HEWLETT PACKARD ®

HP OfficeJet Series 300
Printer • Fax • Copier • Scanner
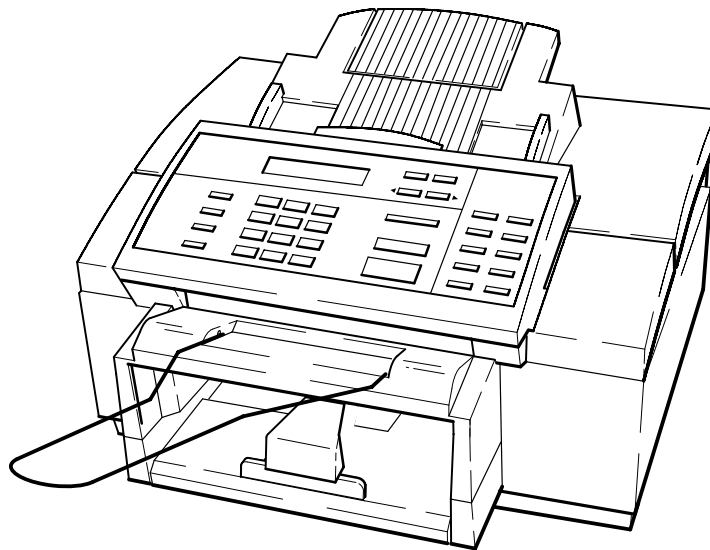
Technical Support Solutions Guide

Model 300

(Printer•Fax•Copier Only)

Model 330

Model 350

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Product Information

| Subject	Page

Introduction

This Technical Support Solutions Guide contains information necessary to support the HP OfficeJet Series 300 Printer/Fax/Copier/Scanner family of products. Although model and country-specific functionality may differ across the HP OfficeJet product line, the support and service strategy is consistent. The products covered in this guide will be commonly referred to as the HP OfficeJet Series 300 except where model or country-specific differences are noted. This guide is divided into six chapters as follows:

- Chapter 1   Product Information
- Chapter 2   Installation and Configuration
- Chapter 3   Routine Maintenance
- Chapter 4   Calibration and Adjustment
- Chapter 5   Problem Resolution
- Chapter 6   Service and Support Information

This Technical Support Solutions Guide is designed to be used with the HP OfficeJet Models 300, 330, and 350 User's Guides as a complete technical support reference package. Typical user setup tasks are contained in the User's Guides and answers to questions related to such tasks can be found there. Refer to the User's Guide for your model when questions about setup, user settings and use are encountered. Refer to this guide for information on troubleshooting and service and support programs.

Product Description

The HP OfficeJet Model 300 is a plain paper, thermal inkjet printer,facsimile(fax),convenience copier machine. The HP OfficeJet Models 330 and 350 are plain paper, thermal inkjet printer, facsimile (fax), convenience copier, and scanner machines. Models 330 and 350 can also fax documents directly from a personal computer (PC) or scan documents into a PC. The Model 350 includes optical character recognition (OCR) software from Caere. For answers to questions about the OCR software, contact Caere directly. All members of this series are CCITT/ITU group 3-ECM compatible. Designed to fit on a desktop, they weigh 9.55 kg (21 lb). HP OfficeJet Series 300 machines have a full-featured printer, which can be used with your PC and either Windows or DOS drivers. Each has 256 KB of printer memory and a 16 KB printer buffer. The built-in fax machine feature provides many advanced fax features including speed dialing capability for 65 stations, with a 10 seconds per page transmission speed and 24 page fax memory. As a convenience copier, HP OfficeJet Series 300 machines can be set to copy up to 99 copies of an original at a speed of 50 seconds per page. The Model 330 and 350 versions of the HP OfficeJet Series 300 use Eclipse FAX® SE which provides the ability to send faxes directly from the PC, receive faxes to the PC, and scan images into PC-based files. HP OfficeJet Series 300 machines also use a management function that allows them to be set up from the PC using Windows-based menus. All HP OfficeJet Series 300 machines use cut–sheet plain paper (100 sheet paper tray capacity) and a thermal inkjet cartridge.
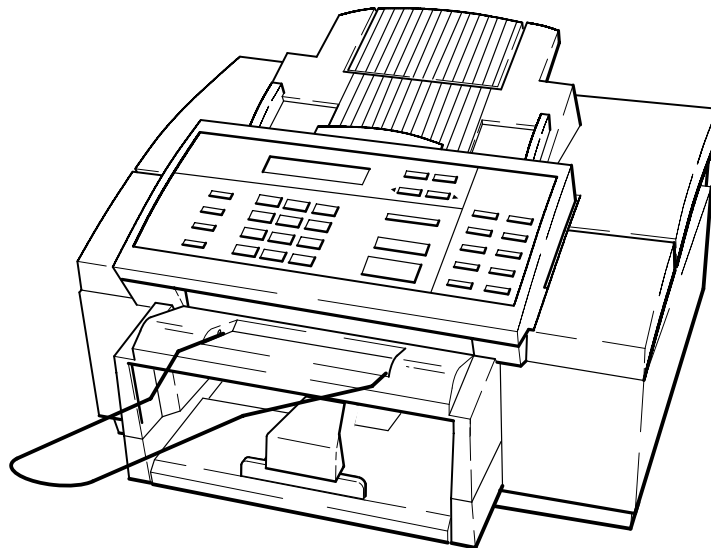
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HP OfficeJet Model Series 300 Printer/Fax/Copier/Scanner

Overview of Product Capabilities

The following table provides an overview of HP OfficeJet Series 300 capabilities.

Overview of HP OfficeJet Series 300 Capabilities			
	Model 300	**Model 330**	**Model 350**
Print from a PC	●	●	●
Receive a Fax	●	●	●
Fax from the Automatic Document Feeder (ADF)	●	●	●
Fax from memory	●	●	●
Copy from the ADF	●	●	●
Print from a PC	●	●	●
Fax from a PC		●	●
Receive a fax to a PC		●	●
Scan a document to a PC		●	●
Scan a document to a PC with OCR*			●

Note: The Optical Character Recognition (OCR) package used with the Model 350 is OmniPage Limited Edition.

Product Features

The following table lists the features of the HP OfficeJet Series 300 printer/fax/copier/scanner described in this guide.

HP OfficeJet Series 300 Features	
Feature	**Description**
Shares a single line with the telephone and a telephone answering machine (TAM)	Answering machine answers all calls. While your greeting plays, the HP OfficeJet listens for a fax tone. If fax tone is detected, the HP OfficeJet takes the call.
Speed dialing	A two-digit number represents a telephone number. Provides quick and easy dialing for up to 60 locations and 5 groups of numbers.
Fax settings	Settings allow the user or service person to customize the fax for specific needs.
Halftone scanning	The ability to interpret shades of gray into dot patterns to produce an appearance of gray in an image. Improves the image quality of photographs.
Error Correction Mode	Detects errors that occur during the transmission of a document and automatically requests resending of the erroneous portion.
Automatic Journals	The HP OfficeJet can be set to print a summary sheet of each transaction or polling operation, to print a journal of the last 30 transactions, print a record of the speed dial numbers stored in memory, print a menu structure diagram with current settings and to print self-test and demo reports.
Print from PC functionality	Allows printing of print jobs from the personal computer, when using appropriate printer driver.
Copy functionality	Allows for up to 99 copies of an original, includes copy reduction.
Polling and being polled	Ability to have a document ready for retrieval by another fax station and to call other fax stations to retrieve information.
Sending faxes at deferred times	The ability to delay fax transmissions to another station until a user-set time is reached.
Automatic and fixed print reduction modes	Print reduction modes which fit an incoming document onto a given paper size.
Automatic and manual redialing	Automatically redials if the line is busy or no answer; retains the last number dialed. Redials up to 5 times at 5 minute intervals.
Backup (Out-of-paper, out-of-ink) reception	Stores incoming faxes and print jobs in memory if out of paper or ink, or paper or ink is not installed.
Remote diagnostics	Allows remote access to all user settings and machine parameters.
Sending to multiple fax numbers	The ability to send a document to multiple (up to 10) fax numbers.
(Continued on next page)	

HP OfficeJet Features (Continued)

Feature	Description
Memory reception capacity	Depending upon amount of information on pages sent, memory allows for up to 24 page storage.
One-touch feature	Ten programmable one-touch keys are provided for easier, speedier faxing.
Fax to/from PC functionality (HP OfficeJet Models 330 and 350 only, using the Eclipse FAX SE software program provided) The Model 300 can receive and print a fax sent from a remote PC over the telephone line, but it cannot receive and upload a fax to a local PC.	The ability to send and receive faxes from the PC using Eclipse FAX SE functionality. Faxes can be sent directly from the PC without printing them and faxes can be received either to paper or to the PC where they can be viewed, filed or printed.
HP OfficeJet Series 300 Manager	Allows the user to setup and monitor the status of the HP OfficeJet from the PC using Windows-based menus.
Convenience Scanning (HP OfficeJet Models 330 and 350 only)	Provides a convenience scanner to scan images into PC-based files.
Software Programs	Windows and DOS printer drivers, a scanner driver and printer fonts are provided.

