
User's Guide

HP OfficeJet Model 300

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This product is approved for use in the United States and Canada Only. Local country laws may prohibit the use of this product outside of United States and Canada. It is strictly forbidden by law in virtually every country to connect nonapproved telecommunications equipment (fax machines) to public telephone networks.

Hewlett-Packard will not honor the warranty or provide service and support of this product if used outside of United States and Canada.



Safety Information

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 user's guide.
2. Use only a grounded electrical outlet when connecting the HP OfficeJet to a power source. If you don't know whether the outlet is grounded, check with a qualified electrician.
3. Telephone lines can develop hazardous voltages. To avoid electric shock, do not touch the contacts on the end of the cord, or the TEL and LINE sockets on the back of the HP OfficeJet. Replace damaged cords immediately.

WARNING: Potential Shock Hazard

4. Never install telephone wiring during a lightning storm.
5. Observe all warnings and instructions marked on the product.
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 line cord, and the line cord will not be damaged.
10. If the product does not operate normally, see Troubleshooting.
11. No operator-serviceable parts inside. Refer servicing to qualified service personnel.

CAUTION:
This heading is followed by information that alerts you to potential damage to equipment or loss of data.

WARNING:
This heading is followed by information that alerts you to a potential safety hazard.

Notice
The information contained in this document is subject to change without notice.

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Information regarding FCC Class B, Parts 15 and 68 requirements can be found in the back of the *User's Guide*.

This product may contain remanufactured parts that have been fully tested to meet 100% of original performance specifications.

Complete the following information. You'll need it if you contact your dealer or Hewlett-Packard Co.:

DATE OF PURCHASE

□□ - □□ - □□□□

MO. DAY YEAR

SERIAL NUMBER

□□□□□□□□□□□□

(Located on the back of the machine.)

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If You Don't Read Anything Else...

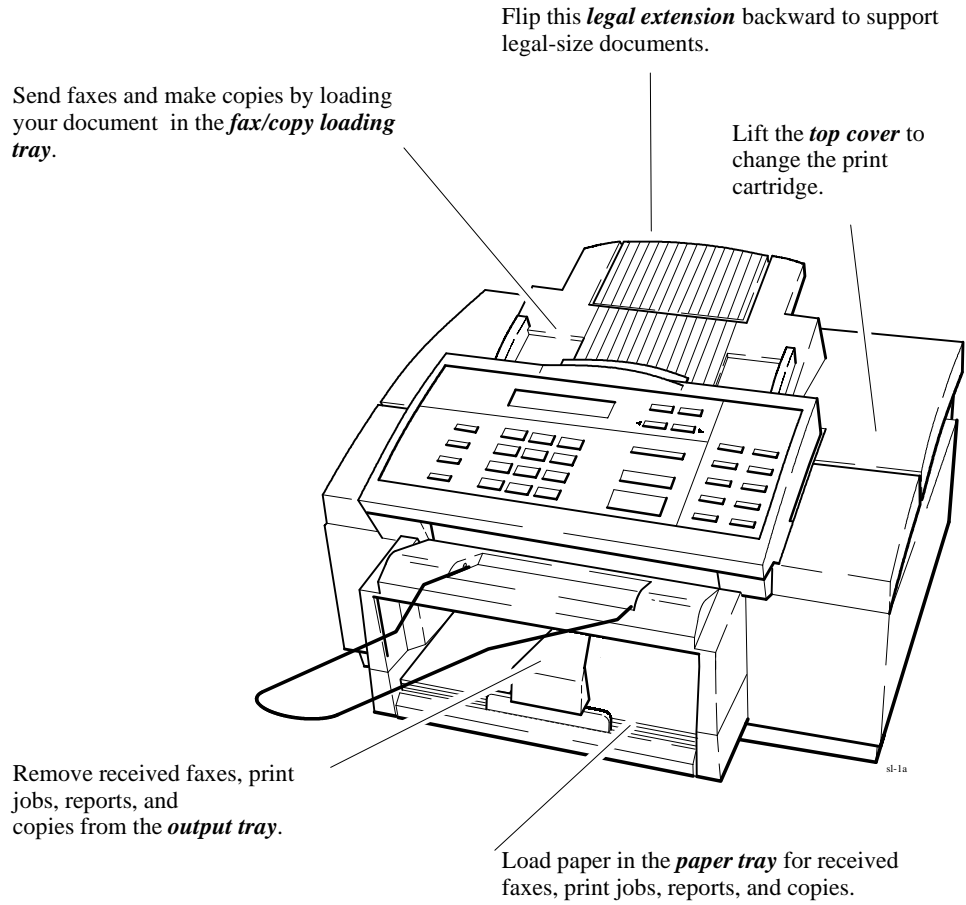
We know you'll want to get started using your HP OfficeJet as quickly as possible, and this short section shows you how, with a summary of the basic information and procedures. If you have questions about any of this information, consult the online help or the appropriate chapter in this manual. Later, you may find this section useful when you need a quick reminder of a procedure.

Below is a summary of the HP OfficeJet's capabilities.

- HP OfficeJet Printer/Fax/
Copier**
- prints (as an HP DeskJet).
 - sends and receive faxes.
 - makes convenience copies.

- HP OfficeJet Series 300
Manager*
(Windows software)**
- sets up the HP OfficeJet from your PC.
 - shows the current status of the HP OfficeJet.
 - prints reports.

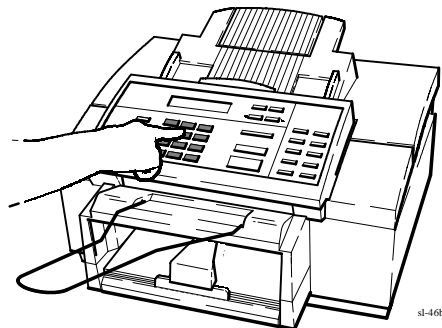
* For convenience and readability in this manual, the name "HP OfficeJet Series 300 Manager" has been shortened to "HP OfficeJet Manager."



Sending a Fax

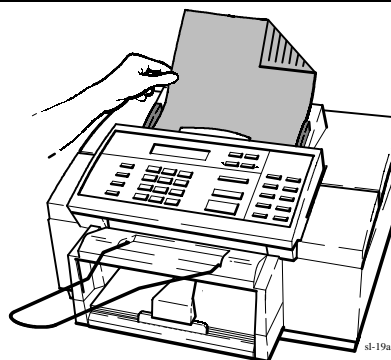
1. **Dial** the fax number using one of the following methods.

- Use the numeric buttons on the HP OfficeJet.
- Press the **Speed Dial** button and a 2-digit code.
- Press one of the 10 One-Touch buttons.

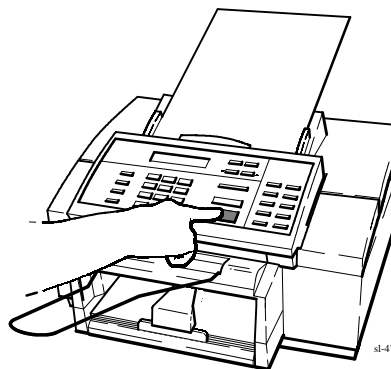


2. **Load** your document face-down in the fax loading tray.

Depending on the thickness of the pages, you can load up to 20 pages in the loading tray.

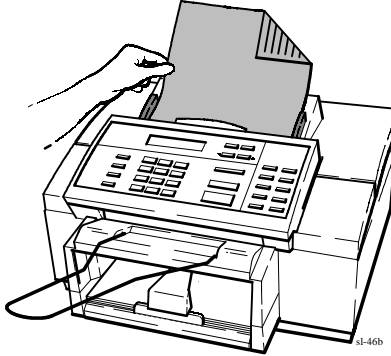


3. Press **Start/Copy** to begin.

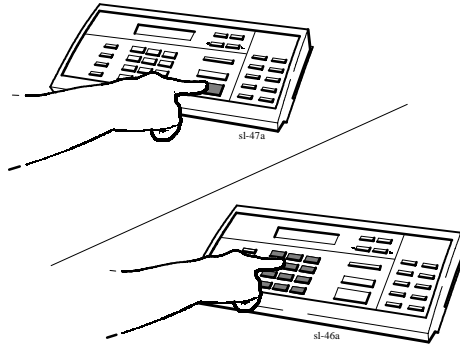


Making Copies

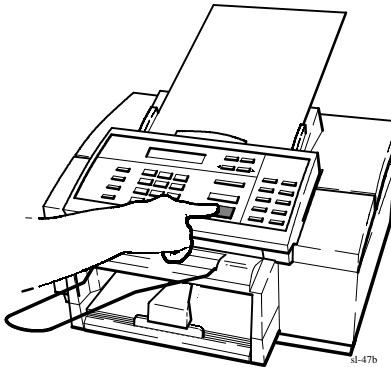
1. Adjust the document guide, if necessary, then load your document face-down in the loading tray.
Depending on the thickness of the page, you can load up to 20 pages.



2. Press **Start/Copy**, then enter the number of copies you want (up to 99 copies).
Note: If you only want one copy, you don't need to enter the "1," just skip to Step 3.



3. Press **Start/Copy** again to begin copying.



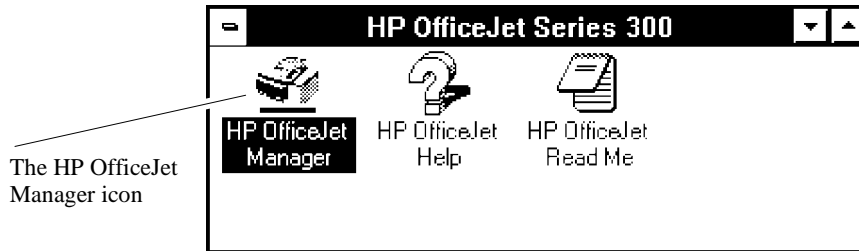
1 Using the HP OfficeJet Manager

| <u>Topic</u> | <u>Page</u> |
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Introducing the HP OfficeJet Manager

In this chapter, you will learn how to use the HP OfficeJet Manager, a software application program that allows you to manage tasks such as monitoring the status of your HP OfficeJet, printing logs and reports, and modifying device settings that were preinstalled at the factory. *All of the information in this chapter can also be found in the HP OfficeJet Manager's online help system.*

1. To access the HP OfficeJet Manager, first make sure you have Windows 3.1 running on your PC.
2. Find the HP OfficeJet Series 300 window on your Program Manager screen. If it is minimized, (that is, it displays as an icon on your screen), double-click the icon to open it.



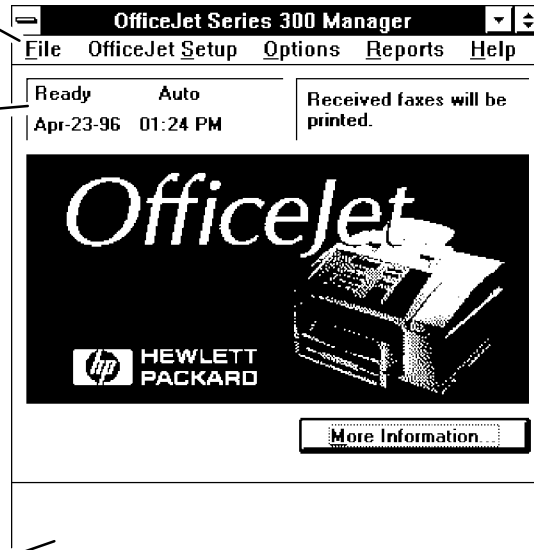
3. Click the HP OfficeJet Manager icon.

Running the HP OfficeJet Manager

To run the HP OfficeJet Manager, double-click the HP OfficeJet Manager icon. The HP OfficeJet Manager window appears. A menu bar is displayed across the top of the window, with the headings **File**, **OfficeJet Setup**, **Options**, **Reports** and **Help**.

All of the choices in the *Menu Bar* are described in this chapter.

The Status area shows you the same information as on the front panel display of your HP OfficeJet. When error messages display here, press the **More Information** button (bottom right corner) to get directions on how to fix the problem.



This area shows information about your menu choices.

To look up menu options for each main menu, move your mouse so the screen pointer points to the menu heading. Then click the mouse button. Each of the menu options are explained in this chapter. To close the HP OfficeJet Manager, choose **File/Exit**.

Using the HP OfficeJet Manager Help System

The HP OfficeJet Manager has an online help system. When you choose **Help** from the HP OfficeJet Manager menu bar, a drop-down menu appears. The menu items are explained below.

- Choose **Help/Contents** to display the contents of the online help system.
- Choose **Help/Search** for detailed information and instructions on specific topics.
- Choose **Help/Using OfficeJet Series 300 Manager** to learn more about the HP OfficeJet Manager.
- Choose **Help/Technical Support** for information about how to solve problems and get customer support.
- Choose **Help/About OfficeJet Series 300 Manager** to look up your version of the HP OfficeJet Manager.

Help on specific topics is also available from many HP OfficeJet Manager dialog boxes, as explained in the following pages. Clicking the **Help** button in one of these dialog boxes will take you to the relevant Help topic.

For more information on Windows-based help systems, refer to the Windows Help system in your *Windows User's Guide*.

Using the File Menu

When you choose **File** from the main OfficeJet Manager menu, the following drop-down menu appears.



Cleaning the Print Cartridge

If the print quality is poor, it may mean the print cartridge requires cleaning. However, as the problem can be attributed to other causes, refer to the Troubleshooting chapter first for alternate solutions, as unnecessarily cleaning the print cartridge shortens its life.

If you need to clean the print cartridge, choose **File/Clean Print Cartridge**.

Using the OfficeJet Setup Menu

When you choose **OfficeJet Setup** from the main OfficeJet Manager menu, a drop-down menu appears, which you can use to configure the HP Officejet device settings.

| |
|-----------------------------------|
| OfficeJet Setup |
| Send Fax Setup... |
| Speed <u>D</u> ial Setup... |
| Send Fax <u>Q</u> uality... |
| Receive Fax Setup... |
| <u>L</u> oaded Paper Size ▶ |
| <u>C</u> opy Reduction ▶ |
| <u>P</u> rinting Options [DOS]... |
| <u>S</u> ounds... |

Modifying Device Settings

The table below summarizes all the device settings you can change with the HP OfficeJet Manager. It also lists factory settings (defaults).

| Setting | Use Whenever You Need To... |
|------------------|---|
| Send Fax Setup | <ul style="list-style-type: none"> Change the Fax Header (current date and time, name, and number) printed at the top of all faxed pages. Specify tone or pulse. <i>The factory setting is Dialing Mode=Tone.</i> Specify automatic redial for faxes that fail the first time. <i>The factory setting is Automatic Redial=On.</i> |
| Speed Dial Setup | <ul style="list-style-type: none"> Add, change, or delete frequently-used names and fax numbers. Add, change, or delete a speed dial group, to send a fax to multiple recipients. Print a report of speed dial entries. |
| Send Fax Quality | <ul style="list-style-type: none"> Change the contrast (light, normal, or dark) for copies and outgoing faxes. <i>The factory setting is Contrast=Normal.</i> Change the resolution (standard, fine, or photo) for outgoing faxes. <i>The factory setting is Resolution=Standard.</i> |

| Setting | Use Whenever You Need To... |
|------------------------|---|
| Receive Fax Setup | <ul style="list-style-type: none"> • Change the Receive Mode to indicate whether you want the HP OfficeJet to automatically answer all phone calls or whether you want to manually answer the phone. • Change the number of rings before the HP OfficeJet answers (only applicable when receive mode is set to Auto). The factory setting is Rings to Answer=2. • Reduce page size of incoming faxes to match paper size loaded in tray. The factory setting is Automatic Reduction=On. • If an error occurs, specify that incoming faxes be received to memory. The factory setting is Backup Reception=On. • Specify a distinctive ringing service. The factory setting is Distinctive Ring=Off. • Receive faxes from older-model fax machines that don't emit a fax signal. The factory setting is Silent Detect=Off. • Allow remote dial-in. The factory setting is Remote Service=Off. |
| Loaded Paper Size | Specify type of paper currently loaded: Letter, Legal, A4, Exec, or Envelope. Change this setting to match the size of paper. The factory setting for the U.S. is Loaded Paper Size=Letter . |
| Copy Reduction | Specify the percentage of copy to be reduced, relative to the original. The factory setting is Copy Reduction=100% . |
| Printing Options (DOS) | Setup the HP OfficeJet as a printer for a DOS application. |
| Sounds | Turn off or adjust the volume of sounds device makes. The factory settings are Ringer=On, Beeps=On, Ring and Beep Volume=Soft . |

Using Send Fax Setup

To set up header information, dialing mode, and automatic redial, choose **OfficeJet Setup/Send Fax Setup**. The Send Fax Setup dialog box appears, with the fax header at the top of the page, as shown below. First, review the header information for outgoing faxes. All of the headers for your outgoing faxes will contain this information.

Changing the Header for Your Outgoing Faxes

1. To change the month, day, or year in the **Date** box, double-click the number you want to change and type in a new number.
2. To change the numbers in the **Time** box, double-click the number you want to change and type in a new number. If you want to express time in terms of 24 hours rather than AM/PM (13:00 rather than 1:00 PM), change the time from AM/PM to the 24-hour clock first. Then change the numbers.
3. Type your name or your company name in the **Fax Header Name** box.
4. Type your fax number in the **Fax Header Number** box.

Selecting Dialing Mode

Dialing Mode offers you an option between Pulse and Tone. In the **Dialing Mode** box, choose **Tone** if your telephone has touch-tone capability; choose **Pulse** if it does not. If you select pulse, you may need to switch from **Pulse** to **Tone** to perform certain transactions like, for example, charging your fax number to a credit card. To switch from Pulse to Tone, type an asterisk (*) after the fax number.

Note, this feature only works if your Dialing Mode has been set to **Pulse**; you cannot switch from **Tone** to **Pulse** when dialing. The example below shows you exactly how this procedure works.

EXAMPLE

To send a fax to the number (111) 222-3333, and then switch to **Tone** dialing to enter a credit card number, you would enter the fax number as *111 222 3333 **. Then enter your credit card number.

You can place the * in Speed Dial entries and numbers you dial from the front panel of the OfficeJet, to switch from **Pulse** to **Tone**.

Setting Automatic Redial Option

The factory setting is **Automatic Redial=On**. With this setting, if the HP OfficeJet encounters a busy signal, it will redial that fax number automatically five times (the number varies by country). The first redial occurs after a 1-minute wait; the next four redials occur after 5-minute waits. During this wait period, the redial timer is displayed as a countdown. To initiate the next redial without waiting, press the **Redial/Pause** button located on the front panel (this applies to paper faxes only).

Setting up Speed Dialing

The speed dialing feature allows you to store frequently used fax numbers (either for individuals or groups) by assigning code numbers to them, to speed up the dialing process.

After storing a name, you can send your fax by pressing the **Speed Dial** button located on the left side of the front panel of the HPOfficeJet, and entering the code number which corresponds to the name.

The first 10 speed dial codes are automatically assigned to the 10 One-Touch buttons on the right of the HP OfficeJet front panel. Store the 10 fax numbers you dial most frequently into speed dial codes 1 through 10. Then, just load your paper document and press the appropriate One-Touch button, before pressing Start.

The group speed dial feature allows you to store selected speed dial entries in groups. For example, you may want to create a group of client or vendor speed dial numbers. You can have as many as five groups of related fax numbers. After storing a number, you can send a fax to that number by simply pressing the **Speed Dial** button located on the front panel of the HP OfficeJet and entering the group code (any number between 61 through 65). Your fax will be sent to every person in that group.

When you've finished assigning names and fax numbers to the speed dial codes, click the **OK** button to save your settings and close the dialog box. You may also click the **Cancel** button to close the dialog box without saving your settings, or the **Help** button to get help for this topic.

Storing Speed Dial Codes for Individuals

1. Choose OfficeJet Setup/Speed Dial Setup.

| Code | Name | Fax Number |
|------|-------------------|----------------|
| 01 | ABC Property Mgmt | 555-1900 |
| 02 | Public Images Inc | 1-999-555-4783 |
| 03 | W.M., Accountant | 555-7379* |
| 04 | S&H Office Suppl | 555-2312 |
| 05 | Old Pioneer Bank | 1-999-555-3776 |
| 06 | The Corner Deli | 555-8989 |
| 07 | Sturdy Constr. Co | 555-7584 |
| 08 | Western Mortgage | 555-9900 |
| 09 | DJ's Realty | 555-4337 |
| 10 | D. Best Architect | 1-999-555-6776 |
| 11 | Donna Ortega | 1-999-555-8012 |
| 12 | J.E. McArthur | 1-999-555-8681 |
| 13 | Alan Calderon | 1-999-555-4914 |

Print Speed Dial Report Group Dial Setup...

