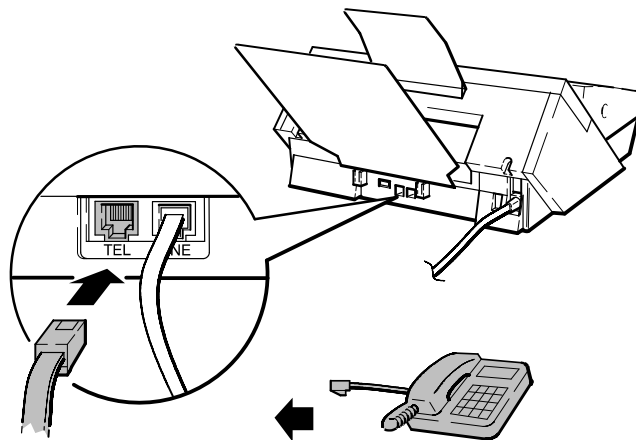
To connect a telephone to your fax machine, perform the following procedure.

---

**Note** Before attaching a telephone to the fax machine, attach the fax machine to a telephone line.

---

1. Carefully remove the tab protecting the rectangular telephone connector on the back of your fax machine, if not already removed.
2. Connect the telephone cord from the telephone to the rectangular connector labeled TEL on the back of your fax machine. See Figure 2-41. An HP FAX-900 is shown in the figure, but the connection for the HP FAX-950 is the same as for the FAX-900.



FAX900-24

Figure 2-41. Connecting the HP FAX-900 to the Telephone Line

With only a telephone (not an answering machine) connected to your fax machine, you can operate in one of three different modes. These modes are FAX mode, TELEPHONE mode and FAX/TEL Auto Switch mode. The modes and their use are presented in Chapter 3 of this guide.

When shipped from the factory, your HP FAX-900 or FAX-950 is set to FAX mode and will automatically answer all calls as fax calls. The Receive Mode light on the fax machine front panel should be lit when in FAX mode.

**If you plan to receive fax calls only**, use the FAX mode (factory set at shipment). When a fax call is received, your fax machine will pick up the line after it detects two rings and send a fax tone signal to the calling fax machine to start communications. The fax is then sent and your HP FAX-900 or HP FAX-950 will automatically start to receive the fax.

**If you plan to receive mostly voice calls and receive fax calls manually**, use the TELEPHONE mode. This mode is also known as the Manual mode because you must manually start the fax machine to receive a fax call. Voice calls are treated as normal. In this mode, the fax machine will never pick up the line. All calls must be answered manually. The Receive Mode light on the fax machine front panel should be off.

For fax calls you must use the telephone that is directly connected to the jack on the back of the fax machine. After lifting up the telephone receiver on the telephone and the caller notifies you that a fax is about to be sent to you, press the START button on the fax machine and then hang up the telephone. The fax is then sent and your fax machine will start to receive it.

**If you plan to have the fax machine receive fax calls and you receive voice calls manually**, use the FAX/TEL Auto Switch mode. The receive Mode light on the fax machine front panel should be off. When a call is received, your fax machine will pick up the line after it detects two rings and monitor the line for a fax tone signal. If a fax tone is detected, the fax machine will automatically start to communicate with the calling fax machine and start to receive the fax.

If a fax tone is not detected, the fax machine will start “beeping” a signal through its speaker, expecting you to answer. For voice calls you must use the telephone that is directly connected to the TEL jack on the back of the fax machine. To answer a voice call pick up the telephone receiver, press the Dial/Space button on the fax machine and start talking.

If you do not answer the call within the time specified in fax parameter 18, the fax machine will return a fax tone, expecting to communicate with a “silent” fax machine. The factory set time is 20 seconds. To change the time in fax parameter 18, refer to Fax Parameters in chapter 4.

To use FAX/TEL switch mode, you need to set fax parameter 15 for option 2. Fax parameters are presented in chapter 4.

## Connecting to an Answering Machine

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### Note

For best performance, the answering machine should be connected directly to the fax machine.

Your fax machine is not designed for use in a phone system that has call waiting, multiple phone extensions, caller ID, voice-mail, modems or roll-over lines. Use of a phone line having multiple extensions may cause transmission and/or reception problems if any of the extensions are picked up during data transmission/reception. If problems occur, consider using a dedicated phone line for the fax machine or configuring the fax machine for distinctive ring detection as described earlier in this chapter.

Your fax machine may have break-off tabs protecting the telephone and line connectors on the back of the machine. Carefully twist and pry the tabs out of the slots to access the connectors.

---

## Connecting an Answering Machine to the HP FAX-700 and FAX-750

Connect an answering machine to your fax if you want to receive both voice telephone calls and fax calls on the same line, or have your fax take fax calls and the answering machine take voice calls.

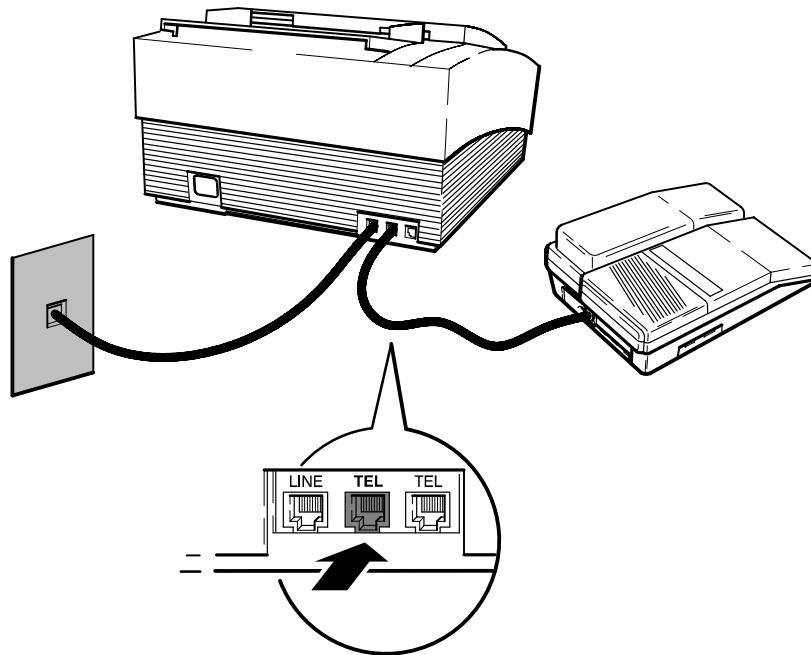
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### Note

You can not use the *Remote Turn-on* or *Outgoing-message-only* features of your answering machine when you connect it to your fax machine. If your answering machine can select the number of rings before answering, set it to answer in less than eight rings.

---

Connect the telephone cord from the answering machine to one of the TEL connectors on the back of your fax machine. See Figure 2-42. The HP FAX-700 is shown in Figure 2-38, but the method of connection is the same for the HP FAX-750.



750-51

**Figure 2-42. Connecting the HP FAX-700 to an Answering Machine**

To set up the appropriate mode of reception, refer to the information under the heading, “Managing Incoming Calls by Setting the Reception Mode on the HP FAX-700 and FAX-750”, given later in this chapter. The mode of reception depends on the devices you have connected to your fax.

## CONNECTING AN ANSWERING MACHINE TO THE (0 &18§ AND &18§

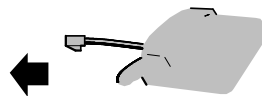
CONNECT AN ANSWERING MACHINE TO YOUR FAX MACHINE IF YOU WANT TO RECEIVE BOTH VOICE TEL THE SAME LINE OR HAVE YOUR FAX MACHINE TAKE FAX CALLS AND THE ANSWERING MACHINE TAKE

YOU CAN NOT USE THE 4URNS ON GOINGS MESSAGES ON LINES OF YOUR ANSWERING M CHINE WHEN YOU CONNECT IT TO YOUR FAX MACHINE ) IF YOUR ANSWERING MACHINE OF RINGS BEFORE ANSWERING SET IT TO ANSWER IN LESS THAN EIGHT RINGS ) IF YC PROVIDED WITH THE ANSWERING MACHINE YOU WILL NEED TO CONNECT THE TELEP MACHINE THEN CONNECT THE ANSWERING MACHINE TO THE FAX MACHINE

## 40 CONNECT AN ANSWERING MACHINE TO YOUR FAX MACHINE FOLLOWING PROCEDURE

CAREFULLY REMOVE THE TAB PROTECTING THE 4%, CONNECTOR ON THE BACK OF THE FAX MACH

CONNECT THE TELEPHONE CORD FROM THE ANSWERING MACHINE TO THE 4%, CONNECTOR ON CHINE SEE FIGURE § 4HE (0 &18§ IS SHOWN BUT THE CONNECTION FOR THE (0 &18§ IS THE





















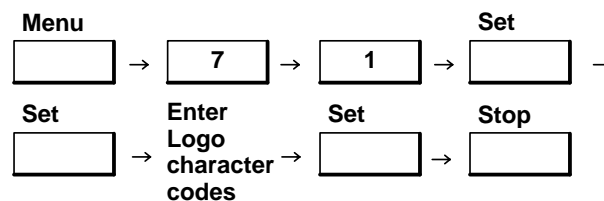
## Setting the Logo on the HP FAX-900

**Note** The term, logo, is not used on the HP FAX-700 and FAX-750. The term, name, is equivalent to the term, logo, since the name is included in the header of documents sent with these machines.

Your Logo is included in the header on documents you transmit and identifies you as the source of the documents.

You can enter a Logo up to 25 characters in length. Use the one-touch keypad to enter a two-digit character code for each character. Refer to the character code information given under the heading, “Character Code Entry on the HP FAX-900”, earlier in this chapter.

**To set the logo,** press the buttons in the sequence shown and enter the necessary information where requested.

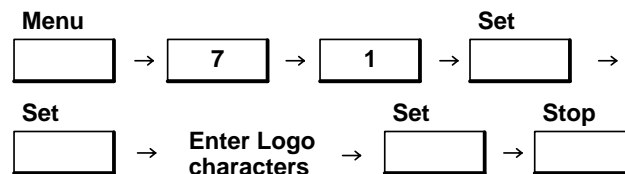


## Setting the Logo on the HP FAX-950

Your Logo is included in the header on documents you transmit and identifies you as the source of the documents.

You can enter a Logo up to 25 characters in length. Use the one-touch keypad to enter characters. Refer to the character entry information given under the heading, “Character Code Entry on the HP FAX-950”, earlier in this chapter.

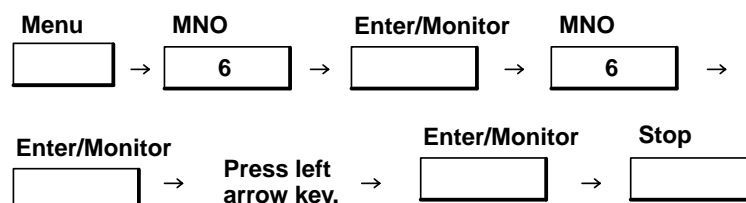
**To set the logo,** press the buttons in the sequence shown and enter the necessary information where requested.



## Setting the Pulse Dialing Method on the HP FAX-700 and FAX-750

Your HP FAX-700 or FAX-750 is factory set for touchtone dialing. If you connect your FAX machine to a pulse dialing system, you will need to configure the FAX for pulse dialing.

**To set for pulse dialing,** press the buttons in the sequence shown.





To set the HP FAX-750 handset for pulse dialing, slide the DIAL switch to the left. See Figure 2-45.

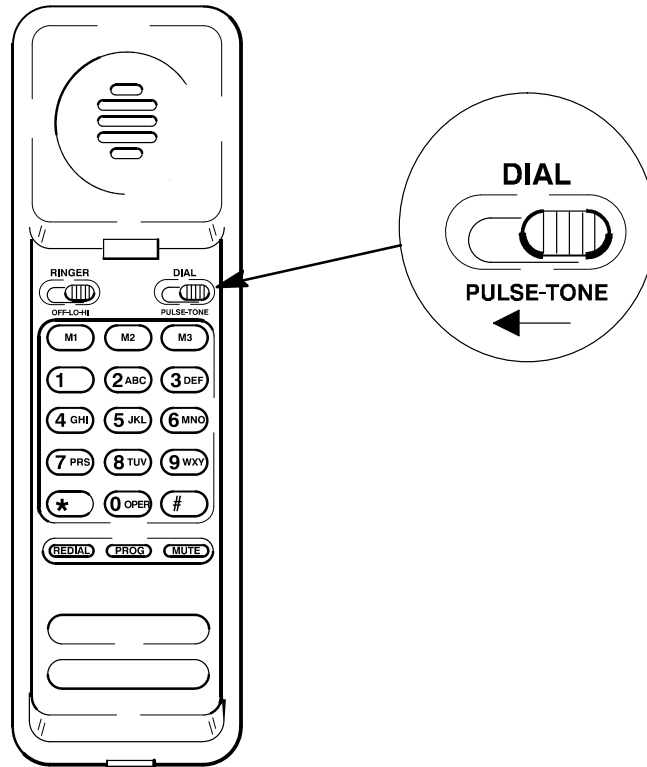


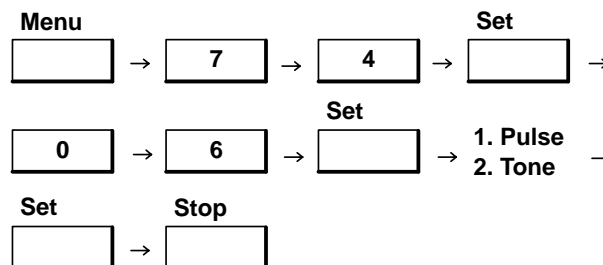
Figure 2-45. Setting the HP FAX-750 Handset for Pulse Dialing

### Setting the Pulse Dialing Method on the HP FAX-900 and FAX-950

Your HP FAX-900 or FAX-950 is factory set for touchtone dialing. If you connect your fax machine to a pulse dialing system, you will need to configure the fax machine for pulse dialing.

Configuring for tone or pulse dialing requires setting fax parameter 6 to tone or pulse dialing.

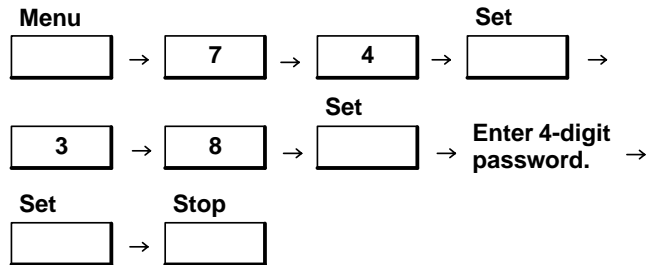
To configure for tone or pulse dialing, press the buttons in the sequence shown and enter the necessary information where requested.



## Entering a Fax Access Code (HP FAX-950)

A fax access code can be used to prevent unauthorized use of the fax machine. Once a code is entered, use of the machine to send a fax requires the entry of the access code. Receiving is not affected. The code can be entered, changed, and deleted as necessary.

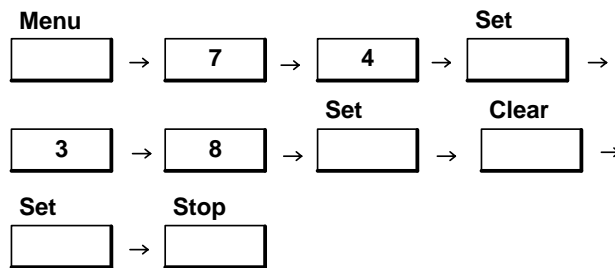
**To enter a fax access code**, press the buttons in the sequence shown and enter the necessary information where requested.



If an access code is set and required to use the machine, the display will indicate, Access Code=. Enter the access code and press the Set button. You may now operate the fax machine.

## Clearing a Fax Access Code (HP FAX-950)

**To clear (erase) a fax access code**, press the buttons in the sequence shown.

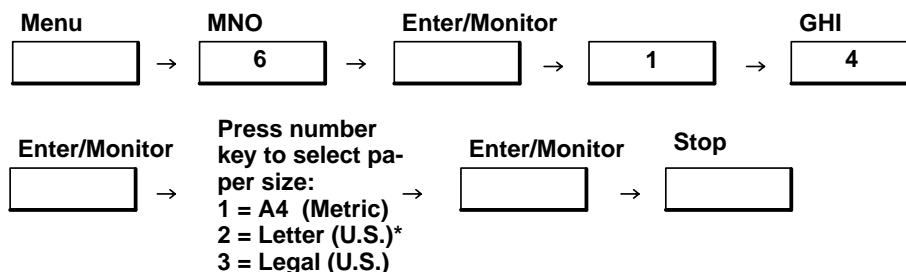


To change an access code, clear (erase) the old code and enter a new code using the above procedures.

## Setting the Paper Size on the HP FAX-700 and FAX-750

Your HP FAX-700 or HP FAX-750 is factory set for U.S. letter size (8 1/2 in. x 11 in.) paper. If you want to use U.S. legal (8 1/2 in. x 14 in.) or metric A4 (210 mm x 297 mm) size paper, you will need to configure the FAX machine paper size parameter 14 in the settings menu.

**To set the FAX machine for the paper size used**, press the buttons in the sequence shown and enter the necessary information where requested.

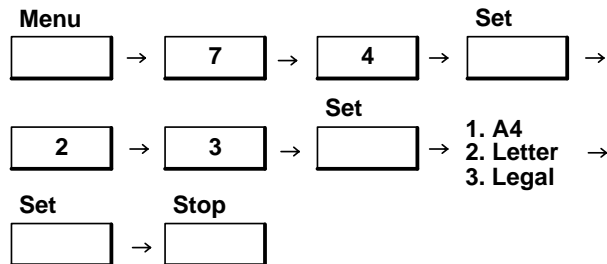


## Setting the Paper Size on the HP FAX-900 and FAX-950

Your HP Fax 900 is factory set for receiving documents using the standard paper size of the country of destination when ordered. In the U.S. A., it is set for receiving letter - 8 1/2 in. x 11 inch documents. Where the metric system is normally used, it is set for receiving A4 size documents.

If you want to configure to receive U.S. legal (8 1/2 in. x 14 in.) or change to receive letter (8 1/2 in. x 11 in) or A4 (210 mm x 297 mm) size documents, you will need to configure fax parameter 23 to the desired size.

**To configure the received document paper size**, press the buttons in the sequence shown and enter the necessary information where requested.



## Switching the Verification Stamp ON (HP FAX-950)

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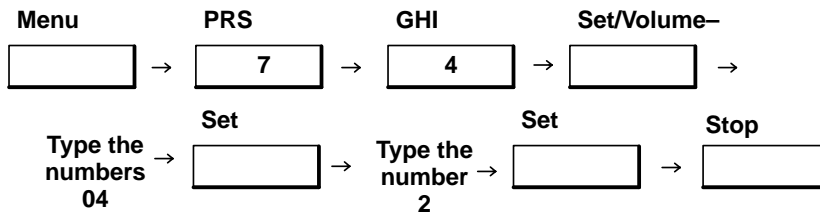
**Note** HP fax machines FAX-700, FAX-750, and FAX-900 do not have a verification stamp capability.

---

The verification stamp is a small mark ⊗ that prints at the bottom of each successfully transmitted page. The HP FAX-950 comes from the factory with the verification stamp switched OFF. The FAX-950 can be temporarily switched ON by pressing the **Stamp** button . The lamp next to the button is lit when the stamp feature is ON.

After the document is sent, the fax machine automatically returns the stamp setting to its current value.

**To permanently switch the verification stamp ON**, change fax parameter 04 to Option 2 using the following procedure:

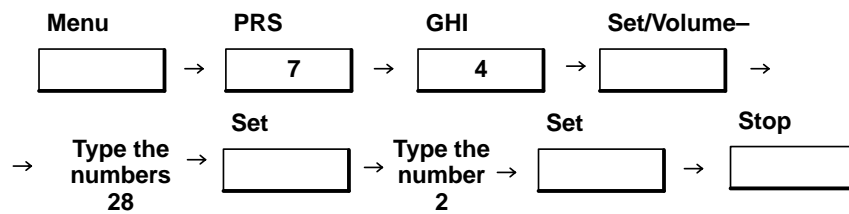


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**Note** Normally the fax machine does not stamp originals as they are stored in memory (for later transmission, for example). To switch the verification stamp ON for stored documents, you must also set fax parameter 28 (MEMORY STORED STAMP) to Option 2.

---

To permanently switch the memory-stored verification stamp ON, use the following procedure:



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## Introduction

This chapter gives information on the operation and usage of the HP FAX-700, HP FAX-750, HP FAX-900, and HP FAX-950 facsimile machines. For additional information about the fax machines' control panels, refer to the following documents as appropriate:

- HP FAX-700/750 User's Guide
- HP FAX-900 User's Guide
- HP FAX-950 User's Guide

## Turning the FAX machine ON and OFF

### Turning the FAX-700 and FAX-750 ON and OFF

1. Plug the power cord into a grounded electrical outlet.
2. Turn ON (**I**) the fax machine by pressing the forward half of the ON/OFF switch, located on the right rear corner (viewed from the front) of the fax machine.
3. To turn OFF (**O**) the fax machine, press the rear half of the ON/OFF switch.

### Turning the FAX-900 and FAX-950 ON and OFF

1. Plug the power cord into a grounded electrical outlet. Your fax machine is designed to operate with the standard power source for the country of destination when ordered.

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#### Note

Due to the different power specifications of various countries, operation of the fax machine outside of the original country of destination may cause problems.

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2. Turn ON (**I**) the fax machine by pressing the ON/OFF switch, located on the left rear corner of the fax machine. The message display on the fax machine control panel will be lit when the fax machine is powered ON.

Whenever the fax machine is turned ON (**I**), the front panel display will first indicate the fax machine identification and memory option. Then the display will instruct you to wait while it performs the built-in self-test routine. At completion of the self-test, the display will show a date and time. Instructions for entering or changing the date and time are provided in chapter 3. The first time you turn the fax machine ON, the fax machine display will prompt you to load paper and ink. A "beeping" noise will also be heard. Refer to the paper and ink cartridge loading procedures in chapter 2.

3. To turn OFF (**O**) the fax machine press the ON/OFF switch again.

## Fax Operating Modes

HP fax machines have five basic modes of operation:

- In *standby* mode, the fax machine is idle. It is ready to transmit or receive documents.
- In *receiving* mode, the fax machine is receiving a document from another station. It cannot receive or transmit other documents.

- In *transmitting* mode, the fax machine is transmitting a document to another station. It cannot receive or transmit other documents.
- In *printing* mode, the fax machine is printing a report, list, or document.
- In information mode, information codes are shown in the message window. The fax machine is indicating an error condition, such as no paper in the paper IN tray. It can receive and transmit documents under most error conditions. Chapter 5 of this guide gives details on how to respond to information codes.

A description of the control panel functions and keys begins on the next page of this guide.



# Control Panel Keys and Functions

## HP FAX-700 and HP FAX-750 Control Panel Keys and Functions

Figure 3-1 shows the control panel buttons. The control panel, located on the ADF, contains most of the user interface controls. Refer to Table 3-1 for a detailed explanation of each control.

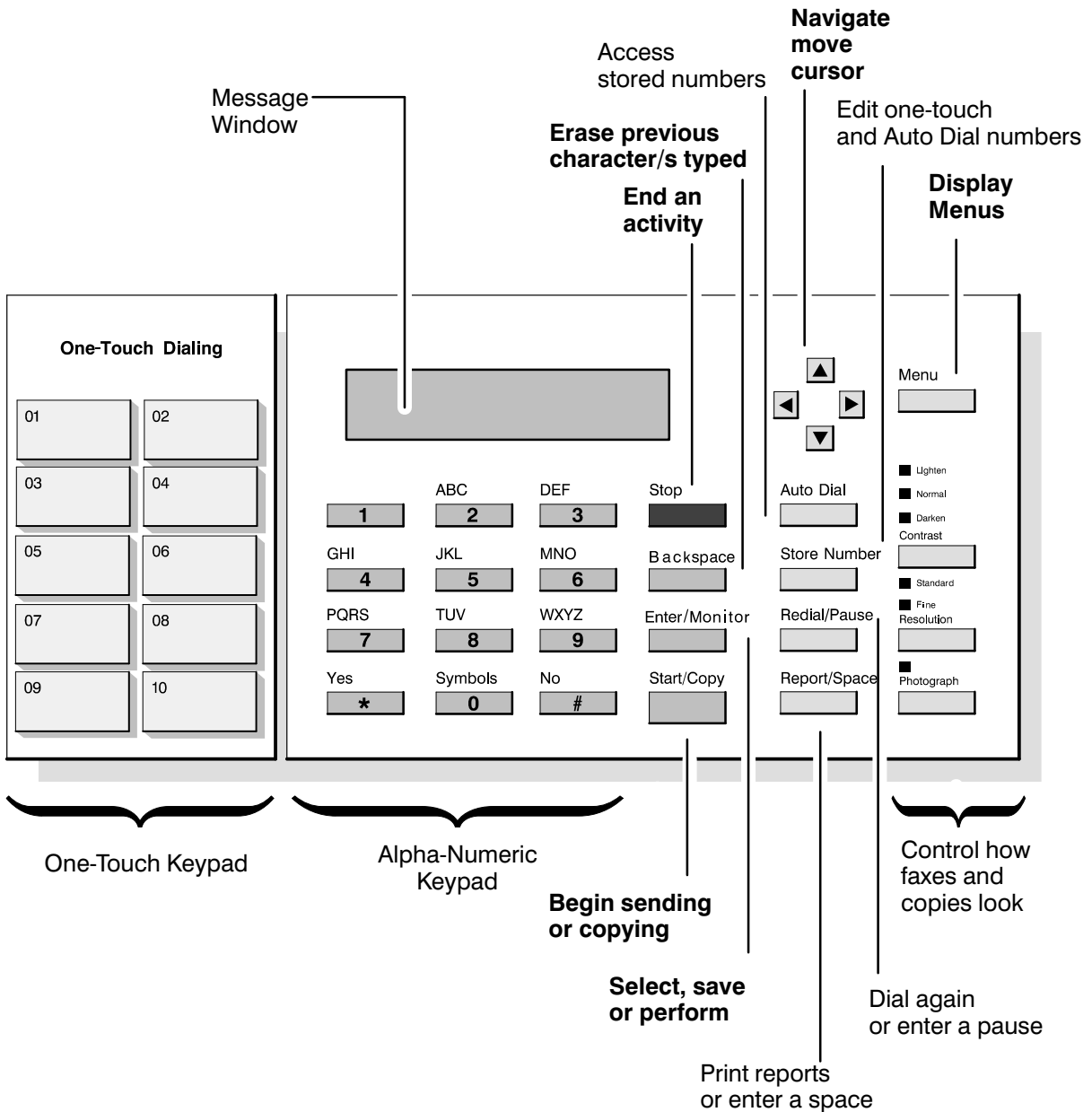


Figure 3-1. Control Panel (HP FAX-700 and HP FAX-750)

**Table 3-1. HP FAX-700 and HP FAX-750 User Interface Controls**

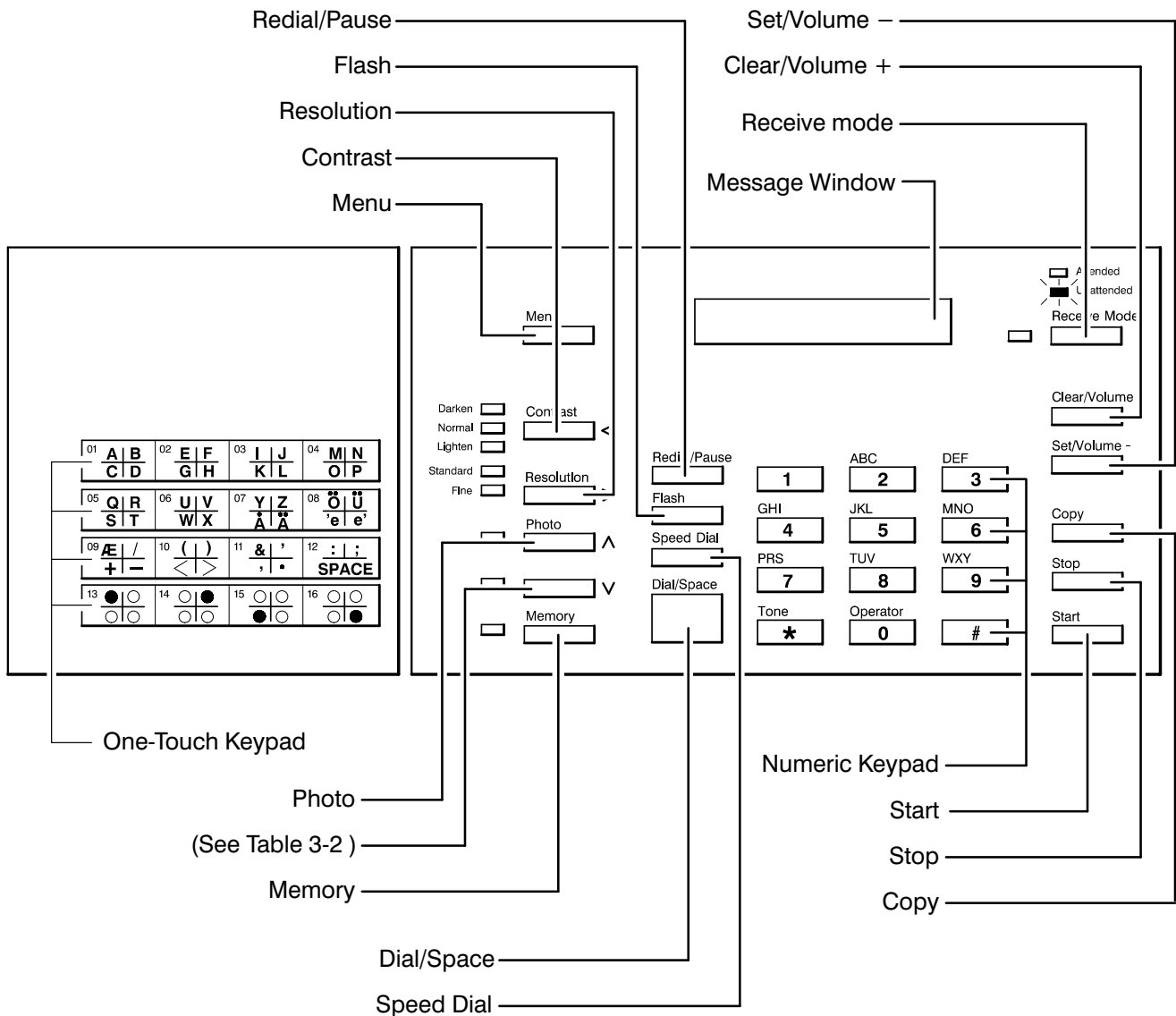
<b>Control Panel Item</b>	<b>Action</b>
Message Window	Shows the date and time in standby mode. Shows relevant information during operations. Shows information codes for diagnosing problems.
One-Touch/Keypad	Ten buttons that can be programmed for one-touch dialing. The user can print a one-touch directory sheet with one-touch numbers and station names by pressing the Reports/Space button, selecting choice 3, and pressing the Enter/Monitor button.
Alpha-Numeric Keypad	Twelve buttons used for direct dialing, storing speed dialing numbers and names, and selecting functions.
Stop Button	Cancels any current activity and returns the fax machine to standby mode.
Backspace Button	Moves the cursor right-to-left in the message window erasing previously typed characters as it does so.
Enter/Monitor Button	Selects a menu item, saves a setting, or performs an operation. Also allows the user to hear dialing and phone ringing operations during fax transmission.
Start/Copy Button	Begins a selected function or operation. Also initiates a copying operation.
Arrow Buttons	Used to move the cursor in the message window while editing one-touch and auto dial numbers.
Auto Dial Button	When pressed, this button indicates that an auto-dial or a speed dialing code will follow.
Store Number Button	Used to edit one-touch and auto dial numbers.
Redial/Pause Button	Redials a previously entered telephone number or enters a pause when dialing or storing a telephone number.
Report/Space Button	Accesses the reports menus directly from the standby mode or enters a space when storing a telephone number. The reports menus available are 1: Last Transaction, 2: Last 32 Transactions, 3: Auto Dial Directory, 4: Settings. After pressing this button, select the report by either browsing through the reports to the report you want or pressing the number of the report you want. Then press the Enter/Monitor button.
Menu Button	This button causes menus to be displayed in the message window.

**Table 3-1. HP FAX-700 and HP FAX-750 User Interface Controls (Continued)**

<b>Control Panel Item</b>	<b>Action</b>
Contrast	Selects the contrast of the scanned document (Normal, Lighten, or Darken) for a single transmission. The default setting is "Normal" contrast.
Resolution	Selects the resolution of the sending document (Standard or Fine) for a single transmission. The default setting is "Standard".
Photograph Button	When this button has been pressed, and the LED above the button is lit, pressing the Start/Copy button will cause the fax machine to print a copy of a photograph. The resolution will be better than "Fine". Photographs can be copied in either the Quality or the Economy mode through the Settings 05, Photo Quality menu. The Quality mode will provide a better reproduction of the photograph, but will take more time. The Economy mode will not provide as sharp an image as the Quality mode, but will take less time.

# HP FAX-900 Control Panel Keys and Functions

Figure 3-2 shows the control panel buttons. The control panel, located on the ADF cover, contains most of the user interface controls. Refer to Table 3-2 for a detailed explanation of each control.



FAX900-26

**Figure 3-2. Control Panel (HP FAX-900)**

**Table 3-2. HP FAX-900 User Interface Controls**

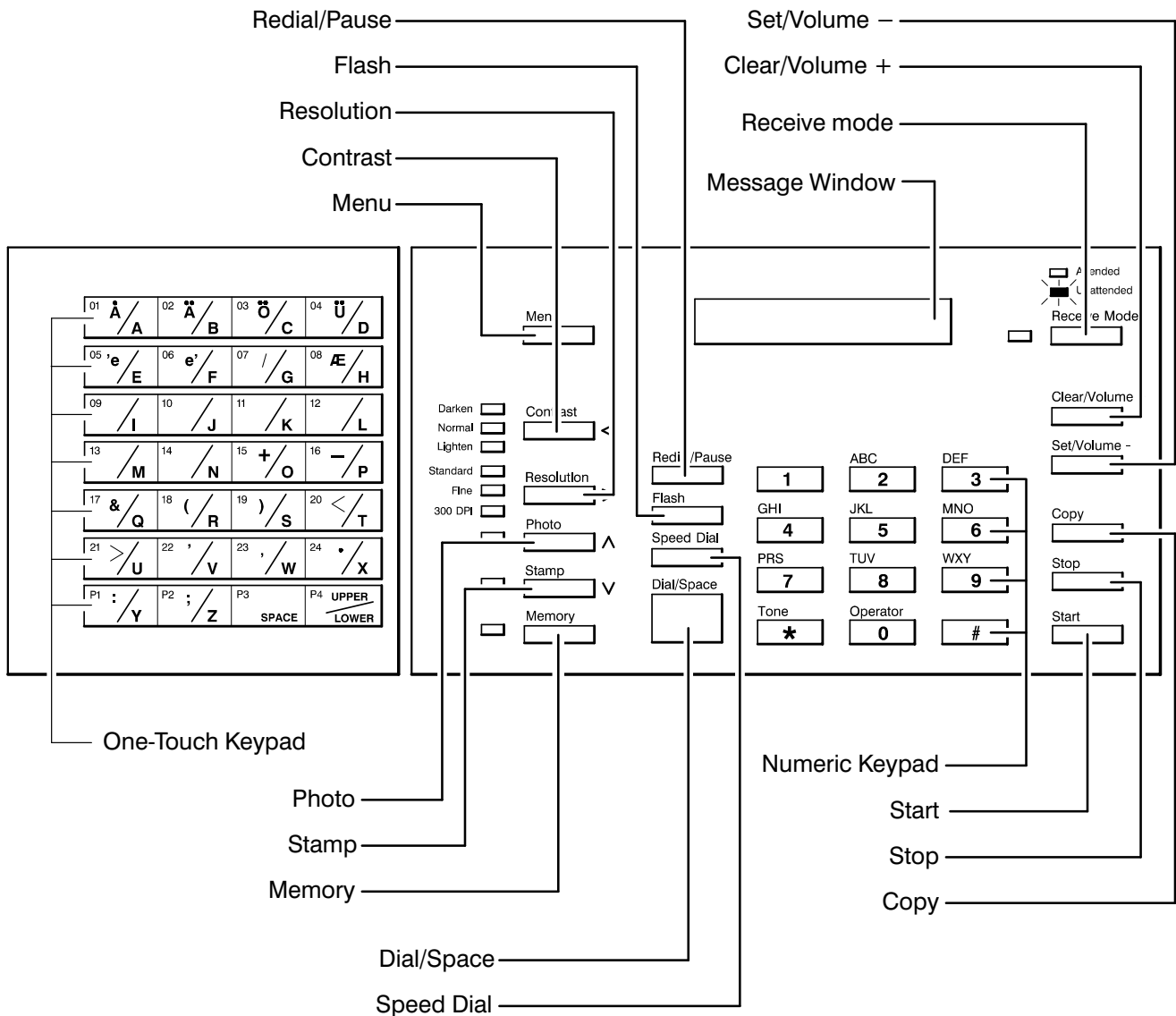
<b>Control Panel Item</b>	<b>Action</b>
Message Window	Shows the date and time in standby mode. Shows relevant information during operations. Shows information codes for diagnosing problems.
One-Touch Keypad	Sixteen buttons that can be programmed for one-touch dialing or used to enter alphabetic characters when forming logos or station names. The user can print a one-touch directory sheet with one-touch numbers and station names.
Numeric Keypad	Twelve buttons used for direct dialing, storing numbers, and selecting functions.
Menu Button	Starts an operation or changes fax settings. For example, the first step in selecting a test mode is pressing the Menu button.
Contrast < Button	Selects the contrast of the scanned document (Normal, Darken, or Lighten) for a single transmission. The default setting is "Normal" contrast (Normal LED on). This button also functions as a left arrow (<) when editing information in the message window.
Resolution > Button	Selects the resolution of the sending document (Standard or Fine) for a single transmission. The default setting is "Standard" (Standard LED on). This button also functions as a right arrow (>) when editing information in the message window.
Photo ^ Button	Selects photo mode for a single transmission for improved image quality of photographs and documents with shades of gray when scanning. This button also functions as a up-arrow (^) when editing information in the message window.
v Button	Functions as a down-arrow (v) when editing information in the message window.
Memory Button	Stores a document in memory.
Redial/Pause Button	Redials a previously entered telephone number or enters a pause when dialing or storing a telephone number.
Flash Button	Some PBX systems require a flash signal to access outside lines. the flash feature lets you use the fax machine with those PBX systems.
Speed Dial Button	Used to select the speed-dial abbreviated dialing method. After pressing the speed dial button, a two-digit code must be entered to identify the station being called.
Dial/Space Button	Used to start manual dialing and to enter a space when storing a telephone number.

**Table 3-2. HP FAX-900 User Interface Controls (Continued)**

<b>Control Panel Item</b>	<b>Action</b>
Receive mode Button	Selects the attended or unattended receive mode. The lamp is ON when in the unattended mode, OFF when in the attended mode. The unattended receive mode is the default.
Clear/Volume + Button	Used to clear characters or erase entries. Also used to increase speaker volume.
Set/Volume – Button	Used to set (store) entries. Also used to decrease speaker volume.
Copy Button	Used to make single copies of individual pages of documents.
Stop Button	Used to stop a transmission or cancel an operation. when pressed, the fax machine returns to the Date/Time display.
Start Button	Used to start an operation. Not required to start a one-touch or speed-dial sequence or copy.

# HP FAX-950 Control Panel Keys and Functions

Figure 3-3 shows the control panel buttons. The control panel, located on the ADF cover, contains most of the user interface controls. Refer to Table 3-3 for a detailed explanation of each control.



FAX950-26

Figure 3-3. Control Panel (HP FAX-950)

**Table 3-3. HP FAX-950 User Interface Controls**

<b>Control Panel Item</b>	<b>Action</b>
Message Window	Shows the date and time in standby mode. Shows relevant information during operations. Shows information codes for diagnosing problems.
One-Touch Keypad	Twenty-four buttons that can be programmed for one-touch dialing or used to enter alphabetic characters when forming logos or station names. The user can print a one-touch directory sheet with one-touch numbers and station names.
Numeric Keypad	Twelve buttons used for direct dialing, storing numbers, and selecting functions.
Menu Button	Starts an operation or changes fax settings. For example, the first step in selecting a test mode is pressing the Menu button.
Contrast < Button	Selects the contrast of the scanned document (Normal, Darken, or Lighten) for a single transmission. The default setting is "Normal" contrast (Normal LED on). This button also functions as a left arrow (<) when editing information in the message window.
Resolution > Button	Selects the resolution of the sending document (Standard, Fine, or 300 dpi) for a single transmission. The default setting is "Standard" (Standard LED on). This button also functions as a right arrow (>) when editing information in the message window.
Photo ^ Button	Selects photo mode for a single transmission for improved image quality of photographs and documents with shades of gray when scanning. This button also functions as an up-arrow (^) when editing information in the message window.
Stamp v Button	Turns the verification stamp on and off for a single transmission. This button also functions as a down-arrow (v) when editing information in the message window.
Memory Button	Stores documents in memory.
Redial/Pause Button	Redials a previously entered telephone number or enters a pause when dialing or storing a telephone number.
Flash Button	Some PBX systems require a flash signal to access outside lines. the flash feature lets you use the fax machine with those PBX systems.
Speed Dial Button	Used to select the speed-dial abbreviated dialing method. After pressing the speed-dial button, a two-digit code must be entered to identify the station being called.
Dial/Space Button	Used to start direct dialing or enters a space when storing a telephone number.



**Table 3-3. HP FAX-950 User Interface Controls (Continued)**

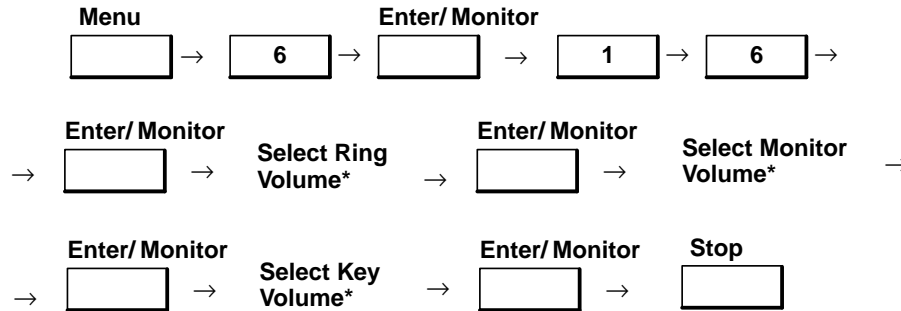
<b>Control Panel Item</b>	<b>Action</b>
Receive mode Button	Selects the attended or unattended reception mode. The unattended reception mode is the default.
Clear/Volume + Button	Erases any previous input when performing or setting a function. In standby, this button acts to increase the volume of the dial tone if the Dial/Space button has been pressed.
Set/Volume – Button	Used to select a function or to precede and follow the entry of data. In standby, this button acts to decrease the volume of the dial tone if the Dial/Space button has been pressed.
Copy Button	Used to make copies of individual pages of documents.
Stop Button	Cancels any current activity and returns the fax to standby mode. In standby mode the Date/Time display appears in the message window of the fax machine.
Start Button	Begins a selected function or operation. Not required to start a one-touch or speed-dial sequence or copy.

# Adjusting Volume

## Adjusting Speaker, Monitor, and Button Volume on the HP FAX-700 and FAX-750

Loudness (volume) of the ring, monitor, and key (button) press beep can be adjusted through the settings menus.

To adjust the speaker, monitor, and button loudness, press buttons in the sequence shown:



\* Volume Choices are 1.) Off, 2.) Soft, 3.) Medium, 4.) Loud

## Adjusting Handset Ringer Volume on the HP FAX-750

First, adjust the speaker, monitor, and button volume for the fax machine itself using the same procedure as is used on the HP FAX-700. The proper procedure is described above. Then adjust the volume control on the handset as described below.

Loudness (volume) of the dial tone and busy signals for the handset can be adjusted using the ringer control switch. See Figure 3-4.

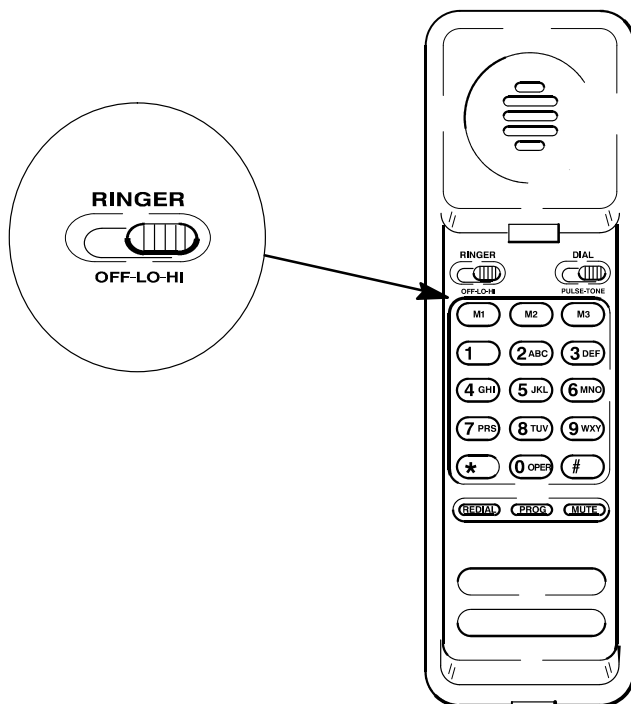


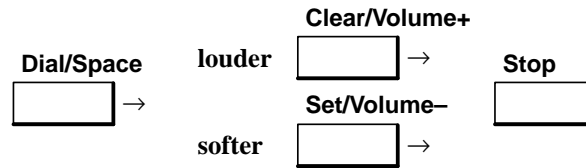
Figure 3-4. Volume Control on the HP FAX-750

EK\_39

## Adjusting Speaker Volume on the HP FAX-900 and FAX-950

Loudness (volume) of the dial tone, ringing and busy signals can be adjusted using the Clear/Volume+ and Set/Volume- buttons. You can increase the loudness of the speaker using the Clear/Volume+ button and decrease the loudness of the speaker using the Set/Volume- button.

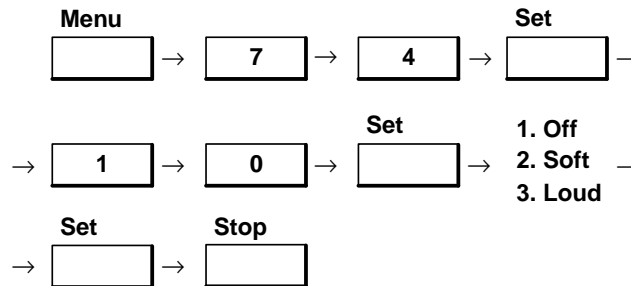
To adjust the speaker loudness, press the buttons in the sequence shown in the following procedure:



## Adjusting Button Volume on the HP FAX-900 and FAX-950

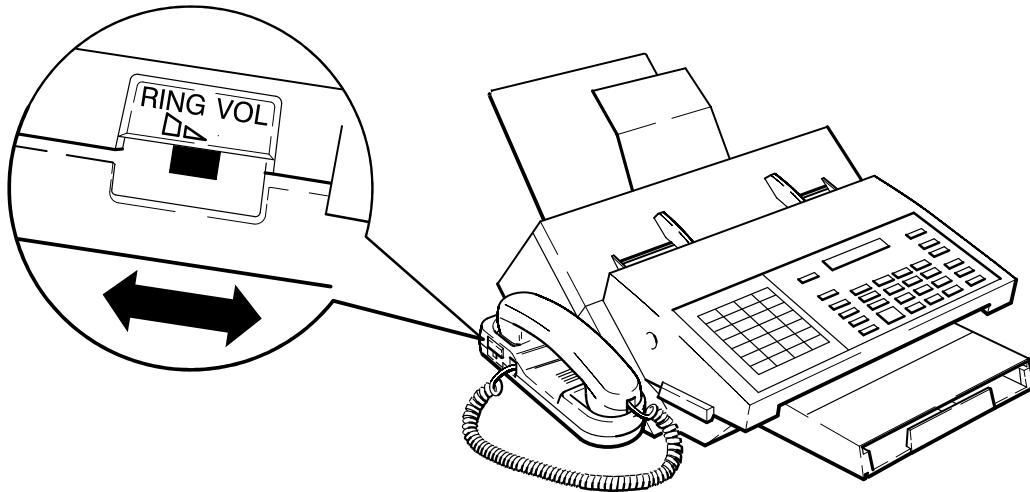
Loudness (volume) of the button presses can be adjusted by changing fax parameter 10. You can set the loudness of the button presses to Off, Soft or Loud. Press button 1, 2, or 3 on the numeric keypad to set the loudness as indicated.

To adjust the loudness of the button presses, press the buttons in the sequence shown in the following procedure:



## Adjusting Handset Ringer Volume on the HP FAX-950

Loudness (volume) of the handset ringing signals can be adjusted using the ringer volume control switch located on the side of the handset cradle near the back edge. Move the switch forward to reduce the volume or backward to increase the volume. See Figure 3-5.



FAX950-19

Figure 3-5. Handset Ringer Volume Control on the HP FAX-950

## Sending a Document

### FCC Fax Transmission requirements

The telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via telephone facsimile machine 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 following information:

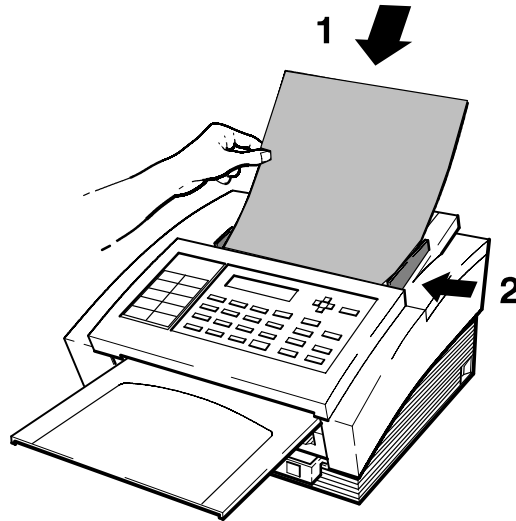
- Date and Time of transmission
- Identification of either business, business entity or individual sending the message
- Telephone number of either the sending machine, business, business entity or individual.

In order to program this information into your facsimile machine, you should refer to page numbers 2-33 through 2-41.

### Loading a Document into the HP FAX-700 and FAX-750

Before loading the document flip the document IN tray extender (Tray 3) up and back toward the rear of the fax machine.

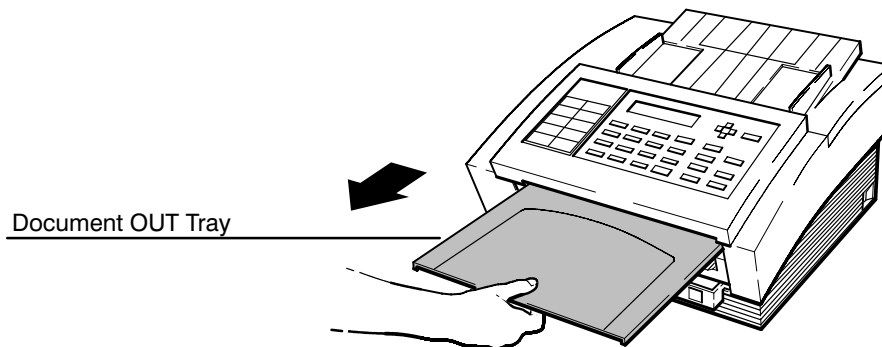
To load a document into the fax machine for transmission, fan the document pages and load your document, printed side facing down, into the automatic document feeder (ADF). The ADF will hold up to twenty pages. If more than twenty pages are to be sent, place additional pages on top of last page as the document pages are fed through the machine. See step 1, Figure 3-6. Then adjust the document feed assembly to fit the width of the document. See step 2, Figure 3-6.



EK\_12

**Figure 3-6. Loading a Document into the HP FAX-700**

Slide the document OUT tray forward until it stops. The tray will catch the pages of the document as they exit the machine after transmission.



EK\_7

**Figure 3-7. Sliding the Document OUT Tray Forward**

Adjust the ADF document guides to center the document in the ADF. See step 2 of Figure 3-6.

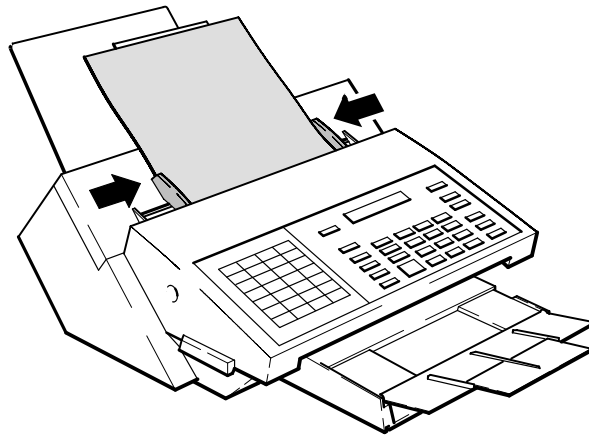
After loading the document, use one of the dialing methods described in this chapter to dial the telephone number of the receiving station where the document is to be sent.

### **Loading a Document into the HP FAX-900 and FAX-950**

To load a document into the fax machine for transmission, **load your document printed side facing down** into the automatic document feeder. The automatic document feeder will hold up to twenty pages (30 pages if 20 lb or less paper weight is used). If more than twenty pages are to be sent, place additional pages on top of last page as the document pages are fed through the machine. Make sure the document is free of paper clips and staples and is not torn.

Load the document and adjust the top cover document guides to fit the document. The HP FAX-900 is illustrated after the next paragraph, but the location of the document guides and the document position do not differ for the FAX-950.

The fax machine will display that the document is set and generate a short beep sound, indicating that the document is properly set into the automatic document feed mechanism.



## One-Touch Dialing on the HP FAX-700 and FAX-750

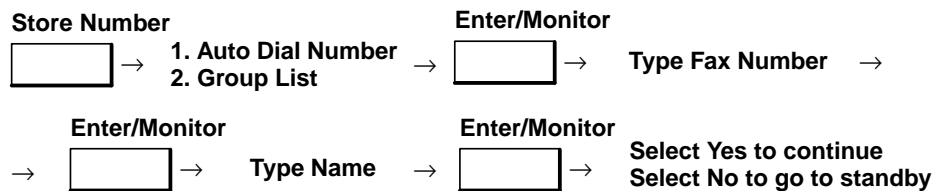
With one-touch dialing, you can set up a one-touch button to represent a telephone number. Each one-touch number can contain a maximum of 36 digits, including pauses and spaces, and a station name up to 15 characters in length to identify the receiving station. Use the 10-button, one-touch keypad to select the pre-programmed phone number(s).

**To use one-touch dialing**, simply load a document onto the ADF and press the one-touch button that has been programmed with the destination fax number.

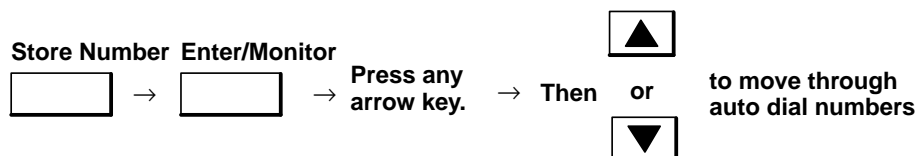
**If you have not already programmed the one-touch keypad**, or wish to change a programmed phone number and name, you will need to enter the phone number(s) and name(s) into the fax machine memory or edit them.

Use the instructions for the FAX-700 and FAX-750 in chapter 2 under the heading, “Setting the Fax Number and Name on the HP FAX-700 and FAX-750”, to enter the name (15 characters maximum) you want associated with the destination fax number.

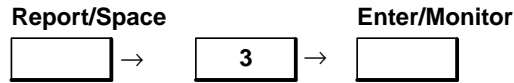
**To program the one-touch keypad**, press the buttons in the sequence shown and enter the necessary information where requested for each button to be programmed. The one-touch numbers are Auto Dial numbers 01 through 10.



**To search for unused one-touch keys.** You can access and scroll through the one-touch directory (and all the auto dial numbers) by pressing the buttons in the sequence shown. If you want to program an unused one-touch key or autodial number, press the right arrow key once you have reached the auto dial number that you want to program. Pressing the right arrow key returns you to the edit field. Perform the programming procedure starting at the “**Type Fax Number**” step above. If you are only scrolling, press the Stop button to return to the Date/Time display after scrolling is completed.



**To print the one-touch dialing overlay and auto dial dial directory.** Press the buttons in the sequence shown. The one-touch directory prints each station name and phone number below its one-touch number and places the names and numbers in a rectangular form that can be cut out and placed over the one-touch keypad for quick reference. The auto dial directory is a complete list of two-digit auto dial numbers and associated names. Where no name has been associated with the auto dial number, the term (UNUSED) is placed to the right of the number.