Simultaneous Tasking Features

The HP OfficeJet Series 300 is capable of performing several tasks at the same time. Use the following chart as a reference of which tasks can be performed simultaneously. Attempting to perform concurrent tasks not supported may result in a display message or error condition.

If HP OfficeJet Series 300 is ...	Can I?					
	Send a print job	Receive a paper fax	Send a paper fax	Receive a PC fax	Send a PC fax	Scan to the PC
	All HP OfficeJet Series 300s			HP OfficeJet 330 and 350		
Printing a PC file	Yes prints when first print job ends	Yes prints when PC print job ends	Yes	Yes	Yes	Yes
Printing a paper fax	Yes prints when fax printing ends	Yes prints when first print job ends	Yes	Yes	Yes	Yes
Receiving a paper fax	Yes prints when fax printing ends	No phone line is being used	No phone line is being used	No phone line is being used	Yes (with delay) sent as soon as first fax is complete	Yes
Sending a paper fax	Yes	No phone line is being used	No phone line is being used	No phone line is being used	Yes (with delay) sent as soon as first fax is complete	No ADF is being used
Copying	Yes prints when copying ends	Yes prints when copying ends	No ADF is being used	Yes	Yes	No ADF is being used
Receiving a PC fax	Yes	No phone line is being used	No phone line is being used	No phone line is being used	Yes (with delay) sent as soon as first fax is complete	Yes
Sending a PC fax	Yes	No phone line is being used	No phone line is being used	No phone line is being used	Yes (with delay) sent as soon as first fax is complete	Yes
Scanning	Yes	Yes	No ADF is being used	Yes	Yes	No ADF is being used

The following task combinations can be performed simultaneously.

1. An incoming fax will be stored in memory while:
   - faxes in memory are printing
   - a local copy is printing
   - a print job is printing
   - a report is printing

2. A fax can be sent from the automatic document feeder while:
   - faxes in memory are printing
   - a print job is printing
   - a report is printing

3. Print jobs can be printed while:
   - a fax is being sent from the automatic document feeder
   - a delayed send fax from memory is being sent
   - a delayed send fax from the automatic document feeder is being sent
   - a broadcast fax from memory is being sent
   - a document is polled from the automatic document feeder

4. A delayed send fax from memory can be sent while:
   - a print job is printing

5. A broadcast fax from memory can be sent while:
   - a print job is printing

6. A delayed send fax from the automatic document feeder can be sent while:
   - a print job is printing

7. Remote fax machines can poll the HP OfficeJet Series 300 machine while:
   - faxes in memory are printing
   - a print job is printing
   - a report is printing

8. Faxes in memory can be printed while:
   - an incoming fax is stored in memory (and takes over the display)

Product Specifications

Review the following table for product specifications of the HP OfficeJet Series 300 machines.

HP OfficeJet Series 300 Specifications		
Function	**Specification**	**Description**
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 Source (autoranging)	100-240 Vac, 1.0 A, 50-60 Hz
	Power Consumption	10 watts at idle, 45 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
	Printer Memory	16 KB printer buffer
	Printer Command Language	HP PCL Level 3
	Printer Interface	Parallel (Bi-Centronics)
	Resolution (dots per inch = dpi)	Windows: Presentation mode = 600 x 300 dpi with REt Normal mode = 600 x 300 dpi with RE Fast mode = 300 dpi DOS (text): Letter quality = 600 x 300 dpi with RE Draft quality = 300 dpi with ink reduction
	Print Speed (page(s) per minute = ppm) (characters per second = cps (characters per inch = cpi)	Windows print speed: Presentation mode = 1 ppm 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

Function	Specification	Description
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
	Printing Margins (These numbers represent the maximum printable area for this device. However, your printer driver may create a smaller printable area.)	*U.S. letter-size paper:* Top margin = 1.0 mm ⟨± 1.0 mm) Bottom margin = 10.9 mm (± 0.6 mm) Left margin = 6.4 mm (± 1.0 mm) Right margin = 6.4 mm (± 1.0 mm)
		European A4-size paper: Top margin = 1.0 mm ⟨± 1.0 mm) Bottom margin = 10.9 mm (± 0.6 mm) Left margin = 3.4 mm (± 1.0 mm) Right margin = 3.4 mm (± 1.0 mm)
	Vertical Alignment	±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 Roundhand, and PL Benguiat Frisky

HP OfficeJet Series 300 Specifications (continued)		
Function	**Specification**	**Description**
Printer Specifications (continued)	Software Compatibility	Microsoft Windows 3.1 Microsoft Windows 95 MS Word for Windows (6.0 and above) WordPerfect for Windows (6.0a and above) WordPro (Ami Pro) for Windows (3.0 and above) MS Excel for Windows (5.0) Lotus 1-2-3 for Windows (4.0 and above) Also compatible with DOS application HP DeskJet 520
Fax Specifications	Coding Schemes	MH, MR, MMR
	Compatibility	CCITT/ITU Group 3
	Distinctive Ring Detect	Yes
	Image Memory	24 pages (CCITT/ITU chart #1, about 400 kB)
	Modem Speed	9600, 7200, 4800 and 2400 bits per second
	Paper Sizes	U.S. letter = 8.5 x 11 in. U.S. legal = 8.5 x 14 in. European A4 = 210 x 297 mm
	Paper Weight (faxes sent)	16 to 24 lb (60 to 90 g/m^2)
	Scan Margins (faxes sent)	Top margin = 3.0 mm ± 3.0 mm Bottom margin = 0.0 mm ± 4.0 mm Center line = 0.0 mm ± 2.5 mm Width = 216.2 mm ± 2.6 mm
	Scan Resolution	Standard = 203 x 98 dpi Fine = 203 x 196 dpi Photo = 203 x 196 dpi (dithered)
	Scan Width	Maximum = 8.5 inches (216 mm)
	Speed Dialing	60 locations and 5 groups
	One-Touch Dialing	10 of the 60 Speed Dial locations
	Transmission Speed	10 seconds per page (CCITT/ITU chart #1 using ECM)
	Reception Speed	20 seconds per page (CCITT/ITU chart #1 using ECM)
Copier Specifications	Copy Speed	50 seconds per page
	Copier Resolution	Fine or Standard = 300 x 300 dpi (Bi-level) Photo = 300 x 300 dpi (grayscale)
	Paper Sizes	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 (per full paper tray)
	Copy Reduction	100%, 95%, 90%, 85%, 80%, 75% (Legal-to-Letter), 70%

HP OfficeJet Series 300 Specifications (continued)		
Function	**Specification**	**Description**

Copier Specifications (Continued)	Scan Margins	Top margin = 3.0 mm ± 3.0 mm
		Bottom margin = 2.0 mm ± 3.0 mm
		Left: U.S. letter = 0.0 mm ± 3.0 mm
		    A4 = 0.0 mm ± 0.0 mm
		Right: U.S. letter = 0.0 mm ± 3.0 mm
		    A4 = 0.0 mm ± 0.0 mm
		Width = 216.2 mm ± 2.6 mm12

	Scan Width	Maximum = 8.5 inches (216 mm)
	Current Connectivity	TWAIN 1.6 Interface
PC Scan Specifications	Scan Resolution	Software Determined 203 x 196 dpi or 300 x 196 dpi

Print Cartridges

The HP OfficeJet uses one high–capacity black print cartridge, HP part number 51626A.