Enter the name and fax number of entries to be accessed via the 'Speed Dial' button.

2. In the **Name** and **Fax Number** boxes, across from each code, type the recipient's name (person or company name) and fax number. Use the Tab key to move from one column to the other. (Be sure to include any necessary prefixes; for example, 1 for long-distance numbers.)

| Special Characters | Use in Fax Numbers |
|--------------------------|---|
| asterisk (*) | If the Dialing Mode is set to pulse, adding the asterisk switches the dialing mode from pulse to tone. If the Dialing Mode is set to tone, the asterisk causes a "*" tone to be emitted. |
| pound or number sign (#) | If the Dialing Mode is set to tone, a pound or number sign causes a "#" tone to be emitted. If the Dialing Mode is set to pulse, this character is ignored. |
| hyphen (-) | Inserts a 3-second pause in the fax number when you need to wait for an access tone or when using a credit card. For example, placing "- - - -" in a speed dial number causes four pauses to occur. |
| space or blank | Spaces and blanks are ignored. |

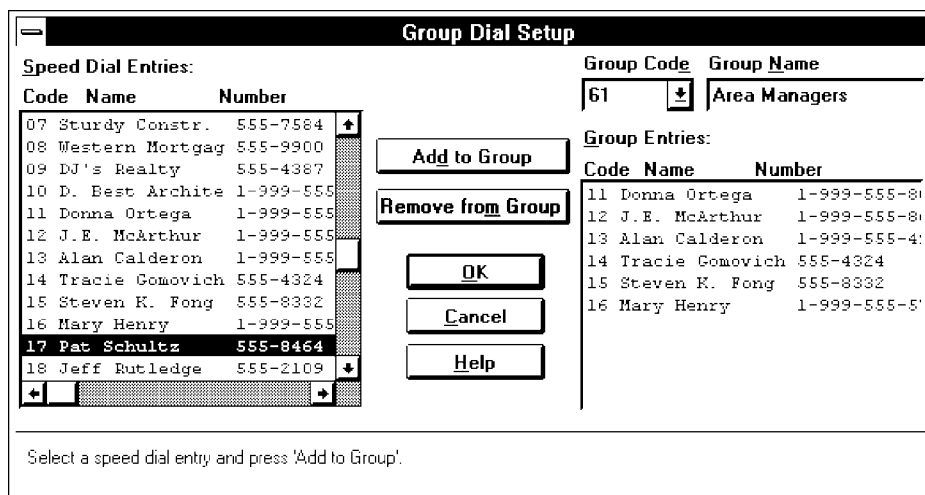
3. Click the **OK** button to save your settings and close the dialog box.

To delete an entry, highlight the name by clicking it, and press the Delete key on your keyboard.

To print a report showing all the information you have stored in speed dial codes, click the **Print Speed Dial Report** button at the bottom of the dialog box.

Storing Speed Dial Codes for Groups

1. Select **Speed Dial Setup** from the **OfficeJet Setup** menu.
2. Click the **Group Dial Setup** button at the bottom of the Speed Dial Setup dialog box.



Group Dial Setup

Speed Dial Entries:

| Code | Name | Number |
|------|-----------------|-----------|
| 07 | Sturdy Constr. | 555-7584 |
| 08 | Western Mortgag | 555-9900 |
| 09 | DJ's Realty | 555-4387 |
| 10 | D. Best Archite | 1-999-555 |
| 11 | Donna Ortega | 1-999-555 |
| 12 | J.E. McArthur | 1-999-555 |
| 13 | Alan Calderon | 1-999-555 |
| 14 | Tracie Comovich | 555-4324 |
| 15 | Steven K. Fong | 555-8332 |
| 16 | Mary Henry | 1-999-555 |
| 17 | Pat Schultz | 555-8464 |
| 18 | Jeff Rutledge | 555-2109 |

Group Code: 61 **Group Name:** Area Managers

Group Entries:

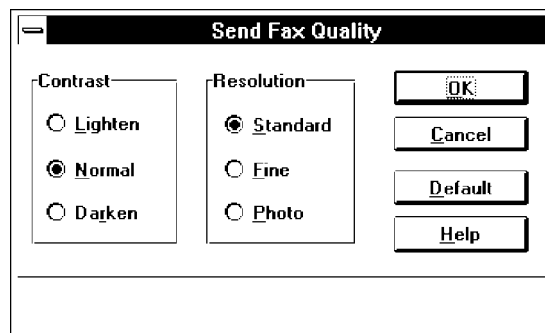
| Code | Name | Number |
|------|-----------------|-------------|
| 11 | Donna Ortega | 1-999-555-8 |
| 12 | J.E. McArthur | 1-999-555-8 |
| 13 | Alan Calderon | 1-999-555-4 |
| 14 | Tracie Comovich | 555-4324 |
| 15 | Steven K. Fong | 555-8332 |
| 16 | Mary Henry | 1-999-555-5 |

Select a speed dial entry and press 'Add to Group'.

3. The first time you open this dialog box, Code 61 will be displayed in the **Group Code** box. To select the next code, click on the arrow to the right of this code.
4. In the **Group Name** box type a name for the group of related names (for example, *Clients*).
5. Next, highlight each name that you want to add to this group and click the **Add to Group** button. If you add a name by mistake, delete it from the group by highlighting it and clicking the **Remove from Group** button. (Note, you cannot add names by typing them in; you can only select them from the list of individuals you entered previously.)
6. Click the **OK** button to save your settings and close the dialog box.

Changing Send Fax Quality

When you choose **OfficeJet Setup/Send Fax Quality**, the Send Fax Quality dialog box appears.



Changing the contrast

To modify the **Contrast** of copies or outgoing faxes, click:

- **Darken** for originals that are too light.
- **Normal** for documents with acceptable lightness/darkness (factory setting).
- **Lighten** for originals that are too dark.

Avoid sending faxes written in pencil, but if you do, change the contrast to Darken first.

Changing the resolution

To modify the resolution (sharpness) of outgoing faxes, click:

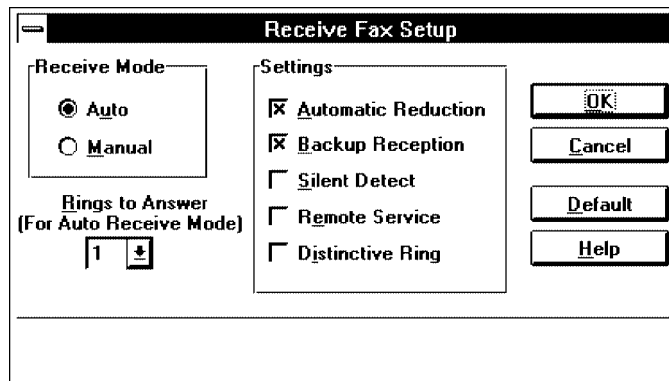
- **Standard** for text only faxes (no photographs or graphic illustrations), or when the transmission speed is more important than quality.
- **Fine** to make text and line drawings as sharp as possible.
- **Photo** when faxing or making copies of photographs or to capture images containing different shades of gray or color. This selection causes documents to be scanned as halftone images.

Copies are automatically made with the best resolution. For this reason, a photograph may not fit completely in memory and you may not be able to make multiple copies. You will need to make individual copies.

After you've made your changes, click **OK** to save your settings and close the dialog box; **Cancel** to close the dialog box without saving your settings; **Default** to return selections to factory settings; and **Help** to display help for this topic.

Using Receive Fax Setup

When you choose **OfficeJet Setup/Receive Fax Setup**, the Receive Fax Setup dialog box appears. The settings in this dialog box were determined during installation. You need only modify these settings if the conditions that existed at setup have changed.



When you have finished, click **OK** to save your settings and close the dialog box, or **Cancel** to close the dialog box without saving your settings. Click **Default** to return selections to factory settings; and **Help** to display help for this topic.

Selecting Auto or Manual Receive Mode for incoming faxes

Before you select the auto or manual Receive Mode setting for incoming faxes, review the setup information in your Installation Guide to make sure your system is cabled correctly. Then make your selection based on the following.

| If This Is Your Situation... | Choose this setting |
|---|--|
| A separate telephone number for receiving fax calls only (no voice calls). | Auto. |
| One telephone number for both phone and fax calls, and <i>no</i> telephone answering machine. | Manual. |
| One telephone number for both phone and fax calls, and you <i>do</i> have a telephone answering machine. | Auto. |
| One telephone number for both phone and fax calls, and you subscribe to a <i>distinctive ringing service</i> from your telephone company. | Auto, and click the Distinctive Ring button in the Settings box. |

Changing the number of rings to answer

When the receive mode is set to Auto, HP OfficeJet answers the call automatically, after a specified number of rings.

- To change the setting, click the arrow to the right of the **Rings to Answer** box to show the desired number, then click on the number.

Answering machines also have a rings-to-answer feature. If you have an answering machine connected (according to scenario 3 in the Installation Guide), make sure the number of **Rings to Answer** in this dialog box is set to a higher number than that of your answering machine.

The HP OfficeJet "listens" while the answering machine plays its greeting. If the HP OfficeJet detects fax tones, it will cut off the answering machine and receive the fax.

Setting Automatic Reduction

The **Automatic Reduction** setting automatically reduces *each page* of your incoming fax to fit the paper loaded in the tray. The Factory setting is **Automatic Reduction=On**. To turn it off, remove the check from the checkbox. The two scenarios below demonstrate what happens if you turn auto reduction on or off.

Example 1: You receive a fax on legal-size paper, but have letter-size paper loaded in the HP OfficeJet. With **Auto Reduction=On**, the page will be a 75% reduction of the legal-size original. With **Auto Reduction=Off**, the legal-size original will be split into two pages.

Example 2: You receive a fax on letter-size paper and also have letter-size paper loaded in the HP OfficeJet. With **Auto Reduction=On**, each page you receive may be reduced slightly. With **Auto Reduction=Off**, the page may be split into two pages.

The HP OfficeJet cannot print on the bottom 1/2 inch of the page, so a fax that fills a letter-size page may print on two pages if Automatic Reduction is turned off. You should always leave the Automatic Reduction setting On, unless maintaining the original size is important to you.

Setting Backup Reception

The HP OfficeJet has a backup capability for receiving faxes and storing them in memory if it is unable to print them for the following reasons:

- The paper tray is empty.
- The wrong paper size is loaded for receiving faxes (only Letter, Legal, and A4 paper are valid for faxes).
- The print cartridge is out of ink or is not installed.
- There's a paper jam.

With the **Backup Reception=On** (the factory setting), incoming paper faxes will be received to memory. If **Backup Reception=Off**, *no* incoming calls will be answered, nor incoming faxes received, until the circumstance listed above is corrected.

If you are printing a file from your PC or copying when a fax is received, the fax will be saved to memory, regardless of the **Backup Reception** setting. When the printing or copying is complete, faxes stored in memory print immediately.

Distinctive Ring

"Distinctive ring" is a service provided by a telephone company. You need to check with your telephone company to see if it is offered in your area. If it is offered, it allows you to have two or three phone numbers on the same phone line and is cheaper than having separate lines. It is easy to tell the phone numbers apart because each one has a distinctive ring: the first phone number has a single ring, the second has a double ring, and the third has a triple ring.

The **Distinctive Ring** feature allows the HP OfficeJet to distinguish between voice and fax calls when both are received on the same phone line, but *it only works with your telephone company's distinctive ring service*. The factory setting is **Distinctive Ring=Off**; the HP OfficeJet automatically (*Receive mode* is set to **Auto**) answers **all** calls. If you have subscribed to your telephone company's distinctive ring service, ask your telephone company to assign the *single ring* to phone numbers that receive *voice calls* and *multiple rings* to phone number(s) that receive *fax calls*. Then Check the **Distinctive Ring** checkbox to allow the HP OfficeJet to answer the phone and receive faxes only when it detects a multiple ring.

(At the time of publication, distinctive ring services also known by other names were available only in certain parts of the U.S. and some Asian countries.)

Silent Detect

To receive faxes from older-model fax machines that don't emit a fax signal, click the **Silent Detect** checkbox. At the time of publication, these silent models represented about 5% of the fax machines in use.

The factory setting is **Silent Detect=Off**. Modify only when all of the following are true:

- You receive a fax from an older-model fax machine.
- Your telephone answering machine is directly connected to the HP OfficeJet.
- The **Receive Mode** is set to **Auto**.

Remote Service

If you've contacted a Hewlett-Packard service representative about a problem, you may be asked to turn the remote service setting **On** by clicking the checkbox. The factory setting is **Remote Service=Off**. Reset it to **Off** after the problem has been diagnosed.

Changing the Loaded Paper Size

Use **OfficeJet Setup/Loaded Paper Size** to change the size of the paper in the lower paper tray. The table below shows the paper sizes that you can use for each HP OfficeJet function.

| Task | Valid Paper Sizes |
|-------------|-----------------------------------|
| Printing | Letter, Legal, A4, Exec, Envelope |
| Faxing | Letter, Legal, A4 |
| Copying | Letter, Legal, A4 |

Letter: 8.5 x 11 inches (216 x 279 mm)

Legal: 8.5 x 14 inches (216 x 356 mm)

A4: 8.27 x 11.7 inches (210 x 297 mm)

Exec: 7.25 x 10.5 inches (184 x 267 mm)

Envelope: Either (1) *U.S. No. 10 envelopes*, 4.12 x 9.5 inches (105 x 241 mm), or (2) *European DL envelopes*, 220 x 110 mm (8.66 x 4.33 inches)

Reducing Copies of Originals

To make reduced copies of originals, select **OfficeJet Setup/Copy Reduction** and slide the mouse down the list of percentages displayed in the drop-down menu. Release the mouse button after your selection has been highlighted.

Setting DOS Printing Options

To set printing options for DOS software applications, choose **OfficeJet Setup/Printing Options (DOS)**. These selections update the HP OfficeJet DOS printing characteristics and any DOS application that prints afterward will use these settings unless the application's printer driver overrides them.

Your DOS software application supplies printer drivers for many printer models. A printer driver that supports your printer features may already be in your software application. Your access to some printer features, such as font selection, depends on your software application and the printer driver installed.

Note: If you use DOS software applications and Windows applications, be sure to exit Windows before running your DOS applications. Do *not* print from the Windows MS DOS Prompt.

The table below summarizes the choices you can make from the HP OfficeJet Manager for DOS printing.

| | |
|------------------------|---|
| Font | The character set the printer uses for printing. |
| Font Size | Normal or Condensed. |
| Print Quality | Letter (highest) or Draft (quickest). |
| Carriage Return | Carriage Return (CR) only or Carriage Return and Line Feed (CR and LF). |
| Orientation | Portrait or Landscape. |

Do the following before changing any settings on this dialog box.

1. Determine if your DOS software application provides a printer driver that you can use.

Check the printer selection or printer setup menu in your software application for a list of printer models. The list below identifies recommended printer driver selections you can use and the type of support that each offers:

| Use this printer driver: | For this type of printer support: |
|---------------------------------|--|
| HP DeskJet 520 printer | All printer features |
| HP DeskJet 510 printer | All printer features |
| HP DeskJet 500 printer | All printer features except for some fonts and envelope printing |

2. Select the printer driver using the instructions provided by your software application manual.

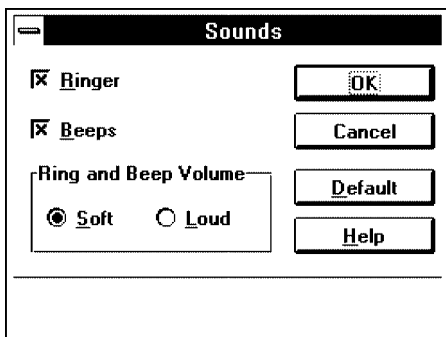
If the HP DeskJet 520 printer is not listed, use one of the alternate printer drivers listed and contact your software company to determine if an HP DeskJet 520 printer driver is available.

3. Print a few documents from your software applications to make sure documents are printing correctly.

Note: You may need to add or change the MODE statement in your computer's AUTOEXEC.BAT file. The MODE statement tells your computer where to send printing information. This statement is not always required. If the HP OfficeJet does not print, check your AUTOEXEC.BAT file to make sure the MODE statement for a Centronics parallel connection to the LPT1 port is: **MODE LPT1:,,P**. If you are not familiar with your AUTOEXEC.BAT file, see your DOS manual for information.

Controlling Sound Settings

To modify the sounds produced by your HP OfficeJet, select **OfficeJet Setup/Sounds**. A marked setting indicates the feature is on or selected. To turn the ringer and beeps on/off, or to modify the volume, click the checkbox. Click the **OK** button to save your settings and close the dialog box.



This table describes the different sounds that may be heard and the items on the **Sounds** dialog box that controls them.

| Type of Sound | Occurs When... | Adjust using... |
|-------------------|---|---|
| Rings | You receive a call on the telephone line connected to the HP OfficeJet. | Ringer and Ring and Beep Volume . |
| One Short Beep | You press a button on the front panel. | Beeps and Ring and Beep Volume . |
| Three Short Beeps | You press an incorrect button on the front panel. | Ring and Beep Volume . |
| Nine Short Beeps | An error occurs. | Ring and Beep Volume . |
| One Long Beep | You send or receive a fax successfully (without error). | Ring and Beep Volume . |

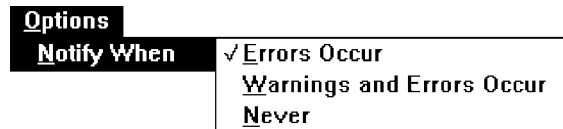
To adjust the volume of fax tones (of outgoing faxes), slide the volume control slider located on the right side of the HP OfficeJet toward the minus sign (-) to decrease the volume, and toward the plus sign (+) to increase it.

Using the Options Menu

The **Options** menu lets you select an alert option to notify you of errors or warnings.

Being notified of errors or warnings

Whenever an error and/or warning occurs, you have the option to make the HP OfficeJet Manager window pop to the foreground, so that you are alerted immediately. The factory setting is (**Notify When Errors Occur**). Change this setting by choosing **Options/Notify When** and selecting from the three choices shown below.



You can be notified when **Errors Occur** (for example, when paper jams inside the device), when **Warnings and Errors Occur** (a warning would alert you when the print cartridge is getting low), or **Never** (the HP OfficeJet Manager would never pop to the foreground to alert you to errors or warnings).

A list of error messages requiring a response from the user, together with recovery information is included in chapter 5, and also provided in the online help.

Printing Logs and Reports

The Reports menu offers three choices: **Automatic Log**, **Print Fax Log**, and **Print Reports**.



Printing a Fax Log Report Automatically

When you choose **Reports/Automatic Log** from the HP OfficeJet Manager menu, the Automatic Fax Log dialog box appears. You can choose to have the fax log printed whenever errors occur, whenever you send a fax, when either of those conditions occur, or never. The factory setting is **Error Only** (the log is printed automatically when an error occurs). When you select **Send or Error** or **Send only**, a report is printed every time you send a fax.