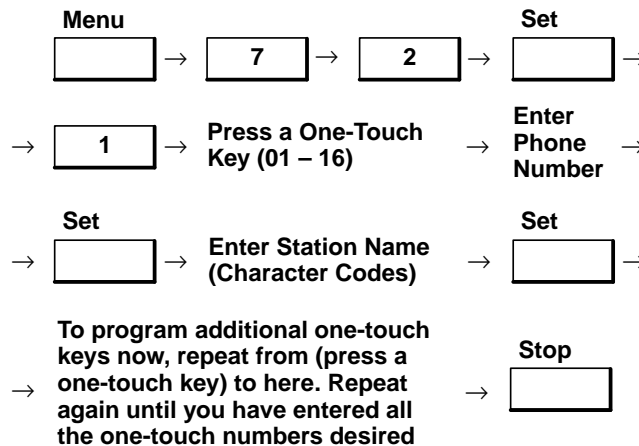


## One-Touch Dialing on the HP FAX-900

With one-touch dialing, you can set up a one-touch button to represent a telephone number. Each one-touch number can contain a maximum of 36 digits, including pauses and spaces, and a station name up to 15 characters in length to identify the receiving station. Pressing the Pause button causes a hyphen to appear in your display where entering the phone number.

Use the 16-button, one-touch keypad to select the pre-programmed phone number(s).

**One-touch Key Programming.** If you have not already programmed the one-touch keypad, or wish to change a programmed phone number, you will need to enter your phone number(s) and station name into the fax machine memory as follows:

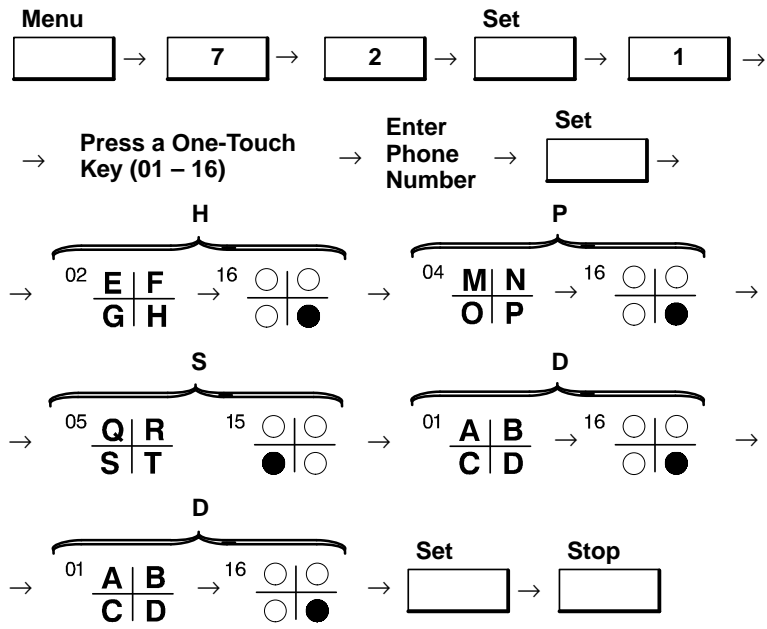


**Entering your station name (15 characters maximum).** Use the one-touch keypad to enter the two-digit character code for each alphabetic character. Use the Dial/Space button for inserting spaces between characters.

To correct an error, place the cursor over the error and enter the new data. To move the display cursor, use the Contrast and Resolution buttons.

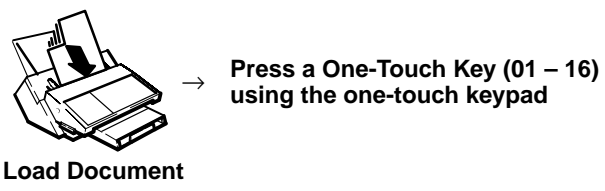
Each alphabetic character code requires a two-button sequence. A description of the procedure for entering alphabetic characters is provided in the section of chapter 2 titled, "Character Code Entry on the HP FAX-900."

Example: To enter the station name HPSDD, press the buttons in the sequence shown.

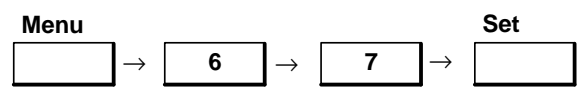


**To use one-touch dialing.** If you have not already programmed the one-touch keys into your fax machine memory, do so now using the procedure for programming the one-touch keypad given on the previous two pages.

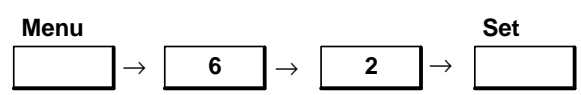
To use one-touch dialing, do the following:



**To print the one-touch directory.** Press the buttons in the sequence shown. The one-touch directory prints each station name below its one-touch number and places the names and numbers in a rectangular form that can be cut out and placed over the one-touch keypad for quick reference.

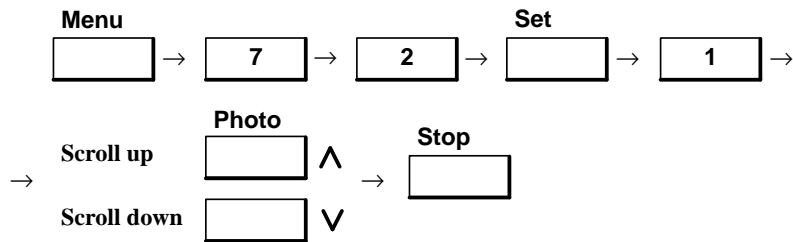


**To print out a listing of the one-touch and speed-dial numbers.** Press the buttons in the sequence shown.

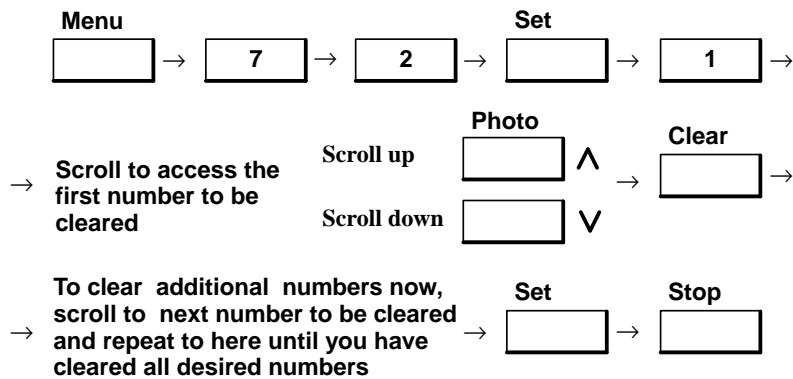




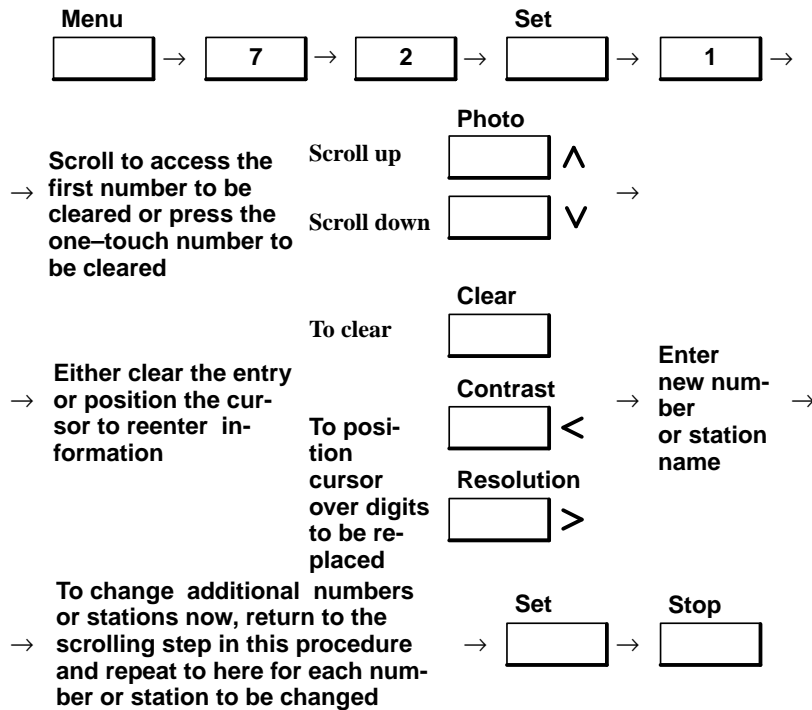
**To search for unused one-touch keys.** You can access and scroll through the one-touch directory by pressing the buttons in the sequence shown. If you want to program an unused one-touch key, refer to the procedure titled “One-touch Key Programming”, given earlier in this chapter. Press the Stop button to return to the Date/Time display after scrolling is completed.



**To clear (erase) a one-touch number.** You can clear (erase) a number from the current one-touch directory by pressing the buttons in the sequence shown. To reprogram an erased one-touch key, refer to the procedure titled “One-touch Key Programming”, given earlier in this chapter.



**To change a one-touch number.** If you need to change a one-touch number or station name, press the buttons in the sequence shown.

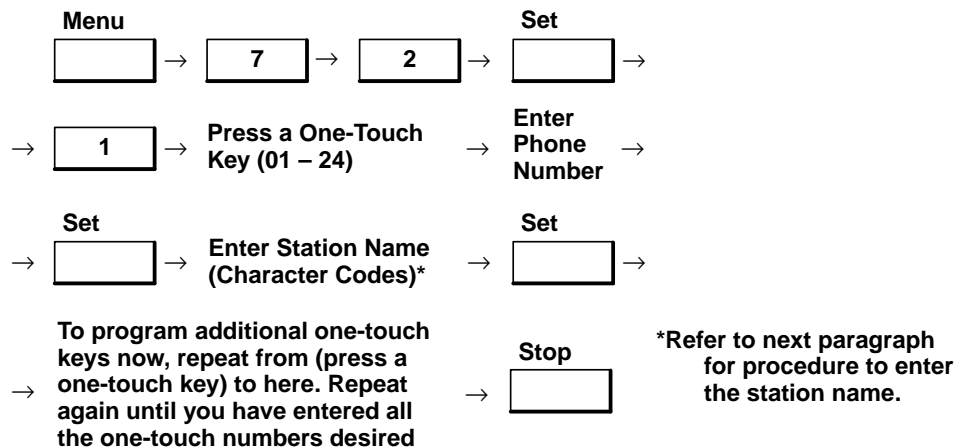


### One-Touch Dialing on the HP FAX-950

With one-touch dialing, you can set up a one-touch button to represent a telephone number. Each one-touch number can contain a maximum of 36 digits, including pauses and spaces, and a station name up to 15 characters in length to identify the receiving station. Pressing the Pause button causes a hyphen to appear in your display when entering the phone number.

Use the 24-button, one-touch keypad to select the pre-programmed phone number(s).

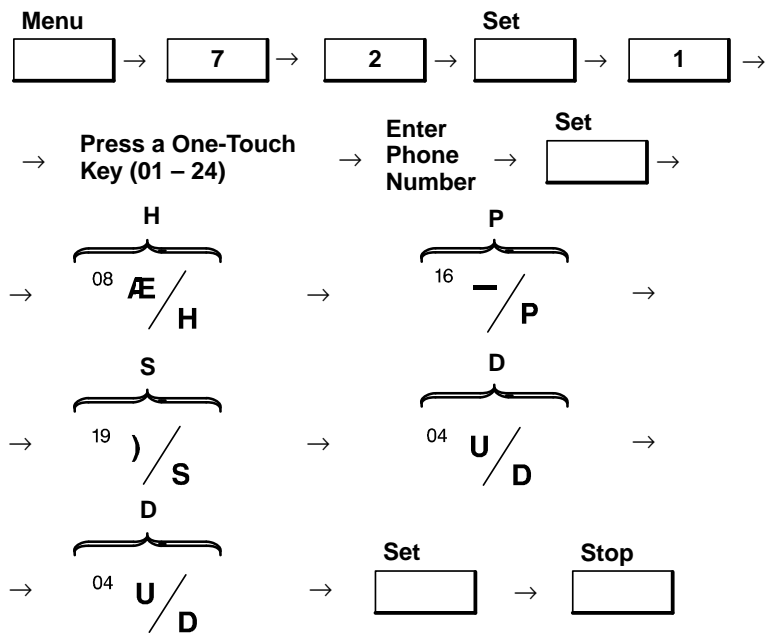
**One-Touch Key Programming.** If you have not already programmed the one-touch keypad, or wish to change a programmed phone number, you will need to enter your phone number(s) and station name into the fax machine memory as follows:



**Entering your station name (15 characters maximum).** Use the one-touch keypad to enter the alphabetic characters. Use the Dial/Space button for inserting spaces between characters. The default for the FAX-950 one-touch keypad is that the lower character of each key will be printed to the message window until P4 is pressed to print upper characters. Once P4 is pressed, upper characters will be printed until P4 is pressed again or power is cycled.

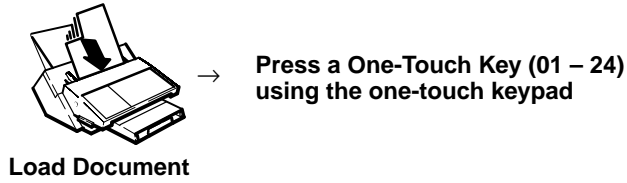
To correct an error, place the cursor over the error and enter the new data. To move the display cursor, use the Contrast and Resolution buttons.

Example: To enter the station name HPSDD, press the buttons in the sequence shown.

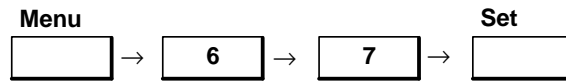


**To use one-touch dialing.** If you have not already programmed the one-touch keys into your fax machine memory, do so now using the procedure for programming the one-touch keypad given on the previous two pages.

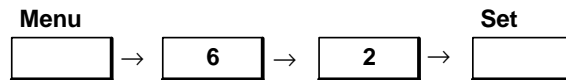
To use one-touch dialing, do the following:



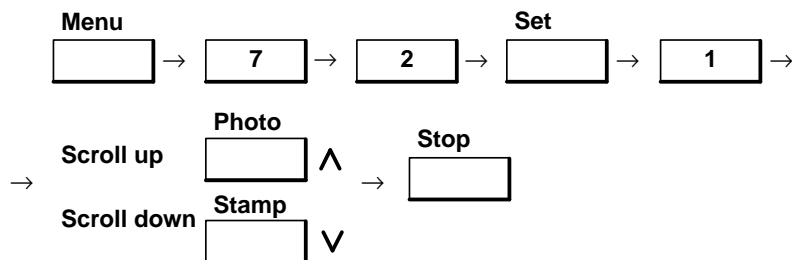
**To print a one-touch directory.** You can print the current one-touch directory by pressing the buttons in the sequence shown. The one-touch directory prints each station name below its one-touch number and places the names and numbers in a rectangular form that can be cut out and placed over the one-touch keypad for quick reference.



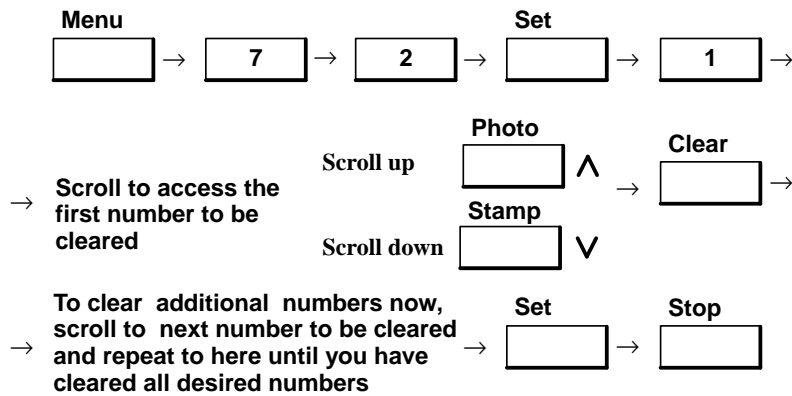
**To print a complete listing of one-touch and speed-dial numbers and names.** You can print a complete listing of one-touch and speed-dial numbers and names by pressing the buttons in the sequence shown next.



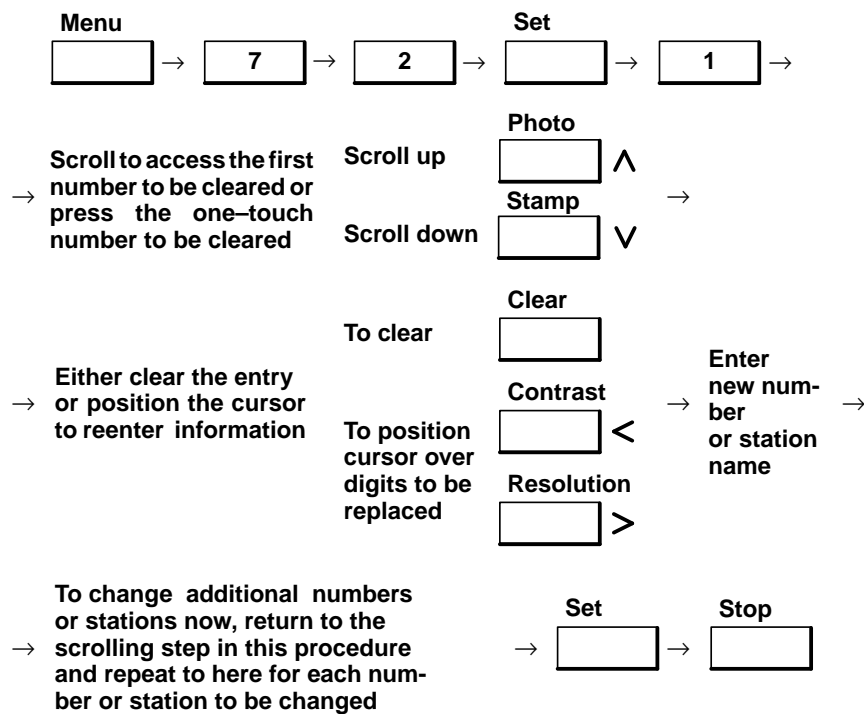
**To search for unused one-touch keys.** You can access and scroll through the one-touch directory by pressing the buttons in the sequence shown. If you want to program an unused one-touch key, refer to the one-touch key programming procedure on the previous page. Press the Stop button to return to the Date/Time display after scrolling is completed.



**To clear (erase) a one-touch number.** You can clear (erase) a number from the current one-touch directory by pressing the buttons in the sequence shown. To reprogram an erased one-touch key, refer to the procedure titled, "One-touch Key Programming", given earlier in this chapter.



**To change a one-touch number.** If you need to change a one-touch number or station name, press the buttons in the sequence shown.

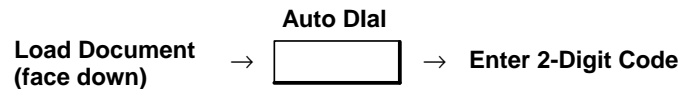


## Auto Dialing on the HP FAX-700 and FAX-750

You can define up to 50 auto dial numbers (01 through 50) using the numeric keypad. Each auto-dial number can contain a phone number with a maximum of 36 digits, including pauses and spaces. Each auto dial number can also contain a station name of up to 15 characters. The first 10 auto-dial numbers may be called using either the one-touch buttons or the  Auto Dial  button and 2-digit auto dial number. The remaining 40 auto-dial numbers (11 – 50) must be

called using the  Auto Dial  button and 2-digit auto dial number.

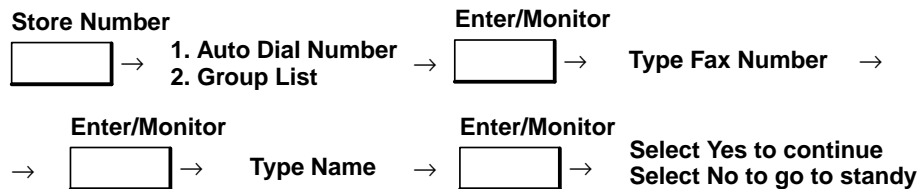
To use **auto dialing**, press the buttons in the sequence shown and enter the necessary information where requested.



If you have not already programmed the fax machine memory with the 2-digit codes and associated phone numbers and names, or wish to change a programmed phone number or name, you will need to enter the phone number(s) and name(s) into the fax machine memory.

Use the instructions for the FAX-700 and FAX-750 in chapter 2 under the heading, “Setting the Fax Number and Name on the HP FAX-700 and FAX-750”, to enter the name (15 characters maximum) you want associated with the destination fax number.

To program for auto dialing, press the buttons in the sequence shown and enter the necessary information where requested for each phone number to be programmed.



### Speed Dialing on the HP FAX-900 and FAX-950

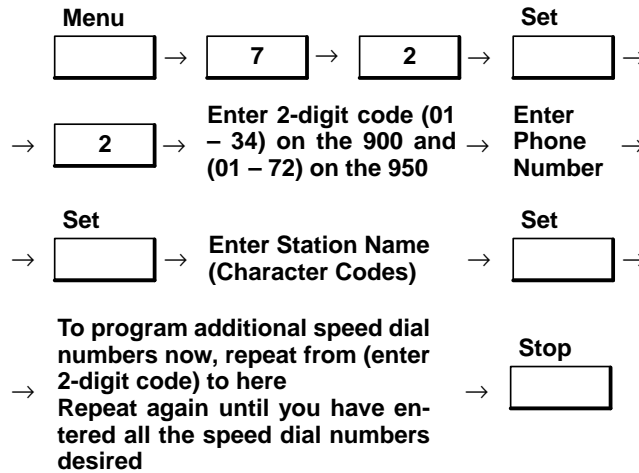
With speed-dialing, you can set up a 2-digit speed-dial code to represent a telephone number. You can define up to 34 speed-dial numbers (01 through 34) using the numeric keypad on the HP FAX-900 and 72 speed-dial numbers (01 through 72) using the numeric keypad on the HP FAX-950. Each speed-dial number can contain a maximum of 36 digits, including pauses and spaces, and a station name up to 15 characters in length to identify the receiving station. Pressing the Pause button causes a hyphen to appear in your display where entering the phone number.

Use the Speed Dial button and 2-digit speed-dial code to select the pre-programmed phone number.

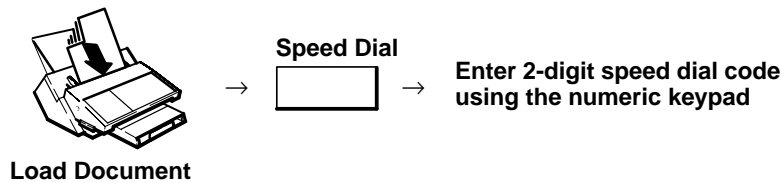
If you have not already programmed the speed dialing codes and associated phone numbers, or wish to change a programmed phone number or code, you will need to enter the phone number(s) into the fax machine memory.

Use the instructions presented in chapter 2 under the heading, “Character Code Entry on the HP FAX-900”, to enter your station name (15 characters maximum) on the FAX-900. Use the instructions presented in chapter 2 under the heading, “Character Entry on the HP FAX-950”, to enter your station name (15 characters maximum) on the FAX-950.

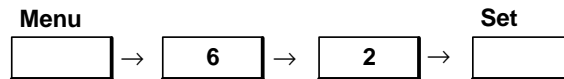
**To Program for Speed Dialing,** Press the buttons in the sequence shown and enter the necessary information where requested.



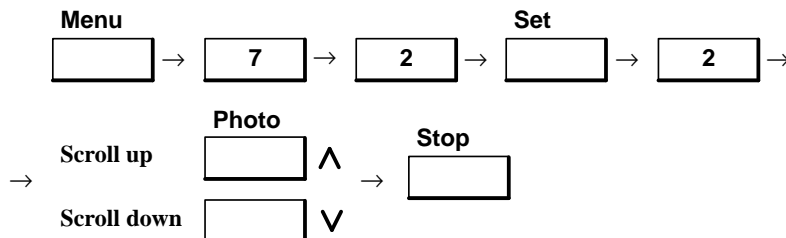
**To Use Speed Dialing.** To use speed dialing, do the following:



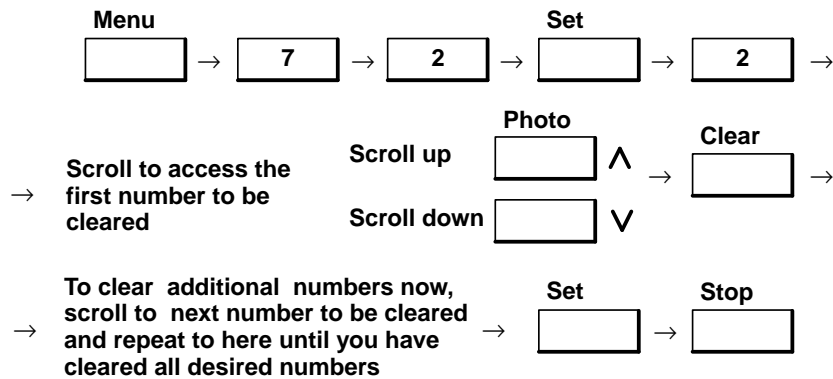
**To print a complete listing of one-touch and speed-dial numbers and names,** print a complete listing of one-touch and speed-dial numbers and names by pressing the buttons in the sequence shown next.



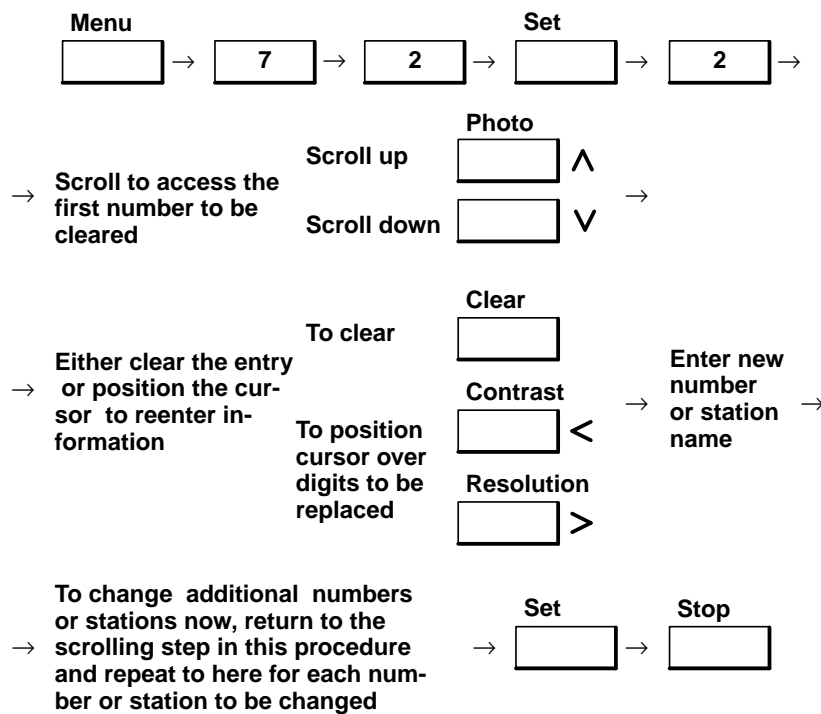
**To search for unused speed dial codes,** access and scroll through the speed dial directory by pressing the buttons in the sequence shown (in the FAX-950 the scroll down button is labeled Stamp). If you want to program an unused speed dial code, refer to the speed dial code programming procedure. Press the Stop button to return to the Date/Time display after scrolling is completed.



**To clear (erase) a speed dial number,** clear (erase) a number from the current speed dial directory by pressing the buttons in the sequence shown (in the FAX-950 the scroll down button is labeled Stamp). To reprogram an erased speed dial number, refer to the speed dial programming procedure given earlier in this chapter.

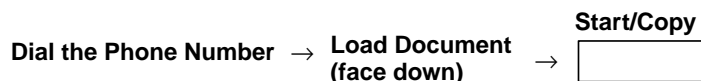


**To change a speed dial number,** press the buttons in the sequence shown (in the FAX-950 the scroll down button is labeled Stamp).



### Direct Dialing on the HP FAX-700 and FAX-750

**To use direct dialing,** press the buttons in the sequence shown and enter the necessary information where requested.

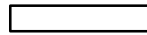




Use the numeric keypad to dial the phone number. To correct an error in entering the number, use an arrow button to move to the incorrect number and reenter it.

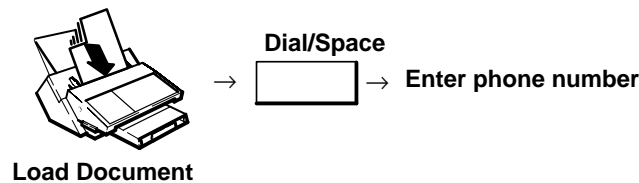
When a busy or unanswered line is sensed, your fax machine automatically redials the number up to a maximum of 15 times. The maximum number is established by setting (parameter) 17. The fax machine will redial five times at one-minute intervals and then once every 15 minutes until the maximum is reached. Settings (parameters) are covered in chapter 4 of this guide.

To start another sequence of automatic dialing, press the **Redial/Pause** button.

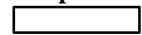


### Direct Dialing on the HP FAX-900 and FAX-950

To use on-hook direct dialing, press the buttons in the sequence shown and enter the necessary information where requested. (Load the document face down.)

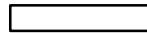


Use the numeric keypad to enter the phone number. To correct an error in entering the number, press **Stop** and reenter the number.

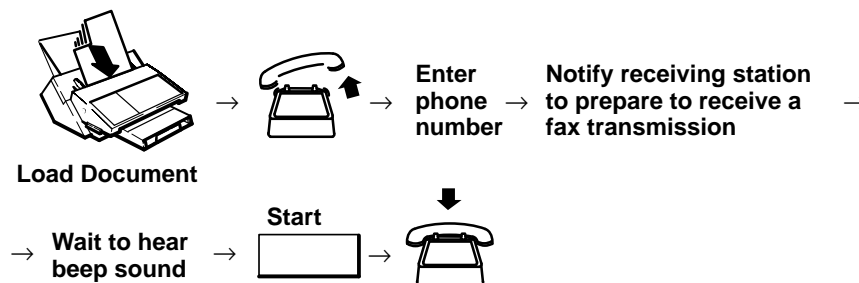


When a busy or unanswered line is sensed, your fax machine automatically redials the number up to five times, at three-minute intervals.

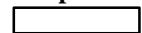
To start another sequence of automatic dialing, press the **Redial/Pause** button.



To use off-hook direct dialing, press the button in the sequence shown and enter the necessary information where requested. (Load the document face down.)

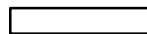


Use the numeric keypad to enter the phone number. To correct an error in entering the number, press **Stop** and reenter the number.

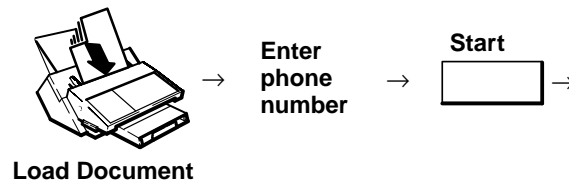


When a busy or unanswered line is sensed, your fax machine automatically redials the number up to five times, at three-minute intervals.

To start another sequence of automatic dialing, press the **Redial/Pause** button.



**To use manual dialing**, press the button in the sequence shown and enter the necessary information where requested. (Load the document face down.)



### Memory Transmission on the HP FAX-900 and FAX-950

The memory transmission capability in your HP FAX-900 allows you to store approximately 12 document pages into the fax machine memory before transmitting. The HP FAX-950 allows the storage of approximately 28 document pages into the fax machine memory before transmitting.

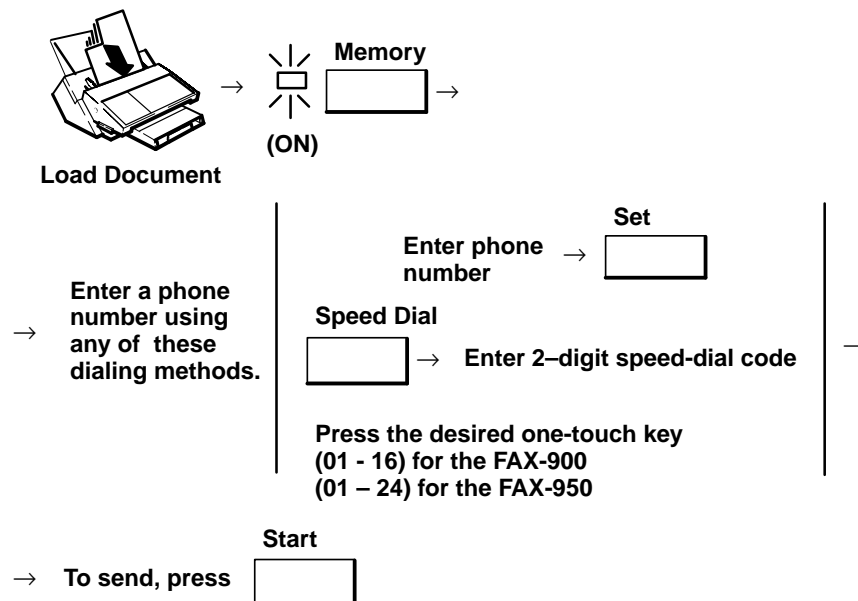
The fax machine will automatically process the document, store the information into memory, and assign a sequential file number to the document. After the last sheet of the document is processed, the fax machine will automatically start dialing the receiving station.

As each page of the document is stored, the percentage of memory used is shown in the lower right corner of the display. The file number is shown in the upper right corner.

An information code will be displayed if the transmission fails or no answer is detected after the last automatic redial sequence. The document will then be erased from memory and an incomplete transmission message will appear on the communication journal when printed.

If a memory overflow occurs, the display will prompt you to start sending the already stored pages or to cancel the transmission.

**To use memory transmission**, press the buttons in the sequence shown and enter the necessary information where requested.



### Direct Transmission Reservation (Priority Transmission) on the HP FAX-950

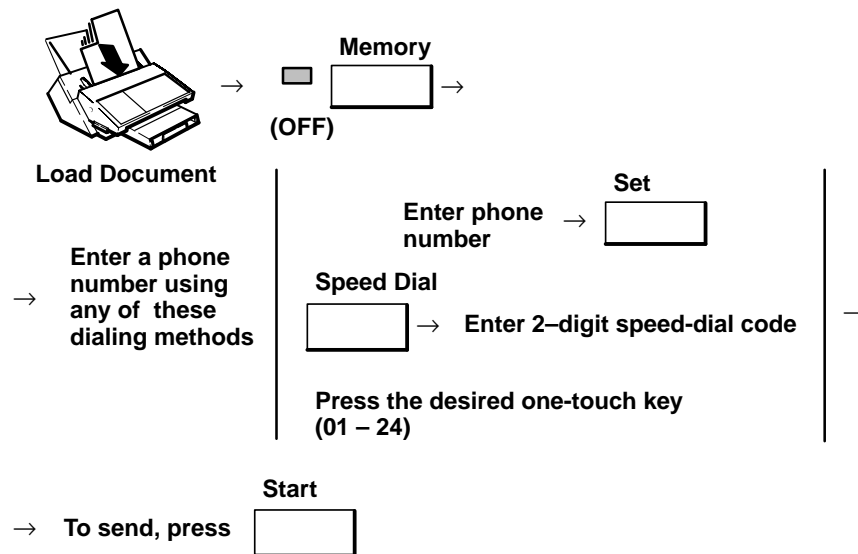
If you need to send a priority or urgent document to another fax machine, you can use direct transmission reservation (priority transmission reservation).

This feature is useful to send a priority fax when you already have other documents stored for transmission. The priority fax will be sent immediately after the current communication is completed.

When this feature is used, the message, Direct XMT Reserved, will appear in the display until the document is sent.

This feature can not be used for multifile, deferred, or broadcast transmissions.

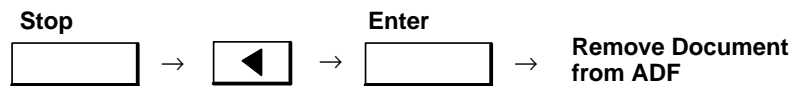
**To use direct transmission reservation**, press the buttons in the sequence shown and enter the necessary information where requested.



### Stopping a Transmission on the HP FAX-700 and FAX-750

You can stop an outgoing transmission anytime during dialing or after the transmission has begun. If the stop occurs during a transmission, the already processed portion of your document may be sent to the receiving station. In the midst of entering a phone number, simply pressing the Stop button will return the fax machine to standby mode.

**To stop a transmission**, either press the Stop button twice or press the buttons in the sequence shown.



### Stopping a Transmission on the HP FAX-900 and FAX-950

You can stop an outgoing transmission anytime during dialing or after the transmission has begun. If the stop occurs during a transmission, the already processed portion of your document may be sent to the receiving station.

**To initiate a transmission stop**, press the buttons in the sequence shown:



You may now either remove the document or retry the transmission.

## **Transmission Print Quality on the HP FAX-700 and FAX-750**

Transmission print quality relates to the condition of the original document and how it will be transmitted. Usually, the default settings for resolution, contrast, and photo quality will provide acceptable print quality. You can temporarily change the machine settings to improve the print quality of the transmitted copy using the Contrast, Resolution, and Photograph buttons on the front panel. After sending, your fax machine reverts to the previous settings. To set new default values for the settings on a more permanent basis, you will need to change fax settings 3, 4, and 5. Fax settings (parameters) are presented in chapter 4 of this guide.

To Set Transmission Resolution on the HP FAX-700 and FAX-750, use the buttons described below for temporarily setting transmission print quality for the current document being sent.

- Lighten
- Normal
- Darken

**Contrast**  
 If the original has light print quality, press the button until the "Darken" lamp is lit

- Lighten
- Normal
- Darken

**Contrast**  
 Standard setting for most documents. Press the button until the "Normal" lamp is lit

- Lighten
- Normal
- Darken

**Contrast**  
 If the original has dark print quality, press the button until the "Lighten" lamp is lit

**Photo**  
 Select when your document includes photographs, color, or shades of gray. Press the button until the "Photo" lamp is lit

- Standard
- Fine

**Resolution**  
 Normal setting for most documents. Press the button until the "Standard" lamp is lit

- Standard
- Fine

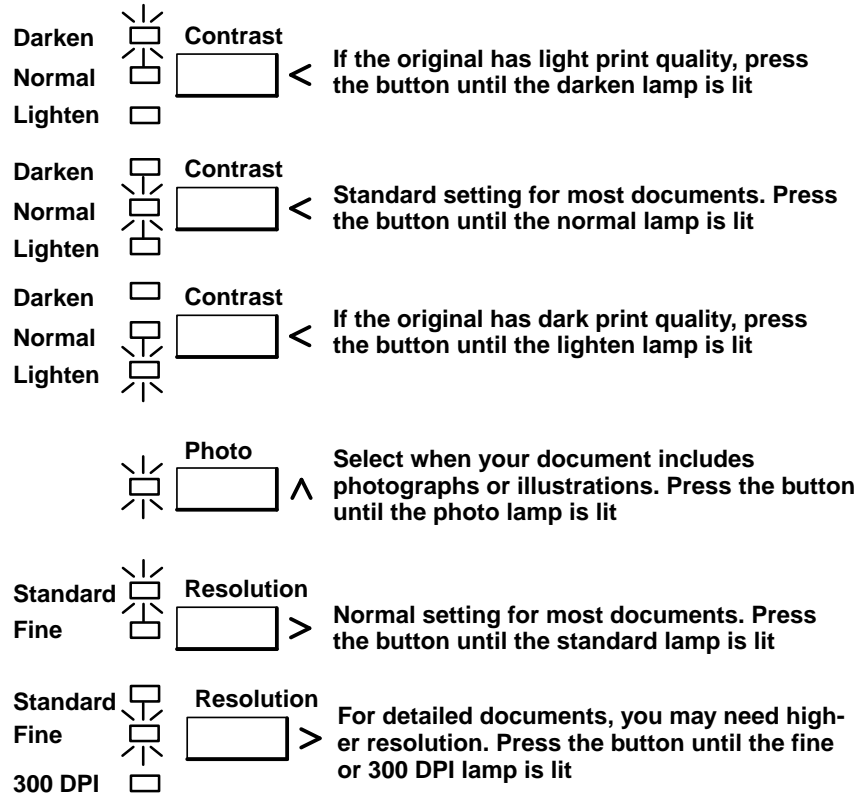
**Resolution**  
 For detailed documents, you may need higher resolution. Press the button until the "Fine" lamp is lit

### Transmission Print Quality on the HP FAX-900 and FAX-950

Transmission resolution (print quality) relates to the condition of the original document and how it will be transmitted. You can temporarily change the machine settings to improve the print quality of the transmitted copy. After sending,

your fax machine reverts to the previous settings. To set new default values for the settings, you will need to change fax parameters 01, 02 and 03. Fax parameters are presented in chapter 4 of this guide.

**To Set Transmission Resolution on the HP FAX-900 and FAX-950**, use the buttons described below for temporarily setting transmission print quality for the current document being sent.



## Receiving a Document

### Receiving a Document on the HP FAX-700 or FAX-750

You may set your HP FAX-700 for one of several receiving modes depending on your needs and equipment used with the FAX machine. Procedures for setting receiving modes are described in chapter 2 under the heading, "Managing Incoming Calls on the HP FAX-700 and FAX-750."

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#### Note

When shipped from the factory, your HP FAX-700 is factory-set for automatic fax reception mode to answer all calls as fax calls. If you need to set your fax machine to receive both fax and voice calls, refer to the shared reception mode procedures in this section.

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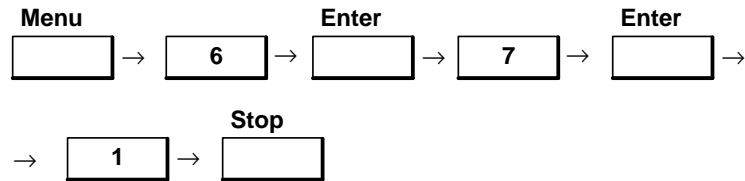
### Attended/Unattended Modes on the HP FAX-700 and FAX-750

#### Attended Modes

There are two attended modes of reception. They are Answer Manually (with or without Remote Reception) and Auto Fax/Phone. In the Answer Manually mode, your fax machine will not answer calls. Someone must answer the phone at

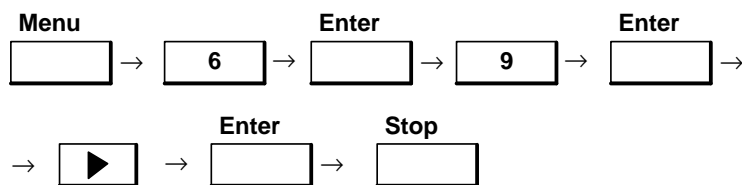
the fax machine and press the Start button or dial the reception code, normally 123, from an extension phone for the fax machine to receive fax calls. Incoming voice calls are treated as normal voice telephone calls. In the Auto Fax/Phone mode, the fax machine answers calls as fax calls. The user can pick up the phone and disable fax reception by press the Start button.

**To set the Answer Manually reception mode from any other reception mode,** press the buttons in the sequence shown.



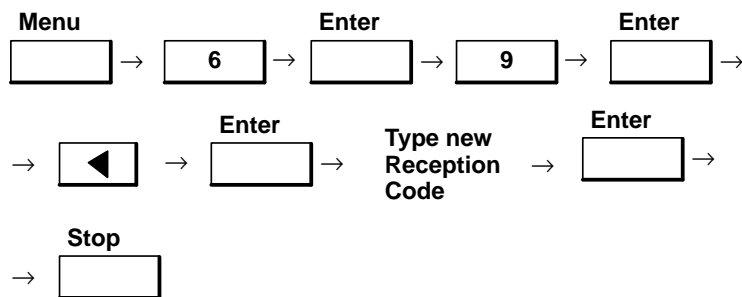
Remote Reception (setting 9) is normally enabled and the reception code, 123, is entered at the factory. If you don't want a remote phone to be able to initiate fax reception when your fax machine is set to answer manually disable Remote Reception.

**To disable Remote Reception,** press the buttons in the sequence shown.

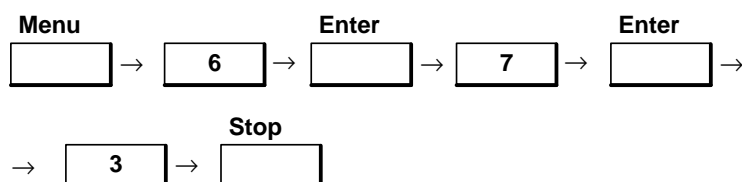


If you have disabled Remote Reception and wish to enable it, or you wish to create a reception code other than 123, you may do so by following the next procedure.

**To enable Remote Reception and/or enter a new reception code,** press the buttons in the sequence shown and enter the information as indicated.



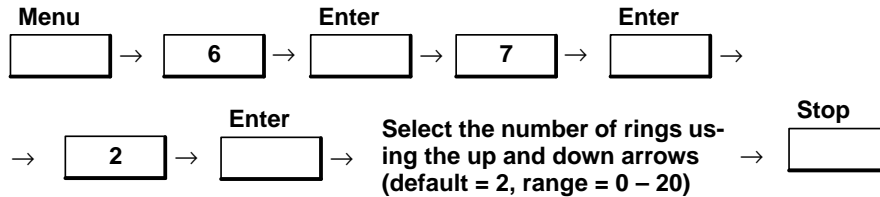
**To set Auto Fax/Phone reception mode from any other reception mode,** press the buttons in the sequence shown.



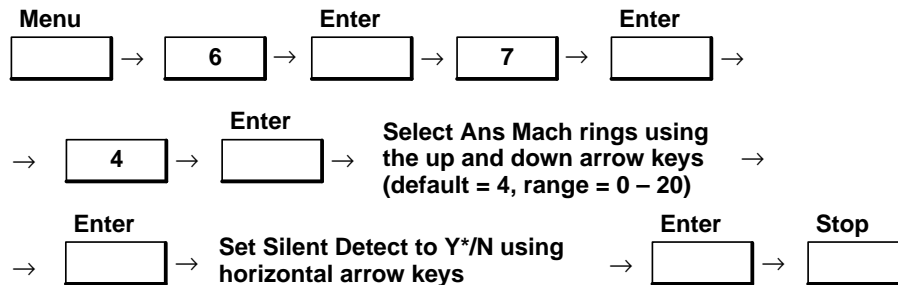
## Unattended Modes

The two unattended modes are Fax Only and Auto Fax/Ans Mach. In the Fax Only mode, the fax machine answers all incoming calls. In the Auto Fax/Ans Mach mode, the fax machine answers a fax call, but switches voice calls to the answering machine. When you choose the Auto Fax/Ans Mach mode, set the Ans Mach rings equal to the rings that the answering machine waits before answering a call. Silent detect allows reception of faxes from older fax machines. Choose Yes if you may receive faxes from older machines.

To set the **Fax Only reception mode**, press the buttons in the sequence shown and enter the information as indicated.



To set the **Auto Fax/Ans Mach reception mode**, press the buttons in the sequence shown and enter the information as indicated.



## Attended/Unattended Modes on the HP FAX-900 and FAX-950

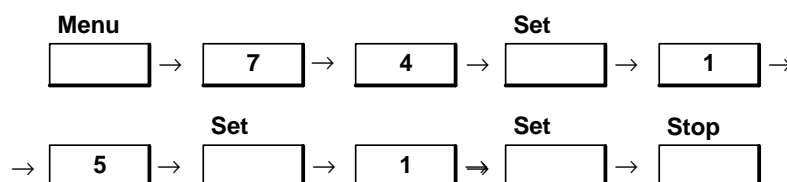
### Attended Modes

Telephone mode reception is one of the two attended modes of receiving. It requires user interaction to receive a fax or voice call. In this mode, your fax machine will not automatically answer calls. You must answer the phone and manually start the fax machine to receive fax calls. Incoming voice calls are treated as normal voice telephone calls. Remote telephone mode reception is the ability to signal the fax machine, from the phone directly connected to the TEL jack on the fax machine, to receive an incoming fax document.

When using either mode, make sure the Receive mode button is set to OFF (the lamp is not lit) and you do not have any document in the automatic document feeder of your fax machine.

To **configure for telephone mode reception**, make sure the Receive mode button is set to OFF (the lamp is not lit) and you do not have any document in the automatic document feeder of your fax machine.

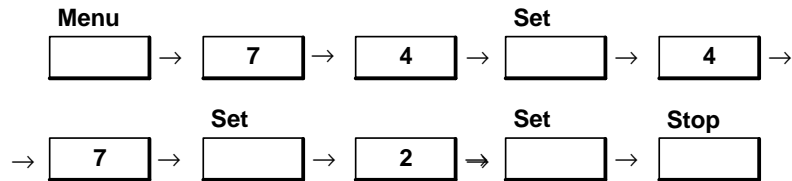
If you have not already set fax parameter 15 to option 1 (Tel), do so now. Press the buttons in the sequence shown.





**To use telephone mode reception**, lift the receiver when the handset or telephone that is connected to the fax machine rings. If you hear a “beep” in the receiver or the caller states that a fax is going to be sent to you, press the Start button and hang up the receiver.

**To configure for remote telephone mode reception**, set fax parameter 47 to option 2 as follows:



**To use remote telephone mode reception**, pick up the receiver on the phone directly connected to the fax machine and press the \* button on the phone **twice** to signal the fax machine. Hang up the telephone receiver.

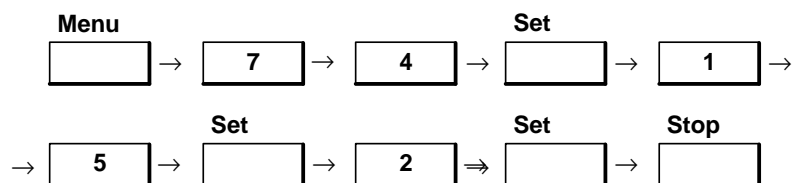
**Fax/Tel auto switch reception** is one of the attended modes of receiving, because it requires user interaction to receive a voice call. In this mode, your fax machine will automatically switch to fax or voice communication, but you must pick up the receiver to monitor the voice communication.

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**Note** Due to telecommunications regulations, the Fax/Tel auto switch mode is not used in France or Germany.

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**To configure for Fax/Tel auto switch mode reception**, make sure the Receive mode button is set to OFF (the lamp is not lit) and you do not have any document in the automatic document feeder of your fax machine. If you have not already set fax parameter 15 to option 2 (Fax/Tel), do so now. Press the buttons in the sequence shown.



**To use Fax/Tel auto switch mode reception:** When a call comes in, your fax machine answers and if a fax signal is received, your machine starts to automatically receive the fax. For a voice call, your fax machine starts “beeping” a signal through the speaker. To answer, lift the telephone receiver and press the Dial/Space button on the fax machine before talking.

---

**Note** You can set the length of time that the fax machine “beeps” for you to pick up the phone by changing fax parameter 18. Factory setting is 20 seconds. If you do not answer the phone in the time specified, the fax machine will return a fax tone to the calling machine, expecting to communicate with a “silent” fax machine. You can also set the “beep” volume through fax parameter 10. Fax parameters are presented in chapter 4.

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**Table 3-4. Reception Modes on the HP FAX-900 and FAX-950**

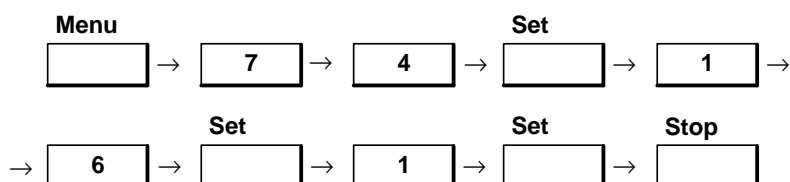
	<b>Attended Mode</b> (requires user action)		<b>Unattended Mode</b>	
<b>Receive Mode Conditions</b>	Normally receive only voice calls.	Normally receive voice and fax calls.	Normally receive only fax calls.	Normally receive voice and fax calls and a telephone answering machine is connected.
<b>Suggested Reception Mode</b>	<b>Telephone mode</b>  All calls must be manually answered.  If a fax call, you receive the fax after talking with the sender, pressing the fax "Start" button, and hanging up.	<b>Fax/Tel Auto switch mode</b> (Not used in France or Germany).  Fax calls are automatically received.  If the call is a voice call, the fax machine will "beep". Pick up the telephone, press the fax "Dial/Space" button, and start to talk.	<b>Fax mode</b>  The fax machine picks up the line after it detects 2 rings and sends a fax tone to the calling fax machine to start the fax transaction	<b>TAM Interface mode (TAM I/F)</b> (Not used in France).  If the call is a fax call, the fax machine takes over the call to receive the fax.  If the call is a voice call, the answering machine will automatically receive the call.
<b>Settings</b>	Receive mode button OFF, lamp is OFF.	Receive mode button lamp is OFF.  Change fax parameter 15 to option 2: Fax/Tel SW.	Receive mode button lamp is ON.	Receive mode button lamp is ON.  Change fax parameter 16 to option 2: TAM I/F.

## Unattended Modes

**Fax mode reception** is one of the two unattended modes of receiving. In this mode, all incoming calls are treated as fax calls. For voice calls, the calling party will hear the fax signal from your machine, indicating that they can send a fax to you. When a fax call is received, your fax machine answers and tries to detect the fax signal. If a fax signal is detected, it sends a signal to the calling fax machine, indicating that it is ready to receive. The fax is then sent and your machine starts to automatically receive the fax.

**To use fax mode reception**, make sure the Receive mode button is set to ON (the lamp is lit) and you do not have any document in the automatic document feeder of your fax machine.

Fax mode reception is the factory setting at shipment. If the parameter setting was changed and you want to use Fax mode reception, you need to set fax parameter 16 to option 1 (Fax). Press the buttons in the sequence shown.

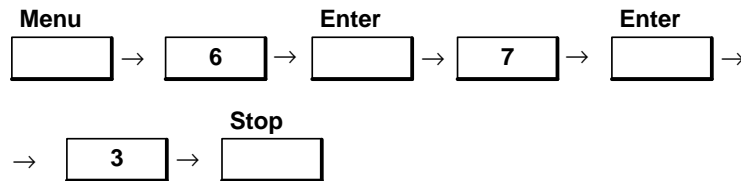


Telephone answering machine interface mode reception is one of the unattended modes of receiving. It is also known as shared reception. To set your fax machine up for shared reception, refer to the paragraphs under the heading, "Shared Reception Mode on the HP FAX-900 and FAX-950".

## Shared Reception Mode on the HP FAX-700 and FAX-750

The shared reception modes for the HP FAX-700 and FAX-750 are the Auto Fax/Phone mode and the Auto Fax/Ans Mach mode.

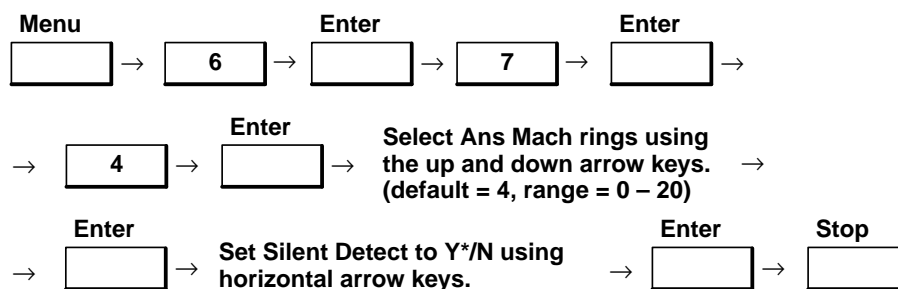
**To set Auto Fax/Phone reception mode,** press the buttons in the sequence shown.



**Auto Fax/Ans Mach reception** is also known as shared reception mode. If you want to receive both voice telephone calls and fax calls on the same line, or have your fax take fax calls and the answering machine take voice calls, you will need to set the fax machine for Auto Fax/Ans Mach mode. The answering machine will accept, play and record voice calls. If a fax call is received, your fax machine receives the fax message.

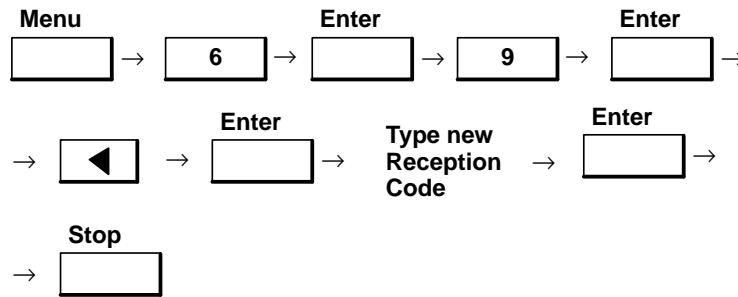
In this mode, the answering machine will answer all calls. While your outgoing message recorded on the answering machine is playing, the fax machine is monitoring the line for a fax tone signal. If a fax tone is detected, the fax machine automatically takes over the call to receive the fax. If a fax tone is not detected, the answering machine accepts and records the incoming message.