When printing *text only* on letter-size media, ink lasts, on average, about 1000 pages. Text used was CCITT/ITU test image number 1, the Slerexe Company letter. If text of greater density is printed or quality mode is used, results may vary considerably. Ink cartridge longevity is also affected by larger paper sizes containing more printed matter or photos or illustrations. If the ink lasts much less than 1000 pages, ensure that you have removed **both** pieces of tape from the print cartridge before beginning to use it, and that the conductive part of the cartridge surface is clean.

Software Programs

Several software programs and drivers are provided. The Eclipse FAX SE is provided and used with Models 330 and 350. The HP OfficeJet Series 300 Manager programs and Windows drivers are provided with all models.

- Eclipse FAX SE allows the user to send high-quality faxes directly from the PC, receive faxes to the PC, and scan images into PC-based files.

- HP OfficeJet Series 300 Manager lets the user setup the HP OfficeJet Series 300 from the PC, using Windows-based menus, rather than the device's front panel. The Manager also serves as a status monitor, displaying information and error messages. It also tells the user whether or not the HP OfficeJet Series 300 is properly connected.

- Windows drivers are provided. A DOS driver is provided with many applications, but one may be ordered separately from Hewlett Packard. See "Ordering Information" later in this chapter for information on how to order the DOS driver.

Media

An HP OfficeJet Series 300 works with ordinary bond and photocopy papers. Paper properties are subject to change by paper manufacturers, and Hewlett-Packard has no control over such changes. For optimum print quality, test paper (printing on both sides) for suitability, before you purchase large quantities.

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

- Carbon
- Cuts or tears
- Grease spots

- Loose Particles
- Dust
- Curled, bent or frayed edges

Colored bond and photocopy paper (such as pink, yellow, or blue) can be used, as long as it meets these specifications:

- **Paper Size**   U.S. letter 8 1/2 in x 11 in, (216 x 279 mm)
  U.S. legal 8 1/2 in x 14 in, (215 x 356 mm)
  Executive 7.25 x 10.5 in, (184 mm x 267 mm)
  A4 metric 8.27 x 11.7 in, (210 mm x 297 mm)

- **Envelope Size**   U.S. No. 10 4.12 x 9.5 in, (105 x 241 mm)
  European DL 8.66 x 4.33 in, (220 x 110 mm)

- **Paper Type**   Cut sheet

- **Cut Edge Conditions**   Sharp blade cut, with no visible fray

- **Finishing Dimensions** $\pm$ 0.0313 inch of nominal, corners $90° \pm 0.20°$

- **Paper Grain**   Long grain

- **Moisture Content**   4% to 6% by weight

- **Opacity**   84% minimum

- **Packaging**   Polylaminated moisture-proof ream wrap

- **Paper weight**   60 to 135 g/m^2 (16 lb to 36 lb),   75 g/m^2 (20 lb) recommended

- **Wax Pick**   2 inch minimum (Dennison)

When loading paper, observe the following precautions:

- Handle all paper by the edges only

- Load all paper types the same way

- Use only one paper type in the printer's paper tray at a time

- Always load paper print side up in the media tray

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

Avoid the following types of media:

- Paper greater than 135 g/m^2 (36 lb) or less than 60 g/m^2 (16 lb)

- Paper with cutouts or perforations

- Multiple part forms

- Carbon copy forms

- Paper sizes other than those listed in this document

Media Tray Capacities

Sheet capacity for the various paper tray is as follows:

- Access door assembly (automatic document feed tray for faxes to be sent)
  = 20 pages (paper weight ≤ 20 lb or 75 g/m^2)
  Minimum paper width = 6 in. (152 mm)
  Maximum paper width = 8.5 in. (216 mm)
  Maximum paper length = 17 in. (432 mm)

- Input Tray = 100 sheets at a paper weight ≤ 20 lb (75 g/m^2) or 20 envelopes (U.S. No. 10 or European DL)

- Output tray = 100 sheets at a paper weight ≤ 20 lb (75 g/m^2)

Media Print Area

Maximum printable area for the HP OfficeJet is dependent upon the media size being used. The printable areas for the media sizes are shown in the following diagram. Data on the minimum margins that can be set effectively and the amount of variation in those margins is shown in the table above the diagram. The minimum margins are also shown on the diagram.

Paper Size	Left Margin	Right Margin	Top Margin	Bottom Margin
U.S. Letter 8.5 x 11 in. (215 x 279 mm)	0.25 in. ± 0.04 in. (6.4 mm ± 1.0 mm)	0.25 in. ± 0.04 in. (6.4 mm ± 1.0 mm)	0.04 in. ± 0.04 in. (1.0 mm ± 1.0 mm)	0.42 in. ± 0.02 in. (10.9 mm ± 0.06 mm)
European A4 210 x 297 mm (8.27 x 11.7 in.)	3.4 mm ± 1.0 mm (0.13 in. ± 0.04 in.)	3.4 mm ± 1.0 mm (0.13 in. ± 0.04 in.)	1.0 mm ± 1.0 mm (0.04 in. ± 0.04 in.)	10.9 mm ± 0.06 mm (0.42 in. ± 0.02 in.)

Paper Size:
U.S. Letter 8.5 x 11 in.   (215 x 279 mm)
U.S. Legal   11 x 14 in.   (279 x 356 mm)
European A4 210 x 297 mm (8.27 x 11.7 in.)

1.0 mm
(0.04 in.)

Printable area

Letter: 8.0 by 10.5 in.
          (203 by 267 mm)

Legal: 8.0 by 13.5 in.
          (203 by 343 mm)

A4   198 by 284 mm
          (7.8 by 11.2 in.)

10.9 mm
(0.42 in.)

U.S. = 0.25 in. (6.4 mm)
A4 = 3.4 mm (0.13 in.)

U.S. = 0.25 in. (6.4 mm)
A4 = 3.4 mm (0.13 in.)
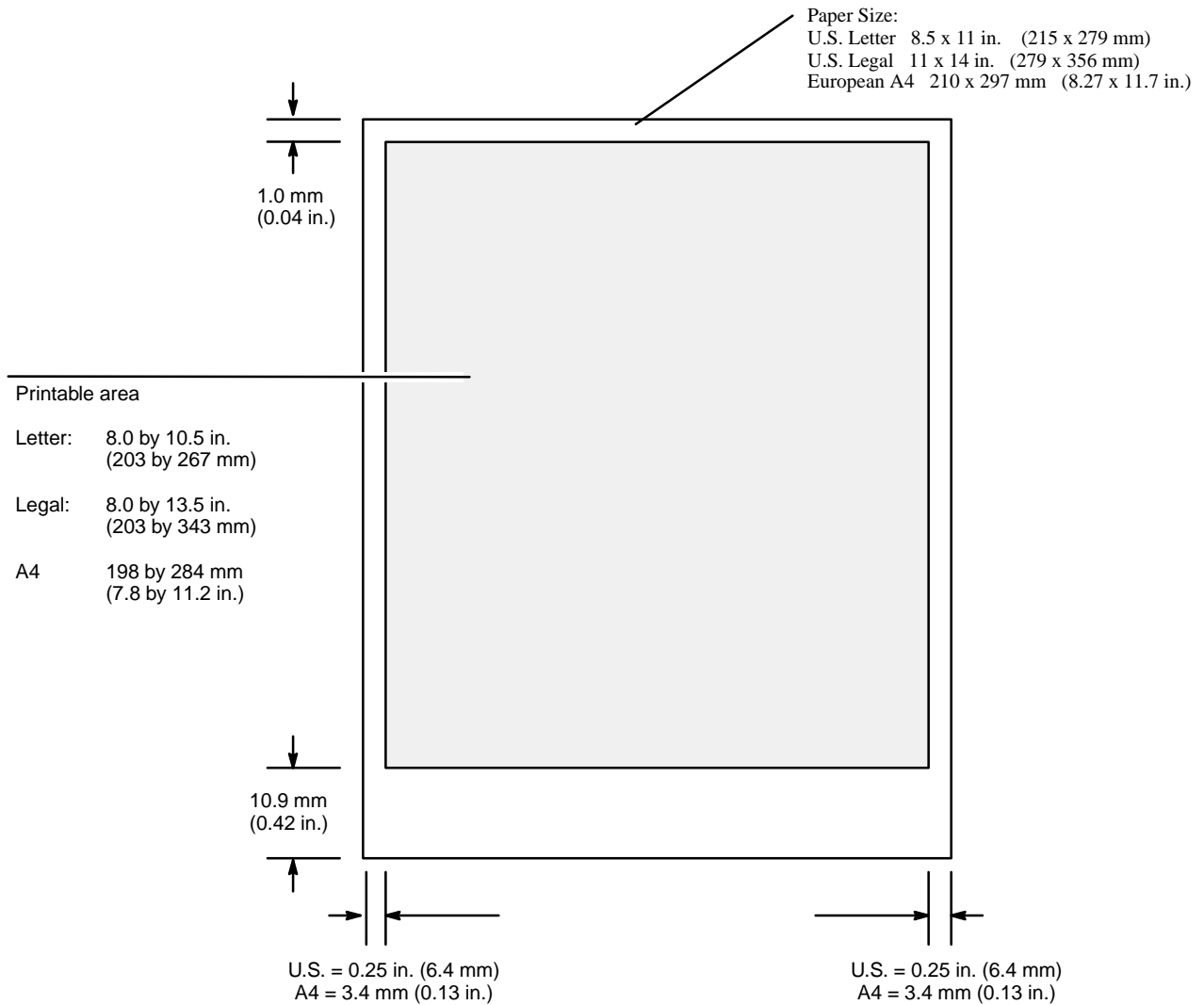
Maximum Media Print Area

