User's Guide

HP Fax 700/750

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Index

What's in This Guide

Take a look at:

The **Menu Options** foldout at the front of this guide. The foldout gives you an overview of tasks and menu items.

Then check **Using the Front Panel**. It gives you a quick guide to what the buttons can do for you.

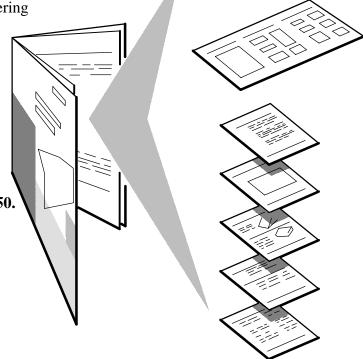
The **Setting up** section includes information on navigating the menus and detailed instructions for entering

the the date, time, name, and number for this fax.

Tasks like **Sending a Fax** and **Making Copies** are described in detail. Check the table of **Contents** to find them.

Hints and tips as well as corrective actions for messages are found in **Taking Care of Your HP FAX-700/750.**

An expanded **Index** makes it easy for you to find information.



Unpacking and Connecting Your HP FAX-700/750

To unpack and connect your HP FAX-700/750, follow the instructions on the following pages to:

Unpack and remove packing material

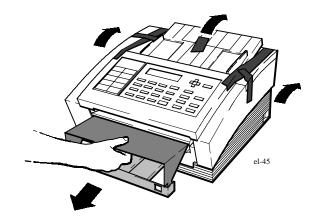
□ Unpack and remove packing material
 □ Connect the power and cord phone line
 □ Load paper
 □ Install the print cartridge
 □ Open the document trays

When you have completed unpacking and connecting, turn to **Setting up Your HP FAX-700/750**.

Unpacking

Remove the tape from the top of the machine.

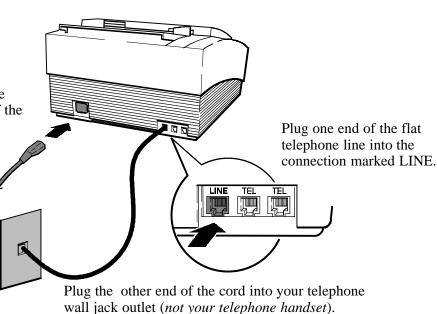
Pull the cardboard insert out of the printer output tray.



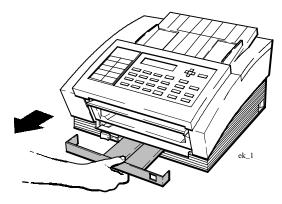
Connecting the power cord and phone line

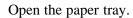
Plug the power cord into the connection at the left rear of the machine. Plug the other end of the cord into a grounded electrical connection.

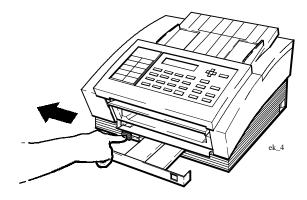
Your HP FAX-700/750 has three line connections. Use the connection labeled LINE to connect to the telephone wall jack. Use the connections labeled TEL to connect a telephone or answering machine.



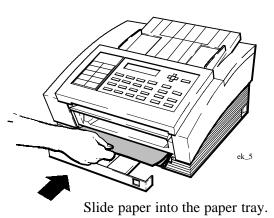
Loading paper



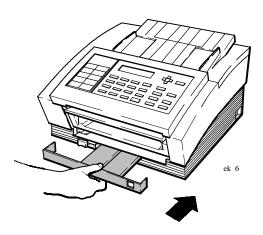




Slide the paper guide to the left for U.S. Letter and U.S. Legal size paper, or to the right for A4 size paper. **Be sure** to change the Paper Size in the Settings Menu when you change sizes. See "Customizing Your FAX-700/750" in this guide.

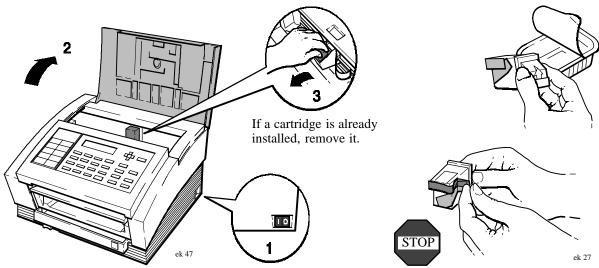


Not more than about 100 sheets.



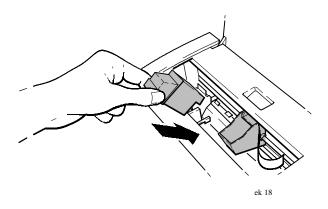
Then close the paper tray.

Installing the print cartridge

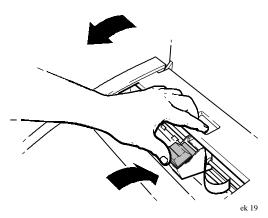


Turn on the fax, then open the top cover.

Handle the new print cartridge only by the green top. Gently remove **both** pieces of tape. Be careful not to touch the ink nozzles or the copper contacts.

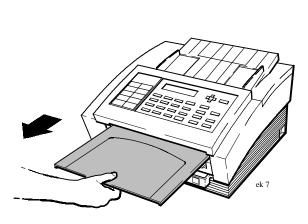


Put the print cartridge into the cradle.

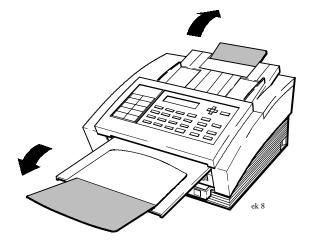


Push the print cartridge forward firmly until it snaps into place. Then close the top cover.

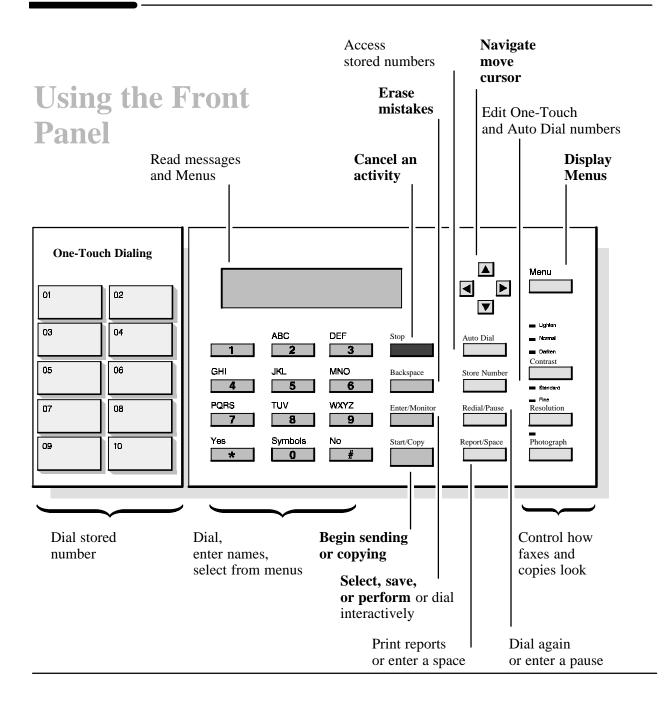
Opening the document trays



Reach under the front panel and slide the document out tray forward, until it stops.

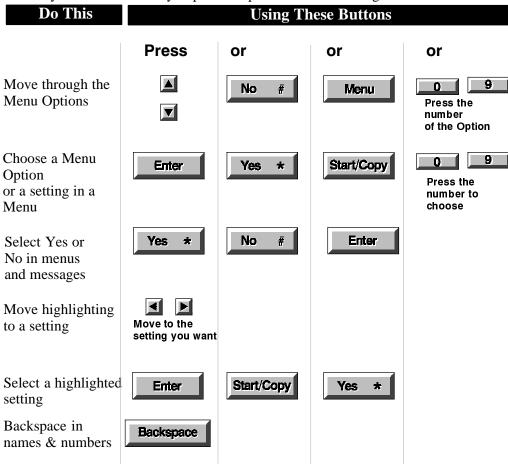


Extend both the document in tray and out tray. Press down on the front edge of the out tray, and the back edge of the in tray to flip them open.



Using Buttons and Keys

The HP LearnFAST User Interface allows you to use more than one button or key to move around in menus. You can also choose options and select settings in more than one way. Use the method you prefer to perform the following functions:



Using Menus and Navigating

Menus are lists of tasks that you can perform, and settings that you can use to control how your HP FAX-700/750 works.

Displaying the menus

Press Menu to display Menu Options.

The number of options or tasks in each menu is displayed next to the title of the menu. See the menu options foldout at the front of this guide to review settings.

Browsing the menus

You can press the **down arrow** to browse down through the numbered list of menu options. You can also press **No**, or **Menu** to browse down the list. Press the **up arrow** to browse upward. If you browse through all available options and press the arrow key again, the list starts over.

Moving directly to an option

The menu tree at the front of this guide shows all of the menus options available. The options in each menu are numbered. To move directly to a menu option, first press the **Menu** button, then press the number for that menu. Press **Enter**, **Start/Copy**, **Yes**, or the number again to choose the menu. To move directly to a choice within a menu, press the number for that choice. For example, after you press the **Menu** button, you can press **6** to go to the Settings option. Press **Enter**, **Start/Copy**, **Yes**, or **6** to choose the Settings menu, then press **4** to move to the Contrast settings. Press **Enter**, **Start/Copy**, **Yes**, or **4** to choose the Contrast settings.

Choosing an option

When an option that you want is displayed, press **Enter** to choose that option. You can also press **Yes**, or **Start/Copy**, or enter the number displayed to the left of the option to choose it. To return to the Menu Options, press **Menu**.

Selecting settings

Some settings, like Yes/No, are displayed side by side, with the cursor blinking on one of the choices. Use the arrow keys to move the cursor to the setting you want, then press **Enter**. You can also use the **Yes** and **No** buttons, or **Start/Copy**.

Entering letters and symbols in names

| Use | e the keypad to enter letters and symbols when you store names. |
|------------|--|
| | Press a key to display the first letter above that key. |
| | Press the 0 key under Symbols to display these symbols: a comma (,), an apostrophe ('), a forward slash (/), an underline (_), a period (.), a dash (-), a left bracket ((), a right bracket ()), or a zero (0). |
| | Press the up arrow and down arrow buttons to browse through the characters for a key. |
| | Press the right arrow ▶ and left arrow ▶ buttons to move the cursor. |
| | Press Enter to save the name when you are finished. |
| nur dor | you prefer, you can press a key repeatedly to browse through the letters and mbers printed above that key. When the character you want is displayed, you a't have to press the arrow keys to move the cursor if you enter a character from a ferent key. |

Browsing stored numbers and scheduled faxes

Press the **down arrow** to browse down through **Auto Dial** numbers or scheduled faxes. Press the **up arrow** to browse upward. When the number you want is displayed, press **Enter** to select it.