**To set the Auto Fax/Ans Mach reception mode,** press the buttons in the sequence shown and enter the information as indicated.



The remote reception feature of your HP FAX-700/750 allows you to still receive a fax call if you've picked up the telephone, attached to the answering machine, before the answering machine starts its outgoing message. In order to receive the fax calls, you must have enabled Remote Reception (setting 9) by setting it to "Y" and established a reception code. Then you can accept the fax by dialing the reception code on the phone you've picked up.

To enable Remote Reception and/or enter a new reception code, press the buttons in the sequence shown and enter the information as indicated.



Most answering machines can be used with your fax machine. However, the following answering machine features cannot be used when the answering machine is connected to your fax machine:

- Do not use the remote turn-on feature of an answering machine
- Do not use the outgoing-message only feature of an answering machine
- Your answering machine must be set to answer in less than eight rings

### Shared Reception Mode on the HP FAX-900 and FAX-950

**Telephone answering machine interface mode reception** is also known as shared reception mode. If you want to receive both voice telephone calls and fax calls on the same line, or have your fax take fax calls and the answering machine take voice calls, you will need to set the fax machine for telephone answering machine interface reception mode. The answering machine will accept, play and record voice calls. If a fax call is received, your fax machine bypasses the answering machine to receive the fax message.

In this mode, the answering machine will answer all calls. While your outgoing message recorded on the answering machine is playing, the fax machine is monitoring the line for a fax tone signal. If a fax tone is detected, the fax machine automatically takes over the call to receive the fax. If a fax tone is not detected, the answering machine accepts and records the incoming message.

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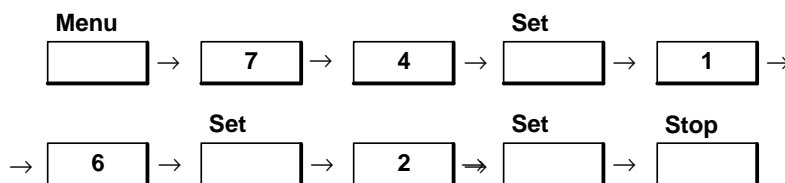
**Note** Due to telecommunications regulations, the telephone answering machine interface mode is not used in France.

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The remote reception feature of your HP FAX-950 allows you to still receive a fax call if you've picked up the telephone, attached to the answering machine, before the answering machine starts its outgoing message. In order to receive the fax calls, you must first set fax parameter 47 to option 2 (valid). Refer to the information on fax parameters in chapter 4.

**To use telephone answering machine (TAM I/F) mode reception**, make sure the Receive mode button is set to ON (the lamp is lit) and you do not have any document in the automatic document feeder of your fax machine.

If you have not already set fax parameter 16 to option 2 (TAM I/F), do so now. Press the buttons in the sequence shown.



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**Note**

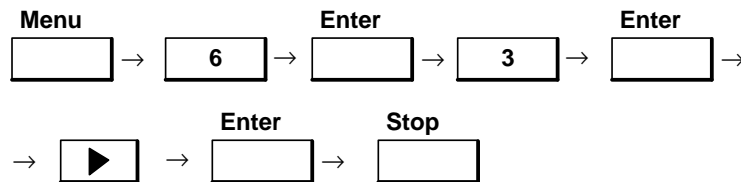
It is recommended that you set the time in fax parameter 19 to match the same length of time as the outgoing message recorded on your answering machine. Factory set time is 20 seconds. To change the time in fax parameter 19, refer to the information on fax parameters in chapter 4.

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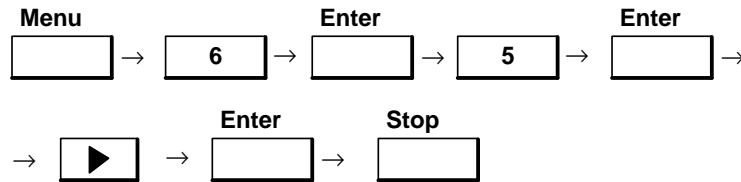
**Reception Print Quality on the HP FAX-700 and FAX-750**

The HP FAX-700 or FAX-750 is factory set to print at standard resolution and with Photo Quality set to Quality. If you want better resolution, set the resolution to Fine. If want to print faster and use less ink, leave the resolution at Standard and set Photo Quality to Economy.

**To set the resolution to Fine**, press the buttons in the sequence shown.



To set Photo Quality to Economy, press the buttons in the sequence shown.



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**Note**

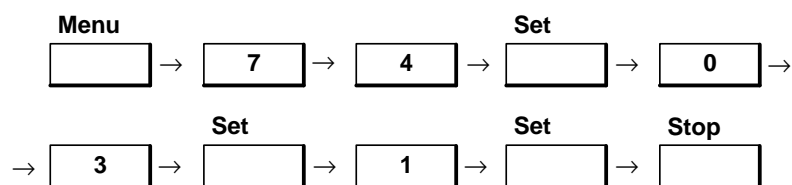
When transmitting documents, you can temporarily alter the basic resolution that you have set by pressing front panel buttons as described earlier in this chapter. However, those buttons do not affect reception.

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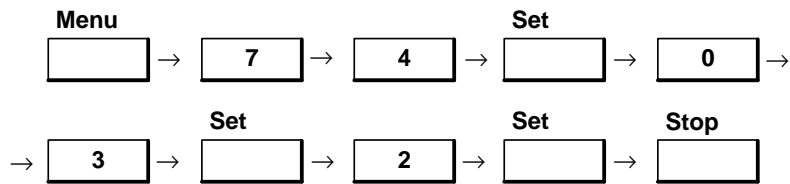
**Reception Print Quality on the HP FAX-900 and FAX-950**

Your fax machine is factory set to print in Quality mode. If you want to print fast using less ink, you will need to configure the fax machine for fast resolution.

**To configure for fast resolution**, press the buttons in the sequence shown.



To reconfigure for quality resolution, press the buttons in the sequence shown.



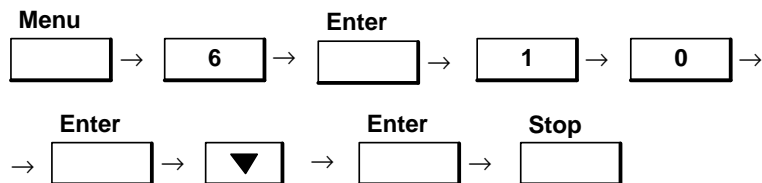
### Substitute Memory Reception on the HP FAX-700 and FAX-750

The HP FAX-700 and FAX-750 have the ability to store an incoming document if a paper jam or an out of paper or ink condition occurs during the reception. An information code will appear in the fax machine display indicating the condition requiring correction. Stored documents are automatically printed when the condition is corrected. If a document is partially printed when the condition occurs, the remainder of the document will be stored and printed.

If a power failure condition occurs, the fax machine will not be able to store the incoming document information. When power is restored, a power failure report will automatically be printed. Notify the sending station that the document must be resent to you.

Setting number 10, Receive to Memory, is normally set to option 2 at the factory, and substitute memory reception will automatically take place. However, if setting 10 has been set to option 1, Never, then it must be set to option 2, Print on Error, for substitute memory reception to take place.

To use substitute memory reception mode if setting 10 has been set to option 1, press the buttons in the sequence shown.



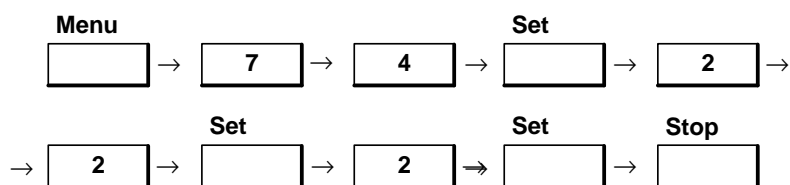
### Substitute Memory Reception on the HP FAX-900 and FAX-950

The HP FAX-900 and FAX-950 have the ability to store an incoming document if a paper jam or an out of paper or ink condition occurs during the reception. An information code will appear in the fax machine display indicating the condition requiring correction. Stored documents are automatically printed when the condition is corrected. If a document is partially printed when the condition occurs, the remainder of the document will be stored and printed.

If a power failure condition occurs, the fax machine will not be able to store the incoming document information. When power is restored, a power failure report will automatically be printed. Notify the sending station that the document must be resent to you.

When fax parameter 22 is set to option 2 (valid), the substitute memory reception mode is enabled. If set to option 1 (invalid), the mode is disabled.

To use substitute memory reception mode, press the buttons in the sequence shown.



## Size Reduction

The fax machines described in this guide can use A4, U.S. letter, and U.S. legal paper sizes for incoming documents. If a fax station sends you a document that cannot be printed on a single page, the fax machine would normally divide the document into two pages. The print reduction feature avoids dividing documents.

Print reduction is the ability to reduce received images to a size that will fit on the paper you have loaded in the fax machine. For example, if you have letter-size paper loaded in the paper IN or paper supply tray and the transmitting station sends you legal-size document, your fax machine reduces the incoming image to fit on the letter-size paper.

The HP fax machines described in this guide provide either fixed or automatic reduction. Table 3-5 describes the reduction ratios required on the HP FAX-700 and FAX-750 depending on the size of the transmitted document and the size of the paper in the paper supply. Table 3-6 describes the reduction ratios required on the HP FAX-900 and FAX-950 depending on the size of the transmitted document and the size of the paper in the paper supply.

**Table 3-5. Reduction Ratios for the HP FAX-700 and FAX-750**

Transmitted Original Size	Paper Supply Size		
	U.S. Letter	A4	U.S. Legal
U.S. Letter	94%	94%	97%
A4	89%	94%	97%
U.S. Legal	74%	70%	96%

**Table 3-6. Reduction Ratios for the HP FAX-900 and FAX-950**

Transmitted Original Size	Paper Supply Size		
	U.S. Letter	A4	U.S. Legal
U.S. Letter	91%	97%	100%
A4	85%	91%	100%
U.S. Legal	72%	76%	92%

## Printing Received Documents at Automatic Reduction on the HP FAX-700 and FAX-750

### Note

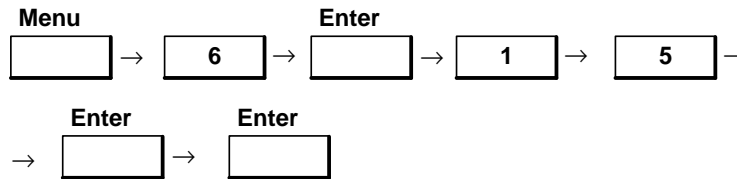
Auto print reduction requires that the entire page be received into memory before printing. The auto mode is disabled automatically, and fixed reduction is used, in the following circumstances.

- Available memory is low (such as having deferred transmission stored in memory)
- The received document requires excess memory (such as for halftones or photos)

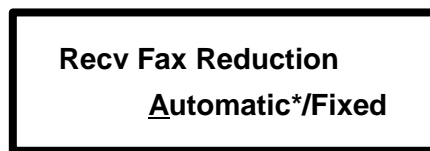
Your fax machine is set at the factory for automatic reduction. In automatic reduction, printing is scaled to fit in the print area. Reduction ratios of incoming documents are calculated and the received document stored in memory. Based upon page length, the fax machine selects the reduction ratio needed to print the entire image on a page. If the received image has to be reduced by more than 70%, the image will be split onto two pages with no reduction.

Setting 14, Paper Size, should be set to the paper size being used the paper supply tray. Refer to chapter 4 of this guide for fax parameter settings.

To set the fax machine for automatic reduction, press the buttons in the sequence shown and follow the instructions in the two succeeding paragraphs. Automatic reduction only works on faxed documents.



After the last button press above, the message window should appear as follows:



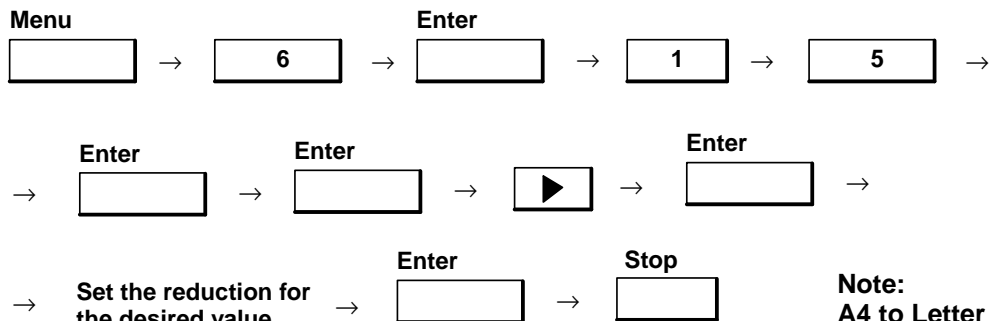
A blinking cursor should be below the letter “A” in the word Automatic. If the blinking cursor is below the letter “F” in the word Fixed, press the left arrow button. When the blinking cursor is at the letter “A” in the word Automatic, press the Enter button and the Stop button to store the choice of automatic reduction and return the fax machine to the stand-by state.

### Printing Received Documents at Fixed Reduction on the HP FAX-700 and FAX-750

Printing is scaled by the percent you establish when the fax machine is set for fixed reduction. Since the fax machine is set at the factory for automatic reduction, you must change setting 15 as shown below to set the machine for fixed reduction.

Setting 14, Paper Size, should be set to the paper size being used the paper supply tray. Refer to chapter 4 of this guide for fax parameter settings.

To set the fax machine for fixed reduction, press the buttons in the sequence shown.



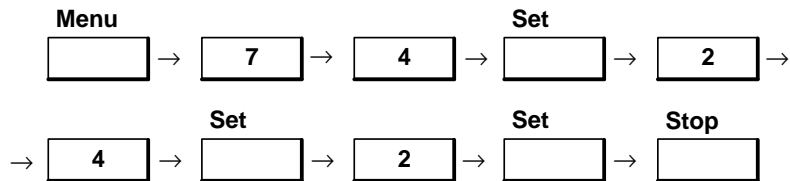
**Note:**  
A4 to Letter 89%  
Letter to Letter 94%  
Legal to Letter = 74%



## Printing Received Documents at Automatic Reduction on the HP FAX-900 and FAX-950

Printing is scaled to fit in the print area. Reduction ratios of incoming documents are calculated and the received document stored in memory. Based upon page length, the fax machine selects the reduction ratio needed to print the entire image on a page. If the received image has to be reduced by more than 70%, the image will be split onto two pages with no reduction.

Fax parameter 23 (Rec. Paper Size) should be set to the paper size [letter (2), legal (3), A4 (1)] being used in the paper supply tray. **To set fax parameter 24 for automatic reduction**, press the buttons in the sequence shown.



## Printing Received Documents at Fixed Reduction on the HP FAX-900 and FAX-950

Oversize documents sent to your fax machine cannot normally be printed on a single page. The oversize document would be split onto separate pages. Your HP FAX-900 or FAX-950 has capabilities to compensate for this condition.

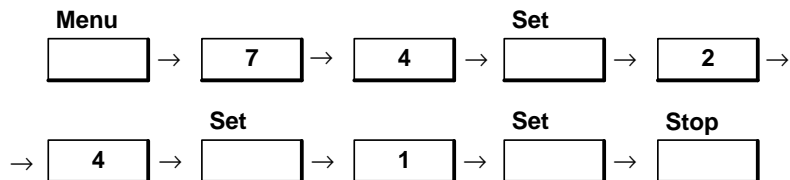
Two print-reduction modes are available in your fax machine. These print reduction modes provide the ability to reduce received images to fit on the paper loaded in your fax machine. Fax parameters 24 and 25 control the print reduction of received and copied documents.

Fax parameter 24 (print reduction) provides for fixed (option 1) or automatic (option 2) print reduction.

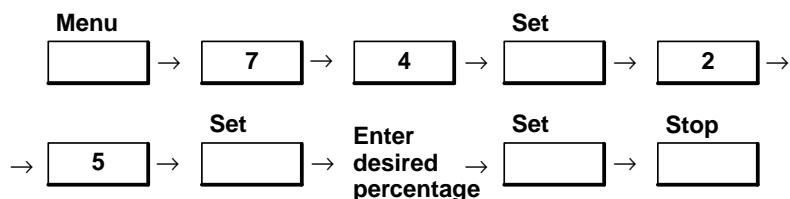
Fax parameter 25 (reduction ratio) determines the fixed reduction ratio for printing. If fax parameter 24 has been set for fixed reduction (option 1), it specifies the percentage of the original size to which the received document or copy is printed.

Unless fax parameter 25 is changed, incoming documents are automatically reduced to the factory setting of 94% to allow for header information printed at the top of the document.

**To set for fixed reduction setting**, press the buttons in the sequence shown.



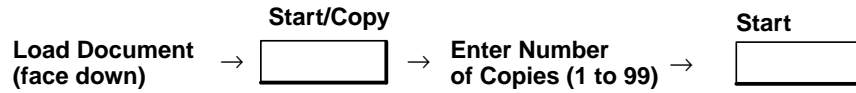
**To enter new values for the fixed reduction setting**, press the buttons in the sequence shown. Use the numeric keypad to enter the desired percentage.



# Copying a Document

## Copying a Document on the HP FAX-700 and FAX-750

**To copy a document**, press the buttons in the sequence shown and enter the necessary information where requested. Use the numeric keypad to enter the number of copies to be printed.

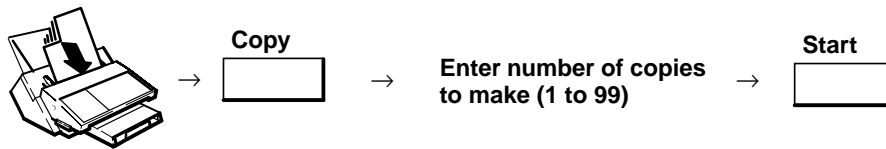


## Copying a Document on the HP FAX-900 and FAX-950

The HP FAX-900 can produce copies of documents. You can make a test copy of your document prior to sending it. Your fax machine automatically selects Fine Resolution when making a copy. This will allow you to see what the document will probably look like at the receiving station.

The reduction ratio of the copy is dependent upon the setting you have for fax parameter 25. To disable the reduction ratio, set fax parameter 32 (copy reduction) to option 1 (invalid). Fax parameters are presented in chapter 4.

**To copy a document**, load the document (face down) into the automatic document feeder and press the Copy button, enter the number of copies (1 – 99) to make, and press the Start button.



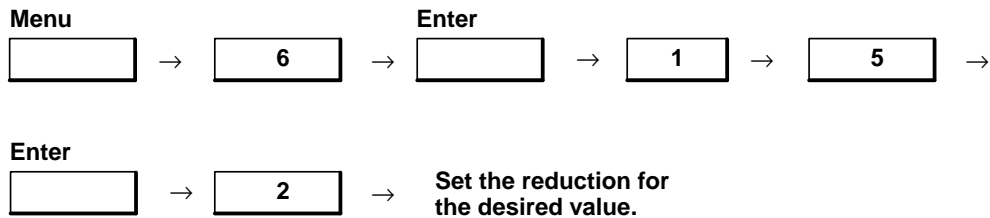
The message, “NO. OF COPIES= ” will appear on the LCD. Enter the number of copies you want and press the Start button. The HP fax machine will then store the document in memory and print the number of copies you entered.

## Copying Documents at Fixed Reduction on the HP FAX-700 and FAX-750

**Note** The HP FAX-700 and FAX-750 fax machines do not have an automatic copy reduction capability.

Printing is scaled by the percent you establish when the fax machine is set for fixed reduction.

To set the fax machine for fixed reduction for copies, press the buttons in the sequence shown.

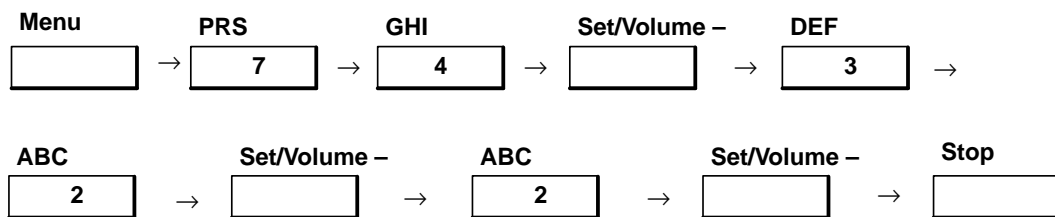


**Note:**  
A4 to Letter 89%  
Letter to Letter 94%  
Legal to Letter = 74%

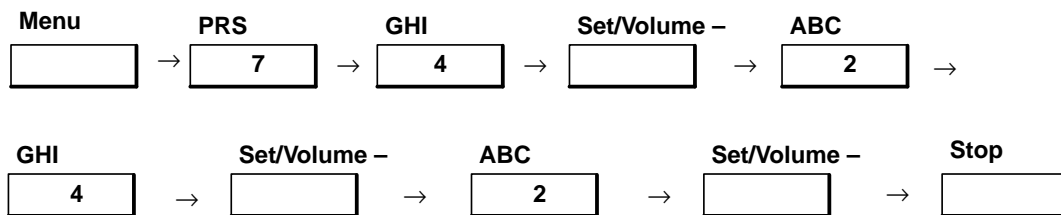
## Copying Documents at Automatic Reduction on the HP FAX-900 and FAX-950

To copy documents using automatic reduction perform the following procedure:

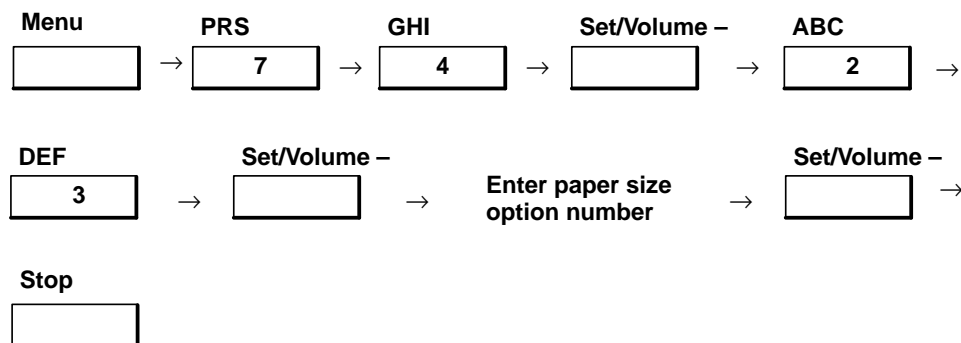
1. Set fax parameter 32 (copy reduction) to Valid by pressing the following buttons:



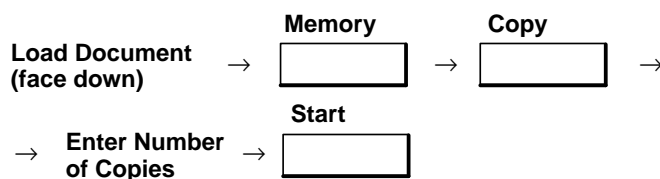
2. Set fax parameter 24 (Print reduction) to Auto by pressing the following buttons:



- Set fax parameter 23 (Rec. paper size) to the size paper in your paper tray (1:A4 2:Letter 3:Legal).



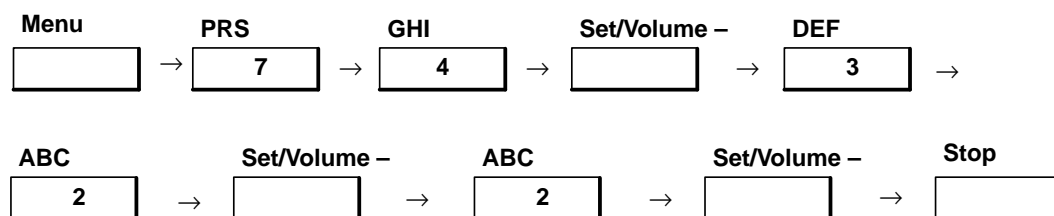
- Press the buttons in the sequence shown and enter the necessary information where requested. Automatic reduction only works on documents stored in the fax machine memory, single copies not stored use the fixed reduction ratio. Copies are scaled to fit in the print area.



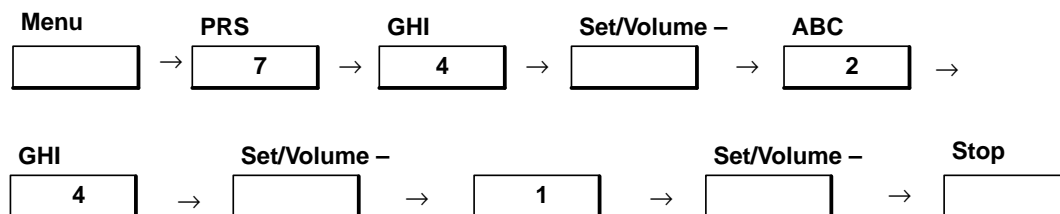
## Copying Documents at Fixed Reduction on the HP FAX-900 and FAX-950

To copy documents at fixed reduction, perform the following procedure:

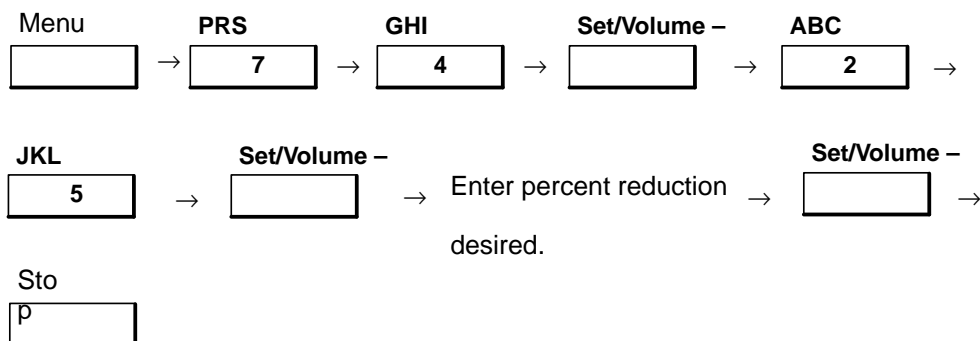
- Set fax parameter 32 (copy reduction) to Valid) by pressing the following buttons:



- Set fax parameter 24 (Print reduction) to Fixed) by pressing the following buttons:



3. Get to fax parameter 25 (reduction ratio) and enter the percent reduction desired (70% to 100%) by pressing buttons and entering data as follows:



4. Load the document (face down) into the automatic document feeder and press the Copy button. The message, "NO. OF COPIES=" will appear on the LCD. Enter the number of copies you want and press the Start button. The fax machine will then store the document in memory and print the number of copies you entered.
5. When the copying session is complete, set parameter 32 (copy reduction) back to invalid for the next user if appropriate.

## Print Quality on the HP FAX-700 and FAX-750

Print quality relates to the condition of the original document and how it will be received. Usually, the default settings for resolution, contrast, and photo quality will provide acceptable print quality. You can temporarily change the machine settings to improve the print quality of the received copy using the Contrast, Resolution, and Photograph buttons on the front panel. After sending, your fax machine reverts to the previous settings. To set new default values for the settings on a more permanent basis, you will need to change fax settings 3, 4, and 5. Fax settings (parameters) are presented in chapter 4 of this guide.

**To Set Resolution**, use the buttons described below for temporarily setting print quality for the document to be received.

- Lighten**
- Normal**
- Darken**

**Contrast**  
 If the original has light print quality, press the button until the "Darken" lamp is lit

- Lighten**
- Normal**
- Darken**

**Contrast**  
 Standard setting for most documents. Press the button until the "Normal" lamp is lit

- Lighten**
- Normal**
- Darken**

**Contrast**  
 If the original has dark print quality, press the button until the "Lighten" lamp is lit

**Photo**  
 Select when your document includes photographs, colors, or shades of gray. Press the button until the "Photo" lamp is lit

- Standard**
- Fine**

**Resolution**  
 Normal setting for most documents. Press the button until the "Standard" lamp is lit

- Standard**
- Fine**

**Resolution**  
 For detailed documents, you may need higher resolution. Press the button until the "Fine" lamp is lit

## Print Quality on the HP FAX-900 and FAX-950

Print quality relates to the condition of the original document and how it will be copied. You can temporarily change the machine print quality settings to improve the copy of the document being copied. After copying, your fax machine reverts to the previous settings. To set new default values for the settings, you will need to change fax parameters 01 and 02. Fax parameters are presented in chapter 4 of this guide.

Use the buttons described below for temporarily setting copy print quality.

Use the  < button as described below for temporarily setting copy print quality.

< **Normal:** Standard setting.

< **Lighten:** If the original has dark print quality, press the button until the LED (light emitting diode) labeled Lighten just to the left of the Contrast button is lit.

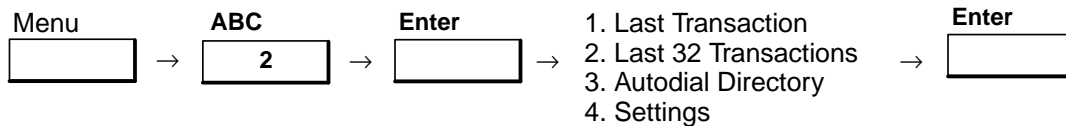
< **Darken:** If the original has light print quality, press the button until the LED (light emitting diode) labeled Darken just to the left of the Contrast button is lit.

## Printing Reports

### Printing Reports on the HP FAX-700 and FAX-750

The HP FAX-700 and HP FAX-750 can generate a number of reports. The following illustration is a quick reference to printing the reports.

**To print a report**, press the buttons in the sequence shown and enter the necessary information where requested.



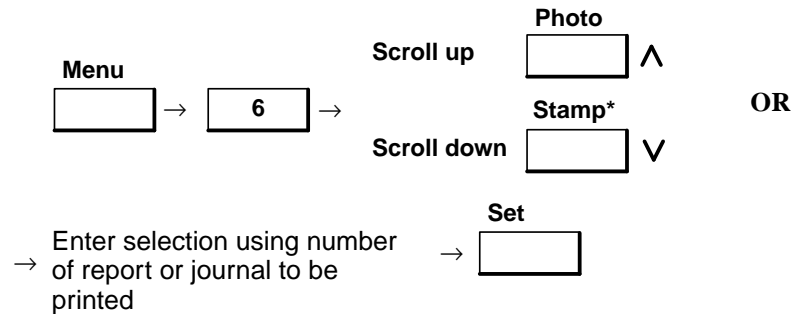
- Prints a report on the last transaction attempted
- Prints 32-transaction journal containing information on last 32 transaction processed by the fax machine. This journal is automatically printed after every 32 transactions, but can be printed manually
- Prints a one-touch dialing overlay listing the names and numbers associated with the one-touch buttons and the auto dial directory
- Prints the fax parameter list of parameters and settings. Also prints group dialing assignments if the user has set up any groups

**A Power Failure Report** automatically prints when power is restored after a power failure.

## Printing Reports on the HP FAX-900 and FAX-950

Your HP FAX-900 and FAX-950 have the ability to print reports and journals providing information on numerous fax machine transactions.

**To print a report or journal**, press the buttons in the sequence shown and enter the necessary information where requested. You can access and scroll through the print out directory by pressing the buttons indicated. Use the numeric keypad to enter the number for the item to be printed.



\* The stamp label only appears of the FAX-950.

- |   |  |
|---|--|
| 1 | Prints 32-transaction journal containing information on last 32 transaction processed by the fax machine. This journal is automatically printed after every 32 transactions, but can be printed manually |
| 2 | <b>Prints the one-touch and speed dial number directories</b>  |
| 3 | Prints the program list of dialing patterns stored in the program keys. (FAX-950 Only)   |
| 4 | <b>Prints the fax parameter list of parameters and settings</b>  |
| 6 | Prints the individual transaction journal which is a record of the last transmission   |
| 7 | Prints the directory sheet which is a list of defined numbers for the keypad   |

A **Power Failure Report** automatically prints when power is restored after a power failure.

**To print a Communication Journal report (report of your last transaction)**, you must set fax parameter 12 to either option 2 (always) or option 3 (incomplete (inc.) only). This journal can be used to verify if a transmission or polling sequence was successful or incomplete. Fax parameters are presented in chapter 4 of this guide.

## Maintenance

### Print Cartridges

The fax machine will store documents in memory if it runs out of ink during reception. If fax parameter 17 (SUBSTITUTE RCV) on the HP FAX-900/950 or setting 10 (Receive To Memory) on the HP FAX-700/750 is set to option 2, the fax machine will answer calls and store incoming documents in memory even if out of ink. the documents print out after the print cartridge is replaced.



When the HP FAX-900 or FAX-950 fax machine runs out of ink, the message window displays information code 015 as follows:

**OUT OF INK  
INFO. CODE=015**

When the HP FAX-700 or FAX-750 fax machine runs out of ink, the message window displays the following message:

**Replace the ink cartridge**

### Removing the Print Cartridge

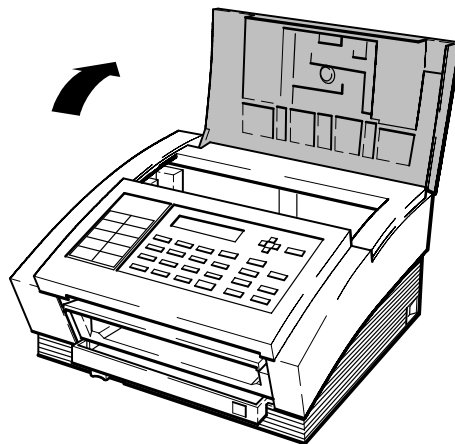
To replace the print cartridge, perform the following procedure:

---

**Note** The HP FAX-700 and FAX-750 should be switched ON (I) before performing this procedure.

---

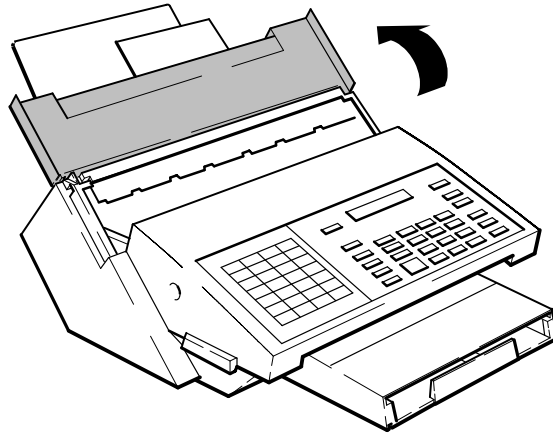
1. Lift open the back (top) cover of the fax machine. See Figure 3-8 and Figure 3-9.



EK\_9

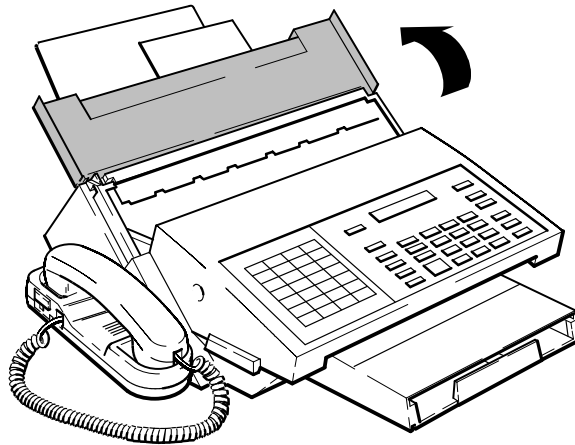
**Figure 3-8. Lifting Open the Back Cover of the HP FAX-700 and FAX-750**

**FAX-900**



FAX900-28

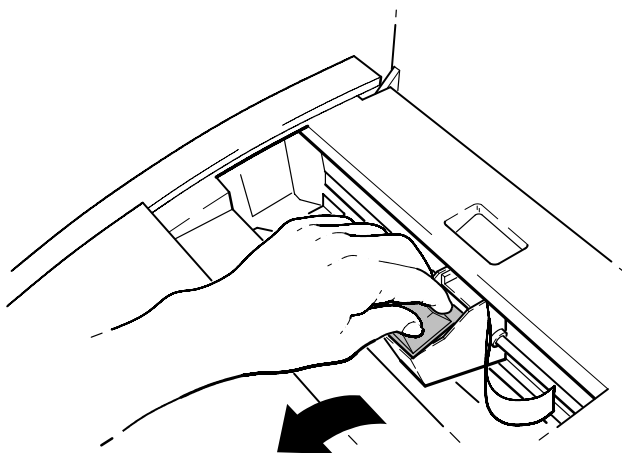
**FAX-950**



FAX930-28

**Figure 3-9. Lifting Open the Top Cover of the HP FAX-900 and FAX-950**

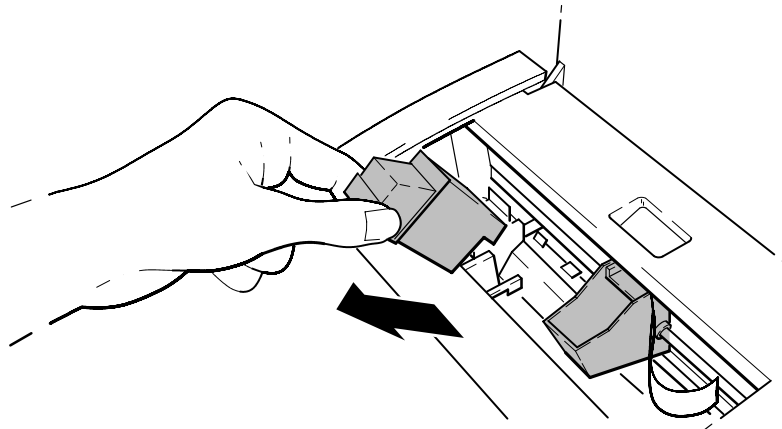
2. Place your thumb on the back of the cartridge cradle (the side closest to you) and your forefinger in the groove on the cartridge top. Squeeze your thumb and forefinger together until the cartridge “pops” loose. See Figure 3-10.



EK-24

**Figure 3-10. Moving the Cartridge Forward**

3. Lift the cartridge out of the cradle by the green arrow on the top of the cartridge and discard. See Figure 3-11.



EK-29

**Figure 3-11. Lifting the Cartridge from the Cradle**

---

**Warning**

The ink in the print cartridge may be harmful if swallowed. Keep new and used cartridges out of the reach of children. Discard used cartridges immediately.

---

**Installing the Print Cartridge**

To install a print cartridge, perform the following procedure:

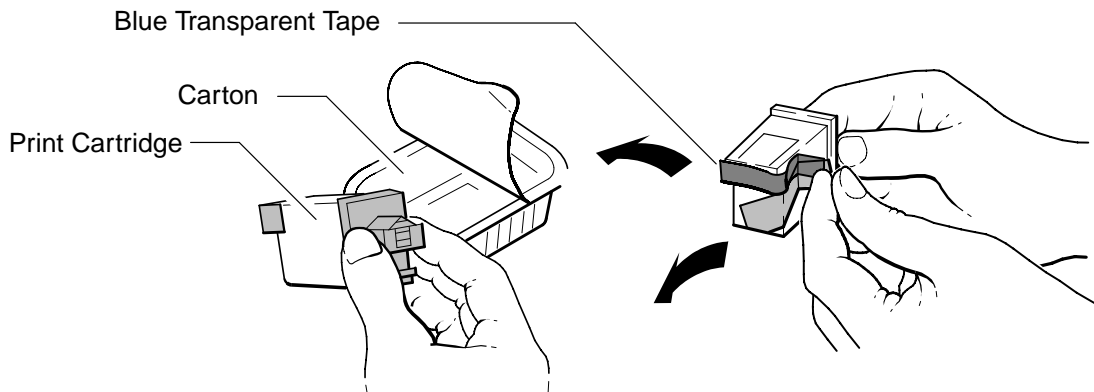
1. Open the print cartridge container. Grasp the print cartridge by the green arrow and remove it from its container.
- 

**Caution**

Do not touch the ink nozzles or the copper ribbon on the print cartridge. Do not place the cartridge so that the copper ribbon comes in contact with any surface while performing step 2.

---

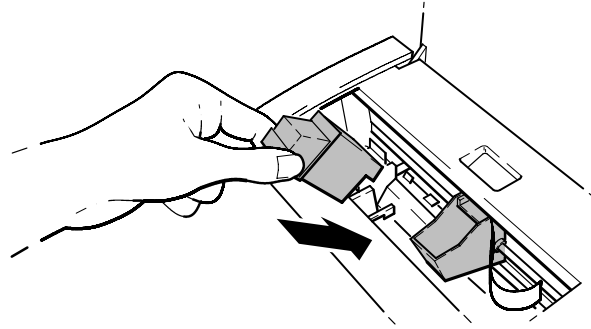
2. Carefully remove the blue transparent tape from the print cartridge nozzles. See Figure 3-12.



EK-27

**Figure 3-12. Removing the Print Cartridge from the Carton**

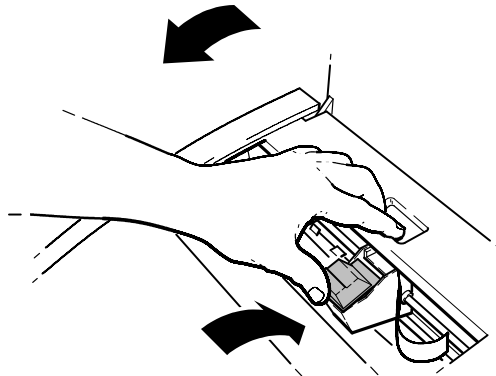
3. Hold the print cartridge by the green arrow on the cartridge top, and set the cartridge in the cradle with the green arrow pointing to the green dot on the top of the cradle. See Figure 3-13.



EK-18

**Figure 3-13. Setting the Cartridge in the Cradle**

4. Place your thumb on the cartridge top and your forefinger on the cradle, and squeeze your thumb and forefinger together, snapping the cartridge into place. See Figure 3-14.



EK-19

**Figure 3-14. Snapping the Cartridge into Place**

## Exterior Maintenance

The fax machine should be installed indoors in a vibration-free environment. Avoid exposure to excessive heat, cold, dust, or humidity.

Dust the fax machine regularly. Use a soft cloth moistened with water to remove dust, smudges, and stains from the exterior of the fax machine. A small amount of *mild* soap will help to remove grease or oil. *Do not* use strong or abrasive cleaners, spray cleaners, or solvents, and avoid excess moisture.

---

**Warning**

Avoid liquid spills. Electrical devices can be hazardous when wet. If a spill occurs, first dry splashed liquids from hands and electrical cords. Disconnect the fax machine from the power outlet and telephone line. Have the fax machine serviced before attempting to use it again. Chapter 5 of this guide contains information for troubleshooting and obtaining service assistance.

---

**Interior Maintenance**

To maintain consistent print quality, replace the print cartridge at least every three months. When you replace the print cartridge, you should clean any excess ink from the service station cap and wiper. If you see vertical lines on printed copies or on documents sent by your fax machine, you should clean the scanning plate and scanning glass.

You should replace your paper separator when the fax machine has trouble picking up single pages. Follow the steps described on the following pages to perform these functions.

---

**Warning**

Turn off the fax machine before performing any interior maintenance.

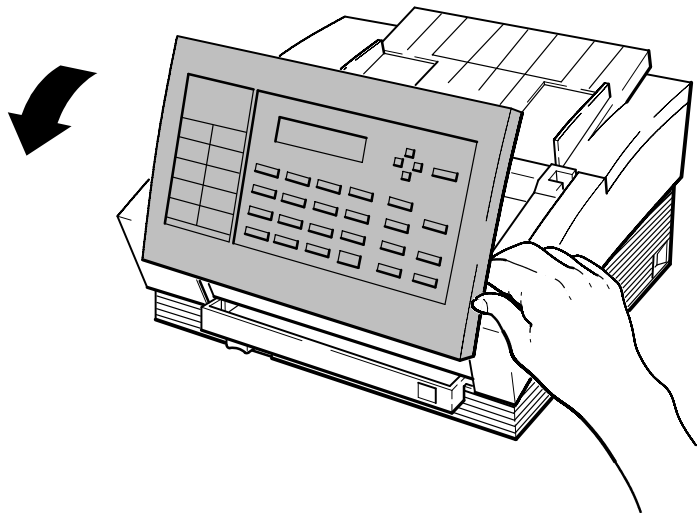
---

**Replacing the Paper Separator Pad.** Refer to the procedures in chapter 2 to replace the paper separator.

**Cleaning the Scanning Plate and Scanning Glass on the HP FAX-700 and FAX-750.**

To clean the scanning plate and scanning glass, perform the following procedure:

1. *Turn off the fax machine.* Open the ADF. See Figure 3-15.



750-10

**Figure 3-15. Opening the ADF Door on the HP FAX-700 and FAX-750**

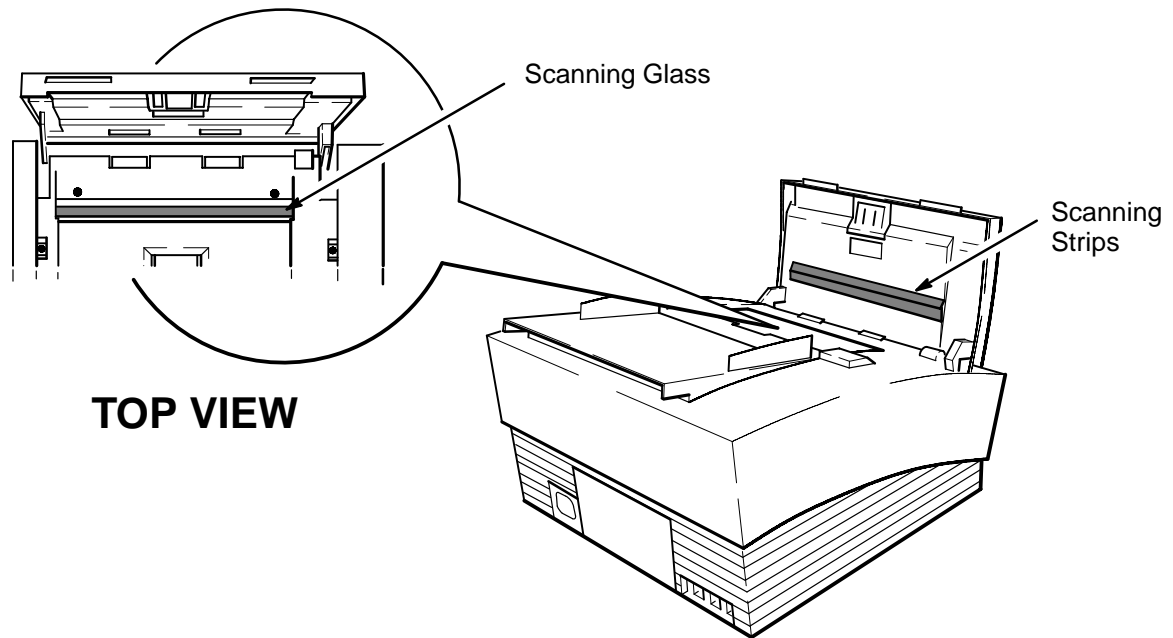
---

**Caution**

The scanning glass can be easily scratched. Be sure to use a clean, soft cloth and wipe the area gently while performing step 2.

---

2. Locate the scanning glass. Using a soft, clean cloth moistened with water, wipe any paper dust from the scanning glass. See Figure 3-16. The ADF is opened much more in Figure 3-16 than the user will be able to open it in order to illustrate the scanning glass and strips.



750-5

**Figure 3-16. Wiping the Scanning Glass and Strips on the HP FAX-700 and FAX-750**

3. Locate the scanning strips. Using a soft, clean cloth moistened with water, wipe any paper dust from the scanning strips. See Figure 3-16.

#### **Cleaning the Scanning Plate and Scanning Glass on the HP FAX-900 and FAX-950.**

**To clean the scanning plate and scanning glass, perform the following procedure:**

1. *Turn off the fax machine.* Grasping the front corners of the ADF, raise it to its limits (about 3 inches).

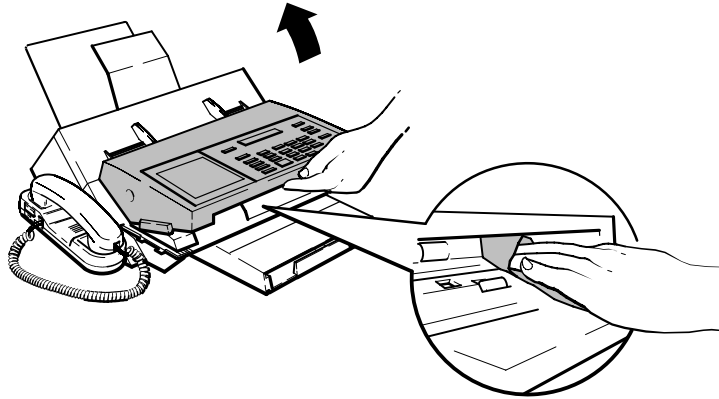
---

#### **Caution**

The scanning glass can be easily scratched. Be sure to use a clean, soft cloth and wipe the area gently while performing step 2.

---

2. Locate the scanning glass and scanning plate. The scanning glass is located on the automatic document feed mechanism. The scanning plate is a white reflective strip located on the underside of the automatic document feed cover. Using a soft, clean cloth moistened with water, wipe any paper dust from the scanning glass. See Figure 3-17.



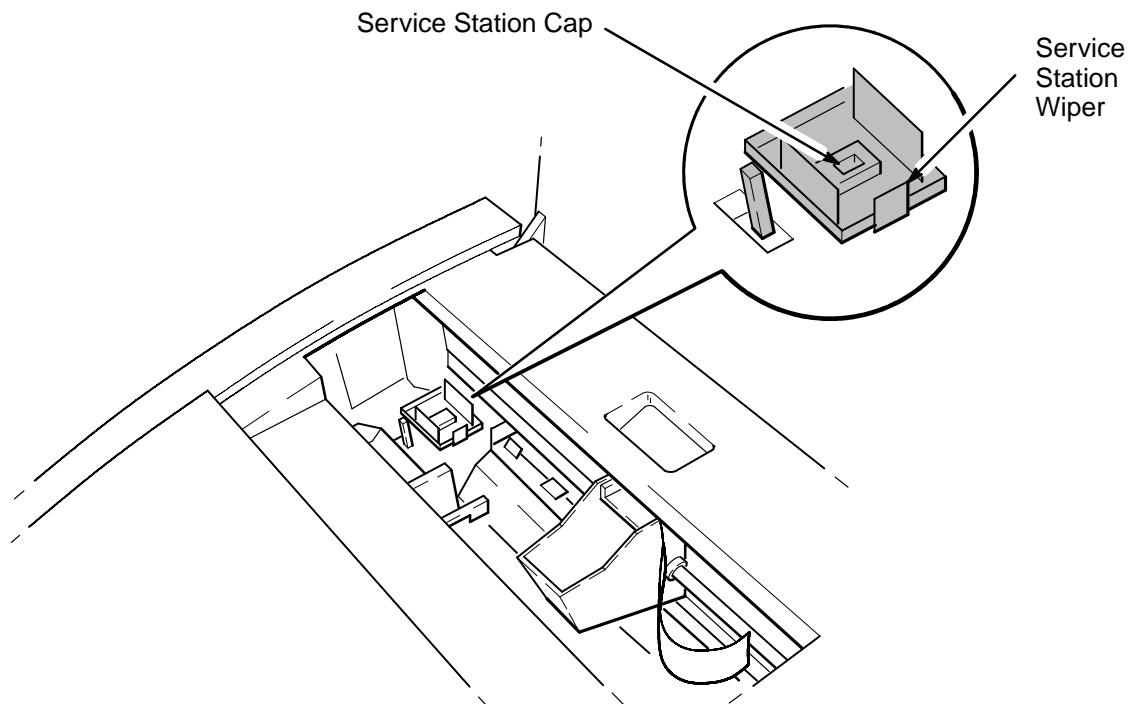
FAX950-31

**Figure 3-17. Cleaning the Scanning Plate and Scanning Glass on the HP FAX-900 and FAX-950**

**Cleaning the service station cap, wiper, and metal Paper Guide/Roller Assembly on the HP FAX-700 and FAX-750.**

**To clean the cap and wiper, perform the following procedure:**

1. *Turn off the fax machine* and lift open the back (top) cover of the fax machine. See Figure 3-8.
2. Remove any excess ink from the service station cap and wiper with a cotton swab. See Figure 3-18.



750-20

**Figure 3-18. Cleaning the Service Station Cap and Wiper on the HP FAX-700 and FAX-750**

3. Visually inspect the area around the service station and remove any excess ink that you find.

To clean the metal Paper Guide/Roller Assembly, perform the following procedure:

See Figure 3-19 for a drawing of the Paper Guide/Roller Assembly.

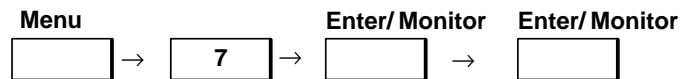
---

### Warning

The metal Paper Guide/Roller Assembly has sharp edges that could cause injury. Use care when cleaning this item. Print out all faxes that are stored in memory before proceeding. The procedure assumes that the fax machine has been switched ON (I) and that all faxes stored in memory have been printed out.

---

1. Press the following buttons on the front panel.



The front panel will read: "Cartridge Recovery In Progress".

2. Once you hear or see a page start printing, open up the top cover (document feeder assembly). The page will begin printing after about 30 seconds. You can see a page being printed by looking into the output tray.
3. After the pen has moved to the center of the fax machine, and the beeping sound has discontinued, push the pen over to the left side of the machine (viewed from the front).
4. You will see a piece of paper partially printed. Pull this paper until it sticks out about 3 inches from the front edge of the metal Paper Guide/Roller Assembly.
5. Turn off and unplug the fax machine. When you do this you will lose all deferred transmissions.
6. With a moist Q-tip, wipe the ink that has accumulated on the metal Paper Guide/Roller Assembly. Be careful not to touch the ink with skin or clothing, since the ink will stain skin and clothing. Use only water to moisten the Q-tip. Do not put water directly on the machine. Use as many moist Q-tips as are necessary to remove the ink.
7. Using a dry Q-tip, remove any remaining moisture on the Paper Guide/ Roller Assembly.
8. Lower the top cover, plug in the fax machine, and turn it on. The fax machine will eject the piece of paper into the output tray. Discard this piece of paper.

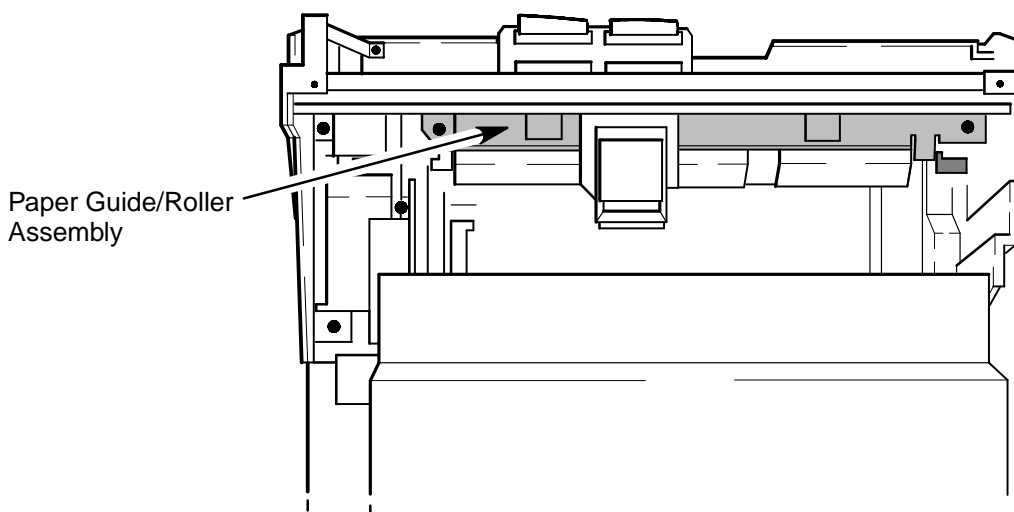


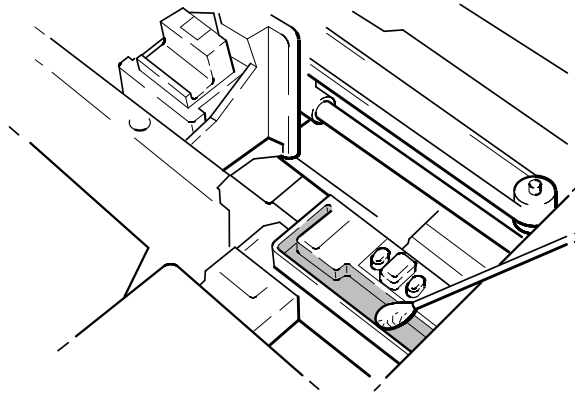
Figure 3-19. Cleaning the Paper Guide/Roller Assembly



**Cleaning the Drain Pan on the HP FAX-900 and FAX-950 .** Any time you need to move your fax machine, clean the drain pan of excess ink to prevent spillage.

**To clean the drain pan,** perform the following procedure:

1. *Turn off the fax machine.* Lift open the back (top) cover.
2. Slide the print cartridge cradle to the left.
3. Inspect the drain pan for excess ink. If necessary, remove the excess ink with a cotton swab. See Figure 3-20.



