



i n v e n t

fax

hp LaserJet 3330mfp

hp LaserJet 3330mfp

fax guide

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Safety Information **WARNING!** **Potential Shock Hazard**

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

- 1 Read and understand all instructions in the electronic user guide.
- 2 Observe all warnings and instructions marked on the product.
- 3 Use only a grounded electrical outlet when connecting the HP LaserJet 3330 product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- 4 Do not touch the contacts on the end of the telephone cord or any of the sockets on the HP LaserJet 3330 product. Replace damaged cords immediately.
- 5 Never install telephone wiring during a lightning storm.
- 6 Unplug this product from wall outlets and telephone jacks before cleaning.
- 7 Do not install or use this product near water or when you are wet.
- 8 Install the product securely on a stable surface.
- 9 Install the product in a protected location where no one can step on or trip over the telephone line and the telephone line will not be damaged.

10 If the product does not operate normally, see the electronic user guide.

11 Refer all servicing questions to qualified personnel.

Information regarding FCC Class B, Parts 15 and 68 requirements and other regulatory requirements can be found in the electronic user guide.

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1 Setting up

Introduction

Congratulations on your purchase of the HP LaserJet 3330mfp, a powerful business tool with the capabilities of a full range of office equipment. You can use the product to fax, print, copy, and scan.

This guide was written to describe the fax functions of this product and to help you complete the following tasks:

- Connect your product to a phone line
- Connect additional devices
- Specify your fax settings
- Set the answer mode and rings-to-answer
- Enable answer ring patterns

We recommend that you save this Fax Guide so you can refer back to instructions on specific fax features.

If you need general setup instructions for your product, such as instructions for installing the print cartridge, installing the media input trays and the automatic document feeder (ADF) input tray, installing the product software, and connecting the product to a network, please see the getting started guide that came with the product.

Connecting the product to a phone line

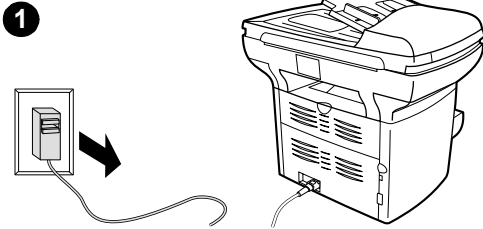
The first step toward using your fax is connecting the product to the phone line.

Note

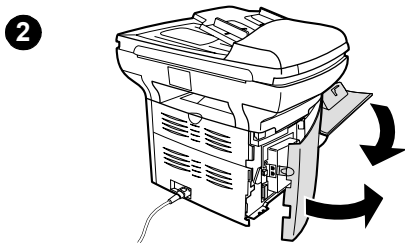
In order for the product to fax correctly, it must be the first device connected to the phone jack.

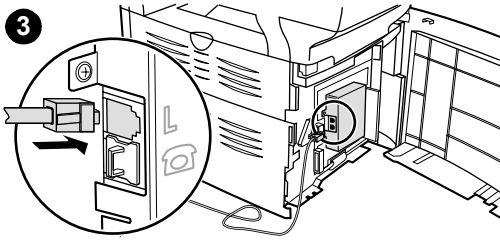
To connect the product to a phone line

Use these steps to connect the product to a phone line, even if you have two telephone numbers on that line and use a ring pattern service (such as distinctive ring).



- 1** If a phone cord is plugged into the phone jack, unplug the cord and set it aside.
- 2** Open the print cartridge door and swing open the left side panel to reveal the phone line sockets.

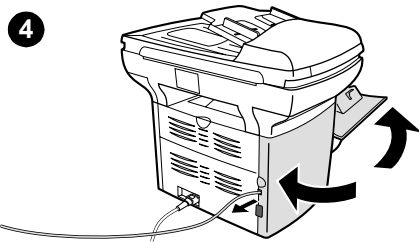




- 3 Take the phone cord included with the product and plug one end of it into the product's line socket (the socket on top).

Note

You must use the phone cord that came with the product in order for the product to function correctly.

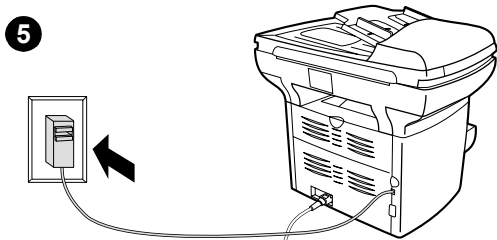


- 4 Close the left side panel and the print cartridge door. When closing the left side panel, ensure the phone line is routed through the upper notch in the panel.

- 5 Plug the other end of the phone cord into the phone jack on the wall.

If you want to connect additional devices, such as a phone, to the phone line, continue to [“Connecting additional devices” on page 8](#).

If you do not want to connect other devices, continue to [“Specifying the fax settings” on page 13](#).



Connecting additional devices

Depending on the setup of your phone lines, you can connect additional devices to the phone line along with your HP LaserJet 3330.

As a general rule, no more than three or four devices should be connected to a single phone line. If too many devices are connected to a single phone line, one or more of the devices may not detect an incoming call. If this occurs, disconnect one or more of the devices.

Note

The HP LaserJet 3330 cannot replace a computer modem. It will not act as a data modem for sending and receiving e-mail, connecting to the Internet, or communicating with other computers.

Dedicated fax line

If you connected your HP LaserJet 3330 to a phone line that is used only for fax calls, you may want to connect the following devices:

- **Modem:** You can connect a computer modem (external or internal) to the fax line if you want to use the fax line for e-mail or for access to the Internet, but you cannot send or receive faxes while using the line for these purposes.
- **Extra phone:** You can connect an extra phone to the fax line if you want to make outgoing calls on the fax line.

You should **not** connect the following devices:

- **Answering machine or computer voicemail:** If you use computer voicemail, you must connect a modem (external or internal) to your dedicated voice line. Then, use the dedicated voice line to connect to the Internet and receive voicemail.