Ordering Information

Information on ordering exchange units under the HP Exchange program is provided with the program information in Chapter 6 of this manual.

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.

Outside the U.S.:   For phone numbers and addresses of contacts in Australia, Europe, China, India and Korea, refer to the appropriate Product Support table in Chapter 6. The various countries have different organizations to contact for support.

Availability, technical information and items shipped with the HP OfficeJet are subject to change without notice.

Ordering Information			
Supply/Accessory	**HP Reorder Part Number**		
Centronics Parallel Interface Cable (shielded)	HP C2950A (2 meter), or HP C2951A (3 meter)		
High Capacity InkJet Print Cartridge	51626A		
Media			
HP Premium Transparency Film (U.S. Letter)	C3834A		
HP Premium Transparency Film (European A4)	C3835A		
HP Premium Glossy Paper (U.S. Letter)	C3836A		
HP Premium Glossy Paper (European A4)	C3837A		
HP OfficeJet and HP OfficeJet Series 300 User's Guides	Model 300	Model 330	Model 350
United States (English)	C4662-90001	C4661-90001	C4663-90001
Australia (English)		C4661-90021	
France (French)		C4661-90003	
German (German)		C4661-90005	
Netherlands (Dutch)		C4661-90011	
United Kingdom (English)		C4661-90000	
India (English)	C4662-90020		
Korea (Hungu)		C4661-90018	
China (Chinese)	C4662-90016		
HP DeskJet 500 Series Technical Reference Guide	C2170-90099		
Access Door (see diagram on next page)	C2890-60064		
Tray Wire (Document Catch) (see diagram on next page)	C4661-80001		
Output Tray Assembly (see diagram on next page)	C4661-60004		
Tray Bridge (see diagram on next page)	C4661-40006		
Input Tray Assembly (see diagram on next page)	C4661-60003		
DOS Drivers	C2890-10012 (Call HP Driver Distribution Center, Ph (303) 339-7009. Ask for the DOS Driver for HP OfficeJet.)		

Access Door Assembly

part number C2890-60064
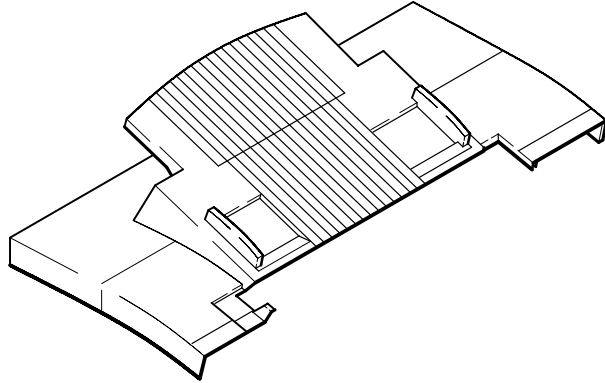
Tray Wire (Document Catch)

part number C4661-80001

Output Tray Assembly

part number C4661-60004
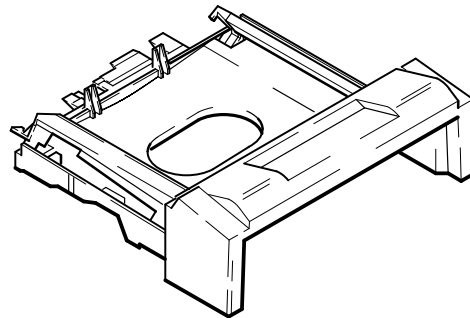
Tray Bridge

part number C4661-40006
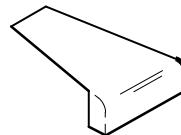
Input Tray Assembly

part number C4661-60003

Tray Assemblies

2

Installation and Configuration

Introduction

In this chapter contains information about installing the software applications provided with HP OfficeJet Series 300, including the:

- Printer Drivers
  (including Windows driver software)
- HP OfficeJet Series 300 Software
  (including the HP OfficeJet Series 300 Manager and Eclipse FAX SE (PC fax applications)

Included is information about installing the:

- control panel overlay (if a new one is being installed)
- print cartridge
- interface cable for printing
- power cord

Instructions for installing the following customer orderable and installable parts are provided:

- access door assembly
- output tray assembly
- input tray assembly
- tray wire (document catch) (installation is optional)

Also provided is information on how to:

- load paper
- load envelopes
- set the paper size in the menu
- set up for printing
- set up for faxing

Using Printer Driver Software

Detailed information on each of the software installations and their use is provided in the HP OfficeJet Series 300 User's Guides. Also, the applications guides provided with each driver will provide specific information for the installation and use of the software package.

Refer to the options listed below to determine which printer driver the user needs to install to make his computer and software work with the HP OfficeJet. Printer drivers (also called printer software) are software files that control the user's printer and allow his software application to access the printer's features.

Using Microsoft Windows 3.1

Install the HP OfficeJet Series 300 Printer Software for Microsoft Windows 3.1 provided with the HP OfficeJet Series 300 machine. See the documentation that came with the printer software for installation instructions.

Using Microsoft Windows 95

Ensure that the user has installed the HP OfficeJet Series 300 Printer Software for Microsoft Windows 95 provided with the HP OfficeJet Series 300 machine. See the documentation that came with the printer software for installation instructions.

Using DOS software applications

For each DOS software application used, the user must install a specific printer driver. The user's DOS software application supplies printer drivers for many printer models. A printer driver that supports printer features may already be in the software application. A DOS driver disk can also be ordered separately from Hewlett-Packard Driver Distribution Center. See the section labeled "Ordering Information" in chapter 1of this guide for details on how to order this disk. Additional information is provided in this section, see *Setting Up for Printing*.

Hardware and Software Requirements

The following are the minimum computer system requirements:

- Parallel port must support bidirectional communication
- 4 Megabytes (MB) of Random Access Memory (RAM). 8 MB RAM recommended
- 5 MB hard disk space
- Windows 3.1 operating system

> **Note:** To have the customer add the HP OfficeJet Series 300 Manager to the Windows StartUp group, so that the HP OfficeJet Series 300 Manager will run automatically whenever Windows is started, make sure that the PC has enough memory to run the HP OfficeJet Series 300 Manager simultaneously with all the other applications that will be run. Then, have the customer open the HP OfficeJet Series 300 Manager and StartUp groups, press the Ctrl key, and click and drag the HP OfficeJet Series 300 Manager icon into the StartUp group.

Installing the HP OfficeJet Series 300 Software

The information provided here will help with the installation of the HP OfficeJet Series 300 Software including the HP OfficeJet Series 300 Manager and Eclipse FAX SE software applications. Additionally, other PC Fax programs usable with the HP OfficeJet Series 300 are described. Detailed information on custom installation and usage is provided in the HP OfficeJet Series 300 User's Guide for each model.

Use the following instructions when helping the user install the software for the first time in the HP OfficeJet Series 300. Have the user perform the following steps:

1. Check that the HP OfficeJet Series 300 device has been properly set up, and that it is connected to the computer, turned on, and has paper loaded.