FAX200-26

**Figure 3-20. Removing Ink from the Drain Pan**

4. Slide the print cartridge cradle to the right. Close the back (top) cover and turn on your fax machine.

#### **Replacing the Verification Stamp from the HP FAX-950.**

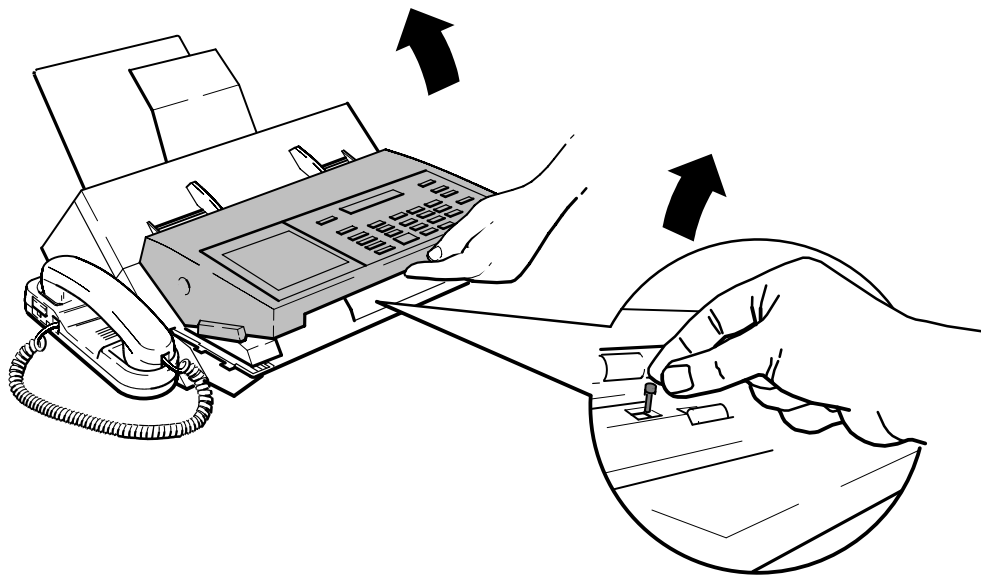
---

**Note** The HP FAX-700 and FAX-750 do not have a verification stamp.

---

**To replace the verification stamp on the HP FAX-950,** perform the following procedure:

1. *Turn off the fax machine.* Grasping the front corners of the ADF, raise it to its limits (about 3 inches).
2. Remove the paper drawer from the fax machine.
3. Reaching underneath the platform that the ADF rested on, push the verification stamp holder up with your forefinger. Remove the verification stamp holder with your free hand. See Figure 3-21.
4. Remove the verification stamp head from the verification stamp holder.
5. Install a new verification stamp head in the holder.
6. Install the verification stamp holder, close the ADF, and install the paper drawer. Then switch ON (I) the fax machine.



FAX950-29

**Figure 3-21. Removing the Verification Stamp from the HP FAX-950**

## Replacement Items

During routine maintenance of your fax machine, you will occasionally replace the following items.

- Print Cartridge
- Paper Separator
- Directory Cover
- Verification Stamp

Refer to Table 3-7 for the part numbers for these frequently-replaced items.

**Table 3-7. Part Numbers of Frequently-replaced Items**

<b>Item Description</b>	<b>FAX-700 Number</b>	<b>FAX-750 Number</b>	<b>FAX-900 Number</b>	<b>FAX-950 Number</b>
Print Cartridge	51626A	51626A	51626A	51626A
Paper Separator (Rubber)	C3530-62913	C3530-62913	C3510-60012	C3510-60012
One-Touch Overlay	C3530-85010	C3530-85010	NA	NA
Print Directory Overlay (Directory Cover in the 900/950)	C3530-85009	C3530-85009	C3510-60010	C3520-60008
Verification Stamp	NA	NA	NA	C3520-60010

## OPTIMIZATION

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## OPTIMIZATION

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## Introduction

This chapter contains helpful information about using the HP FAX-700, FAX-750, FAX-900, and FAX-950. Topics covered are:

- Advanced Configurations
- Using Program Keys
- Sending to Multiple Stations (Broadcasting)
- Customizing Internal Operating Parameters
- Faxing Tips

---

**Note** Telephone numbers must be pre-programmed into either one-touch or speed dial keys before programming the program keys for any or all of the following functions. See pages 3-22 through 3-30 for instructions in setting up one-touch and speed dial numbers

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## Programming the Program Keys on the HP FAX-950

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**Note** The HP FAX-750 does not have program keys.

---

The HP FAX-950 has four program keys, P1–P4, located on the bottom row of the one-touch keypad. These keys can also be used to set the fax machine for deferred transmission, polling, deferred polling and group dialing functions.

Each function can be programmed to any or all four of the program keys. Once set, these functions can be performed by pressing the appropriate program key.

If you have not already programmed the fax machine program keys, or wish to change a programmed key, you will need to enter the appropriate information for each key.

The procedures for programming the four functions are similar. Deferred transmission and group dialing require you to load the document onto the automatic document feeder before programming the function. The two polling functions require you to remove any documents from the automatic document feeder before programming.

Use the numeric keypad to enter the time using the 4-digit, 24-hour (0000-2400) clock format. (Example: 5:30 pm = 17:30.)

Enter the station numbers using one or more of the dialing methods. Speed dialing requires your two-digit speed-dial code(s). One-touch dialing requires pressing a one-touch number for each station. If you have not programmed any speed-dial or one-touch numbers on your fax machine, refer to the information on one-touch and speed-dial programming in chapter 3.

While entering station numbers, if you wish to scroll through and review the entered station numbers, use the Photo and Stamp buttons.

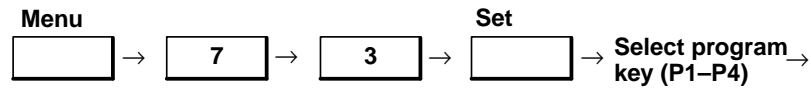
To correct an error, use the Clear button to delete the station number, then enter the correct information.

Enter the program name (up to 15 characters) using the character code entry information in chapter 2. The information the information for the FAX-950 is on page 2-33.

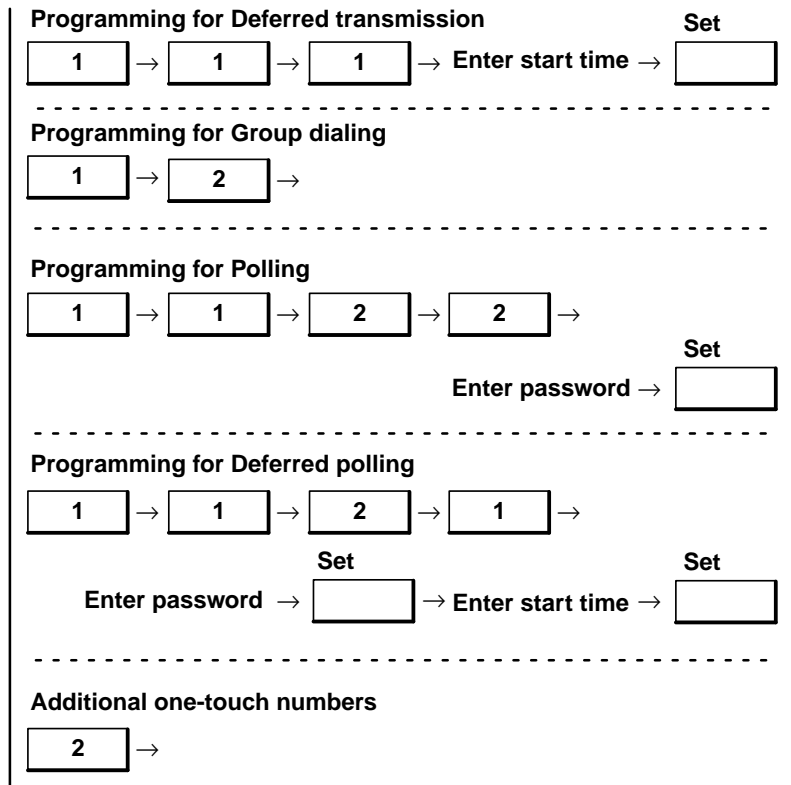
To move the cursor in the display, use the Contrast and Resolution buttons.

To correct an error, place the cursor over the error and enter the new data. You can erase the entire line by placing the cursor on the first (left-most) character and pressing the Clear button.

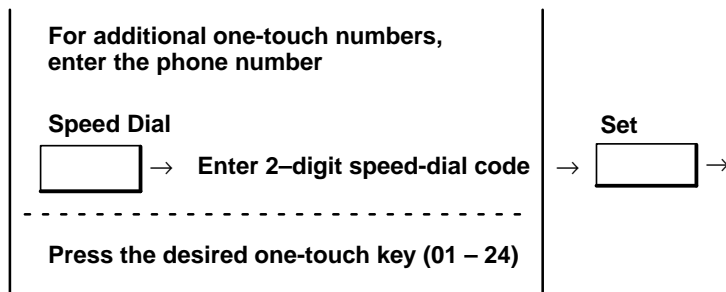
**To program the program keys,** determine which function you want associated with each program key. Then press the buttons in the sequence shown and enter the necessary information where requested. Repeat for each key to be programmed.



Select function. Press buttons and enter information in sequence shown beneath the function title

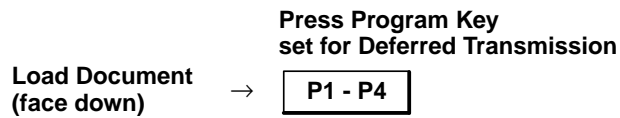


Enter station phone numbers using either of these dialing methods



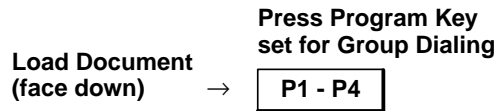
## Programmed Deferred Transmission on the HP FAX-950

To use programmed deferred transmission, perform the following:



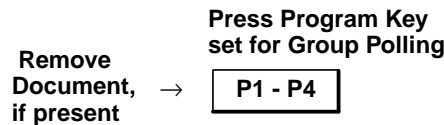
## Programmed Group Dialing on the HP FAX-950

To use programmed group dialing, perform the following:



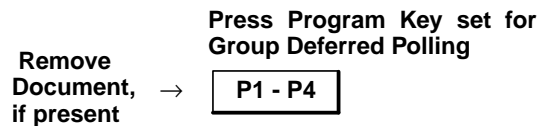
## Programmed Polling on the HP FAX-950

To use programmed group polling, perform the following:



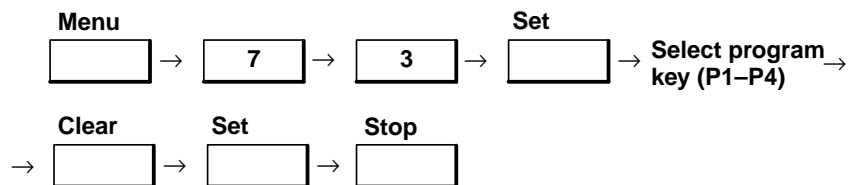
## Programmed Deferred Polling on the HP FAX-950

To use programmed group deferred polling, perform the following:



## Erasing a Program Key Memory on the HP FAX-950

To clear (erase) program keys, press the buttons in the sequence shown.



## Deferred Transmission, Polling, and Password Transmission

### Deferred (Scheduled) Transmission on the HP FAX-700 and FAX-750

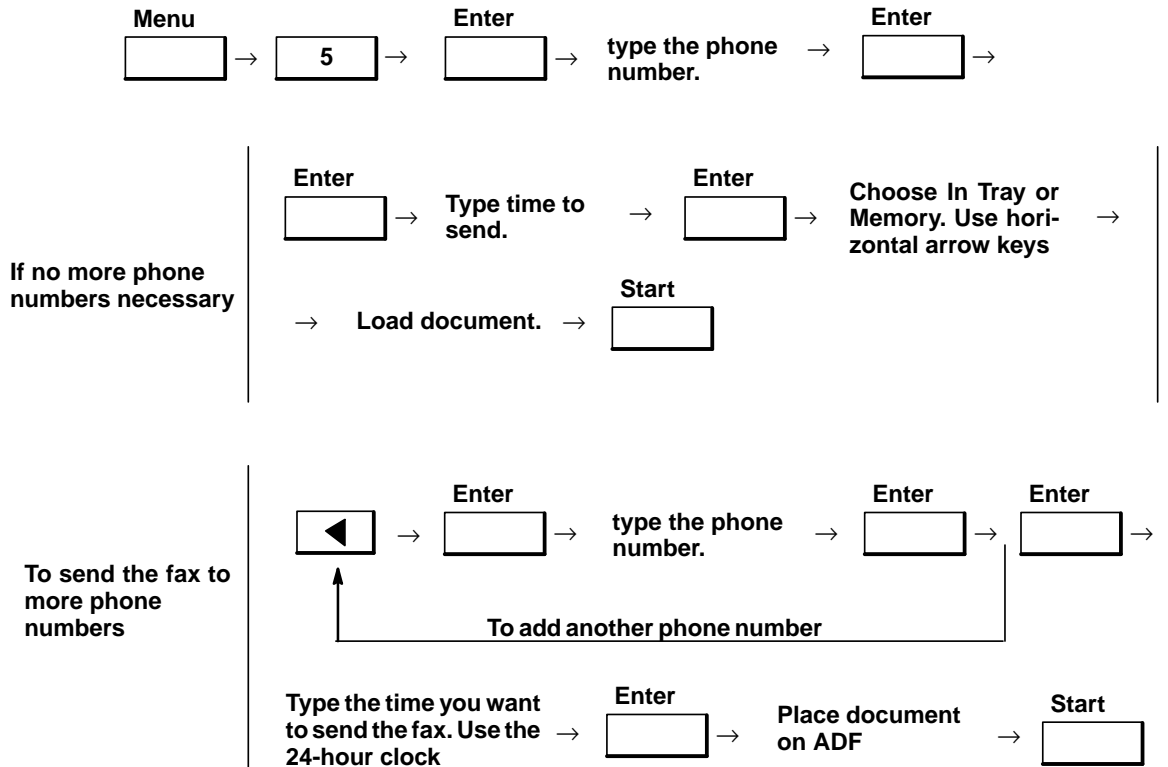
The HP FAX-700 or FAX-750 has deferred transmission capabilities that allow the user to delay sending. Up to 13 documents (12 from memory and one from the ADF) can be sent to one or more stations at a preset time within the next

24-hour period. Of course, the number of messages that can be scheduled actually depends on the density and length of the messages, since fax machine memory is limited. The ability to schedule the transmission of faxes allows the user to take advantage of lower phone rates, adjust to different time zones, and send documents after normal working hours.

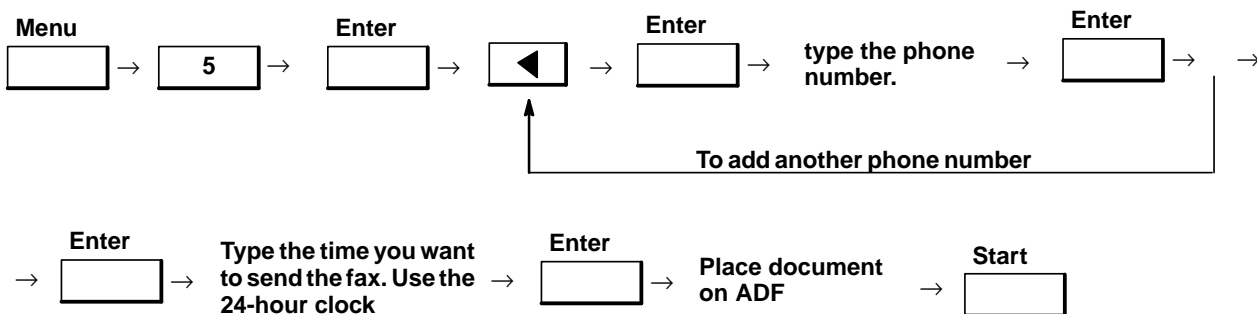
On the HP FAX-700 and FAX-750, use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 11:30 = 11:30 am; 23:30 = 11:30 pm.)

To correct an error, press the use a horizontal arrow button to move to the error position and enter the correct number.

**To use deferred transmission on the HP FAX-700 or FAX-750 for a single message, press the buttons in the sequence shown and enter the necessary information where requested.**



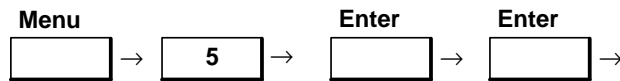
**To send another scheduled fax, press the buttons in the sequence shown and enter the necessary information where requested.**



Repeat the above procedure to schedule more faxes to be sent.



To review or cancel your scheduled faxes, press button in the sequence shown:



The following message appears (No. 1 and No. 2 represent any phone number):

**'ENTER selects fax  
01:(Time) No. 1; No. 2; etc.**

Pressing the enter button causes the following message to appear:

**Cancel fax?      Yes/No  
01:(Time) No. 1; No. 2; etc.**

Selecting Yes with the left arrow key and pressing the Enter button will cancel scheduled message number 01.

Pressing the Enter button again will display the scheduled time to send message number 01.

Pressing the enter button again will cause the following message to appear (Number 1 is the first phone number in the list):

**Delete 1st nbr?      Y/N  
Number 1**

Pressing the left arrow button and the enter button will cancel phone number 01.

Pressing Enter without pressing an arrow button will cause the following message to appear:

**Enter time to send  
24 HrClk [12:00] 00:00**

The blinking cursor at the first digit of the number, 00:00, indicates that a new time to send may be entered.

As the Enter button is pressed repeatedly, each succeeding phone number is presented for possible cancellation. When the last scheduled phone number is presented and the Enter button is pressed, additional numbers may be typed in, but if the enter button is pressed the following message appears:

<p><b>Continue reviewing fax schedule?    Yes/No</b></p>
--

Using the left arrow button to select Yes and pressing the enter button continues the review at the next message.

Pressing the enter button and the Stop button places the fax machine in the standby mode.

### **Deferred Transmission on the HP FAX-900 and FAX-950**

Your HP FAX-900 or FAX-950 allows you to delay sending to a preset time within the next 24-hour period. Two separate deferred communications (up to 12 pages combined total for the FAX-900 and up to 28 pages combined total for the FAX-950) stored in memory having different start times can be set. This allows you to take advantage of lower phone rates, adjust to different time zones, and send documents after normal working hours. On the HP FAX-900, each document can be sent to any or all 16 one-touch, and 34 speed-dial numbers. On the HP FAX-950, each document can be sent to any or all 24 one-touch, 4 program and 72 speed-dial numbers. Direct dialing on the HP FAX-900 is limited to 3 numbers total. Direct dialing on the HP FAX-950 is limited to 12 numbers total.

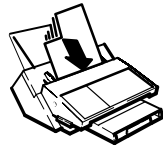
When using deferred transmission, the fax machine will automatically process the documents, store the information into memory, assign a file number, show the percentage of memory used in the display, and count the number of pages and stations entered.

Use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 11:30 = 11:30 am; 23:30 = 11:30 pm.)

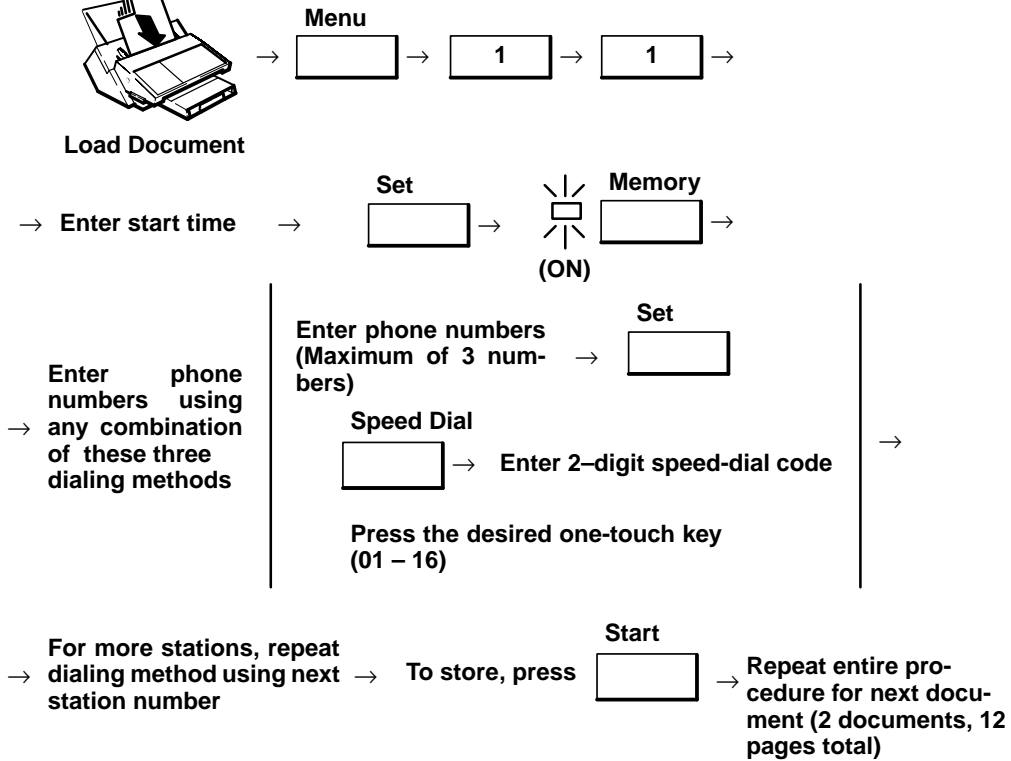
To correct an error, press the Clear button and reenter the correct numbers.

To change or cancel the deferred transmission settings, refer to the file editing procedures presented later in this chapter. If the document is too large for the memory available, turn the memory key OFF and enter only one station.

**To use deferred transmission on the HP FAX-900**, press the buttons in the sequence shown on the next page and enter the necessary information where requested.



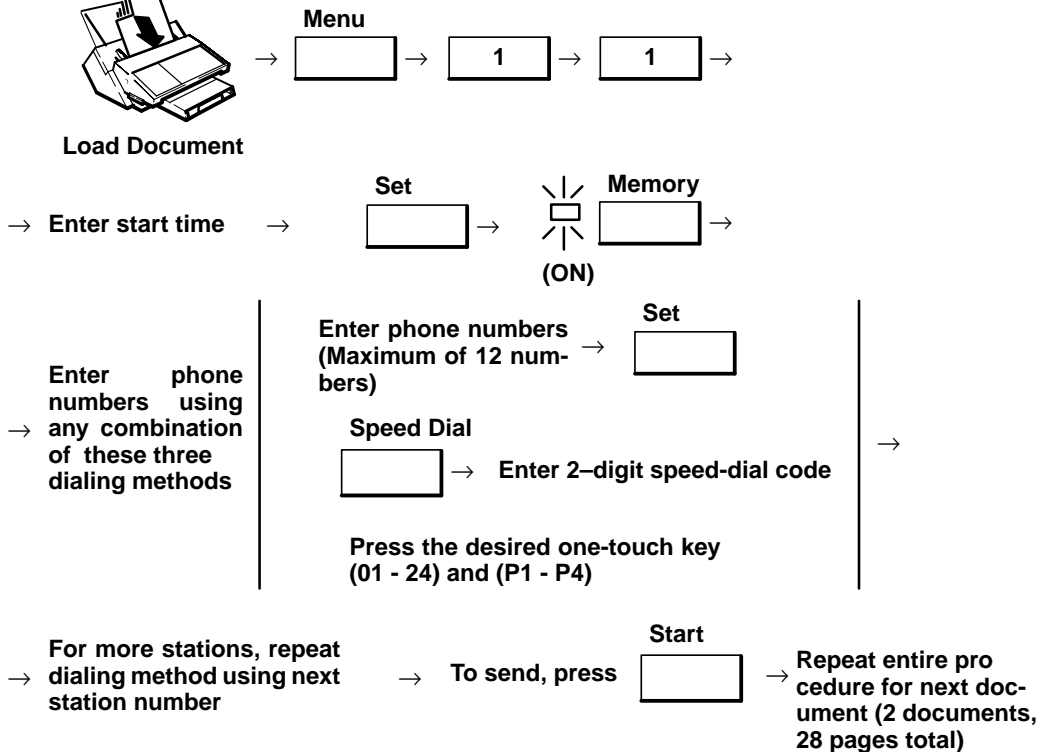
Load Document



To use deferred transmission on the HP FAX-950, press the buttons in the sequence shown and enter the necessary information where requested. Information on programming speed-dial or one-touch numbers is found in chapter 3 of this guide.



Load Document



## Polling on the HP FAX-700 and FAX-750

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**Note** No polling involving passwords is possible on the HP FAX-700 or FAX-750. Neither fax machine has password capability.

---

Polling is the ability to call other stations to retrieve documents. This function works only with fax machines that have polling capability.

The HP FAX-700 and HP FAX-750 can both poll and be polled. However, no confidential communications are possible on the HP FAX-700 and FAX-750.

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**Note** When setting up to poll or be polled, ensure that the other person involved knows that the sending station does not have a password capability.

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The other station(s) must know in advance that you will be calling and have the document(s) set in their automatic document feeder(s) or stored in memory. The same is valid if you are the station to be polled.

## Polling on the HP FAX-900 and FAX-950

Polling is the ability to call other stations to retrieve documents. This function works only with fax machines that have polling capability. In addition, polling passwords may be required and set for security of the transmissions.

The HP FAX-900 can poll other stations but cannot be polled. Among the fax machines described in this guide, the FAX-700, FAX-750 and FAX-950 can be polled.

The HP FAX-900 can poll up to 53 stations. Your HP FAX-950 can poll up to 112 stations. The other station(s) must know in advance that you will be calling and have the document(s) set in their automatic document feeder(s) or stored in memory. The same is valid if you are the station to be polled.

## Polling Password on the HP FAX-900 and FAX-950

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**Note** No polling involving passwords is possible on the HP FAX-700 or FAX-750. Neither fax machine has password capability.

---

Use of a password provides security for the document being polled. If the polling password does not match the password of the polled station, the polling request will automatically be refused. If the polled station does not have a password set, it will be polled whenever requested.

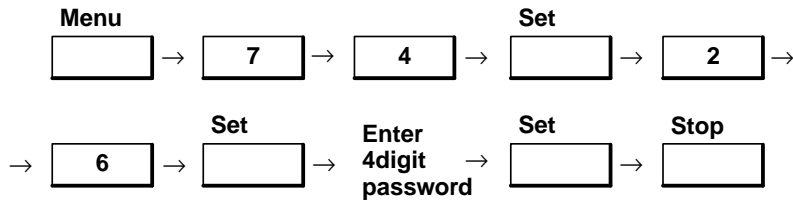
Passwords may be used for both sending and receiving polled documents.

Setting the password in fax parameter 26 will allow the password to appear in the fax machine display when used.

The password can be changed temporarily by overwriting it with a new one for the current polling request if necessary. After the current polling transaction is completed, the password set in fax parameter 26 remains in effect.

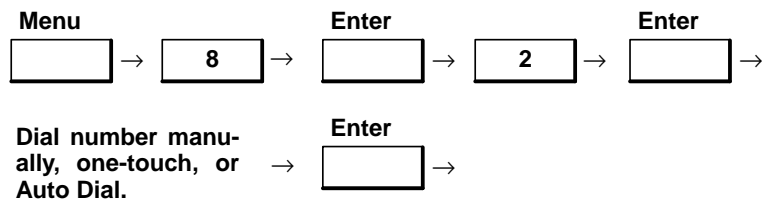
Use the numeric keypad to enter the password numbers.

To set a polling password, press the buttons in the sequence shown and enter the necessary information where requested.



### To Poll Documents from other Stations on the HP FAX-700 and FAX-750

To poll documents from other stations on the FAX-700 and FAX-750, press the buttons in the sequence shown and enter the necessary information where requested.



To correct an error when dialing the number, press the use a horizontal arrow button to move to the error position and enter the correct number.

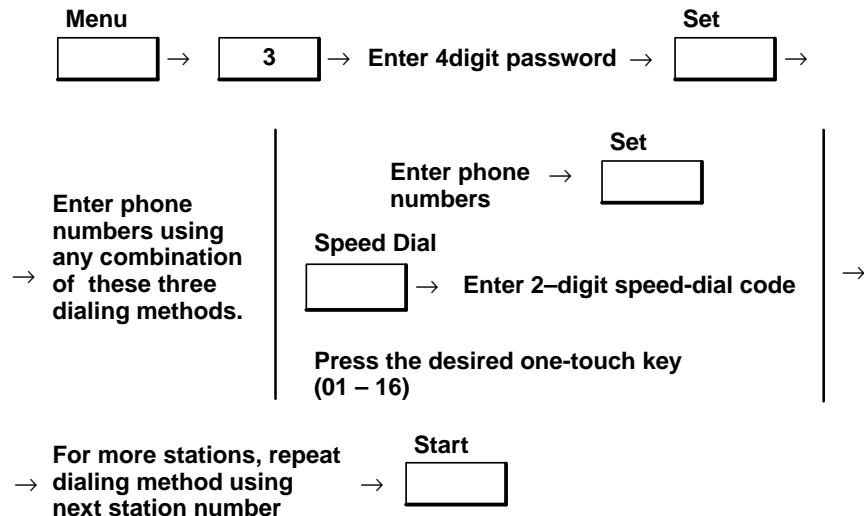
### To Poll Documents from other Stations on the HP FAX-900

Make sure the other station(s) know in advance that you will be calling. The other station(s) must have the document(s) set in their automatic document feeder(s) or stored in memory.

Set the polling password, if applicable. Refer to the polling password procedure on the previous page if necessary.

While entering station numbers, if you wish to scroll through and review the entered station numbers, use the up and down arrow keys.

To poll documents from other stations on the FAX-900, press the buttons in the sequence shown and enter the necessary information where requested.



## To Poll Documents from other Stations on the HP FAX-950

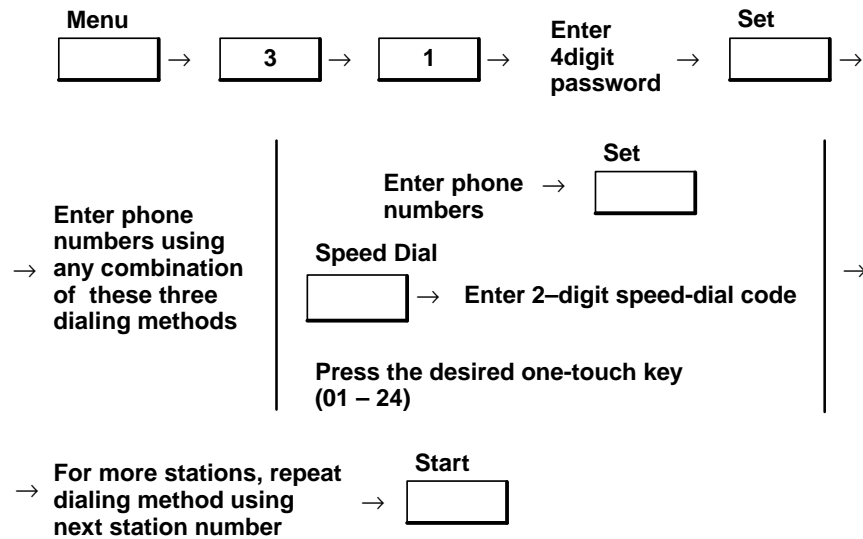
Make sure the other station(s) know in advance that you will be calling. The other station(s) must have the document(s) set in their automatic document feeder(s) or stored in memory.

Set the polling password, if applicable. Refer to the polling password procedure at the top of this page if necessary.

While entering station numbers, if you wish to scroll through and review the entered station numbers, use the Photo and Stamp buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

To poll documents from other stations on the FAX-950, press the buttons in the sequence shown and enter the necessary information where requested.



## Deferred (Time-Delayed) Polling on the HP FAX-900

### Note

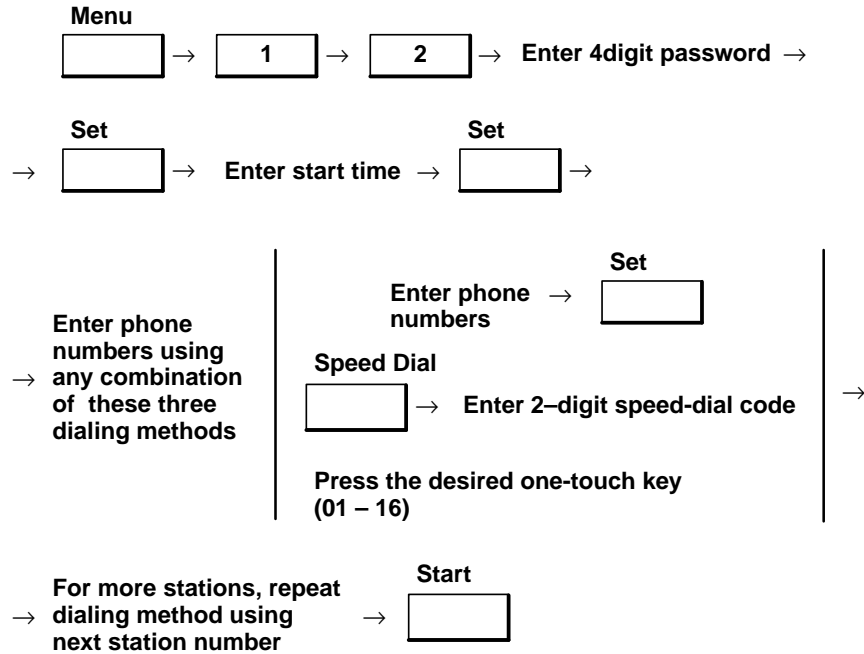
Scheduled polling is not a capability of the HP FAX-700 and FAX-750. The only choices available in the "Being Polled" mode are 1) Off, 2) One Time Only, and 3) Until Turned Off.

Your HP FAX-900 has deferred polling capabilities that allow you to delay polling. You can poll documents from one or more stations at a preset time within the next 24-hour period. This allows you to take advantage of lower phone rates, adjust to different time zones, and poll documents after normal working hours.

Use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 09:30 = 9:30 am; 22:00 = 10:00 pm.)

To correct an error, press the Clear button and reenter the correct numbers.

To use deferred polling on the FAX-900, press the buttons in the sequence shown and enter the necessary information where requested.



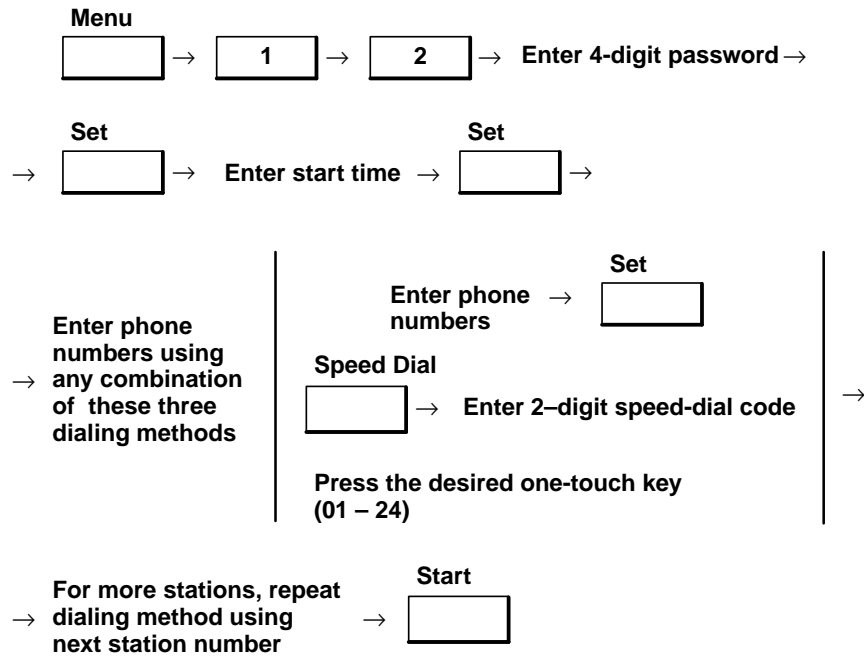
### Deferred (Time-Delayed) Polling on the HP FAX-950

Your HP FAX-950 has deferred polling capabilities that allow you to delay polling. You can poll documents from one or more stations at a preset time within the next 24-hour period. This allows you to take advantage of lower phone rates, adjust to different time zones, and poll documents after normal working hours.

Use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 09:30 = 9:30 am; 22:00 = 10:00 pm.)

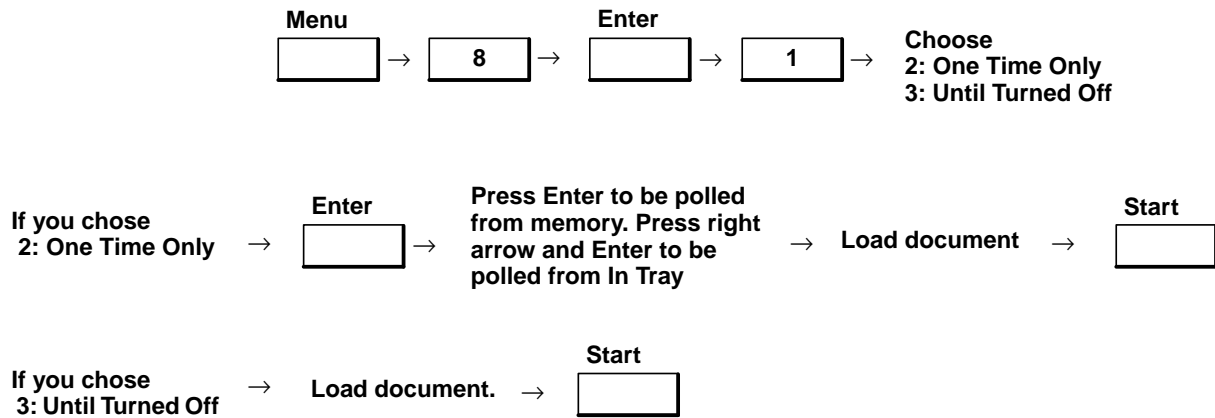
To correct an error, press the Clear button and reenter the correct numbers.

To use deferred polling on the FAX-950, press the buttons in the sequence shown and enter the necessary information where requested.



### To Be Polled by Other Stations on the HP FAX-700 and FAX-750

To be polled by other stations on the FAX-700 and FAX-750, press the buttons, enter information, and take actions as indicated:



If you chose One Time Only and to be polled from memory, or, if you chose Until Turned Off, the document will be loaded into memory when the start button is pressed.



If you chose On Time Only and to be polled from the in tray before loading the document and pressing the start button, the following messages will appear in succession on the fax machine LCD.

**Ready to be polled.**

**To be polled from  
ADF 'STOP' to cancel**

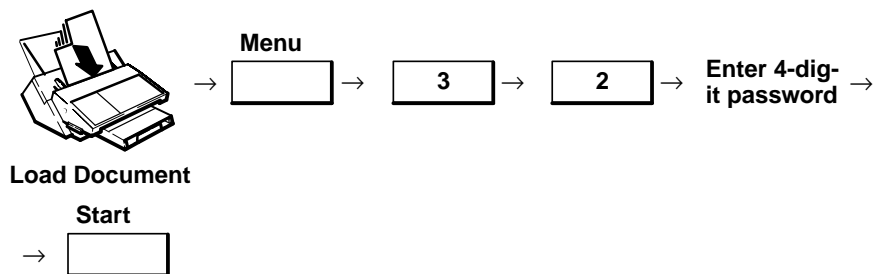
### To be Polled by other Stations on the HP FAX-950

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**Note** The HP FAX-900 cannot be polled by other stations.

---

**To store the document to be polled by other stations on the FAX-950**, press the buttons in the sequence shown and enter the necessary information where requested.



To be polled, you must have the document stored in memory. Only one document may be stored for polling.

With the document stored in memory for polling, you may still send and receive documents. The stored document will be automatically erased after it is polled.

### Using Password Transmission on the HP FAX-950

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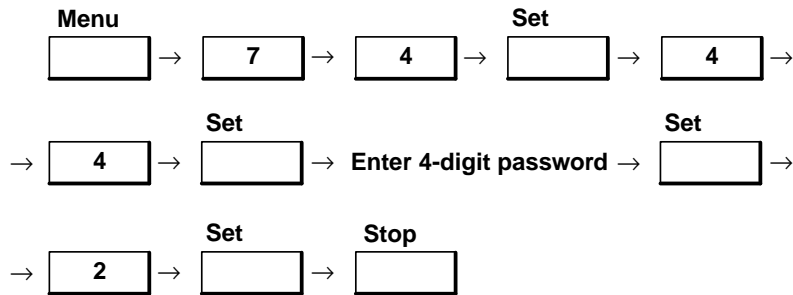
**Note** Neither the HP FAX-700 nor the HP FAX-750 fax machine has password transmission capabilities.

---

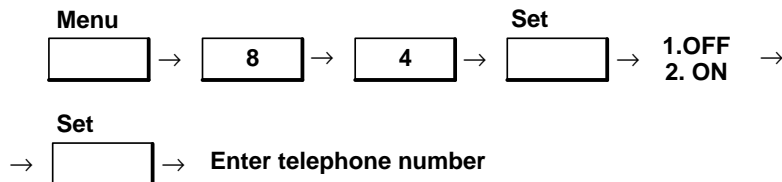
Using the password transmission feature helps you to prevent erroneous transmission to the wrong station. To use password transmission, you must establish a shared 4-digit password with the other stations to be involved in the communication. Each of these stations must enter the same password for exchange of communications.

Using the fax control panel, password transmission can be enabled or disabled for the document currently being sent. Fax parameter 44 must be set to option 2 (ON) in order to use password transmission.

**To configure for password transmission**, set fax parameter option 44 to ON by pressing the buttons in the sequence shown.



**To enable/disable password transmission**, press the buttons in the sequence shown. The fax machine must be configured for password transmission for this setting to take effect.



## Using Confidential Communications on the HP FAX-950

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**Note** Confidential communications are not a feature of the HP FAX-700, HP FAX-750, and HP FAX-900 fax machines.

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The HP FAX 950 is equipped with two features for confidential communications. These features, Confidential Mailbox and Confidential Network Communications, help ensure that the document you send is received only by the person having the correct confidential code.

You can use confidential communications for sending, polling, receiving, storing, and printing documents. To use confidential communications, you must establish a shared 4-digit password with the other person(s) to be involved in the communication. Each of these individuals must enter the correct confidential code for exchange of communications.

The confidential mailbox receives documents, having a confidential code, into memory. If two documents are received having the same code, they are both stored into the same mailbox. Up to seven mailbox files, using different codes, can be stored in memory.

It is recommended that additional optional memory be installed if you use this function. The expanded memory will reduce the possibility of memory overflow. Contact your local HP authorized fax dealer to order.

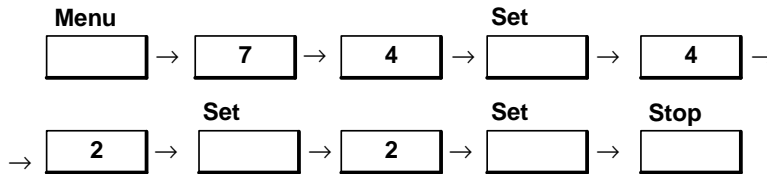
Confidential Network Communications requires a fax machine (station) to perform as a center or relay station. The sending (originating) station sends the confidential document to the center station. The center station retains the document in memory until polled for the document by the destination receiving station. Once the document is polled or printed from the center station, the document is automatically erased from the center station's memory.

To use confidential communication, refer to the following procedures.

### To Set Up for Confidential Network Communications on the HP FAX-950

Fax parameter 42 must be set to option 2 (valid) in order to use confidential network communications.

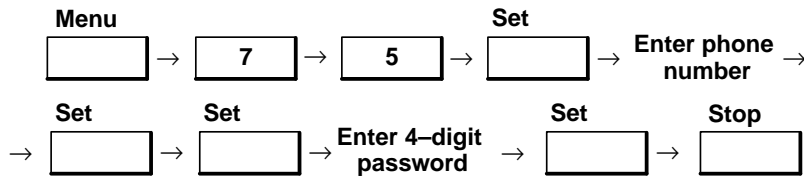
To set up for confidential network communication, press the buttons in the sequence shown.



### To Set Your Number and Network Password for Confidential Network Communications on the HP FAX-950

When using confidential network communications, you need to set your fax station telephone number and network password.

To set telephone number and password for confidential network communications, press the buttons in the sequence shown and enter the necessary information where requested.



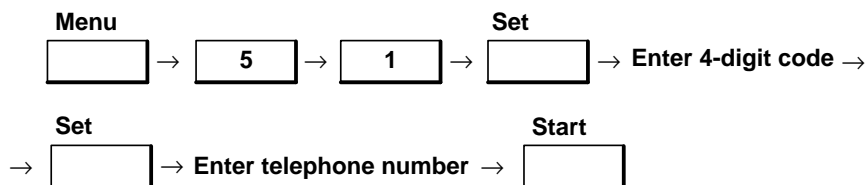
### To Send Confidential Communications on the HP FAX-950

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**Note** Be sure to use the shared confidential code established between your sending station and the receiving station.

---

To send a confidential communication, load the document and press the buttons in the sequence shown.



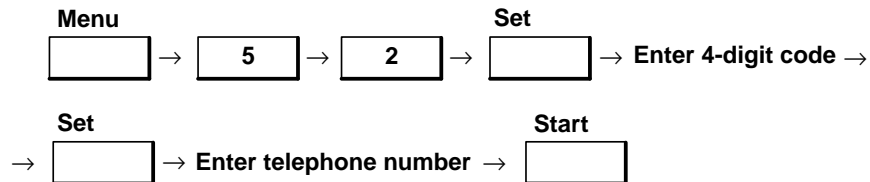
## To Poll Confidential Communications on the HP FAX-950

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**Note** Be sure the other station is prepared to be polled and to use the correct confidential code.

---

To poll a confidential communication, press the buttons in the sequence shown.



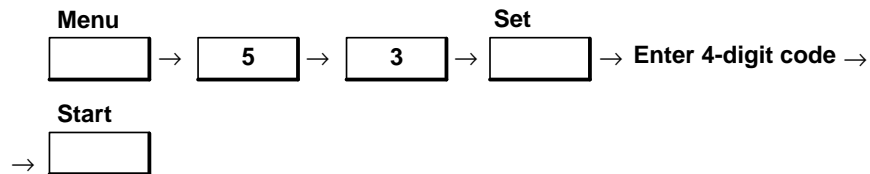
## To Store Confidential Communications on the HP FAX-950

---

**Note** The stored document can be polled by other stations using the correct confidential code. Once polled, the document is erased unless you set fax parameter 43 to valid. When set to valid, the document will be retained in memory after being polled.

---

To store a confidential communication, press the buttons in the sequence shown.



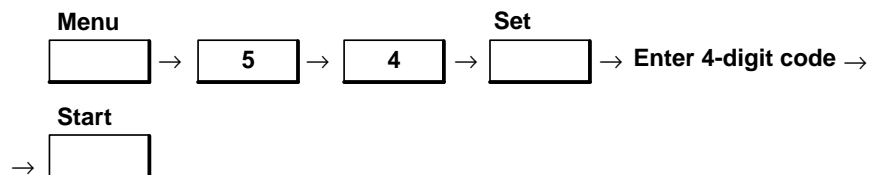
## To Print Confidential Communications on the HP FAX-950

---

**Note** Once printed, the document is erased unless you set fax parameter 43 to valid. When set to valid, the document will be retained in memory after being printed.

---

To print a confidential communication, press the buttons in the sequence shown.



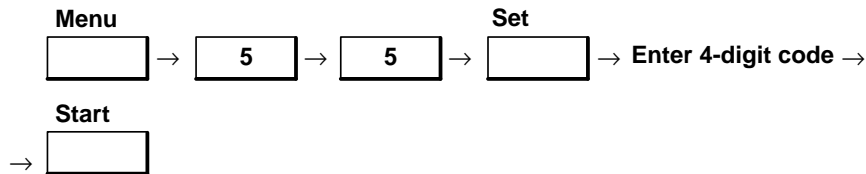
## To Delete Confidential Communications on the HP FAX-950

---

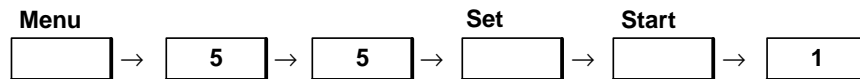
**Note** Be sure to use the correct confidential code.

---

To delete a confidential communication, press the buttons in the sequence shown.



To delete all confidential communication, press the buttons in the sequence shown.



## Using Relayed Transmission on the HP FAX-950

---

**Note** The HP FAX-700 and FAX-750 do not have a relayed transmission capability.

---

Your HP FAX-950 is equipped with a relay transmission feature that can be used to save time and transmission costs. This feature is beneficial when sending the same document to several stations at the same time. The use of a center station (relay station) differentiates this feature from the broadcasting feature presented earlier in this chapter. Also, this feature does not require a code as does confidential network communications.

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**Note** The HP FAX-950 can serve only as an initial sending station or an end receiving station, not as a relay station.. It is assumed that your fax machine will be added to an existing network. Check with your system administrator to determine your fax machine's compatibility with the network.

---

To use relay transmission, you must be part of a relay network built around a center (relay) station. Thus, when you send a document using relayed transmission, you actually send the document to the relay station with instructions to relay the document to the receiving station(s).

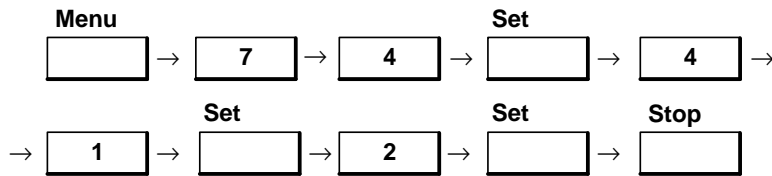
To set up your fax machine to operate in a relayed transmission network, you will need to perform the following procedures:

- Setting up for Relayed Transmission on the HP FAX-950
- Setting Your Own Telephone Number, Network Address and Network Password on the HP FAX-950
- Setting up a One-touch Or Speed-dial Number and Network Address on the HP FAX-950

## To Set up for Relayed Transmission on the HP FAX-950

The first step in preparing to use the relayed transmission feature is to set fax parameter 41 to option 2 (valid).

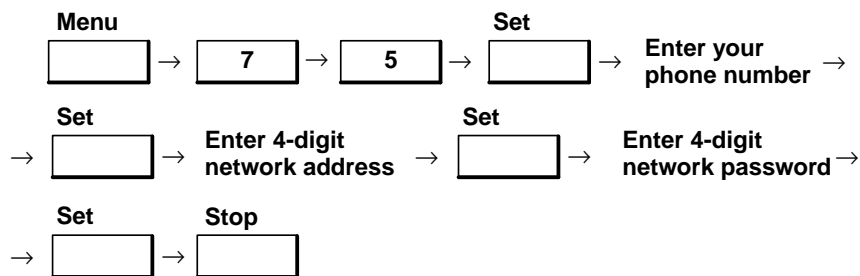
To set up for relayed transmission, press the buttons in the sequence shown.



## To Set up your own Telephone Number, Network Address and Network Password on the HP FAX-950

The second step in preparing to use the relayed transmission feature is to set up your own fax machine network identification parameters.

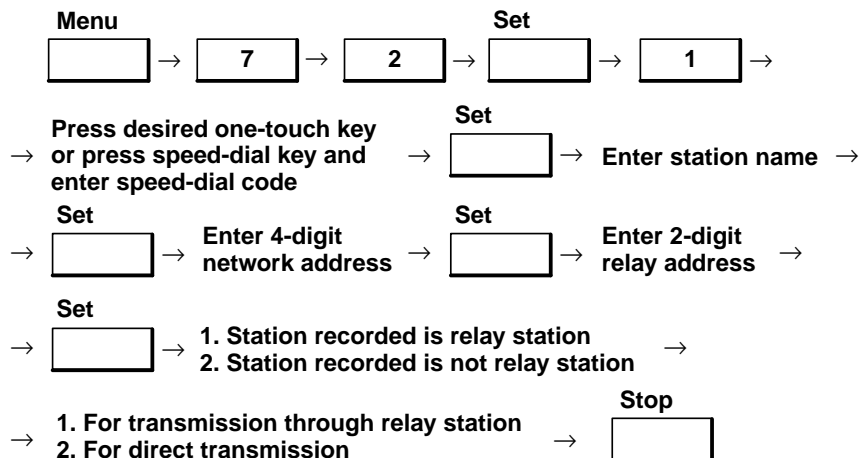
To set up your network identification parameters, press the buttons in the sequence shown and enter the necessary information where requested.



## To Set up a One-touch Or Speed-dial Number and Network Address on the HP FAX-950

The third step in preparing to use the relayed transmission feature is to set up the one-touch or speed -dial mode and enter the relay station's identification parameters.

To set up the dial mode and relay station parameters, press the buttons in the sequence shown and enter the necessary information where requested.



## To Send a Document Using Relayed Transmission on the HP FAX-950

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### Note

All the necessary parameters for your network must be set prior to sending. Instructions for setting up the fax machine for relayed transmission are presented in the preceding paragraphs in this section.

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To use **relayed transmission**, press the buttons in the sequence shown.

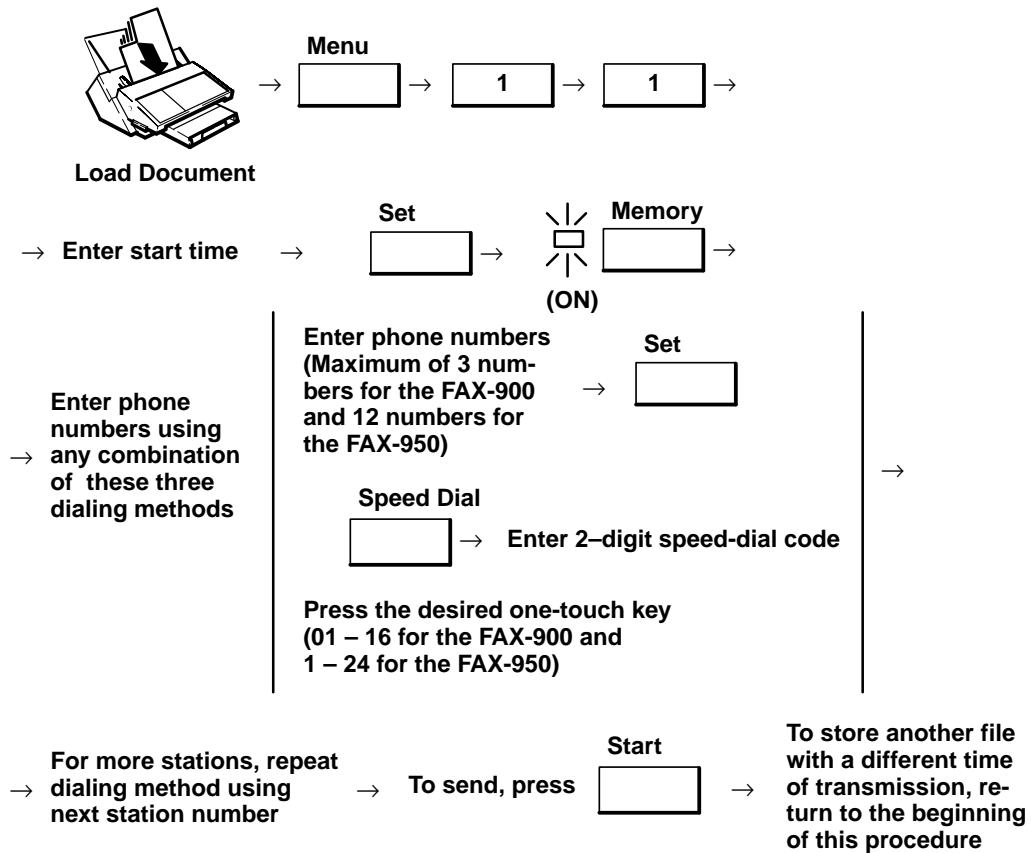


When using relayed transmission the document is stored in memory, then sent to the relay station. After the relay station sends the document to the receiving station(s), your fax machine will print a Relay XMT Result Report sent back by the relay station.

# File Handling in the HP FAX-900 and FAX-950 Fax Machines

## Storing Files in Memory on the HP FAX-900 and FAX-950

To store multiple files for deferred transmission, each with a different time of transmission, press the buttons in the sequence shown and enter the necessary information where requested. The procedure is the same for both the HP FAX-900 and the HP FAX-950. A total of two files may be scheduled for different times. The number of pages per file depends of the number of pages mounted in the ADF at the beginning of the storage procedure for each of the two files.



## Editing Files Stored in Memory on the HP FAX-900 or HP FAX-950

When you store multiple files using deferred transmission, your HP FAX-900 or HP FAX-950 memory keeps the document images in files. On occasion you may want or need to change some of the communications settings associated with these files.

Using deferred polling also stores files in memory that can be edited, but no document images are associated with these files since your fax machine will be polling another machine for its images.

You can print a file list showing the communications settings for files currently in memory. Use the file number shown on the file list to identify the file(s) to be edited.

The file edit mode allows you to change start times, stations, or delete a file from memory.