Printing Fax Logs

To print a log of the last fax or the last 30 faxes sent and received, choose **Print Fax Log** from the **Reports/Automatic Logs** menu (accessible from the **HP OfficeJet Manager** menu). A sample Fax Log report is shown on the next page.

| HP OfficeJet Personal Printer/Fax/Copier | | Fax Log Report for Austen Enterprises 111-2222 Apr-23-96 2:30PM | | | | | |
|---|---------------|---|-------------|-------------|-------------|-----------------|-------------------|
| Last 30 faxes | | | | | | | |
| <u>Identification</u> | <u>Result</u> | <u>Pages</u> | <u>Type</u> | <u>Date</u> | <u>Time</u> | <u>Duration</u> | <u>Diagnostic</u> |
| 555-3756 | OK | 03 | Sent | Oct-19 | 10:14A | 00:02:05 | 001000000000 |
| 999-555-4783 | Stop | 02 | Received | Oct-19 | 01:21P | 00:01:38 | 001000000000 |
| 555-1900 | No Answer | 00 | Poll-in | Oct-20 | 09:57A | 00:00:09 | 001000000000403 |
| Public Images Inc. | Busy | 00 | Sent | Oct-20 | 11:48A | 00:00:08 | 001000000000 |
| 555-7990 | Error | 01 | Poll-out | Oct-20 | 04:38P | 00:01:18 | 001000000000411 |
| 555-7990 | Jammed | 03 | Sent | Oct-20 | 05:10P | 00:02:40 | 001000000000 |
| Mary Henry | No Document | 00 | Sent | Oct-21 | 01:00A | 00:00:21 | 001000000000 |
| 999-555-8012 | Power Fail | 01 | Received | Oct-21 | 08:43A | 00:01:27 | 001000000000 |
| 555-4382 | Power Fail | 00 | Sent | Oct-21 | 08:43A | 00:00:05 | 001000000000 |
| The Corner Deli | Cover Open | 00 | Sent | Oct-21 | 11:15A | 00:00:14 | 001000000000 |
| 555-4164 | No Dial Tone | 00 | Sent | Oct-21 | 11:51A | 00:00:12 | 001000000000 |

As the sample above shows in the eight columns, the Fax Log Report is a detailed record of who the fax was sent to, whether it was successful, the page count, whether it was sent or received, the date, time, duration, and diagnostic check. Each of these columns is explained in detail in the table below.

| Heading | Description |
|----------------|--|
| Identification | The location a document is <i>sent to</i> or <i>received from</i> is identified by the fax number and only the first 20 digits are shown. Note: If you send a fax to a location using a speed dial name, the name not the fax number will be displayed. (In the example above, the name "Public Images Inc," not the number, is displayed.) |
| Result | " OK " indicates the fax was successfully transmitted. " Stop " means you pressed the STOP button to cancel the fax. " No answer " means the receiving fax machine did not answer. Call the recipient to make sure the fax machine is ready to receive faxes. " Busy " indicates the receiving fax machine is busy and you should try again later, or set Auto Redial to "On" to allow the phone number to be redialed, automatically, up to five times. |

| Heading | Description |
|-----------------------|--|
| Result (continued) | <p>"Error" means the fax failed during transmission, due to an error. Try again and/or contact the recipient to ensure the fax machine is ready to receive faxes. If receiving a fax, ask the sender to retransmit it.</p> <p>"Jammed" means the loaded paper jammed while being drawn into the machine for faxing or copying. Open the front panel by pulling the top ledge of the panel toward you, remove the paper jam and close the front panel. Resume faxing or copying.</p> <p>"No document" means the document scheduled for faxing at a later time (with the Send Fax Later feature) was not there.</p> <p>"Power fail" means the power failed during send or receive mode, details of which are recorded in the Power Fail report. See "Power Fail Report" at the end of this chapter.</p> <p>"Cover open" means the fax was aborted during transmittal because the front panel was opened. Part or all of the document will need to be resent.</p> <p>"No dial tone" means an absence of a dial tone on the connecting telephone line. Check your connections and try again.</p> |
| Pages | <p>The number of pages successfully sent or received.</p> <p>Note: The total number of pages sent is listed in this column if a fax is sent from memory (as with faxes scheduled for a future time and group faxes). For example, "02/02" means that two out of two pages were sent.</p> |
| Type | <p>"Sent" and "Received" indicates whether the fax was sent or received.</p> <p>"Poll-in" means the fax was received after polling another fax machine.</p> <p>"Poll-out" the fax was sent to another fax machine that polled yours.</p> |
| Date | The date of transmission. |
| Time | The time of the transmission. |
| Duration | The time it took to transmit the fax in hours, minutes, and seconds. |
| Diagnostic | A 12- or 15-digit code used by HP service representatives to diagnose send/receive problems. |

Printing HP OfficeJet Reports

Choose **Reports/Print Reports** to print any of the following reports. Samples and explanations for each report are provided at the end of this chapter.

- **Speed Dial.** This report lists stored speed dial codes, names, and fax numbers.
- **Menu Settings.** This report describes the menu layout as well as currently-selected settings (marked with an asterisk) in a hierarchical diagram.
- **Self Test.** This report prints samples of internal fonts, lists current and factory settings of menu items, and informs you of print cartridge problems and the current version of your product.
- **Print Demo.** This report summarizes key features of the HP OfficeJet and demonstrates print quality.

A Power Fail report is printed automatically if power fails while a fax is being transmitted, or is pending. If the Power Fail report issues either of these warnings "These faxes were in the process of being received but were not completely printed," or "These faxes were not completely sent," the fax(es) will have to be resent.

The Speed Dial Report

The Speed Dial report lists speed dial codes, names, and fax numbers you have programmed using either the HP OfficeJet Manager or the front panel.

| Heading | Description |
|------------------------|---|
| Speed Dial Code Number | A speed dial code programmed during Speed Dial setup. Codes 1 through 60 are allocated to individual speed dial numbers, and codes 61 through 65 are reserved for group speed dial numbers. |
| Name | The names that correspond to individual speed dial codes (1-60), or group speed dial codes (61-65). |
| Fax Number | The fax number you entered for this speed dial code. |

HP OfficeJet
Personal Printer/Fax/Copier

Speed Dial Report for
Austen Enterprises
111-2222
Apr-23-96 08:30AM

| <u>Speed Dial Code Number</u> | <u>Name</u> | <u>Fax Number</u> |
|-----------------------------------|---------------------|-------------------|
| 01 | ABC Property Mgmt | 555-1900 |
| 02 | Public Images Inc. | 1-999-555-4783 |
| 03 | W.M., Accountant | 555-7379 |
| 04 | S&H Office Supplies | 555-2312 |
| 05 | Old Pioneer Bank | 1-999-555-3776 |
| 06 | The Corner Deli | 555-8989 |
| 07 | Sturdy Constr. Co. | 555-7584 |
| 08 | Western Mortgage | 555-9900 |
| 09 | DJ's Realty | 555-4387 |
| 10 | D. Best Architects | 1-999-555-6776 |
| 11 | Donna Ortega | 1-999-555-8012 |
| 12 | Paul Arnold | 1-999-555-8681 |
| 13 | Alan Calderon | 1-999-555-4914 |
| 14 | Tracie Gomovich | 555-4324 |
| 15 | Steven K. Fong | 555-8332 |
| 16 | Mary Henry | 1-999-555-5773 |
| 17 | Pat Schultz | 555-8464 |
| 18 | Jeff Rutledge | 555-2109 |
| 19 | Jane Markowitz | 555-4951 |
| 20 | Mike Bentley | 555-8146 |
| 21 | Jane Letrich | 555-6562 |
| 22 | Betty Matlock | 555-9255 |
| 23 | Alan Klein | 555-4898 |
| 61 | Area Managers | |
| 11 | Donna Ortega | 1-999-555-8012 |
| 12 | Paul Arnold | 1-999-555-8681 |
| 13 | Alan Calderon | 1-999-555-4914 |
| 14 | Tracie Gomovich | 555-4324 |
| 15 | Steven K. Fong | 555-8332 |
| 16 | Susen Henry | 1-999-555-5773 |

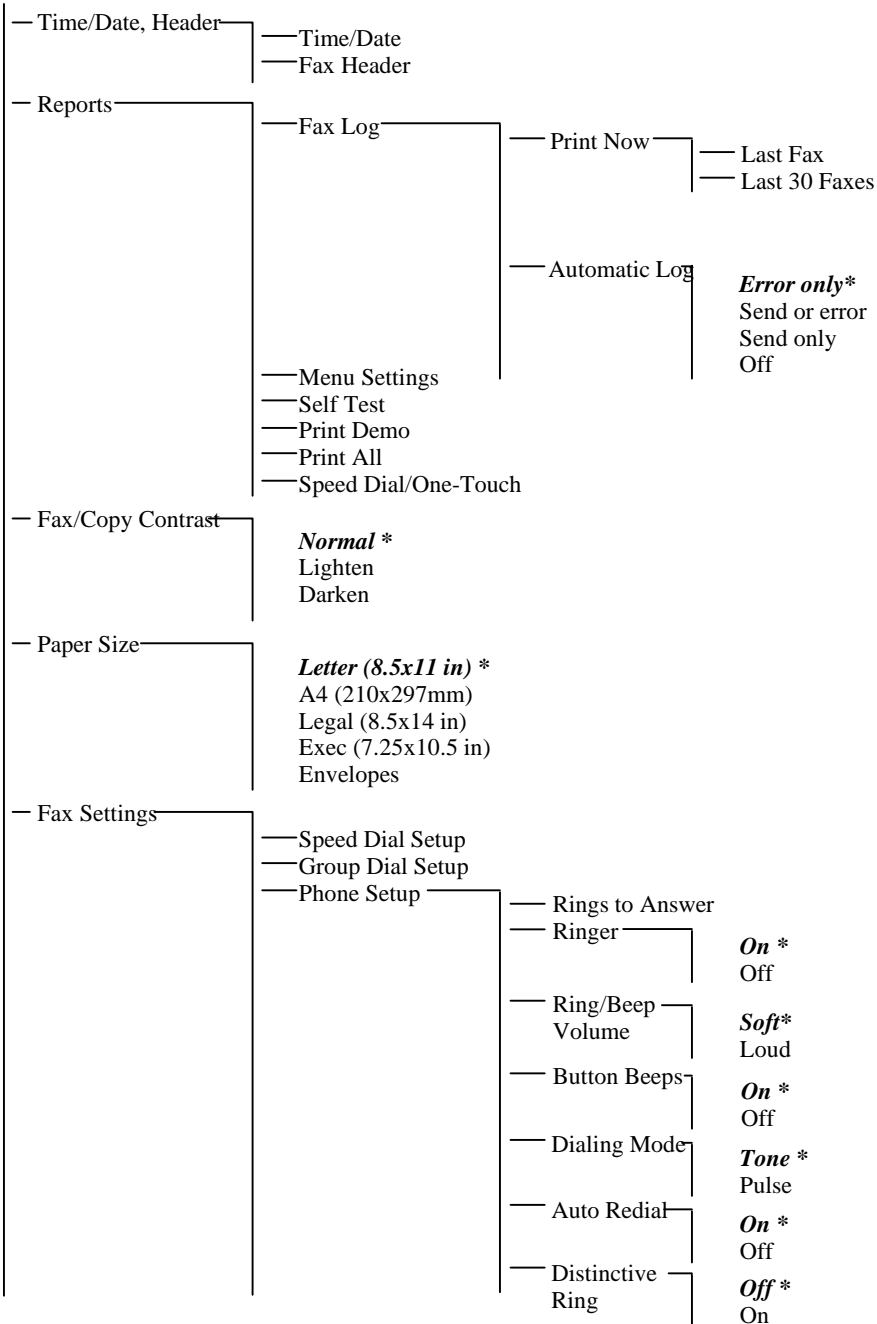
The Menu Settings Report

The Menu Settings report shows both the menu layout and the currently-selected settings in a hierarchical diagram. The current selections are marked with an asterisk in the report, just as they are on the front panel display. Refer to this report to look at current selections and review other available ones before making changes. A sample report on the next page shows the selected factory settings.

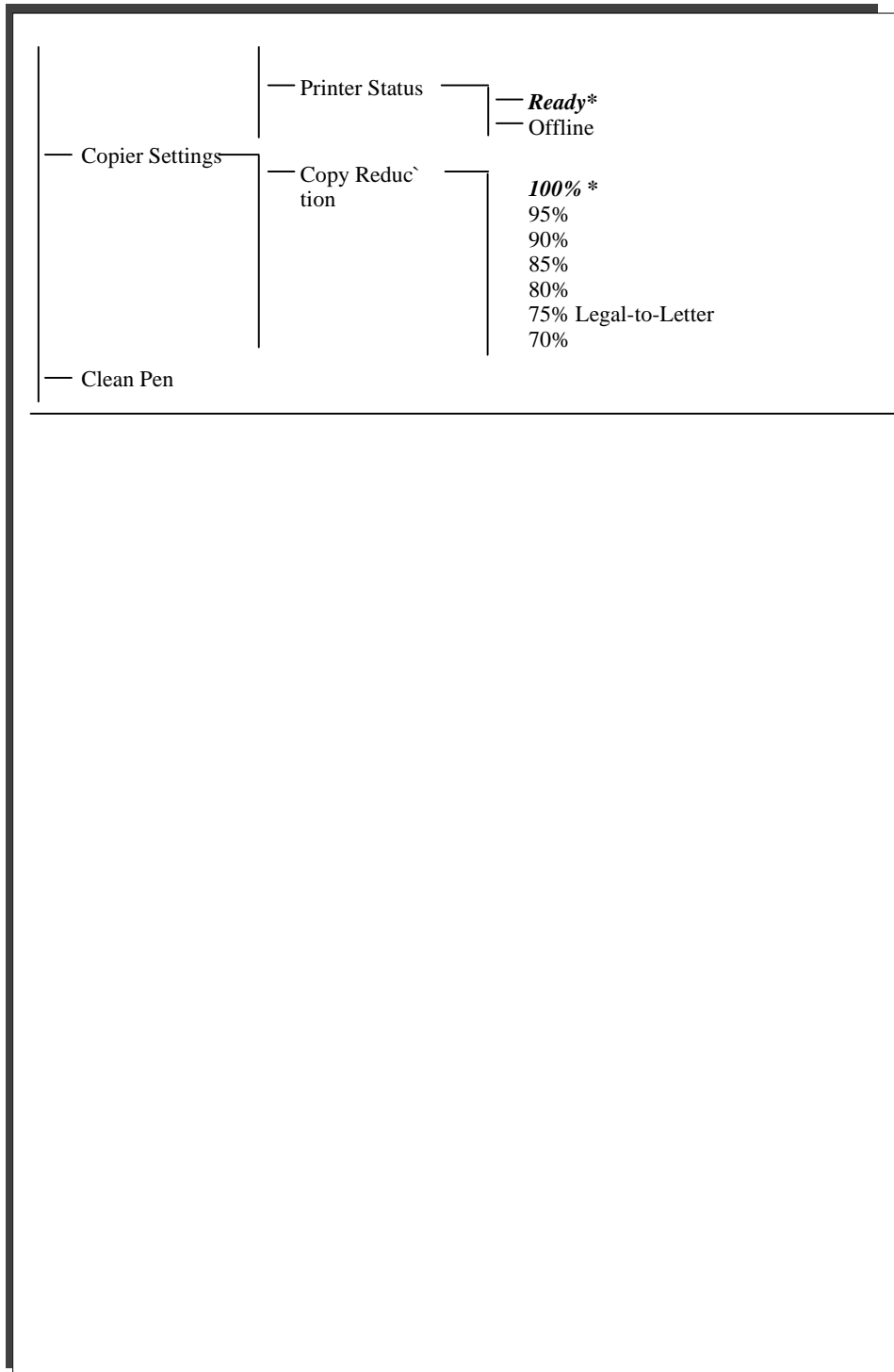
HP OfficeJet
Personal Printer/Fax/Copier

Menu Settings Report for
Austen Enterprises.
111-2222
Apr-23-96 09:36 AM

MENU



| | | | |
|------------------|------------------|-------------------|-------|
| | | Remote Service | Off * |
| | Send Fax Later | Setup | |
| | | Cancel | |
| | Polling Setup | Send | |
| | | Receive | |
| | | Send | |
| | Backup Reception | On * | |
| | | Off | |
| | Silent Detect | Off * | |
| | | On | |
| | Auto Reduction | Off * | |
| | | On | |
| | Error Correction | On * | |
| | | Off | |
| Printer Settings | Character Set | PC-8 * | |
| | | HP Roman 8 | |
| | | PC-8 Danish/Nor | |
| | | UK ISO 4 | |
| | | German ISO 21 | |
| | | French ISO 69 | |
| | | Italian ISO 15 | |
| | | Nor v.1 ISO 60 | |
| | | Swed Names ISO 11 | |
| | | Spanish ISO 17 | |
| | | ASCII | |
| | | Portug ISO 16 | |
| | | PC-850 | |
| | | ECMA-94 Latin 1 | |
| | | HP legal | |
| | Carriage Return | CR only * | |
| | | CR and LF | |
| | Perf Skip Mode | On * | |
| | | Off | |
| | Text Scale Mode | Off * | |
| | | On | |
| | Orientation | Portrait * | |
| | | Landscape | |
| | Printer Font | Normal * | |
| | | Condensed | |
| | Print Quality | Letter * | |
| | | Draft | |

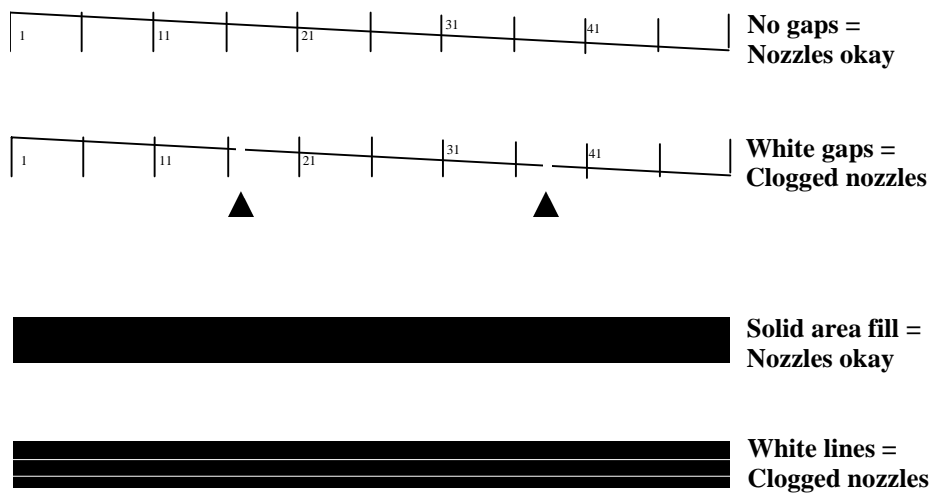


The Self Test Report

To look at samples of internal fonts, review current and factory settings, locate any print cartridge problems, as well as product version information, you will need to print the Self Test report.

| | | | |
|---|--|--|--------------------|
| HP OfficeJet Personal Printer/Fax/Copier | | Self Test Report for Austen Enterprises. 111-2222 Apr-23-96 09:52 AM | |
| Font Samples: | | | |
| Courier --- abcdefg ABCDEFG 123456789 @\$%^&* | | | |
| <i>Courier Italic</i> --- abcdefg ABCDEFG 123456789 @\$%^&* | | | |
| CG Times --- abcdefg ABCDEFG 123456789 @\$%^&* | | | |
| <i>CG Times Italic</i> --- abcdefg ABCDEFG 123456789 @\$%^&* | | | |
| Letter Gothic --- abcdefg ABCDEFG 123456789 @\$%^&* | | | |
| <i>Letter Gothic Italic</i> --- abcdefg ABCDEFG 123456789 @\$%^&* | | | |
| Univers --- abcdefg ABCDEFG 123456789 @\$%^&* | | | |
| <i>Univers Italic</i> --- abcdefg ABCDEFG 123456789 @\$%^&* | | | |
| <u>Menu Feature</u> | <u>Current Setting</u> | <u>Factory Setting</u> | |
| Fax Header: | ACME Co. 619 555-1234 | | |
| Automatic Log: | Error only | Error only | |
| Fax/Copy Contrast: | Normal | Normal | |
| Paper Size: | Letter (8.5x11 in) | Letter (8.5x11 in) | |
| Rings to Answer: | 2 | 2 | |
| Ringer: | On | On | |
| Ring/Beep Volume: | Soft | Soft | |
| Button Beeps: | On | On | |
| Dialing Mode: | Tone | Tone | |
| Auto Redial: | On | On | |
| Distinctive Ring: | Off | Off | |
| Remote Service: | Off | Off | |
| Backup Reception: | On | On | |
| Silent Detect: | Off | Off | |
| Auto Reduction: | On | On | |
| Character Set: | PC-8 | PC-8 | |
| Carriage Return: | CR only | CR only | |
| Perf Skip Mode: | On | On | |
| Text Scale Mode: | Off | Off | |
| Orientation: | Portrait | Portrait | |
| Printer Font: | Normal | Normal | |
| Print Quality: | ▶ Draft | Letter | |
| Printer Status: | Ready | Ready | |
| Copy Reduction: | 100% | 100% | |
| This symbol (▶) indicates that the current setting is different from the factory setting. | | | |
| Self Test: PASSED | | Firmware Version 1.0 | LIU Type 15 |
| Print Cartridge Tests: | | | |
| | | | |

| Heading | Description |
|-----------------------|---|
| Font Samples | Sample characters and numbers shown for each of the eight internal fonts. |
| MENU Features | All menu items are listed. |
| Current Settings | The current selection for that menu item. |
| Factory Settings | The setting selected at the factory for that menu item. |
| Self Test: Passed | Internal electronics tested and are working correctly. |
| Self Test: Failed | The internal electronics failed their self test. Please call for service. (See "Getting Help" in chapter 6 for Customer Support Center numbers.) |
| Firmware/Version | The version number of your HP OfficeJet internal firmware. You may be asked to provide this number when you talk to a customer support representative. |
| LIU Type | The type of line interface unit (LIU) in your HP OfficeJet. The LIU (the module into which you plugged your telephone cords) controls your fax transmissions (send and receive). You may be asked to provide this information when you talk to a customer support representative. |
| Print Cartridge Tests | <p>This diagonal pattern and area will help you diagnose print cartridge nozzle problems. If the diagonal line is not continuous (if white gaps break the line), or if the area fill is not filled in solidly with ink (horizontal white lines appear in it), some of the nozzles in your print cartridge may be clogged, so they're not releasing ink.</p> <p>If you think your nozzles are clogged, see "Solving Problems While Printing, Faxing, or Copying" in chapter 6 for cleaning and reseating instructions.</p> |



The Power Fail Report

A Power Fail report is printed *automatically* if power is lost while a fax is being transmitted or pending. The following sample shows you the information contained in the report.