2. Close any open applications, saving files if necessary.

3. Insert Disk 1 of the HP OfficeJet Series 300 software into the flexible disk drive.

4. From the Windows Program Manager menu bar, choose **File/Run**. The Run dialog box appears.
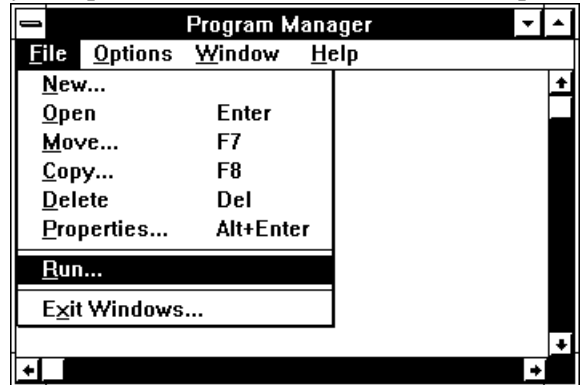
5. In the **Command Line** box, type one of the following commands, depending on which flexible disk drive is used: *A:SETUP.EXE* or *B:SETUP.EXE.*

6. An "initializing" screen appears, followed by a screen that asks the user to select **Standard Installation, Custom Installation**, or **Uninstall**.

We recommend that first-time users choose **Standard Installation**, which copies all the HP OfficeJet Series 300 software to the hard disk and sets up the device for printing, scanning, and PC faxing. For information about Custom Installation, see "Performing a Custom Installation" in the HP OfficeJet Series 300 User's Guide. For information about the uninstall option, see "Using the Uninstall Option" in the HP OfficeJet Series 300 User's Guide.

Click the **Standard Installation** button and then the **OK** button.

7. A screen appears, allowing the user to specify the directory in which the HP OfficeJet Series 300 software will be installed. The default directory is *C:\HPOJET.*

If this is acceptable, click the **OK** button. If it is not acceptable, follow the instructions on the screen to select a different directory. Then click the **OK** button.

8. As installation takes place, screens are displayed that provide "must know" information about the HP OfficeJet Series 300. Reading these screens will give the user a head start on understanding how his new product works. Be sure he has read these screens completely before inserting a new installation disk.

9. After all the files have been copied to the hard disk, the setup program tries to communicate with the HP OfficeJet Series 300.

If the device is properly connected and turned on, a screen appears, giving the name of the port to which the HP OfficeJet Series 300 is connected. Click the **OK** button.

10. If the setup program cannot find the HP OfficeJet Series 300, follow the troubleshooting instructions on the screen to correct the problem. Then click the **Retry** button. The setup program tries again to communicate with the HP OfficeJet Series 300. If it succeeds, a screen appears, giving the name of the port to which the HP OfficeJet Series 300 is connected. Click the **OK** button.

11. The PC Fax Cover Sheet Information dialog box appears. Complete it as directed, pointing and clicking in each field to fill it in. When finished, click the **OK** button.

12. The Fax Header dialog box appears. Complete it as directed and click the **OK** button.

13. The Fax Receive Mode dialog box appears. Complete it as directed and click the **OK** button.

If This Is the User's Situation ...	Choose This Setting
The user has a separate telephone number dedicated to receiving fax calls only (no voice calls).	Auto.
The user has one telephone number for both voice and fax calls, and *doesn't* have a telephone answering machine.	Manual.
The user has one telephone number for both voice and fax calls, and *does* have a telephone answering machine.	Auto (The "rings to answer" setting of the answering machine must be less than that of the HP OfficeJet.)
The user has one telephone number for both voice and fax calls, and subscribes to a *distinctive ringing service* from the telephone company.	Auto, and click the **Distinctive Ring** button in the Settings box.

14. The Dialing Mode dialog box appears. Complete it as directed and click the **OK** button.

15. Next, the setup program creates the HP OfficeJet Series 300 program group and places it on the Windows desktop. It should look similar to this:

The HP OfficeJet Manager icon

Not present on the Model 300
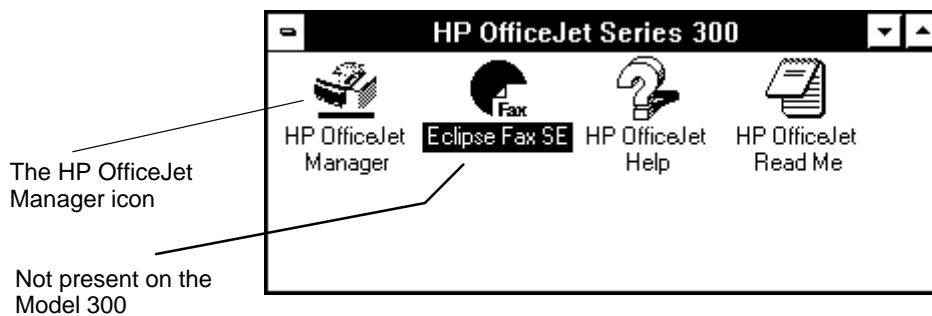
16. As a last step, the setup program gives the user the option of reading tips that will help him understand the basic functions of the new product.

As the first "tips" screen appears, the HP OfficeJet Series 300 prints a Self Test report. This report shows samples of new internal fonts, reviews the factory device settings, notifies the user about any print cartridge problems, and provides product revision information.

Have the user click the **Exit** button when ready to leave the setup program.

If difficulties arise with the installation, review the following recommendations:

Problem	Recommended Action
When reinstalling the software, and the setup program says there isn't enough disk space.	Use the setup program to uninstall the HP OfficeJet Series 300 software. Then try installing again.
The user's C: drive is full, so he tried to install the software on his D: drive, but the setup program still says he don't have enough disk space.	The HP OfficeJet Series 300 software requires several files to reside in the drive that contains the Windows application. If that drive is full, the setup program cannot install the HP OfficeJet Series 300 software. Have the user free as much space on the drive as he can by either deleting unneeded files or moving files to a different drive or onto diskettes. Then tell the user to try installing again.
The setup program cannot locate the HP OfficeJet Series 300.	If the user has followed the troubleshooting directions on the screen, the most likely problem is that a different centronics cable is needed. (About 10% of centronics cables cannot support bidirectional communications.) There is also a chance that user's PC's centronics port is either not set up for or cannot support bidirectional communications.

Problem	Recommended Action
The user is reinstalling the software. It ran correctly before, but now the setup program cannot locate the device.	Make sure that the HP OfficeJet Series 300 Manager is not running. Have the user Exit from Windows and then try again. Make sure that (1) the device is properly cabled to the PC, (2) the device is turned on, and (3) the front panel says "Ready."
The user is trying to uninstall the software, but the setup program says it cannot delete the directory.	Either the directory contains files that do not belong to the HP OfficeJet Series 300, or one or more files are open. Ascertain which of these conditions exists by questioning the user. Correct the problem and try again.

Running the HP OfficeJet Series 300 Manager

The HP OfficeJet Series 300 Manager is one of two software applications that may be included with the HP OfficeJet Series 300. The other software application is Eclipse FAX SE (available on the Models 330 and 350, but not on the Model 300), which lets the user do PC faxing and scanning.

The HP OfficeJet Series 300 Manager allows the user to *manage the way that his or her HP OfficeJet Series 300 works*. It can be used it to do the following:

- Monitor the status of the HP OfficeJet Series 300

- Print logs and reports

- Change the device settings that were made during installation, and make additional settings that control faxing, printing, and copying

> **Note**: The HP OfficeJet Series 300 Manager has one other important function: ***it must be running in order to use Eclipse FAX SE***. It can be either open as a window or minimized.

To run the HP OfficeJet Series 300 Manager, the user must double-click the HP OfficeJet Series 300 Manager icon, which is placed in the HP OfficeJet Series 300 group during installation. The HP OfficeJet Series 300 Manager window appears.
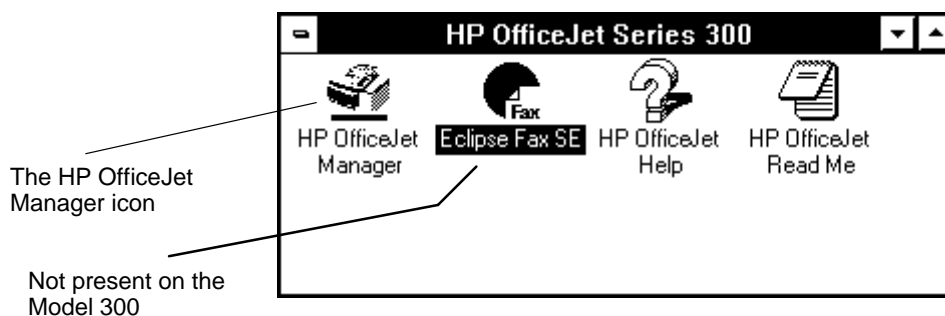
The user can minimize or close the HP OfficeJet Series 300 Manager as he would any other Windows application. Remember that when this application is closed, the user can make copies, print, and send and receive paper faxes, but cannot use Eclipse FAX SE to send and receive PC faxes or do PC scanning. (If the user has a Model 300, the Eclipse FAX SE is not available.)