Setting up Your HP FAX-700/750

| To s | et up your HP FAX-700/750, follow the instructions on the following pages to: |
|-------|--|
| | Set the date and time |
| | Set the number and name |
| | Set the dialing method |
| | en you have completed these setup procedures, your HP FAX-700/750 is ready to and receive faxes, and to make copies. |
| If yo | ou wish, you can also: |
| | Connect a telephone |
| | Connect a telephone answering machine |
| | Set the receive mode |
| | |

Warning

When you first set up your HP FAX, be sure to leave it on for at least twelve hours to charge the backup battery. The battery saves information you enter during set up.

Setting up the Date and Time

These instructions show you, in detail, how to set the date and time that will print on each fax that you send. To do this, you will use menus, buttons and the keypad on the front panel. There are several ways to use buttons and keys with the HP LearnFAST User Interface. The instructions in this guide show you one, easy method.

Follow the instructions below by first reading the text in the **Do This** column, then pressing the buttons and keys in the **Using These Buttons** column. Check to see that the display shows what you see in the **To Display** column.

If you want to stop and start over, press the **Stop** button.

| Do This | Using These Buttons | To Display |
|---|----------------------------|--------------------------------------|
| Display the Menu Press the Menu button | Menu | Menu Options (1-8) 1:Scan & Send |
| When you display the m there are 8 options avail Press the down arrow to browse down to 6: Settin you pass it, press the up arrow . | able. o ngs. If | Menu Options (1-8) 6:Settings |
| Choose Settings Press the Enter key. No that the display has character | | Settings (1-18) 01:Date & Time |
| Choose 01: Date & Tim Press the Enter key. N that the display has char | ote | Date (MM/DD/YYYY) [Aug]08/01/1994 |
| Continued on the nex | t page | |

Setting up the Date and Time (Continued)

Press the **up** and **down arrows**. When the month you want is displayed, press the right arrow to move to day.

Browse to the day you want, then press the right arrow to move to year. Browse to the new year. If you make a mistake, use the left and right arrows to move to the mistake, then the **up** and **down arrows** to browse again.

Date (MM/DD/YYYY) [Oct]10/20/1994

Save the Date Press **Enter**. Note that the display has changed.

Enter

Time (HH:MM) 24Hr Clk[08:00]08:00

Press the arrow keys to browse to the hour and minute you want. Your fax uses a 24-hr clock. When you browse past 12:00, the time is shown in 12-hr format between the brackets.



Time (HH:MM) 24Hr Clk[02:15]14:15

Save the new Time Press **Enter**, then press **Stop** to leave the menus. Enter

Settings (1-18) 01:Date & Time

Setting up the fax number and name

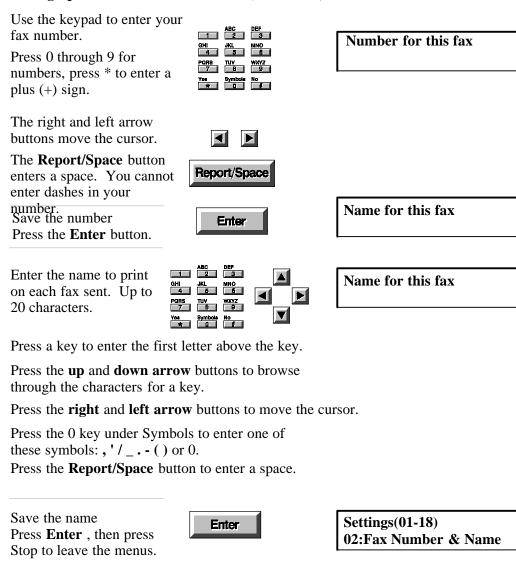
These instructions show you in detail how to set the number and name of your fax machine that will print on each fax you send. To do this, you will use menus, buttons and the keypad on the front panel. There are several ways to use buttons and keys with the HP LearnFAST User Interface. The instructions in this guide show you one, easy method.

Follow the instructions below by first reading the text in the **Do This** column, then pressing the buttons and keys in the **Using These Buttons** column. Check to see that the display shows what you see in the **To Display** column.

If you want to stop and start over, press the **Stop** button.

| Do This Using These Buttons | To Display |
|---|---|
| Display the Menu Press the Menu button | Menu Options (1-8) 1:Scan & Send |
| When you display the menu, there are 8 options available. Press the down arrow to browse down to 6: Settings. If you pass it, press the up arrow . | Menu Options (1-8) 6:Settings |
| Choose Settings Press Enter. Note that the display has changed. | Settings (1-18) 01:Date & Time |
| Browse to 02: Fax Number & Name | Settings(01-18) 02:Fax Number & Name |
| Choose 02: Fax Number & Name Press Enter. Note that the display has changed. | Number for this fax |
| Continued on next page | |

Setting up the fax number and name (Continued)



Setting the dialing method

The factory default dialing method is Tone, or touch dialing. If your telephone system uses a Pulse, or rotary dialing method, follow these instructions to select Pulse.

| Do This | Using These Buttons | To Display |
|--------------------------------|----------------------------|--------------------------------------|
| Display the Menu | Menu | Menu Options (1-8) 1:Scan & Send |
| Browse to 6: Settings | | Menu Options (1-8) 6:Settings |
| Choose Settings | Enter | Settings (1-18) 01:Date & Time |
| Browse to 06: Dialing Method | ▲ | Settings (1-18) 06:Dialing Method |
| Choose 06: Dialing Method | Enter | Dialing Method Pulse/Tone* |
| Select Pulse or Tone | | Dialing Method Pulse/Tone* |
| Save the new Dialing Method | Enter | Settings (1-18) 06:Dialing Method |
| ☐ Press Stop to lea | ve the menus | |

Testing the setup

When you have completed the setup procedures on the previous pages, your fax machine is ready to send and receive faxes, and to make copies.

You can verify the setup by printing and reviewing the Settings Report. Press **Report/Space**, then use the **down arrow t** to display Settings, and press **Enter**.

The Settings Report shows the fax name and number and date and time that were entered for this fax. It also gives you a description of the settings available to you, along with the current and standard settings.

You may want to make a copy, or send a fax, to insure that the fax is working as you expect it to.

If you would like to test receiving a fax, you can call HP FIRST and retrieve an index of fax machine support information. HP FIRST is at your fingertips 24 hours a day, providing instantaneous access to the most current Hewlett-Packard product support information. Be sure to call from a telephone that is not connected to your fax machine. The toll-free number in the U.S. is 800 333-1917.

If you have problems sending or receiving faxes, check the connection to the phone line to be sure that it is plugged into the connection marked LINE, not one of the TEL connections.

To resolve other problems, see Taking Care of Your HP FAX-700/750.

You can customize your fax by changing settings in the menus to reflect how your phone system and office are set up.

If you wish to connect a telephone or an answering machine to your fax machine, follow the procedures on the following pages.

Warning

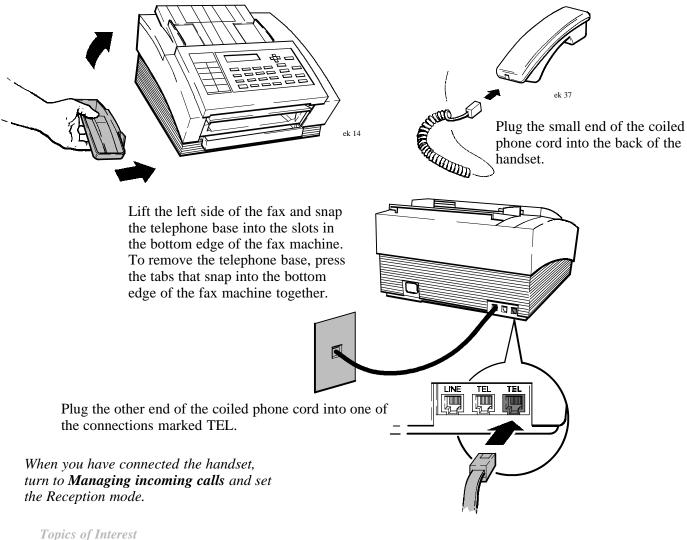
When you first set up your HP FAX, be sure to leave it on for at least 12 hours to charge the backup battery. The battery saves information you enter during set up.

Topics of Interest

Connecting a telephone, 20 Connecting a telephone answering machine, 21 Sending a Fax, 23 Making Copies, 25 Customizing Your HP FAX-700/750, 54

Connecting the handset to the HP FAX-750

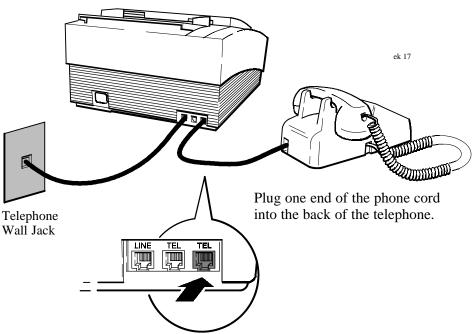
Your HP FAX-700/750 has three line connections. Use the connection labeled LINE to connect to the telephone wall jack. Use the connections labeled TEL to connect a telephone or answering machine.



Managing incoming calls, 22

Connecting a telephone

Your HP FAX-700/750 has three line connections. Use the connection labeled LINE to connect to the telephone wall jack. Use the connections labeled TEL to connect a telephone or answering machine.



Plug the other end of the phone cord into one of the connections marked TEL.

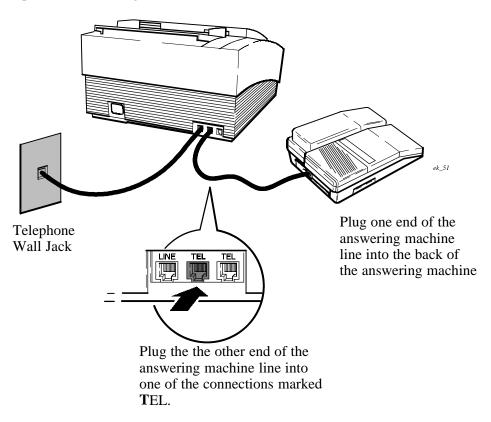
When you have connected the telephone, turn to **Managing incoming calls** and set the Reception mode.

Topics of Interest

Managing incoming calls, 22

Connecting a telephone answering machine

Your HP FAX-700/750 has three line connections. Use the connection labeled LINE to connect to the telephone wall jack. Use the connections labeled TEL to connect a telephone or answering machine.