If your power fail report heading is "These faxes were in the process of being received but were not completely printed," ask the sender to resend the document.

If your report's heading is, "These faxes were not completely sent," you may have to resend the entire document.

| | | | | | | | |
|--|--|--------------|-------------|-------------|-------------|-----------------|-------------------|
| HP OfficeJet Personal Printer/Fax/Copier | Power Fail Report for Austen Enterprises. 111-2222 Apr-23-96 08:59AM | | | | | | |
| Power failed at 08:43AM on Apr-23-96 | | | | | | | |
| <u>These faxes were in the process of being received but were not completely printed:</u> | | | | | | | |
| <u>Identification</u> | <u>Result</u> | <u>Pages</u> | <u>Type</u> | <u>Date</u> | <u>Time</u> | <u>Duration</u> | <u>Diagnostic</u> |
| 999 555 8012 | Power fail | 01 | Received | Oct-21 | 08:43A | 00:01:27 | 001000000000 |
| <u>These faxes were not completely sent:</u> | | | | | | | |
| <u>Identification</u> | <u>Result</u> | <u>Pages</u> | <u>Type</u> | <u>Date</u> | <u>Time</u> | <u>Duration</u> | <u>Diagnostic</u> |
| 5554382 | Power fail | 00 | Sent | Oct-21 | 08:43A | 00:00:05 | 001000000000 |

2 Sending Faxes

| <u>Topic</u> | <u>Page</u> |
|---|-------------|
| What You Need to Know... .. | 2-2 |
| Dialing from the front panel | 2-2 |
| Sending a Fax | 2-4 |
| Sending a Fax to Multiple Fax Numbers | 2-6 |
| Sending a Fax at a Future Time | 2-7 |
| Sending a Fax to Another Fax Machine Upon Request (Being Polled) | 2-9 |
| Asking to Receive a Fax from Another Fax Machine (Polling) | 2-10 |
| Adjusting the Resolution | 2-11 |
| Adjusting the Contrast | 2-12 |

What You Need to Know...

This chapter explains how to send documents to other fax machines, as well as send a loaded document on request (being polled), or retrieve a document from another fax machine (polling).

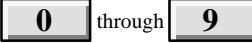
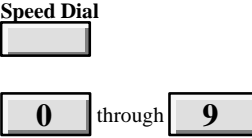
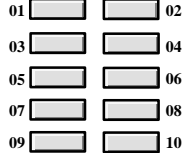
To fax a document that is stapled or secured with paper clips, remove the staples and paper clips from the document before faxing.

CAUTION

Failure to remove staples and paper clips before faxing can cause permanent damage to the scanner inside the HP OfficeJet.

Dialing from the front panel

There are several ways to dial a fax number from the front panel.

- Use the numeric keypad on the HP OfficeJet. 
- Press the **Speed Dial** button (at the top left of the front panel) and a 2-digit code using the numeric keypad on the HP OfficeJet. 
- Press one of the 10 One-Touch buttons at the right of the front panel. 

Redial/Pause



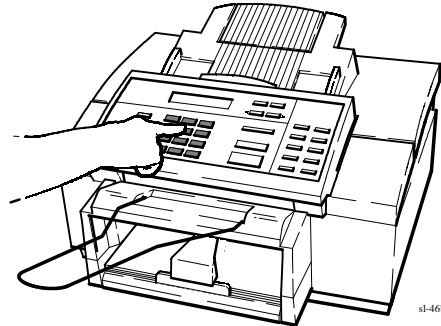
To immediately start redialing the last fax number you dialed, press **Redial/Pause**.

The **Redial/Pause** button allows you to do two things:

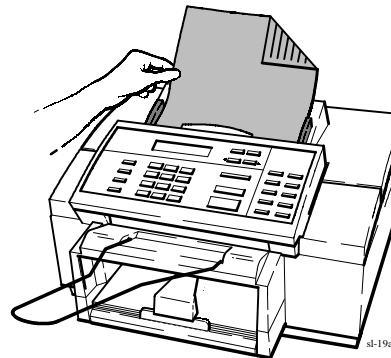
- Immediately start redialing the last fax number you dialed.
If you press **Redial/Pause** while the *automatic redial timer* is displayed, the next redial begins immediately. Note, however, you cannot redial a group of fax numbers.
- Insert a pause into the dialing sequence.
If you press **Redial/Pause** while in the middle of entering a fax number, a dash (-) is displayed in the fax number and the dialing will pause momentarily at that point.

Sending a Fax

1. **Dial** the fax number using one of the following methods.
 - Use the numeric buttons on the HP OfficeJet.
 - Press the **Speed Dial** button and a 2-digit code.
 - Press one of the 10 One-Touch buttons.
 - Pick up the handset and dial from a telephone connected *directly* to your HP OfficeJet. If you dial this way, stay on the line through step 3.

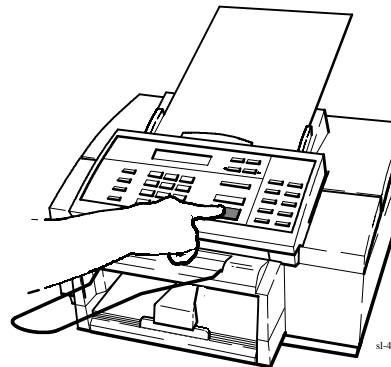


2. **Load** your document, face-down, in the fax loading tray. (Depending on the thickness of the paper, you can load up to 20 pages. However, if you have problems, try sending a few pages at a time.) Wait a few seconds while the HP OfficeJet begins to load the bottom page. Note that the selected resolution shows on the bottom line of the display.



3. Press **Start/Copy** to begin.

Note:If you dialed from a telephone connected directly to your HP OfficeJet and a person picks up the phone on the receiving end, ask them to press the *Start* button on their machine to start receiving the fax. You can replace the handset at anytime.









Helpful Hints:

- If the line is busy, the fax number may be redialed automatically several times. Or, you may choose to manually redial with the **Redial** button instead. See "Redialing with the **Redial/Pause** Button" at the beginning of this chapter.
- If you want to send a fax to someone you're already talking to on a telephone connected *directly* to your HP OfficeJet, just load the document and press **Start/Copy**; you don't need to dial. Ask the person on the other end to press the Start button on their fax machine after hearing the fax tone.

Sending a Fax to Multiple Fax Numbers












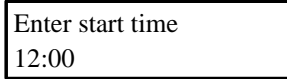


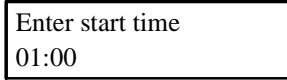
To manually send a group fax, i.e. to several numbers not already grouped, follow the procedure below. However, if your document does not fit into memory, you may be required to send the document to each fax number, separately.

| <u>Do this:</u> | <u>Using these buttons:</u> | <u>For this display:</u> |
|---|---|--------------------------------------|
| 1. Dial a fax number <i>OR</i> press Speed Dial and a two-digit code number. (The example shows "5552312.") |  through  | Press START to send 5552312 |
| 2. Press Enter/Save (<i>not Start/Copy</i>). | Enter/Save  | Enter another? 1=Yes 2=No |
| 3. Press 1 to enter another fax number. |  | Enter fax number 2: |
| 4. Repeat steps 1 and 2 until you've entered all your fax numbers (up to 10 fax numbers can be entered). Then press 2 to quit adding fax numbers. |  | Load document then press START |
| 5. Load your document. The bottom line of the display will tell you how many fax numbers will be dialed ("3" in the example). | | Loading document Group size: 3 |
| | | Press START to send Group size: 3 |
| 6. Press Start/Copy . First the document is scanned into memory, then the fax numbers are dialed, one at a time, in the same sequence in which you entered them. | Start/Copy  | Storing . . . Memory used: 40% |

MENU:
Fax Settings
└─ Send Fax
Later

Sending a Fax at a Future Time

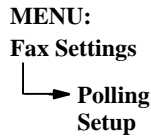
If you want to send a fax at a future time, you can schedule it to be sent automatically, up to 24 hours later, by following the procedure below.

| <u>Do this:</u> | <u>Using these buttons:</u> | <u>For this display:</u> |
|---|--|---|
| 1. Press the Menu button to display the menu. | Menu  |  |
| 2. Press Right Arrow multiple times to move to "Fax Settings." |  |  |
| 3. Press Enter/Save to select "Fax Settings." | Enter/Save  |  |
| 4. Press Right Arrow multiple times to move to "Send Fax Later." |  |  |
| 5. Press Enter/Save to select "Send Fax Later." | Enter/Save  |  |
| 6. Press Enter/Save to select "Setup." | Enter/Save  |  |
| 7. Enter the time you want the fax to be sent at. (If you previously set the time in AM/PM format, you will be prompted to press 1 for AM or 2 for PM.) |  through  |  |

(Continued on next page)








| <u>Do this:</u> | <u>Using these buttons:</u> | <u>For this display:</u> |
|---|--|------------------------------------|
| <p>8. Enter the fax number. <i>OR</i> press Speed Dial and a two-digit code number. <i>OR</i> press a One-Touch button.</p> | <div style="border: 1px solid black; padding: 2px; display: inline-block; margin-right: 5px;">0</div> through <div style="border: 1px solid black; padding: 2px; display: inline-block; margin-left: 5px;">9</div> | Enter fax number 5554138 |
| <p>9. Press Enter/Save to save the fax number you entered.</p> | Enter/Save <div style="border: 1px solid black; padding: 2px; display: inline-block; width: 40px; height: 15px;"></div> | Store fax now? 1=Yes 2=No |
| <p>10. Press 1 to store the document in memory until the fax start time, or press 2 to load the document in the fax loading tray until the fax start time.</p> | <div style="border: 1px solid black; padding: 2px; display: inline-block; margin-right: 10px;">1</div> OR <div style="border: 1px solid black; padding: 2px; display: inline-block;">2</div> | Load document, then press START |
| | OR | Load document, in fax tray |
| <p>11. If you pressed 1 in step 10, load the document and press Start/Copy. (If the message "Memory full" displays, leave the entire document in the fax loading tray until the start time.)</p> <p style="text-align: center;">OR</p> <p>If you pressed 2 in step 10, load the document and leave it there until the start time. You may remove the document if you need to send another fax or make copies; just replace it before the start time (shown on the bottom line of the display).</p> | Start/Copy <div style="border: 1px solid black; padding: 2px; display: inline-block; width: 100px; height: 25px;"></div> | Storing . . . Memory used: 40% |
| | | OR |
| | | Document loaded Fax at 1:00 AM |

If you want to cancel a scheduled fax: Repeat steps 1 through 5, then press **Right Arrow** to display "Cancel Send," then press **Enter/Save** to cancel the scheduled fax.

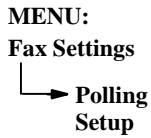


Sending a Fax to Another Fax Machine Upon Request (Being Polled)

The following procedure allows another fax machine to instruct the HP OfficeJet to send it a paper fax. You can only be polled by one other fax machine at a time. You must repeat the procedure for each fax machine you want to poll the HP OfficeJet.












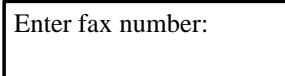


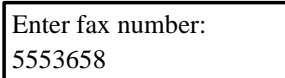

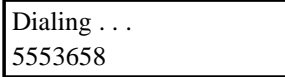
| <u>Do this:</u> | <u>Using these buttons:</u> | <u>For this display:</u> |
|---|--|----------------------------------|
| 1. Press the Menu button to display the menu. | Menu  | MENU Time/Date, Header |
| 2. Press Right Arrow multiple times to move to "Fax Settings." |  | MENU Fax Settings |
| 3. Press Enter/Save to select "Fax Settings." | Enter/Save  | FAX SETTINGS Speed Dial Setup |
| 4. Press Right Arrow multiple times to move to "Polling Setup." |  | FAX SETTINGS Polling Setup |
| 5. Press Enter/Save to select "Polling Setup." ("Receive" displays.) | Enter/Save  | POLLING SETUP Receive |
| 6. Press Right Arrow to move to "Send." |  | POLLING SETUP Send |
| 7. Press Enter/Save to select "Send." | Enter/Save  | Load document |
| 8. Load your document into the fax loading tray. | | Waiting for poll |

To cancel a to-be-polled setup: Remove the document from the fax loading tray, then press the **Stop** button.



Asking to Receive a Fax from Another Fax Machine (Polling)

The procedure below explains how the HP OfficeJet can poll a fax machine (instruct the fax machine to send it a fax, one fax machine at a time). Repeat this procedure for additional polls.

| <u>Do this:</u> | <u>Using these buttons:</u> | <u>For this display:</u> |
|---|---|--|
| 1. Press the Menu button to display the menu. | Menu  |  |
| 2. Press Right Arrow multiple times to move to "Fax Settings." |  |  |
| 3. Press Enter/Save to select "Fax Settings." | Enter/Save  |  |
| 4. Press Right Arrow multiple times to move to "Polling Setup." |  |  |
| 5. Press Enter/Save to select "Polling Setup." ("Receive" is displayed.) | Enter/Save  |  |
| 6. Press Enter/Save to select "Receive." | Enter/Save  |  |
| 7. Enter the number of the fax machine you want to poll (OR press Speed Dial and a two-digit code number). |  through  |  |
| 8. Press Enter/Save to save the number you entered. It will be dialed immediately. | Enter/Save  |  |



Adjusting the Resolution

As the Resolution setting affects the quality of outgoing faxes, the Resolution setting must be changed *before* faxing or copying. You can change the settings (1) by using the HP OfficeJet Manager described in chapter 1, or (2) by using the front panel and following the procedure below.

To change the resolution (sharpness) of outgoing faxes, select one of these options:

- **Standard** for text only faxes (no photographs or graphic illustrations), or when the transmission speed is more important than quality.
- **Fine** to make text and line drawings as sharp as possible. It may take longer to send a fax.
- **Photo** to capture images containing different shades of gray or color (such as photographs). This selection causes documents to be scanned as halftone images.

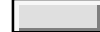
Do this:

1. Press the **Resolution** button once to display the current resolution setting, which is marked with an asterisk (*). (The example shown is "Standard.")
2. Press **Resolution** multiple times until the setting you want is displayed. (The example shown is "Photo.")
3. Press **Enter/Save** to select the setting you displayed. Note that an asterisk denotes your new selection.
4. Press **Enter/Save** to return to the Ready display.

Using

these buttons:

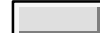
Resolution



Resolution



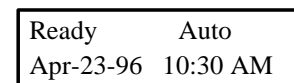
Resolution



Enter/Save



For this display:



MENU:
Fax/Copy
Contrast

Adjusting the Contrast

The **Fax/Copy Contrast** setting affects the lightness and darkness of your outgoing faxes and copies, as they are scanned. Change the Contrast setting *before* faxing or copying. Either use the HP OfficeJet Manager (**OfficeJet Setup/Send Fax Quality** dialog box) described in chapter 1, or the front panel instructions described here.

Refer to the following when changing the lightness or darkness of outgoing faxes.

- **Darken** for originals that are too light.
- **Normal** for documents with acceptable lightness/darkness (factory setting).
- **Lighten** for originals that are too dark.

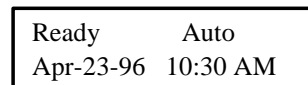
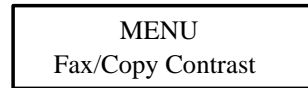
Do this:

1. Press the **Menu** button to display the menu. "Time/Date, Header" is displayed.
2. Press **Right Arrow** multiple times to move to "Fax/Copy Contrast."
3. Press **Enter/Save** to select "Fax/Copy Contrast." Note that the current setting is marked with an asterisk (*).
4. Press **Right Arrow** until the contrast setting you want is displayed. ("Darken" is shown as an example.)
5. Press **Enter/Save** to select the displayed setting. An asterisk denotes your new selection.
6. Press **Enter/Save** to return to the Ready display.

Using these buttons:



For this display:



3 Making Copies and Printing

| <u>Topic</u> | <u>Page</u> |
|--|-------------|
| What You Need to Know | 3-2 |
| Choosing media | 3-2 |
| Tips for loading paper and other media | 3-3 |
| Making Copies | 3-4 |
| Adjusting the Contrast | 3-6 |
| Using the HP OfficeJet | 3-7 |
| Printer Options | 3-7 |
| Opening the HP OfficeJet Printer Options | 3-8 |
| Reviewing the Printer Settings | 3-9 |
| Choosing the Grayscale Options | 3-11 |
| Printing Envelopes with Windows Applications | 3-12 |
| Loading Envelopes | 3-13 |

What You Need to Know

In this chapter you'll learn how to:

- choose media for printing from your PC
- load envelopes
- control the printer settings
- make copies with the HP OfficeJet
- reduce your original document
- change the resolution and contrast

Choosing media

You can print on or copy to any of these types of media:

- Cotton bond paper (16 to 36 lb, or 60 to 135 g/m²)
- Copier paper (16 to 36 lb, or 60 to 135 g/m²)
- HP Premium Glossy Paper
- HP Premium Transparency Film
- HP Premium Inkjet Paper

Refer to "Ordering Information" in chapter 6 for part numbers for HP Premium papers.

For *receiving faxes* and *making copies*, you can load Letter-, Legal-, or A4-size paper in the lower paper tray. For *printing*, load any of the allowable sizes listed in the table below.

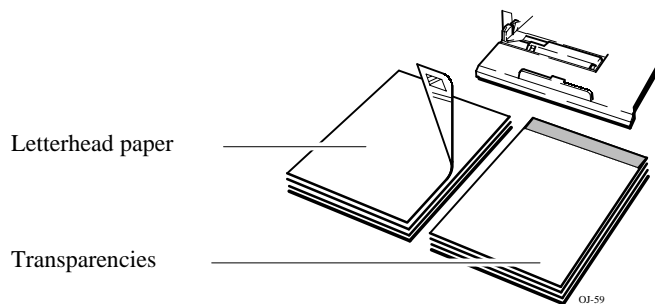
| Description | Size |
|------------------------|-----------------------------------|
| Letter | 8.5 × 11 inches (216 × 279 mm) |
| Legal | 8.5 × 14 inches (216 × 356 mm) |
| Executive* | 7.25 × 10.5 inches (184 × 267 mm) |
| U.S. No. 10 envelopes* | 4.12 × 9.5 inches (105 × 241 mm) |
| A4** | 210 × 297 mm (8.27 × 11.7 inches) |
| European DL envelopes* | 220 × 110 mm (8.66 × 4.33 inches) |

* You cannot make copies or receive faxes on this paper size.

** A4 is the standard size for letters in European countries.

Tips for Loading Paper and Other Media

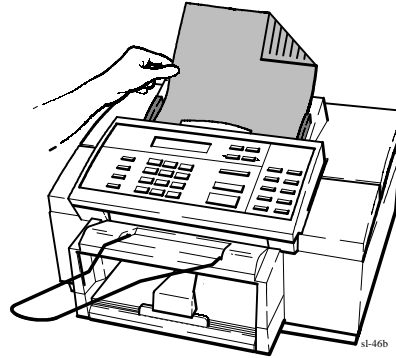
- Load media print side down.
 - ˘ For *plain paper*, load the paper as indicated by an arrow on the packaging.
 - ˘ For *letterhead paper*, load the letterhead side down and forward as shown below.
 - ˘ For *HP Premium Transparency Film*, load the rough side down and the adhesive strip forward as shown below.
 - ˘ For *HP Premium Glossy Paper*, load the glossy side down.



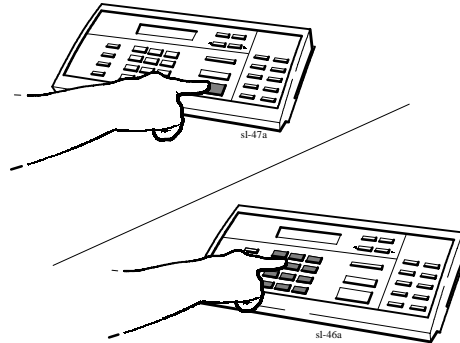
- Do not force documents into the document feed mechanism.
- Load only one type and size of media at a time.
- Make sure that all media is free of rips, dust, wrinkles, curled or bent edges, staples, and paper clips.
- Avoid media with cutouts or perforations; otherwise ink may stain the inside of the machine.
- Avoid adhesive labels and media that is heavily textured or embossed. Adhesive labels may come off inside the machine and cause subsequent media to jam.