Shared phone line

If you connected your HP LaserJet 3330 to a phone line that is shared between fax calls and voice calls, or if you have one phone line with two phone numbers and a ring pattern service, you may want to connect the following devices:

- **Modem:** You can connect a computer modem (external or internal) to the shared line if you want to use the shared line for e-mail or for access to the Internet, but you cannot send or receive faxes while using the line for these purposes.
- **Phone:** You can connect a phone to the shared line if you want to make or receive voice calls on the shared line.
- **Answering machine or computer voicemail:** You should connect these devices to the same phone jack as the product to make sure the different devices do not interfere with one another.

Note

It is possible to connect devices to another phone jack for the same phone line (in another room, for example); however, the devices may interfere with faxing and with each other.

How you connect the additional devices depends on whether the devices have British Telecom sockets on the back. Phones or combination phone answering machines do not have this socket and do not need one. However, check your additional devices. Most answering machines and some modems have British Telecom sockets. Many external modems and internal modems in computers have RJ11 sockets.

After you have checked your additional devices, check the following table and continue with the instructions shown:

To connect:**See the instructions:**

One or more additional devices, all of which have British Telecom sockets

[“To connect additional devices with British Telecom sockets” on page 12](#)

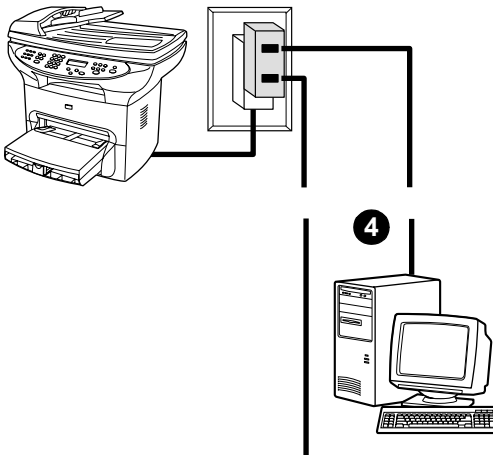
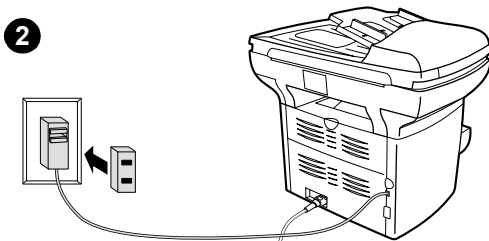
One or more additional devices, any one of which has an RJ11 socket

[“To connect additional devices with RJ11 or British Telecom sockets” on page 10](#)

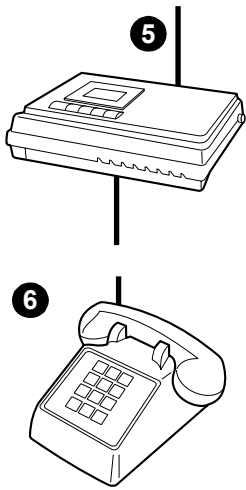
To connect additional devices with RJ11 or British Telecom sockets

Note

In the rare instance that you want to connect two devices that do not have British Telecom “Tel” sockets in addition to a phone and/or an answering machine, you will not be able to connect all of the devices to a single phone jack. You might be able to connect devices to another phone jack for this phone line. However, if you have an answering machine, connect it to the same phone jack as the product.

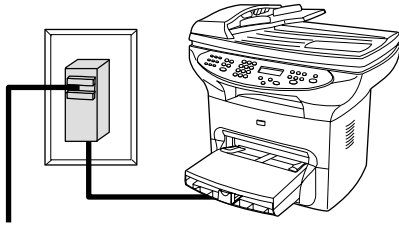


- 1 If you have not yet connected your product to a phone line, see [“Connecting the product to a phone line”](#) on page 5 before proceeding. The product should already be connected to the left side of the phone jack.
- 2 Plug a dual adapter (not included) into the phone cord for the product.
- 3 Unplug all of the additional devices you want to connect from their power sources.
- 4 To connect a device without a British Telecom “Tel” socket (usually an internal or external modem), plug its phone cord into one side of the dual adapter.

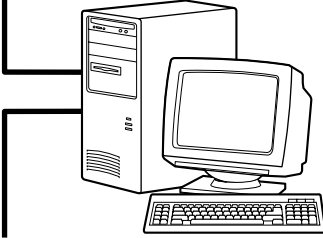


- 5 To connect an answering machine, plug the answering machine's phone cord into the other side of the dual adapter.
- 6 To connect a phone, plug the phone's cord into the "Tel" socket on the answering machine. If you did not connect an answering machine, plug the cord into the other side of the dual adapter.
- 7 After you have finished connecting additional devices, plug all of the devices back into their power source.
- 8 Continue to ["Specifying the fax settings" on page 13.](#)

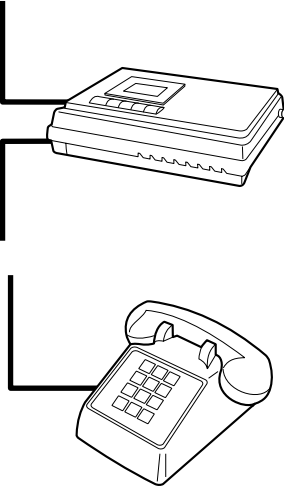
2



3



4



To connect additional devices with British Telecom sockets

- 1 Unplug all additional devices from their power sources.
- 2 If you have not yet connected your product to a phone line, see [“Connecting the product to a phone line” on page 5](#) before proceeding. The product should already be connected to the left side of the phone jack.
- 3 To connect an internal or external modem, plug the modem’s phone cord into the phone jack with the product.
- 4 To connect an answering machine, plug the answering machine’s phone cord into the phone jack with the product (or into the “Tel” socket on the last device you connected).
- 5 To connect a phone, plug the phone cord into the phone jack with the product (or into the “Tel” socket on the last device you connected).
- 6 After you have finished connecting additional devices, plug them all back into their power sources.
- 7 Continue to [“Specifying the fax settings” on page 13](#).

Specifying the fax settings

Before you can begin using your product's fax features, you must complete the following tasks:

- Set the time and date
- Set your fax header
- Set the answer mode
- Set rings-to-answer
- Enable answer ring patterns, if needed

Note

If you will be installing the product software on your computer, you can skip the remaining instructions in this chapter. The software install will automatically walk you through setting up the fax settings. See the getting started guide for instructions.