Detailed information on use of the Manager is provided in the HP OfficeJet Series 300 User's Guide.

Running Eclipse FAX SE from the HP OfficeJet Series 300 Manager

The HP OfficeJet Series 300 Models 330 and 350 include a software application, Eclipse FAX SE, that allows the user to send and receive faxes directly to his or her PC, rather than to the device itself, and to do PC scanning.

> **Note:** Eclipse FAX SE is a separate application from the HP OfficeJet Series 300 Manager, and is not available in the Model 300. Some of the settings that can be made with the HP OfficeJet Series 300 Manager affect PC faxing. In addition, *the HP OfficeJet Series 300 Manager must be running in order to use Eclipse FAX SE*. It can be either open as a window or minimized.

There may be times when the user wants to run Eclipse FAX SE directly from the HP OfficeJet Series 300 Manager. To do so, from the HP OfficeJet Series 300 Manager menu bar, have the user choose **File/Run Eclipse FAX SE**.

Eclipse FAX SE makes it possible for the user to do the following:

- Set up to six phonebooks (lists of names and fax numbers) for use with PC faxes. (Phonebooks are similar to the Speed Dial entries that are used for paper faxing.)

- Create a document in any Windows application and then fax it directly from the PC

- Receive faxes directly to the PC. Once an incoming fax has been received, the user can use Eclipse FAX SE to view, print, and delete it

- Forward a fax that has been received to another recipient

- Fax a document to a file in order to use it later as a fax document

- Scan a document into the PC to be sent as a fax, saved as a file, or printed

- Add text and images to the faxes

- Modify cover pages and include a letterhead and previously created second sheets with faxes.

- Send two or more documents as a fax.

There are three ways to run Eclipse FAX SE.

1. In the HP OfficeJet Series 300 Manager menu bar, choose **File/Run Eclipse FAX SE**

2. Double-click the Eclipse FAX SE icon in the HP OfficeJet Series 300 program window.
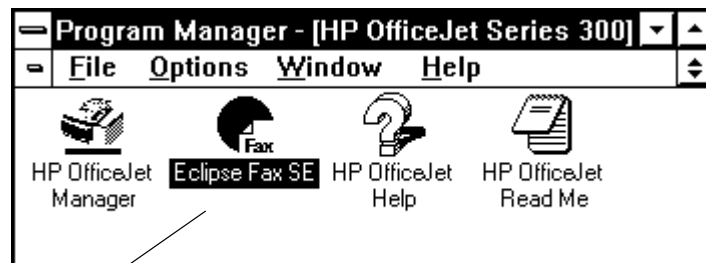
The Eclipse FAX SE icon (not available in the Model 300)

The Eclipse FAX SE window appears. Note the menu bar across the top of the window. For additional information on using the Eclipse FAX SE application, refer to the HP OfficeJet Series 300 User's Guide for the user's model.

3. Click the **Fax** or **Scan** button in the AutoPrompt window.

Detailed information on use of the Eclipse FAX SE is provided in the HP OfficeJet Series 300 User's Guide.

Changing Parameters and Solving Problems with the OfficeJet Service Application

With assistance from a service representative, the OfficeJet Service Application is a program that allows the user to easily change OfficeJet parameters from the PC. The service representative will use this tool to diagnose OfficeJet problems by suggesting parameter changes. The user will key in the changes, and further testing will indicate whether or not the problem is solved.

Running the Service Application

Ensure the the HP OfficeJet is connected and powered on. If the HP OfficeJet is not connected and powered on, your attempt to run the service application will produce the following error message:

Windows 3.1 system: To run the Service Application, perform the following steps.

1. From the Program Manager, choose **File**, then **Run**.

2. Type the pathname: c:\hpojet\mgr\service.exe. The executable filename that you must run is service.exe.

> **Note:** The actual pathname may differ from c:\hpojet\mgr\service.exe after a custom installation. However, the service.exe file will always be in the same directory as the OfficeJet Manager.

3. Click **OK**. The window that will appear is shown on the next page of this guide.

Windows 95 system: To run the Service Application, perform the following steps.

1. Click on **Start**. Then choose **Run**.

2. Type the pathname: c:\hpojet\mgr\service.exe. The executable filename that you must run is service.exe.

> **Note:** The actual pathname may differ from c:\hpojet\mgr\service.exe after a custom installation. However, the service.exe file will always be in the same directory as the OfficeJet Manager.

3. Click OK. The window that will appear is shown on the next page of this guide.

The following window will appear:
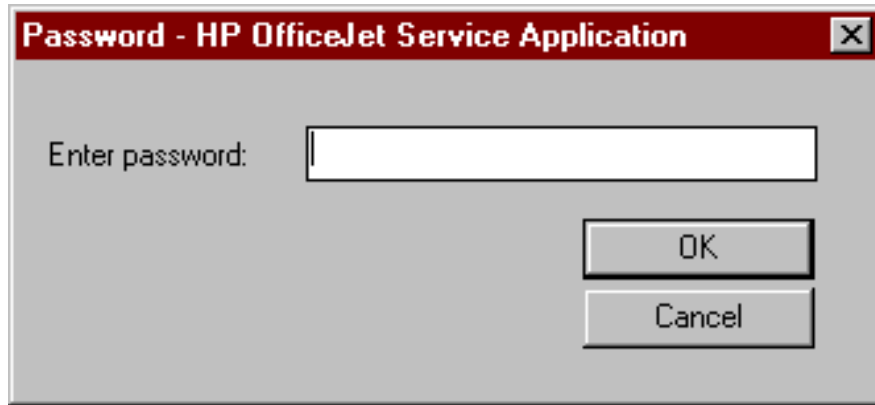
To access the HP OfficeJet Service Application, type the password **solo**. Then click OK. *There will be a delay of approximately 5 to 12 seconds before the HP OfficeJet Series 300 service application appears on the screen.*

HP OfficeJet Service Application Characteristics

When the HP OfficeJet Service Application is up and running, its window will appear as follows:
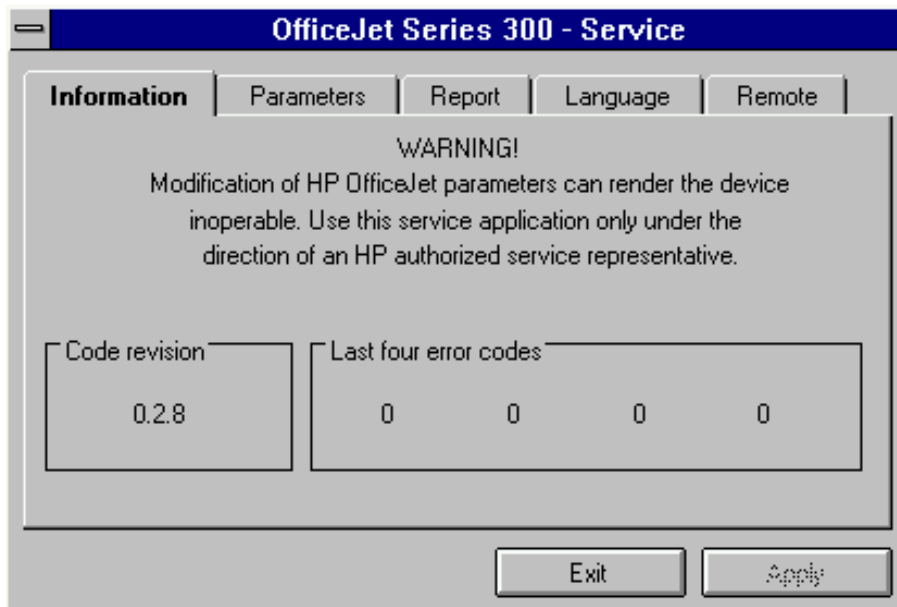
Note: The "Code revision" number or "Last four error codes" numbers may differ from those shown.