When you have connected the telephone answering machine, turn to **Managing incoming calls** and set the Reception mode.

Topics of Interest

Managing incoming calls, 22

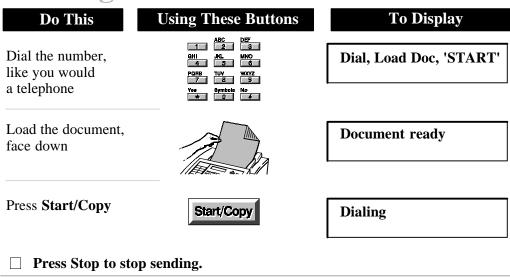
Managing incoming calls

| For this connection: | Set Reception mode to: | Then read this note: |
|---|--------------------------------------|---|
| A telephone or answering machine on the same line | Set Remote Reception to Enable | To receive a fax in this mode, answer the extension phone and press Start/Copy on the front panel, or dial the remote reception code (123). |
| An extension phone on the telephone line not connected directly to the fax | Answer Manually | When Answer Manually is selected the fax machine never answers incoming calls. |
| No other devices on the telephone line | Fax Only | When Fax Only is selected, the fax machine answers all incoming calls. |
| A telephone connected directly to the fax | Auto Fax/Phone | When Auto Fax/Phone is selected, the fax machine answers a fax call, but switches voice calls to the phone. Press Start/Copy to answer a telephone call. |
| An answering machine connected directly to the fax | Auto Fax/Ans Mach. | When Auto Fax/Ans Mach. is selected the answering machine answers calls, while the fax machine listens for a fax signal. For fax calls, the fax takes the line and receives documents. When you choose this setting, set the Ans Mach rings to one more than the answering machine waits before answering a call. Be sure that the message length plus the ring time (6 seconds per ring in the U.S.) doesn't exceed 60 seconds. Silent detect allows reception of faxes from older fax machines. Choose Yes if you may receive faxes from older machines. |

Topics of Interest

Customizing Your HP FAX-700/750, 54

Sending a Fax



Dialing

Use the numeric keys to dial numbers like you would dial a telephone.

To get a dial tone, press the **Enter/Monitor** button before you begin dialing. Use this method when you need to wait for dial tones or respond to prompts. For example, to dial a credit card call, press **Enter/Monitor**. Then dial as you normally would. To change the monitor volume, choose 16: Adjust Volume from the settings menu.

Loading the document

Adjust the guides on the document in tray above the front panel to fit the document. Load the document face down in the document in tray. Be sure that the document is not stapled, paper clipped, or torn. Load a maximum of 20 pages at a time.

Topics of Interest

Storing Numbers for Faster Dialing, 28 Sending to a Distribution List, 34 Scanning and sending from memory, 38 Sending a Fax at a later time, 39 Sending and Receiving by Polling, 41

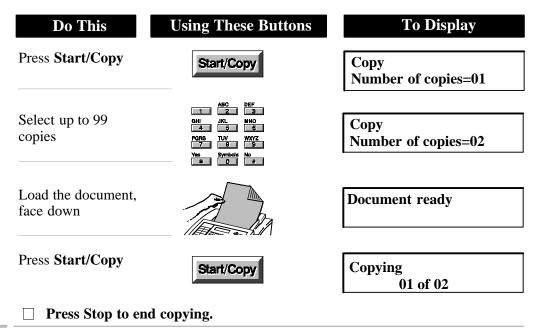
Making the image lighter or darker and changing resolution

To temporarily change the contrast or resolution for all of the pages in a fax that you are sending, press the **Contrast** or **Resolution** button on the front panel. If your document contains a photograph, press the **Photograph** button. The light next to a setting shows which setting is selected. After you send a fax, contrast and resolution return to the option selected in the settings menu, and photograph turns off. These settings do not affect faxes you receive.

Topics of Interest

Controlling How Faxes and Copies Look, 26

Making Copies



Loading the document

Adjust the guides on the document in tray, above the front panel, to fit the document. Load the document face down in the document in tray. Be sure that the document is not stapled, paper clipped, or torn.

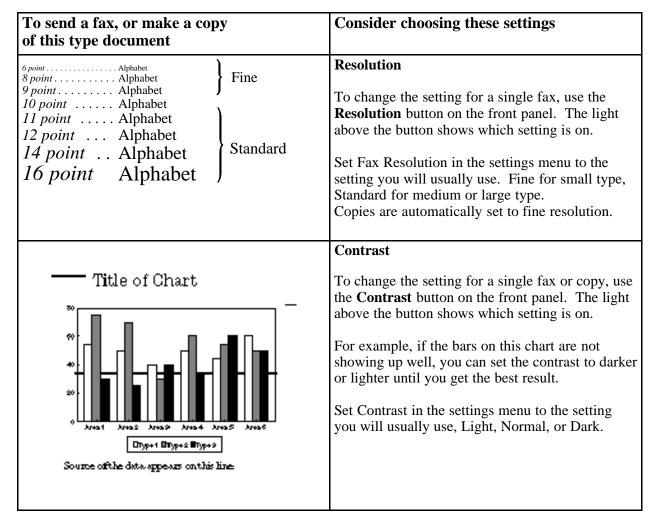
Making the image lighter or darker

To temporarily change the contrast, press **Contrast** on the front panel. If your document contains a photograph, press the **Photograph** button. The light next to a setting shows what you select. When the copy is finished, contrast returns to the option selected in the settings menu. Copies are automatically made at fine resolution.

Topics of Interest

Controlling How Faxes and Copies Look, 26

Controlling How Faxes and Copies Look



To send a fax, or make a copy of this type document

Consider choosing these settings

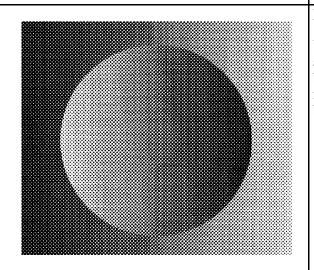


Photograph

When your document includes a picture with several shades of grey or many colors, press the **Photograph** button on the front panel. After you send a fax, or make a copy, **Photograph** returns to off.

Set Photo Quality in the settings menu to the setting you will usually use, Quality or Economy. When you choose Quality, it requires more time to process, but produces a better reproduction.

When you send photographs, or a fax with a lot of detail, try Scan and Send to reduce telephone time.



Resolution, Contrast and Photograph

Use all of the above settings on the front panel to adjust for unusual documents. Try making a copy before you send a fax that contains unusual material. The copy will indicate how your fax will be received on a comparable fax machine.

Storing Numbers for Faster Dialing

| can store frequently used numbers so that they can be dialed quickly. ow the instructions on the following pages to: |
|---|
| Store One-Touch and Auto Dial numbers |
| Store Group Lists of One-Touch and Auto Dial numbers |
| Review, change, or delete stored Auto Dial numbers |
| Review, change, or delete stored Group Lists |
| |

About Auto Dial numbers

Auto Dial numbers allow you to store, or program, frequently called numbers. You can also store Group Lists of Auto Dial numbers. For example, you may want to store the individual numbers for each person in a department who you often send information to. If you also send information to the entire department, you can store all of the Auto Dial numbers for the individuals in a Group List.

After you store One-Touch or Auto Dial numbers, you can store up to five Group Lists that contain up to 49 other Auto Dial numbers each. Only One-Touch and Auto Dial numbers can be stored in Group Lists. Group Lists can be stored in any Auto Dial number.

There are a total of 50 Auto Dial numbers available. The first ten are One-Touch numbers. To dial a One-Touch number, you press a One-Touch Key (on the left of the front panel). Then press **Start**. To dial an Auto Dial number greater than ten, you press the Auto Dial button, enter the code (11 through 50) for the number to dial, then press **Start**.

Once you have accessed the Auto Dial numbers, either to store or dial a number, you can move around by using the **up** and **down arrow** buttons. You can also move by entering the code (01 through 50) for the number you want.

This graphic represents how you can store and dial numbers. Read About Auto Dial numbers on the previous page for more detail.

To store numbers

Store/Number

Auto Dial and Group Lists 1 through 50



Browse



| 1 | |
|----------|----------------------|
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |
| 11 | |
| 12 | |
| 13 | |
| 14 | |
| 15 | |
| 16 | Croup 1 11 14 00 |
| 17 | Group 1 11 14 30 |
| 18 19 | |
| 20 | |
| 21 | |
| 22 | |
| 23 | Group 40 42 45 |
| 24 | עוטעף דט דב דט |
| 25 | |
| 26 | |
| 27 | |
| 28 | |
| 29 | Group 3 4 5 6 7 9 10 |
| 30 | |
| 31 | |
| 32 | |
| 33 | |
| 34 | |
| 35 | Group 46 47 48 50 |
| 36 | |
| 37 | |
| 38 | |
| 39 | |
| 40 | |
| 41 | Group 26 27 28 32 |
| 42 | |
| 43 | |
| 44 | |
| 45 | |
| 46 | |
| 47 | |
| 48 | |
| 49 | |
| 50 | |