Making Copies

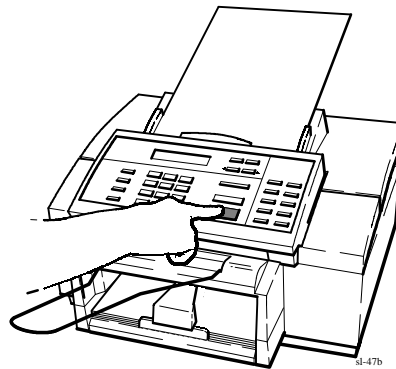
1. Adjust the document guide, if necessary, then load your document, face-down, in the loading tray. (Depending on the thickness of the paper, you can load up to 20 pages. If you have a problem, try loading a few pages at a time.) Wait a few seconds while the HP OfficeJet loads the bottom page.



2. Press **Start/Copy**, then enter the number of copies you want (up to 99 copies).
Note: If you only want one copy, you don't need to enter "1," just skip to step 3.



3. Press **Start/Copy** again to begin copying.



Helpful Hints:

- If the "Memory full" message displays after you try to make multiple copies, make one copy of that document at a time.
- You cannot make copies while a phone connected directly to the HP OfficeJet is off the hook. If you press **Start/Copy**, the HP OfficeJet will try to fax your document.
- As this device only prints on the following media sizes, make sure you have one of these sizes loaded in your loading tray before making copies.
Letter:8.5 x 11 inches (216 x 279 mm)
Legal:8.5 x 14 inches (216 x 356 mm)
A4:210 x 297 mm (8.27 x 11.7 inches)

MENU:
Fax/Copy
Contrast

Adjusting the Contrast

The **Fax/Copy Contrast** setting affects the lightness and darkness of your outgoing faxes and copies as they are scanned. Change the Contrast setting *before* copying. Either use the HP OfficeJet Manager (**OfficeJet Setup/Scanned Image Quality** dialog box) described in chapter 1 or the front panel instructions described here.

Refer to the following when changing the lightness or darkness of copies. (Do not adjust the **Resolution** setting; copies are always made with the best resolution.)

- **Darken** for originals that are too light.
- **Normal** for documents with acceptable lightness/darkness (factory setting).
- **Lighten** for originals that are too dark.

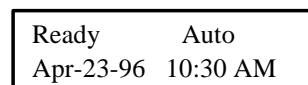
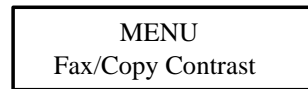
Do this:

1. Press the **Menu** button to display the menu. "Time/Date, Header" is displayed.
2. Press **Right Arrow** multiple times to move to "Fax/Copy Contrast."
3. Press **Enter/Save** to select "Fax/Copy Contrast." Note that the current setting is marked with an asterisk (*).
4. Press **Right Arrow** until the contrast setting you want is displayed. ("Darken" is shown as an example.)
5. Press **Enter/Save** to select the displayed setting. An asterisk denotes your new selection.
6. Press **Enter/Save** to return to the Ready display.

Using these buttons:



For this display:



Using the HP OfficeJet Printer Options

When you print a document using a Windows software program, you have the option to choose different font sizes and types that are compatible with different types of printers. The HP OfficeJet printer software allows you to choose specific settings, such as print quality and page orientation. Note, however, the settings made in your software program and in the HP OfficeJet printer software override settings made with the front panel.

Printer Options allows you to select the method for printing your document (Printout Mode); the print quality of your document; the orientation of text and images on the printed page; the type and size of paper or other media you are printing on.

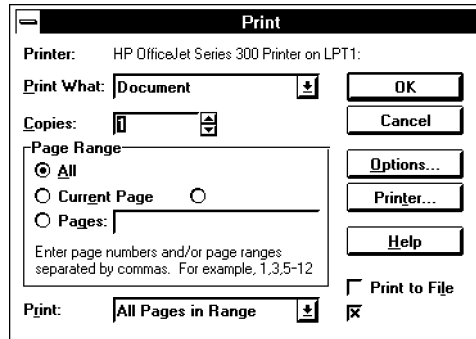
The printer options the HP OfficeJet printer displays will depend on your software application. The table below provides specific printer commands for some popular software packages.

Print Setup Commands for Selected Windows Applications

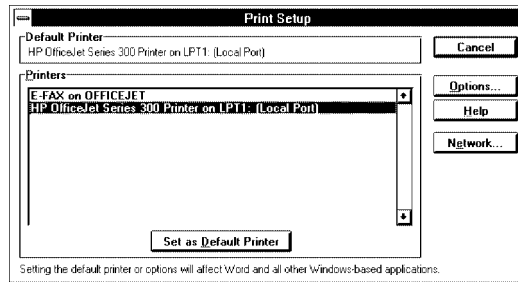
- Word for Windows 2.0 **File/Print Setup**
- Word for Windows 6.0 **File/Print**; click the **Printer** button; double-click the printer; click the **Close** button
- WordPerfect for Windows 5.2, 6.1 **File/Select Printer**
- Quicken 2 for Windows **File/Printer Setup/Check Printer Setup**
- Excel 4.0, 5.0, 7.0 **File/Print/Printer Setup**
- Ami Pro 3.0, 3.1 **File/Printer Setup**
- Lotus 1-2-3, Release 4 **File/Printer Setup**

Opening the HP OfficeJet Printer Options

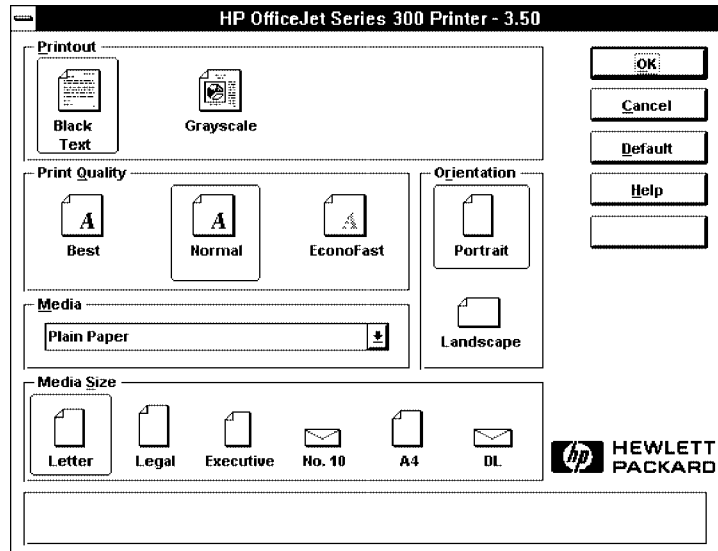
1. When you choose **File/Print** in a Microsoft Word document, the Print dialog box appears.



2. Click the **Printer...** button in the Print dialog box to display the Print Setup dialog box. Each of the printers available to you is listed.



- Highlight the HP OfficeJet Series 300 Printer, then click the **Options** button; the HP OfficeJet printer dialog box appears.



Reviewing the Printer Settings

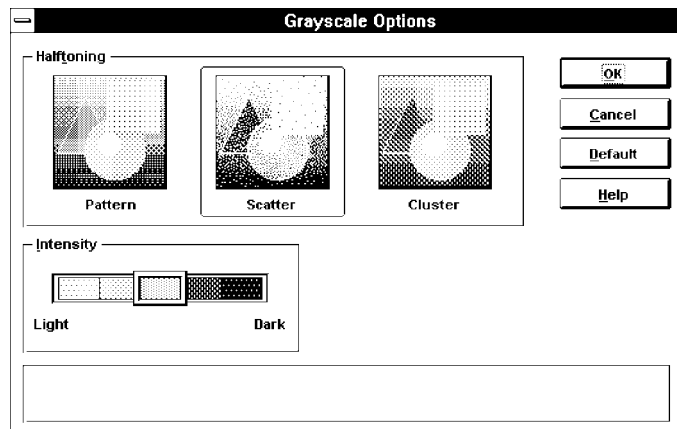
The table below shows the settings that you can change with the HP OfficeJet printer. It also gives the factory settings (defaults), where applicable.

| Option | Use Whenever You Need To Print ... |
|----------------------|--|
| Printout | |
| Black Text | Documents that contain only black text, such as letters. Black Text is the default mode. |
| Grayscale | Documents that contain solid graphics, such as business graphs and charts, to be printed in shades of gray. For grayscale printing of color images, use grayscale mode. With grayscale imaging, different colors and saturation levels of color are represented as different shades of gray. For more information, see "Choosing the Grayscale Options," later in this chapter. |
| Print Quality | |
| Best | Documents with highest print quality. This mode prints more slowly than Normal mode for all documents. |
| Normal | Documents with letter quality printing. Normal is the default print quality setting. |
| EconoFast | Documents with draft quality printing. EconoFast prints faster and uses less ink. |

| Option | Use Whenever You Need To Print ... |
|----------------------------------|---|
| Orientation | |
| Portrait | Across the width of the page (letter-style). Portrait is the default Orientation setting. |
| Landscape | Across the length of the page (spreadsheet-style). |
| Media | |
| Plain Paper | On bond or photocopy paper and envelopes. Plain Paper is the default Media setting. |
| Transparency | On HP Premium Transparency Film. If you are printing more than one page, the printer waits several minutes between printing transparencies to allow time for the ink to dry. |
| Transparency (Extra Dry Time) | In high humidity where ink on transparencies may dry slowly. The printer stops printing after each transparency. You may want to remove each transparency from the printer OUT tray before restarting printing. Click OK in the dialog box to restart printing. |
| HP Glossy Paper | On HP Premium Glossy Paper. If you are printing more than one page, the printer waits several minutes between printing sheets to allow time for the ink to dry. |
| HP Glossy Paper (Extra Dry Time) | In high humidity where glossy pages may dry slowly. The printer stops printing after each sheet. You may want to remove each sheet from the printer OUT tray before restarting printing. Click OK in the dialog box to restart printing. |
| HP Premium Inkjet Paper | On HP Premium Inkjet Paper to enhance output. |
| Media Size | |
| Letter | Print on standard US paper size (8.5 x 11 in.) Letter is the default Media Size in the US. |
| Legal | Print on US legal-sized paper (8.5 x 14 in.). |
| Executive | Print on US executive-sized paper (7.5 x 10.5 in.). |
| No. 10 | Print on standard US envelope size (4.125 x 9.5 in.). |
| A4 | Print on standard European paper size (210 x 297 mm.). A4 is the default Media Size in Europe. |
| DL | Print on standard European envelope size (220 x 110 mm.). |

Choosing the Grayscale Options

When you choose **Grayscale** as the Printout mode and **Options** in the Print Setup dialog box, the Grayscale Options dialog box appears.



Reviewing the Grayscale Options

The table below shows the settings that you can change with Grayscale Options. It also gives the factory settings (defaults), where applicable.

| Use... | Whenever You Need To Print ... |
|------------------|--|
| Halftone | |
| Pattern | <ul style="list-style-type: none"> • Color text. • Line graphics. • Free hand images. • Clip art images. • Business graphics. |
| Scatter | <ul style="list-style-type: none"> • Complex graphic images. • Photographic images. • Scanned images. • Scatter is the default setting. |
| Cluster | <ul style="list-style-type: none"> • Documents to be photocopied. |
| Intensity | |
| | <ul style="list-style-type: none"> • Lighter images (less ink) use the mouse to move the slider to the left. Move the slider to the right for darker images (more ink). |

Printing Envelopes With Windows Applications

When using the HP OfficeJet to print envelopes from a Windows application, be sure to choose envelopes as the media size (in the Printer Options dialog box).

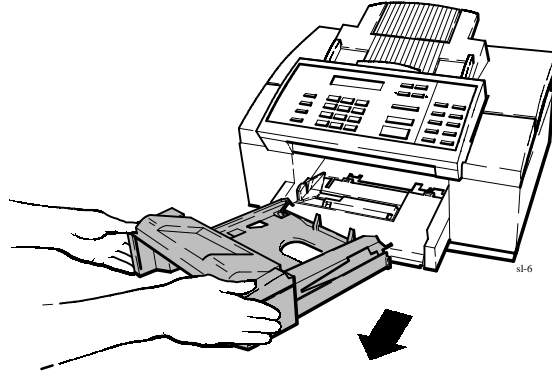
The HP OfficeJet automatically selects the correct Orientation when you choose an envelope media size. The Orientation controls in the HP OfficeJet Printer Setup dialog box are grayed out when you choose an envelope size.

You may, however, need to select printing orientation in your software program. Some programs use a print setup dialog provided by Windows to select common printer settings. This dialog does not automatically default to the correct orientation for envelopes. If the Orientation settings are not disabled (grayed out) when you select envelopes, you must select the correct orientation in the software program print setup dialog box.

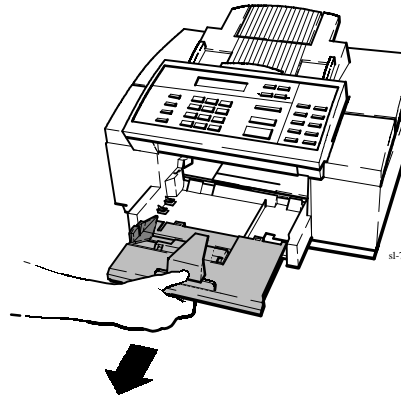
Select *Landscape* orientation for the HP OfficeJet printer.

Loading Envelopes

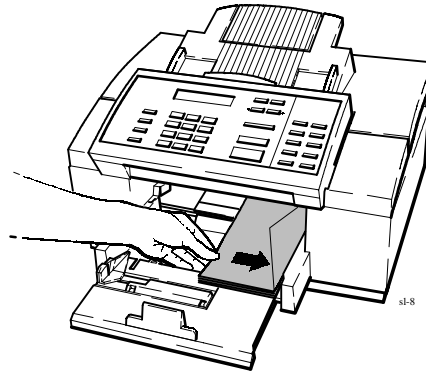
1. Remove the output tray and set it aside.



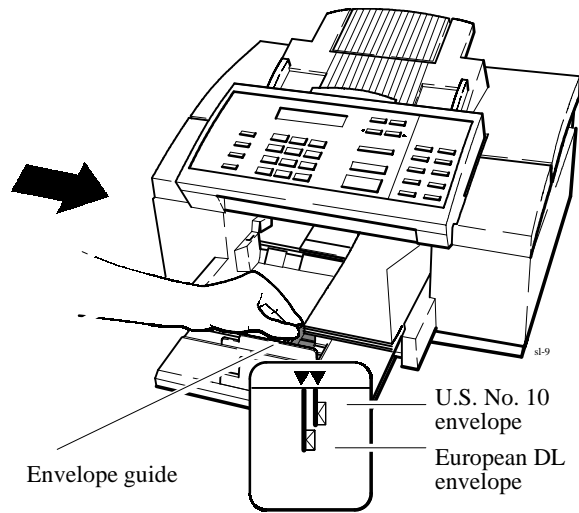
2. Pull the paper tray toward you slightly.
Remove the paper bridge and any paper currently loaded.



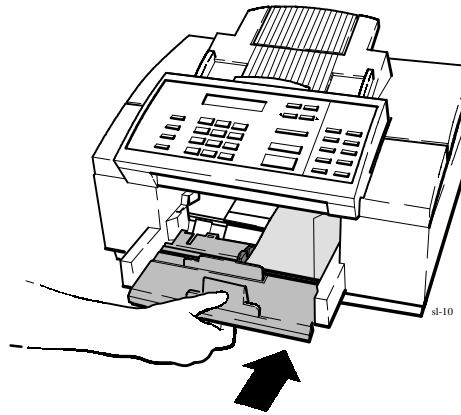
3. Load up to 20 envelopes, with flap up and top edge aligned with the right side of the input tray, as shown.



4. Slide the green paper guide to the right until it's flush with the edge of the envelopes, and it snaps into place at the appropriate envelope setting. The envelope guide will pop up to keep the envelopes vertically aligned.

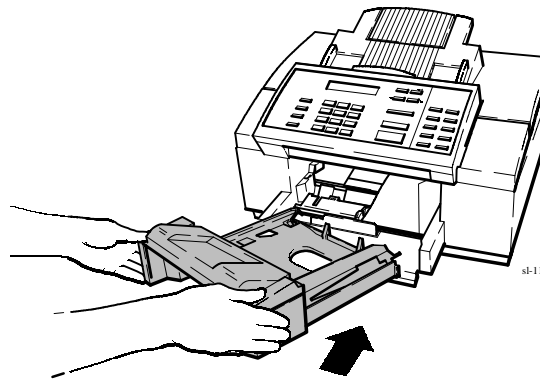


5. Close the paper tray gently until the envelope guide is flush with the envelopes. The paper tray does not close all the way. Don't force it or you may cause a paper jam.



6. Insert the output tray.

An "out of fax paper" error will display on the front panel card of the HP OfficeJet Manager, if it is open. Although the device is unable to detect the presence of envelopes even when properly loaded, it will print them.



4 Using the Front Panel

| <u>Topic</u> | <u>Page</u> |
|--|-------------|
| When and How to Use the Front Panel | 4-2 |
| Using the Menu Buttons | 4-3 |
| Tutorial: Moving in the Menu System and Entering Words and Symbols | 4-4 |
| Using Send Fax Setup | 4-7 |
| Changing the Header for Your Outgoing Faxes | 4-7 |
| Printing Logs and Reports | 4-7 |
| Changing the Send Fax Quality | 4-8 |
| Adjusting the Contrast | 4-8 |
| Adjusting the Resolution | 4-8 |
| Changing the Loaded Paper Size | 4-9 |
| Using Speed Dial Setup | 4-10 |
| Inserting a Pause in a Speed Dial Number | 4-10 |
| Setting Up a Speed Dial Group | 4-10 |
| Controlling Sounds | 4-11 |
| Selecting Tone or Pulse Dialing Mode and Setting Automatic Redial | 4-11 |
| Using Receive Fax Setup | 4-12 |
| Changing the Receive Mode | 4-12 |
| Setting the Number of Rings to Answer, Setting Automatic Reduction, Setting Backup Reception, Enabling Silent Detect, Enabling Remote Service, Enabling Distinctive Ring ... | 4-12 |
| Scheduling a Fax | 4-13 |
| Controlling the Appearance of Your Printed Documents | 4-13 |
| Changing Copy Reduction | 4-14 |
| Clean the Print Cartridge | 4-14 |

When and How to Use the Front Panel

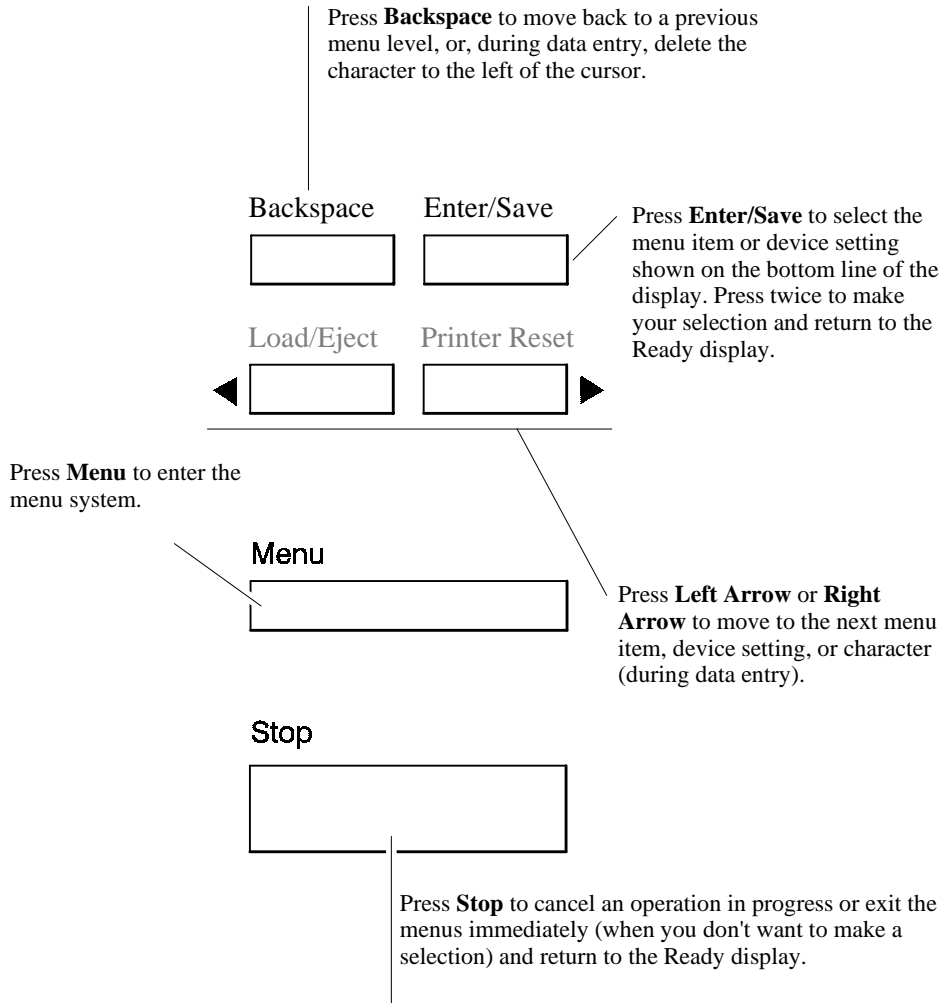
In this chapter, you will learn to modify device settings that control the management tasks of the HP OfficeJet, using the front panel buttons.