## To Print a File List on the HP FAX-900 or FAX-950

A list file shows the current communications settings for documents or files stored in memory. The document file number, date and time stored, start time (for deferred functions), destination station, logo and ID number are listed.

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**Note** You can not print a file list while a document is being transmitted.

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To print a file list, press the buttons in the sequence shown.



## To Change a Start Time or Station on the HP FAX-900 or FAX-950

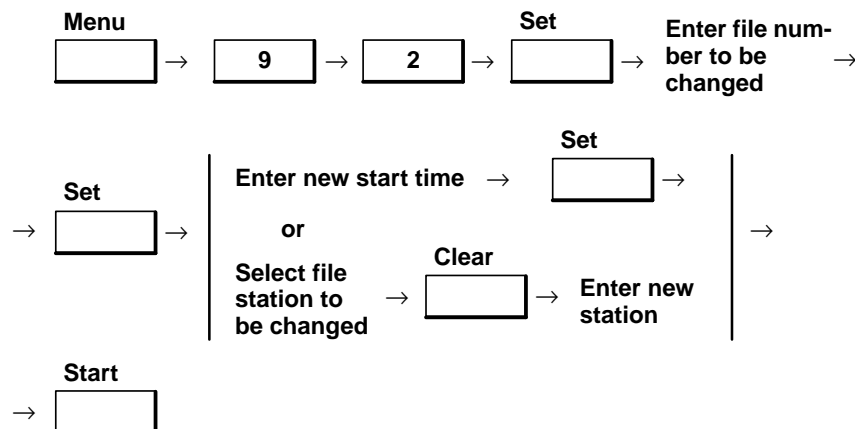
You can obtain a print out of the file numbers in memory printing a file list using the procedure given at the top of this page.

If you want to change the start time of a file, use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 07:30 = 7:30 am; 19:30 = 7:30 pm.)

If you want to change the station of a file, use either a one-touch key, speed dial number and code, or direct dialing for the new station number.

To identify and select a file station to be changed, you can scroll through the file stations using the  <sup>^</sup> and  buttons in the case of the FAX-900 or the Photo and Stamp buttons in the case of the FAX-950.

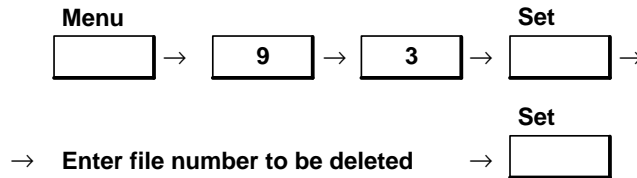
To change a file start time or station, press the buttons in the sequence shown and enter the necessary information where requested.



## To Delete a File on the HP FAX-900 or FAX-950

You can obtain a print out of the file numbers in memory by performing the file list print procedure given earlier in this chapter.

**To delete a file**, press the buttons in the sequence shown and enter the necessary information where requested.



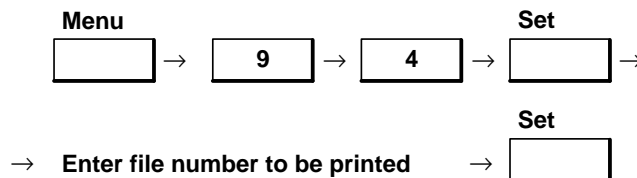
## To Print the Communication Settings of a File on the HP FAX-900 or FAX-950

You can print the current communications settings for a specific file stored in memory. The document file number, date and time stored, start time (for deferred functions), destination station, logo and ID number are listed.

You can obtain a print out of the file numbers in memory by performing the file list print procedure given earlier in this chapter.

The document will remain in memory after the file is printed.

**To print the communications settings of a file**, press the buttons in the sequence shown.

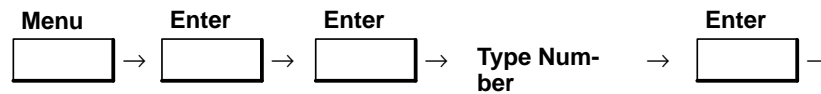


## Sending to Multiple Stations (Broadcasting)

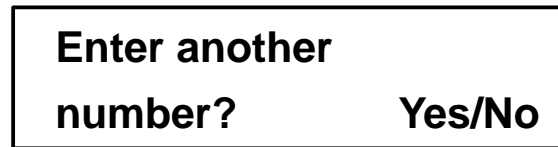
### Sending to Multiple Stations (Broadcasting) on the HP FAX-700 and FAX-750

Your HP FAX-700 and HP FAX-750 have the memory capacity to store approximately 12 document pages which can be transmitted from memory automatically. You can send a document stored in memory to one or more stations using any of the dialing methods. Direct dialing is limited to three stations per transmission. Speed dialing requires your two-digit speed-dial code(s). One-touch dialing requires pressing a one-touch number for each station.

To broadcast, press the buttons in the sequence shown and enter the necessary information where requested.



The following message will appear:



To enter an additional number, press the left arrow button and then the enter button. The LCD will present the following message:



Type the second number and press the Enter button. The fax machine will ask if you want to enter another number.

With each number entered, the fax machine LCD will present you with a choice to enter another number or not. After the last number is entered and you elect not to enter another number, a message to load a document appears. Load the document onto the ADF and press the start button to continue. The machine will store the document and immediately begin dialing the first of the destination phone numbers.


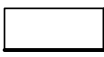
### Deferred Sending to Multiple Stations (Broadcasting) on the HP FAX-700 and FAX-750

This capability was described earlier in this chapter under the heading, "Deferred (Scheduled) Transmission on the HP FAX-700 and FAX-750".

### Sending One or More Documents to Multiple Stations (Broadcasting) on the HP FAX-900

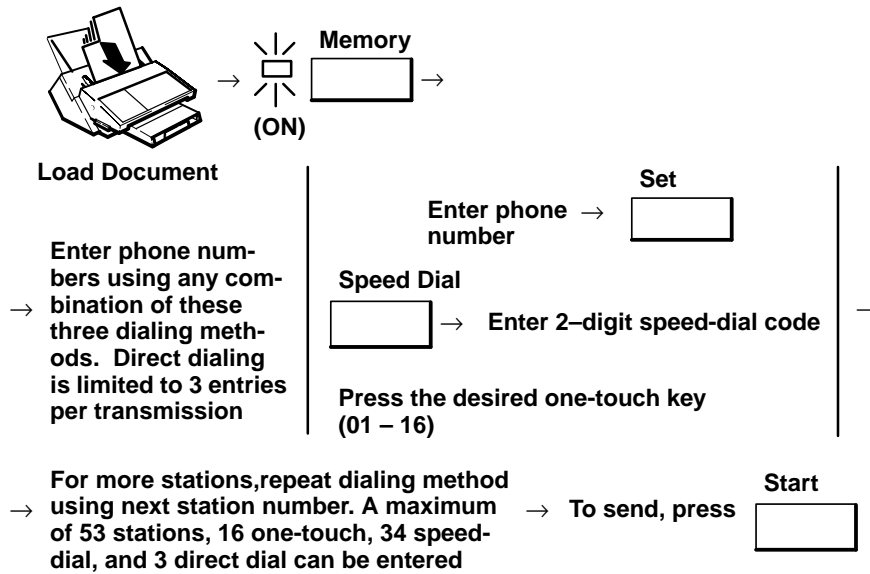
The HP FAX-900 has memory capacity to store approximately 12 document pages which can be transmitted from memory automatically. A document stored in memory can be sent to one or more stations (up to a total of 53) using any of the dialing methods. Direct dialing is limited to three stations per transmission. To send multiple documents to different stations, refer to the multifile transmission procedure on the next page.

When using broadcasting, the fax machine will automatically process the document, store the information into memory, and count the number of stations entered. After the last sheet of the document is processed, the fax machine will automatically start dialing the receiving stations.

To scroll through and review the entered station numbers, use the **Photo**  and  buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

To broadcast, press the buttons in the sequence shown and enter the necessary information where requested.



## Sending Multiple Documents To Multiple Stations (Multifile Transmission) on the FAX-900

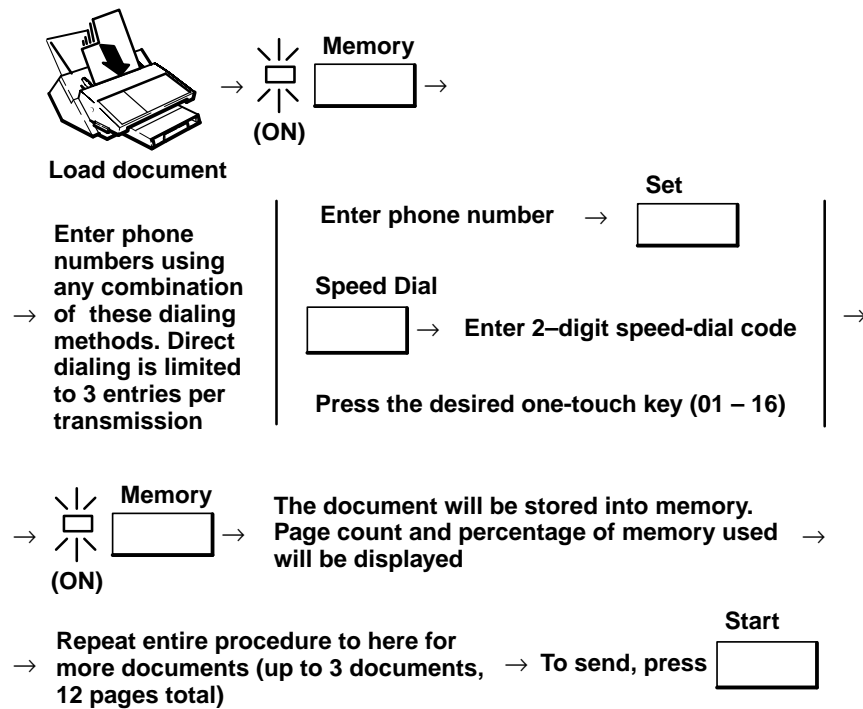
The HP FAX-900 can store approximately 12 document pages which can be transmitted from memory automatically. Using multifile transmission, up to 3 documents (up to 12 pages combined total) can be stored in memory and sent to one or more stations. Each document can be sent to any or all 16 one-touch and 34 speed-dial numbers. Direct dialing is limited to 3 numbers total per transmission.

When using multifile transmission, the fax machine will automatically process the documents, store the information into memory, show the percentage of memory used in the display, and count the number of pages and stations entered. After the last sheet of the last document is processed, the fax machine will automatically start dialing the receiving stations.

To scroll through and review the entered station numbers, use the **Photo**  **^** and  **v** buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

To transmit multifiles, press the buttons in the sequence shown and enter the necessary information where requested.



## Sending to Multiple Stations (Broadcasting) on the HP FAX-950

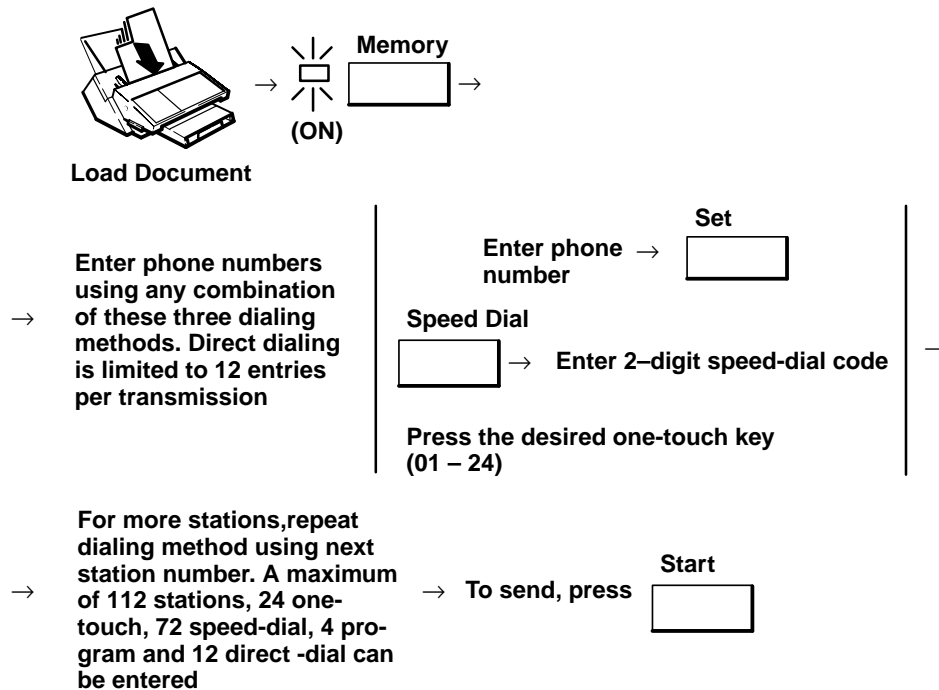
The HP FAX-950 has memory capacity to store approximately 28 document pages which can be transmitted from memory automatically. Using broadcasting, a document stored in memory can be sent to one or more stations (up to a total of 112) using any of the dialing methods. Direct dialing is limited to three stations per transmission. To send multiple documents to different stations, refer to the multifile transmission procedure immediately following this procedure.

When using broadcasting, the fax machine will automatically process the document, store the information into memory, and count the number of stations entered. After the last sheet of the document is processed, the fax machine will automatically start dialing the receiving stations.

To scroll through and review the entered station numbers, use the **Photo**  **^** and **Stamp**  **v** buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

To broadcast, press the buttons in the sequence shown and enter the necessary information where requested.



## Sending Multiple Documents To Multiple Stations (Multifile Transmission) on the FAX-950

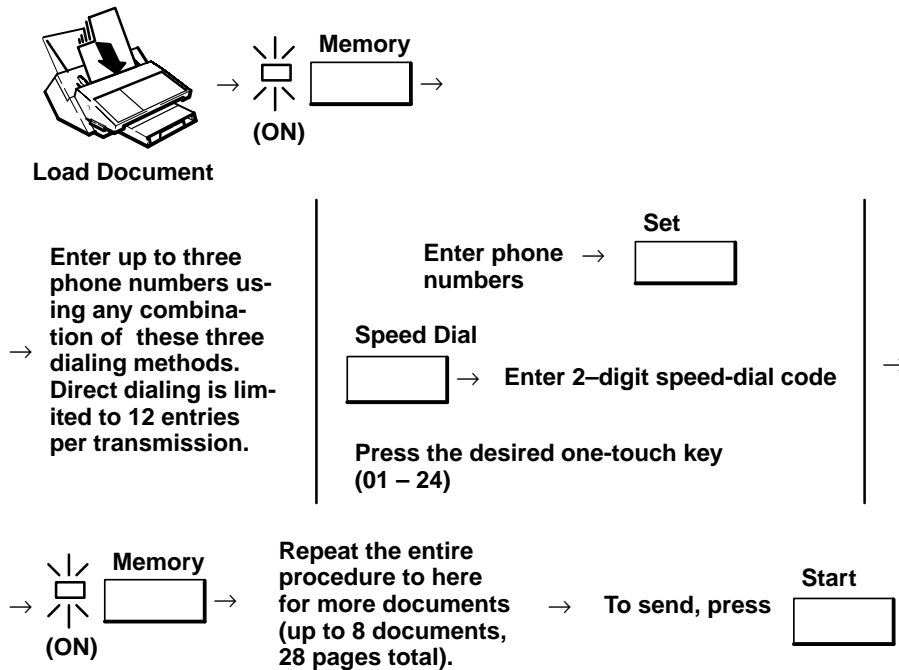
Your HP FAX-950 can store approximately 28 document pages which can be transmitted from memory automatically. Using multifile transmission, you can send up to 8 documents (up to 28 pages combined total) stored in memory to one or more stations. Each document can be sent to any or all 24 one-touch, 4 program and 72 speed-dial numbers. Direct dialing is limited to 12 numbers total per transmission. You can send up to eight documents in any combination of deferred, polled, or mailboxes. A maximum of 6 deferred files can be used in the combination.

When using multifile transmission, the fax machine will automatically process the documents, store the information into memory, show the percentage of memory used in the display, and count the number of pages and stations entered. After the last sheet of the last document is processed, the fax machine will automatically start dialing the receiving stations.

To scroll through and review the entered station numbers, use the **Photo**  **^** and **Stamp**  **v** buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

To transmit multifiles, press the buttons in the sequence shown and enter the necessary information where requested.



## Customizing the Fax Machine Internal Operating Parameters

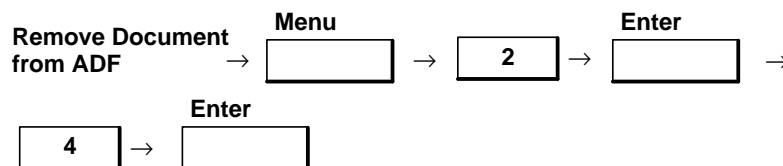
Many fax machine features are controlled by a set of operating elements called *fax parameters*. Each parameter has a set of *options*. Fax machines are delivered to the user with factory settings for each parameter option. The factory settings are designed to meet the needs of the majority of fax machine users.

Fax parameters allow you to customize features of your fax machine. Many parameters have sets of choices (such as the control panel display languages) that you can use to control the feature(s). You can send and receive documents without altering any of the factory-set parameters. Only change a parameter if needed to customize a feature for your specific transmission or reception requirements.

Some parameters can be temporarily changed for a single transaction using the fax control panel. After the transaction, these temporarily changed parameters return to their previous settings.

### Listing the Parameters (Settings) in the HP FAX-700 and FAX-750

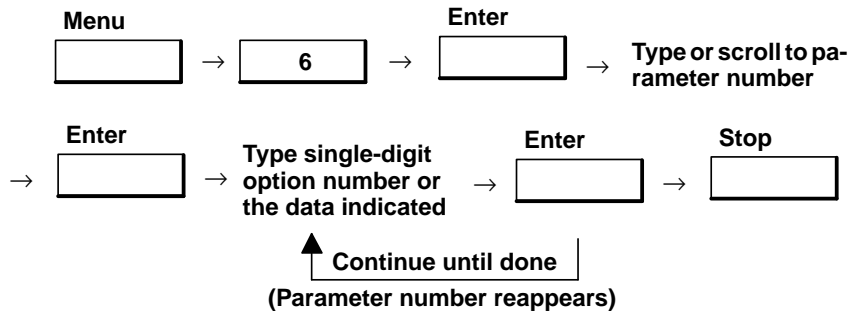
You can print a listing of your current fax parameter settings using the fax parameter report printing procedure illustrated below.



### Changing Parameters (Settings) in the HP FAX-700 and FAX-750

Use the numeric keypad to enter the two-digit fax parameter number or single digit option number.

To change or customize your fax parameters, press the buttons in the sequence shown and enter the necessary information where requested.



Use the following table to select the fax parameter and associated options you want to customize. An asterisk after an option indicates the default setting.

**Table 4-1. HP FAX-700 and FAX-750 Parameter (Setting) Options**

2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
01	DATE AND TIME	Used to set the current date and time. After the current date and time is set, your fax machine clock will keep track of the date and time and print them as a part of the header on reports and faxed documents received.
02	FAX NUMBER AND NAME	Used to set the fax number and name to be associated with your fax machine. Once the fax number and name have been entered, your fax machine will print them as a part of the header on reports and faxed documents received.
03	FAX RESOLUTION 1: Standard * 2: Fine	Specifies the resolution of scanned documents. Use for typical text documents. Use for detailed documents and illustrations.
04	CONTRAST 1: Light 2: Normal* 3: Dark	Specifies contrast of scanned documents. Use if original is unusually dark. Use if original has contrast of normal quality. Use if original is unusually light.
05	PHOTO QUALITY 1: Quality * 2: Economy	Specifies print speed and density. To print the highest quality. To print fast, use less ink.
06	DIALING METHOD 1: Pulse 2: Tone *	Specifies dialing method. Dial by pulse signals. Dial by tone signals.



Table 4-1. HP FAX-700 and FAX-750 Parameter (Setting) Options (Continued)

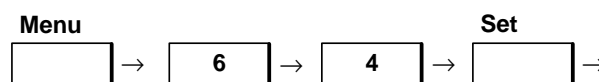
2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
07	<p>RECEPTION MODE</p> <p>1: Answer manually</p> <p>2: Fax only * Number of rings</p> <p>3: Auto fax/ Phone</p> <p>4: Auto fax/ Ans. Mach. Number of rings</p> <p>SILENT DETECT</p> <p>1: Yes *</p> <p>2: No</p>	<p>Specifies the mode of reception.</p> <p>You must answer the phone and signal the machine to receive a fax by pressing the Start/Copy button or dialing the remote reception code (123).</p> <p>The fax machine answers all incoming calls. Can be set for 1 to 20 rings. Standard is 1 ring.</p> <p>The fax machine answers a fax call, but switches voice calls to the phone when you lift the handset and press the Start button.</p> <p>The fax machine answers a fax call, but switches voice calls to the answering machine. Can be set for 1 to 20 rings. Standard is 4 rings.</p>
08	<p>DISTINCTIVE RING</p> <p>1: Set</p> <p>2: Not set *</p>	<p>Specifies whether or not distinctive ring detection is in effect.</p> <p>Distinctive ring detection is in effect and a pattern has been stored.</p> <p>Distinctive ring detection is <u>not</u> in effect.</p>
09	<p>REMOTE RECEPTION</p> <p>1: Enable*</p> <p>2: Disable</p> <p>REMOTE RECEPTION SEQUENCE</p>	<p>Specifies whether or not remote reception is in effect.</p> <p>Remote reception is in effect.</p> <p>Remote reception is <u>not</u> in effect.</p> <p>123 is the standard remote reception sequence.</p> <p>The user may set another sequence if desired.</p>
10	<p>RCV'D TO MEMORY</p> <p>1: Never</p> <p>2: If printer error *</p>	<p>Specifies when a document will be received to memory.</p> <p>No receive information printed. No faxes received to memory.</p> <p>Received Time, Sender's ID &amp; page numbers printed. Fax stored in memory if there is a printer error.</p>
11	<p>ERROR CORRECTION</p> <p>1: Yes *</p> <p>2: No</p>	<p>Specifies whether or not error correction will occur.</p> <p>Error correction will occur.</p> <p>Error correction will <b>not</b> occur.</p>
12	<p>AUTOMATIC REPORTS</p> <p>1: Off</p> <p>2: On</p> <p>3: Errors *</p>	<p>Specifies the conditions under which automatic reports will be produced.</p> <p>Automatic reports are never produced.</p> <p>Automatic reports are always produced.</p> <p>Automatic reports are produced when an error occurs.</p>
13	<p>HEADER LOCATION</p> <p>1: Inside the fax area</p> <p>2: Outside the fax area*</p>	<p>Specifies where the header will appear on a document.</p> <p>Specifies that header text will print inside the fax area.</p> <p>Specifies that header text will print outside of the fax area.</p>

Table 4-1. HP FAX-700 and FAX-750 Parameter (Setting) Options (Continued)

2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
14	REC. PAPER SIZE 1: A4 (metric) 2: Letter (U.S.) * 3: Legal (U.S.)	Specifies size of paper in paper IN tray. A4 (210 mm x 297 mm). U.S. Letter (8 1/2 in. by 11 in.). U.S. Legal (8 1/2 in. by 14 in.).
15	PRINT REDUCTION FAX REDUCTION 1: Auto * 2: Fixed 70% ... 100% COPY REDUCTION 70% ... 100%	Specifies reduction of incoming documents or copies. Incoming documents are reduced to fit the paper used (if possible). Incoming documents are reduced to the percentage set here. Standard is 94%. Copies are reduced to the percentage set here. Standard is 94%.
16	VOLUME ADJUSTMENTS RING VOLUME 1: Off 2: Soft * 3: Medium 4: Loud MONITOR VOLUME 1: Off 2: Soft * 3: Medium 4: Loud KEY VOLUME 1: Off 2: Soft * 3: Medium 4: Loud	Settings specify the volume (loudness) of the handset ring, monitor sound, and button (key) press beep.
17	AUTOMATIC REDIAL 1: Yes * 2: No NUMBER OF TRIES 1 ... 15	Specifies whether to automatically redial numbers. Redial automatically after failure to connect. Do not automatically redial after failure to connect. Set the number of redial tries. Number of redial tries that will take place after failure to connect. (Default is 15 redials)
18	RESET	Resets user parameters to their default values.

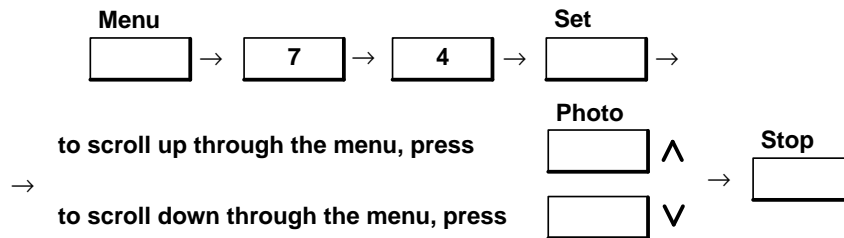
### Listing the Parameters in the HP FAX-900

To print a listing of your current fax parameter settings, use the fax parameter report printing procedure illustrated below.



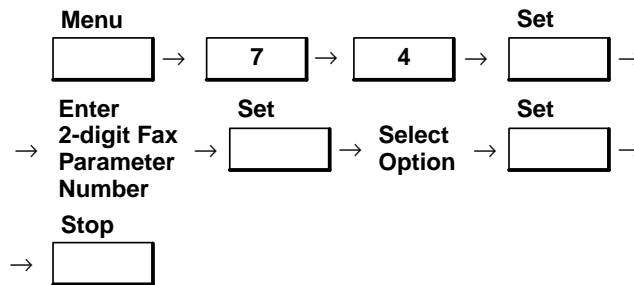
## Viewing the Parameter Menu in the HP FAX-900

To view the fax parameters menu, press the buttons in the sequence shown.



## Changing Parameters in the HP FAX-900

To change or customize your fax parameters, press the buttons in the sequence shown and enter the necessary information where requested.



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### Note

If no activity is detected after 60 seconds, the display reverts back to the Date/Time display.

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Use the following table to select the fax parameter and associated options you want to customize. An asterisk after an option indicates the default setting.

Table 4-2. HP FAX-900 Parameter Options

2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
01	CONTRAST 1: Normal * 2: Darken 3: Lighten	Specifies contrast of scanned documents. Use if original has contrast of normal quality. Use if original is unusually light. Use if original is unusually dark.
02	RESOLUTION 1: Standard * 2: Fine	Specifies resolution of scanned documents. Use for typical text documents. Use for detailed documents and illustrations.
03	PHOTO 1: Fast 2: Quality *	Specifies print speed and density. To print fast, use less ink. To print at highest quality.
05	MEMORY  1: Off * 2: On	Specifies setting of the home (start) position of memory. Setting not enabled. Setting enabled.
06	DIALING METHOD 1: Pulse 2: Tone *	Specifies dialing method. To dial using pulse signals. To dial using tone signals.
07	HEADER PRINT 1: Inside * 2: Outside 3: No Print	Specifies location of headers and footers. Header and footer printed inside image area. Header and footer printed outside image area. Header and footer not printed.
08	HEADER FORMAT 1: Logo ID No.* 2: From To	Specifies header content of outgoing documents. Your logo and ID appear in header. Your logo and receiving station name in header.
09	RCV'D TIME PRINT 1: Invalid * 2: Valid	Specifies printing of receive time on documents. No receive information printed. Received Time, Sender's ID & page numbers printed.
10	KEY/BUZZER VOLUME 1: Off 2: Soft * 3. Loud	Specifies beep volume (loudness) of fax machine. Beep not audible. Low (soft) volume. High (loud) volume.
12	COMM. JOURNAL 1: Off 2: Always 3: Inc. only *	Specifies printing of communication journal. Journal not printed. Journal is printed after every fax transmission. Journal is printed only when communication fails.
13	AUTO JRNL PRINT 1: Invalid 2: Valid *	Specifies communication journal printing. Does not print journal every 32 transactions. Automatically printed every 32 transactions.
15	ATTENDED MODE 1: Tel * 2: Fax/Tel Sw.	Specifies attended reception mode. Normally for voice calls, requires user action to receive a fax call. Normally for fax calls, requires user action to receive voice calls. (Not available in France or Germany.)

Table 4-2. HP FAX-900 Parameter Options (Continued)

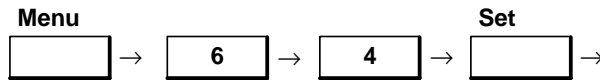
2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
16	UNATTENDED MODE 1: Fax * 2: Tam I/F	Specifies unattended reception mode, connection of answering machine. Normally receive fax only calls, an answering machine not connected. Receive voice and fax calls, an answering machine is connected. (Not available in France.)
18	OP CALL TIMER 1. 20 sec * 2. 30 sec 3. 40 sec 4. 50 sec	Specifies time to make the beep after detecting a call when fax parameter 15 is set to option 2. Used to specify time available to pick up the phone for a voice call.
19	OGM LENGTH ____ (1 to 60 sec) 20 sec *	Specifies length of time allocated for Out Going Message as recorded on answering machine. OGM length should be set to match the length of time of the recorded message on the answering machine. during the message, the fax machine monitors the incoming line for a fax tone.
20	SILENT DETECTION 1: Invalid 2: Valid *	Specifies reaction to undetected fax signal (effective when Parameter 16 set to option 2). Set if answering machine uses one tape for both incoming and outgoing messages. Detects fax calls even if fax signal is not sent.
22	SUBSTITUTE RCV 1: Invalid 2: Valid *	Specifies saving incoming call if unable to print. Fax calls not answered if out of paper or ink. Fax calls stored in memory if out of paper or ink.
23	REC. PAPER SIZE 1: A4 2: Letter * 3: Legal	Specifies size of paper in paper supply tray. A4 (210 mm x 297 mm). U.S. Letter (8 1/2 in. by 11 in.). U.S. Legal (8 1/2 in. by 14 in.).
24	PRINT REDUCTION 1: Fixed 2: Auto *	Specifies reduction of incoming documents. Reduced to percentage set in Parameter 25. Reduced to fit in print area set in Parameter 23.
25	REDUCTION RATIO 70% - 100% 94% *	Specifies percentage of original size to which received document or copies are printed if Parameter 24 is set to option 1.
26	POLLING PASSWORD ____	Specifies the 4-digit password shared with polled station to appear in display.
32	COPY REDUCTION 1. Invalid * 2. Valid	Specifies copy reduction mode to be ON or OFF. Copy reduction mode disabled. Copy reduction mode enabled.
35	DAYLIGHT TIME 1. Invalid 2. Valid *	Specifies ability to automatically set machine time according to Daylight Saving Time system. Function is disabled. Function is enabled.

Table 4-2. HP FAX-900 Parameter Options (Continued)

2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
36	RING PATTERN 1. Normal * 2. A 3. B 4. C 5. D	Specifies use of distinctive ring patterns for identifying types of incoming calls. Usually associated with dedicated phone numbers. Must be used in conjunction with services offered by local phone companies.
47	REMOTE RCV 1. Invalid * 2. Valid	Specifies use of extension phone in reception mode. Function is disabled. Function is enabled.
52	DIAG. PASSWORD__	Specifies password requirement to access remote diagnostic routines. Contact your HP authorized fax dealer for details.

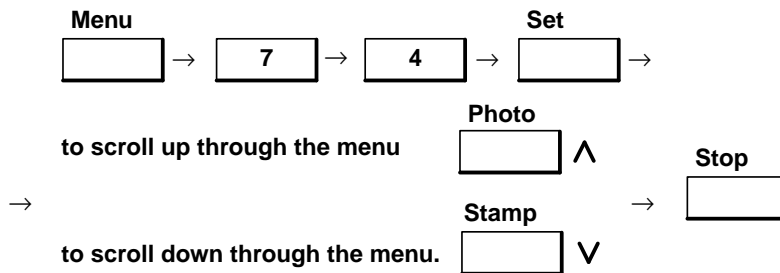
### Listing the Parameters in the HP FAX-950

To print a listing of your current fax parameter settings, use the fax parameter report printing procedure illustrated below.



### Viewing the Parameter Menu in the FAX-950

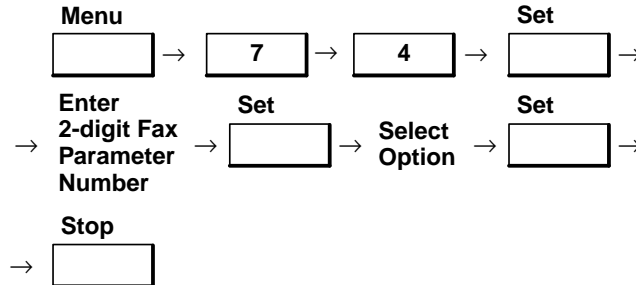
To view the fax parameters menu, press the buttons in the sequence shown. Press the Stop button to return to the Date/Time display after scrolling is completed.



The contrast, resolution, and photo print quality parameters can be temporarily changed for a single transaction by pressing their fax control panel buttons. After the transaction, the temporarily changed parameters return to their previous settings.

## Changing Parameters in the HP FAX-950

To change or customize your fax parameters, press the buttons in the sequence shown and enter the necessary information where requested.




---

**Note** If no activity is detected after 60 seconds, the display reverts back to the Date/Time display.

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Use the following table to select the fax parameter and associated options you want to customize. An asterisk after an option indicates the default setting.

**Table 4-3. HP FAX-950 Parameter Options**

2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
01	CONTRAST 1: Normal * 2: Darken 3: Lighten	Specifies contrast of scanned documents. Use if original has contrast of normal quality. Use if original is unusually light. Use if original is unusually dark.
02	RESOLUTION 1: Standard * 2: Fine 3: 300 DPI	Specifies resolution of scanned documents. Use for typical text documents. Use for detailed documents and illustrations (Fine or 300 DPI).
03	PHOTO 1: Fast 2: Quality *	Specifies print speed and density. To print fast, use less ink. To print at highest quality.
04	STAMP 1. Off * 2. On	Specifies whether or not the verification stamp will be activated. Stamp not activated. Stamp activated.
05	MEMORY 1: Off * 2: On	Specifies setting of the home (start) position of memory. Setting not enabled. Setting enabled.
06	DIALING METHOD 1: Pulse 2: Tone *	Specifies dialing method. To dial using pulse signals. To dial using tone signals.

Table 4-3. HP FAX-950 Parameter Options (Continued)

2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
07	HEADER PRINT 1: Inside * 2: Outside 3: No Print	Specifies location of headers and footers. Header and footer printed inside image area. Header and footer printed outside image area. Header and footer not printed.
08	HEADER FORMAT 1: Logo ID No. * 2: From To	Specifies header content of outgoing documents. Your logo and ID appear in header. Your logo and receiving station name in header.
09	RCV'D TIME PRINT 1: Invalid * 2: Valid	Specifies printing of receive time on documents. No receive information printed. Received Time, Sender's ID & page numbers printed.
10	KEY/BUZZER VOLUME 1: Off 2: Soft * 3: Loud	Specifies beep volume (loudness) of fax machine. Beep not audible. Low (soft) volume. High (loud) volume.
12	COMM. JOURNAL 1: Off 2: Always 3: Inc. only *	Specifies printing of communication journal. Journal not printed. Journal is printed after every fax transmission. Journal is printed only when communication fails.
13	AUTO JRNL PRINT 1: Invalid 2: Valid *	Specifies communication journal printing. Does not print journal every 32 transactions. Automatically printed every 32 transactions.
15	ATTENDED MODE 1: Tel * 2: Fax/Tel Sw.	Specifies attended reception mode. Normally for voice calls, requires user action to receive a fax call. Normally for fax calls, requires user action to receive voice calls.
16	UNATTENDED MODE  1: Fax * 2: Tam I/F	Specifies unattended reception mode, connection of answering machine.  Normally receive fax only calls, an answering machine not connected. Receive voice and fax calls, an answering machine is connected.
18	OP CALL TIMER 1. 20 sec * 2. 30 sec 3. 40 sec 4. 50 sec	Specifies time to make the beep after detecting a call when fax parameter 15 is set to option 2. Used to specify time available to pick up a phone for a voice call.
19	OGM LENGTH ____ (1 to 60 sec) 20 sec*	Specifies length of time allocated for Out Going Message recorded on answering machine. OGM length should be set to match the length of time of the recorded message on the answering machine. During the message, the fax machine monitors the incoming line for a fax tone.
20	SILENT DETECTION  1: Invalid 2: Valid *	Specifies reaction to undetected fax signal (effective when Parameter 16 set to option 2). Set if answering machine uses one tape for both incoming and outgoing messages. Detects fax calls even if fax signal is not sent.



Table 4-3. HP FAX-950 Parameter Options (Continued)

2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
22	SUBSTITUTE RCV 1: Invalid 2: Valid *	Specifies saving incoming call if unable to print. Fax calls not answered if out of paper or ink. Fax calls stored in memory if out of paper or ink.
23	REC. PAPER SIZE 1: A4 2: Letter * 3: Legal	Specifies size of paper in paper supply tray. A4 (210 mm x 297 mm). U.S. Letter (8 1/2 in. by 11 in.). U.S. Legal (8 1/2 in. by 14 in.).
24	PRINT REDUCTION 1: Fixed 2: Auto *	Specifies reduction of incoming documents. Reduced to percentage set in Parameter 25. Reduced to fit in print area set in Parameter 23.
25	REDUCTION RATIO 70% - 100% 94% *	Specifies percentage of original size to which received document or copies are printed if Parameter 24 is set to option 1.
26	POLLING PASSWORD — — — —	Specifies the 4-digit password shared with polled station to appear in display.
27	POLLED FILE SAVE 1. Invalid * 2. Valid	Specifies the state of the polled file save parameter. Polled file not saved. Polled file saved.
28	STAMP AT MEM. XMT 1. Invalid * 2. Valid	Specifies the setting of memory transmit stamp. Memory transmission not stamped. Memory transmission stamped.
32	COPY REDUCTION 1. Invalid * 2. Valid	Specifies copy reduction mode to be ON or OFF. Copy reduction mode disabled. Copy reduction mode enabled.
35	DAYLIGHT TIME  1. Invalid 2. Valid *	Specifies ability to automatically set machine time according to Daylight Saving Time system. Function is disabled. Function is enabled.
36	RING PATTERN 1. Normal * 2. A 3. B 4. C 5. D	Specifies use of distinctive ring patterns for identifying types of incoming calls. Usually associated with dedicated phone numbers. Must be used in conjunction with services offered by local phone companies.
37	RCV TO MEMORY — — — —	
38	FAX ACCESS CODE — — — —	No fax access code normally required, but the user can enter one. If entered, the code will be required before each fax operation.
41	RELAYED XMT REQUEST 1. Invalid* 2. Valid	Specifies whether or not you are requesting that you transmission be relayed. Not requesting the relay. Requesting the relay.

Table 4-3. HP FAX-950 Parameter Options (Continued)

2-Digit Parameter Number	Parameter Name Options (choices) * factory set	Description
42	CONFIDENTIAL FAX PARAMETER 1. Invalid * 2. Valid	Specifies the state whether or not a fax will be treated as confidential or not. Fax will not be treated as confidential. Fax will be treated as confidential.
43	CONF. FILE SAVE 1. Invalid * 2. Valid	Specifies state of confidential file save mode. Mode disabled. Mode enabled.
44	PASSWORD – XMT — — — —	Normally, no password has been entered for transmission, but the user can enter one.
45	PASSWORD – RCV — — — —	Normally, no password has been entered for reception, but the user can enter one.
47	REMOTE RCV 1. Invalid* 2. Valid	Specifies use of extension phone in reception mode. Function is disabled. Function is enabled.
52	DIAG. PASSWORD — — — — — — — —	Specifies password requirement to access remote diagnostic routines. Contact your HP authorized fax dealer for details.
53	OPTION MEMORY 512KB+None	If optional additional memory is installed, the word, None, is replaced with the size of the additional memory.

## FAXing Tips

You've been using your fax for some time now. It helps expedite your business. Decisions can be made faster, and information is more accurate because you have it in writing. But your fax can be made to be even more efficient. Take a few minutes to make it work even more for you. Research shows that most people don't take advantage of all the features on a fax machine.

Here are a few ways that you can use your fax to save more time and money:

- Auto Speed Dial – Are there some phone numbers that you dial frequently? Most fax machines have the capability to store these numbers. You program the numbers in once. After that, just press one or two buttons, and the number is automatically dialed for you. Put your fax in the automatic document feeder, press the number, and off the fax goes. The fax will provide a report of what numbers you have stored. You can place it either on your fax machine or nearby for easy reference.
- Cover Sheets – Most of us have a cover sheet that the entire department uses to include a brief explanation of your fax. Do you really need this? You are paying phone time with each page you transmit on a fax in addition to using paper. Could you get by with a press-on label for some of your faxes instead of a cover sheet?
- Broadcasting – Do you ever send the same fax to more than one person and stand there faxing the same thing to each number one at a time? Most fax machines have a broadcasting capability which allows you to send one fax to a number of people. Your fax is loaded into memory. You dial in the numbers or use your speed dial keys to send your fax just one time.
- Delayed Dialing – Are most of your faxes sent long distance or even overseas? Phone costs drop considerably after business hours. through a series of steps, you tell your fax

machine when you want the fax sent. Your fax can either be put into memory or placed on the document feeder and sent later in the evening when rates are much lower.

- Memory Faxing – Do you need your paperwork right away and don't want to wait for the fax to go through? Put your fax into the machine's memory and then send it. You walk away with the original. This also makes transmission time faster, reducing your phone bill.
- Plain Paper – Your HP fax machine uses plain paper. Experiment with the paper you will use in order to optimize quality and cost.
- Transmission Time – The faster the transmission time is, the lower your phone bill will be. The difference between a fax that transmits in 12 seconds versus 15 seconds is 25%. To minimize your phone costs, use faster transmission speeds.

Your HP fax machine's ample memory (256 KB minimum), error correction, and redial capability make sending faxes convenient and efficient.

## Problem Resolution

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## Introduction

This chapter contains information which can be used to resolve problems encountered while using the printer. Problems that require removing the printer's top cover in order to troubleshoot or repair the printer, must be referred to qualified service personnel. Follow the instructions in this chapter to make certain the problem is in the printer and not the result of an interface connection problem or a malfunction in the computer or software.

## The Problem Solving Process

1. Review the Troubleshooting chapter in the User's Guide.

Most problems are fairly simple to resolve. The fastest and easiest way to solve them is to identify the problem and take the corrective steps outlined in this chapter.

2. Gather some basic information before you call.

To facilitate prompt service, be sure to have the following information readily available before you contact the HP Customer Support Center (CSC)

- Product name and serial number
- Description of failure

### **Call HP CSC: (208) 323-2551**

Available Monday, Tuesday, Thursday, and Friday from 7:00 am to 6:00 pm (MST); Wednesday from 7:00 am to 4:00 pm (MST).

An HP CSC representative will guide you through the following process to quickly determine and solve any problems you may have:

- Setup and Operation Problems

First, the HP CSC representative will help solve any problems or answer any questions relating to setup or operation.

- Remote Diagnostics

If setup or operation is not the problem, the HP CSC representative will attempt to identify the problem using the remote diagnostics feature of your HP facsimile. This powerful capability allows most problems to be detected and corrected over the telephone line.

- Arranging Repair

If your problem can not be resolved over the phone, the HP CSC representative will arrange to replace or repair your HP facsimile using the HP Express Exchange or Standard Return program.

## Solving Problems in the HP FAX-700 and FAX-750

Use the troubleshooting trees, problem solving procedures, information code tables, and function parameter tables on the following pages to solve problems in the HP FAX-700 and FAX-750.

# Overall Troubleshooting Tree

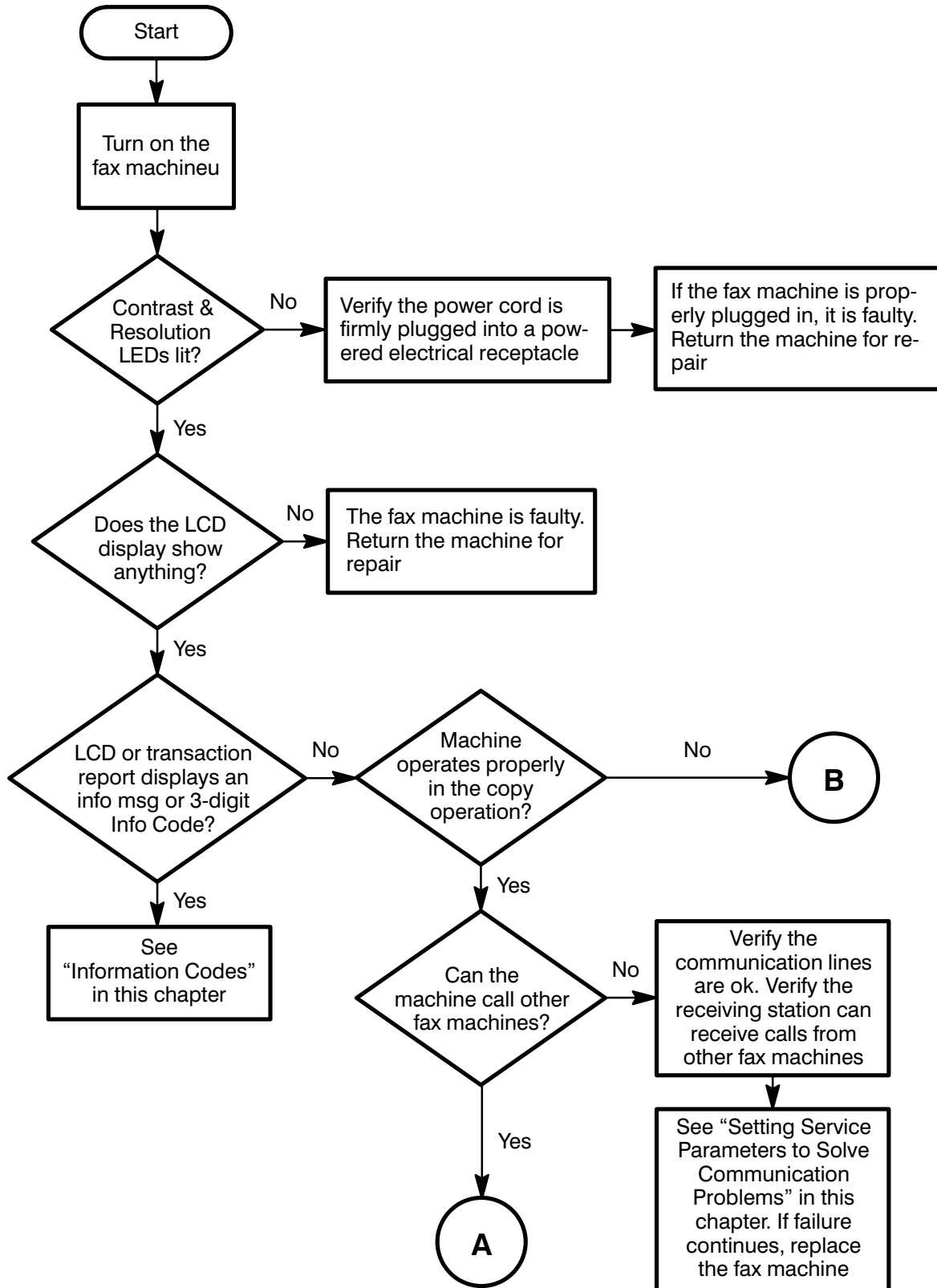
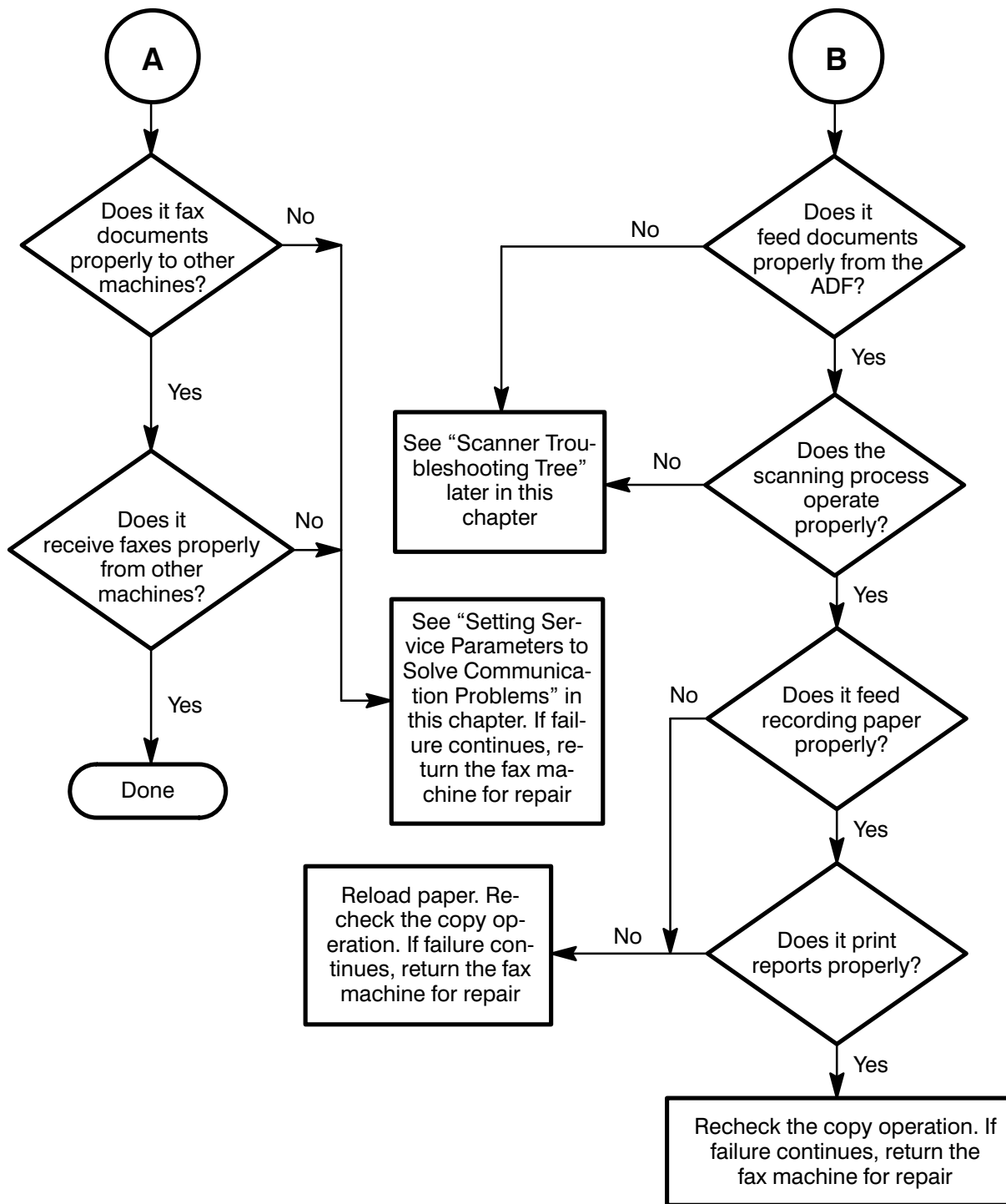


Figure 5-1. Overall Troubleshooting Tree





**Figure 5-1. Overall Troubleshooting Tree (Continued)**

# Scanner Troubleshooting Tree

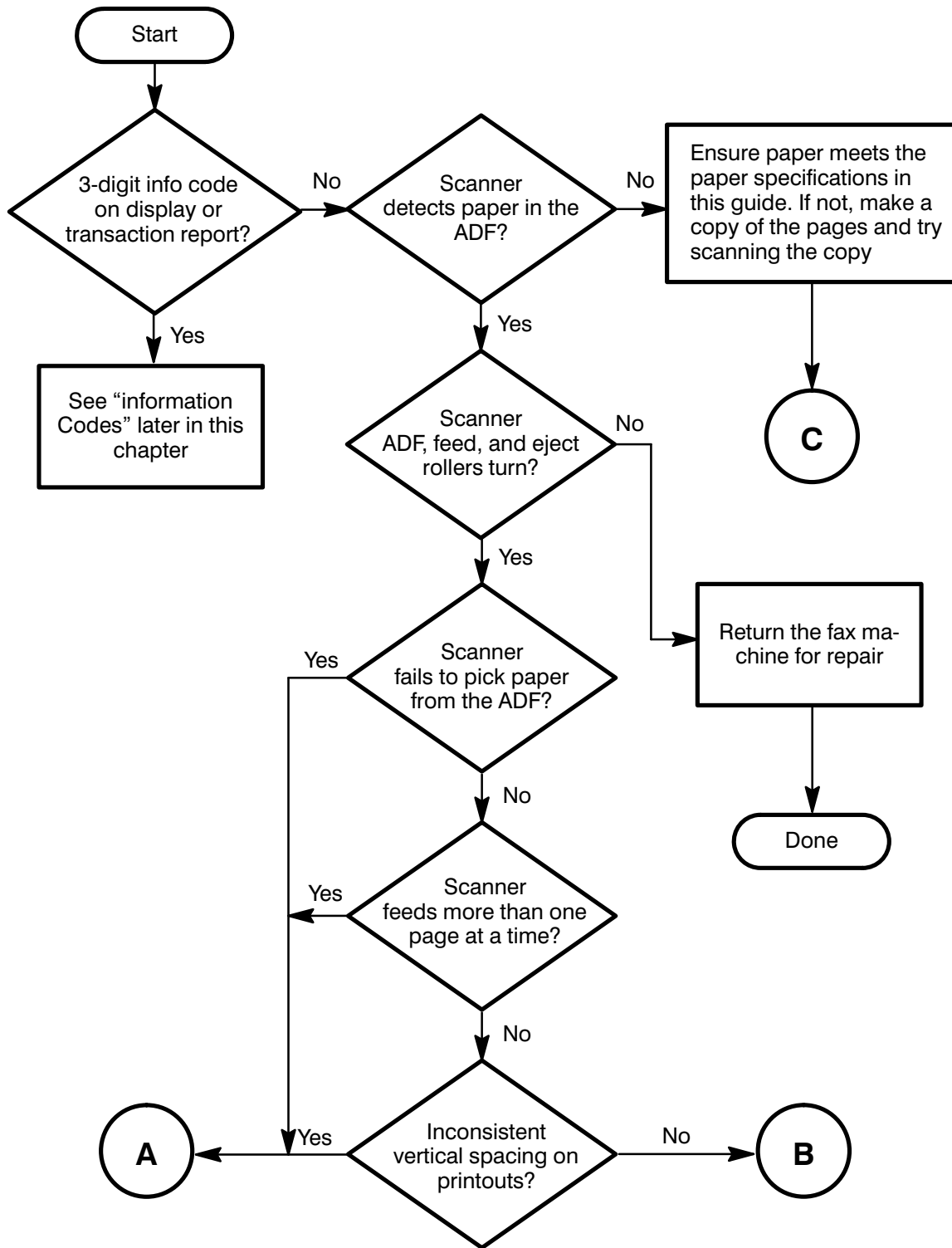


Figure 5-2. Scanner Assembly Troubleshooting Tree

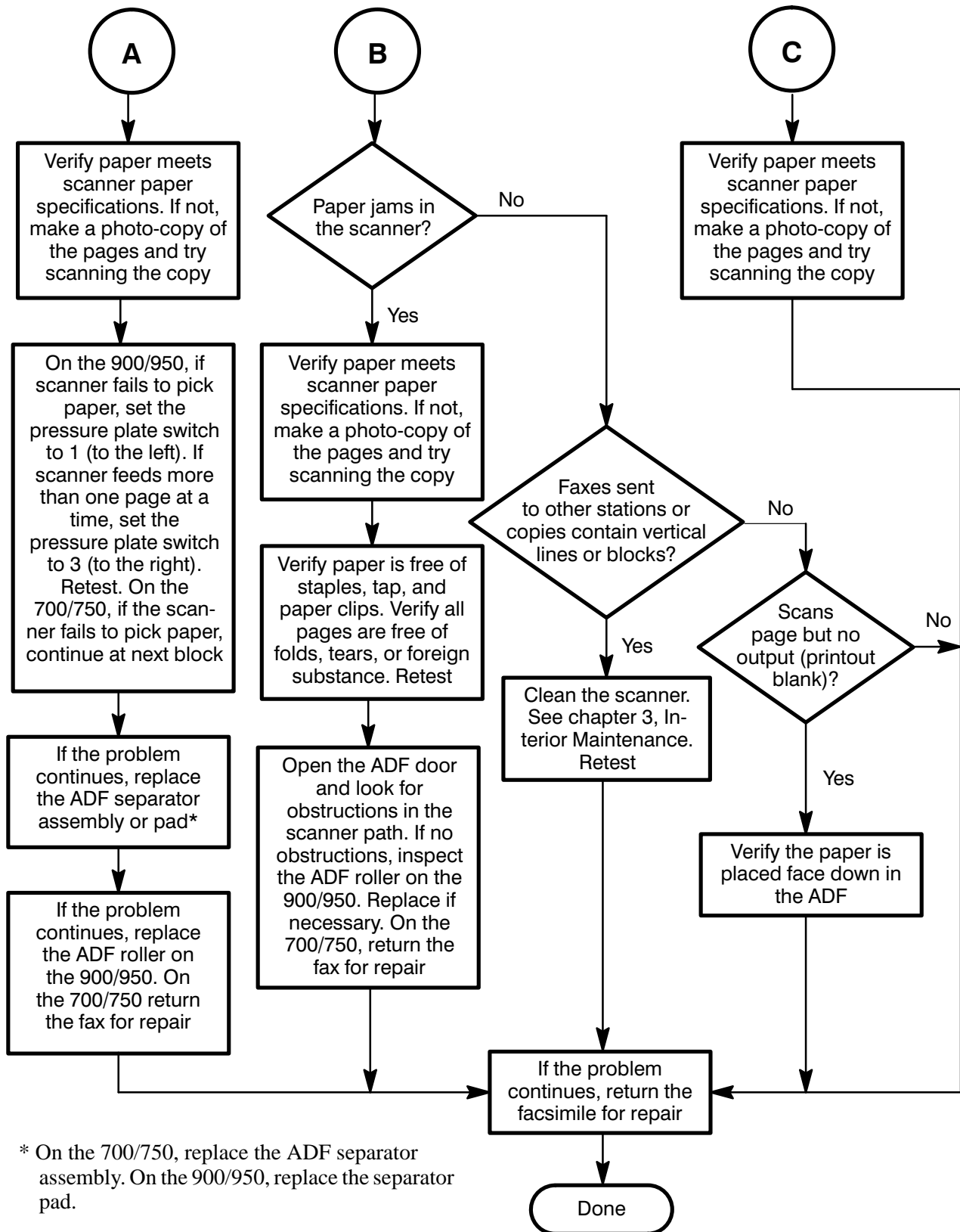


Figure 5-2. Scanner Assembly Troubleshooting Tree (Continued)

## Information Codes for the HP FAX-700 and FAX-750

The HP FAX-700 and FAX-750 display messages in the message window and information codes (info codes) in the 32-transaction report to warn of errors or problems with the machine or its operation. The information messages that appear in the message window are described in the HP FAX 700/750 User's Guide.