The OfficeJet Service Application contains five tab windows. They are:

- **Information**   Displays the code revision and the last four system error codes
- **Parameters**   Used to change HP OfficeJet Parameters
- **Report**   Used to print an HP OfficeJet Parameter Report
- **Language**   Used to set the HP OfficeJet front panel language
- **Remote**   Used to set the Remote Service **ON** or **OFF**

Click on the tab (Information, Parameters, Report, Language, or Remote to move between windows.

The **Apply** button applies the selected parameter, language, or remote setting to the HP OfficeJet.

Exiting the Service Application

C A U T I O N   Whenever exiting the Service Application Program, allow 5 to 10 seconds for the hardware to terminate the factory and service capability.

To exit or quit the program, click on the **Exit** button. After depressing the **Exit** button, be sure to wait 5 to 10 seconds for the hardware to terminate the factory and service capability before taking any other action. During the transition observe the HP OfficeJet front panel LCD display for the following events:

- The phrase "Enter header number" appears on the top line of the HP OfficeJet LCD display.

- A string of characters appears on the bottom line of the HP OfficeJet LCD display.

- The HP OfficeJet LCD display blanks out briefly and returns to the normal "ready" state

Changing Parameters

Clicking on the "Parameters" tab in the service application main menu causes the window to appear as follows:
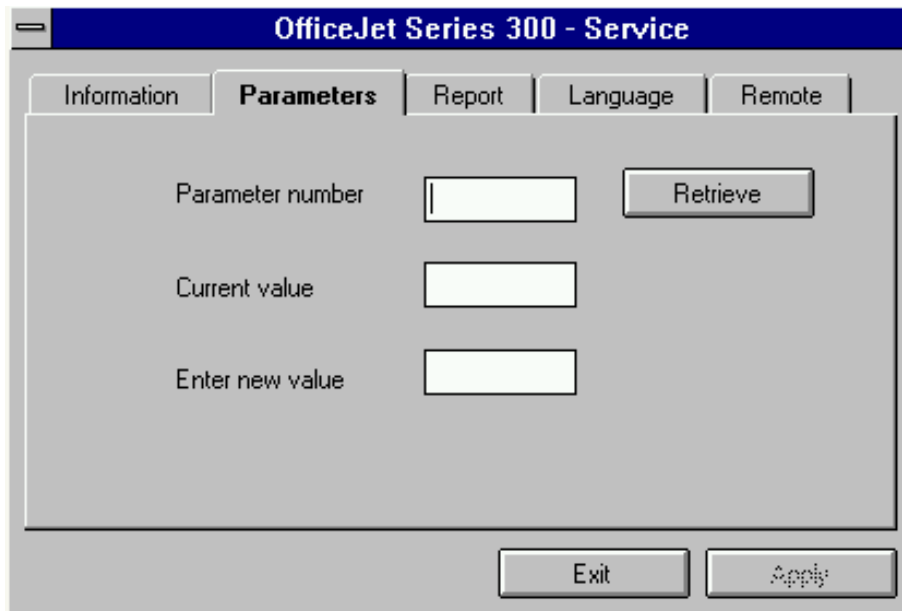
To change an HP OfficeJet parameter, perform the following steps:

1. Enter the **parameter number**.

2. Click on **Retrieve** to display the current value.

3. Type the new value in the **Enter new value** dialog box.

> **Note:** If the user enters the same value in the "Enter new value" dialog box that appears in the "Current value" Dialog box, the **Retrieve** and **Apply** buttons will be grayed

out. Either change the value in the "Enter new value" dialog box or enter a new parameter number into the Parameter number dialog box.

4. Click on the **Apply** button to set the HP OfficeJet with the new parameter value.

If you want to change another parameter, repeat step 1.

Because there is no **minimize** button, use the alt and tab keys to hide or show the HP OfficeJet Service Application window if another application has covered the Service Application window.

Exiting the Service Application

<table>
<tr><td>———————
C A U T I O N
———————</td><td>Whenever exiting the Service Application Program, allow 5 to 10 seconds for the hardware to terminate the factory and service capability.</td></tr>
</table>

To exit or quit the program, click on the **Exit** button. After depressing the **Exit** button, be sure to wait 5 to 10 seconds for the hardware to terminate the factory and service capability before taking any other action. During the transition observe the OfficeJet front panel LCD display for the following events:

● The phrase "Enter header number" appears on the top line of the HP OfficeJet LCD display.

● A string of characters appear on the bottom line of the HP OfficeJet LCD display.

● The HP OfficeJet LCD display blanks out briefly and returns to the normal "ready" state

Printing a Parameter Report

Clicking on the "Report tab in the service application main menu causes the window to appear as follows:
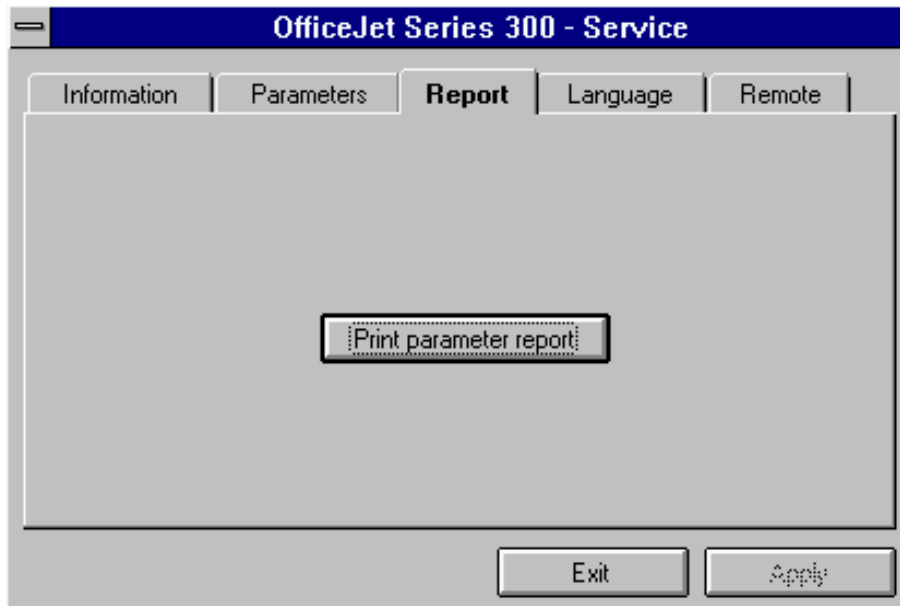
To print a parameter report, click on the **Print parameter report** button.

Note: There is a 5 second delay before printing begins.

Exiting the Service Application

C A U T I O N   Whenever exiting the Service Application Program, allow 5 to 10 seconds for the hardware to terminate the factory and service capability.

To exit or quit the program, click on the **Exit** button. After depressing the **Exit** button, be sure to wait 5 to 10 seconds for the hardware to terminate the factory and service capability before taking any other action. During the transition observe the OfficeJet front panel LCD display for the following events:

- The phrase "Enter header number" appears on the top line of the HP OfficeJet LCD display.

- A string of characters appears on the bottom line of the HP OfficeJet LCD display.

- The HP OfficeJet LCD display blanks out briefly and returns to the normal "ready" state

Setting the Front Panel Language

Clicking on the "Language" tab in the service application main menu causes the window to appear as follows:

Select the language. Then Click **Apply** to set the front panel language.

> **Note:**   It takes 0 to 59 seconds (30 seconds on average) for the front panel menu of the OfficeJet to change.

Exiting the Service Application

C A U T I O N   Whenever exiting the Service Application Program, allow 5 to 10 seconds for the hardware to terminate the factory and service capability.

To exit or quit the program, click on the **Exit** button. After depressing the **Exit** button, be sure to wait 5 to 10 seconds for the hardware to terminate the factory and service capability before taking any other action. During the transition observe the OfficeJet front panel LCD display for the following events:

- The phrase "Enter header number" appears on the top line of the HP OfficeJet LCD display.

- A string of characters appears on the bottom line of the HP OfficeJet LCD display.