Menu maps are provided to step you through the procedures. They have been included in the same order and carry the same titles as the HP OfficeJet Manager menu options explained in chapter 1.

Use the front panel buttons only if you are unable to access the same menu options using the HP OfficeJet Manager software program.

Using the Menu Buttons

The figure below provides a quick overview of how to use the front panel buttons with the menu system.




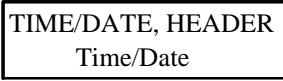

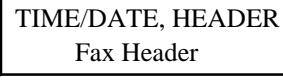

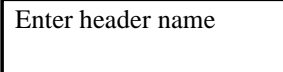


Tutorial: Moving in the Menu System and Entering Words and Symbols


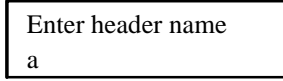

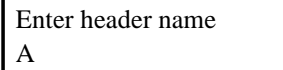
In this tutorial, you'll learn how to move through the menus and enter characters using the front panel buttons. The procedures for moving and making selections are the same for all menus.

For example, to enter the company name "Ab Co." into the fax header, follow the steps below.












Moving from one menu to another

| <u>Do this:</u> | <u>Using these buttons:</u> | <u>For this display:</u> |
|--|--|--|
| 1. Press the Menu button to display the menu. "Time/Date, Header" is always the first menu displayed. | Menu  |  |
| 2. Press Enter/Save to select "Time/Date, Header." | Enter/Save  |  |
| 3. Press Right Arrow to move to "Fax Header." |  |  |
| 4. Press Enter/Save to select "Fax Header." | Enter/Save  |  |

Entering Words and Symbols

| | | |
|--|---|--|
| 1. To enter the first letter in Ab Co. , use the numeric keypad (note the letters ABC above the 2 button). To enter the first letter in Ab Co. , press 2 . Press 2 several times and you notice that the three letters above the 2 cycle through the lowercase, then uppercase letters. | ABC  |  |
| 2. Press the 2 button multiple times until the "A" displays. | ABC  |  |

(Continued on next page)

| <u>Do this:</u> | <u>Using these buttons:</u> | <u>For this display:</u> |
|---|--|-----------------------------|
| 3. Press Right Arrow to move the blinking cursor one space to the right. (From now on, we will just show the Right Arrow button after the instruction for each letter of the company name.) |  | Enter header name A |
| 4. Now press the 2 button multiple times until the lowercase "b" displays. | ABC  | Enter header name Ab |
| |  | |
| 5. Press Space once to insert a space. | Space  | Enter header name Ab |
| |  | |
| 6. Press the 2 button multiple times until the uppercase "C" displays. | ABC  | Enter header name Ab C |
| |  | |
| 7. Press 6 multiple times until the lowercase "o" displays. | MNO  | Enter header name Ab Co |
| |  | |
| 8. Press Symbols multiple times until the "." displays. (Notice the many other symbols you can enter as well: * - & . , / () ' = # @ _ !) | Symbols  | Enter header name Ab Co. |
| |  | |

(Continued on next page)

Do this:

9. Press **Enter/Save** to save the name you entered ("Ab Co."). The display prompts you to enter your company's fax number. The numeric keypad will now enter numbers instead of letters.

10. Now, press **Enter/Save** again to return to the Ready menu.

Using these buttons:

Enter/Save


Enter/Save


For this display:

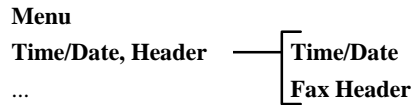
Enter header number

Ready
04-23-96 02:15 PM

Using Send Fax Setup

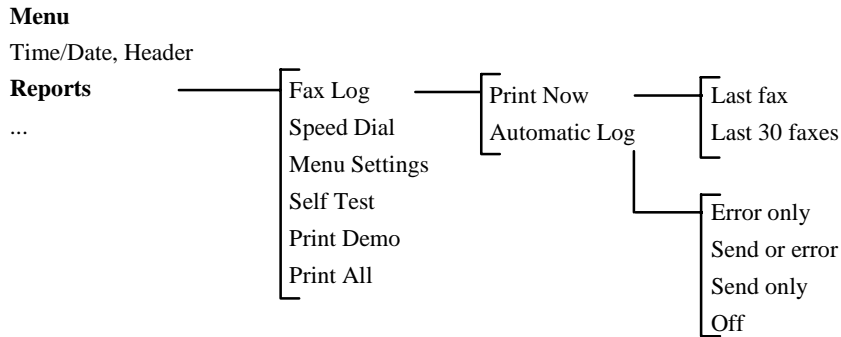
To change the header for your outgoing faxes, follow the menu map below. Remember, you can also change the header by selecting the same options from the **OfficeJet Setup/Send Fax Setup** menu in the HP OfficeJet Manager.

Changing the Header for Your Outgoing Faxes



Printing Logs and Reports

You can print logs and reports using the front panel buttons and following the steps shown in the menu map below. However, you can do the same thing by selecting the **Reports** menu from the HP OfficeJet Manager.



Changing the Send Fax Quality

To modify the quality of outgoing faxes, follow the menu map below. Remember, you can also modify the quality of faxes by selecting the same options from the **OfficeJet Setup/Send Fax Quality** menu in the HP OfficeJet Manager.

Adjusting the Contrast

Menu

Time/Date, Header

Reports

Fax/Copy Contrast

...

— [Normal
Lighten
Darken]



Adjusting the Resolution

Press the front panel **Resolution** button to change resolution. Refer to chapter 2 to know which resolution settings to use in a given situation.

Changing the Loaded Paper Size

Follow the menu map below to change the size of paper, which you can also do by accessing the **OfficeJet Setup/Loaded Paper Size** menu in the HP OfficeJet Manager.

Menu

Time/Date, Header

Reports

Fax/Copy Contrast

Paper Size

...

- Letter (8.5×11 in)
- A4 (210×297 mm)
- Legal (8.5×14 in)
- Exec (7.25×10.5 in)
- Envelopes

Using Speed Dial Setup

Follow the menu map below to set up speed dial numbers, which you can also do by accessing the **OfficeJet Setup/Speed Dial Setup** menu from the HP OfficeJet Manager.

Menu

Time/Date, Header

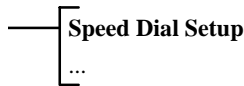
Reports

Fax/Copy Contrast

Paper Size

Fax Settings

...



Inserting a Pause in a Speed Dial Number

To insert a 3-second pause into a speed dial code, or while physically dialing a fax number, press the front panel **Redial/Pause** button. A dash (-) will display, indicating that the pause will occur at that point in the dialing sequence. You can enter up to six pauses in a row, for pauses totaling 18 seconds.

Setting Up a Speed Dial Group

Menu

Time/Date, Header

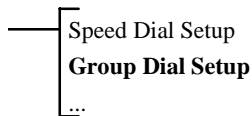
Reports

Fax/Copy Contrast

Paper Size

Fax Settings

...



Controlling Sounds

Follow the menu map below to set up the sounds, which you can also do by accessing the **OfficeJet Setup/Sounds** menu from the HP OfficeJet Manager.

Menu

Time/Date, Header

Reports

Fax/Copy Contrast

Paper Size

Fax Settings

...

Speed Dial Setup

Group Dial Setup

Phone Setup

...

Rings to Answer

Ringer

Ring/Beep Volume

Buttons Beeps

...

Selecting Tone or Pulse Dialing Mode and Setting Automatic Redial

Menu

Time/Date, Header

Reports

Fax/Copy Contrast

Paper Size

Fax Settings

...

Speed Dial Setup

Group Dial Setup

Phone Setup

...

Rings to Answer

Ringer

Ring/Beep Volume

Buttons Beeps

Dialing Mode

Auto Redial

...

Using Receive Fax Setup

Follow the menu map below to modify the receive fax setting, which you can also do by accessing the **OfficeJet Setup/Receive Fax Setup** menu from the HP OfficeJet Manager.



Changing the Receive Mode

Press the front panel **Receive Mode** button to change receive mode. Refer to the *Installation Guide* and chapter 1 to find out which receive mode to use for your configuration.

Setting the Number of Rings to Answer, Setting Automatic Reduction, Setting Backup Reception, Enabling Silent Detect, Enabling Remote Service, Enabling Distinctive Ring

Menu

Time/Date, Header

Reports

Fax/Copy Contrast

Paper Size

Fax Settings

...

Speed Dial Setup

Group Dial Setup

Phone Setup

Send Fax Later

Polling Setup

Backup Reception

Silent Detect

Auto Reduction

Rings to Answer

Ringer

Ring/Beep Volume

Buttons Beeps

Dialing Mode

Auto Redial

Distinctive Ring

Remote Service

Scheduling a Fax

Follow the menu map below to set up the fax schedule. Use the front panel setting to defer sending a fax for up to 24 hours later. Note, you cannot perform this function from the HP OfficeJet Manager.

Menu

Time/Date, Header

Reports

Fax/Copy contrast

Paper Size

Fax Settings

Speed Dial Setup

Group Dial Setup

Phone Setup

Send Fax Later

...

Controlling the Appearance of Your Printed Documents

Follow the menu map below to modify the printer settings (only - and not the settings for faxes or copies), which you can also do by accessing the **OfficeJet/Printing Options (DOS)** menu from the HP OfficeJet Manager. Refer to chapter 1 for more information on these settings.

Menu

Time/Date, Header

Reports

Fax/Copy contrast

Paper Size

Fax Settings

Printer Settings

Character Set

Carriage Return

Perf Skip Mode

Text Scale Mode

...

Changing Copy Reduction

Follow the menu map below to reduce your copies, which you can also do by accessing the **OfficeJet Setup/Copy Reduction** menu from the HP OfficeJet Manager.

Menu

Time/Date, Header

Reports

Fax/Copy Contrast

Paper Size

Fax Settings

Printer Settings

Copier Settings

— [**Copy Reduction**] —

100%

95%

90%

85%

80%

75% Legal-to-Letter

70%

Clean the Print Cartridge

Follow the menu map below for instructions on how to clean the print cartridge, which you can also do by accessing the **File/Clean Print Cartridge** menu from the HP OfficeJet Manager. Use the **Left Arrow** or **Right Arrow** button to move to *Clean Pen* in the front panel menu system.

Menu

Time/Date, Header

Reports

Fax/Copy Contrast

Paper Size

Fax Settings

Printer Settings

Copier Settings

Clean Pen

5 Troubleshooting & Maintenance

| | |
|---|------|
| Troubleshooting | 5-2 |
| When you need help | 5-2 |
| Error Notification: Beeps, Blinking Light, Messages | 5-8 |
| Understanding the Displayed Messages | 5-9 |
| Solving Problems | |
| While Printing, Faxing, or Copying | 5-21 |
| Maintaining Your HP OfficeJet | 5-27 |
| Changing the Print Cartridge | 5-28 |

Troubleshooting

In this chapter, you'll learn how to diagnose and solve problems, change the print cartridge, and understand the meanings of displayed messages.

When you need help

1. Review this "Troubleshooting" section for problem-solving information.

The *fastest* way to solve most problems is to take the corrective steps outlined in this section.

2. Make sure you are operating your HP OfficeJet in the correct environment.

The HP OfficeJet is not supported with roll-over phone systems (such as the automatic answering systems often used in large companies), voicemail, call waiting, and other advanced features provided by your phone company.

3. Gather some basic information first if you plan to call HP for help.

If you suspect that your HP OfficeJet will have to be returned or exchanged, have the following information readily available before you contact HP or your dealer:

- Product name and serial number (printed on the back of the HP OfficeJet)
- Description of problem, including any error messages that were displayed
- Purchase date and proof of purchase
- A valid credit card or purchase order number (required for HP's Express Exchange)

4. Call your dealer or the HP Customer Support Center.

If you are unable to resolve your problem after reviewing this chapter, either contact our dealer or the HP Customer Support Center for further assistance. An HP Customer Support representative will work with you to quickly determine and solve any problems you may have, and let you know whether repair is necessary.

About the warranty: Hewlett-Packard guarantees the HP OfficeJet against defects in materials and workmanship for one year. During the warranty period, HP will, at its option, either repair or replace defective products. For further details about the warranty and its exclusions and limitations, refer to the "Warranty Information" in chapter 7.

If repair is needed during the warranty period, the HP Customer Support representative will explain the various repair options available. In most cases, you should receive a replacement HP OfficeJet within 24 hours of your call.

CAUTION

To avoid printing problems and ink spillage, please remove the print cartridge *before* repackaging and shipping the HP OfficeJet.

Whom to call if you're in the United States:

U.S. Customer Resources

| Organization | Telephone Number | Support Provided | Hours of Operation |
|--|---------------------------|---|-------------------------------------|
| Local Support | (800) 243-9816 Press 1 | 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 Press 3 | 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 | 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 |

U.S. Customer Resources

| Organization | Telephone Number | Support Provided | Hours of Operation |
|-----------------------------------|--|---|--|
| CompuServe | (800) 524-3388 (Must be a subscriber. Ask for agent #51. CompuServe 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: ftp://ftp.hp.com/html/officejet.html#software | Information on products, printer drivers and support for anyone with ftp access to the Internet | 24 hours per day 7 days per week |
| 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 |

U.S. Customer Resources

| Organization | Telephone Number | Support Provided | Hours of Operation |
|---|---|---|---|
| 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 | 6:00 am - 10:00 pm MST weekdays 9:00 am - 4:00 pm MST Saturday |

Whom to call if you're in Canada:**Canadian Customer Resources**

| Organization | Telephone Number | Support Provided | Hours of Operation |
|--|---|---|--------------------------------------|
| HP Direct | From Toronto: 1 (905) 206-4745 From rest of Canada: 1 (800) 387-3154 | Ordering of supplies and accessories | 8:00 am - 6:00 pm EST Weekdays |
| HP Audio Tips (24-hour automated support service) | 1 (800) 333-1917 Press 2 for audio tips | 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) | 1 (800) 333-1917 Press 1 for faxed tips | 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, setting=N,8,1) | (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 |

Canadian Customer Resources

| Organization | Telephone Number | Support Provided | Hours of Operation |
|---|---|---|---|
| CompuServe To become a subscriber, call 1 (800) 524-3388 and ask for agent #51 | Log on and at the prompt, type GO HPPER CompuServe 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: ftp://ftp.hp.com/html/officejet.html#software | 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 | Quebec/Eastern Canada: 1 (800) 361-9790 Ontario/Western Canada: 1 (800) 268-1221 | Assistance with repair and exchange program information | 8:00 am - 8:00 pm EST Weekdays |
| HP Canada Customer Information Center | 5150 Spectrum Way Mississauga, Ontario L4W 5G1 1 (800) 387-3867 | <ul style="list-style-type: none"> • Mailing address for correspondence • Pre-sales product information • Help in locating nearest HP-authorized dealer. | 8:30 am - 5:00 pm Weekdays |
| Obsolete Product Support (fee-based support) | 1 (800) 999-1148 (\$25.00 fee per call U.S., Visa or MasterCard) | 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 |

Error Notification: Beeps, Blinking Light, Messages

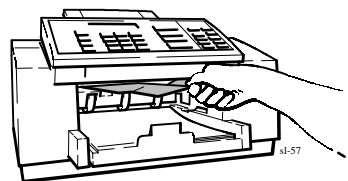
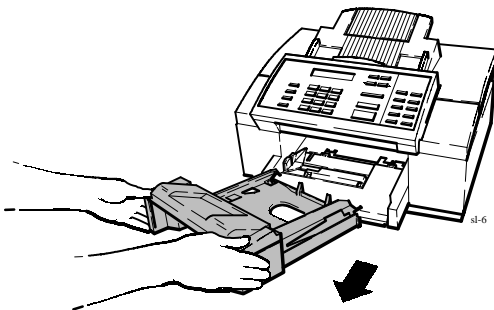
The HP OfficeJet notifies you with sound (beeps), a blinking **See Display** light, and a message under the following conditions.

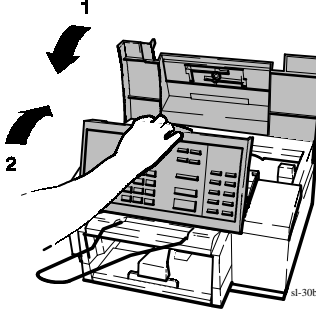
| For this error condition: | Here's how you'll be notified: |
|--|---|
| <p><i>An incorrect button was pressed.</i> You pressed a button with a function that wasn't available at that time. (Example: You can't use the Menu button while sending a fax.)</p> | <p>Three short beeps.</p> |
| <p><i>An error interrupted an activity in progress.</i> An error occurred, which interrupted or cancelled the current activity. (Example: If you lift the top of the front panel while sending a fax, the fax will be cancelled.) You may need to take some action to clear the error before continuing to use the HP OfficeJet. Look up the displayed message in the following section for more information.</p> | <p>Nine short beeps. The front panel See Display light blinks on and off. An error message is displayed that describes the problem and tells you how to solve it, if applicable.</p> |
| <p><i>A serious internal problem was detected.</i> A serious problem with the internal mechanical or electronic components has been detected. Service is required.</p> | <p>Nine short beeps. The front panel See Display light blinks on and off. A "SYSTEM ERROR" message is displayed, along with a three-digit code. (You can look up this message in the "Understanding the Displayed Messages" section next in this chapter.) Please record this code before calling for service.</p> |

Understanding the Displayed Messages

The following front panel messages are listed *alphabetically* for easy reference.