Table 5-1 lists the information codes for the HP FAX-700 and FAX-750 and suggests actions for info codes appearing on the 32-transaction report.

**Transmission Problems** – In most cases, the action recommended when information codes appear during transmission (Tx Mode) is to “Resend fax.” If the customer has already attempted to resend the fax and failed, have the customer send a fax to a known-good fax machine at the service center. If this operation fails, have the customer hook his fax machine to another line and try to send the fax again. This action eliminates the customer's line as the source of the problem, and the customer's machine is probably defective.

**Reception Problems** – In most cases, the action recommended when information codes appear during reception (Rx Mode) is to “Retry operation.” If the customer has already contacted the sending party and had them resend the fax, have the customer perform the following steps to isolate the problem to his fax machine:

1. Have the sending party attempt to send the fax to another party. If this fails then the sending party's fax machine or line is probably at fault.
2. Have the customer move his fax machine to another line and attempt reception again. If this fails, the line is probably not at fault.
3. Have another party attempt to send to the customer's machine. If this also fails, the customer's machine is probably defective.

Procedures for listing and changing function parameters and a table of the service parameters follows the information codes. If the customer cannot fix the problem, and the HP Customer Support Center cannot fix the problem using remote diagnostics, have the customer return the unit for repair.

Acronyms used in Table 5-1 are described in the glossary:

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750**

Info Code	Mode	Description of the Problem	Action
030		Document misfeed	Remove document. Adjust paper guide assembly. Ensure that ADF is firmly against the body of the fax machine. Retry
031		Document jam	Clear the crumpled document from the ADF
311		Service station error (no capping)	Power cycle the machine and retry
421	Tx	Could not dial due to absence of dial tone	Check for dial tone. Dialing the correct number, check that fax is at the other end of the line. Resend fax
422	Tx	Stopped dialing due to detection of busy tone	Check called number
423	Tx Phase A	Time out while waiting for remote party response after dialing	Called party is not picking up the call. Investigate
424	Tx Phase A	Stop button depressed while sending party is in phase A	Resend fax
425	Tx Phase A	External phone is on-hook at the start of dialing	Resend fax

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

<b>Info Code</b>	<b>Mode</b>	<b>Description of the Problem</b>	<b>Action</b>
431	Rx Phase A	Time out during ringing/DTMF signal detection	Retry reception
432	Rx Phase A	External phone is taken off-hook during ringing discrimination	Retry operation
433	Rx Phase A	Stop button was pressed during CNG detection while in the FAX/TEL, FAX/TAM auto switching mode	Retry operation
434	Rx Phase A	Stop button was pressed during operator call while in the FAX/TEL auto switching mode	Retry operation
435	Rx Phase A	Not an error	No action required
438	Rx Phase A	Time out during CNG signal detection while in the manual receiving mode	Retry operation
439	Rx Phase A	Time out during DTMF signal discrimination	Retry operation
441	Tx Non-ECM	Could not receive effective command such as NSF, CSI, DIS, etc. within "T1" time after detection of the CED signal	Resend fax
442	Tx Non-ECM	Received command other than DIS/DTC from remote party at the beginning of command reception, phase B	Resend fax
443	Tx Non-ECM	Polling function is not set with remote party or is not available with remote party fax	Ensure that the remote party is available and set up for polling. Retry polling
444		Not Used	
445	Tx Non-ECM	No response from remote party after sending DCS, TCF signals	Resend fax
446	Tx Non-ECM	Received DIS/DTC signals 3 times from the remote party after sending the DCS, TCF signals to it	Resend fax
447	Tx Non-ECM	Line condition is bad. Failed to train even at 2400 bps	Resend fax
448	Tx Non-ECM	Received a signal other than DIS/DTC/FTT/CFR from the remote party after sending DCS, TCF signals to it	Resend fax
449	Tx Non-ECM	No response from remote party even after sending MPS/EOM/EOP signals 3 times to it	Resend fax
450	Tx Non-ECM	Did not receive appropriate response such as PIN/PIP/MCF/RTP/RTN from the remote party after sending MPS signal to it	Resend fax
451	Tx Non-ECM	Received RTN signal from the remote party after sending MPS signal to it	Line condition may be bad. Resend fax
452		Not used	

Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)

Info Code	Mode	Description of the Problem	Action
453		Not used	
454	Tx Non-ECM	After sending a post message command and reception of PIP/PIN signals, received a command from the remote party within "T3" time, but it was not the DIS command	Line condition may be bad. Resend fax
455		Not used	
456		Not used	
457		Not used	
458	Tx Non-ECM	Did not receive appropriate response (OIN/PIP/MCF/RTP/RTN) from the remote party after sending the EOM signal to it	Line condition may be bad. Resend fax
459		Not used	
460		Not used	
461		Not used	
462		Not used	
463		Not used	
464		Not used	
465	Tx Non-ECM	Did not receive appropriate response (OIN/PIP/MCF/RTP/RTN) from the remote party after sending the EOP signal to it	Line condition may be bad. Resend fax
466	Tx Non-ECM	Received RTN signal from the remote party after sending EOP signal to it	Line condition may be bad. Resend fax
467	Tx Non-ECM	Received PIP signal from remote party after sending post message command of EOP/PPSEOP/EOREOP signals to it. Then "T3" time passed. (Voice request function is not available with HP 700/750 though.) However, received image is good	Not an error. No action required
468	Tx Non-ECM	Received PIP signal from the remote party after sending post message command of EOP/PPSEOP/EOREOP signals to it. Then "T3" time passed. (Voice request function is not available with HP 700/750 though.) However, received image is good	Not an error. No action required
469	Tx Non-ECM	Received PIP/PIN signal from the remote party after sending post message command of EOP/PPSEOP/EOREOP signal to it. Within "T3" time, received DIS from the remote party	Not an error. No action required
470		Not used	
471		Not used	
472	Tx Non-ECM	Received DCN command while in the sub-routine to wait for DTC/DIS command	Resend fax.

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

<b>Info Code</b>	<b>Mode</b>	<b>Description of the Problem</b>	<b>Action</b>
473	Tx Non-ECM	FCS error occurred and carrier continued for "T6" time in the subroutine to wait for DTC/DIS commands	Resend fax
474	Tx Non-ECM	DIS/DTC FIF bit 10 is not set to 1	Resend fax
475	Tx Non-ECM	Received DCN command in the subroutine to receive remote party response following DCS/TCF transmission	Resend fax
476	Tx Non-ECM	Frame error occurred ("T6" time passed) in the subroutine to receive response from the remote party following DCS/TCF transmission	Resend fax
477	Tx Non-ECM	FCS error occurred in the subroutine to receive response after sending DCS/TCF	Resend fax
478	Tx Non-ECM	"T6" time passed after reception of RCP in the subroutine to receive response following DCS/TCF transmission	Resend fax
479	Tx Non-ECM	Received DCN command in the subroutine to receive response following MPS/EOP/EOM transmission	Resend fax
480	Tx Non-ECM	Frame error occurred in the subroutine to receive response following MPS/EOP/EOM transmission	Resend fax
481	Tx Non-ECM	FCS error occurred in the subroutine to receive response following MPS/EOP/EOM transmission	Resend fax
482	Tx Non-ECM	"T6" time passed after reception of RCP in the subroutine to receive response following MPS/EOP/EOM transmission	Resend fax
483	Tx Non-ECM	Received RTN from the remote party after sending EOM	Resend fax
501	Rx Non-ECM	In the manual reception mode, did not receive response from remote fax within "T1" time after sending (NSF)(CSI)DIS/(NSC)(CIG)DTC to it	Check for fax completeness. Check with the remote party. Retry fax reception
502	Rx Non-ECM	Could not receive the command from the remote party within "T2" time. Further, the last command received was other than EOM(PRI-EOM) command. Or, could not receive the message from the remote party within "T2" time. Further, the last command received was other than EOM(PRI-EOM) command	Check for fax completeness. Check with the remote party. Retry fax reception
503	Rx Non-ECM	Received DIS command from the remote party. Or, received NSS command but it was not compatible	Check for fax completeness. Check with the remote party. Retry fax reception

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

<b>Info Code</b>	<b>Mode</b>	<b>Description of the Problem</b>	<b>Action</b>
504	Rx Non-ECM	Received DTC signal from the remote party who was dialing, but polled flag was not set	Remote party may have attempted to poll, but a problem exists. Contact the remote party for clarification
505	Rx Non-ECM	It took more than 5 sec for 1 scan line during message reception	Check for fax completeness. Check with the remote party. Retry fax reception
506	Rx Non-ECM	Carrier frequency was not available for the stipulated time during message reception	Check for fax completeness. Check with the remote party. Retry fax reception
507	Rx Non-ECM	Overwrite occurred due to the receive buffer and document memory being full	Check for completeness of the fax. Contact the sending party about the nature of the message they sent. Have them resend in smaller pieces, if appropriate
508	Rx Non-ECM	Appropriate post message wasn't transmitted from the remote party after message reception	Check for fax completeness. Contact the sending station. Retry fax reception
509	Rx Non-ECM	Could not get the remote party response within "T1" time following (NSF)(CSI)DIS/(NSC)(CIG)DTC transmission	Check for fax completeness. Contact the sending station. Retry fax reception
510	Rx Non-ECM	Received DCN command while in the subroutine to receive a response following DIC/DTC transmission	Check for fax completeness. Contact the sending station. Retry fax reception
511	Rx Non-ECM	Frame error occurred ("T6") time passed) while in the subroutine to receive a remote party response following DIS/DTC response	Check for fax completeness. Contact the sending station. Retry fax reception
512	Rx Non-ECM	FCS error occurred while in the subroutine to receive a remote party response following DIS/DTC transmission	Check for fax completeness. Contact the sending station. Retry fax reception
513	Rx Non-ECM	Carrier did not go away for "T6" time after reception of RCP while in the subroutine to receive a response following DIS/DTC transmission	Check for fax completeness. Contact the sending station. Retry fax reception
514	Rx Non-ECM	Received DCN command while in the command subroutine	Check for fax completeness. Contact the sending station. Retry fax reception
515	Rx Non-ECM	FCS error occurred while in the command subroutine	Check for fax completeness. Contact the sending station. Retry fax reception
516	Rx Non-ECM	Image quality of the received message data wasn't good	Check for fax completeness. Contact the sending station. Retry fax reception



**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

<b>Info Code</b>	<b>Mode</b>	<b>Description of the Problem</b>	<b>Action</b>
531	Tx ECM	When receiving a response to the PPS command from the remote party, and, after the reception of the RNR response, the remote party did not respond to the 3 RR commands	Retry fax send
532	Tx ECM	When receiving a response to the PPS command from the remote party, and, after the reception of the 1st RNR response, could not get MCF/PIP/PIN response from the remote party within the "T5" time period	Retry fax send
533	Tx ECM	During the response reception to the PPR/RNR/MCF command , received a response other than PPR/RNR/MCF from the remote party	Line condition may be bad. Resend fax
534	Tx ECM	During the response reception for PPS.MPS(PPS.PRI-MPS), PPS.EOP(PPS.PRI-EOP), PPS.EOM(PPS.PRI-EOM), received a response other than PPR/RNR/MCF/PIP from the remote party	Retry fax send
535	Tx ECM	During the response reception for the PPS command, the remote party did not respond to the 3 CTC command	Retry fax send
536	Tx ECM	During the response reception for the PPS command, received a response other than CTR from the remote party to the CTC command	Retry fax send
537		Not used	
538	Tx ECM	During the response reception for the EOR command, and after the reception of the RNR response, the remote party did not respond to the 3 RR command	Retry fax send
539	Tx ECM	During the response reception for the EOR command, and, after the reception of the RNR response, could not receive the MCF/PIP/PIN Response from the remote party within the "T5" time period	Retry fax send
540	Tx ECM	During the response reception for the EOR.NUL command, received a response other than RNR/ERR from the remote party	Retry fax send
541	Tx ECM	During the response reception for EOR.MPS(EOR.PRI-MPS), EOR.EOP(EOR.PRI-EOP), EOR.EOM(EOR.PRI-EOM), received a response other than RNR/ERR/PIN from the remote party	Retry fax send

Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)

Info Code	Mode	Description of the Problem	Action
542	Tx ECM	After sending partial page signal other than PPS.EOP, failed 4 re-tries, then transmitted the EOR command indicating completion or correction. Received ERR response from the remote party, but discontinued message transmission	Retry fax send
543	Tx ECM	After sending partial page signal other than PPS.EOP, failed 4 re-tries, then transmitted the EOR command indicating completion or correction and received ERR response from the remote party	Retry fax send
544	Tx ECM	No response from the remote party to the PPS-O signal	Retry fax send
545		Not used	
546		Not used	
547		Not used	
548	Tx ECM	Received DCN command while in the subroutine to receive a response following PPS NULL/MPS/EOP/EOM transmission	Retry fax send
549	Tx ECM	Frame error occurred ("T6" timeout) while in the subroutine to receive a response following PPS NULL/MPS/EOP/EOM transmission	Retry fax send
550	Tx ECM	FCS error occurred while in the subroutine to receive a response following PPS NULL/MPS/EOP/EOM transmission	Retry fax send
551	Tx ECM	Carrier did not go away for "T6" time after reception of RCP while in the subroutine to receive a response following PPS NULL/MPS/EOP/EOM transmission	Retry fax send
552	Tx ECM	Received DCN command while in the subroutine to receive a CTC response	Retry fax send
553	Tx ECM	Frame error due to "T6" timeout while in the subroutine to receive a CTC response	Retry fax send
554	Tx ECM	FCS error while in the subroutine to receive a CTC response	Retry fax send
555	Tx ECM	Carrier did not go away for "T6" time after reception of RCP while in the subroutine to receive a CTC response	Retry fax send
556	Tx ECM	Received DCN command while in the subroutine to receive an RR response	Retry fax send
557	Tx ECM	Frame error due to "T6" timeout while in the subroutine to receive an RR response	Retry fax send

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

<b>Info Code</b>	<b>Mode</b>	<b>Description of the Problem</b>	<b>Action</b>
558	Tx ECM	FCS error while in the subroutine to receive an RR response	Retry fax send
559	Tx ECM	Carrier did not go away for "T6" time after reception of RCP while in the subroutine to receive an RR response	Retry fax send
560	Tx ECM	No response from remote party to the EOR.O signal	Retry fax send
561		Not used	
562		Not used	
563		Not used	
564	Tx ECM	Received DCN command while in the subroutine to receive a response following EOR NULL/MPS/EOP/EOM transmission	Retry fax send
565	Tx ECM	Frame error due to "T6" timeout while in the subroutine to receive a response following EOR NULL/MPS/EOP/EOM transmission	Retry fax send
566	Tx ECM	FSC error while in the subroutine to receive a response following EOR NULL/MPS/EOP/EOM transmission	Retry fax send
567	Tx ECM	Carrier did not go away for "T6" time after reception of RCP while in the subroutine to receive a response following EOR NULL/MPS/EOP/EOM transmission	Retry fax send
571	Rx ECM	Received command was other than PRI-Q, CTC, PPS.PRI-Q, PPS.Q, or EOR.Q	Check for fax completeness. Contact the sending station. Retry fax reception
572	Rx ECM	Called operator due to the PRI-Q command from remote party, but the operator didn't go off-hook within the "T3" time period	Not an error. No action required
573	Rx ECM	No response from the remote party within "T2" time after the RNR signal was sent in answer to the remote party's PPS PRI-Q, PPS Q signals	Check for fax completeness. Contact the sending station. Retry fax reception
574	Rx ECM	Received signal other than RR/PPS-Q from the remote party after the RNR signal was sent to the remote party's PPS PRI-Q, PPS Q signals	Check for fax completeness. Contact the sending station. Retry fax reception
575	Rx ECM	No response from the remote party within "T2" time after the RNR signal was sent in answer to the remote party's EOP PRI-Q, EOP Q signals	Check for fax completeness. Contact the sending station. Retry fax reception
576	Rx ECM	Received signal other than RR/PPS-Q from the remote party after the RNR signal was sent in answer to the remote party's EOP PRI-Q, EOP Q signals	Check for fax completeness. Contact the sending station. Retry fax reception

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

<b>Info Code</b>	<b>Mode</b>	<b>Description of the Problem</b>	<b>Action</b>
577	Rx ECM	After receiving PPS Q command, received DCN command while in the subroutine to receive a command following RNR transmission	Check for fax completeness. Contact the sending station. Retry fax reception
578	Rx ECM	After receiving PPS Q command FCS error occurred & carrier did not go away for the "T6" time period while in the command-receive subroutine following RNR transmission	Check for fax completeness. Contact the sending station. Retry fax reception
579	Rx ECM	After receiving the EOR Q command, received DCN command while in the command-receive subroutine following RNR transmission	Check for fax completeness. Contact the sending station. Retry fax reception
580	Rx ECM	After receiving the EOR Q command, FCS error occurred and the carrier did not go away for the "T6" time period while in the command-receive subroutine following RNR transmission	Check for fax completeness. Contact the sending station. Retry fax reception
581	Rx ECM	When receiving a message, the next frame was not received within the stipulated time period	Check for fax completeness. Contact the sending station. Retry fax reception
582	Rx ECM	Image quality of received message data was not good	Check for fax completeness. Contact the sending station. Retry fax reception
591	Tx	In the "T1" time period after (NSF)(CSI)DIS/(NSC)(CIG)DTC was sent, the Stop button was depressed	Contact sending station
592	Rx	Stop button was pressed during the response wait state ... After (PRI)MPS/(PRI)EOM/(PRI)EOP was sent. After DCS/TCF was sent. After PPS NULL/PPS (PRI)MPS/PPS (PRI)EOM/PPS (PRI)EOP was sent. After EOR NULL/EOR (PRI)MPS/EOR (PRI)EOM/EOR (PRI)EOP was sent. After RR response or CTC response	Resend document
593	Tx	Stop button was pressed during the transmission of a document	Resend document
594	Rx	Stop button was pressed during "T1" time period at the reception of DIS/DTC signal	Contact sending station
595	Rx	Stop button was pressed during "T2" time wait state during fax reception	Contact sending station
596	Agency Comp.	Stop button was pressed while executing the Agency Compliance Mode	Not applicable
601	Tx	Misfeed of transmission document	Remove document and resend

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

<b>Info Code</b>	<b>Mode</b>	<b>Description of the Problem</b>	<b>Action</b>
602	Tx	Transmission document jam or document length was greater than the stipulated length	Remove document and resend. If failure repeats, retry with document 14 inches or less. Check that both rear corners of the ADF are firmly against the body of the fax machine. Retry send
610	Remote Diag.	Remote diagnostics was not carried out properly due to incompatibility with the target machine, or the target machine was not configured for remote diagnostics	Retry operation
611	Remote Diag.	Cancelled regular faxing because the target machine was not configured for remote diagnostics	Retry operation
620	Modem	Error in the MODEM interrupt handler	Retry operation
621		Received the remote party's preamble signal for more than the stipulated 3 minutes	Retry operation

## Service Parameters for the HP FAX-700 and FAX-750

Service parameters are internal settings and default modes that determine how the fax machine operates and responds. Some service parameters select signal levels, signal timing, and default modes of operation. Others display status information (such as document count) or enter test modes. A complete listing of the service parameters for the HP FAX-700 and FAX-750 is given in Table 5-2.

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**Note** Service parameters are initially set at the factory and most parameters will not require any change.

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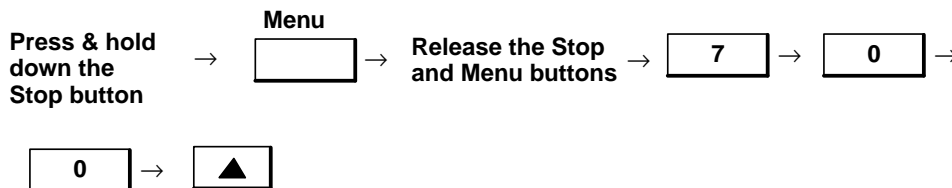
### Listing the Service Parameter Settings on the HP FAX-700 and FAX-750

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**Note** Service parameters not set to the standard setting may be a result of the user setting the parameters. Verify the user's preference for these settings before resetting these parameters.

---

To print a list of the service parameter settings, press the buttons and follow the procedure below:



The following message appears:

**Service Menu (01 – 12)**  
**12: Service P. Report**

Press the Enter button. The fax machine will print a list of the service parameter settings. It lists the current and standard settings.

While the machine is printing a list of the parameters, the following message is on the front panel LCD.

**Printing service  
parameter list**

To exit the service menus and return the fax machine to the standby state, press the Stop button.

The printout is useful for reviewing the service parameter settings or producing a hard copy record of the settings. Use the following procedure to print the service parameter settings:

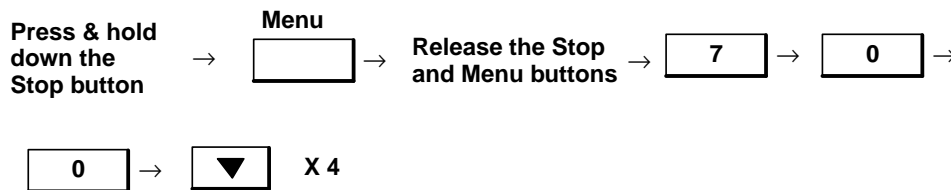
## Changing Service Parameters on the HP FAX-700 and FAX-750 (Test Mode 5)

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**Caution** Do not change any service parameter setting unless recommended in a troubleshooting procedure or by HP Customer Support Center personnel.

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To change service parameter settings, press the buttons and follow the procedure below:



The following message will be on the front panel LCD:

**Service Menu (01 – 12)**  
**05: Service Parame**

Press the Enter button and either enter the number of the parameter you want to change or browse to the parameter using the up or down arrow button.

Once you are at the parameter you want to change, press the Enter button. Then change the parameter. In some cases you will need to use the horizontal arrow buttons to change the parameter, and, in other cases, it will be necessary to type a number. In every case, you will need to press the Enter button after changing the parameter to make the change effective.

Once the Enter button is pressed to make your change effective, the fax machine will return to the service parameter level, and you can either browse to a new parameter and change it or press the Stop button once to return to the service menu level or twice to return the fax machine to the standby state.

**Service parameters and their settings are listed in Table 5-2.**

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**Note** Values given in the table for Current Setting are fictitious and for example only. Where no parameter description is given, none was available.

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Table 5-2. HP FAX-700 and FAX-750 Service Parameters

Service Parameter Number	Display Indication	Parameter Description	Settings	Current Setting	Standard Setting
01	BI DIR PRNT DELAY	Run the print test labeled bi directional Skew Check. This parameter should be set to the delay that provides the best print output (straightest vertical lines)	11...16	13	14
02	OOI RATIO	Parameter used in OOI detection algorithm. Do not change	0...255	30	30
03	OOI DELTA	Parameter used in OOI detection algorithm. Do not change	0...255	21	42
04	PRT PARA1		0...255	0	0
05	PRT PARA2	Print parameter 2. Not adjustable		0	0
	PRT PARA2 1			0	0
	PRT PARA2 2			0	0
	PRT PARA2 3			0	0
	PRT PARA2 4			0	0
06	PRT PARA3	Print parameter 3. Not adjustable		0	0
	PRT PARA3 1			0	0
	PRT PARA3 2			0	0
	PRT PARA3 3			0	0
	PRT PARA3 4			0	0
07	PRT PARA4	Print parameter 4. Not adjustable		0	0
	PRT PARA4 1			0	0
	PRT PARA4 2			0	0
	PRT PARA4 3			0	0
	PRT PARA4 4			0	0
08	NOT USED				
09	NOT USED				
10	NOT USED				
11	NOT USED				
12	NOT USED				
13	NOT USED				
14	NOT USED				
15	DISPLAY ID	Selects whether to display the numeric or the character ID of the remote party	01: numeric ID 02: character ID	2	2
16	PTT REGULATION	Do not modify		1	1



Table 5-2. HP FAX-700 and FAX-750 Service Parameters (Continued)

Service Parameter Number	Display Indication	Parameter Description	Settings	Current Setting	Standard Setting
17	NOT USED				
18	MINIMUM ON-HOOK	Minimum time the machine goes on-hook between sending consecutive faxes. If this time were too short the local CO might not see the "on-hook and not produce a dial tone	0...15 SEC	5	5
19	RESPONSE WAIT	Duration of the wait for a response from the remote station	0...90 SEC	55	55
20	PAUSE TIME	Duration of a pause created by pressing the Space button	0...10 SEC	3	3
21	BUSY TONE COUNT	Selects the number of busy tones detected before recognition by the machine that the remote party is busy	0...10 TIMES	2	2
22	BUSY TONE DETECT	This specifies whether the machine will attempt to detect a busy signal after dialing. If "on", the machine will go back on hook if it detects a busy signal	0:off* / 1:on	0	0
23	DIAL TONE DETECT	Selects whether or not the fax machine will detect a dial tone	0:off* / 1:on	0	0
24	LIU TYPE	Selects the type of line interface unit the fax machine has	01: US 02: not US*	2	2
25	NOT USED				
26	MIN MEM TO RCV	Selects the minimum percent memory the fax machine must have available in order to receive a fax	0...99%	10	10
27	SILENT DETECT DLY	Selects the delay before detecting machines that do not respond with a CNG signal (old fax machines)	0...99 SEC	20	20
28	SILENT DETECT TO	This is the time from completing dialing to when silent detect is switched off	0...99 SEC	60	60

Table 5-2. HP FAX-700 and FAX-750 Service Parameters (Continued)

Service Parameter Number	Display Indication	Parameter Description	Settings	Current Setting	Standard Setting
29	SILENT DETECT IT	Time interval of silence needed for the 700/750 to detect silence. The default is 5 seconds, so there must be a continuous 5 seconds of silence to the machine to detect silence	0...99 X 100 ms	50	50
30	MAX RING	Selects the maximum number of rings before a communication failure is recognized	1...20 TIMES	20	20
31	RTC EOL	Selects the end-of-line indicator to be received before return to control	01: EOL *6* 02: EOL *12	1	1
32	NOT USED				
33	MAX XMT SPEED	Selects the highest transmission speed for the modem	01: 2400 BPS 02: 4800 BPS 03: 7200 BPS 04: 9600 BPS*	4	4
34	MAX RCV SPEED	Selects the highest reception speed for the modem	01: 2400 BPS 02: 4800 BPS 03: 7200 BPS 04: 9600 BPS*	4	4
35	XMT LEVEL	Sets the amplitude of the output signals transmitted	01: 0 DBM... 16: -15 DBM	9	9
36	RCV LEVEL	Sets the sensitivity of the fax machine to received signals	01: -33 DBM... 16: -48 DBM	11	11
37	CABLE EQUALIZE	Selects whether or not to Equalize loss (amplitude distortion) Between Machine and the phone company exchange	0:off* / 1:on	0	0
38	ECHO PROTECT	Selects whether or not to activate echo protection	0:off / 1:on*	1	1
39	XMT TO RCV INTRVL	Selects the time interval between when the fax machine ceases transmission and is ready to receive a call	01: 100 ms 02: 200 ms 03: 500 ms*	3	3
40	NSF	Disable/enable non-standard facility (only 700/750 to 700/750)	0:off / 1:on*	1	1

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (continued)**

<b>Service Parameter Number</b>	<b>Display Indication</b>	<b>Parameter Description</b>	<b>Settings</b>	<b>Current Setting</b>	<b>Standard Setting</b>
41	CED TO 300 INTRVL	This is the time interval from the CED (called station identification) signal to the 300 bps signal	01: 75 ms* 02: 1 s	1	1
42	CSI TRANSMIT	Selects whether or not to transmit "Called Subscriber Identification" when called	0:off / 1:on*	1	1
43	TSI TRANSMIT	Selects whether or not to transmit a request for "Called Transmitting Subscriber Identification" when contacting another fax machine	0:off / 1:on*	1	1
44	CIG TRANSMIT	Selects whether or not to transmit a "Calling Subscriber Identification" when contacting another fax machine	0:off / 1:on*	1	1
45	CHAR ID TRANSMIT	Selects whether or not to transmit a character ID when contacting another fax machine	0:off* / 1:on	0	0
46	ERROR DETECT	Selects the mode of error detection	01: lines 02: ratio*	2	2
47	LINE ERROR	Number of lines received in error	01: 128 lines* 02: 256 lines 03: 512 lines 04: 1024 lines 05: 2148 lines	1	1
48	TOTAL ERROR	Percent of fax received in error	01: 5% 02: 10% 03: 15%* 04: 20%	3	3
49	RETURN RECEIVE	Selects between disconnecting or continuing when the machine receives an RTN signal	01: disconnect* 02: continue	1	1
50	FALLBACK 2400 BPS	If ON and received image is degraded, re-send message at 2400 BPS	0:off / 1:on*	1	1

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (continued)**

Service Parameter Number	Display Indication	Parameter Description	Settings	Current Setting	Standard Setting
51	FALLBACK 40 ms	When this parameter is switched on and document memory is full, the machine indicates to the calling fax machine that the minimum scan time per line is 40 ms. This action slows down the sending rate of the calling machine	0:off* / 1:on	0	0
52	ECM T5 TIMER	Protocol timer T5 setting	01: 1 min* 02: 4 min	1	1
53	EOL COUNT	Sets how many EOLs must be received to indicate an RTC	2...6 piece	4	4
54	XMT CRP CMD	Selects whether or not to transmit the Command Repeat command	0:off* / 1:on	0	0
55	SHORT PREAMBLE	Selects whether or not the protocol preamble will be short	0:off* / 1:on	0	0
56	PREAMBLE TIME	700/750 to 700/750 NSF (non-standard facilities) preamble transmission time. This is shorter the the normal CCITT specification making NSF transmission faster	01: 200 ms 02: 300 ms 03: 400 ms 04: 500 ms*	4	4
57	SHORT TCF	Selects whether or not the Transfer Confirm signal will be short	0:off* / 1:on	0	0
58	CFR TO IMAGE TIME	Time between receiving CFR and sending image	01: 75 ms 02: 150 ms 03: 225 ms 04: 300 ms 05: 400 ms 06: 450 ms* 07: 525 ms 08: 600 ms	6	6
59	TCF OFF	Protocol signal setting	01: 0.1 s 02: 0.2 s 03: 0.3 s* 04: 0.4 s 05: 0.5 s	3	3

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (continued)**

Service Parameter Number	Display Indication	Parameter Description	Settings	Current Setting	Standard Setting
60	TCF ON	Protocol setting	01: 0.4 s 02: 0.6 s 03: 0.8 s 04: 1.0 s* 05: 1.2 s 06: 1.4 s	4	4
61	TCF THRESHOLD	Protocol setting	01: 100%* 02: 98% 03: 96% 04: 94% 05: 92% 06: 90% 07: 88% 08: 86%	1	1
62	NOT USED				
63	2400 HAND-SHAKE	Selects whether or not to activate 2400 BPS handshaking	0: off* / 1: on	0	0
64	SILENT DETECT TH	This is the threshold level for silent detection. It can be adjusted down if signal levels are low on the line, so that the machine detects silence when someone is actually leaving a message on the TAM. It can be adjusted up if the line is noisy the the machine never detects silence	01: -33 dBm... 16: -48 dBm	11	11
65	NO CARRIER DELAY	During reception if image data is being received and the signal is lost, then this is the timeout after which the machine will disconnect. 6 s not required by CCITT, but specified by German regulations	01: 2 s 02: 6 s*	2	2
66	NO FRAME DELAY	Default may change to Setting 02, 4 min	01: 1 min* 02: 4 min	1	1
67	COM STOP	Selects between printing a transaction report or not printing a transaction report when the Stop button is pressed during transmission	0: off* / 1: on	0	0

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (continued)**

Service Parameter Number	Display Indication	Parameter Description	Settings	Current Setting	Standard Setting
68	DOC JAM LENGTH	This is the length of document being scanned by the scanner that will cause the machine to indicate a document jam	01: 0.8 M* 02: 2.0 M 03: 8.0 M 04: no limit	1	1
69	DOC MISFEED	Time elapse to detection of misfeed	0...15 s	10	10
70	NOT USED				
71	NOT USED				
72	NOT USED				
73	NOT USED				
74	NOT USED				
75	COPY COUNT	Running count of copies		n (count)	none
76	XMT COUNT	Running count of transmissions		n (count)	none
77	RCV COUNT	Running count of receptions		n (count)	none

### Response to Incoming Document With Errors on the HP FAX-700 and FAX-750

The following tables describe how the HP FAX-700 and FAX-750 determine how to respond to the transmitter when a document is received with errors. These tables apply only if the transmitter does not have or is not using ECM (Error Correction Mode).

The signals listed in the tables and their interpretation are as follows:

- **MCF** (Message Confirmation) – document received with good quality. Continue with next page
- **RTP** (PIP if during voice request) – document received with marginal quality. Train before sending next page. (RTP – retrain positive)
- **RTN** (Retrain Negative) – document received with unacceptable quality. Train at slower speed.
- **DCN** (Disconnect) – Too many errors. Disconnect and send signal if the error condition is detected after complete page is received

The following **Line Error Table** gives the criterion used by the fax machine to determine which signal to return when it detects a given number of errors on a page being received, and service parameter 46 is set to LINES.

For example, if service parameter 47 is set to 3 and a page is received with 254 lines in error, then the machine responds with the RTP signal.

**Table 5-3. Line Error on the HP FAX-700 and FAX-750**

Number of lines with errors	Service Parameter 47 Setting					
	01 (128)	02 (256)	03 (512)	04 (1024)	05 (2048)	06 (Off)
0-31	MCF	MCF	MCF	MCF	MCF	MCF
32-63	RTP	MCF	MCF	MCF	MCF	MCF
64-127	RTN	RTP	MCF	MCF	MCF	MCF
128-255	DCN	RTN	RTP	MCF	MCF	MCF
256-511	DCN	DCN	RTN	RTP	MCF	MCF
512-1023	DCN	DCN	DCN	RTN	RTP	MCF
1024-2047	DCN	DCN	DCN	DCN	RTN	MCF
>2047	DCN	DCN	DCN	DCN	DCN	MCF

The following **Total Error Table** give the criterion used by the fax machine to determine which signal to return when it detects a given percentage of lines with errors on a page being received, and service parameter 46 is set to RATIO.

For example, if service parameter 48 is set to 2, and a page is received with 4% errors, the machine responds with the MCF signal.

**Table 5-4. Total Error on the HP FAX-700 and FAX-750**

Percent of lines with errors	Service Parameter 48 Setting			
	01 (5%)	02 (10%)	03 (15%)	04 (20%)
0-2	MCF	MCF	MCF	MCF
3-4	RTP	MCF	MCF	MCF
5-7	RTN	RTP	MCF	MCF
8-9	RTN	RTP	RTP	MCF
10-14	RTN	RTN	RTP	RTP
15-19	RTN	RTN	RTN	RTP
>20	RTN	RTN	RTN	RTN

### Setting Service Parameters to Solve Communication Problems on the HP FAX-700 and FAX-750

Communication problems are announced by information codes in the 400 to 500 range. For basic problems with the telephone line (unable to dial a station or not answering, for example) consult the troubleshooting chapter in the User's Guide for the HP FAX-700/750, User's Guide for the HP FAX-900, or the User's Guide for the FAX-950.

Table 5-5 shows the service parameters to adjust for specific communication problems in the HP FAX-700 and FAX-750. Adjust both the transmitting and receiving fax machines for best results. If the adjustments do not improve the line quality, set the service parameters of both machines back to the default settings.

**Table 5-5. Compensating for Communication Problems in the HP FAX-700 and FAX-750**

	Transmitting Fax Machine		Receiving Fax Machine	
	Service Parameter	Service Parameter Setting (From ⇒ To)	Service Parameter	Service Parameter Setting (From ⇒ To)
For International Communication	38	Off ⇒ On	41	75 ms ⇒ 1 sec
To Equalize Loss (Amplitude Distortion Between Machine and the Phone Company Exchange)	37	off ⇒ on	37	off ⇒ on
To Cope with Poor S/N Ratio	33	9600 bps ⇒ 7200 to 2400 bps	36 34	-33 dBm ⇒ -34 to -48 dBm 9600 bps ⇒ 7200 to 2400 bps
To Cope with Impulse Noise			47	128 ⇒ 256 to 2048
To Cope with Shifted Signal Sequence Caused by Echo	38	off ⇒ on	41	75 ms ⇒ 1 sec

## Corrective Actions for the HP FAX-700 and FAX-750

### Power-On Problems

Refer to Figure 5-1, “Overall Troubleshooting Tree” at the beginning of this chapter.

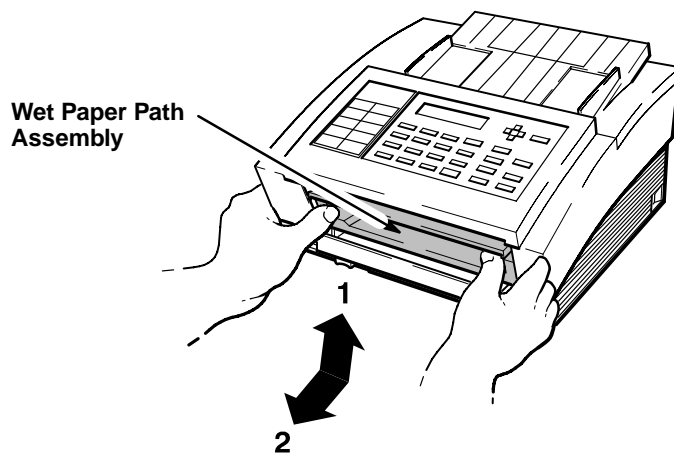
### Clearing Paper Jams

The HP FAX-700 and FAX-750 fax machines can detect paper jams. An information message in the message window identifies a paper jam

Perform the following procedure to clear a paper jam:

1. Turn OFF (●) the fax machine.
2. Remove any paper from the paper tray.
3. Remove the wet paper path assembly (the document OUT tray is the top part of the wet paper path assembly. See Figure 5-3.





EK\_32

**Figure 5-3. Removing the Wet Paper Path Assembly**

4. Remove the jammed document from the **front** of the machine. Do **NOT** open the top cover (document feeder assembly) to remove the document.
5. Pull the remaining paper from around the paper feed rollers.
6. Reinstall the wet paper path assembly.
7. Close the back cover.

## Avoiding Print Skew

Print skew occurs when the movement of paper in the printer paper path is not square to the carriage movement. The result is inconsistent print margins along the paper's edge. Keep in mind the following information when dealing with print skew:

- Before assuming the fax machine has a print skew problem, ensure that the other station has properly loaded paper. If the other station is the transmitter of the document, ensure that the document was properly loaded on the ADF and fed through the machine correctly
- Ensure that paper is properly loaded in your machine and that both corners of the ADF are firmly in contact with the body of the fax machine
- A skewed output printed on an HP FAX-700 or FAX-750 may be caused by document skew at the scanner on the transmitting fax machine
- Some print skew is normal. Assume that there is a problem only if the fax machine is consistently omitting data

The **Print Skew Specification** for the printer paper path is  $\pm 0.006$  mm per mm on 95% of all pages printed.

Paper must be loaded properly to avoid print skew. To ensure that paper is loaded properly follow the procedure described in chapter 2 of this guide.

## Poor Print Quality

This section describes possible causes for the following print quality problems:

- Faint print
- Fuzzy print
- Inconsistent print quality

If print quality problems occur on printouts from an HP FAX-700 or FAX-750 fax machine, check the following:

- Print cartridges have a specified life. If the print cartridge date has expired, replace the print cartridge. See “Solving Print Cartridge Problems” later in this chapter
- HP fax machine settings can affect the print quality. Try selecting no print reduction (fixed print reduction at 100%)
- Print quality can vary with paper
  - Verify that the paper is not special coated paper. The HP FAX-700 and FAX-750 use an Inkjet print cartridge, but the print cartridge has been designed to work with plain paper. These special coated papers do not damage the fax mechanism, but they will not produce satisfactory print quality.
  - Verify that the paper meets the specification listed in chapter 1.
  - Turn over the paper in the paper IN tray and try printing a fax on the other side of the paper. All papers have a recommended print side.
  - Due to differences in paper, some paper that meets the specifications listed in chapter 1 will not produce satisfactory results. Try a different brand or type of paper.
- The print cartridge may be running out of ink. Replace the print cartridge

## **Solving Problems in the HP FAX-900 and FAX-950**

Use the problem solving procedures, information code table, and function parameter table on the following pages to solve problems in the HP FAX-900 and FAX-950 fax machines.

The troubleshooting flowcharts provided under the heading, “Solving Problems in the HP FAX-700 and FAX-750” may also be used for the HP FAX-900 and FAX-950.

### **Routine Checks**

As part of your troubleshooting actions, do the following:

- Ensure that all telephone, answering machine and fax machine lines and cords are properly connected
- Ensure that the telephone line is operational, dial tone is present
- Ensure documents are being loaded face down for transmission
- Fan paper and document sheets before loading
- Check that the paper supply tray is loaded with paper
- Ensure proper media used (no plastic, thermal, perforated or heavy-weight paper)
- Check that print cartridge is not empty and is properly installed
- Periodically clean the print cartridge reservoir or a build-up of ink deposits may cause the ink-drop sensor to generate a false out-of-ink message
- Ensure that the answering machine, if used, is compatible, properly set up to answer and record calls, and is fully operational

## Information Codes for the FAX-900 and FAX-950

If a difficulty occurs, an information code should appear in your fax machine display. This code can be used to help identify and resolve the problem. Refer to the following information code table for a description of the codes and recommended actions. To correct the problem, perform the recommended actions for the information codes displayed.

**Table 5-6. Information Codes on the HP FAX-900 and FAX-950**

Code	Description	Action
001 002	Paper supply problem (jam)	Check paper supply Check for and clear any paper jams
010	No paper	Reload paper (fan sheets)
014 015	Print cartridge problem Out of ink	Check for proper installation Replace cartridge
016 030 031	Carriage cannot move Document misfeed Oversized document	Remove any obstruction Clear any document jam Reload document
060 061	Back cover or automatic document feed door open	Close
211	Transmission of the data from modem was stopped	Check modem
212	Interface error occurred between CPU and modem	Check modem
220	Receiver could not detect RTC	Check for line noise
221	Interface error occurred between CPU and graphic print mechanism (GPM)	Repair required
301	System fault (software)	Repair required
310 311 312 313 314	GPM error	Check pen carriage movement, remove any obstructions
316	Print mechanism error (drop detect (out of ink) sensor)	Repair required
400,402	Receiving station did not respond, communication error	Ensure other station is operating Resend document
401	DCN returned from RCVR when XMTR waits for CFR/F11	Ensure mailbox availability
403	Could not poll called station	Have station enable polling
404 405	Receiving station did not respond, communication error	Ensure other station is operating Resend document
406	Transmission or receiving password mismatch	Ensure password matching
407	Called station did not confirm previous page sent	Resend document

**Table 5-6. Information Codes on the HP FAX-900 and FAX-950 (Continued)**

<b>Code</b>	<b>Description</b>	<b>Action</b>
408 409	Called station reports last page is illegible.	Resend document
410	Received DCN while waiting for EOP, MPS, or EOM	Check phone line, repair may be required
411	Polling password mismatch	Ensure password matching
412	No data from sending station	Ensure other station is set up for polling
414	Polling password mismatch	Ensure password matching
415	Polling transmission error	Check password matching
416 417 418 419	Received data has errors	Check with calling station
420	Enter receive mode without signal from a calling station	Check with calling station
422 427	Incompatible interface	Check with calling station
430 434	Communication error while receiving	Check with calling station
436	Received data has errors	Check with calling station
456	Received a confidential document or poll request with insufficient memory to receive the document, confidential mailbox is full, or received the document while printing	Print File list and check contents
457	Remote unit does not have Relay XMT or Confidential Communication	Check calling station
459	Signal distorted	Check for line noise
490	Received data has numerous errors	Check with calling station
492 493 494	Communication error while receiving	Check with calling station
495	Telephone line disconnected	Check with calling station
496 497	CS of modem not able to turn ON	Check modem
540 541 542 543 544	Communication error during transmission	Check with called station Resend document

**Table 5-6. Information Codes on the HP FAX-900 and FAX-950 (Continued)**

<b>Code</b>	<b>Description</b>	<b>Action</b>
550	Telephone line disconnected	Check with calling station
552	Communication error while	Check with calling station
553	receiving	
554		
555		
570	Password mismatch during remote diagnostic communication	Check password
571	Remote unit did not have remote diagnostic function	Check with remote unit
572	No response during remote diagnostic communication	Remote unit may require repair
573	No remote unit data reception during diagnostic communication	Remote unit may require repair
601	Automatic document feed cover opened during transmission	Close cover and resend
623	No document present	Load document
630	Redial attempt unsuccessful	Reload document and resend
631	STOP pressed while dialing	Reload document and resend
634	Redial attempt unsuccessful	Reload document and resend
638	Power failure during communication	Ensure machine is plugged into wall and powered ON
870	Memory overflow storing documents for transmission	Transmit without storing in memory
879	Memory overflow storing received documents	Add paper, check print cartridge Have station resend
962	Memory file access error	Repair required
975	Document in memory lost to power failure	See power failure report from fax machine Print transaction journal to identify sending station Have station resend
995	Invalid parameter for Relay or Confidential Communication	Check parameter setting

## Function Parameters for the HP FAX-900 and FAX-950

### Listing the Function Parameter Settings on the HP FAX-900 and FAX-950 (Test Mode 3)

Use the following procedure to print a list of the function parameter settings. An asterisk (✱) in front of the function parameter setting means that it has been changed from the factory default setting (U.S. shipment setting).

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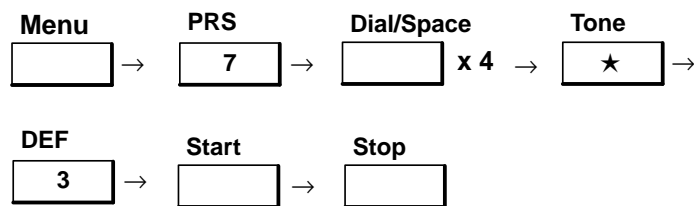
**Note** Function parameters not set to the factory default setting may be a result of the user setting the fax parameters. Verify the user's preference for these settings prior to resetting these function parameters.

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**Note** Function parameters 080 and 081 are tuned at the factory to optimize the unit's scanning operation. Therefore, these settings may differ from the standard function parameters and resetting the fax machine to the shipment settings does not reset these two settings.

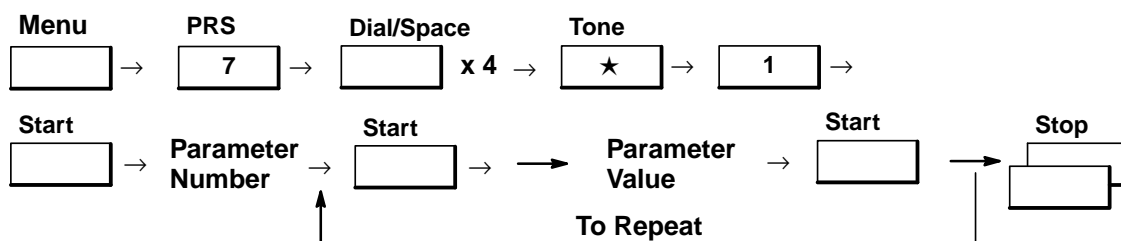
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Test mode 3 prints a list of the function parameter settings. The printout is useful for reviewing the function parameter settings or producing a hard copy record of the settings. Use the following procedure (verbal description of the diagram above) to print the function parameter settings:

1. With the fax machine in standby mode (message window showing date and time), press Menu. Then press 7.
2. With the message window showing SET MODE NO. =, press Dial/Space four times. The unit sounds an error beep for each key entry, but this is normal.
3. Press ✱.
4. With the message window showing SET MODE NO. =, press 3 to select test mode 3.
5. Press Start to print a listing of the function parameters.
6. Press Stop to return to the Standby mode.

### Changing the Function Parameters on the HP FAX-900 and FAX-950 (Test Mode 1)



Use the following procedure to change the function parameters:

1. With the fax machine in standby mode (message window showing date and time), press Advanced Functions. Then press 7.
2. With the message window showing SET MODE NO. =, press Dial/Space four times. The unit sounds an error beep for each key entry, but this is normal.
3. Press \*.
4. With the message window showing SET MODE NO. =, press 1 to select test mode 1.
5. Press Start.
6. Enter *both digits* of the desired function parameter number. If you enter an invalid number, an error beep sounds. The shipment setting value of the parameter is shown in brackets followed by the present value after you enter the number. See Table 5-7 for a listing of the function parameters.
7. Press Start.
8. Enter the new value for the function parameter. (It may be necessary to first press Copy/Clear to remove the old value.) The new value overrides the existing function parameter value.
9. Press Start to store (or confirm) the new value and increment to the next function parameter.
10. You can scroll through the function parameters by pressing the Photo ( ^ ) or the Stamp ( v ) button.
11. Press Stop twice to return to the standby mode.

---

**Caution**

Do not change any function parameter unless recommended in a troubleshooting procedure or by HP Customer Support Center personnel.

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**Table 5-7. HP FAX-900 and FAX-950 Function Parameters**

No.	Parameter	Selections	Function
00 (FAX-950 Only)	POLLED FILE SAVE (Off)	1 = Off (delete auto) 2 = On (no automatic delete)	Selects whether or not to automatically delete a polled document in the memory after it is retrieved
01	ALARM STATUS (Timer)	1 = Timer (6 seconds) 2 = Constant	Selects No Paper and No ink/toner alarm status. If "Constant" is selected, the alarm will not stop until the "Stop" button is pressed
02-03	Not Used		
04	NUMERIC ID SET (On)	1 = Off (will not accept) 2 = On (accepts)	Selects whether or not the machine will accept a Numeric ID or a change to a Numeric ID
05	LANGUAGE		Selects language. Press " ^ " or " v " to select displayed language
06	ID DISPLAY (Chara)	1 = Numer (Numeric ID) 2 = Chara (character ID)	Selects which type of ID will be displayed
07	JNL COLUMN (Station)	1 = Preset station name 2 = Received ID	Selects contents of ID column on the Journal

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

No.	Parameter	Selection	Function
18	RX START (9600 bps)	1 = 2400 bps 2 = 4800 bps 3 = 7200 bps 4 = 9600 bps	Selects receiving modem start speed
19	Not Used		
20	CCITT ECM (On)	1 = Off (Invalid) 2 = On (Valid)	Selects ECM (Error Correction Mode) status
21	EP TONE (Off)	1 = Off (without EP tone) 2 = On (with EP tone)	Selects whether or not the fax machine will generate an echo protect tone
22	SIG. INTERVAL (500 ms)	1 = 100 ms 2 = 200 ms 3 = 300 ms	Selects the time interval between receiving a signal and transmitting a signal
23	TCF CHECK (Normal)	1 = Normal (Short) 2 = Long	Selects TCF (Transmit ConFirm) check interval
24	CED FREQ. (2100 Hz)	1 = 1080 Hz (non CCITT) 2 = 2100 Hz	Selects CED (Called station identification) frequency
25	COMM. START-UP (1'st)	1 = 1'st response 2 = 2'nd response	Selects communication start-up condition (XMT and polling)
26	NON-STANDARD (On)	1 = Off (Invalid) 2 = On (Valid)	Selects own mode (Panafax mode).
27	SHORT PROTOCOL (On)	1 = Off (Invalid) 2 = On (Valid)	Selects whether or not a short protocol will be used
28	Not Used		
29	REMOTE DIAG (On)	1 = Off (will not accept) 2 = On (accepts)	Selects whether or not the machine accepts remote diagnostics from a service station. Same function as fax parameter 31. (This is only for machine-to-machine diagnostics)
30	CED & 300 bps (75 ms)	1 = 75 ms 2 = 1 second	Selects blank time between CED (Called station identification) and 300 bps signal
31	RTC EOL x 12 (Off)	1 = Off (EOL x 6) 2 = On (EOL x 12)	Selects RTC (Return To Control) signal
32	CSI TRANSMIT (On)	1 = Off (not transmitted) 2 = On (transmitted)	Selects whether or not to transmit the CSI (Called Subscriber Identification) signal
33	TSI TRANSMIT (On)	1 = Off (not transmitted) 2 = On (transmitted)	Selects whether or not to transmit the TSI (Transmitting Subscriber Identification) signal
34	CIG TRANSMIT (On)	1 = Off (not transmitted) 2 = On (transmitted)	Selects whether or not to transmit the CIG (CallInG subscriber identification) signal
35	Not Used		
36	CHARACTER ID (On)	1 = Off (not transmitted) 2 = On (transmitted)	Selects whether or not the machine will transmit a character ID



**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

No.	Parameter	Selections	Function
08	MONITOR (Off)	1 = Off 2 = On	Selects Monitor ON/OFF for monitoring fax signals
09	DC LOOP (Off)	1 = Off (normal) 2 = On (off-hook)	Can select a false, off-hook state for a back-to-back communication test
10	TX LEVEL (-9 dBm)	00 = 0 dBm . . 15 = -15 dBm	Selects the signal output level from 0 to -15 dBm in 1 dBm steps
11	RX LEVEL (-43 dBm)	1 = -43 dBm 2 = -38 dBm 3 = -33 dBm 4 = -48 dBm	Selects receiving sensitivity of -43, -38, -33, or -48 dBm
12	DTMF LEVEL (-6 dBm)	00 = 0 dBm . . 15 = -15 dBm	Selects DTMF(touch tone) output level from 0 to -15 dBm in 1 dBm steps
13	G3 RX EQL (7.2 km)	1 = 0 km 2 = 6 km 3 = 7.2 km 4 = 13.2 km	Selects cable equalizer in G3 reception mode
14-16	Not Used		
17	TX START (9600 bps)	1 = 2400 bps 2 = 4800 bps 3 = 7200 bps 4 = 9600 bps	Selects transmission modem start speed
37	PROTOCOL DISPLAY (Off)	1 = Off (not displayed) 2 = On (displayed)	Selects whether or not the machine displays modem speed during communication
38	Not Used		
39	Not Used in U.S.		
40	Not Used		
41	PAUSE TIME (3 sec)	1 = 1 sec . . 10 = 10 sec	Selects pause time from 1 to 10 seconds in one-second steps
42	PHONE CALL (For Hong Kong version only)	1 = Ignore (detect primary ringer) 2 = Answer (detect secondary ringer)	Selects whether or not to detect the primary ringer of a double ringer
43	REDIAL INTERVAL (3 min)	0 = no waiting . . 15 = 15 minutes	Selects redial interval from 0 to 15 minutes in one-minute steps
44	REDIAL COUNT (5)	0 = no redial . . 15 = 15 times	Selects redial count of 0 to 15 times in one-step intervals

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

No.	Parameter	Selections	Function
45	RING DET. COUNT (2)	1 = 1 ring . . 9 = 9 rings	Selects a ring detect count from 1 to 9 times in one-step intervals
46	ON-HOOK TIME (5 sec)	0 = 0 sec . . 90 = 90 sec	Selects on-hook time between sequential communication calls from 0 to 90 seconds in 1 second steps
47	RESPONSE WAIT (65 sec)	1 = 1 sec . . 90 = 90 sec	Selects waiting time to respond after finishing the dialing in 1 second steps
48	EXT. TEL DIAL (Invalid)	1 = Invalid 2 = Valid	Selects whether or not key pad dial is available when the external phone is off-hook
49	Not Used		
50	RING DET. MODE (Normal)	1 = Normal 2 = Rough	Selects seriousness of ringer detection. If the line signal is "noisy", set to Rough so the machine will be more likely to detect signals
51	TONE DET. MODE (Normal)	1 = Normal 2 = Rough	Selects seriousness of dial tone and busy tone detection. If the line signal is "noisy", set to Rough so the machine will be more likely to detect signals
52	PULSE RATE (10 pps)	1 = 10 pps 2 = 20 pps	Selects the dial pulse rate
53-54	Not Used in U.S.		
55	BUSY TONE CHECK (On)	1 = Off 2 = On	Selects busy tone detection function
56-57	Not Used in U.S.		
58	Not Used		
59 (FAX-950 Only)	CONF. RCV REPORT (On)	1 = Off (not printed out) 2 = On (printed out)	Selects whether or not CONF. RCV REPORT is printed
60	VERSION		Indicates the machine type (900 or 950) and the ROM version in the message window
61	TX/RX/PRT COUNTER	TX/RX/PRINT	Indicates the transmitted, received and printed document count
62-63	Not Used		
64	SILENT DET. T. OUT (60 sec)	00 = 0 sec . . 99 = 99 sec	Select silent detection timeout time (TAM I/F)

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

No.	Parameter	Selections	Function
65	SILENT DETECTION (On)	1 = Off 2 = On	Selects the silent detection function (TAM I/F). Same function as fax parameter No. 20
66	SILENT DET. DELAY (20 sec)	00 = 0 sec . . 99 = 99 sec	Selects silent detection delay time (TAM I/F)
67	SILENT INT. TIME (5000 ms)	00 = 0 ms . . 99 = 99 00 ms	Selects silent detection integration time (TAM I/F). The time can be selected from 0 to 9900 ms in 100 ms steps. For example a setting of 50 would select 5000 ms
68	RING COUNT (TAM)	1 = 1 time . . 9 = 9 times	Selects ring detect count of 1 to 9 times in one-step intervals on TAM I/F mode
69	Not Used		
70	LINE ERROR (128)	1 = 128 lines 2 = 256 lines 3 = 512 lines 4 = 1024 lines 5 = 2048 lines 6 = Off (will not disconnect the line)	Selects the line disconnect condition during reception. If the number of line errors exceeds this setting, the machine will disconnect the line. Selects the transmit condition of RTP/PIP or RTN/PIN if function parameter 73, ERROR DETECT, is set to "LINES"
71	TOTAL ERROR (10%)	1 = 5% 2 = 10% 3 = 15% 4 = 20%	Selects transmit condition of RTP/PIP or RTN/PIN if function parameter 73, ERROR DETECT, is set to "RATE"
72	CONTI. ERROR (Off)	1 = 3 lines/STD 2 = 6 lines/STD 3 = 12 lines/STD 4 = Off	Selects continuous total error criteria for Standard Mode. If continuous total err exceeds this setting, the unit will transmit RTN/PIN. Available if function parameter 73, ERROR DETECT, is set to "RATE"
73	ERROR DETECT (Rate)	1 = Lines 2 = Rate	Selects error detect condition
74	RTN RECEIVE (Discon)	1 = Disconnect 2 = Continue	Selects the reaction of the fax machine when RTN is received
75	MH/MR/MMR	1 = MH (MH only) 2 = MR (MH or MR) 3 = MMR (MH or MR or MMR)	Selects coding scheme
76-79	Not Used		
80	DOC TOP FEED (15 mm)	00 = 0 mm . . 99 = 99 mm	Adjusts distance between scanning sensor ON position and scanning start position

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

No.	Parameter	Selections	Function
81	DOC END FEED (7 mm)	00 = 0 mm . . 99 = 99 mm	Adjust distance between scanning sensor Off position and scanning end position
82	TX-JAM LENGTH (2 m)	1 = 1 m 2 = 2 m 3 = Unlimited	Selects jammed length at TX
83	Not Used		
84	LINE AS NO PAPER (Ring)	1 = Ring (be ringing) 2 = Busy (send busy tone)	Selects whether the buzzer is ringing or sending a busy tone to the remote station when recording paper runs out or the unit cannot receive because of any trouble
85-86	Not Used		
87	DARKEN LEVEL (4)	0 = Darkest Original . . 5 = Lightest Original	Selects the printing contrast level
88	NORMAL LEVEL (2)	0 = Darkest Original . . 5 = Lightest Original	Selects the printing contrast level
89	LIGHTEN LEVEL (0)	0 = Darkest Original . . 5 = Lightest Original	Selects the printing contrast level
90 (For FAX-950 Only)	STORE RESOL. (mm)	1 = mm 2 = inch	Selects the units of resolution for storage of documents to memory
91	INK TEST (On)	1 = Off 2 = On	Selects whether or not the machine performs an ink test
92	RR/RNR TIMER (4 min)	1 = 1 min 2 = 4 min	Selects ECM (Error Correction Mode) T5 timer. (CCITT = 1 min ± 15%)
93-99	Not Used		

## Setting Function Parameters to Solve Communication Problems on the HP FAX-900 and FAX-950

Communication problems are announced by information codes in the 400 to 500 range. For basic problems with the telephone line (unable to dial a station or not answering, for example), consult the User's Guide for the HP FAX-900 and FAX-950.