1 through 10



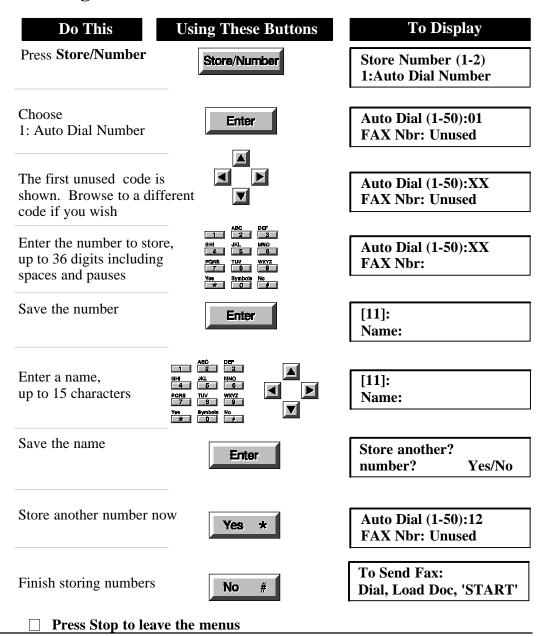
To dial numbers

Auto Dial

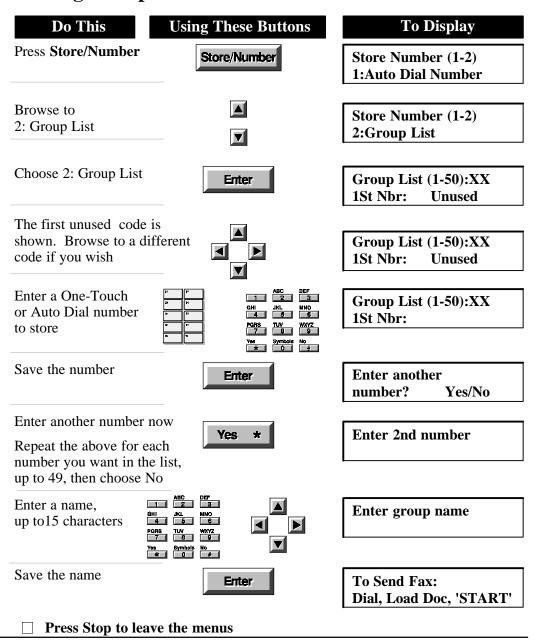
Enter Code for 11 through 50

Enter

Storing Auto Dial numbers



Storing Group Lists of Auto Dial numbers



Reviewing, changing, or deleting stored numbers

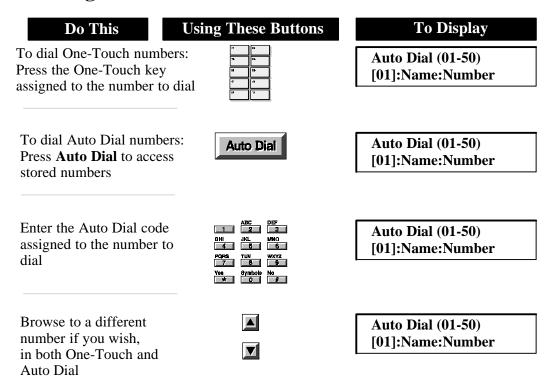
To review, change, or delete a One-Touch or Auto Dial number, use the same procedure that you use to store the number. When the number you want is displayed, you can change it, or space over the number to delete it. When you delete a number, the name stored with it is also deleted.

After you have stored at least one group list, you can chose Edit Old in the Group List display. You then have the option of changing the group name, or pressing **Enter** to retain it, and deleting or adding numbers to the list.

Topics of Interest

Browsing stored numbers and scheduled faxes, 10 Storing Auto Dial numbers, 30 Storing Group Lists of Auto Dial numbers, 31 Print a list of Auto Dial and One-Touch numbers, 47

Dialing with One-Touch and Auto Dial



When the name and number exceed the display area, arrows appear in the display. Use the arrow buttons to see the complete entry.

Topics of Interest

Storing Auto Dial numbers, 30 Storing Group Lists of Auto Dial numbers, 31 Print a list of Auto Dial and One-Touch numbers, 47

Sending to a Distribution List

You can send the same fax to more than one number. The instructions that follow show you how to:

☐ Send to two or more numbers with the menu.

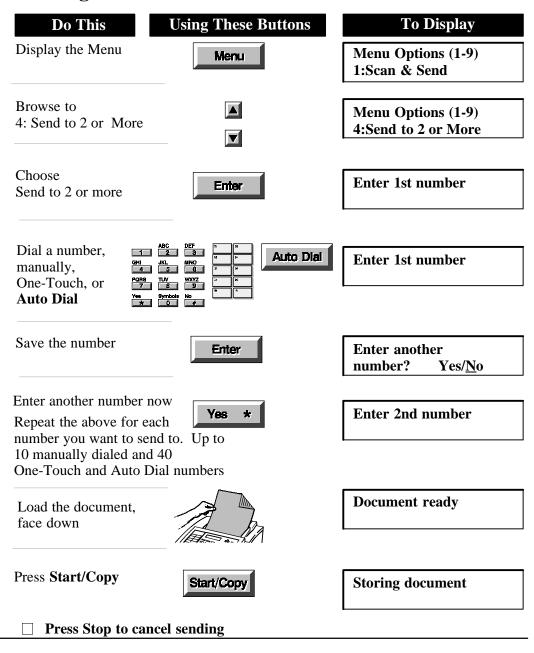
☐ Enter more than one fax number when you send a fax.

You can also store One-Touch and Auto Dial numbers in group lists.

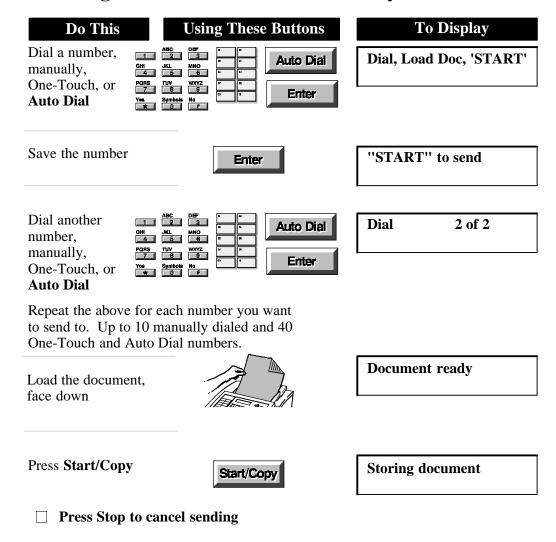
Topics of Interest

Storing Group Lists of Auto Dial numbers, 31

Sending to two or more numbers with the menu



Entering more than one number when you send a fax



Sending a Scanned or Scheduled Fax

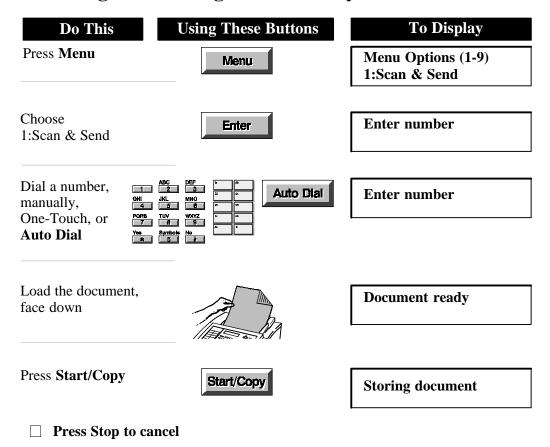
You can reduce telephone connection time by first scanning, then sending a fax. You can also schedule a fax for a time when telephone rates may be lower, or when you know someone will be there to receive the fax.

When you choose Scan and Send from the menu, documents are scanned into memory before the telephone connection is made. This generally results in faster transmission of the fax.

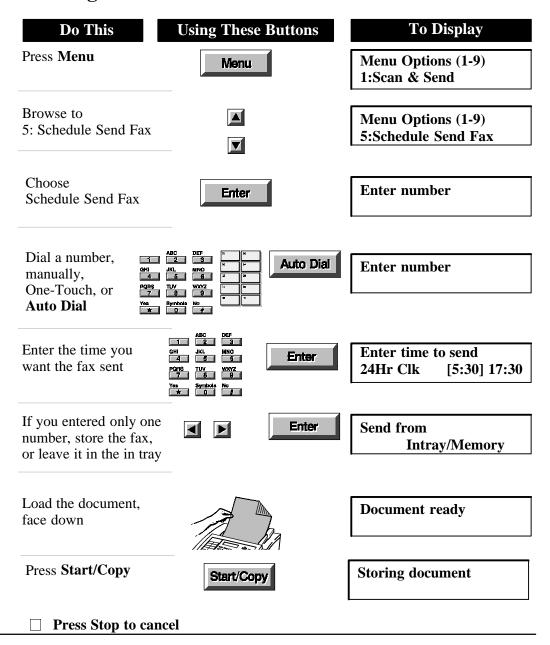
When you choose Schedule Send Fax from the menu, you can schedule a time, in the next 24 hours, to transmit the fax.

| Th | e following pages contain instructions for: |
|----|---|
| | Scanning and sending from memory |
| | Sending a fax at a later time |
| П | Reviewing, changing, or canceling scheduled faxes |

Scanning and sending from memory



Sending a fax at a later time



Reviewing, changing, or canceling scheduled faxes

| Do This | Using These Buttons | To Display |
|--|--|--|
| Press Menu | Menu | Menu Options (1-9) 1:Scan & Send |
| Browse to 5: Schedule Send Fax | | Menu Options (1-9) 5:Schedule Send Fax |
| Choose 5: Schedule Send Fax | Enter | Schedule new fax or review? New/Review |
| Choose Review | Enter | 'ENTER' selects fax 01:(18:30) 1 619 592-> |
| Browse to the fax you want to change or review | | 'ENTER' selects fax 03:(21:00) 1 814 335 -> |
| Select the fax | Enter | Cancel fax? Yes/No 03:(21:00) 1 814 335 -> |
| Choose Yes to cancel, o No to review or change | Yes * No # | Cancel fax? Yes/No 03:(21:00) 1 814 335 -> |
| Change the time to send, or press Enter to keep it | ABC DBF 1 2 3 6HI JKL MNO 4 5 6 PORS TW WX/YZ 7 6 9 Yes Symbols No ** 0 # | Enter time to send 24Hr Clk [09:00] 21:00 |
| Choose Yes to remove numbers, or No to keep them | Yes * No # | Delete 1st nbr? Y/N 1 814 3357 |
| Choose Yes to add numbers, or No to finish | Yes * No # | Add 4th nbr? Y/N |
| Drogg Stop to cond | aal | |

Sending and Receiving by Polling

Polling allows you to make documents available for others to retrieve by calling your fax machine if their fax has polling capability. It also allows you to call another fax machine that is set up for polling and retrieve documents if the other fax machine doesn't require a password or security code.

For example, you may have a document that you want to make available to a group of people whenever they need it. You can set up the document to be polled and it can be retrieved by anyone calling your machine. You can also set up a document to be polled one time only.