| This message: | Has this meaning: | And requires this action: |
|---|--|---|
| <i>nn pages sent</i> Poor Quality | The fax you just sent may contain poor print quality, caused by problems with the phone line. | Contact the receiver and verify quality, or resend the fax. |
| Add paper <i>then press START</i> | You are printing and the paper tray is empty. | Load paper for your print job, then press the Start/Copy button. If paper is already loaded in the paper tray when you get this message, remove it. (Also check for any partially-loaded sheets and remove them, too.) Discard any damaged or curled sheets from the stack, then reload the stack and press Start/Copy . |
| Cancel pending fax? <i>1=Yes 2=No</i> | You pressed Stop while the HP OfficeJet was waiting to redial, to send a memory-stored fax. | Press 1 to cancel the memory-stored fax. Press 2 to continue redialing the memory-stored fax. |
| Clear print jam <i>then press START</i> | A piece of paper has jammed inside the printer mechanism. | Remove the output tray and pull out all wrinkled or torn pieces of paper from the paper path. Also remove wrinkled or torn pieces of paper from the paper tray. Replace the output tray and press the Start/Copy button when the jam has been cleared. |



| This message: | Has this meaning: | And requires this action: |
|--|---|--|
| <i>Close cover</i> | The front panel is open, the top cover is open, or both are open. | First close the top cover, then press down on the front panel until it snaps into place. |
|  | | |
| <i>Copy cancelled</i> | You pressed the Stop button while copying was in progress. | No action is required. |
| <i>Delayed fax pending</i> | You have already scheduled a delayed fax. Only one delayed fax can be scheduled at a time. | Wait until after the delayed fax has been sent, then set up the next one. If you want to cancel the first delayed fax instead, select Send Fax Later , then select Cancel Send . |
| <i>Delete this fax?</i> <i>1=Yes 2=No</i> | You pressed the Stop button while a fax was being received or printed. | Press 1 to stop receiving and delete the fax, or press 2 to continue receiving and printing the fax. |
| <i>Fax cancelled (fax number)</i> | <p>The bottom line displays the fax number you were sending to or receiving from when the fax was cancelled. The fax could have been cancelled because of one of the following:</p> <ol style="list-style-type: none"> 1) You pressed the Stop button. 2) You lifted the front panel. 3) You removed the document while it was being scanned. 4) The document jammed while it was being scanned. | If you intentionally cancelled the fax, no action is required. If not, you should resend the entire document. Note: It's possible that part of your document was successfully transmitted, but if you are unable to check with the person you were sending to, resend the entire document. |

| This message: | Has this meaning: | And requires this action: |
|--------------------------------------|---|--|
| <i>Fax failed from (fax number)</i> | A communication error between your HP OfficeJet and the sending fax machine resulted in a failed transmission. The fax number of the sending fax machine is displayed on the bottom line. | No action is required. If you know who might have been sending the fax, contact them and ask them to resend it. Failed transmissions are most often caused by noise on the telephone line. |
| <i>Fax failed from (unknown)</i> | A communication error between your HP OfficeJet and the sending fax machine resulted in a failed transmission. The fax number of the sending fax machine is unknown. | No action is required. If you know who might have been sending the fax, contact them and ask them to resend it. Failed transmissions are most often caused by noise on the telephone line. |
| <i>Fax in memory</i> | One or more incoming faxes were stored in memory while the HP OfficeJet was either out of paper, out of ink, or the wrong paper size was loaded. This message is displayed alternately with the error message telling you what needs to be corrected. | Read the message that alternates with this one (e.g., "Out of paper for fax/copy"). Correct the indicated problem. |
| <i>Fax in memory Memory full</i> | One or more incoming faxes were stored in memory and filled the memory to capacity while the HP OfficeJet was either out of paper, out of ink, or the wrong paper size was loaded. This message is displayed alternately with the error message telling you what needs to be corrected. | Read the message that alternates with this one (e.g., "Out of ink, Replace pen"). Correct the indicated problem. The HP OfficeJet cannot receive any more faxes until the problem is corrected and the memory-stored faxes are printed. |
| <i>Fax in memory press START</i> | A fax was stored in memory while the HP OfficeJet was not ready to print (out of paper, out of ink, wrong paper size loaded, or printer busy), but the problem has now been corrected. | Press the Start/Copy button to print the fax stored in memory. |

| This message: | Has this meaning: | And requires this action: |
|--|---|--|
| <i>Fax poll failed</i> | The HP OfficeJet tried to poll another fax machine. The poll failed because there was no answer, the line was busy, or the other fax machine was not ready to be polled. | Check with the sender to make sure his/her machine is ready to be polled and to verify the fax number. Then set up to poll again. Refer to "Asking to Receive a Fax from Another Fax Machine (Polling)" in chapter 2 for more information. |
| <i>Fax printing disabled</i> | The HP OfficeJet is out of ink. Incoming faxes will be received to memory until the print cartridge is replaced. | Replace the print cartridge. |
| <i>Fax reception disabled</i> | The HP OfficeJet is unable to receive faxes due to one of the following error conditions: the print cartridge is out of ink or not installed, paper has jammed during printing, you're out of paper, the wrong paper size is loaded for fax reception, or the memory is full. | Read the message that alternates with this one, then correct the error it describes. |
| <i>Fax send failed No dial tone</i> | You tried to send a fax, but your telephone line is not operational. | Check your telephone line connections to the wall jack and to the HP OfficeJet. Try again. |
| <i>Fax send failed No document</i> | This message is displayed when there's an error with a fax you scheduled using the Send Fax Later feature. It indicates that there was no document in the fax loading tray at the time the fax was scheduled to be sent. | Send your fax as desired: either reschedule the fax using the Send Fax Later feature, or send the fax manually. |
| <i>Fax send failed Try again</i> | You tried to send a fax, but some kind of communication error occurred before the fax data could be transmitted. | Try sending your fax again. The fax machine you're sending to may not be ready to receive faxes. Try contacting someone at the receiving location. |
| <i>Fax to each number separately</i> | The HP OfficeJet tried to store a document in memory before sending it to a group of fax numbers. There was not enough memory to store the document. | You must send the fax to each fax number separately. |

This message:

*Load document
before Start Time*

Has this meaning:

You scheduled a fax using the Send Fax Later feature and chose to send it directly from the fax loading tray.

And requires this action:

Load the document in the fax loading tray before the scheduled start time. In the meantime, you can send faxes as you normally would.

*Memory full
Press START*

You are in the middle of making multiple copies of a document and the memory is full.

Press the **Start/Copy** button. The HP OfficeJet will make a single copy of your document.

*Memory full
Press STOP*

The HP OfficeJet tried to store a document into memory before faxing it to multiple locations or at a future time. Either there's a received fax in memory waiting for an error condition to be corrected before it can be printed, or this document is too large to fit into the memory of the HP OfficeJet.

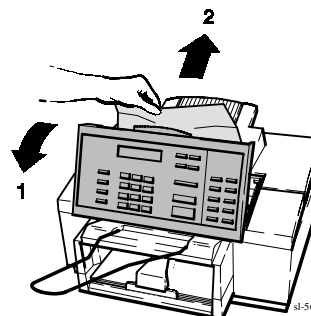
Press the **Stop** button. If there's an error condition to correct, it will be displayed. If no error message is displayed, you can assume that this document is too large to fit into memory and you will need to send it to one location at a time.

*Open cover
Clear copy jam*

The document you loaded for copying was either loaded improperly or jammed while being scanned.

If the document is not jammed, remove it and reload it.

If the document is jammed, open the top of the front panel (pull the top ledge toward you) and remove the document. Close the front panel by pressing it down firmly until it snaps into place. Reload the document.



| This message: | Has this meaning: | And requires this action: |
|---|--|---|
| <p><i>Open cover</i> <i>Clear fax jam</i></p> | <p>The document you loaded for faxing was either loaded improperly or jammed while being scanned.</p> | <p>If the document is <i>not</i> jammed, remove it and reload it.</p> <p>If the document is jammed, open the top of the front panel (pull the top ledge toward you) and remove the document. (See the illustration for the previous message.) Close the front panel by pressing it down firmly until it snaps into place. Reload the document.</p> |
| <p><i>Open cover</i> <i>Load pen</i></p> | <p>No print cartridge is loaded in the HP OfficeJet.</p> | <p>Load a print cartridge using the instructions in "Changing the Print Cartridge" later in this chapter.</p> <p>Note: If you get this message after recently installing a print cartridge, try removing it and reloading it. Make sure you have removed both pieces of tape from the print cartridge and there is no excessive adhesive left on the side of the cartridge. Also, make sure you have pushed the print cartridge fully forward in the carriage.</p> |
| <p><i>Out of ink</i> <i>Replace pen</i></p> | <p>The print cartridge in the HP OfficeJet is out of ink.</p> <p>If you have the Backup Reception feature turned on in the menu (On is the factory setting), your incoming faxes will be stored in memory until you replace the print cartridge. You can continue to print from your PC for a while, but your print quality may suffer and, eventually, you will get blank pages.</p> | <p>Replace the print cartridge as soon as possible using the instructions in "Changing the Print Cartridge" later in this chapter.</p> <p>If the memory fills to capacity before you replace the print cartridge, the HP OfficeJet won't be able to receive faxes and the "Fax reception disabled" message will display., alternately, with this message.</p> <p>Note: If you get this message after recently installing a print cartridge, try removing it and reloading it. Make sure that you have removed both pieces of tape from the print cartridge. And make sure you have pushed the print cartridge fully forward in the carriage.</p> |

| This message: | Has this meaning: | And requires this action: |
|---|--|---|
| <i>Out of paper for fax/copy</i> | The HP OfficeJet has attempted to print a received fax or make a copy and one of these conditions exists: 1) The paper tray is empty or envelopes are loaded. 2) The wrong paper size is loaded for receiving faxes, making copies, and printing reports from the menu. 3) The paper loaded in the paper tray is buckled (not flat), so the HP OfficeJet can't pick it correctly. | Received faxes and copies can only be printed on Letter-, A4-, or Legal-size paper, which you should load into the paper tray using the instructions in "Choosing Media" in chapter 3. Make sure the paper lays flat in the paper tray. |
| <i>Paper load failed Press START</i> | The HP OfficeJet has failed to pick a piece of paper from the paper tray. | Press the Start/Copy button. If paper is picked correctly, the message will not be displayed again, and you can continue to use the HP OfficeJet normally. If the message reappears, remove the stack of paper from the paper tray, straighten it, and reload it. |
| <i>Poll cancelled</i> | You pressed Stop after setting up a document to be polled. Your to-be-polled setup has been cancelled. | No action is required. |
| <i>Press START to send Group full</i> | You have entered the limit, 10 fax numbers, while sending to a group of fax numbers (broadcasting). | Press the Start/Copy to begin sending the fax to your group. |
| <i>Printer busy</i> | The printer is in the middle of printing a file from your PC, so it is temporarily unavailable for other types of printing. | Wait for the print job to finish before starting another operation that requires printing (such as copying or printing reports). |
| <i>Printing . . . (Date and Time)</i> | The HP OfficeJet is printing a file from your PC. | No action is required. You may send a fax while printing, if desired. Received faxes will be stored in memory, then printed when your print job is complete. |

| This message: | Has this meaning: | And requires this action: |
|--|---|---|
| <i>Printing . . . Waiting for data</i> | The printer has paused to wait for further print data. | Usually, no action is required. However, if you are waiting for the <i>last page</i> of your print job at the time you see this message, press Load/Eject to eject the last page. |
| <i>Ready Out of fax paper</i> | Either there is no paper loaded in the paper tray, or envelopes are loaded. | If you are printing envelopes and have the correct media size selected in your software, you may continue. If you want to print received faxes, make copies, or print reports from the menu, Load Letter-, A4-, or Legal-size paper into the paper tray, using the instructions in "Choosing Media" in chapter 4. |
| <i>Redial pending Try again later</i> | You tried to send a fax from the fax loading tray while a memory-stored fax was waiting to redial (sending to a group or sending a delayed fax). | Wait until the memory-stored fax has been sent before sending a fax from the fax loading tray. |
| <i>Remove document and reload</i> | The HP OfficeJet was unable to load the document you placed into the fax loading tray. | Remove the document from the fax loading tray, straighten the stack, and reload it. |
| <i>Removing document</i> | A document is being ejected from the fax loading tray after you cancelled a fax or a copy, or after the power was lost during scanning. | No action is required. If you don't want to wait while each page is ejected, open the front panel and remove the document yourself. Then close the front panel. |
| <i>Report cancelled</i> | You pressed the Stop button while a report was being printed. | No action is required. |
| <i>Report in memory press START</i> | The HP OfficeJet stored an automatic report in memory while the paper tray was empty. | Press Start/Copy to begin printing the report. |
| <i>Self test (Please wait)</i> | Each time the power is turned on, the HP OfficeJet tests itself to make sure it's in good working order. If it finds a problem, an error message will be displayed. | Wait for a few seconds for this message to clear before using the HP OfficeJet. If a "SYSTEM ERROR" message is displayed, advising you to call for service, please record the 3-digit error number before calling. |

| This message: | Has this meaning: | And requires this action: |
|--|--|---|
| <i>Store fax now?</i> <i>1=Yes 2=No</i> | While scheduling a fax, you are prompted to 1) store the document in memory for sending later, or 2) place the document in the fax loading tray until the designated start time. | If you want to store the fax in memory until the start time, press 1 . If you don't want to use up the memory, or if you don't think your document will fit into memory, press 2 and place your document in the fax loading tray before the start time. |
| <i>Stored data lost</i> <i>Call for service</i> | Settings that were stored are lost. All settings are returned to the factory defaults. | You can continue to use your HP OfficeJet, but the battery may be discharged. You should call for service at your convenience. See "Whom to call " earlier in this chapter. |
| <i>Stored data lost</i> <i>Check Settings</i> | Settings that were stored are lost. All settings are returned to the factory defaults. | You can continue to use your HP OfficeJet, but you should call for service at your convenience. See "Whom to call if you're in the United States" or "Whom to call" earlier in this chapter. |
| <i>Storing. . .</i> <i>Memory used: xx%</i> | You are storing a document in memory to be faxed later, or to be sent to a group of fax numbers. The bottom line shows you how much of the memory is being used to store the document. A total of about 24 pages (400 KB) of memory is available for faxing and copying. | Wait until the storing is complete, to make sure your document will fit into the available memory. If your document is too large for the available memory, a message will tell you what to do next. |

This message:

SYSTEM ERROR
nnn
Call for service

Has this meaning:

A very serious error has occurred that requires servicing.

And requires this action:

Record the error number, then do one of the following:

If the error number begins with "1": Turn off the power, then turn it on again. If the error message is gone, you may be able to continue using the HP OfficeJet. But if the error message remains, contact HP's Customer Support Center to service your device.* It cannot be used until it is serviced.

If the error number begins with "2": Contact HP's Customer Support Center to service your HP OfficeJet.* There's a problem with the scanning device, so you won't be able to reliably send faxes or make copies. However, you will continue to be able to receive faxes, print files from your PC, and print reports. Press **Stop** to clear the error message.

If the error number begins with "3": Contact HP's Customer Support Center to service your HP OfficeJet.* There's a problem with the internal part that controls fax transmissions, so you won't be able to send or receive faxes. However, you will be able to make copies, print files from your PC, and print reports. Press **Stop** to clear the error message.

* Refer to "Getting Help" earlier in this chapter for the appropriate phone number.

This message:

SYSTEM ERROR
nnn
Turn power off/on

Has this meaning:

A serious error has occurred that may require servicing. In some cases the error can be cleared by turning off the power, then turning it on again.

And requires this action:

Turn the power off, then turn it on again. If the message is no longer displayed, the problem has been solved and you can continue using your HP OfficeJet normally.

If the message continues to be displayed after powering off and on, there's an internal problem that requires servicing. Please record the 3-digit error number in the message, then contact HP's Customer Support Center to service your HP OfficeJet. Refer to "Getting Help" previously in this chapter for the phone number.

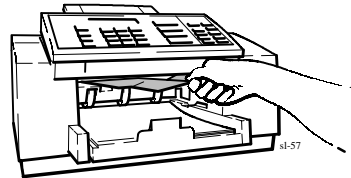
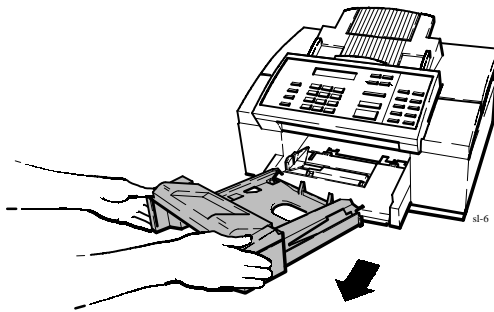
Turn power off
Clear print jam

A serious print jam has occurred.

Turn off the power to the HP OfficeJet. Remove the output tray and pull out all wrinkled or torn pieces of paper from the paper path. Also remove wrinkled or torn pieces of paper from the paper tray. Next, replace the output tray and turn on the power.

If this message is displayed frequently, contact HP's Customer Support Center for help.

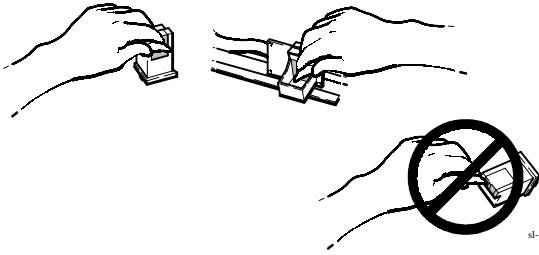
CAUTION: Any faxes stored in memory will be deleted when you turn the power off.



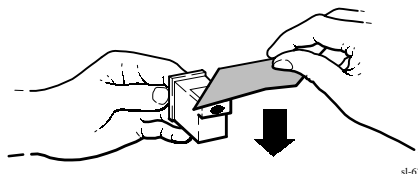
| This message: | Has this meaning: | And requires this action: |
|-------------------------------------|---|---|
| <i>Waiting for poll</i> | You have set up a document to be polled from the fax loading tray. | No action is required. If you need to send a fax or make a copy, you can remove the document temporarily, then replace it when you are done. Refer to "Sending a Fax to Another Fax Machine Upon Request (Being Polled)" in chapter 2 for more information. |
| <i>Waiting to dial (fax number)</i> | The HP OfficeJet has tried to dial the displayed fax number, but the phone line is already in use. It could be in use by a received fax because the phone is ringing or off the hook. | No action is required. The HP OfficeJet will wait until the phone line is free, then dial the fax number. |

Solving Problems While Printing, Faxing, or Copying

This section describes how to solve problems you might encounter while using the HP OfficeJet.

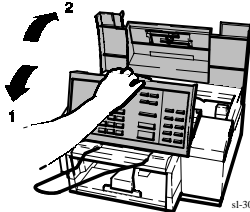
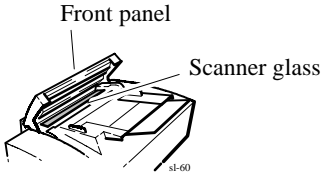
| Symptom: | Cause: | Solution: |
|---|--|--|
| <i>Lines or dots are missing from the characters in the printout.</i> | <p>The connection between the print cartridge and cradle is intermittent.</p> <p>OR</p> <p>The copper contacts of the print cartridge are dirty.</p> | <p>Remove the print cartridge and reinstall it. Try printing again. You may need to repeat this before the ink resumes a continuous flow.</p> <p>OR</p> <ol style="list-style-type: none">1. Remove the print cartridge. (For help, see the instructions in "Changing the Print Cartridge" later in this chapter.) Use a lint-free damp cloth to gently clean the copper contacts on the print cartridge and the print cartridge cradle.  <p>2. Reinstall the print cartridge and try printing again. If the print quality remains poor after cleaning the contacts, clean the ink nozzles as described for the next symptom in this table.</p> |

| Symptom: | Cause: | Solution: |
|--|--|---|
| <p><i>The print cartridge has dried ink on the "nose."</i></p> | <p>The ink nozzles of the print cartridge are clogged.</p> | <ol style="list-style-type: none"> 1. Press the Clean Pen button and wait about 15 seconds while the ink nozzles are cleaned automatically. Then print the Self Test report (see instructions in chapter 2). Check the two print cartridge test patterns in the Self Test report. If the diagonal line has white gaps in it, or if the area fill has horizontal white lines in it, continue with step 2; otherwise, stop here and continue printing normally. 2. Remove the print cartridge. (For help, see the instructions in "Changing the Print Cartridge" later in this chapter.) Hold the print cartridge by the green top with the "nose" pointed toward your waste can. Use an index card or other rigid paper to scrape the dried ink from the nozzles into the waste can (see illustration below). Then use a lint-free damp cloth to gently clean the ink nozzles. Reinstall the print cartridge and print the Self Test report again. Check for white gaps and white lines again. If you find any, continue with step 3; otherwise, stop here and continue printing normally. |



sl-62

| Symptom: | Cause: | Solution: |
|--|--|--|
| | | <p>3. Remove the print cartridge. Hold the print cartridge by the green top with the "nose" pointed upward. Place two drops of clean water on the gold rectangle on the "nose" of the print cartridge. After 60 seconds, gently remove the water from the print cartridge with a lint-free damp cloth. Then reinstall the print cartridge and try printing again. You may need to print a few pages before the ink resumes a continuous flow.</p> <p>CAUTION: Do not clean the print cartridge unnecessarily; it will shorten the life of the print cartridge.</p> <p>4. If the print quality remains poor, install a new print cartridge. If the problem persists, see "Getting Help" earlier in this chapter.</p> |
| <i>I think the nozzles on my print cartridge are clogged.</i> | | Use the instructions in the previous symptom, "Print cartridge has dried ink on the "nose." |
| <i>The last page of my file wasn't printed.</i> | The HP OfficeJet is waiting to see if there is more data coming before releasing the last page. | Press the Load/Eject button <i>or</i> wait for a few minutes and your last page will be released. After five minutes has passed and the HP OfficeJet has not received any more data, the last page of your file will be printed. |
| <i>Parts of my documents are being clipped when I print from my Windows application.</i> | The Windows driver for the HP OfficeJet has a minimum top margin of 0.33 in. (8.4 mm) and a minimum bottom margin of 0.67 in. (17 mm). | Before you print your document, make sure the entire document is visible in the "Print Preview" of your Windows application. You may need to increase the bottom margin setting for your footer (e.g. from 0.5" to 0.7"). |