Note

In the U.S. and many other regions, setting the time, date, and other fax header information is a legal requirement.

To enter text from the control panel

Use the following instructions to enter information from the product's control panel with the alphanumeric keypad and the < and > buttons:

- **Numbers:** To enter numbers, press the numeric button for the number you need.
- **Letters:** To enter letters, repeatedly press the numeric button for the letter you need until that letter appears (for example, if the first letter you need is a "C," press **2** repeatedly until a "C" appears in the control panel display).
- **Punctuation marks:** To enter punctuation marks, repeatedly press * until the character you want appears in the control panel display.
- **Spaces:** After entering any character, press > twice to create a space after that character and move the cursor to an insertion point after the space.
- **Errors:** If you enter a character incorrectly, use the < button to erase the incorrect character, then enter the correct character.

To set the time and date

To set or change the time and date, use the following steps. If you need help entering any information, see ["To enter text from the control panel" on page 13](#).

- 1 On the control panel, press **menu/enter**.
- 2 Using the < and > buttons, select `Time/Date`, `Header`, and press **menu/enter**.

- 3 Press **menu/enter** to select `Time/Date`.
- 4 Using the `<` and `>` buttons, specify either the 12-hour or the 24-hour clock, and press **menu/enter**.
- 5 Using the alphanumeric keypad, enter the current time.
- 6 If you specified the 12-hour clock, use the `<` and `>` buttons to move the cursor past the fourth character. Select 1 for a.m. or 2 for p.m., and press **menu/enter**.
OR
If you specified the 24-hour clock, press **menu/enter**.
- 7 Using the alphanumeric keypad, enter the current date.
 - Make sure you use two digits to specify the month and day (for example, use “05” for May and “01” for the first day of the month).
- 8 Press **menu/enter**.

To set the fax header

To set or change the fax header information, use the following steps. If you need help entering any information, see [“To enter text from the control panel” on page 13](#).

- 1 On the control panel, press **menu/enter**.
- 2 Using the `<` and `>` buttons, select `Time/Date`, `Header`, and press **menu/enter**.
- 3 Using the `<` and `>` buttons, select `Fax Header`, and press **menu/enter**.
- 4 Using the alphanumeric keypad, enter your fax number, and press **menu/enter**.
- 5 Using the alphanumeric keypad, add the name of your company, and press **menu/enter**.

Setting the answer mode

Depending on your situation, you can set the HP LaserJet 3330's answer mode to automatic or manual.

- **Automatic:** In automatic answer mode, the product answers incoming calls after a specified number of rings or upon recognition of special fax tones. To specify the number of rings, see [“Setting rings-to-answer” on page 15](#).
- **Manual:** In manual answer mode, the product never answers calls. You must start the fax-receiving process yourself, either by pressing **start fax** on the control panel or by picking up a phone connected to that line and dialing 1-2-3.

The default answer mode is automatic.

Note

Although most users leave the answer mode set to automatic, voice callers who dial the fax phone number will hear fax tones if the phone is not answered, or if they do not hang up by the specified number of rings-to-answer. If you do not want voice callers to hear fax tones, use the manual setting, but remember that fax calls are not received automatically.

To set the answer mode

To set or change the answer mode, use the following steps:

- 1 On the control panel, press **menu/enter**.
- 2 Using the < and > buttons, select **Fax Setup**, and press **menu/enter**.
- 3 Using the < and > buttons, select **Fax Recv. Setup**, and press **menu/enter**.
- 4 Press **menu/enter** to select **Answer Mode**.
- 5 Using the < and > buttons, select **Automatic** or **Manual**, and press **menu/enter**.
- 6 The control panel display shows the answer mode setting you specified.

Setting rings-to-answer

When the answer mode is set to automatic, the product's rings-to-answer setting determines the number of times the phone rings before an incoming call is answered.

If the product is connected to a line receiving both fax and voice calls (a shared line) with an answering machine, you may need to adjust the rings-to-answer. The number of rings-to-answer for the product must be greater than the rings-to-answer on the answering machine. This allows the answering machine to answer the incoming call and record a message if it is a voice call. When the answering machine answers the call, the product listens to the call and automatically answers it if it detects fax tones.

The default setting for rings-to-answer is two.

Recommended rings-to-answer table

Use the following table to determine the number of rings-to-answer to use.

Type of phone line	Recommended rings-to-answer
Dedicated fax line (receiving only fax calls)	Leave at two rings.
One line with two separate numbers and ring pattern service	Leave at two rings. (If you have an answering machine or computer voicemail for the other phone number, make sure the product is set to a lesser number of rings than the answering system. Also, see “Enabling answer ring patterns” on page 17.)
Shared line (receiving both fax and voice calls) with only an attached phone	Set to five rings.
Shared line (receiving both fax and voice calls) with an attached answering machine or computer voicemail	Two rings more than the answering machine or computer voicemail. (You cannot set the product to more than six rings.)

To set the number of rings-to-answer

To set or change the number of rings-to-answer, use the following steps:

- 1 On the control panel, press **menu/enter**.
- 2 Using the < and > buttons, select **Fax Setup**, and press **menu/enter**.
- 3 Using the < and > buttons, select **Fax Recv. Setup**, and press **menu/enter**.
- 4 Using the < and > buttons, select **Rings To Answer**, and press **menu/enter**.
- 5 Using the alphanumeric keypad, enter the number of rings-to-answer, and press **menu/enter**.

Enabling answer ring patterns

Ring pattern or distinctive ring service is available through some local phone companies and allows you to have more than one phone number on a single line. Each phone number has a unique ring pattern, allowing you to answer voice calls and the product to answer fax calls.

If you subscribe to a ring pattern service with your phone company, you must set the product to answer the correct ring pattern.

Note

If you do not have ring pattern service and you change the ring pattern settings to something other than **All Rings**, the product might not be able to receive faxes.