Table 5-5 shows the function parameters to adjust for specific communication problems in the HP FAX-900 and FAX-950. Adjust both the transmitting and receiving fax machines for best results. If the adjustments do not improve the line quality, set the function parameters of both machines back to the default settings.

**Table 5-8. Compensating for Communication Problems in the HP FAX-900 and FAX-950**

	Transmitting Fax Machine		Receiving Fax Machine	
	Function Parameter	Function Parameter Setting (From ⇒ To)	Function Parameter	Function Parameter Setting (From ⇒ To)
For International Communication	021	Invalid ⇒ Valid	018	9600 bps ⇒ 7200, 4800, 2400 bps
	025	1st ⇒ 2nd	024	2100 Hz ⇒ 1080 Hz
			030	75 ms ⇒ 1 sec
To Equalize Loss (Amplitude Distortion Between Machine and Exchange of Phone Company)			013	4 dB ⇒ 8 or 12 dB
To Cope with Poor S/N Ratio	010	-9 dBm ⇒ 0 to -8 dBm	011	-43 dBm ⇒ -33 or -38 dBm
	017	9600 bps ⇒ 7200 to 2400 bps	018	9600 bps ⇒ 7200 to 2400 bps
			023	Normal ⇒ Long
To Cope with Impulse Noise			100	128 ⇒ 256 to 2048
To Cope with Shifted Signal Sequence Caused by Echo	025	1st ⇒ 2nd	024	2100 Hz ⇒ 1080 Hz
			030	75 ms ⇒ 1 sec
			032	Valid ⇒ Invalid

## Corrective Actions for the HP FAX-900 and FAX-950

Use the procedures described in this section to perform routine corrective actions such as clearing a paper jam, solving document misfeed problems, or resolving a poor print quality problem. The HP FAX-950 is shown in the illustrations, but the procedures are applicable to the FAX-900 also.

### Clearing a Paper Jam

To clear a paper jam, perform the following steps:

1. Open the top cover located just above the automatic document feed cover. Grasp each end of the top cover and lift it open.
2. Remove the jammed paper.
3. Close the top cover.

## Clearing a Document Jam

To clear a document jam in the automatic document feed mechanism, perform the following steps:

1. Remove the document from the document IN tray.
2. Lift open the automatic document feed cover.
3. Remove the jammed paper from the automatic document feed mechanism.
4. Close the automatic document feed cover.

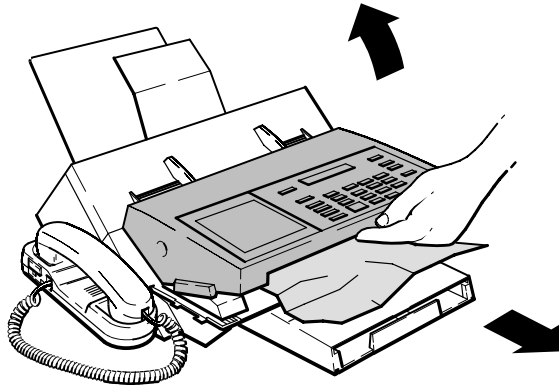


Figure 5-4. Clearing a Document Jam

## Correcting Multiple Sheet Feed or Misfeed of Documents

Multiple feeds are when two or more sheets of the document feed through the fax machine at the same time. This condition can be caused by paper that is unusually thin or sticking together because of humidity or other climatic conditions. Documents that are of different types or weights of paper also increase the chances of multiple feeds. Misfeeds can be caused by paper that is unusually thick or of a heavy-weight bond. Also ensure that the document is free of staples, paper clips and is not greasy, or torn.

To alleviate multiple sheet feeding or misfeeds of document pages, your HP FAX-900 has an adjustable pressure plate that you can set to compensate for most paper conditions. This switch is located on the top center edge of the automatic document feeder. The switch positions (1, 2, 3) are embossed in the automatic document feed cover.

Your fax machine also has a paper separator assembly to help separate pages as they go through the automatic document feed mechanism.

To correct multiple sheet feed or misfeed of documents, first try adjusting the pressure plate switch. Instructions for adjusting the pressure plate switch are provided in the following paragraphs. If adjusting the pressure plate switch does not solve the problem, replace the paper separator assembly pad. Instructions for replacing the paper separator assembly pad are contained in chapter 2 starting on page 19.

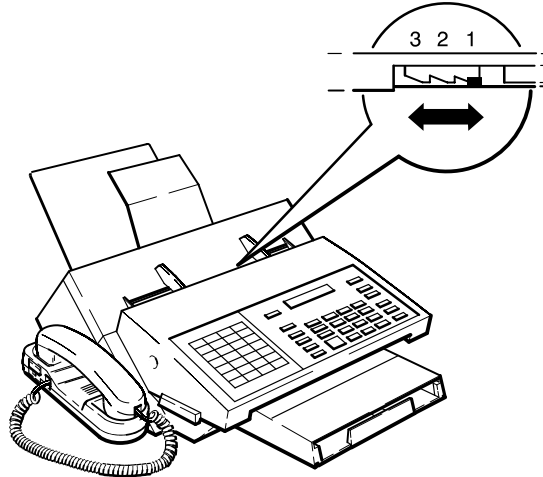
### Adjusting the Pressure Plate Switch

If the document does not feed (misfeed), you can set the pressure plate switch to position 1 to decrease the pressure of the plate. See Figure 5-5.

If the document feeds more than one page at a time (multiple feed), you can set the pressure plate switch to position 3 to increase the pressure of the plate.

Switch position 2 is the normal setting for the pressure plate switch.

Adjust the switch setting as necessary. Set to position 1 if misfeeds (failure to feed) occur. Set to position 3 if multiple sheet feeds occur. Return the switch to position 2 when the fax transmission is completed.



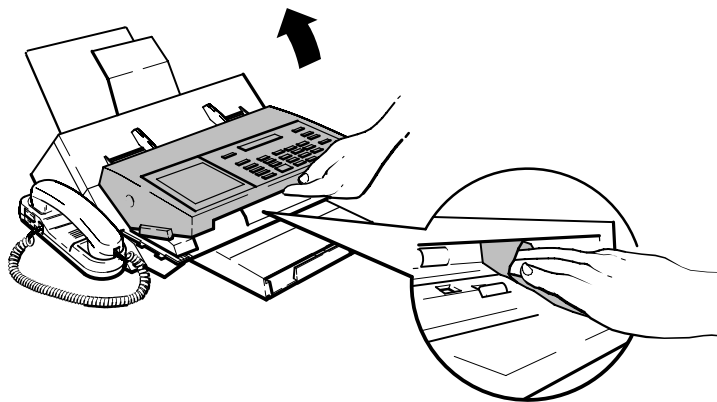
FAX950-21

**Figure 5-5. Adjusting the Pressure Plate Switch (HP FAX-900 and FAX-950)**

## Poor Print Quality

Print quality can be caused by several conditions. Dots, dark streaks or missing lines are visible symptoms. Check and perform each of the items listed below.

- Check print cartridge for ink and proper installation.
- Clean the print cartridge contacts using a swab moistened with isopropyl alcohol or water.
- Ensure that quality paper is used.
- Ensure the contrast, quality and resolution settings are properly set for the type of document being processed.
- Clean the scanner glass and reflective strip using a soft moist cloth, isopropyl alcohol or water is recommended. Do NOT use coarse material or abrasives (cleansers) to clean. Scanner glass is located on the automatic document feed mechanism. The white reflective strip is located on the underside of the automatic document feed cover. Access is limited. Lift open the cover to access the scanner and reflective strip.



FAX950-31

**Figure 5-6. Cleaning the Scanner Glass and Reflective Strip**

- Clean the small rubber rollers located on automatic document feed mechanism. Use a soft cloth and isopropyl alcohol or water. Manually rotate the rollers to clean the entire surface. Access to the roller is limited. Lift open the automatic document feed cover to access the rollers.

## Replacing the Verification Stamp on the HP FAX-950

When the verification stamp mark begins to fade with use, it is recommended to replace the stamp. Contact your local HP authorized fax dealer to order.

The procedure for replacing the verification stamp is in chapter 3 on page 60.

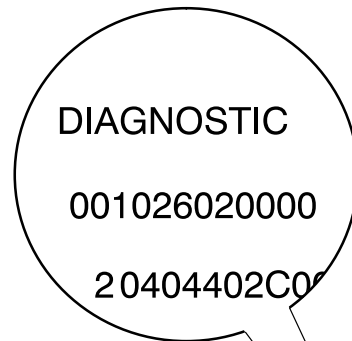
## Diagnostic Codes

The HP fax machine journals (32-transaction reports) contain a diagnostic code to help analyze the facsimile's operation. These diagnostic codes can provide troubleshooting clues by indicating patterns of communication problems. For example, if a customer complains about slow transmissions, a diagnostic code may reveal the the facsimile is falling back to a slower transmission speed.

Figure 5-7 shows the diagnostic code on an individual transmission journal for the HP FAX-900 and FAX-950. The diagnostic code for the HP FAX-700 and FAX-750 is similar but consists of 10 digits instead of 12.

The 32 transaction report for the HP FAX-700 and FAX-750 has a result column that will contain the error code for any error that occurs during a transaction. See Figure 5-8.

### FAX-900/950 JOURNAL



```
***** -JOURNAL- ***** DATE SEP-01-1993 ***** TIME 10:27 *****
```

NO.	COM	PAGES	FILE	DURATION	X/R	IDENTIFICATION	DATE	TIME	DIAGNOSTIC
01	420	000		00:10'41	RCV		JUL-13	17:39	001026020000
02	OK	003	001	00:01'54	XMT	ALPHA CORP.	JUL-14	18:01	20404402C000
03	S-OK	001	002	00:00'32	RCV	PARTNERS	JUL-21	15:08	C4142B03C700
04	407	001		00:01'35	XMT		AUG-09	12:46	C0044903C700
05	OK	001	007	00:00'23	SMT		AUG-10	07:55	C0044903C700
06	OK	007	014	00:03'57	RCV	9442595	AUG-13	12:45	C0142A0AC000

```
***** ( FAX-950 V1.05 ) ***** - 619 534 6501- *****
```

**Figure 5-7. Identifying the Diagnostic Code in a FAX-900/950 Journal**



# FAX-700/750 JOURNAL

32 TRANSACTION REPORT FOR HP FAX-700 SERIES

VERSION: 01.00

FAX NAME: BOB  
 FAX NUMBER: 2329734

DATE: 02-AUG-94  
 TIME: 14:42

DATE	TIME	REMOTE FAX NAME AND NUMBER	DURATION	PG	RESULT	DIAGNOSTIC
01-JUL	00:05 R	619 673 5752	0:00:29	1	ERROR	509551112000000
04-JUL	10:13 S	619 483 9786	0:00:30	2	OK	96311300116C
04-JUL	14:02 I	223 456 2531	0:00:15	1	OK	96311300116C
05-JUL	15:00 O	619 191 4652	0:00:22	3	OK	96311300116C
05-JUL	15:45 R	297 843 1223	0:00:10	1	OK	96311300116C
01-JUL	00:05 R	619 673 5752	0:00:29	1	ERROR	509551112000000

\*\*\*\*\*  
 S=FAX SENT  
 R=FAX RECEIVED  
 I=POLL IN (FAX RECEIVED)  
 O=POLLED OUT (FAX SENT)

\*\*\*\*\*  
**ERROR CODE**    **DIAGNOSTIC CODE**

**Figure 5-8. Identifying an Error Code and Diagnostic Code in a FAX-700/750 Journal**

If necessary, refer to the paragraphs under the heading titled, “Printing Reports” in this guide to find out how to print a journal on your particular fax machine.

## Diagnostic Codes for the HP FAX-700 and FAX-750

Table 5-9 through describe how to decode the meaning of each digit in the diagnostic in the FAX-700 and FAX-750.

**Table 5-9. First Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

First Digit in Code	Communication Started	G3/G3 N-S	ECM
0	No		
5	Yes	G3 Standard	
6	Yes	G3 Standard	Yes
9	Yes		
A	Yes		Yes

**Table 5-10. Second Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

Second Digit in Code	Communication Started	Resolution	Coding Method
0	No		
5	Yes	Normal	MH
6	Yes	Normal	MR
7	Yes	Normal	MMR
9	Yes	Fine	MH
A	Yes	Fine	MR
B	Yes	Fine	MMR

**Table 5-11. Third Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

<b>Third Digit in Code</b>	<b>Modem Speed</b>
0	Communication not started
1	2400 bps
2	4800 bps
3	9600 bps
4	7200 bps

**Table 5-12. Fourth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

<b>Fourth Digit in Code</b>	<b>Min Transmission Time</b>
0	Communication not started
1	20 ms
2	40 ms
3	10 ms
5	5 ms
8	0 ms

**Table 5-13. Fifth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

<b>Fifth Digit in Code</b>	<b>Receive Mode</b>
1	Automatic reception
2	Manual reception
4	Automatic dialing
8	Manual dialing
4	7200 bps

**Table 5-14. Sixth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

<b>Sixth Digit in Code</b>	<b>Receive Mode</b>	<b>Receive Active/Inactive</b>
0	No reception	
1	Manual	Do
2	FAX mode	Undo
3	FAX mode	Do
4	FAX/TEL mode	Undo
5	FAX/TEL mode	Do
6	FAX/TAM w/o silent detection	Undo
7	FAX/TAM w/o silent detection	Do
8	FAX/TAM w/ silent detection	Undo
9	FAX/TAM w/ silent detection	Do
A	Distinctive	Undo
B	Distinctive	Do

**Table 5-15. Seventh Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

<b>Seventh Digit in Code</b>	<b>Remote Party</b>	<b>Send Start Time</b>	<b>Message Source</b>
0		No send	
1	1 location	Real time	Direct
3	1 location	Real time	Memory
5	1 location	Delayed	Direct
7	1 location	Delayed	Memory
9	Multi-locations	Real time	Direct
B	Multi-locations	Real time	Memory
D	Multi-locations	Delayed	Direct
F	Multi-locations	Delayed	Memory

**Table 5-16. Eighth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

<b>Eighth Digit in Code</b>	<b>Send</b>	<b>Receive</b>	<b>Polling Send</b>	<b>Polling Receive</b>
1				Do
2			Do	

**Table 5-17. Ninth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

<b>Ninth Digit in Code</b>	<b>Voice Request</b>	<b>STOP Key</b>	<b>DCN Reception</b>
0	No request	Not depressed	Not received
1	No request	Not depressed	Received
2	No request	Depressed	Not received
3	No request	Depressed	Received
4	Requested	Not depressed	Not received
5	Requested	Not depressed	Received
6	Requested	Depressed	Not received
7	Requested	Depressed	Received

**Table 5-18. Tenth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

<b>Tenth Digit in Code</b>	<b>RTN Receive</b>	<b>ID Receive</b>
0	Not received	Not received
1	Not received	Received
2	Received	Not received
3	Received	Received

The eleventh digit of the diagnostic code is the upper byte of the manufacturer's code. The twelfth digit of the diagnostic code is the lower byte of the manufacturer's code.

## Diagnostic Codes for the HP FAX-900 and FAX-950

Table 5-19 through Table 5-27 describe how to decode the meaning of each digit in the diagnostic in the FAX-900 and FAX-950. **The first digit** in the diagnostic code is the manufacturer code.

**Table 5-19. Second Digit in the Diagnostic Code for the FAX-900 and FAX-950**

Second Digit in Code	DCN	Stop Button	Voice Contact Requested?	Auto Dialer
0				
1	Received			
2		Pressed		
3	Received	Pressed		
4			Requested	
5	Received		Requested	
6		Pressed	Requested	
7	Received	Pressed	Requested	
8				Yes
9	Received			Yes
A		Pressed		Yes
B	Received	Pressed		Yes
C			Requested	Yes
D	Received		Requested	Yes
E		Pressed	Requested	Yes
F	Received	Pressed	Requested	Yes

**Table 5-20. Third Digit in the Diagnostic Code for the FAX-900 and FAX-950**

Third Digit in Code	Receive Start	ID (TSI or CSI)	Polling Tx in Turnaround Polling
0			
1	Automatic		
2	Manual		
3			
4		Received	
5	Automatic	Received	
6	Manual	Received	
7			
8			Yes
9	Automatic		Yes
A	Manual		Yes
B			Yes
C		Received	Yes
D	Automatic	Received	Yes
E	Manual	Received	Yes

**Table 5-21. Fourth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

Fourth Digit in Code	Relayed SMT	Short Protocol	Password XMT	Deferred Communication
0				
1				Yes
2	Yes			
3				
4		Yes		Yes
5		Yes		
6	Yes	Yes		
7				
8			Yes	
9			Yes	Yes
A	Yes		Yes	
B			Yes	
C		Yes	Yes	
D		Yes	Yes	Yes
E	Yes	Yes	Yes	

**Table 5-22. Fifth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

Fifth Digit in Code	Polling RCV Mode	RCV Mode	XMT Mode	Turnaround Polling Mode
0				
1	Yes			
2		Yes		
3				
4			Yes	
8				Yes
9				
A		Yes		Yes
B				
C			Yes	Yes

**Table 5-23. Sixth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

Sixth Digit in Code	ECM	G3/G3N-S	Memory XMT
0			
1			
2			
3			
4		G3 Standard	
5	Yes	G3 Standard	
6			Yes
7	Yes		Yes
8		G3 Standard	
9	Yes	G3 Standard	
A		G3 Standard	Yes
B	Yes	G3 Standard	Yes

The **Seventh Digit in Code** is always zero (0).

**Table 5-24. Eighth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

<b>Eighth Digit in Code</b>	<b>Resolution</b>	<b>Encoding</b>
0		
2	Standard	MH
3	Standard	MMR
4	Fine	MH
5	Fine	MMR
6	300 dpi	MH
7	300 dpi	MMR
8		
A	Standard	MR
C	Fine	MR
E	300 dpi	MR

**Table 5-25. Ninth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

<b>Ninth Digit in Code</b>	<b>Modem Speed</b>	<b>Polling Tx</b>
0	2400 bps	
1	4800 bps	
2	7200 bps	
3	9600 bps	
8	2400 bps	Yes
9	4800 bps	Yes
A	7200 bps	Yes
B	9600 bps	Yes

**Table 5-26. Tenth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

<b>Tenth Digit in Code</b>	<b>Scanning Rate</b>
0	20 ms/line
1	5 ms/line
2	10 ms/line
4	40 ms/line
7	0 ms/line

The **Eleventh Digit in Code** is always zero (0).



**Table 5-27. Twelfth digit in the Diagnostic Code for the FAX-900 and FAX-950**

Data	Confidential Communication	RTN Receive
0		
1	Yes	
8		Received
9	Yes	Received

## Remote Diagnostics

Remote diagnostics provide a method of remotely troubleshooting HP fax machines at the customer's site. **On the HP FAX-700 and FAX-750**, no special hardware is needed to perform remote diagnostics. Service personnel can remotely retrieve system and journal data from the customer's fax machine, analyze the information, and then transfer settings back to the customer's unit. Service personnel can then poll journals from the repaired machine to verify that the problem is solved. **On the HP FAX-900 and FAX-950**, service personnel with a modified (ROM installed) machine can remotely retrieve system information from the customer's fax machine, analyze the information, and then transfer settings back to the customer's unit. Service personnel can then poll journals from the repaired machine to verify that the problem is solved. The following are some of the benefits of this type of remote diagnostic repair:

- Service personnel can respond quickly to customer needs, decreasing the time the product is inoperative
- Remote diagnostics requires less of the customer's time
- Service personnel can easily verify the repair by retrieving journals on a periodic basis without taking any of the customer's time
- Repair can be done without the customer present

Remote diagnostics may also be valuable when performing a unit exchange of the customer's fax machine. If the customer's unit is capable of transferring and receiving data, customer settings can be transferred to a remote diagnostic unit. Then, after the exchange fax machine is received, the customer's settings (such as function parameter settings and one-touch telephone numbers) can be transferred to the customer's replacement unit. This process saves the customer the time needed to configure the exchanged unit to match the previous machine settings.

---

**Note** Remote diagnostics require the customer's HP fax machine to be functional and capable of sending and receiving information. On the HP FAX-900 and FAX-950, it must also have function parameter 029 set to ON to remotely diagnose the unit. On the HP FAX-700 and FAX-750, no special parameter setting is required to carry out the remote diagnostic process.

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**Note** If ECM (Error Correction Mode) is turned off on either the diagnostic machine or the customer's machine, data is transferred at 300 bps, regardless of the modem speed set by functional parameters 017 (RCV) and 018 (XMT). This may be useful if you suspect that the customer's problem is related to high-speed data transmission.

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## Retrieval and Transferable Information

Table 5-28 summarizes retrieval and transferable information using the remote diagnostics function.

**Table 5-28. Retrieval and Transferable Information**

Information	Retrieval?	Transferable?
Journals	Yes	No
User Parameters	Yes <sup>1</sup>	Yes <sup>1</sup>
Relay and Confidential Parameters	Yes <sup>2</sup>	Yes <sup>2</sup>
Function/Fax Parameters	Yes	Yes <sup>3</sup>
One-touch and Speed-dial Numbers	Yes	Yes
Program Keys	Yes	Yes

<sup>1</sup> Except date and time

<sup>2</sup> Not applicable to the HP FAX-700 and FAX-750 fax machines

<sup>3</sup> Excluding counters and ROM version

## Modifying a FAX-900, or FAX-950 for Remote Diagnostics

The HP FAX-900 and FAX-950 can be modified to be a remote diagnostics station for troubleshooting other fax machines by replacing the existing firmware on the logic PCA with a special diagnostics ROM. Table 5-29 gives the part numbers of the diagnostic ROM required.

**Table 5-29. Diagnostic ROM Part Numbers**

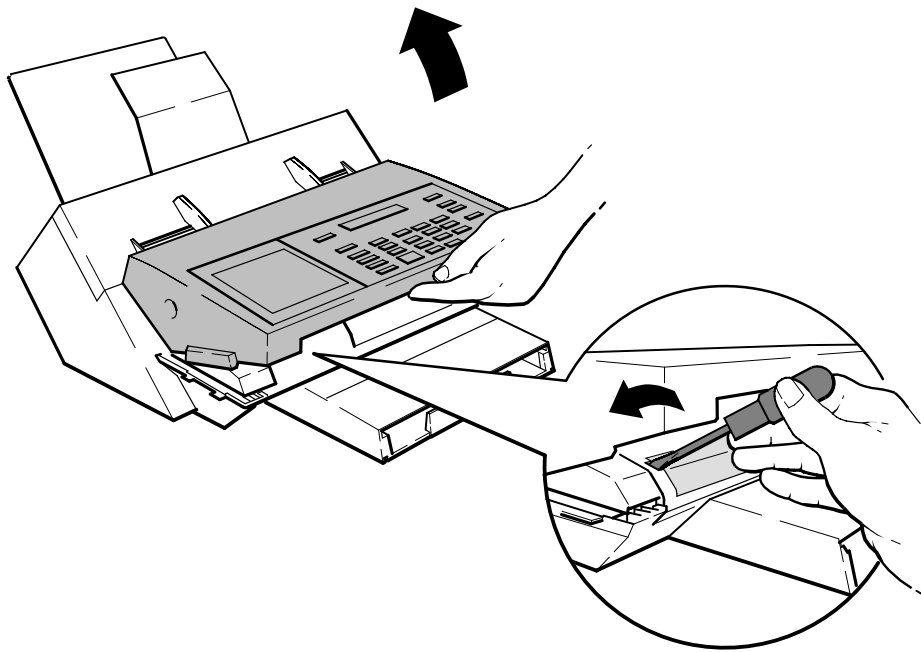
Fax Model	Part Number
900	C3510-60014
950	C3510-60014

**Note** No special diagnostics ROM is required for accomplishing remote diagnostics on the HP FAX-700 and FAX-750 fax machines

## Diagnostic ROM Installation in the HP FAX-900 and FAX-950

To install a diagnostic ROM in the HP FAX-900 or FAX-950, perform the following procedure:

1. Raise the ADF (automatic document feeder).
2. Using a small flat-head screwdriver, remove the cover over the firmware IC. See Figure 5-9.



**Figure 5-9. Removing the Firmware IC Cover (HP FAX-900 or FAX-950)**

3. Remove the firmware IC from the logic PCA.
4. Install the remote diagnostic ROM in the firmware ROM socket by aligning the ROM over the socket. Position pin 1 at the front left corner of the IC socket. Press the ROM into place and ensure that no IC pins are bent under the IC.

### Retrieving Customer Data

Function parameter 029 must be set to ON on the diagnostic center's and the customer's machine in the HP FAX-900 and FAX-950. Fax parameter 52 in the HP FAX-900 and FAX-950 (diagnostic password) must be set to the same password in the diagnostic center's machine and in the customer's machine. The center's fax machine and the customer's machine must be the same model.

**Retrievable Information.** The following data can be retrieved from the customer's machine:

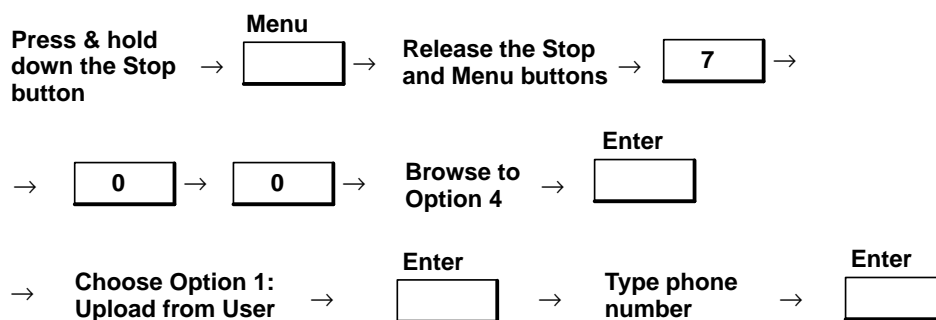
- SYS data:
  - User information:
    - ± Logo (FAX-900 and FAX-950 Only)
    - ± ID Number
    - ± Character ID (Also known as station name)
    - ± Polling password (FAX-900 and FAX-950 Only)
    - ± TX password (FAX-950 Only)
    - ± Rx password (FAX-950 Only)
  - Relay and confidential communication parameters (FAX-950 Only)
  - One-touch and speed dial numbers
  - Program keys (FAX-950 Only)
  - Fax parameters and function parameters (including ROM version and counters on the FAX-900 and FAX-950)

- JNL data:
  - 32-transaction journal

## Retrieving SYS and JNL Data on the HP FAX-700 and FAX-750

**Caution** The below procedure accesses the service menu level of the fax machine and should not be disclosed to non-HP personnel. Disclosure could result in customers losing data or having their fax machine rendered inoperative.

To retrieve SYS and JNL data on the FAX-700 and FAX-750, perform the following procedure:



The following messages appear in succession:

**Dialing**

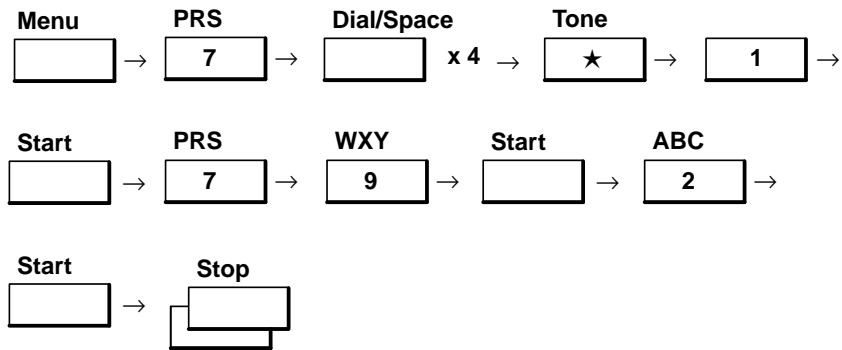
**Waiting for Answer**

Once the connection is made, the customer's data will be uploaded to customer support. The process is accomplished automatically. Later, before downloading modified function parameters or user settings, customer support people must be sure to explain to the user the details of the changes they plan to make.

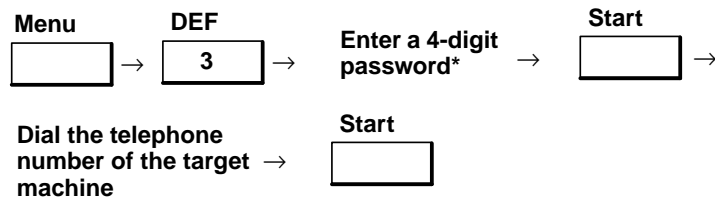
## Retrieving SYS Data on the HP FAX-900 and FAX-950

To retrieve SYS data from the HP FAX-900 or FAX-950, perform the following procedure:

1. Set test mode 79 to 2.



2. Poll the customer's machine to retrieve its SYS data.



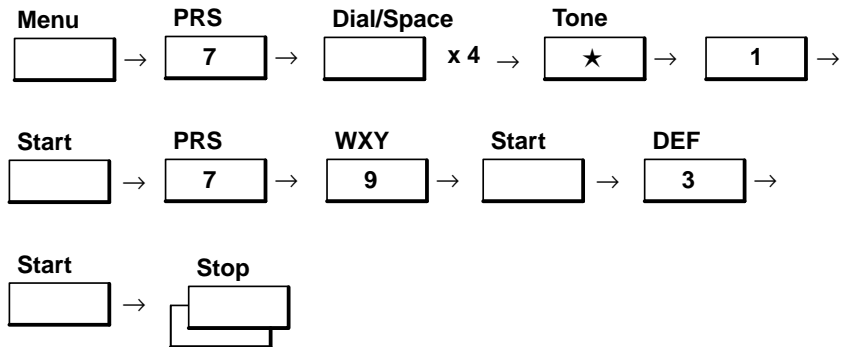
\* The diagnostic center fax machine and the target fax machine must have the same diagnostic password set.

3. The customer's user data, relay information, one-touch and speed dial numbers, fax parameters, and function parameters replace the diagnostic station's configuration.

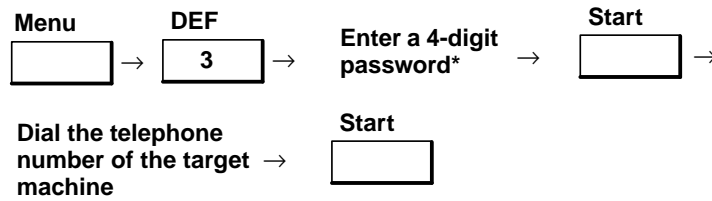
### Retrieving JNL Data on the HP FAX-900 and FAX-950

To retrieve JNL data from the HP FAX-900 or FAX-950, perform the following procedure:

1. Set test mode 79 to 3.



2. Poll the customer's machine to retrieve its JNL data.



\* The diagnostic center fax machine and the target fax machine must have the same diagnostic password set.

3. The customer's 32-transaction journal replaces the diagnostic station's journal.

After the start button is pressed at the end of the step 2 polling process in each of the retrieval procedures, the following displays automatically appear in succession:

\* **DIALING** \*  
**123456789**

**ON LINE \* RCV \***  
**ID:**

**DATE & TIME**  
nn%

### Transferring Data to the Customer's Machine

**On the HP FAX-900 and FAX-950**, function parameter 029 must be set to ON on the diagnostic center's and the customer's machine. Fax parameter 52 in the HP FAX-900 and FAX-950 (diagnostic password) must be set to the same password in the diagnostic center's machine and in the customer's machine. **On the HP FAX-700 and FAX-750**, no special fax parameter settings are required to perform remote diagnostics.

**Transferable Information.** The following SYS data can be transferred to the customer's machine:

- SYS data:
  - User information:
    - ± Logo (FAX-900 and FAX-950 Only)
    - ± ID Number
    - ± Character ID (Also known as station name)
    - ± Polling password (FAX-900 and FAX-950 Only)
    - ± TX password (FAX-900 and FAX-950 Only)
    - ± Rx password (FAX-900 and FAX-950 Only)

- Relay and confidential communication parameters (FAX-950 Only)
- One-touch and speed dial numbers
- Program keys (FAX-950 Only)
- Fax parameters and function parameters (including ROM version and counters on the HP FAX-900 and FAX-950)

## Transferring SYS Data on the HP FAX-700 and FAX-750

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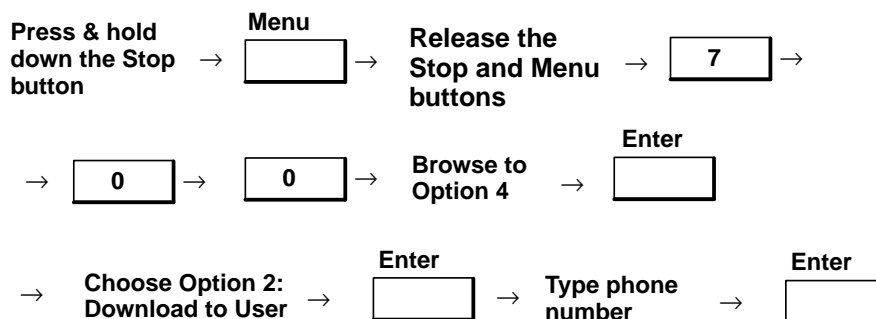
**Caution** Before downloading modified function parameters or user settings, customer support people must be sure to explain to the user the details of the changes they plan to make. Failure to do so can cause the customer to lose some of his favored settings or parameters.

---

**Caution** The below procedure accesses the service menu level of the fax machine and should not be disclosed to non-HP personnel. Disclosure could result in customers losing data or having their fax machine rendered inoperative.

---

To transfer SYS data on the FAX-700 and FAX-750, perform the following procedure:



The following messages appear in succession:

**Dialing**

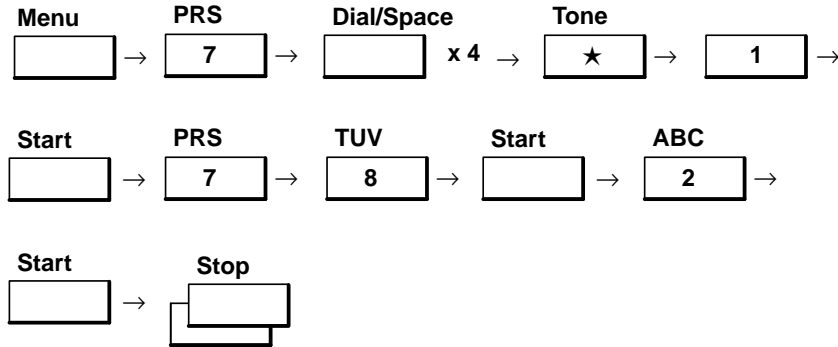
**Waiting for Answer**

Once the connection is made, customer support data will be downloaded to the user's fax machine. The process is accomplished automatically.

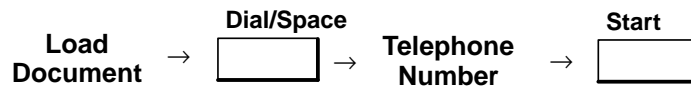
## Transferring SYS Data on the HP FAX-900 and FAX-950

To transfer SYS data on the FAX-900 and FAX-950, perform the following procedure:

1. Set function parameter 78 to 2 (SYS).



2. Place a document on the ADF, dial the telephone number of the customer's machine, and press the start button:



3. The following displays will appear in succession:

**ON LINE \* XMT \***  
**ID:**

**DOCUMENT SET**

4. Remove the document from the ADF, and a display with the following information will appear:

**DATE & TIME**  
**nn%**

5. The SYS data of the diagnostic machine has been transferred to the customer's machine.



## Remote Diagnostics Process

Use the following process to adjust settings in a customer's HP fax machine from a customer support diagnostic unit:

1. Retrieve the settings and journal from the customer's machine. Use the information under the heading "Retrieving Customer Data" in this chapter. The settings in the customer support diagnostic unit are modified to that of the customer's settings.
2. Analyze the settings and journal.
3. Adjust the parameters in the customer support diagnostic unit to fix the problem in the customer's unit.
4. Transfer the adjusted setting to the customer's HP fax machine. Use the information under the heading, "Transferring Data to the Customer's Machine" in this chapter.
5. Verify that the problem is fixed by retrieving journals at a later date and analyzing the diagnostic code on the journal.

**Analyzing a Customer's Machine.** Once you have retrieved the information from a customer's HP fax machine, review the diagnostic code digits from the journal and the function parameter settings.

If you received function parameter settings from the customer's machine, print a listing of the function parameter settings. In an HP FAX-900 or FAX-950, look for function parameters not set to the U.S. shipment settings and determine if those settings may be causing the customer's problems. In the HP FAX-700 or FAX-750, determine whether or not a setting might be modified to solve the problem indicated. In the FAX-700 and FAX-750 machines, an information code may be printed on the journal report to indicate the problem.

Read "Setting Function Parameters to Solve Communication Problems on the HP FAX-700 and FAX-750" or "Setting Function Parameters to Solve Communication Problems on the HP FAX-900 and FAX-950" to determine which function parameters to adjust to solve communication problems.

If you received a journal from the customer's machine, print the journal using the instructions in "Diagnostic Codes" in this chapter. See Table 5-30 "Significant Diagnostic Code Digits" for a list of specific diagnostic code digits that may help identify the probable cause. These code digits can be further decoded for the FAX-700 and FAX-750 using Table 5-9 through Table 5-18. These code digits can be further decoded for the FAX-900 and FAX-950 using Table 5-19 through Table 5-27.

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### Example

On the HP FAX-900 or FAX 950, if digit 5 of the diagnostic code shows that all communication errors occur when receiving documents, the HP fax machine may need an adjustment to a function parameter that affects the reception of documents such as Rx Level, G3 Rx Eql, and Rx Start (function parameters 011, 013, and 018 respectively).

---

**Table 5-30. Significant Diagnostic Code Digits**

Significant Diagnostic Code Digits		
Diagnostic Code Digit 900/950	Diagnostic Code Digit 700/750	Description
2	9	DCN (disconnect) Received?
5	8	Receive Mode? Transmit Mode?
6	1	ECM Used Standard or Non-Standard Group 3 mode?
8	2	Resolution and coding of data.
9	3	Communication Speed.
12	10	RTN received?

### Test Modes on the HP FAX-900 and FAX-950

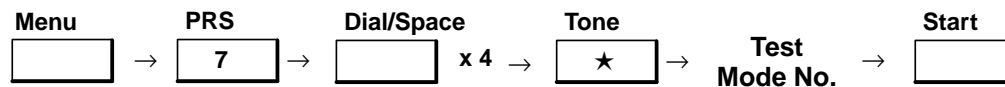
HP fax 900 machines contain internal diagnostics that initialize settings, set fax parameters, and test the product's operation. Some test modes have uses other than for troubleshooting. Table 5-31 summarizes the test modes.

**Table 5-31. List of HP Fax Test Modes on the HP FAX-900 and FAX-950**

Test Mode Number	Description
0	Prints a test pattern to check the GPM (graphics print mechanism)
1	Identifies function parameters for changing settings
3	Prints a listing of the function parameters
4	Generates transmission speed signals
5	Generates fax machine tone signals
6	RAM initialization
7	Generates DTMF signals
9	Tests the document memory RAM
10	Tests the message window, panel, and scanner LEDs

### Entering Test Mode on the HP FAX-900 and FAX-950

Test mode is an unlisted choice under Function 7 Set Mode. to reach the test mode menu, use this sequence:

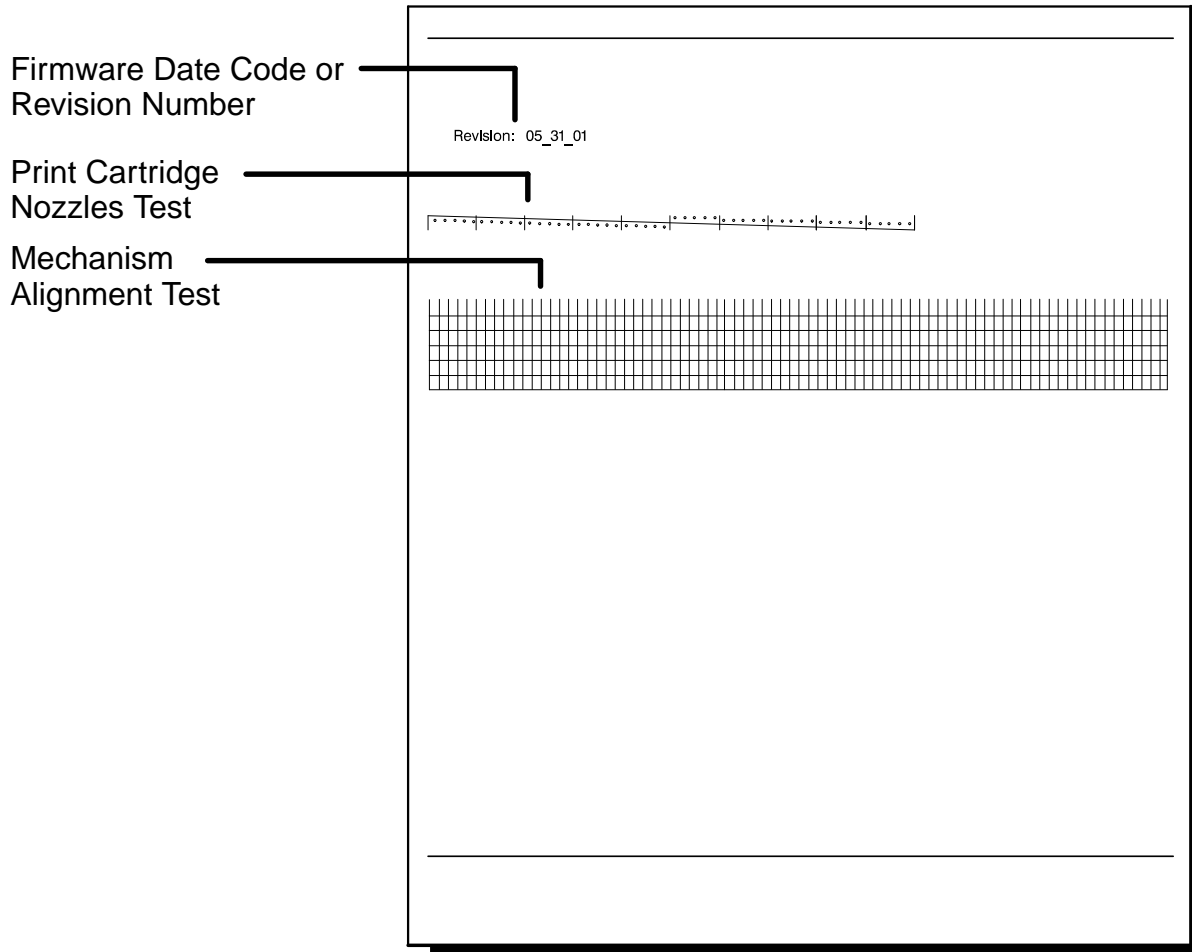


1. From the standby mode (message window showing date and time), press Menu, then press 7.

2. With the message window showing SET MODE NO. =, press Dial/Space four times. The unit sounds an error beep each time you press Dial/Space. This is normal.
3. Press “★”.
4. With the message window showing SET MODE NO. = (ENTER 0 - 10), press any number 0 through 10 to select test modes 0 through 10. See Table 5-31 for a list of test mode numbers.
5. Press Start to enter the test mode.
6. Press Stop to exit test mode (if necessary) and return to standby mode.

### Test Mode 0 on the HP FAX-900 and FAX-950 (Printing a GPM Self-Test Pattern)

When test mode 0 is selected and the Start button is pressed, the HP fax machine will cause the GPM (graphics print mechanism) to print a test pattern. See Figure 5-10 for an illustration of the typical test pattern generated in test mode 0.



**Figure 5-10. GPM Self-Test Pattern (Test Mode 0)**

## Test Mode 1 (Changing Function Parameters) on the HP FAX-900 and FAX-950

The use of test mode 1 to change function parameters has already been described in this chapter under the following heading, “Changing the Function Parameters on the HP FAX-900 and FAX-950 (Test Mode 1).”

## Test Mode 3 (Listing Function Parameter Settings) on the HP FAX-900 and FAX-950

The use of test mode 3 to produce a list of function parameters has already been described in this chapter under the heading, “Listing the Function Parameter Settings on the HP FAX-900 and FAX-950 (Test Mode 3).”

## Test Mode 4 and Test Mode 5 (Factory Only) on the HP FAX-900 and FAX-950

These modes are used for factory or repair center testing.

## Test Mode 6 (Initializing Fax Machine Memory) on the HP FAX-900 and FAX-950

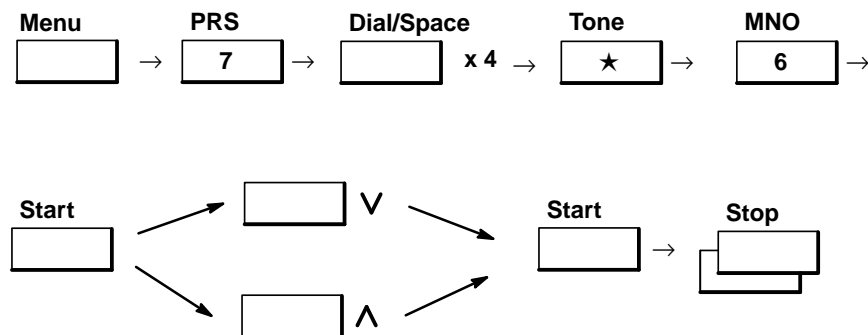
Use test mode 6 to initialize the fax machine memory or to initialize the function parameters to their default settings. Procedures for accomplishing initialization follow.

---

**Caution** Do not initialize the fax machine RAM to the “MANUFACTURE SET” setting. Doing so will render the machine **unusable**.

---

To initialize the HP FAX-900 or FAX-950, perform the following procedure:



**Note:** It is possible to enter a code from Table 5-32 in order to initialize RAM data instead of pressing  $\wedge$  or  $\vee$  to select the data to be initialized. The fax machine will immediately initialize after the last digit of the code is pressed.

---

**Exit Note** If, after cycling through the choices of RAM data to be initialized, you decide not to initialize any of the choices, press the stop button twice to exit test mode 6 and return the fax machine to standby mode.

---

1. With the fax machine in standby mode (message window showing date and time), press Menu, then press 7.
2. With the message window showing SET MODE NO. =, press Dial/Space four times. The unit sounds an error beep each time you press Dial/Space. This is normal.

3. Press “★.”
4. With the message window showing TEST MODE NO.= (ENTER 0 - 10), press 6 to select test mode 6.
5. Press Start.
6. Press  $\wedge$  or  $\vee$  to select the desired memory setting to initialize. (See note for alternative method using code.)

**Note** If you choose the “SHIPMENT SET” selection, the message “RESET COUNTER? (1:YES 2:NO)” appears. Enter the desired response. Then proceed to step 7.

7. Press Start.

**Note** If you chose the “ALL JOBS CLEAR” or the “SHIPMENT SET” selection, the fax machine will completely initialize the RAM, run the self-test, and return to standby mode. Step 8 will not be needed in those cases.

8. Press the Stop button twice to return to standby mode.

**Table 5-32. RAM Initialization Table**

Two-Digit Code	Initialize Mode	Description
99	Shipment Setting (A)	Deletes all setting information except for function parameters 080 and 081, then sets default values.
98	Shipment Setting (B)	Deletes all setting information except for function parameters 061, 080, and 081, then sets default values.
1#	Manufacturing Setting	Sets manufacturing testing values. Used <b>only</b> during manufacturing. <b>Initializing to this setting will render your fax machine unusable.</b>
19	All jobs clear	Clears all jobs.
13	One-touch/Speed dial clear	Clears one-touch and speed-dial numbers.
12	Journal Clear	Clears contents of journals.
*	Parameter Initialize	Restores parameter settings to default values.
10	Logo/ID/Password clear	Clears the logo, ID, and polling password.

### Test Mode 7 (Factory Only) on the HP FAX-900 and FAX-950

Test mode 7 is used for factory or repair center testing.

### Test Mode 9 (Testing Image Memory) on the HP FAX-900 and FAX-950

Test mode 9 is entered for each fax machine as shown at the beginning of this section. After the Start button is pressed, the message window will identify any image memory test errors and indicate whether it is a system memory error (document memory on the logic PCA or an optional memory error (document memory on the optional memory card).

- If the error is in the system memory section, the fax machine is not usable. Return the machine for repair.
- If the error occurs in the optional image memory, the fax machine will operate as a standard unit with no installed optional memory. Replace the optional memory card.

Press the Stop button to return to the standby mode.

### Test Mode 10 (Testing LED and LCD Lights) on the HP FAX-900 and FAX-950

Test mode 10 is entered for each fax machine as shown at the beginning of this section. After the Start button is pressed, the message window will show the pattern in Figure 5-11.



Figure 5-11. Control Panel Display Test Pattern

The Contrast, Resolution, and Photo LEDs will blink on the HP FAX-900 and FAX-950. The Memory and Scanner LEDs will light in the HP FAX-900. The Stamp, Memory and Scanner LEDs will light in the HP FAX-950.

Press the Stop button twice to return to the standby mode.

### Test Modes on the HP FAX-700 and FAX-750

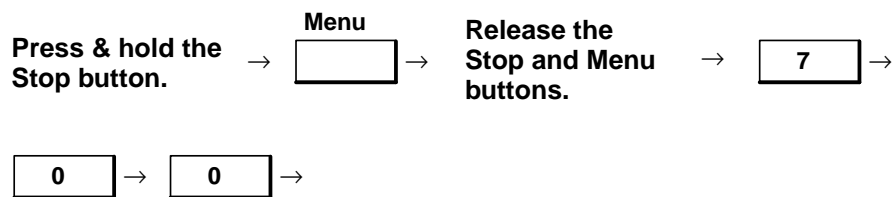
HP fax 700 machines contain internal diagnostics that initialize settings, set fax parameters, and test the product's operation. Some test modes have uses other than for troubleshooting. Table 5-33 lists the test modes.

Table 5-33. List of HP Fax Test Modes on the HP FAX-700 and FAX-750

Mode Number	Mode Name
01	Print Tests
02	Pen Recovery
03	Self Test
04	Remote Diagnostics
05	Function (Technical) Parameters
06	Calibration Tests – Not implemented
07	Agency Compliance – Do not access
08	Scanner Test Mode – Do not access
09	Memory Clear – Do not access
10	PC Inter Face – Not implemented
11	Service Default – Do not access
12	Service Report – Lists Technical Parameters

## Entering Test Mode on the HP FAX-700 and FAX-750

To reach the test mode menu on the HP FAX-700, press buttons in the following sequence:



The following message appears in the message (LCD) window:

**Service Menu (01–12)**  
**01: Print Tests**

You are now at the test (service menu) level. Use the up or down arrow button to browse through the test modes available. When the service menu selection you wish to perform is in the message window follow the instructions under the heading for each test to perform the test.

### Test Mode 01 (Print Tests) on the HP FAX-700 and FAX-750

While the “01: Print Tests” is in the message window, press the Enter button. Use the up or down arrow button to browse through the available print tests. The available tests are as follows:

- **Skew/Nozzle Check**  
Checks that all pen nozzles are firing.  
Checks that the pen nozzles are firing at the top and bottom lines of the print area.
- **Smear Check**  
Prints a very fine mesh of lines over the entire print area. Any tendency toward smearing will be revealed by this test.
- **Black Pattern**  
Prints a heavy dark pattern over the entire print area. Clogged pens or pens that are not firing due to breaks in the firing circuitry will be revealed by this test.
- **Bi-Dir Skew Check**  
Prints 6 horizontally oriented bands of vertical lines. Each band is labeled with a print delay number (11 through 16). The print delay for the Skew/Nozzle Check (print test 1) is set for each fax machine at the factory to the level that provides the straightest vertical lines.