You can set up your fax to:

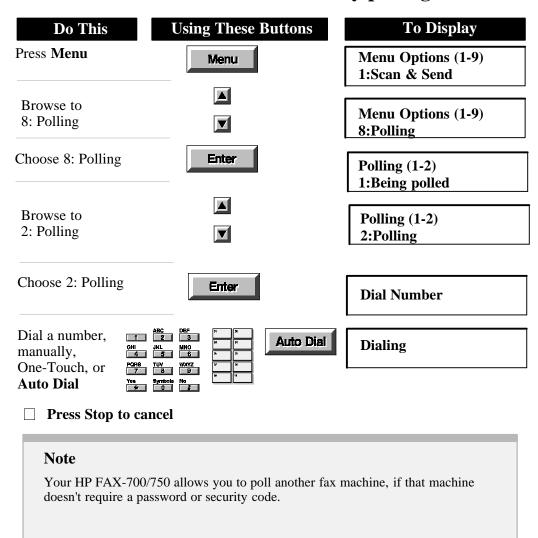
| | Allow you | r fax | machine | to be | polled | by | another |
|--|-----------|-------|---------|-------|--------|----|---------|
|--|-----------|-------|---------|-------|--------|----|---------|

☐ Receive from another fax machine by polling

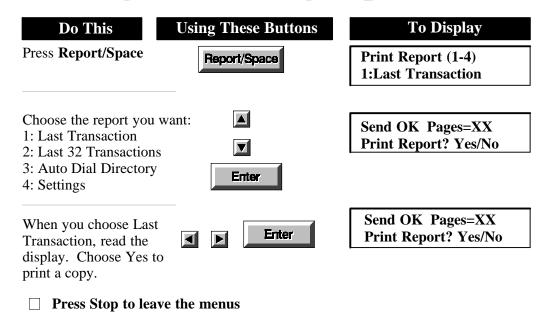
Allowing another to poll your fax machine

| Do This Using These B | uttons To Display |
|---|---------------------------------------|
| Display the Menu Menu | Menu Options (1-9) 1:Scan & Send |
| Browse to 8: Polling | Menu Options (1-9) 8:Polling |
| Choose 8: Polling | Polling (1-2) 1:Being Polled |
| Choose 1: Being Polled Enter | Being Polled (1-3) 1:Off |
| Browse to 2: One Time Only | Being Polled (1-3) 2:One Time Only |
| Choose 2: One Time Only if you want the fax sent just once | Send from Memory/in tray |
| Choose to store the fax, or leave it in the in tray OR | Send from Memory/in tray |
| Browse to 3: Until Turned Off f you want the fax sent more han once | Being Polled (1-3) 3:Until Turned Off |
| Load the document, face down | Document ready |
| Press Start/Copy Start/Copy | Storing document |

Receive from another fax machine by polling



Viewing and Printing Reports



View and Print a report for the last transaction sent

When you choose Print Report Last Tranaction, the following report is generated:

LAST TRANSACTION REPORT FOR HP FAX-700 SERIES VERSION: 01.0

FAX NAME: DATE: FAX NUMBER: TIME:

<u>DATE TIME REMOTE FAX NAME AND NUMBER DURATION PG RESULT DIAGNOSTIC</u>

S=FAX SENT O=POLLED OUT(FAX SENT)

TO PRINT THIS REPORT AUTOMATICALLY, SELECT AUTOMATIC REPORTS IN THE SETTINGS MENU. TO PRINT MANUALLY, PRESS THE REPORT/SPACE BUTTON, THEN PRESS ENTER.

When errors occur, refer to "Interpreting error codes" for an explanation of these codes.

Topics of Interest

Interpreting error codes, 67

Print a report for the last 32 transactions

When you choose Last 32 Transactions from the reports menu, the following report is generated:

32 TRANSACTION REPORT FOR HP FAX-700 SERIES VERSION: 01.00

FAX NAME: DATE: FAX NUMBER: TIME:

<u>DATE TIME</u> <u>REMOTE FAX NAME AND NUMBER</u> <u>DURATION PG RESULT DIAGNOSTIC</u>

S=FAX SENT R=FAX RECEIVED I=POLL IN(FAX RECEIVED) O=POLLED OUT(FAX SENT)

Your HP FAX-700/750 transaction report can contain up to 32 records. When the number of transactions exceeds 32 between printing reports, the first entries are deleted as new transactions take place. You may want to print this report frequently if you require records of transactions.

When errors occur, refer to "Interpreting error codes" for an explanation of these codes.

Topics of Interest

Interpreting error codes, 67

Print a list of Auto Dial and One-Touch numbers

When you choose Auto Dial Directory from the reports menu, the following reports are generated:

AUTO DIAL DIRECTORY FOR HP FAX 700 SERIES VERSION: 01.00

FAX NAME: DATE:
FAX NUMBER: TIME:

AUTO DIAL NO. NAME NUMBER

NO. OF AUTO DIAL NUMBERS ASSIGNED =

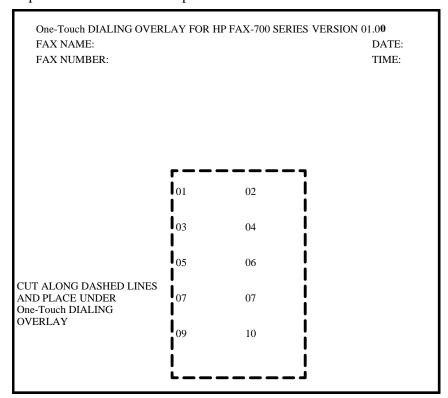
GROUP LIST DIRECTORY FOR HP FAX-700 SERIES VERSION:01.00

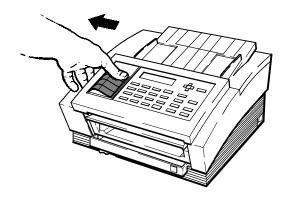
FAX NAME: DATE:
FAX NUMBER: TIME:

GROUP
AUTO DIAL NO. NAME NUMBER

The Auto Dial Directory lists all One-Touch and Auto Dial numbers in numeric order. It includes a directory of all Group Lists.

The One-Touch dialing overlay report is printed so that you can cut it out and place it under the plastic cover on the front panel.





Print a report of the settings controlling your Fax

When you choose Settings from the reports menu, the report reproduced on the next page is generated.

All of the settings are listed with the options available. The current and standard, or factory settings, are shown to the right of each setting. To change any of the settings that control your HP FAX-700/750, see Customizing Your HP FAX-700/750.

Topics of Interest

Customizing Your HP FAX-700/750, 54

49

| | S | ETTINGS RE | PORT FOR | R HP FAX-700 SE | ERIES | | VERSION: | 01.00 |
|----------------|----------------------|-------------|-----------|-----------------|----------|---------------|----------------|-----------|
| FAX NAME: | | | | | | | DATE: | |
| FAX NUMBEI | ₹: | | | | | | TIME: | |
| <u>SETTING</u> | <u>DESCRIPTION</u> S | ELECTION | | | <u>C</u> | CURRENT | STANDA | <u>RD</u> |
| <u>NUMBER</u> | | | | | <u>S</u> | <u>ETTING</u> | <u>SETTING</u> | |
| 01 | DATE & TIME | (SEE HEAD | ING ABOV | /E) | | | | |
| 02 | FAX NUMBER & NAME | (SEE HEAD | ING ABOV | /E) | | | | |
| 03 | FAX RESOLUTION | (1:STANDA | RD | 2:FINE) | | | 1 | 1 |
| 04 | CONTRAST | (1:LIGHT | 2:NORM | AL 3:DARK) | | | 1 | 2 |
| 05 | PHOTO QUALITY | (1:QUALITY | 2:ECONO | OMY) | | | 1 | 1 |
| 06 | DIALING METHOD | (1:PULSE | 2:TONE) | | | | 2 | 2 |
| 07 | RECEPTION MODE | (1:ANSWER | MANUAI | LLY 2:FAX ONI | LY2 | | 2 | |
| | | 3:AUTO FA | X/PHONE | 4:AUTO FAX/ | ANS MACH | H) | | |
| | NUMBER OF RINGS | (FAX ONLY | MODE) | | | | 1 | 1 |
| | NUMBER OF RINGS | (FAX/ANS N | ИАСН МО | DE) | | | 4 | 4 |
| | SILENT DETECT | (1:YES | 2:NO) | | | | 1 | 2 |
| 08 | DISTINCTIVE RING | (1:SET | 2:NOT SE | ET) | | | 1 | 2 |
| 09 | REMOTE RECEPTION | (1:ENABLE | 2:DISABI | LE) | | | 2 | 2 |
| | REMOTE RECEPTION SEC | QUENCE | | | | | 123 | 123 |
| 10 | RECEIVE TO MEMORY | (1:NEVER | 2:IF PRIN | TER ERROR) | | | 2 | 2 |
| 11 | ERROR CORRECTION | (1:YES | 2:NO) | | | | 1 | 1 |
| 12 | AUTOMATIC REPORTS | (1:OFF | 2:ON | | | | 3 | 3 |
| | | 3:ERRORS) | | | | | | |
| 13 | HEADER LOCATION | (1:INSIDE F | AX AREA | 2:OUTSIDE FA | X AREA) | | 2 | 2 |
| 14 | PAPER SIZE | (1:A4(METR | RIC) | 2:LETTER(U.S.) |) 2 | | 2 | |
| | | 3:LEGAL(U | (.S.)) | | | | | |
| 15 | PRINT REDUCTION | | | | | | | |
| | FAX REDUCTION | (1:AUTOMA | TIC | 2:FIXED) | | | 1 | 1 |
| | | (70% | 100% FIX | ED MODE ONL | Y) 94 | | 94 | |
| | COPY REDUCTION | (70% | 100%) | | | | 100 | 100 |
| 16 | VOLUME ADJUSTMENTS | | | | | | | |
| | RING VOLUME | (1:OFF | 2:SOFT | 3:MEDIUM | 4:LOUD) |) | 2 | 2 |
| | MONITOR VOLUME | (1:OFF | 2:SOFT | 3:MEDIUM | 4:LOUD) |) | 2 | 2 |
| | KEY VOLUME | (1:OFF | 2:SOFT | 3:MEDIUM | 4:LOUD) |) | 2 | 2 |
| 17 | AUTOMATIC REDIAL | (1:YES | 2:NO) | | | | 1 | 1 |
| | NUMBER OF TRIES | (1 | 15) | | | | 5 | 5 |
| | | | | | | | | |

The Automatic Power Failure Report

If a power failure happens while documents are stored in memory, the following report is automatically printed when power is restored:

POWER FAILURE REPORT FOR HP FAX-700 SERIES VERSION: 01.00

FAX NAME: DATE: FAX NUMBER: TIME:

POWER FAILURE OCCURRED FROM: 11-JAN-94 19:32'51 TO: 11-JAN-94 19:33'55

DOCUMENTS IN MEMORY ARE LOST!

TOTAL NUMBER OF FAXES NOT SENT: TOTAL NUMBER OF RECEIVED FAXES LOST:

FAXES NOT SENT:

ITEM REMOTE FAX NAME AND NUMBER

ACTIVITY STATUS PAGES

Using the Telephone with the HP FAX-750

Placing and Answering Calls

To get a dial tone, lift the handset from the base. To answer a call, press **START**. To hang up, either replace the handset on the base, or press the switchook.

Controlling Ringer Volume

The RINGER switch allows you to turn the telephone ringer off, or to set it to high or low ringer volume.

Redialing

The last number dialed is always stored for redialing. To dial the same number again, lift the handset and press REDIAL. You can redial numbers up to 32 digits long. To remove a number from redial, hang up and dial any digit except 0.