To enable answer ring patterns

To enable answer ring patterns, use the following steps:

- 1 On the control panel, press **menu/enter**.
- 2 Using the < and > buttons, select **Fax Setup**, and press **menu/enter**.
- 3 Using the < and > buttons, select **Fax Recv. Setup**, and press **menu/enter**.
- 4 Using the < and > buttons, select **Answer Ring Type**, and press **menu/enter**.
- 5 Using the < and > buttons, select the ring pattern you want, and press **menu/enter**.
- 6 After product installation is complete, ask someone you know to send you a fax in order to verify that the ring pattern service is working correctly.

2 Faxing (basic)

This chapter will present some of the basic faxing features available on your HP LaserJet 3330. For complete information on all fax features, as well as information about all other product features, refer to the electronic user guide that came on your product CD-ROM. For instructions on accessing the electronic user guide see [“Accessing the electronic user guide” on page 42](#).

Loading originals to fax

Use the following instructions to load original documents for faxing.

To load fax documents

- 1 Before loading the fax documents into the ADF input tray, make sure there is nothing on the scanner glass.
- 2 Put the top ends of the document to be faxed print side up in the ADF input tray with the first page to be scanned at the top of the stack.
- 3 Push the document up against the side of the ADF input tray.
- 4 Slide the document into the ADF input tray until it does not move any farther.

The document is now ready to be faxed.

Sending faxes

To send a fax to one recipient

Note

If you want to improve the quality of a paper document before faxing it, scan the document, straighten or clean the image, and send it as a fax from the software. For more information, see the electronic user guide.

- 1 Dial the fax number using one of the following methods:
 - Use the alphanumeric keypad on the product's control panel.
 - If the fax number you are calling has been assigned to a one-touch key, press that key.

- If the fax number you are calling has a speed-dial code, press **speed dial**, enter the speed-dial code using the alphanumeric keypad, and press **menu/enter**.

Note

When dialing with the alphanumeric keypad, include any pauses or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. For more information, see [“Using dialing characters” on page 28](#).

- 2 Load the document into the ADF input tray.
- 3 Adjust any fax settings, such as resolution.
- 4 Press **fax/send**.

When the last page of the fax has exited the product, you can start sending another fax, copying, or scanning.

To fax to numbers you use regularly, you can assign a one-touch key or speed-dial code. See [“To program speed-dial codes and one-touch keys” on page 23](#) and [“To program group-dial codes” on page 26](#). If you have electronic phone books available, you may be able to use them for selecting recipients. Electronic phone books are generated with third-party applications.

Changing the default contrast and resolution for outgoing faxes

The contrast affects the lightness and darkness of an outgoing fax as it is being sent. Resolution affects the sharpness of outgoing faxes. It also affects the transmission speed of faxes.

To change the default contrast

The default contrast is the contrast normally applied to items being faxed. The slider is set to the middle as the default contrast setting.

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Fax Setup** and press **menu/enter**.
- 3 Use the < or > button to select **Fax Send Setup** and press **menu/enter**.
- 4 Use the < or > button to select **Def. Light/Dark**.
- 5 Use the < button to move the slider to the left to make the fax lighter than the original, or use the > button to move the slider to the right to make the fax darker than the original.
- 6 Press **menu/enter** to save your selection.

To change the default resolution

Resolution affects the quality, in dots per inch, of documents to be faxed. It also affects the transmission speed.

Use this procedure to change the default resolution for all faxes.

- 1 Press **resolution** to display the current resolution setting.
- 2 Use the < or > button to display the desired resolution setting.
- 3 Press **menu/enter** to save the selection.

Deleting faxes from memory

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

CAUTION

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

To delete faxes from memory

- 1 Press **menu/enter**.
- 2 Press > once to display **Fax Functions** and press **menu/enter**.
- 3 Use the < or > button to select **Clear Saved Faxes**, and press **menu/enter**.
- 4 Press **menu/enter** to confirm the deletion.

Sending faxes from the software

This section and the following section contain some instructions about sending and receiving faxes using the software that came with the product. All other software-related topics are covered in the software help, which can be accessed from the software program's **Help** menu.

Note

The HP LaserJet Director and HP LaserJet Document Manager are not supported for Microsoft Windows 95. If you use Windows 95, you can send, but not receive, faxes with the software. However, all fax features are available from the control panel.

You can fax electronic documents from your computer in the following situations:

- The HP LaserJet product is connected directly to your computer or connected to your computer over a network using an HP Jetdirect print server.

Note

See the getting started guide for a complete list of supported HP Jetdirect print servers.

- The product software is installed on your computer.
- You are using Microsoft Windows 98, ME, NT 4.0 SP3, 2000, or XP, or Mac OS 9.1 or X.

To send a fax from the software

The procedure for faxing jobs from the software may vary; the most typical steps are shown here.

- 1 Select a document to fax using one of the following methods:
 - Open the document in the HP LaserJet Document Manager on Windows-compatible computers.
 - Open the document in the HP LaserJet Workplace on Macintosh-compatible computers.
 - Open a document in a Windows application such as Microsoft Word. From the application, select **Print** from the File menu, then select **HP LaserJet Series Fax** from the Printer Name drop-down list in the print dialog box. Click **OK**.
 - Load the document into the ADF input tray.
- 2 Add one or more recipients on the HP LaserJet Send Fax dialog box.
- 3 Include a cover page (optional).
- 4 Click **Send Now**.
OR
Click **Send Later** and select a date and time.

For more information on sending a fax using the HP LaserJet Workplace (Mac OS), the HP LaserJet Document Manager (Windows), or the HP LaserJet Director, see the electronic user guide.

3 Faxing (advanced)

This chapter will present a few of the advanced faxing features available on your HP LaserJet 3330. For complete information on all fax features, as well as information about all other product features, refer to the electronic user guide that came on your product CD-ROM. For instructions on accessing the electronic user guide see [“Accessing the electronic user guide” on page 42.](#)

About speed-dial codes, one-touch keys, and group-dial codes

You can store frequently dialed fax numbers or groups of fax numbers as one-touch keys, speed-dial codes, or group-dial codes.

In the product’s phone book, there are a total of 275 codes available that can be used for speed-dial codes and group-dial codes. For example, if you program 225 of the codes as speed-dials, the remaining 50 can be used for group-dials.