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#### Caution

When performing test number 01, the skew/nozzle check, do not alter the print delay setting. Doing so will adversely affect machine output.

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**To perform any of the print tests**, press the Enter button while the test is in the message window. If you are running tests 2, 3, or 4, type the number of copies you want (1 to 99) and press the Enter button. If you are running test 1, press

the Enter button twice. Then type the number of copies you want (1 to 99) and press the Enter button. When the print test is over, the fax machine will return to the service menu level.

**To exit the print test level and return to the service menu level,** press the Stop button once. To return the machine to the standby mode, press the Stop button again.

### **Test Mode 02 (Pen Recovery) on the HP FAX-700 and FAX-750**

**To perform any of the pen recovery test,** press the Enter button while the test is in the message window.

The pen recovery tests attempts to clear any clogged pen nozzles by firing each nozzle 64 times. After firing the nozzles, the fax machine automatically prints the Skew/Nozzle Check; so that the user can determine the success of the pen recovery test.

When the pen recovery test is complete, the fax machine returns to the service menu level. To return the machine to the standby mode, press the Stop button.

### **Test Mode 03 (Self Test) on the HP FAX-700 and FAX-750**

**To perform any of the self tests,** press the Enter button while “03: Self Test” is in the message window. Use the up or down arrow keys to browse to the self test you want to run. Then press the Enter button to run the test. The available tests are as follows:

- Document Mem Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:

**Doing Self Test**

**Document Mem Test  
O K**

- Local Memory Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:

**Doing Self Test**

**Local Memory Test  
O K**



- Real Time Clock – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:

**Doing Self Test**

**Real Time Clock**

**O K**

- EEPROM Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:

**Doing Self Test**

**EEPROM Test**

**O K**

- Non-Vol Mem Test – Not implemented. The Stop button must be pressed to exit this test and return to the service menu level.
- LED Test – All LEDs blink. The Stop button must be pressed to exit this test and return to the service menu level.
- LCD Test – All LCD alpha-numeric position blocks blink on (black) and off. When the LCD alpha-numeric blocks are off, the message “Doing Self Test” is visible in the message window.
- EPROM Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:

**Doing Self Test**

**EPROM Test**

**O K**

- SRAM Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:

**Doing Self Test**

**SRAM Test**

**O K**

If a self test is unsuccessful, the letters NG will replace the letters OK in the above displays.

#### **Test Mode 04 (Remote Diagnostics) on the HP FAX-700 and FAX-750**

The remote diagnostic tests were described beginning on page 5-54.

#### **Test Mode 05 (Function Parameters) on the HP FAX-700 and FAX-750**

Press the Enter button when “05: Function Parameters” is in the message window. This action moves the fax machine to the function parameters test level. Use the up or down arrow buttons to browse through the function parameters. Details of how to list the current settings of the function parameters and how to modify them were given earlier in this chapter.

#### **Test Mode 06 (Calibration Tests) on the HP FAX-700 and FAX-750**

When these tests are implemented it is recommended that only central repair facilities access them.

#### **Test Mode 07 (Agency Compliance) on the HP FAX-700 and FAX-750**

It is not recommended that this mode be accessed.

#### **Test Mode 08 (Scanner Test Mode) on the HP FAX-700 and FAX-750**

When these tests are implemented it is recommended that only central repair facilities access them.

#### **Test Mode 09 (Memory Clear) on the HP FAX-700 and FAX-750**

It is not recommended that this mode be accessed.

#### **Test Mode 10 (PC Inter Face) on the HP FAX-700 and FAX-750**

This mode is not implemented.

#### **Test Mode 11 (Service Default) on the HP FAX-700 and FAX-750**

It is recommended that only central repair facilities access this mode. **Auto dial numbers will be erased.**

#### **Test Mode 12 (Service Report) on the HP FAX-700 and FAX-750**

This mode is used to list the current and standard settings of the service parameters and was previously described.

## Service and Support Information

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## Product Warranty

The HP fax products described in this manual are warranted against defects in materials and workmanship for a period of one year. During the warranty period, HP will, at its option, either replace or repair products which prove to be defective. In the U.S., defective units are replaced via the Express Exchange program, or as a Standard Return.

## HP Express Exchange

In the U. S., HP will deliver a remanufactured replacement unit to the user the next business day when notified before 4:00 pm (PST) and arrange for return to HP of the non-working unit. Outside the U.S., the remanufactured replacement units will be shipped on the day ordered via premium air carrier, but may not arrive next day depending upon user location.

## Standard Return (U. S. only)

If the user wants to keep the fax product they purchased, HP will repair the original unit and return it to the owner within two business days (plus shipping time).

## HP Extended Warranties

HP fax dealers and resellers may market HP SupportPack, and enable end-users to obtain a full three years of support. HP SupportPack must be purchased by the end-users within the first 30 days of the product purchase from a reseller. For more information about HP SupportPack contact your HP sales representative if you are an HP authorized dealer, or an HP authorized distributor if you are an HP fax reseller.

Annual service contracts are available directly from HP for end-users who did not purchase HP SupportPack. Service contracts may be purchased at any time and become effective 30 days after the date of purchase. For more information, read the section in this chapter titled, "Service Contracts from HP" and contact HP Direct Marketing Services at 1-800-835-4747.

## U.S. HP Fax Support Programs

HP authorized dealers who have signed a current U.S. Dealer Channel Agreement are eligible to participate in the HP Dealer Premier Support Program. Contact your HP sales representative if you are interested in obtaining information about qualification requirements to market HP products. The Dealer Premier Support Program is described later in this chapter. Complete guidelines may be obtained by ordering part number 5091-1927EUS from the Customer Information Center (800) 752-0900.

Resellers of HP fax products who have purchased products through an HP authorized distributor are eligible to participate in the HP Fax Service Provider Program. The HP Fax Service Provider Support Program is described later in this chapter. The Program Guide may be obtained by ordering part number 5091-1927EUS from the Customer Information Center (800) 752-0900, or from HP FIRST. (See Resources for HP Authorized Dealers.)

## Returning the FAX Machine For Service

If it is determined that the fax machine must be sent to Hewlett-Packard for service, it must be packed in a protective carton. If the original shipping carton cannot be used, a new carton can be ordered from HP Corvallis Service Center, 1030 N.W. Circle Blvd., Corvallis, OR 97330, Telephone (503) 715-2035.

## HP Support Information

Hewlett-Packard stands behind its products with a number of service and support resources ready to answer your product related questions. These services include:

- HP FIRST
- HP Customer Information Center
- HP Customer Support Center
- Service Parts ID Bulletin Board
- HP Dealer Support Center
- HP Corvallis Service Center
- Parts Identification
- HP Forum on CompuServe

## Resources for U.S. Customers

Table 6-1, U.S. Customer Resources, provides the Hewlett-Packard organizations for customers to call for various types of product support, the telephone number of each organization, the information or resource provided, and the hours of operation of the organization. This table is only for U.S. resources. Canadian resources are provided later in this chapter.

The customer resources should be used before calling the Customer Support Center. Only call the Customer Support Center if the other customer resources listed do not provide the information needed or resolve the problem.

**Table 6-1. U.S. Customer Resources**

Organization	Telephone Number	Support Provided	Hours of Operation
Local Support	(800) 243-9816	Help in locating nearest HP authorized dealer	24 hours per day 7 days per week
HP Audio Tips (24-hour automated support service)	(800) 333-1917	Pre-recorded help messages for common questions and information on other HP customer resources	24 hours per day 7 days per week
HP FIRST Fax (24-hour automated support service)	(800) 333-1917 (Must call using a Group 3 fax machine)	Detailed product support information on common software applications and troubleshooting tips (all sent by facsimile)	24 hours per day 7 days per week
HP Download Service (real time access over modem)	(208) 344-1691	Electronic download of HP product information, troubleshooting hints and updated HP printer driver information	24 hours per day 7 days per week
CompuServ	(800) 524-3388 (Must be a subscriber, ask for agent #51, CompuServ connect charges apply to caller)	Interactive dialog with worldwide HP customer community for the exchange of information	24 hours per day 7 days per week
Internet (HP ftp site)	ftp address: 192.6.71.2 or ftp-boi-external.hp.com	Information on products, printer drivers and support for anyone with ftp access to the Internet	24 hours per day 7 days per week

**Table 6-1. U.S. Customer Resources (Continued)**

<b>Organization</b>	<b>Telephone Number</b>	<b>Support Provided</b>	<b>Hours of Operation</b>
Printer drivers by mail	(303) 339-7009	Printer drivers may be obtained by contacting the software application manufacturer, however, HP distributes some of the most popular software applications	24 hours per day 6 days per week, closed Sundays
HP Customer Information Center	(800) 752-0900	Ordering of User's guides, technical reference guides and other literature	6:00 am - 5:00 pm PST weekdays
HP Direct	(800) 538-8787	Customer-orderable supplies and accessories, except documentation	6:00 am - 5:00 pm PST weekdays
HP North American Response Center	(800) 633-3600	HP service contract information	7:00 am - 6:00 pm PST weekdays
Post Warranty Support (fee-based support)	(900) 555-1500 (\$2.50 per minute U.S., charges start only when you connect with a support technician) or (800) 999-1148 (\$25.00 fee per call U.S., Visa or MasterCard) *prices subject to change without notice	Post warranty assistance on product questions and the most common software applications	7:00 am - 6:00 pm MST Mon, Tu, Th, Fri 7:00 am - 4:00 pm MST Wed
HP Customer Support Center	(208) 323-2551	Technical Assistance with setup, operation, repair information and exchange program information	7:00 am - 6:00 pm MST Mon, Tu, Th, Fri 7:00 am - 4:00 pm MST Wed

## Resources for Resellers

Table 6-2 provides the Hewlett-Packard organizations for HP fax service providers to call, the telephone number of each organization, the information or resource provided, and the hours of operation of the organization.

**Table 6-2. Reseller Resources**

Organization	Telephone Number	Support Provided	Hours of Operation
HP Customer Support Center 11311 Chinden Blvd. Boise, ID 83714	(208) 323-2551	Technical Assistance on HP inkJet printer and fax products Questions about HP Fax Service Provider final exam program	7:00 am - 6:00 pm PST Mon, Tu, Th, Fri 7:00 am - 4:00 pm PST Wed
HP Customer Information Center	(800) 752-0900	Product literature	6:00 am - 5:00 pm PST
HP Corvallis Service Center 1030 N.W. Circle Blvd. Corvallis, OR 97330	(503) 715-2035	Order shipment or return remanufactured exchange unit	7:00 am - 4:30 pm PST
Parts Direct Ordering	(800) 227-8164	Order stocking remanufactured exchange units and accessory parts	6:00 am - 5:00 pm PST
Hewlett-Packard Co 5301 Stevens Creek Blvd. Santa Clara, CA 95052-8059 Attn: HP Dealer Premier Support Service Authorization	(800) 835-4747	Final exam mailing address for HP Fax Service Provider program Must have HP Dealer Service contract and dealer ID number	7:30 am - 4:00 pm PST
Parts Identification	(916) 783-0804	HP parts identification	6:00 am - 3:00 pm PST
Service Parts ID bulletin board	(916) 785-5945 (Must call using a Group 3 fax machine)	On Line Parts data base (all by facsimile)	24 hours per day 7 days per week
HP FIRST	(800) 333-1917 (Must call using a Group 3 fax machine)	Product data sheets, accessory and service contract information (all by facsimile)	24 hours per day 7 days per week

## Resources for HP Authorized Dealers

Table 6-3 below provides the Hewlett-Packard organizations for HP authorized dealers to call, the telephone number of each organization, the information or resource provided, and the hours of operation of the organization.

**Table 6-3. HP Authorized Dealers Resources**

Organization	Telephone Number	Support Provided	Hours of Operation
HP Customer Information Center	(800) 752-0900	Product literature	6:00 am - 5:00 pm PST
HP Corvallis Service Center 1030 N.W. Circle Blvd. Corvallis, OR 97330	(503) 715-2035	Order shipment or return remanufactured exchange unit	7:00 am - 4:30 pm PST
HP Dealer Support Center	(800) 544-9976	<b>HP Authorized Dealer/HPSR Only</b> , Pre- & Post-Sales Support	24 hours per day 7 days per week
Parts Direct Ordering	(800) 227-8164	Order stocking remanufactured exchange units and accessory parts	6:00 am - 5:00 pm PST
Parts Identification	(916) 783-0804	HP parts identification	6:00 am - 3:00 pm PST
Service Parts ID bulletin board	(916) 785-5945 (Must call using a Group 3 fax machine)	On Line Parts data base (all by facsimile)	24 hours per day 7 days per week
HP FIRST	(800) 333-1917 (Must call using a Group 3 fax machine)	Product data sheets, accessory information, service contract pricing (all by facsimile)	24 hours per day 7 days per week



## Resources for Canadian Product Support

Table 6-4 lists the Hewlett-Packard organizations for Canadian product support. This table is only for Canadian resources.

**Table 6-4. Canadian Product Support Resources**

Organization	Contact	Support Provided	Hours of Operation
Local Support	(800) 387-3867	Help in locating nearest HP authorized dealer	24 hours per day 7 days per week
	From Toronto: (905) 206-4727 From rest of Canada: (800) 387-3154	Ordering of supplies and accessories	
HP Audio Tips  (24-hour automated support service)	(800) 333-1917	Pre-recorded help messages for common questions and information on other HP customer resources	24 hours per day 7 days per week
HP FIRST Fax  (24-hour automated support service)	(800) 333-1917 (Must call using a Group 3 fax machine, all info sent by facsimile)	Detailed product support information on common software applications and troubleshooting tips	24 hours per day 7 days per week
HP Download Service  (real time access over modem)	(208) 344-1691	Electronic download of HP product information, troubleshooting hints and updated HP printer driver information	24 hours per day 7 days per week
CompuServ (Must be a subscriber, ask for agent #51)	(800) 524-3388, (CompuServ connect charges apply to caller)	Interactive dialog with worldwide HP customer community for the exchange of information	24 hours per day 7 days per week
Internet  (HP ftp site)	ftp address: 192.6.71.2 or ftp-boi-external.hp.com	Information on products, printer drivers and support for anyone with ftp access to the Internet	24 hours per day 7 days per week
HP Canada Customer Support Center	Eastern Canada (800) 268-1221 Western Canada (800) 361-9791	Technical Assistance with setup, operation, repair, and exchange program information	7:00 am - 4:00 pm weekdays
HP Canada Customer Information Center	HP Canada Customer Information Center 5150 Spectrum Way Mississauga, Ontario L4W 4V1	Mailing address for correspondence	
Post-Warranty Support  (fee-based support)	(800) 999-1148 (\$25.00 fee per call., Visa or MasterCard) *prices subject to change without notice	Post-warranty assistance on product questions and the most common software applications	7:00 am - 6:00 pm MST Mon, Tu, Th, Fri 7:00 am - 4:00 pm MST Wed

# HP Dealer Premier Support Program

## Hardware Support – HP's Centralized Repair Services

### Features and Benefits

HP's centralized repair services are used to support HP fax products that have an Express Exchange Warranty. Repairs on these products are performed only at the HP Customer Service Center in Corvallis, Oregon. Under the HP Support Provider option, you provide service for these products, not physical repair.

HP's centralized repair services simplify repairs for you. You no longer need to plan for or invest in repair parts inventory for these products. Thus, you can concentrate on providing for other products. Service authorization training is simpler and less time consuming, since the technicians focus on verifying problems, not repairing units. You can still provide value added services to your customers, such as delivery and installation, even during the warranty period.

There are two centralized repair services:

- HP Express Exchange service
- HP Customer Return Repair service

### HP Express Exchange Service

With HP Express Exchange service, you arrange for your customer to receive a replacement unit delivered to the customer's door by premium air carrier on the day after your help desk calls HP. You may choose to assist your customer in returning the defective unit to HP or installing the new one. You pay HP on a per-incident basis for products out of warranty, and charge your customers as you normally would.

### HP Customer Return Repair Service

HP Customer Return repair service allows you to return your customer's product to the designated HP Customer Service Center for repair and return. Repair time on the bench is 2 working days (shipping times excluded). If the unit is out of warranty, you pay HP on a per-incident basis and charge your customers as you normally would.

If your technician is service-authorized on products eligible for HP's centralized repair services, these services are available to you as an HP support provider on a per-incident basis.

### Your Responsibilities

You are responsible for the return to the HP Customer Service Center of any defective unit that you have had replaced through the HP Express Exchange service.

### Ordering HP Express Exchange Service

To have a unit replaced through HP Express Exchange service:

1. Contact the HP Customer Service Center in Corvallis, Oregon at (503) 750-2035.
2. HP will ask for your technician's service authorization (CZ) number, as well as information about your dealership and customer location.
3. HP will send the replacement unit to the location you designate. The replacement unit will be sent out that day via premium air carrier if your technician calls before 4:00 pm Pacific time.
4. Once the replacement unit is received, you or your customer return the defective unit to the HP Customer Service Center in Corvallis, using the packing material, pre-addressed, postage-paid mailing labels, and other mailing materials which were shipped with the replacement unit.

## Ordering HP Customer Return Repair Service

To have a unit repaired through HP Customer Return Repair service:

1. Contact the HP Customer Service Center in Corvallis, Oregon at (503) 750-2035.
2. Follow HP's instructions for packaging and shipping the unit to the HP Customer Service Center in Corvallis. If the unit is being returned for service under warranty, you should request a package of pre-addressed, post-age-paid mailing labels for future use from HP at the telephone number above.
3. Once HP returns the repaired unit, assist your customer in reinstalling the unit, as you choose.

## Filing Warranty Claims for HP's Centralized Repair Services

Follow the standard procedures for filing warranty claims for HP fax products. Your technician must be service authorized to make you eligible to receive warranty reimbursements. HP fax products supported through HP's centralized repair services require troubleshooting on your part. HP pays you a warranty reimbursement when you provide this service. Assist the customer in returning the defective product to the HP Customer Service Center in Corvallis.

## Prices and Invoices

Prices for HP's centralized repair services are available on HPNN, or by calling HP at (503) 750-2035. HP offers a 20 percent discount off the HP standard repair (STREP) price for the eligible products.

HP will invoice you for service on a net 30-day basis.

## HP Fax Service Provider Program

### Program Information

**About the Program.** The HP Fax Service Provider Program helps you to maintain a close relationship with your customers by becoming their primary support provider. You design and price support services to meet your customers' needs, as well as control the support business and receive ongoing income from support contracts you sell.

As an HP Fax Service Provider, you provide service for HP fax products, not physical repair. Your value-added role as a service provider is to offer a higher level of service by providing fast, efficient, same-day or next-day, on-site exchanges. Customers may call you for support, or to determine if their unit is defective and to perform an exchange if necessary.

**Benefits to You.** The HP Fax Service Provider Program benefits you in the following ways:

- 35% discount on HP accessory parts and remanufactured exchange units for your technicians who have successfully completed the service training
- Training and certification for your technicians to diagnose product failures usually remotely, and facilitate an exchange with HP
- Phone-in technical assistance for your technicians. HP provides you with access to expert support personnel at our Customer Support Center at (208) 323-2551
- Support documentation, support manuals, service news articles, and product data sheets for HP fax products

**Opportunities to Earn Revenue.** As an HP Fax Service Provider, you can generate revenue selling your own on-site service contracts incorporating HP's repair services. You can sell HP's Express Exchange service independently or as part of your service contract.

If you choose not to stock exchange units and handle returns, you can market HP SupportPack. HP SupportPack is a three-year warranty product featuring HP's Express Exchange service for one-day replacement of defective units.

## **Your Responsibilities:**

- Design and price your own support services for HP products
- Merchandise and sell support contracts to your customers
- Manage your support contracts
- Provide a help desk for your customers to call when they have problems
- Handle product warranty requests
- Stock all needed accessory parts and remanufactured exchange units
- Deliver high-quality support services to your customers

## **Becoming an HP Fax Service Provider**

All U.S. resellers who purchase fax products from a Hewlett-Packard authorized distributor are eligible to participate in the HP Fax Service Provider program. HP Authorized Dealers who have signed a current U.S. Dealer Channel Agreement are not eligible. Contact your HP sales representative if you are interested in qualification requirements to market HP products.

### **How to Become a Service Provider:**

1. Obtain and complete HP's Fax Technical Support Solution Guide and submit the final exam to HP.
2. Sign a Parts Purchase Agreement contract with HP.
  - a. Obtain a Parts Purchase Agreement contract from the HP Fax Service Provider Contract Administrator at (916) 785-8591.
  - b. Send the following items to the address below. HP will send confirmation of your contract acceptance within ten working days.
    - Completed Parts Purchase Agreement contract
    - HP Fax Service Provider Identification Number (obtained from HP after successful completion of the Dealer Service Training)
    - Tax Certificate
    - Copy of business license
    - Brochure/catalog that describes your company's business

Mail the above items to: Hewlett-Packard Support Materials Organization

Attention: Contract Administrator  
Hewlett-Packard Support Materials Organization  
8050 Foothills Blvd.  
Roseville, CA 95747

3. HP will provide you with an HP Fax Service Provider certificate and identification number.

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**Note**

Only U.S. HP fax resellers who have purchased new HP fax products through HP authorized distributors may obtain accessory parts and remanufactured exchange units. Repair parts are not available to resellers. (This program does not apply to authorized resellers of Hewlett-Packard personal computers, network products, and personal computer peripheral products who have signed contracts directly with HP.)

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## Handling Repairs and Exchanges: HP's Repair Services

As an HP Fax Service Provider, you can customize your service contracts with the following repair services available from HP:

- Express Exchange service – defective unit permanently replaced next day
- Customer Return service – unit repaired by HP and reshipped within two days

**Express Exchange Service.** With HP's Express Exchange service, a defective unit is replaced the next day to minimize fax down time. You may supply, or arrange for your customer to receive, the remanufactured exchange unit. If you sell a same-day on-site service contract, you need to stock an exchange unit to fulfill this contract. If you provide next-day support, the replacement can be delivered to you or your customer. You may also choose to assist your customer in installing the replacement and returning the defective unit to HP.

During the warranty period, HP will pay for shipping to and from HP. Products with Express Exchange service are replaced the next day via premium air carrier. A pre-addressed, postage-paid mailing label, packing material and packaging tape are included with each exchange unit for mailing the defective unit back to HP in the same shipping container. The current list prices for Express Exchange service and repair charges are available on the HP FIRST fax retrieval system (800) 333-1917.

### *Your Responsibilities*

You are responsible for the return to the HP Corvallis Service Center of any defective unit that you have replaced through the HP Express Exchange service.

### *Executing Express Exchange Service*

1. After you have determined that a customer's unit is defective, contact the HP Corvallis Service Center at (503) 750-2035.
2. Provide your technician's HP Fax Service Provider identification number, as well as information about your dealership and customer location if necessary. A purchase order number or valid credit card number will be required as collateral for the defective exchange unit (value will be the HP list price of the product).
3. HP will send the replacement unit to the location you designate (your dealership or the customer's site). The replacement unit will be sent out that day via premium air carrier if your technician calls before 4:00 pm Pacific Standard time.
4. Once the replacement unit is received, you or your customer return the defective unit to the HP Corvallis Service Center using the mailing materials shipped with the replacement unit.

**Customer Return Service.** Customers may have their unit repaired by HP and returned to them. You may choose to return the unit to HP for your customer, or have your customer ship it directly to HP. Repair time is two working days (shipping time excluded). If the unit is out of warranty, there is a per-incident charge for this repair. The current list prices for repair charges are available on the HP FIRST fax retrieval system (800) 333-1917.

## *Facilitating Customer Return Repair Service*

1. Contact the HP Corvallis Service Center in Oregon at (503) 750-2035 for instructions for packaging and shipping the unit. If the unit is under warranty, HP will send you a package of pre-addressed, postage-paid mailing labels.
2. Once HP returns the repaired unit, you may choose to assist your customer in reinstalling the unit.

## **Service Contracts from HP**

If you choose not to provide support services, you may refer your customers directly to Hewlett-Packard, or market HP's enhanced warranty. HP SupportPack is a two-year warranty enhancement with Express Exchange service. HP SupportPack enhances the normal warranty for an additional two years, for a total of three years. You may purchase HP SupportPack through your distributor to market to your customers. HP SupportPack must be purchased by customers within thirty days of their fax purchase.

Three types of service contracts for out-of-warranty support are available directly from HP:

1. Express Exchange.
2. Return to HP.
3. On-site Service at any time.

The service contracts become valid 31 days after the purchase. Additional information is available from HP Service Agreement Information and Sales at (208) 553-4747. These service contracts may only be purchased from HP and are not available for resale by HP Fax Service Providers.

## **Ordering Information**

**Training Material.** A list of available training materials and accessory parts is available by calling the HP FIRST fax retrieval system (800) 333-1917. Questions about this information are handled by the HP Customer Support Center at (208) 323-2551.

**Accessory Parts and Remanufactured Stocking Units.** As part of the HP Fax Service Provider Program, HP sells exchange units and accessory parts to facilitate the service that you provide to your customers. Orders can reach you as quickly as the next day, or by standard four day delivery.

## **Parts Policies**

### *Eligibility*

To be eligible to purchase remanufactured exchange units and accessory parts at a 35% discount, you must become an HP Fax Service Provider. See, "Becoming an HP Fax Service Provider" above.

### *Accessory Replacement Parts*

HP offers replacement accessory parts only for HP fax product parts which customers may have lost or broken. A remanufactured exchange unit is available when it has been determined that the customer's unit is defective. Replacement repair parts for defective units are not available.

Standard delivery time for accessory parts and remanufactured exchange units is four days. One-day delivery is available for a nominal fee. HP Fax Service Providers receive a 35% discount on accessory parts and exchange units.

### *Inventory Rebalancing*

HP enables resellers to rebalance their inventories by allowing 180 days for parts to be returned. Parts must be returned unused and in the original or suitable packaging. Returns are credited at the current price less a restocking fee of five percent or \$25, whichever is higher. All credits for returns in this category are used to offset any sums owed HP and the remaining balance, if any, is refunded to the reseller in the form of credits to their accounts.

### *Reseller Discount*

HP sells parts at a 35% discount to resellers with technicians who are HP Fax Service Providers. The discount applies only to the accessory parts and remanufactured exchange units for which the technician is specifically authorized.

### *Expedited Shipments*

In addition to four-day standard delivery, HP offers expedited shipment of replacement and exchange orders. For a nominal handling fee per item, HP will ensure next-working-day delivery or urgently needed accessory parts and exchange units (subject to part availability at HP). Request "hotline" delivery at the time you place your order. Hotline charges are not reimbursable.

### *Use of HP-Supplied Parts*

Only HP-supplied parts are to be used for supporting HP products. All remanufactured exchange units are only for use in supporting HP products and are not to be sold separately.

### *Export Regulations*

These parts are subject to U.S. export control regulations. No parts supplied by HP to you in the U.S. are to be exported, regardless of the intended use of the parts.

### *Minimum Order*

The minimum order size for parts or tools is \$20.

### *Parts Warranty*

HP parts are under warranty against defects in material and workmanship for 180 days from the date of shipment from HP. Remanufactured exchange units are warranted from the date of installation at an end-user's site, for a period of 90 days or the remainder of their current product warranty, whichever is greater.

## **How to Order Replacement Parts**

1. Determine which parts to stock or replenish.
2. Place your order by contacting HP's Parts Direct Ordering Group at (800) 227-8164 between 6:00 am and 5:00 pm PST.

3. Provide HP with the following information:

- Your company name and HP Fax Service Provider identification number
- The part numbers and quantities you want to order
- Your full name and telephone number
- Your purchase order number

Unless you request hotline expedited shipment, you should receive your order within four working days, followed shortly by an invoice.



# FAX GLOSSARY

This glossary lists terms and their associated descriptions to help identify the context in which the terms are used. The term with associated variations is followed by the description of the context.

## **300 dpi**

300 dots per inch, horizontally and vertically, the highest resolution settings on the HP fax machines covered in this guide.

## **32-transaction journal**

A report showing the last 32 sending and receiving transactions of a fax machine.

## **A4**

A standard paper size used outside the United States. Its dimensions are 210 mm by 297 mm (8.27 in by 11.7 in).

## **access code**

See *fax access code*.

## **ADF**

An acronym for Automatic Document Feeder. The ADF is used for processing documents to be sent or copied.

## **ADF door**

The cover to the ADF mechanism, scanning glass, and scanning plate.

## **ADRS**

An abbreviation for the word address. For example; The fax machine address is unknown.

## **ASF**

An acronym for Automatic Sheet Feeder. The ASF is used to move paper from the paper supply underneath the print cartridge so that the received image or the image to be copied can be printed on the paper.

## **Attended Mode**

An operating mode which requires user presence and action for communications.

## **AUTO**

An abbreviated form of the word automatic. For example; The communication journal will be automatically printed after 32 transmissions when fax parameter 13 is set to option 2.

## **automatic document feeder (ADF)**

The mechanism that delivers one page at a time to the scanner from a stack of up to 20 document pages

## **automatic fax reception mode**

A mode in which the fax machine expects to receive only document transmissions. In this mode the fax machine answers all calls as if they were from another fax station, regardless of whether an answering machine is connected.

**automatic print reduction**

A feature of the fax by which an incoming image is reduced to fit within the printable region of the paper supply. See also *reduction ratio*.

**automatic sheet feeder (ASF)**

A name for the collection of mechanical components that guide a sheet of paper from the paper supply through the ASF moving parts and beneath the print cartridge.

**back cover**

The cover to the fax machine printer mechanism.

**battery, Configuration Memory Backup**

When fully charged, this battery maintains configuration information (such as fax parameters, and phone numbers) for at least ten days after power failure or power turned off. It takes 48 hours to fully recharge this battery.

**bond paper**

High-quality paper suitable for recording facsimile images.

**BPS**

Bits-per-second. Refers to the speed of data transmission. A measure of the rate at which bits are transferred on a data channel.

**broadcasting**

Refers to the transmission of a document to multiple stations at the same time.

**carrier frequency**

Main frequency upon which the modulation scheme is based.

**CCD**

Charge-coupled device. A type of solid-state photoelectric device used in scanners for converting the optical content of the original image into an equivalent electrical signal.

**CCITT**

The Consultative Committee on International Telegraph and Telephone, an organization that develops international communication standards.

**CED\***

Called station identification. This control signal has a frequency of 1100 Hz.

**CFR\***

Confirmation to Receive.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

## **chart No. 1**

An industry standard test image to compare the transmission speed and capabilities of facsimile machines. The chart is patterned after a two-paragraph business letter.

## **CIG\***

Calling subscriber identification.

## **CNG\***

Calling tone. This signal has a frequency of 1100 Hz.

## **code**

A code is a string of alphabetic and/or numeric characters (a word or expression) used to establish security. May also be referred to as a password.

## **coding scheme**

The data compression method used by fax machines. The schemes available on HP fax machines are Modified Read, Modified Huffman, and Modified Modified Read.

## **Communication COMM.** (abbreviation)

The sending and receiving of documents between fax stations.

## **Communication Journal**

A record from the fax machine of the most recent transaction initiated (transmission and polling). This journal can be printed automatically.

## **Confidential CONF.** (abbreviation)

Confidential refers to the controlled access to certain fax machine functions or transactions. User set as required.

## **contrast**

Refers to the relative difference of light and dark areas of documents. The user can compensate for the contrast of a document being sent by altering the setting of fax parameter 1.

## **Contrast**

A control-panel button on the HP FAX-900 and FAX-950 that lets you specify the contrast for the next transmission. The analogous button on the HP FAX-200 and FAX-310 is labeled Original.

## **control panel**

The area at the top of the fax machine that contains the function buttons, numeric keypad, one-touch keypad, and message window.

## **control signal**

Signals produced or received by the fax machine that allow communication to occur between fax machines.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**Copy/List**

A control panel button that lets you copy a document and clear previous input when performing an operation or setting up a function.

**CPU**

Central Processing Unit.

**CRP\***

Command Repeat.

**CSI\***

Called Subscriber Identification.

**CTC\***

Continue To Correct.

**CTR\***

Continue To correct Response.

**current**

Refers to the present status. For example, the current dialing mode you are in only allows for three individual numbers.

**current settings**

The customized parameter options as you last set them. See also *factory settings*, *options*, *parameters*, and *temporary settings*.

**cut-edge condition**

Refers to the condition of paper edges, a factor that can affect paper feed.

**DAA**

Data Access Arrangement. See LCU.

**DCN\***

Disconnect.

**DCS\***

Digital Command Signal.

**Daylight Time**

Refers to the ability of the fax machine to automatically set machine time according to Daylight Savings Time. Can be enabled or disabled by the user through fax parameter 35.

**dedicated fax machines**

See *standalone fax machines*.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**deferred transmission DEFF** (abbreviation)

Refers to the deferral or time-delay of a transmission. Users can defer transmissions to a later time in order to benefit from less expensive night-time phone rates or adjust for time zone differences.

**Dial/Space**

A control-panel button that lets you initiate dialing of a telephone number, enter a space in the message window, or initiate a voice contact request.

**digitize**

The process of converting a hard copy image to a binary representative of ones and zeroes.

**destination**

Refers to the fax station being called or transmitted to.

**dialing method**

Refers to a user selectable means of dialing a phone number (direct dialing, one-touch dialing, speed dialing, etc.).

**dialing mode**

Refers to a mechanical method of dialing (pulse or tone). Pulse dialing is also known as rotary dialing where electro-mechanical pulses denote the dialed digits versus an audible tone signal.

**direct dialing**

A method of dialing in which you press the [Dial/Space] button and manually dial a telephone number on the numeric keypad.

**directory cover**

A plastic cover over the directory sheet on the control panel.

**Directory Sheet**

Refers to a printed listing of information, such as the one-touch directory.

**DIS\***

Digital Identification Signal.

**document**

Refers to the entire message that is to be transmitted, copied, or received.

**document end feed**

The distance a page travels in the scanner once the scanner sensor detects the end of the page.

**document IN tray**

A tray that attaches to the fax to support the original document.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**document memory capacity**

The amount of information that a fax machine can store in memory. The HP FAX-200 and HP FAX-900 store up to 12 pages depending on the density of the text. The HP FAX-310 and HP FAX-950 store up to 28 pages depending on the density of the text.

**document OUT tray**

The place on a fax machine where original documents are placed after they are scanned.

**document top feed**

The distance a page travels in the scanner before the scanning process starts once the scanner sensor detects the top of the document.

**dpi (dots per inch)**

A measurement of the resolution of a scanned document. See also *resolution*.

**DTC\***

Digital Transmit Command.

**DTMF**

Dual Tone Multi-Frequency. A method of generating two frequencies to encode dialing buttons. This operation is sometimes called touch tone or push button dialing.

**ECM\***

Error Correction Mode.

**EEPROM**

Electrically Erasable Programmable Read-Only Memory.

**EOL\***

End Of Line.

**EOM\***

End of Message.

**EOP\***

End of Procedure.

**EOR\***

End Of Retransmission.

**EP**

Echo Protect tone.

**ERR\***

End of Retransmission Response.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**Error Correction Mode     ECM (abbreviation)**

Refers to the fax machine's ability to automatically resend pages of a document that did not transmit correctly due to telephone line problems.

**facsimile machine**

Equipment that electronically transmits an image of a document from one location to another.

**factory settings**

The original "standard" parameter options, as set when a fax machine is shipped. See also *current settings*, *options*, *parameters*, and *temporary settings*.

**fallback**

The ability to automatically transmit at a slower speed if transmission errors occur or to slow down the sender.

**FAST**

Refers to the print mode where the message being printed is processed faster, using less ink. For example; a fax machine uses less ink when printing in the FAST print mode.

**fax**

An acronym commonly used for the word facsimile. A fax or facsimile is the document transferred from one fax machine to another.

**fax access code**

A code that can be set by the user to prevent unauthorized operation of the fax machine.

**Fax Parameter List**

A list that shows the current and standard parameter settings for a fax machine.

**FAX/TEL SW.**

An acronym used to describe the switching ability of the fax machine when distinguishing between fax and voice calls. The user can enable the mode through fax parameter 15. Used in the attended operating mode.

**FCC**

See *Federal Communications Commission*.

**Federal Communications Commission (FCC)**

A U.S. government organization that regulates communications originating or terminating in the United States.

**FIF\***

Facsimile Information Field.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**file**

Refers to a particular item or document stored in the fax memory. As documents are stored for memory transmission, they are assigned a sequential file number. A file report can be printed listing files currently stored in memory.

**fine**

Refers to resolution setting used for detailed text documents and illustrations. For example; For illustrations, use FINE resolution to obtain a better image.

**finishing dimensions**

The length and width of a page, how squarely it is cut, and how closely it adheres to the stated size.

**fixed print reduction**

A feature that allows the specification of a fixed reduction ratio for all incoming documents. See also *reduction ratio*.

**FLASH**

A network control signal providing a momentary hook-on signal. It is used to activate optional telephone services.

**footer**

Text included near the bottom of a transmitted document, specifying the total page count.

**FTT\***

Failure To Train.

**G3**

See *Group 3*.

**GC\***

Group Command.

**GPM**

Graphics Print Mechanism. A thermal inkjet device inside the HP Fax machines described in this guide that prints transmitted images, reports, lists, and copies of documents. This mechanism is similar to the mechanism found in the HP DeskJet family printers.

**grain**

The alignment of the paper fibers. In long-grain paper, fibers run parallel to the *length* of the paper; in short-grain paper, fibers run parallel to the *width* (perpendicular to the length) of the paper.

**Group 3 (G3)**

A collection of items, usually similar. For example; Group 3 fax machines comply with certain regulatory constraints.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.



**halftone**

Refers to the printing process in which gradation of tone is obtained. Also a label for a control-panel button that allows an HP FAX-200 or FAX-310 fax machine to distinguish up to 32 levels of gray from black and white. A button labeled *Photo* performs a comparable function in the HP FAX-900 and FAX-950.A

**HDLC**

High Level Data Link control.

**header**

The top portion of the document where the date, time, logo and identification information is printed.

**home**

Refers to a defined starting position (as in homing a cursor or returning to the home position in memory). For example, to enable memory to return to the home position, set fax parameter 05 to option 2.

**ID**

An abbreviation for the word identification.

**I/F**

An acronym for the word interface.

**image memory capacity**

See *document memory capacity*.

**image reduction**

See *automatic print reduction*, and *fixed print reduction*. See also *reduction ratio*.

**INCOMP.**

An abbreviation for the word incomplete.

**Individual Transmission Journal**

A report containing information about the last document sent from a fax machine.

**invalid**

Refers to a state or condition of being inactive or deactivated.

**journal**

**JRNL** (abbreviation)

Refers to the printouts of various fax machine functions. For example, the communication journal is a printed listing of the last 32 transactions processed by the fax machine. See also *32-Transaction Journal*.

**Key/Buzzer volume**

Refers to the loudness or volume of the keys (buttons) when pressed and the beep (tone). Can be user set through fax parameter 19 for the HP FAX-200 and FAX-310. Can be user set through fax parameter 10 for the HP FAX-900 and FAX-950.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**keypad**

See *numeric keypad*.

**LCS\***

Line Conditioning Signal

**LCU**

Line Control Unit. This PCA (Printed Circuit Assembly) inside the fax machine contains the hardware to connect the fax machine to the telephone.

**LIU**

Line Interface Unit. See LCU above.

**logo**

A company name or other identification which can be included in the header of documents that are sent.

**manual reception mode**

A mode in which a fax machine treats all calls as voice calls. All calls must be answered manually.

**MCF\***

Message ConFirmation.

**memory** (Abbreviation is MEM)

Refers to the fax machine's internal memory or storage capability.

**memory reception**

The ability of a fax machine to store an incoming document in memory for printing at a later time.

**memory transmission**

A transmission method where the entire document is loaded and stored into fax machine memory before being transmitted. After the last page is stored, the dialing sequence automatically starts.

**message window**

The display area on the control panel that shows messages, prompts, and status information.

**modem**

A device that converts signals from a fax machine into signals that can be transmitted over telephone lines and vice versa.

**Modified Huffman, Modified Modified Read, and Modified Read**

Names for three coding schemes for compressing data used by the HP fax machines described in this guide.

**moisture content**

The ratio of moisture to the dry mass of paper. This varies for different types of paper and may change considerably if open paper is subjected to temperature and humidity extremes.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**MPS\***

Multi-Page Signal.

**multifile transmission**

Refers to the fax machine's ability to send several documents to different stations at the same time.

**NO.** (singular) **NOS.** (plural)

NO. is an abbreviation for the word number. Does NOT denote a negative response.

**name**

Refers to the alphabetic identifier assigned to a fax station. For example; The station name is HPFAX.

**NO. of stations**

Refers to the quantity of stations to be used in the task being performed. Does NOT refer to the phone number of a station nor act as an identifier. For example; Enter the number of stations to be called.

**Normal**

Refers to a common or routine conditional state of operation. For example; Normal contrast is used for common everyday fax reception not involving light or dark originals.

**Not Registered**

A term used to indicate that a particular entry (one-touch or speed dial number) does not have any information stored in memory for that entry.

**NSC\***

NonStandard facilities Command.

**NSF\***

NonStandard Facilities.

**NSS\***

Non-Standard Setup.

**number** (singular) **numbers** (plural)

Refers to a single numeric digit (as in the number 2), or series of numeric digits (as in a telephone number having several digits).

**numeric ID**

A number of up to 20 digits which identifies the fax machine and which can be displayed on a compatible receiving machine.

**numeric keypad**

The group of numeric keys on the fax machine's control panel.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

## **OFF**

Refers to a state or condition of being deactivated or disabled or power is not applied.

### **off-hook dialing**

The manual dialing of a telephone number with the attached telephone off the hook. Off-hook dialing is typically used when you want to tell someone at another station to set up for a document transmission.

## **OGM LENGTH**

OGM is Outgoing Message Length. It refers to the length of time used for an outgoing message recorded on an answering machine. For example; "Hello, this is me. I am not able to answer the phone right now. Please leave a message." The length of time can be set by the user through fax parameter 18.

## **ON**

Refers to a state or condition of being activated or enabled or power is applied.

### **one-touch ONE-TCH** (abbreviation)

One-Touch refers to an abbreviated dialing method. Specifically, it implies that one touch (press) of a particular key will dial the receiving station. It is a very quick and simple way of dialing other fax machines (stations). Each one-touch key (button) accesses a telephone number and associated station name which are programmed into the fax machine memory by the user. To use a one-touch key (dial a one-touch number), the user must press the appropriate "One-Touch" button. The one-touch key, programmed by the user, identifies the phone number (station) being called. After pressing the one-touch key, the fax machine automatically starts the dialing sequence.

### **one-touch dialing**

A method of dialing in which a single number on the one-touch keypad is pressed to dial a telephone number.

### **one-touch keypad**

One-touch keys on the control panel that are preset to dial a telephone number.

### **One-Touch/Speed List**

A list of the name or station assigned to each one-touch and speed-dial number defined on your fax machine.

## **OOPS flag**

Out-Of-Paper Sensor flag detects the leading and trailing edge of the paper like the scanner read sensor does. A paper jam (info code 002) is generated if the OOPS flag detects paper at the print cartridge and the pivoting platen after an attempt to eject paper.

## **opacity**

The degree to which a page "hides" printed matter on its reverse side and on adjacent sheets.

## **options**

The values to which a parameter can be set. See also *current settings*, *factory settings*, *parameters*, and *temporary settings*.

## **OP CALL TIMER**

OP Call Timer is Operator Call Timer. It refers to the length of time used by the fax machine to wait to hear the fax tone signal. The length of time can be set by the user through fax parameter 18 for the HP FAX-900 and FAX-950.

## **Original**

A control-panel button on the HP FAX-200 and FAX-310 that lets you specify the contrast for the next transmission. The analogous button on the HP FAX-900 and FAX-950 is labeled Contrast.

## **page** (singular)   **pages** (plural)

Refers to one single-sided sheet of a document. A document can have several pages.

## **paper IN tray**

The tray in your fax machine that contains the paper supply.

## **paper IN tray extender**

A slide-out panel on the paper IN tray that accommodates paper longer than 11 inches.

## **paper OUT tray**

The tray where received fax messages and copies are placed after they are printed.

## **paper size guides**

Guides placed in the bottom of the paper tray in the HP FAX-900 and FAX-950 to accommodate the width of the paper to be used.

## **paper width adjustment lever**

A lever (in the HP FAX-200 and FAX-310) that is adjusted to accommodate the width of the paper in the paper IN tray.

## **parameter** (singular)      **parameters** (plural)      **PARA** (abbreviation)

Refers to the characteristic(s) of a function. For example; Fax parameter 1 has 3 choices pertaining to contrast.

## **password**

A password is a string of alphabetic and/or numeric characters (a word or expression) used to establish security. It is used by authorized persons to gain access to information. May also be referred to as a code.

## **PBX**

PBX = Private Branch Exchange. A telephone switchboard system designed to handle multiple telephone lines.

## **PCA**

Printed Circuit Assembly. A circuit board with electronic parts mounted on it.

## **pels**

Picture elements; a horizontal resolution density element that corresponds with the number of photosensors in the charge-coupled device.

## **Photo**

Refers to print speed and density for photograph quality printing. Also a label for a control-panel button that allows an HP FAX-900 or FAX-950 fax machine to distinguish up to 64 levels of gray from black and white.

**photocopy paper**

a grade of paper characterized by its good color, brightness, cleanliness, smooth finish, heat stability, and resistance to curling.

**PIN\***

Procedure Interrupt Negative.

**PIP\***

Procedure Interrupt Positive.

**PIS\***

Procedure Interrupt Signal.

**polling        POLL** (abbreviation)

Refers to the fax machine's ability to contact other fax machines in order to retrieve a document. Can be used to get a document instead of waiting for it to be sent. Advance notice to the other machine is required for set-up. A password may also be required.

**polling password**

A four-digit code that allows the polling of a secure document.

**power failure report**

A report that specifies which files have been lost during a power outage.

**Power light**

The light on an HP FAX-200 or FAX-310 fax machine that indicates that the machine has been switched on.

**PPR\***

Partial Page Request.

**PPS\***

Partial Page Signal.

**pressure adjust lever**

The lever on an HP FAX-900 or FAX-950 automatic document feeder that can be set to allow the correct feeding of document pages into the fax machine scanner.

**pressure plate switch**

a switch on the automatic document feeder that can be adjusted to allow the correct feeding of document pages into the fax machine scanner.

**PRI-EOM\***

Procedure Interrupt - End Of Message.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**PRI-EOP\***

Procedure Interrupt - End Of Procedure.

**PRI-MPS\***

Procedure Interrupt - Multi-Page Signal.

**PRI-Q\***

Procedure Interrupt - Q.

**print cartridge**

A cartridge that holds the ink used by a fax machine.

**printable area**

The fax machines printable area. Printable areas for the HP fax machines described in this guide are defined in chapter one.

**program****PRG** (abbreviation)

Refers to the task of entering and storing information into the fax machine.

**program list**

A list of the names and telephone numbers assigned to each program key (P1, P2, P3, or P4).

**programmed dialing**

A method of dialing in which a program key (P1,P2,P3, or P4) on the one-touch keypad is pressed to dial a sequence of telephone numbers.

**PSTN**

PSTN = Public Switched Telephone Network. A telephone system comprised of voice quality telephone lines.

**Pulse (Dialing)**

Refers to the electro-mechanical pulse method of dialing used by various telephone systems. Pulse dialing is also known as rotary dialing.

**QUALITY**

Refers to the print mode where the message being printed is processed at the best print quality.

**RAM**

Random-Access Memory.

**RCV RCV'D** (past tense)

RCV is an abbreviation for the word receive.

**receive**

The process of accepting a transmission from another fax machine.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**record REC** (abbreviation)

REC is an abbreviation for the word record. It refers to the historical data file regarding already processed documents. For example; A record of the last 32 transactions can be printed using the communication journal printout.

**recording paper**

The plain paper on which a fax machine prints incoming documents, report, lists, and copies.

**REC. paper size**

Refers to the paper size loaded into the paper supply tray of the fax machine. Can be user set for Letter (8 1/2 x 11), Legal (8 1/2 x 14) or A4 (210mm x 297mm).

**redial count**

The number of times the fax machine attempts to redial a telephone number.

**redial interval**

The time between automatic redialings.

**Redial/Pause**

A control-panel button that lets you redial the last telephone number entered or store a pause in a telephone number.

**reduction ratio**

The size ( as a percentage of the size of the original) at which the received image (or copy) is printed. See also *automatic copy reduction, automatic print reduction, fixed copy reduction, and fixed print reduction.*

**relay** (Abbreviation is **RLY**)

Means to pass a message along from one station to another.

**relay network**

A group of facsimile machines (or stations) programmed to communicate by way of a relay station.

**relay station relay STN** (abbreviation)      **RLY STN** (abbreviation)

A relay station is an intermediate station used to transfer (relay) a message from one station to another.

**relayed transmission**

A form of transmission used in a relay network. With relayed transmission, a document is sent to a relay station which sends the document to another relay station or to its final destination.

**relay transmission result report**

The report returned by each relay station that handles a document as it is routed to its destination.

**Remote Receive** (Abbreviation is **Remote RCV**)

Refers to the use of an extension phone in receive mode. Can be user enabled or disabled through fax parameter 47.



**reserved transmission**

A transmission that is set up to begin as soon as the fax machine finishes the current operation.

**resolution**

The number of dots scanned or printed per inch. Your fax machine scans horizontal and vertical resolutions separately. The image quality increases as the number of dots per inch increases.

**Resolution**

A control-panel button that lets you select the scanning resolution for the next transmission.

**result report**

See *relay transmission result report*.

**RETURN**                      **RTN** (abbreviation)

To go back to a previous menu item, state or condition.

**ring detect**

The number of times the fax machine rings before answering the call.

**ring pattern**

Refers to the use of distinctive ringing patterns for identifying types of incoming calls (voice, fax, or even a specific pattern assigned to individuals. Usually requires dedicated phone lines. Must be used in conjunction with services offered by local phone companies.

**RLY**

Abbreviation for the word relay, which means to pass a message along from one station to another.

**RR\***

Receive Ready.

**RTC\***

Return To Control.

**RTN\***

Retrain Negative.

**RTP\***

Retrain Positive (PIP if during a voice request). A response from a receiving unit indicating that a document has been received with marginal quality. Retrain before sending next page.

**SAVE**

Means to store or retain a file in memory until used. See also STORE.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**scan scanning**

Refers to the optical process the fax machine uses to read the document information for transmission or copying.

**scanner**

The part of your fax machine that converts a document into an electronic image suitable for transmission.

**scanning glass**

The part of the scanner through which a document is read.

**scanning method**

The method the scanner uses to digitize the original document for transmission. The HP fax machines described in this guide use the charge-coupled device method of digitizing documents.

**scanning plate**

A scanner part that holds the original document close to the scanning glass as the document moves through the ADF.

**selection**

Refers to an option or choice that the user invokes. For example, the current selection contains one parameter.

**select mode**

A sequence (Advanced Functions) that allows the operator to turn various features on or off for the next transaction. The features that can be changed in the select mode are the communication journal, password transmission, receive-to-memory, and error correction mode.

**Self Test**

Refers to the automatic diagnostic routine performed by the fax machine when turned ON.

**semi-dual access**

The ability of the fax machine to send or receive a fax while a received fax is still printing.

**setting**

Refers to a function or option selection (as in a certain position or choice of uses). For example, the setting of fax parameters can be set to ON or OFF.

**shared reception mode**

A mode in which the fax machine distinguishes between document transmissions and voice calls, handling calls from fax stations and passing voice calls to either the handset or an attached answering machine.

**silent detection**

Refers to the fax machine's ability to react to undetected fax signals. Can be enabled or disabled by the user through fax parameter 12 in the HP FAX-200 and FAX-310. Can be enabled or disabled by the user through fax parameter 20 in the HP FAX-900 and FAX-950.

**skew**

The way an image prints in relation to the paper. The borders of a skewed image do not run parallel to the edges of the paper.

**smoothing**

Refers to the process of improving print quality of faxes sent at standard or fine resolution.

**speed dialing**

A method of dialing in which you press the Speed Dial button and enter a two-digit code to dial a telephone.

**speed No.** (singular) **speed Nos.** (plural)

Speed number(s) refers to an abbreviated dialing method. It is a speedy (fast) way of dialing other fax machines (stations). Each speed dial number consists of a telephone number and associated station name which are programmed into the fax machine memory by the user. To use a speed dial number, the user must press the "Speed Dial" button and then enter a two-digit speed dial code. The two-digit speed dial code, programmed by the user, identifies the phone number (station) being called. After entering the code, the fax machine automatically starts the dialing sequence.

**stamp**

Refers to the stamp that places a stamp mark used to indicate that a page has been successfully transmitted. The stamp can be activated or deactivate by the user. The stamp is present only in the HP FAX-310 and FAX-950.

**standalone fax machines**

Fax machines that have the scanner, the printer, and the modem integrated into one machine are standalone fax machines. All of the HP fax machines covered in this guide are standalone fax machines.

**Standby Mode**

In this mode, the fax machine is idle, ready for transmission or reception. The message window displays the date and time.

**standard** (Abbreviation is **STD**)

Refers to the resolution setting used for typical text documents.

**standard resolution**

The industry standard for standard resolution is 203 dpi by 98 dpi. It is the lowest resolution setting on your fax machine.

**standard settings**

See *factory settings*.

**standby mode**

The mode in which the fax machine is idle (ready for transmission or reception). When the fax machine is in standby mode, the message window displays the date and time.

**Start**

A control panel button that begins setup of a particular function, begins an operation, or confirms a selection.

**station** (Abbreviation is **STN**)

A station is a fax machine, usually referring to the destination (receiving) fax machine being called.

**station name**

Refers to the name (company name or alphabetic characters) used to identify a fax station. Both the sending and receiving fax stations use station names for identification purposes.

**station number**

Refers to the telephone number of a fax machine (usually referring to the receiving station or machine being called).

**STD**

Abbreviation for the word standard. Refers to the resolution setting used for typical text documents.

**Stop**

A control-panel button that stops the current activity and returns the machine to standby mode.

**STORE**

Means to save or retain a file in memory until used. See also *SAVE*.

**stored documents**

Documents that have been received or copied into a fax machine's memory.

**substitute reception** (Abbreviation is **substitute RCV**)

Refers to the ability of the fax machine to save incoming fax calls if unable to immediately print the received fax due to an out of paper or ink condition. If fax parameter 17 is set to Valid in the HP FAX-200 and FAX-310, the machine will store the message if the machine has run out of paper or ink. If fax parameter 22 is set to Valid in the HP FAX-900 and FAX-950, the machine will store the message if the machine has run out of paper or ink. The message can be printed after correcting the condition. If set to Invalid, the fax call is not answered if out of paper or ink.

**TAM**

Telephone Answering Machine.

**TAM I/F**

A term used for Telephone Answering Machine Interface. The user can set the fax machine for TAM I/F through fax parameter 16. Used for unattended operating mode.

**TCF\***

Transmit Confirm.

**TEL**

An abbreviation for the word telephone.

**telephone mode**

See *manual reception mode*.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**telephone number**                      **Tel. No.** (abbreviation)

The numeric sequence of digits assigned to a fax machine or telephone. Used for dialing to connect to other party.

**temporary settings**

Changes (to parameters) made at the control panel and affecting a single transmission. Parameters return to their current settings after that transmission. See also *current settings*, *factory settings*, *options*, and *parameters*.

**timed communications**

See *deferred transmission*, *deferred polling*.

**tone (dialing)**

Refers to the audible tone method of dialing used by various telephone systems.

**train**

(verb) To perform a procedure called training to calibrate the fax machine scanner. During the training procedure, the scanner scans a standard image on a scanner training card. A program internal to the fax machine analyzes the image and compares it to an internal mathematical model to establish certain variables used by the scanner. Training is done only at an HP centralized repair facility.

**training**

(noun) See train for a description of this procedure.

**transaction journal**

See *32-transaction journal*.

**transmission password**

A fax parameter (PASSWORD–XMT) that is compared against the transmission password of a receiving station before the HP FAX-310 or HP FAX-950 fax machine transmits a document.

**transmission settings**

Control panel buttons that let you temporarily change parameter settings, such as Original and Resolution, for a single transmission.

**transmit**

The process of sending a fax to another fax machine.

**TSI\***

Transmitting Subscriber Identification.

**TX or Tx**

TX is an abbreviation for the word transmit. See also XMT. Tx is an abbreviation for the transmit mode.

\*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**type**

Refers to a style or method (species). For example, the type of transmission used, memory or direct, is up to the user.

**unattended mode**

An operating mode usually associated with the use of an answering machine. Allows unattended operation to receive voice and/or fax calls.

**valid**

Refers to a state or condition of being active or activated.

**verification stamp**

A small mark printed on each page of a document as it is scanned for transmission, and the stamp inside the fax machine scanning mechanism that makes the mark.

**wax pick**

A measure of the surface strength of a sheet of paper. Wax pick characterizes the resistance of the surface layer of a sheet to the breakaway of surface fragments.

**XMT**

XMT is an abbreviation for the word transmit. See also TX.

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