Changing to Tone Dialing During a Call

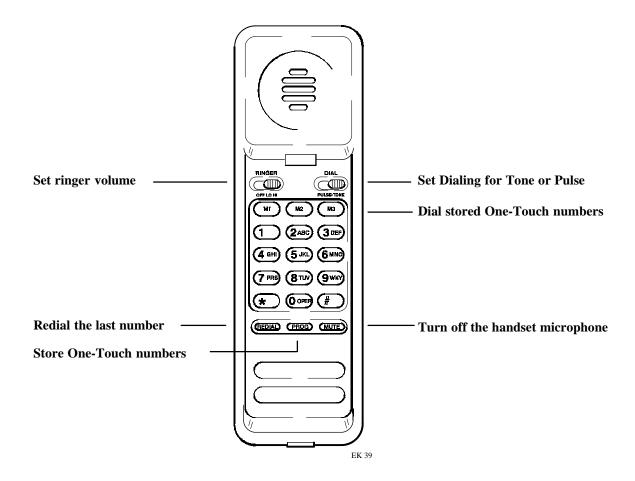
If you have pulse (rotary) telephone service, you can temporarily change from pulse to tone dialing during a call by setting the DIAL switch to Tone. This is useful if you need to send tone signals for use with telephone banking or long distance services.

Turning off the handset microphone

Holding down the MUTE button during a telephone call turns off the handset microphone. When you hold down the MUTE button, you will still be able to hear the other person, but anything you say will not be heard. When you release the button, your caller will again be able to hear your voice.

Using One-Touch Dialing

You can store three telephone numbers, each up to 16 digits, for One-Touch dialing. To store a number, press PROG, enter the number, then press the One-Touch key M1, M2, or M3, to save the number. To dial a stored number, press the One-Touch key. To change a previously stored number, follow the steps above, The new number replaces the old one. When you store numbers, it's a good idea to write the number, or name, on the directory card located under the handset. Remove the plastic cover and write on the paper directory. If you need to store a number that is more than 16 digits, you can use two One-Touch keys. To dial, press the first key, then after the dialing stops, press the second key. You can also combine One-Touch and manual dialing. Store the first 16 digits of long numbers. Then, after dialing the stored digits, dial the other digits manually.



Customizing Your HP FAX-700/750

Your HP FAX-700/750 is shipped with settings that conform to the most common forms of usage. You can customize your fax by making changes in the menus to reflect how your phone system and office are set up.

To access the settings, press the **Menu** button, then enter 6 and press **Enter**. Now use the **up arrow** and **down arrow** buttons to scroll to the setting you want to change.

Some of the settings are discussed in other parts of this guide, and may have been changed as part of setting up, or other tasks. **To print the settings report** and review the current settings, choose 2: Print Report from the Main Menu. Then choose 4: Settings from the Print Report Menu. A sample of the Settings Report, is shown on the following page.

See the Menu Options foldout at the front of this guide to review the settings available to you. See Using Buttons and Keys to review how HP LearnFAST allows you to use more than one button or key to move around in menus. If you need step-by-step instructions to access the menu, review Setting the dialing method on page 16.

This sample Settings Report shows how your HP FAX-700/750 was set up when shipped from the factory. **To print your settings report** choose 2: Print Report from the Main Menu, then choose 4: Settings from the Print Report Menu.

| | : | SETTINGS RI | EPORT FO | R HP FAX-700 S | SERIES | VERSI | ON:01.00 |
|-----------|---------------------|-------------|-----------|----------------|------------|-------------|----------|
| FAX NAME: | | | | | | DATE: | |
| FAX NUMBE | R: | | | | | TIME: | |
| SETTING | DESCRIPTION | SELECTION | | | | CURRENT ST | ANDARD |
| NUMBER | | | | | | SETTING SET | |
| 01 | DATE & TIME | (SEE HEAD | OING ABO | VE) | | , | |
| 02 | FAX NUMBER & NAME | (SEE HEAD | OING ABO | VE) | | | |
| 03 | FAX RESOLUTION | (1:STANDA | | 2:FINE) | | 1 | 1 |
| 04 | CONTRAST | (1:LIGHT | 2:NORM | AL 3:DARK) | | 1 | 2 |
| 05 | PHOTO QUALITY | (1:QUALIT | Y 2:ECON | OMY) | | 1 | 1 |
| 06 | DIALING METHOD | (1:PULSE | | | | 2 | 2 |
| 07 | RECEPTION MODE | (1:ANSWEI | R MANUA | LLY 2:FAX ON | NLY2 | 2 | |
| | | 3:AUTO FA | AX/PHONE | E 4:AUTO FAX | Z/ANS MACE | I) | |
| | NUMBER OF RINGS | (FAX ONL) | | | | 1 | 1 |
| | NUMBER OF RINGS | (FAX/ANS | MACH MO | DDE) | | 4 | 4 |
| | SILENT DETECT | (1:YES | 2:NO) | | | 1 | 2 |
| 08 | DISTINCTIVE RING | (1:SET | 2:NOT S | ET) | | 1 | 2 |
| 09 | REMOTE RECEPTION | (1:ENABLE | E 2:DISAB | LE) | | 2 | 2 |
| | REMOTE RECEPTION SE | QUENCE | | | | 123 | 123 |
| 10 | RECEIVE TO MEMORY | (1:NEVER | 2:IF PRI | NTER ERROR) | | 2 | 2 |
| 11 | ERROR CORRECTION | (1:YES | 2:NO) | | | 1 | 1 |
| 12 | AUTOMATIC REPORTS | (1:OFF | 2:ON | | | 3 | 3 |
| | | 3:ERRORS | 5) | | | | |
| 13 | HEADER LOCATION | (1:INSIDE l | FAX AREA | 2:OUTSIDE F | AX AREA) | 2 | 2 |
| 14 | PAPER SIZE | (1:A4(MET | RIC) | 2:LETTER(U.S | 5.) 2 | 2 | |
| | | 3:LEGAL(U | U.S.)) | | | | |
| 15 | PRINT REDUCTION | | | | | | |
| | FAX REDUCTION | (1:AUTOM | ATIC | 2:FIXED) | | 1 | 1 |
| | | (70% | 100% FIX | KED MODE ON | LY) 94 | 94 | |
| | COPY REDUCTION | (70% | 100%) | | | 100 | 100 |
| 16 | VOLUME ADJUSTMENTS | S | | | | | |
| | RING VOLUME | (1:OFF | 2:SOFT | 3:MEDIUM | 4:LOUD) | 2 | 2 |
| | MONITOR VOLUME | (1:OFF | 2:SOFT | 3:MEDIUM | 4:LOUD) | 2 | 2 |
| | KEY VOLUME | (1:OFF | 2:SOFT | 3:MEDIUM | 4:LOUD) | 2 | 2 |
| 17 | AUTOMATIC REDIAL | (1:YES | 2:NO) | | | 1 | 1 |
| | NUMBER OF TRIES | (1 | 15) | | | 5 | 5 |

Settings for your telephone system

| Dialing Method |
|---|
| Select the Dialing Method provided by your telephone system. Select Pulse if you have a pulse or rotary system, or Tone if you change to a Tone, or touch system. |
| Reception Mode |
| Select the reception that matches the devices you have connected to your fax. See Managing incoming calls for a description of reception modes. |
| Distinctive Ring |
| Some telephone systems allow multiple phone numbers on a single line. In these systems, each number is assigned a distinctive ring. If your telephone system is set up with a distinctive ring, select Enable, then place a call to your fax machine from another phone. If a call is received before you call your fax machine, set distinctive ring to Disable, and start over. |
| Remote Reception |
| Select Enable when there is an extension phone in the circuit, not connected directly to the fax machine. Remote Reception allows the fax machine to answer when your reception code is dialed from any phone in the circuit, including the calling phone. The default reception code is 123. You can change the code when you enable remote reception, |

Settings for your office Date & Time The Date and Time are printed on each fax you send, and on reports. ☐ Fax Number & Name The Fax Number and Name you enter are printed on each fax you send, and on reports. **■** Fax Resolution The factory default for Fax Resolution is Standard. You can select Fine if this is the resolution you usually use. To change the resolution for a single fax, use the Resolution button on the front panel. Copies are automatically made at fine resolution. Contrast The factory default for Contrast is Normal. You can select Light or Dark as the normal setting. Single faxes and copies can be changed by pressing the Contrast button. See Controlling How Faxes and Copies Look for more information. ☐ Photo Quality The factory default for Photo Quality is Quality. You can select Economy to reduce the time it takes to send photographs. **☐** Receive to Memory The factory default for Receive to Memory is If Printer Error. If an error occurs, incoming faxes are received to memory and printed when the error is corrected. You can select Never if you don't want your fax machine to answer when there is an error condition. **Error Correction** The factory default for Error Correction is Yes. If an error occurs while a fax is transmitting, that portion of the fax is automatically retransmitted. You can select No if you want to turn off automatic retransmissions. **■** Automatic Reports The factory default for Auto Report is Error. A report is printed whenever an error occurs during fax transmission. You can change this setting to turn off

automatic reports, or print reports of faxes sent successfully and unsuccessfully.

| Header Location |
|---|
| The factory default for Header Location is Outside Fax Area. The name and number you enter for this fax are printed at the top of each fax you send. You can change the location for the header to Inside Fax Area. |
| Paper Size |
| The factory default for Paper Size is Letter (U.S.). Change this to Legal (U.S.), or A4 (Metric), when you change the paper loaded for faxes and copies. |
| The dimensions for these sizes are: Letter (U.S.) . 8.5 in by 11 in Legal (U.S.) . 8.5 in by 14 in A4 (Metric) 210 mm by 297 mm |
| Print Reduction |
| The factory default for Fax Reduction is Automatic. All incoming faxes are automatically reduced for best fit on one sheet of paper. If the fax can not fit on one sheet, it is automatically printed on two sheets. You can change Fax Print Reduction to Fixed and set the reduction percentage within the range of 70% to 100%. The factory default is 94%. For example, if you want to receive faxes that are the same size as the original document, set Fax Reduction to Fixed, and set the reduction percentage to 100%. |
| The factory default for Copy Reduction is 100%. You can change Copy Reduction to a reduction percentage within the range of 70% to 100%. |
| Adjust Volume |
| The factory default for volume is Soft. You can adjust Ring Volume, Monitor Volume (the monitor allows you to hear dialing and transmission) and Key Volume. Each can be set to Off, Soft, Medium, or Loud. |
| Automatic Redial |
| The factory default for Automatic Redial is Yes. When the line you are trying to reach is busy, the fax automatically redials. You can set the number of times that the fax attempts redials within the range of one to 15. If you don't want to redial automatically, set Automatic Redial to Off. |
| Reset to Defaults |
| You can return all settings to the factory default. Use this option in the settings menu when you want to clear all of the settings made in your fax and reset them to the factory defaults. One-Touch and Auto Dial numbers are not reset |

Taking Care of Your HP FAX-700/750

Support Center at (208) 323-2551.