See the following procedures for more information about how to use speed-dial codes, one-touch keys, and group-dial codes:

To program speed-dial codes and one-touch keys

Speed-dial codes 1 through 9 are also associated with their corresponding one-touch keys on the control panel. The one-touch keys can be used for speed-dial or group-dial codes. A maximum of 50 characters can be entered for a single fax number.

Note

Speed-dial codes, one-touch keys, and group-dial codes are more easily programmed from the software. For instructions on programming speed-dial codes, one-touch keys, and group-dial codes using the product software, see the electronic user guide.

Use the following steps to program speed-dial codes and one-touch keys from the product’s control panel:

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Fax Setup** and press **menu/enter**.

- 3 Press **menu/enter** to select `Phone Book`.
- 4 Press **menu/enter** to select `Individual Setup`.
- 5 Press **menu/enter** to select `Add`.
- 6 Using the alphanumeric keypad, enter the speed-dial code number you want to associate with this fax number, and press **menu/enter**. Choosing a number from 1 to 9 also associates the fax number with the corresponding one-touch key.

Note

When entering a fax number, you can use a comma (,) for a pause, or the letter R if you want the product to wait for a dial tone.

- 7 Using the alphanumeric keypad, enter the fax number. Include any pauses or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long distance prefix.
- 8 Press **menu/enter**.
- 9 Using the alphanumeric keypad, enter a name for the fax number. To do so, repeatedly press the numeric button for the letter you need until the letter appears. (For a list of characters, see [“Using dialing characters” on page 28.](#))

Note

To insert punctuation, press the asterisk (*) repeatedly until the character you want appears and press > to go to the next space.

- 10 Press **menu/enter** to save the information.
- 11 If you have more speed-dial codes or one-touch keys to program, repeat steps 1 through 10.

To delete speed-dial codes and one-touch keys

- 1 Press **menu/enter**.
- 2 Use the < or > button to select `Fax Setup` and press **menu/enter**.
- 3 Press **menu/enter** to select `Phone Book`.
- 4 Press **menu/enter** to select `Individual Setup`.
- 5 Use the < or > button to select `Delete` and press **menu/enter**.
- 6 Using the alphanumeric keypad, enter the number of the speed-dial code you want to delete, and press **menu/enter**.
- 7 Press **menu/enter** to confirm the deletion.

To quickly program speed-dial codes or one-touch keys

Note

The following procedure cannot be used to program a group-dial code. For group-dial code instructions, see [“To program group-dial codes” on page 26](#).

Use the following method to program speed-dial codes and one-touch keys easily from the product control panel:

- 1 On the product control panel, press **phone book**, enter an unprogrammed speed-dial code, and press **menu/enter**.
OR
Press an unprogrammed one-touch key. The control panel display will notify you that the speed-dial code or one-touch key has not been programmed.
- 2 Press **menu/enter** to program the speed-dial code or one-touch key.
- 3 Enter the fax number and press **menu/enter**. Include pauses, or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long distance prefix. (See [“Using dialing characters” on page 28](#) for more information.)

Note

When entering a fax number you can use a comma (,) for a pause, or the letter R if you want the product to wait for a dial tone.

- 4 Enter a name for the fax number. To do so, repeatedly press the numeric button for the letter you need until the letter appears. (See [“Using dialing characters” on page 28](#) for a list of characters.)
- 5 Press **menu/enter** to save the information.

To program a one-touch key for alternate long distance

If you use an alternate long distance carrier, you can program a one-touch key to dial the service's access number before a fax number. When you need to use this one-touch key, press it, enter the fax number, and press **fax/send**. Both the access number and the fax number are then dialed together. If the access number is used almost every time you dial a fax, it might be easier to program the access number as a dialing prefix (see [“Inserting a dial prefix” on page 29](#) for more information).

Note

Speed-dial codes, one-touch keys, and group-dial codes are more easily programmed from the software (not available in Windows 95). For instructions on programming speed-dial codes, one-touch keys, and group-dial codes using the product software, see the electronic user guide.

Use this procedure if the access number has more than 10 characters or if you only occasionally use the access number.

- 1 Follow steps 1 through 6 of [“To program speed-dial codes and one-touch keys” on page 23](#). When entering the fax number, you might also have to do one or both of the following tasks:
 - If you have to wait for an access tone at some point in the number, enter one or more three-second pauses by pressing **pause/redial**.
 - Enter a personal identification number (PIN), if applicable.
- 2 When you are finished entering the access number, press **pause/redial**. A pause at the end of the string tells the product not to dial this number until you dial the fax number.
- 3 Continue with steps 7 through 10 of [“To program speed-dial codes and one-touch keys” on page 23](#).

To manage group-dial codes

If you send information to the same group of people on a regular basis, you can program a group-dial code to simplify the task. Any available speed-dial codes can be programmed with group-dial codes. Group-dial codes using numbers 1 through 9 are also associated with the corresponding one-touch key on the control panel. Any individual can be added to a group. All group members must have programmed speed-dial codes or one-touch keys assigned to them before being added to the group-dial code.

Use the instructions below to manage your group-dial codes.

Note

Speed-dial codes, one-touch keys, and group-dial codes are more easily programmed from the software. For instructions on programming speed-dial codes, one-touch keys, and group-dial codes using the product software, see the electronic user guide.

To program group-dial codes

- 1 Assign a speed-dial code to each fax number you want in the group. (For instructions, see [“To program speed-dial codes and one-touch keys” on page 23](#).)
- 2 Press **menu/enter**.
- 3 Use the < or > button to select `Fax Setup` and press **menu/enter**.
- 4 Press **menu/enter** to select `Phone Book`.
- 5 Use the < or > button to select `Group Setup` and press **menu/enter**.
- 6 Use the < or > button to select `Add Group` and press **menu/enter**.