| Symptom: | Cause: | Solution: |
|--|--|---|
| <i>I can't get the font size I want when printing from my DOS application.</i> | The HP OfficeJet does not support the use of font cartridges. | Some DOS application printer drivers require that certain font styles are resident on the printer. The HP OfficeJet has various internal fonts available but cannot use additional fonts provided by HP DeskJet font cartridges. You must reformat your document using one of the internal fonts available in the HP OfficeJet. |
| <i>My phone call is cut off when I try to make a copy.</i> | If you are talking on a phone attached directly to the HP OfficeJet and you press the Start/Copy button, the HP OfficeJet assumes that you are sending a fax. | To resume your telephone conversation, press the Stop button. Note: You cannot make copies while talking on a phone attached directly to the HP OfficeJet. |
| <i>There are dark streaks or lines on copies or on faxes sent from the HP OfficeJet.</i> | The scanner glass may be dirty. | Apply some glass cleaner to a soft, lint-free cloth, then gently wipe the scanner glass clean. Here's how to locate the scanner glass: Open the front panel by pulling the top ledge toward you, then open the top cover. Look inside the front panel for a glass strip that's about 3/4-inch (1.9 cm) wide and 9 inches (23 cm) long. |
| |  |  |
| | | <i>The date on the front panel display is "Nov-22-93 06:30 PM."</i> |

| Symptom: | Cause: | Solution: |
|---|--|--|
| <i>Some of my menu settings seem to have reverted to their factory values without my changing them.</i> | An internal error has caused some or all of the menu features to revert to their factory settings. | Print the Self Test report and check the Current Settings column to find out which menu settings have reverted to the factory settings. Change the settings and re-enter data as appropriate. For instructions on how to print the Self Test report, see chapter 1. |
| <i>I can't receive a fax from my extension phones.</i> | Your Receive Mode is not set correctly. | To be able to receive faxes from extension phones, change your setup to Auto . |
| <i>Incoming calls aren't being answered.</i> | The Distinctive Ring feature may be turned on when the service is not available in your area or you have not subscribed to it. | Turn off the Distinctive Ring feature and request the fax be sent again. |
| <i>Items on the HP OfficeJet Manager menu bar are grayed and the "Device Not Connected" error displays.</i> | The HP OfficeJet is not properly connected. | If this happens after a first-time installation ... Verify that the device is turned on and the cable is properly connected. Verify that your cable is good. Verify that your LPT port allows bi-directional communication. If you've been using the HP OfficeJet Manager and this happens ... Verify that the device is turned on with the message "Ready" displayed, that the cable is securely connected at both ends, and that a data switch (if used) is set to the HP OfficeJet. Restart Windows and try again. |
| <i>The HP OfficeJet never answers a call.</i> | Distinctive Ring is set to on, but you don't have distinctive ringing service. | See chapter 1 for instructions on turning off Distinctive Ring. |
| <i>You get the message, "LPT1 is in use."</i> | The HP OfficeJet printer cannot access LPT1. | If you are using a data switch to run two printers from a single LPT port, make sure that all HP OfficeJet activities are complete, and the HP OfficeJet Manager is closed, before switching to another printer. |

| Symptom: | Cause: | Solution: |
|---|---|---|
| <i>You get the message, "Printer not responding."</i> | Your HP OfficeJet is turned off or disconnected. | Turn your HP OfficeJet on by pressing the "I" on the On/Off switch located on the left side of the machine's base. Make sure that the interface cable is connected. (See "Connect the Interface Cable for Printing" in the Installation Guide). Click Reconnect . If your HP OfficeJet was previously able to connect to the device, check that the cable is securely connected at both ends, the device is turned on, and "Ready" is displayed on the front panel. Check that any data switch in use is set to connect to the HP OfficeJet. Then click Reconnect . |
| <i>Nothing happens when I try to print.</i> | If the HP OfficeJet printer doesn't respond when you try to print, it may be set to the wrong port. | Run the Windows front panel, select Printers , select the HP OfficeJet, then click the Connect button. Select the port that is connected to your device. <i>Do not select HP OfficeJet.</i> Click OK , close Printers and the front panel, and try printing again. If you still cannot connect: <ol style="list-style-type: none"> 1. Close the HP OfficeJet Manager. 2. Exit Windows. 3. Turn the machine off, then back on. 4. Restart Windows. 5. Restart the HP OfficeJet Manager. If your HP OfficeJet has never connected to the device, you may be using a cable, data switch, or centronics port that does not support bi-directional communications. |

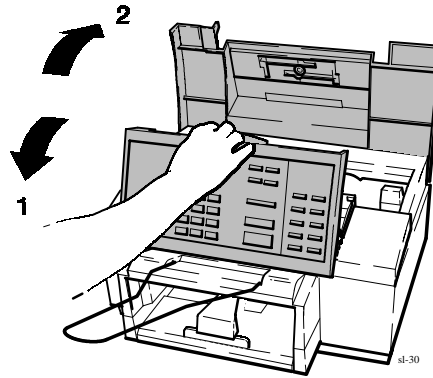
Maintaining Your HP OfficeJet

Use these guidelines to keep your HP OfficeJet in the best possible operating condition:

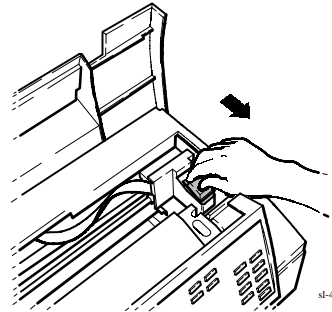
- Print cartridges dry out and may become unusable when exposed to air, so:
 - a) Keep the print cartridge in the print cartridge cradle at all times.
 - b) Keep new print cartridges in their sealed packages at room temperature until you are ready to use them.
 - c) Do not turn off the HP OfficeJet before printing is complete.
- Use a soft cloth moistened with water to wipe dust, smudges, and stains off of the HP OfficeJet's exterior case.
- The inside of the HP OfficeJet does not require cleaning. Keep fluids away from the interior of the HP OfficeJet.

Changing the Print Cartridge

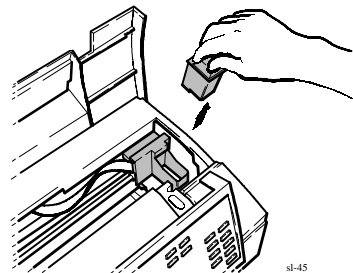
1. Open the front panel, then the top cover.



-
2. Pull the print cartridge toward you until it releases and snaps forward.

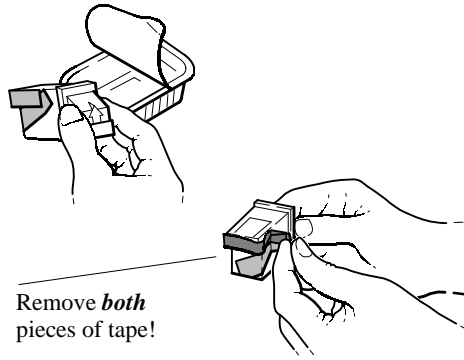


-
3. Lift the print cartridge out of its cradle.

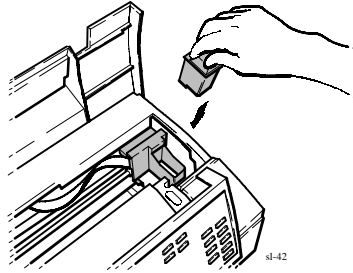


4. Open the print cartridge box and container, then grasp the print cartridge by the green top and remove the cartridge from the container. Gently remove *both pieces of tape-blue and white-covering the ink nozzles and vent hole.*

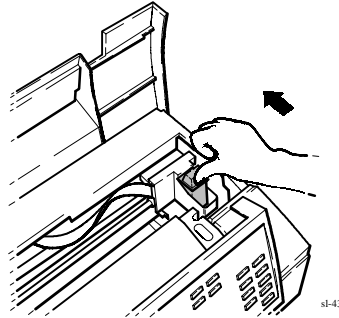
CAUTIONS: 1) If you don't remove the white tape, you deplete the ink in the cartridge prematurely. 2) Be careful not to touch the ink nozzles or the copper contacts. Fingerprints may damage them.



5. Place the print cartridge down into the cradle as shown. Align the green arrow on the cartridge top with the green dot on top of the cradle.

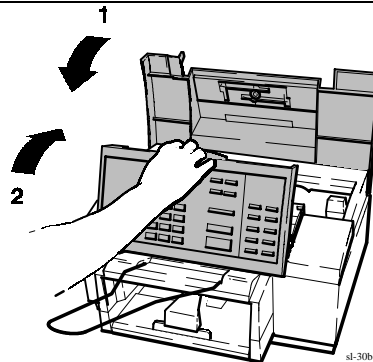


6. Push the green arrow toward the green dot until the cartridge **snaps** into place.



7. Close the top cover, then close the front panel.

Be sure to close the front panel **firmly**, until both corners snap into place.



6 Reference

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Product Specifications

The specifications that follow are subject to change without notice.

Overall Specifications

Dimensions

17.25 w x 15.5 d x 11.125 h (inches)
438 w x 394 d x 283 h (mm)

Weight

19.5 lb (8.85 kg)

Power Supply (U.S./Canada)

120 V

Power Consumption

10 watts at idle, 35 watts maximum

Operating Environment

Temperature range for best print quality:
15°C (59°F) to 35°C (95°F)

Allowable temperature/humidity range:
5°C (41°F) to 40°C (104°F),
15-80% RH non-condensing

Maximum noise level generated:
Sound Power, LwAd = 6.4 B(A)
Sound Pressure, LpAm = 50 dB(A)

Printer Specifications

Print Method

Plain paper drop-on-demand thermal inkjet

Resolution

Windows:

Presentation mode = 600 x 300 dpi with RET
Normal mode = 600 x 300 dpi with RET
Fast mode = 300 dpi

DOS (text):

Letter quality = 600 x 300 dpi
Draft quality = 300 dpi with ink reduction

Print Speed

Windows print speed:

Presentation mode = 1 ppm (page per minute)
Normal mode = 2.5 ppm
Fast mode = 3 ppm

DOS print speed:

Letter quality = 167 cps at 10 cpi
Draft quality = 240 cps at 10 cpi

Paper Sizes

U.S. letter = 8.5 x 11 in
U.S. legal = 8.5 x 14 in
European A4 = 210 x 297 mm
Executive = 7.25 x 10.5 in
U.S. No. 10 envelope = 4.12 x 9.5 in
European DL envelope = 220 x 110 mm
U.S. transparency = 8.5 x 11 in
European A4 transparency = 210x297 mm

(Continued on next page)

Printer Specifications (continued)

Internal Fonts

Courier (Portrait Orientation):

Pitch: 5, 10, 16.67, 20 cpi

Point size: 6, 12 pt.

CG Times (Portrait Orientation):

Pitch: Proportional

Point size: 5, 6, 7, 8, 10, 12, 14 pt.

Letter Gothic (Portrait Orientation):

Pitch: 6, 12, 24 cpi

Point size: 6, 12 pt.

Univers (Portrait Orientation):

Pitch: Proportional

Point size: 5, 6, 7, 8, 10, 12, 14 pt.

Courier (Landscape Orientation):

Pitch: 10, 16.67, 20 cpi

Point size: 6, 12, 24 pt.

Letter Gothic (Landscape Orientation)

Point and Pitch: 6, 12, 24 pt for 12, 24 cpi

4.75, 9.5, 19 pt for 16.67 cpi

Character Set Support

PC-8, HP Roman 8, PC-8

Danish/Nor, UK ISO 4, German ISO 21,

French ISO 69, Italian ISO 15, Nor v.1

ISO 60, Swed Names ISO 11, Spanish ISO

17, ASCII, Portug ISO 16, PC-850,

ECMA-94 Latin 1, HP Legal

Paper Input/Output Trays

Input Tray=100 sheets at a paper
weight \leq 20 lb (75 g/m²)

or 20 envelopes (U.S. No. 10
or European DL)

Output tray=100 sheets at a paper

weight \leq 20 lb (75 g/m²)

Paper Weight

16 to 36 lb (60 to 135 g/m²)

Printing Margins *

U.S. letter-size paper:

Top margin = 1.0 mm (\pm 1.0 mm)

Bottom margin = 10.5 mm (\pm 0.6 mm)

Left margin = 6.4 mm (\pm 1.0 mm)

Right margin = 6.4 mm (\pm 1.0 mm)

European A4-size paper:

Top margin = 1.0 mm (\pm 1.0 mm)

Bottom margin = 10.5 mm (\pm 0.6 mm)

Left margin = 3.4 mm (\pm 1.0 mm)

Right margin = 3.4 mm (\pm 1.0 mm)

*These numbers represent the maximum printable area for this device. However, your printer driver may create a smaller printable area.

Printer Command Language

HP PCL Level 3

Printer I/O Interface

Parallel (Centronics)

Vertical Alignment

\pm 0.002 in.

Scalable TrueType™ Fonts for Microsoft Windows

Arial® Black, CG Goudy Old Style,

Phyllis, Graphite Light, CG Poster

Bodoni, Lucida® Casual, Gill Sans

Shadow, Milestone Font, Signet Round

hand, and PL Benguiat Frisky

Software Compatibility

Microsoft Windows 3.1

Windows 95 operating system

Also compatible with a range of DOS applications (HP DeskJet 520/510/500)

Fax Specifications

Compatibility

CCITT Group 3

Transmission Speed

ITU-T Test Image #1

Coding Schemes

MH, MR, and MMR

Modem Speed

9600, 7200, 4800, and 2400 bps

Image Memory

ITU-T Test Image #1

Fax Loading Tray (Faxes Sent)

20 pages (paper weight \leq 20 lb or 75 g/m²)

Minimum paper width = 6 in. (152 mm)

Maximum paper width = 8.5 in. (216 mm)

Maximum paper length = 17 in. (432 mm)

Output Tray (Faxes Received)

100 sheets at a paper

weight \leq 20 lb (75 g/m²)

Paper Weight (Faxes Sent)

16 to 24 lb (60 to 90 g/m²)

Paper Tray

100 sheets at a paper

weight \leq 20 lb (75 g/m²)

Paper Sizes (for Paper Tray)

U.S. letter = 8.5 x 11 in.

U.S. legal = 8.5 x 14 in.

European A4 = 210 x 297 mm

Speed Dialing

65 locations, including 5 groups

Fax Image Quality

Standard=100 x 200 dpi

Fine=200 x 200 dpi

Photo=200 x 200 dpi, 32 levels of grayscale

Distinctive Ring Detect

Yes

Copier Specifications

Copy Speed

50 seconds per page

Copy Reduction

100%, 95%, 90%, 85%, 80%,
75% (Legal-to-Letter), 70%

Paper Sizes (for Paper Tray)

U.S. letter = 8.5 x 11 in.

U.S. legal = 8.5 x 14 in.

European A4 = 210 x 297 mm

Multiple Copies

Up to 99

Ordering Information

To order the supplies and accessories listed in the table below, contact your HP dealer. If your dealer is out of stock, you can order directly from HP for fast shipping service:

Within the U.S.: Call 1-800-538-8787 for all supplies/accessories *except* documents.

Call 1-800-227-8164 to order user's guides and technical reference guides.

In Canada: In Toronto, call 905-206-4745.

In the rest of Canada, call 1-800-387-3154.

| Supply/Accessory: | HP Reorder Number: |
|---|----------------------------|
| Centronics Parallel Interface Cable (shielded) | HP C2950A, or HP C2951A |
| High Capacity InkJet Print Cartridge | 51626A |
| Media | |
| HP Premium Transparency Film (U.S. Letter) | 51636F |
| HP Premium Transparency Film (European A4) | 51636G |
| HP Premium Glossy Paper (U.S. Letter) | 51636H |
| HP Premium Glossy Paper (European A4) | 51636J |
| HP OfficeJet Series 300 User's Guide | C4661-90001 |
| HP OfficeJet Series 300 Installation Guide | C4661-90031 |
| HP DeskJet 500 Series Technical Reference Guide | C2170-90099 |

Obtaining a Material Safety Data Sheet (MSDS)

You can obtain the current MSDS for the print cartridge (HP Part No. 51626A) used in the HP OfficeJet Series 300 by mailing a request to this address in the USA:

Hewlett-Packard
Direct Marketing Organization, Bldg. 51LSE
P.O. Box 58059
Santa Clara, CA 95051-8059

Warranty Information

This warranty gives you specific legal rights. You may also have other rights which vary from state to state or province to province.

One-Year Limited Warranty

Hewlett-Packard warrants the HP OfficeJet Series 300 against defects in materials and workmanship for a period of one year from receipt by the end user. During the warranty period, Hewlett-Packard will, at its option, either repair or replace products that prove to be defective. Replacement products will be remanufactured units.

Should Hewlett-Packard be unable to repair or replace the product within a reasonable amount of time, a refund of the purchase price may be given upon return of the product.

Exclusions

The warranty on your HP OfficeJet Series 300 shall not apply to defects resulting from the following:

- Improper or inadequate maintenance by the customer.
- Unauthorized modification or misuse.
- Operation outside of the environmental specifications for the product.
- Operation using non-supported printing media.

For HP printer products, the use of a non-HP or refilled print cartridge does not affect either the warranty to the customer or any HP support contract with the customer; print cartridge includes both toner cartridges and ink cartridges. However, if printer failure or damage is attributable to the use of a non-HP or refilled print cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

The warranty period begins either on the date of delivery or, where the purchase price includes installation by Hewlett-Packard or its authorized dealer, on the date of installation.

Warranty Limitations

The warranty set forth above is exclusive and no other warranty, whether written or oral, is expressed or implied. Hewlett-Packard specifically disclaims the implied warranties of merchantability and fitness for a particular purpose.

Some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. However, any implied warranty of merchantability or fitness is limited to the one year duration of this written warranty.

Regulatory Information

The following sections describe product requirements from two different regulatory bodies: the Federal Communications Commission (FCC, U.S. only) and the Canadian Department of Communications (DOC, Canada only).

Notice to Users of the U. S. Telephone Network: FCC Requirements

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

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

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. Too many devices on one line may result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service.

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

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

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

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

FCC rules prohibit the use of non-hearing aid compatible telephones in the following locations or applications:

- All public or semipublic coin-operated or credit card telephones.
- Elevators, highways, tunnels (automobile, subway, railroad or pedestrian) where a person with impaired hearing might be isolated in an emergency.

- Places where telephones are specifically installed to alert emergency authorities such as fire, police, or medical assistance personnel.
- Hospital rooms, residential health care facilities, convalescent homes, and prisons.
- Workstations for the hearing impaired.
- Hotel, motel, or apartment lobbies; in stores where telephones are used by patrons to order merchandise; in public transportation terminals where telephones are used to call taxis, or to reserve lodging or rental cars.
- Hotel and motel rooms. At least ten percent of the rooms must contain hearing aid compatible telephones, jacks, or plug-in hearing aid-compatible telephones which will be provided to hearing impaired customers upon request.

Electromagnetic or Radio Frequency Interference: FCC Requirements

This equipment generates and uses radio frequency energy and may cause interference to radio and television reception. Your facsimile complies with the specifications of Part 15 of the Federal Communications Commission rules for a Class B digital device. These specifications provide reasonable protection against such interference in residential installation. However, there is no guarantee that interference will not occur in a particular installation. If the facsimile does cause interference to radio or television reception, which can be determined by turning the facsimile off and on, you can try to eliminate the interference problem by doing one or more of the following.

- Reorient the receiving antenna.
- Reorient the position of the facsimile with respect to the receiver.
- Move the facsimile away from the receiver.
- Plug the facsimile into a different outlet so that the facsimile and the receiver are on different branch circuits.

If necessary, consult an authorized HP service agency or an experienced radio/television technician for additional suggestions. You may find the following booklet, prepared by the Federal Communications Commission, to be helpful: "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the US Government Printing Office, Washington DC 20402, Stock No. 004-000-00345-4.

Note: You must purchase separately the shielded Centronics parallel interface cable recommended in this manual (or an equivalent cable) to ensure compliance with FCC Part 15.

CAUTION: Changes or modifications not expressly approved by Hewlett-Packard for compliance could void the user's authority to use the equipment.

Notice to Users of the Canadian Telephone Network: DOC Requirements

Notice: The Canadian Department of Communications label identifies certified equipment. The certification means that the equipment meets certain telecommunications network protective operations and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

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

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

The connecting arrangement code for this equipment is CA11A.

The Load Number for the HP OfficeJet LX is 4.0.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop or circuit which is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the load numbers of all devices does not exceed 100.

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

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

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- . (period), ! (exclamation point),
 , (comma), ' (apostrophe),
 () (parentheses), & (ampersand),
 # (number sign), @ (at sign),
 - (dash), * (asterisk), / (slash),
 = (equals sign), _ (underscore),
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