This information suggests solutions to common problems. If your HP FAX-700/750 is not operating properly and these suggestions do not solve your problem, try using one of the following support services to obtain assistance.

□ For information by fax, call HP FIRST at (800) 333-1917.
 HP FIRST provides 24-hour toll-free technical information to you by fax.
 □ To speak with someone for technical assistance within the hardware warranty of your printer, call the HP Customer

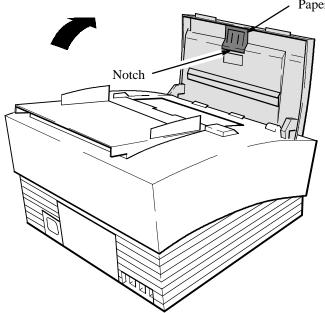
If your HP FAX-700/750 is out of warranty, you have two options: you can call (900) 551-1500 (a charge will be assessed) or you can call (800) 999-1148 using your VISA or MasterCard.

Changing the paper separator

If documents continually feed more than one page at a time, you may need to change the paper separator. Follow these instructions to change the paper separator.

Open the front panel

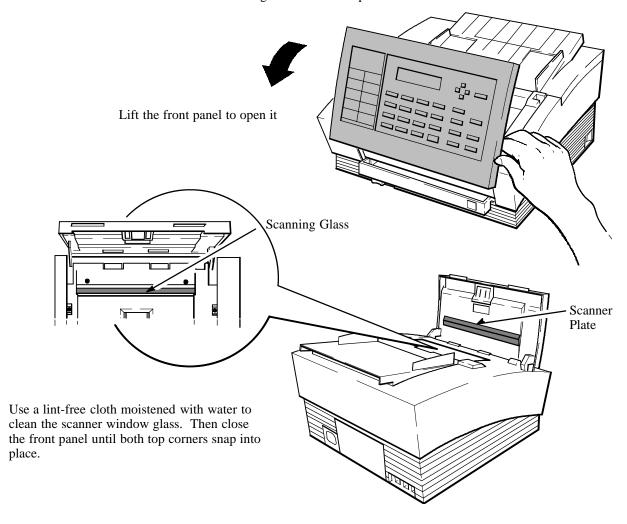
Paper Separator Assembly



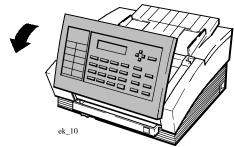
Pry the paper separator assembly out at the notch using your fingers, a coin, or a small screwdriver. Install a new paper separator by pressing it firmly into place. Then close the front panel firmly, until both top corners snap into place.

Cleaning the scanner window glass

When transmitted faxes or copies have lines or spots on them, follow these instructions to clean the scanner window glass and scanner plate.



Clearing document and paper jams



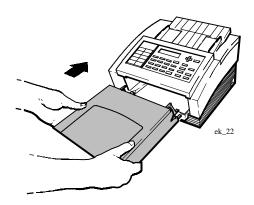
To clear a document jam:

Lift the front panel and remove the jammed document. Then close the cover. Caution: be sure to press both sides of the cover until it snaps closed.

Note: If a document jam happens while you are storing to memory, press Stop on the front panel to clear memory, then start over.



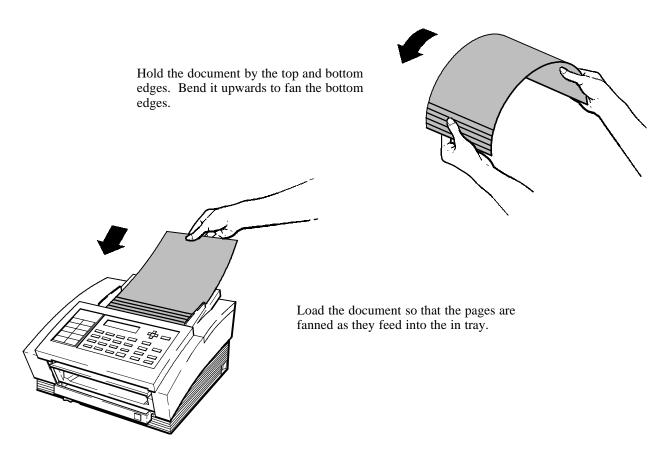
To clear a paper jam: Lift and remove the paper delivery tray. Do not attempt to clear paper from the print cartridge area.



Remove the jammed paper. Then slide the tray back in until it stops.

Loading multipage documents to prevent jams

When "Reload Document" is displayed, you may have to follow this procedure if your document contains many pages.



Understanding display messages

The messages in the following alphabetical list are displayed when problems occur. The meaning of the message is further defined in the **Meaning** column. The steps you should follow to correct the problem are in the **Remedy** column.

See Avoiding Problems for hints and tips on how to best use your HP FAX.

| Message | Meaning | Remedy |
|--|--|--|
| Call for service com time out mechanical error service station err | Your HP FAX requires service. | Contact the HP Customer Support Center. The Customer Support Center is open Weekdays 7am to 6 pm. Wednesdays to 4 pm MST. The phone number is: (208) 323-2551 |
| Clear document jam | The document you are sending, or copying, is jammed. | Open the front cover and remove the document. Be sure that the cover is fully closed, then try again. See Also Clearing document and paper jams, 62 |
| Clear paper jam | The paper loaded in your HP FAX is jammed. | Remove the paper tray and take out the jammed paper. Check the paper supply to be sure that the correct size is selected, then try again. Faxes received while paper is jammed are received to memory and printed when the paper jam is cleared. See Also Clearing document and paper jams, 62 |
| Close top cover | The top cover is not completely closed. | Close the top cover. |

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| Message | Meaning | Remedy |
|--|---|---|
| Load paper | There is no paper loaded, or the paper needs to be straightened and reloaded. | Slide the paper tray out, load paper, set the paper guide to the left for letter or legal size paper, or to the right for A4 size paper. Slide the paper tray closed, then try again. Faxes received while paper is out are received to memory and printed when paper is loaded. |
| | | See Also |
| | | Loading paper, 4 |
| Nothing stored, see Setting Up in guide | The backup battery is discharged. Settings made are lost. | Reenter at least the date and time, number and name, and dialing method. All other settings are now at factory default. Reset them if you need to make changes. Be sure to leave your HP FAX turned on for at least 12 hours to recharge the backup battery and save your settings. |
| | | See Also |
| | | Setting up Your HP FAX-700/750, 11 |
| Receive error FAX may be incomplete | An error occurred while receiving a fax. If some pages were received, they may not be complete. | Check your fax carefully to be sure that it is complete. You may want to contact the sender and ask that he or she send it again. |
| Reload document | The document did not feed correctly. | Remove the document, check to see that it isn't wrinkled or stapled, then reload it. If the document has many pages, hold it by the top and bottom edges. Bend it upwards to fan the bottom edges, then reload it. See Also |
| | | Loading multipage documents to prevent jams, 63 |
| Reload paper | The paper did not feed correctly from the paper tray. | Remove the paper, check to see that it isn't wrinkled, then reload it. If there are only a few pages, remove them, then add paper. Load only about 100 pages at a time. Faxes received while paper does not feed are received to memory and printed when paper is reloaded. |

| Message | Meaning | Remedy |
|--|---|--|
| Replace ink cartridge | The print cartridge is out of ink, or ink is not flowing from the | First, check to see that all pieces of tape are removed from the print cartridge. |
| | cartridge. | If the print cartridge is empty, install a new cartridge. If the cartridge is not empty, it could be that it needs cleaning. Use a lint-free cloth moistened with water to gently clean the contacts on the cartridge and the cartridge cradle. Reinstall the print cartridge. Faxes received while out of ink are received to memory and printed when ink is available. |
| | | See Also |
| | | Installing the print cartridge, 5 |
| Reseat or load ink cartridge The print cartridge is missing, or not seated correctly in the cartridge cradle. | | Open the top cover and install a print cartridge if there is none. If there is a cartridge, remove it and reinstall it (press firmly until the cartridge snaps into place). Faxes received while out of ink are received to memory and printed when ink is available. See Also |
| | | Installing the print cartridge, 5 |
| Send error FAX may be incomplete | An error occurred while sending a fax. If some pages were sent, they may not be complete. | Check your fax carefully to be sure that it is complete. If it is a critical fax, you may want to send it again. |

Interpreting error codes

When errors occur while you are sending or receiving faxes, an error message is included on the Last Transaction and Last 32 Transaction reports. The <u>RESULT</u> column of the report contains the word ERROR and an error code is printed to the right of the message. These codes report the following error conditions. If you resend a fax that reported an error, watch the front panel display for messages. For help on messages, see "Understanding display messages".

| Code numbers | Condition | Remedy |
|--|--|---|
| 030 through 031 | Document misfeed | The document did not feed correctly. Try resending. |
| 421 through 425 | Sending error while dialing. | Check for a dial tone, then try resending. |
| 441, 442, 444 through 483 and 531 through 567 | Sending error. | This may be the result of a bad connec` tion. Try resending. |
| 501 through 506, 508 through 516 and 571 through 582 | Receiving error. | This may be the result of a bad connec` tion. If you received this fax, be sure to check it for completeness. You may want to ask the sender to resend the fax. |
| 591, 594 and 595 | Stop button was pressed while receiving a fax. | Ask the sender to resend the fax. |
| 592, 593 | Stop button was pressed while sending a fax. | You may want to resend the fax. |
| 507 | Reception memory full, reception stopped. | A fax exceeded the memory or cannot print. If you received this fax, be sure to check it for completeness. You may want to ask the sender to resend the fax. |

Avoiding Problems

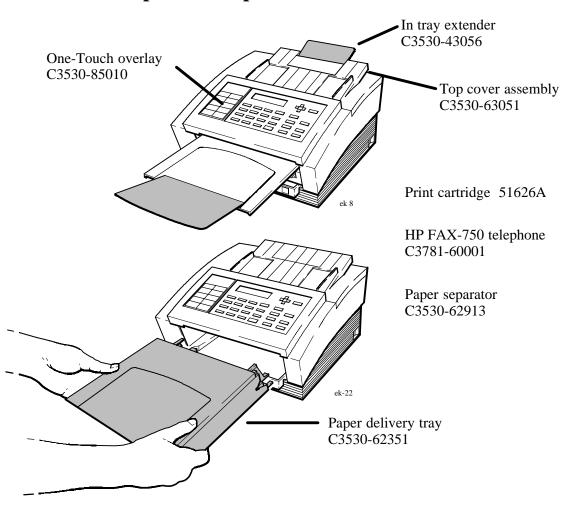
The following hints and tips will help you avoid problems when you use your HP FAX-700/750.