- 7 Using the alphanumeric keypad, enter the number you want to associate with this group and press **menu/enter**. Choosing 1 through 9 also associates the group with the corresponding one-touch key.
- 8 Using the numeric keypad, enter a name for the group. See [“Using dialing characters” on page 28](#) for instructions on using the keypad. After the name of the group has been entered, press **menu/enter**.
- 9 Press the one-touch key or choose the speed-dial code for the group member you want, and press **menu/enter**. Press **menu/enter** again to confirm the addition. Repeat this step for each group member you want to add.
- 10 When you are finished, press **cancel**.
- 11 If you have more group-dial codes to enter, press **menu/enter** and repeat steps 1 through 11.

To delete group-dial codes

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Fax Setup**, and press **menu/enter**.
- 3 Press **menu/enter** to select **Phone Book**.
- 4 Use the < or > button to select **Group Setup**, and press **menu/enter**.
- 5 Use the < or > button to select **Delete Group**, and press **menu/enter**.
- 6 Using the alphanumeric keypad, enter the number of the group-dial you want to delete and press **menu/enter**.
- 7 Press **menu/enter** to confirm the deletion.

To delete an individual from a group-dial code

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Fax Setup**, and press **menu/enter**.
- 3 Press **menu/enter** to select **Phone Book**.
- 4 Use the < or > button to select **Group Setup**, and press **menu/enter**.
- 5 Use the < or > button to select **Del. # in Group**, and press **menu/enter**.
- 6 Use the < or > button to select the individual you want to delete from the group.
- 7 Press **menu/enter** to confirm the deletion.
- 8 Repeat steps 6 and 7 to delete other individuals from the group.
OR
Press **cancel** if you are finished.

To delete all phone book entries

You can delete all speed-dial codes, one-touch keys, and group-dial codes that are programmed in the product.

CAUTION

Once speed-dial codes, one-touch keys, and group-dial codes are deleted, they cannot be recovered.

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Fax Setup**, and press **menu/enter**.
- 3 Press **menu/enter** to select **Phone Book**.
- 4 Use the < or > button to select **Delete All**, and press **menu/enter**.
- 5 Press **menu/enter** to confirm the deletion.

Using dialing characters

When using the control panel to enter your name in the header or type a name for a one-touch key, speed-dial code, or group-dial code, press the appropriate numeric button repeatedly until the letter you need appears. Then, press > to select that letter and move to the next space. This table shows which letters and numbers appear on each numeric button when the default language is set to English:

button number	characters
1	1
2	A B C a b c
3	D E F d e f
4	G H I g h i
5	J K L j k l
6	M N O m n o
7	P Q R S p q r s
8	T U V t u v

9	W X Y Z w x y z
0	0
*	() + - . / , " * & @
#	space #

To insert a pause or wait

You can insert pauses into a fax number you are dialing or programming to a one-touch key, speed-dial code, or group-dial code. Pauses are often needed when dialing internationally or connecting to an outside line.

Press **pause/redial** to enter a three-second pause in your dialing sequence. A comma appears on the control panel display, indicating the pause will occur at that point in the dialing sequence.

Inserting a dial prefix

A dial prefix is a number or group of numbers automatically added to the beginning of every fax number you enter at the control panel or from the software.

By default, this setting is off. You may want to turn this setting on and enter a prefix if, for example, you have to dial a number such as 9 to get a phone line outside your company's phone system. While this setting is on, you can still dial a fax number without the dial prefix by using manual dial. For instructions, see ["Using manual dial" on page 30](#).

To set the dial prefix

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Fax Setup**, and press **menu/enter**.
- 3 Press > once to select **Fax Send Setup**, and press **menu/enter**.
- 4 Use the < or > button to select **Dial Prefix**, and press **menu/enter**.
- 5 Use the < or > button to select **On** or **Off**, and press **menu/enter**.
- 6 If you choose **On**, use the numeric buttons to enter the prefix, and press **menu/enter**. You can use numbers, pauses, and dialing symbols.

Enabling an extension phone

With this setting turned on, you can alert the product to pick up the incoming fax call by pressing 1-2-3 sequentially on the telephone keypad. The default is Yes. Turn this setting off only if you have a service from your telephone company that also uses the 1-2-3 sequence. The service will not work if it conflicts with the product.

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Fax Setup**, and press **menu/enter**.
- 3 Use the < or > button to select **Fax Recv. Setup**, and press **menu/enter**.
- 4 Use the < or > button to select **Extension Phone**, and press **menu/enter**.
- 5 Use the < or > button to select **On** or **Off**, and press **menu/enter** to save your selection.

Using manual dial

Normally, the product dials after you press **fax/send**. At times, however, you might want the product to dial each number as you press it. For example, if you are charging your fax call to a calling card, you may need to dial the fax number, wait for the acceptance tone of your telephone company, and then dial the calling card number. When dialing internationally, you might need to dial part of the number and then listen for dial tones before continuing to dial.

To use manual dial

- 1 Load the document into the ADF input tray.
- 2 Press **fax/send**.
- 3 Begin dialing. The fax number dials as you press each digit. This allows you to wait for pauses, dial tones, international access tones, or calling card acceptance tones before continuing to dial.

Printing the fax activity log

On demand, you can print a log of the last 40 faxes. This log includes entries for:

- All faxes received to the product
- All faxes sent from the control panel
- All faxes sent from the HP LaserJet Document Manager (for Windows-compatible computers directly connected to the product)
- All faxes sent from the HP Workplace (for Macintosh-compatible computers directly connected to the product)

Note

The HP LaserJet Document Manager is not supported for Microsoft Windows 95.

To print the fax activity log

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Reports** and press **menu/enter**.
- 3 Use the < or > button to select **Fax Activity Log** and press **menu/enter**.
- 4 Press **menu/enter** to select **Print Log Now**. The product exits the menu settings and prints the log.

Changing the fax call report print times

The fax call report is a brief report indicating the status of the last sent or received fax. You can set your product to print a fax call report after the following events:

- Every Fax Error (the default)
- Send Fax Error
- Receive Fax Error
- Every Fax
- Send Fax Only
- Never

Note

If you choose **Never**, you will have no indication that a fax failed to transmit unless you print a fax activity log.