| <u>Problem</u> | Hints and Tips |
|---|---|
| Fax and Copy Problems | |
| Copies are missing information. | If your copies aren't complete, adjust the print reduction setting. The factory default for copy reduction is 100%. You can change this to a reduction percentage within the range of 70% to 100%. |
| Document jam. | If you are having problems with documents jamming, check to see that the front cover is completely closed. Open the cover, then press down on both sides until it snaps into place. |
| | Use a document carrier for small or irregularly shaped documents such as newspaper clippings, small photographs, postcards, etc. When you use a document carrier, load only one at a time. (Document carriers are available at most office supply stores.) |
| Faxes or copies have lines or spots. | Open the front panel and check to see that the scanner window glass and the white strip above it are clean . If cleaning is needed, use a lint-free cloth moistened with water. Do not use liquid cleaners or air pressure to clean the scanner window. |
| | See Also |
| | Cleaning the scanner window glass, 61 |
| Faxes or copies are not straight, or are misplaced on the page. | Be sure that the front panel is completely closed. Open the cover, then press down until it snaps into place. Check the document guides in the in tray to see that they match the document. |
| Paper jam. | Be sure to use papers within the 16-24 pound range. |
| | When you add paper to the paper tray , always remove the paper that is loaded, add new paper to the stack and tap it gently on a flat surface to square the edges. |
| | Always set the paper size lever when loading paper. |
| | Be sure to close the top cover before adding paper to the paper tray. |

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| <u>Problem</u> | Hints and Tips | | |
|---|---|--|--|
| Telephone and Answering Machine Problems | | | |
| There is no dial tone, I'm unable to dial out. The fax rings, but doesn't receive faxes. | Be sure that the fax and telephone lines are connected correctly. The fax LINE must connect to the telephone wall jack. Telephones and answering machines must connect to a connection marked TEL on the fax machine. | | |
| A connected telephone rings even when I've set the fax ring volume to off. | Be sure that the handset or telephone ring volume is set to off. | | |
| The telephone connected to the fax is answered and the call is a fax call. | Press Start/Copy on the front panel to receive the fax. Then hang up the telephone. | | |
| An extension telephone not connected to the fax is answered and the call is a fax call. | Enter your remote reception code, then hang up the telephone. The factory default code is 123. | | |
| Answering machine and voice calls are interrupted by the fax machine. | If silent detect is set to on, try setting Silent Detect to off . But, since some older fax machines don't send a tone that identifies them as fax transmissions, when Silent Detect is set to off , you may not be able to receive faxes from these machines. | | |
| Faxes are not received properly. | If you have call services like call waiting, call forwarding, or rollover lines, faxes received can be corrupted. These services are not supported with your HP FAX-700/750. | | |
| Faxes are recorded on the telephone answering machine. | When the telephone answering machine is not connected directly to your HP FAX-700/750, callers must enter your remote reception code and then send the fax. You could record an answering machine message that explains this. Be sure that remote reception is set to Enable in the settings menu. | | |
| Faxes are recorded on a telephone answering machine connected directly to the fax. | If the telephone answering machine is connected directly to your fax , be sure that you have followed the instructions in Managing Incoming Calls. | | |
| The telephone answering machine answers, but the fax machine doesn't receive faxes. | It's possible that the answering machine is set to too many rings to answer , or that your answering machine message is too long. The ring time (six seconds per ring in the U.S.) plus the message time cannot exceed 60 seconds. Set the number of rings lower (both on the answering machine and the fax), or record a shorter message. Some fax machines call for only 25 to 30 seconds before disconnecting. Try recording several seconds of silence at the start of your answering machine message. This will give your fax a chance to answer. | | |

Replacement part numbers



For ordering information, see page 73

HP FAX-700/750 specifications

| Paper Type | Plain paper | |
|---------------------------|---|--|
| Paper Sizes | Letter, legal, A4 | |
| Print Technology | Inkjet | |
| Paper Tray Capacity | 100 pages | |
| Document Feeder Capacity | 20 pages (20-lb paper) | |
| Maximum Resolution | Send 203 X 196 dpi | |
| | Receive 203 X 196 dpi | |
| | Copy 203 X 300 dpi | |
| Halftone levels | 32 | |
| Transmission Speed* | 9 seconds per page | |
| Memory* | 256 KB (12 pages) | |
| Auto Dialing | 50 auto dial numbers (10 One-Touch, 40 Auto Dial) | |
| Group Dialing | Yes (up to 5 groups) | |
| Warranty | 1 year overnight HP Express Exchange | |
| Maximum Power Consumption | Approximately 45 watts | |
| Environmental Ranges | Operating Temperature 59 - 95 degrees F | |
| | Relative Humidity 20 - 80% | |

^{*}Based on the standard CCITT/ITU Test Chart #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory.

Identifying and Solving Problems

At Hewlett-Packard, we do everything we can to make sure that you'll never have to read this page. But if you do have a problem, just follow the steps in the problem solving process, and you'll soon be faxing again.

First Year Warranty Programs

HP guarantees the operation of HP FAX facsimiles during the first year of ownership. HP will either replace or repair any HP FAX facsimile that fails under normal use during the warranty period.

HP Express Exchange

HP will deliver a remanufactured replacement unit to you and arrange for the return of your non-working unit to HP.

Standard Return

HP will repair your original unit and return it to you.

HP Extended Warranties

Extended warranties may be obtained by calling HP, or by purchasing the SupportPack (part number H5465A) from your dealer within 30 days of your FAX purchase.

Problem Solving Process

1. Review the troubleshooting chapter in the User's Guide.

The fastest way to solve problems is to take the corrective steps outlined in troubleshooting.

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

HP fax products are not supported with roll-over phone systems, voicemail, or other advanced features provided by your phone company.

3. Gather some basic information before you call.

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

- Product name and serial number
- Description of failure
- 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 can't resolve the problem after reviewing the troubleshooting chapter, you can contact either your dealer or the HP Customer Support Center for further assistance.

An HP Customer Support representative will guide you through the following process to quickly determine and solve any problems you may have:

- Setup and Operation Problems
- Remote Diagnostics
- Arranging Repair

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

The following Customer Resource table provides the Hewlett-Packard organizations to call for various types of product support.

| Organization | Telephone Number | Support Provided | Hours of Operation |
|--|--|---|-------------------------------------|
| Local Support | (800) 243-9816 | Help in locating nearest HP authorized dealer | 24 hours per day 7 days per week |
| HP Audio Tips (24-hour automated support service) | (800) 333-1917 | Pre-recorded help messages for common questions and information on other HP customer resources | 24 hours per day 7 days per week |
| HP FIRST Fax (24-hour automated support service) | (800) 333-1917 (Must call using a Group 3 fax machine) | Detailed product support information on common software applications and troubleshooting tips (all sent by facsimile) | 24 hours per day 7 days per week |
| HP Download Service (real-time access over modem) | (208) 344-1691 | Electronic download of HP product information, troubleshooting hints and updated HP printer driver information | 24 hours per day 7 days per week |
| 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 |

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

| Internet (HP ftp site) | ftp address: 92.6.71.2 or ftp-boi-external.hp.com | Information on products, printer drivers and support for anyone with ftp access to the Internet | 24 hours per day 7 days per week |
|--|---|---|--|
| 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 |

Continued on next page

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

| 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) | 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 |
|--|---|---|---|
| | or | | |
| | (800) 999-1148 | | |
| | (\$25.00* fee per call U.S., Visa or MasterCard) | | |
| | *prices subject to change without notice | | |
| HP Customer Support Center | (208) 323-2551 | Technical Assistance with setup, operation, repair information, and exchange program information | 7:00 am - 6:00 pm MST Mon, Tu, Th, Fri 7:00 am - 4:00 pm MST Wed |

Whom to call if you're in Canada:

The following Customer Resource table provides the Hewlett-Packard organizations to call for various types of product support.

| Organization Local Support | Contact (800) 387-3867 | Support Provided Help in locating nearest HP authorized dealer | Hours of Operation 24 hours per day 7 days per week |
|---|--|--|---|
| | From Toronto: (905) 206-4727 From rest of Canada: (800) 387-3154 | Ordering of supplies and accessories | |
| HP Audio Tips (24-hour automated support service) | (800) 333-1917 | Pre-recorded help messages for common questions and information on other HP customer resources | 24 hours per day 7 days per week |
| HP FIRST Fax (24-hour automated support service) | (800) 333-1917 (Must call using a Group 3 fax machine, all info sent by facsimile) | Detailed product support information on common software applications and troubleshooting tips | 24 hours per day 7 days per week |
| HP Download Service (real time access over modem) | (208) 344-1691 | Electronic download of HP product information, troubleshooting hints and updated HP printer driver information | 24 hours per day 7 days per week |
| CompuServe (Must be a subscriber, ask for agent #51) | (800) 524-3388, (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: 192.6.71.2 or ftp-boi-external.hp.co m | Information on products, printer drivers and support for anyone with ftp access to the Internet | 24 hours per day 7 days per week |
|---|---|--|---|
| HP Canada Customer Support Center | Eastern Canada (800) 268-1221 Western Canada (800) 361-9791 | Technical Assistance with setup, operation, repair, and exchange program information | 7:00 am - 4:00 pm weekdays |
| HP Canada Customer Information Center | HP Canada Customer Information Center 5150 Spectrum Way Mississauga, Ontario L4W 4V1 | Mailing address for correspondence | |
| Post-Warranty Support (fee-based support) | (800) 999-1148 (\$25.00* fee per call, Visa or MasterCard) *prices subject to change without notice | Post-warranty assistance on product questions and the most common software applications | 7:00 am - 6:00 pm MST Mon, Tu, Th, Fri 7:00 am - 4:00 pm MST Wed |

Warranty

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 FAX facsimile 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 may be new or refurbished, at Hewlett-Packard's discretion.

Exclusions

The warranty on your HP FAX facsimile 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.

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 warrant 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.

NOTE: This product is for use (and supported) only in the country of purchase. Sale or use in other countries voids the warranty and may violate local laws.

To Obtain a Material Safety Data Sheet (MSDS)

You can obtain the current MSDS for the print cartridge (HP Part No. 51626A) used in the fax machine 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

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; or 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 U.S. Government Printing Office, Washington DC 20402, Stock No. 004-000-00345-4.

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 - IC Requirements

Notice: The Industry Canada 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 FAX-700 is 5.0 .

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.

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