To set fax call report print times

Use the following steps to set when the fax call report prints:

- 1 Press **menu/enter**.
- 2 Use the < or > button to select **Reports** and press **menu/enter**.
- 3 Use the < or > button to select **Fax Call Report** and press **menu/enter**.
- 4 Press the > button once to select **Print Report** and press **menu/enter**.
- 5 Use the < or > button to select the option for when you want the fax call reports to print.
- 6 Press **menu/enter** to save your selection.

4 Troubleshooting

Use the information in this chapter to troubleshoot general fax issues. For more advanced fax troubleshooting information, see the electronic user guide.

Is your fax set up correctly?

Use the following checklist to help you define what is causing any faxing problems you might be encountering.

- **Are you using the phone cord supplied with the product?**
This product has been tested with the supplied phone cord to meet RJ11 specifications.
- **Is the Fax/Phone line connector installed in the correct socket on the product?**
It should be plugged into the product's line socket (the socket on top with an "L" next to it). You must open the left side panel to access the socket. See ["Connecting the product to a phone line"](#) on page 5 for details.
- **Is the Fax/Phone line connector seated into the socket on the product?**
Gently pull on the Fax/Phone line connector to make sure it is well seated into the socket.
- **Is the phone wall jack working properly?**
Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone and can you make a phone call?

What type of phone line are you using?

- **Dedicated line:** A unique fax/phone number assigned to receive or send faxes. The phone cord should be connected to the top port inside the left side panel of the product (the one that is not labeled with a telephone icon).
- **Shared phone line:** A system where both phone calls and faxes are received or sent using the same phone number and phone line. A single standard phone line can only perform one function at a time. You cannot send a fax while talking on the phone or while connecting to the Internet using the same phone line.

- **PBX system:** A business environment phone system. Standard home phones and the HP LaserJet 3330 use an analog phone signal. PBX systems are digital and are incompatible with standard phones and with devices such as the HP LaserJet 3330. You need to have access to a standard analog phone line in order to send and receive faxes.
- **Roll-over lines:** A phone system feature where, when one incoming line is busy, the next call “rolls over” to the next available line. Try attaching the product to the first incoming phone line. The product will answer the phone after it rings the number of times set in the product’s rings-to-answer setting. (See [“Setting rings-to-answer” on page 15.](#))
- **Distinctive ring service:** The phone company can assign two phone numbers to one physical line and assign each number a distinctive ring pattern. Make sure the product is set to respond to the correct distinctive ring pattern assigned to the fax phone number by your phone service provider. (See [“Enabling answer ring patterns” on page 17.](#))

Are you using a surge protection device?

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

Are you using a phone company voice messaging service?

This is a voice messaging service used to replace telephone answering devices. If the messaging service’s rings-to-answer setting is lower than the product’s rings-to-answer setting, the messaging service answers the call and the product is not able to receive faxes. If the product’s rings-to-answer setting is lower than that of the messaging service, the product will answer all calls and no call will ever be routed to the messaging service. The only voice messaging solution that can be successfully used with the product is a stand-alone telephone answering machine.

Are you using an answering machine?

An answering machine should be connected directly to the port located inside the left side panel of the product that is labeled with the telephone icon or should be shared on the same phone line extension.

Set the product's rings-to-answer for one ring more than the number of rings for which the answering machine is set. See [“Setting rings-to-answer” on page 15](#) for more information.

Note

If an answering machine is connected on the same phone line but on a different jack, it may interfere with the product's ability to receive faxes.

General fax problems

Use the tables in this section to solve fax problems.

Problem	Cause	Solution
Document stops feeding in the middle of faxing.	The maximum length of a page you can load is 381 mm (15 inches). Faxing of a longer page stops at 381 mm (15 inches).	If there is no jam and it has been less than one minute, wait a moment before pressing Cancel . If there is a jam, see the topics in the electronic user guide on clearing jams. Then, resend the job.
	The minimum page size for the ADF is 127 by 127 mm (5 by 5 inches). If the item is too small, it can jam inside the ADF.	If there is a jam, see the topics in the electronic user guide on clearing jams.
Fax activity logs or fax call reports are printing at unwanted times.	The fax activity log or fax call reports settings are not correct.	Print a configuration report and check when the reports print. See the topics in the electronic user guide on printing a configuration report, setting when the fax call report prints, and setting the fax activity log to print automatically.
The volume for sounds coming from the product is too high or too low.	The volume setting needs to be adjusted.	See the topic in the electronic user guide on changing the sound volume for instructions about changing volume settings.

Receiving fax problems

Use the table in this section to solve problems that might occur when receiving faxes.

Problem	Cause	Solution
Unable to start receiving faxes from an extension phone.	The extension phone setting might be disabled.	See “Enabling an extension phone” on page 30 for instructions about changing this setting.
	The telephone cord might not be securely connected.	Check that the telephone cord is securely connected between the phone and the product (or other device connected to the product). Press 1-2-3 in sequence, wait for three seconds, and then hang up.
Voice calls are not being received by the phone or answering machine connected to the line.	The phone cord might not be connected properly.	See “Connecting the product to a phone line” on page 5 to check the installation. The product must be the first device connected to the phone line.
	The answer mode or rings-to-answer settings might not be set properly.	See “Setting the answer mode” on page 14 or “Setting rings-to-answer” on page 15 to determine which settings you need. The rings-to-answer must be set higher than for the answering machine.
Incoming fax calls are not being answered by the product.	The answering machine or phone might not be functioning.	Connect the phone or answering machine directly to the phone line and determine whether it works by itself.
	The answer mode might be set to manual.	If the answer mode is set to manual, the product never answers calls. You have to answer the phone and start receiving the fax yourself. See “Setting the answer mode” on page 14 for more information.

Problem	Cause	Solution
Incoming fax calls are not being answered by the product (continued).	The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting for your configuration. See “Setting rings-to-answer” on page 15 to determine which setting you need.
	The answer ring pattern feature might be turned on, but you do not have the service, or you do have the service and the feature is not set correctly.	Check the answer ring pattern feature to make sure it is set properly. See “Enabling answer ring patterns” on page 17 .
	The phone cord might not be connected properly, or the phone cord is not working.	See “Connecting the product to a phone line” on page 5 to check the installation. Make sure you are using the phone cord that came with the product.
	The product may not be able to hear incoming fax tones due to a voice message being played by the answering machine.	Re-record your answering machine message, leaving at least two seconds of silence at the beginning of the message.
	There might be too many devices connected to the phone line.	Try removing the last device connected and determine whether the product works. If not, continue removing devices one at a time and retry after removing each one.
	The phone line might not be working.	Do one of the following: <ul style="list-style-type: none"> ● Turn up the volume on the product and press fax/send on the control panel. If you hear a dial tone, the phone line is working. ● Disconnect the product from the phone jack and connect a phone. Try to make a phone call to make sure the phone line is working.

Problem	Cause	Solution
Incoming fax calls are not being answered by the product (continued).	A voice messaging service may be interfering with the product answering calls.	<p>Do one of the following:</p> <ul style="list-style-type: none"> ● Discontinue the messaging service. ● Get a phone line dedicated to fax calls. ● Set the product to answer in manual mode. In manual mode, you must start the fax-receive process yourself. ● Leave the product set to automatic mode and lower the rings-to-answer for the product to a number less than the rings-to-answer for the voice mail (see “Setting rings-to-answer” on page 15). The product will answer all incoming calls.
	The product might be out of paper and the memory is full.	Refill the paper input tray. The product will print all of the faxes it has saved in memory and will then resume answering fax calls.
Faxes are transmitting or being received very slowly.	You might be sending or receiving a very complex fax, such as one with many graphics.	Complex faxes take longer to be sent or received.
	The receiving fax machine might have a slow modem speed.	The product only sends the fax at the fastest modem speed the receiving fax machine can use.
	The resolution at which the fax was sent or is being received is very high. A higher resolution typically results in better quality, but also requires a longer transmission time.	If you are receiving the fax, call and ask the sender to lower the resolution and resend the fax. If you are sending, lower the resolution and resend the fax. See “Changing the default contrast and resolution for outgoing faxes” on page 20 to change the default setting.

Problem	Cause	Solution
Faxes are transmitting or being received very slowly (continued).	If there is a poor phone line connection, the product and the receiving fax machine slow down the transmission to adjust for errors.	Hang up and resend the fax. Have the phone company check the phone line.
Faxes are not printing or are printing incorrectly at the product.	There is no media in the media input tray.	Load media. Any faxes received while the input tray is empty are stored in memory and will print once the tray has been refilled.
	The receive to PC option might be selected, and faxes are being received by the computer.	Check to determine whether the computer is receiving faxes: Click Start , point to Programs , point to HP LaserJet 3300 , point to Tools , and click HP LaserJet Device Configuration . Click the Fax tab, then the Receive tab. Clear the Receive to PC check box if it is selected, and click OK .
Faxes are printing on two pages instead of one.	The autoreduction setting may not be set correctly.	If you want faxes to be reduced to fit on one page, the autoreduction setting should be on. If the setting is off, faxes may print on multiple pages. See the autoreduction topic in the electronic user guide to adjust the setting.
Received faxes are too light or are printing only on half of the page.	The product ran out of toner while printing a fax.	The product stores up to 10 of the most recently printed faxes. As soon as possible, replace the print cartridge and see the instructions for reprinting a fax in the electronic user guide.

Sending fax problems

Use the table in this section to solve problems that might occur when sending faxes.

Problem	Cause	Solution
Faxes quit during sending.	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Do one of the following: <ul style="list-style-type: none"> ● Turn up the volume on the product and press fax/send on the control panel. If you hear a dial tone, the phone line is working. ● Disconnect the product from the phone jack and connect a phone. Try to make a phone call to make sure the phone line is working.
The product is receiving faxes but is not sending them.	If your product is on a PBX system, the PBX system might be generating a dial tone the product cannot detect.	Disable the detect dial tone setting. See the dial tone setting topic in the electronic user guide.
	There might be a poor phone connection.	Try again later.
	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Do one of the following: <ul style="list-style-type: none"> ● Turn up the volume on the product and press fax/send on the control panel. If you hear a dial tone, the phone line is working. ● Disconnect the product from the phone jack and connect a phone. Try to make a phone call to make sure the phone line is working.

Problem	Cause	Solution
Outgoing fax calls keep dialing.	The product will automatically redial a fax number if the redial on busy option is set to on.	To stop the redials while the product is dialing, press Cancel . See the redial topic in the electronic user guide if you need to change the setting.
Faxes you send are not arriving at the receiving fax machine.	The receiving fax machine might be off or have an error condition, such as being out of paper.	Call the recipient to make sure the fax machine is on and ready to receive faxes.
	A fax might be in memory because it is waiting to redial a busy number, there are other jobs ahead of it waiting to be sent, or the fax is set up for a delayed send.	If a fax job is in memory for any of these reasons, an entry for the job appears in the fax log. Print the fax activity log (see “Printing the fax activity log” on page 30) and check the Status column for jobs with a Pending designation.
You cannot dial all of the numbers in a long fax number.	The maximum number of digits or characters that can be entered into a fax number is 50.	Try dialing the fax number in manual mode. See “Using manual dial” on page 30 .

Accessing the electronic user guide

To access the electronic user guide from the product software

If you have installed the product software, you can access the electronic user guide by selecting **User Guide** from the software's **Help** menu.

To access the electronic user guide from the product CD-ROM

If you have not installed the product software, you can still view the electronic user guide on your computer by following these steps:

- 1 To open the Welcome screen, insert the product software CD-ROM in your computer's CD drive.
 - If the Welcome screen does not open, click **Start** on the Windows task bar, click **Run**, type **Z:\setup** (where **Z** is your CD drive letter), and click **OK**.
- 2 From the Welcome screen, click **Documentation**.
- 3 From the Documentation screen, click **PDF Format** or **HTML Help Format** in the User Guide Viewing Options box.

Note

If you are running Windows 95 on your computer, you must have Internet Explorer 4.01 or greater to view or print the electronic user guide in HTML Help format.

To view or print the electronic user guide in PDF format, you must have Adobe Acrobat Reader installed on your computer.



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