- The HP OfficeJet LCD display blanks out briefly and returns to the normal "ready" state

Setting Remote Service

Clicking on the "Remote" tab in the service application main menu causes the window to appear as follows:
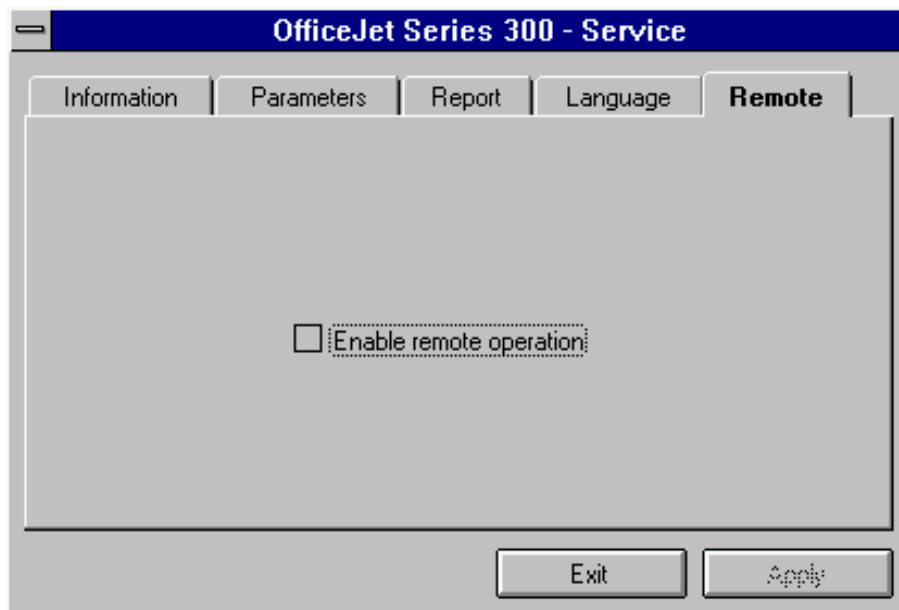
Click the square by the text,"Enable remote operation" to select **On**, then click "Apply". Enabling remote operation allows a service representative to diagnose HP OfficeJet from a remote location. When remote operations are complete, click the square by the text, "Enable remote operation"a second time to select **Off**, then click "Apply".

Exiting the Service Application

C A U T I O N   Whenever exiting the Service Application Program, allow 5 to 10 seconds for the hardware to terminate the factory and service capability.

To exit or quit the program, click on the **Exit** button. After depressing the **Exit** button, be sure to wait 5 to 10 seconds for the hardware to terminate the factory and service capability before taking any other action. During the transition observe the OfficeJet front panel LCD display for the following events:

- The phrase "Enter header number" appears on the top line of the HP OfficeJet LCD display.

- A string of characters appears on the bottom line of the HP OfficeJet LCD display.

- The HP OfficeJet LCD display blanks out briefly and returns to the normal "ready" state

Using Other PC Fax Programs With Models 330 and 350

The user can use most Windows-based PC fax software that supports standard CAS modems with the HP OfficeJet Models 330 and 350. If the user is in doubt as to which applications can be used with the HP OfficeJet Series 300 Models 330 and 350, have him refer to the Software Compatibility Matrix that came with the machine. Please note that *the HP OfficeJet Series 300 Manager must be installed and running* in order to use PC fax software with the HP OfficeJet Series 300 Models 330 and 350.

If the installation fails for any reason, have the user refer to the application's installation instructions or to the "Troubleshooting" section in the HP OfficeJet Model 330 or 350 User's Guide, Chapter 6.

> **Note**: In order to run the HP OfficeJet Series 300 Manager and Eclipse FAX SE for PC faxing and scanning, the user must be running Windows in 386 Enhanced Mode. (To find out which mode the user is running, have him or her choose Help/About Program Manager from the Windows Program Manager menu bar.) If the user has an 80386 processor with at least 2 MB of RAM, the user's PC should run Windows in 386 Enhanced Mode by default. If the user has a 386 PC with at least 1 MB of RAM but the user's PC does not run Windows 386 mode by default, the user can cause it to run in this mode by typing *WIN/3* to run Windows, rather than *WIN*.

Installing Control Panel and One-Touch Overlays

Each HP OfficeJet Series 300 is shipped with a control panel overlay appropriate for the country of destination installed. The overlay has the HP logo and HP Model 300, Model 330, or Model 350 name as well as the control panel button names printed on it. If an overlay needs to be installed, remove the protective cover from the back of the overlay and carefully position the overlay on the control panel. Then press the overlay into place and remove the protective cover from the top of the overlay. The illustration below shows the overlay in place with the protective cover being removed.

One-Touch Speed Dial
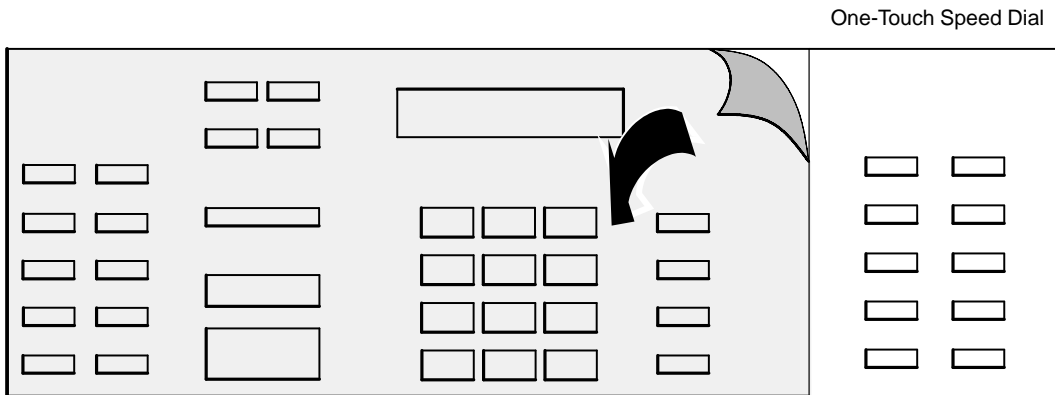
SL50A

Removing the Protective Cover from the Top of the Control Panel Overlay

Each HP OfficeJet Series 300 is shipped with a One-Touch speed dial overlay and clear plastic protective cover for the overlay installed. If a new overlay and protective cover need to be installed, position the overlay and cover over the **one-touch** buttons as shown below. Press the overlay into place. Then place the protective cover over the overlay. Insure that the tabs on the protective cover are properly seated.

Tab

Protective
Cover

Overlay

One-Touch Buttons
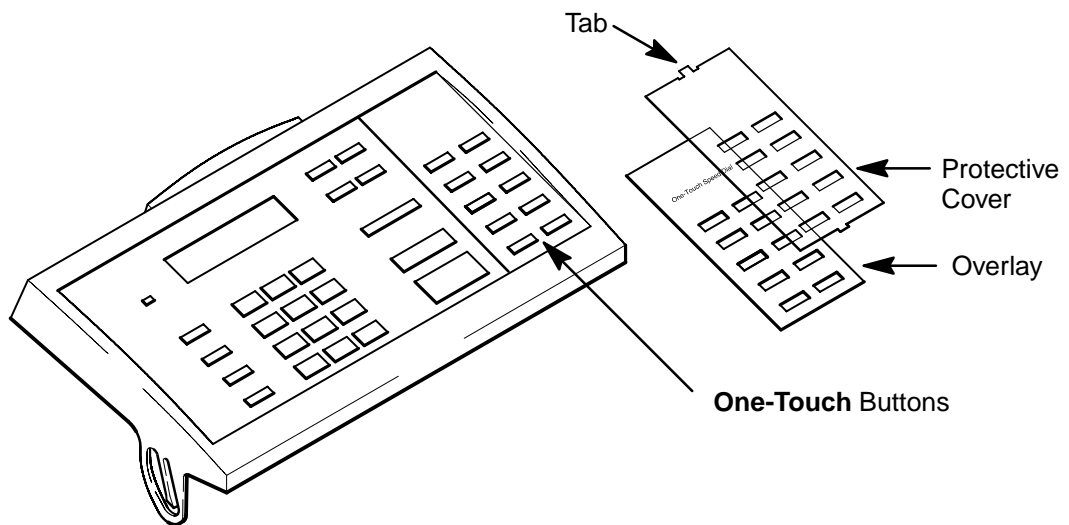
FX-75

Placing the One-Touch Speed Dial Overlay and Protective Cover Over the One-Touch Panel

Installing a Print Cartridge

1 With the control panel and top cover open, locate the print cartridge cradle inside the HP OfficeJet Series 300, near on the right side.

Print cartridge cradle
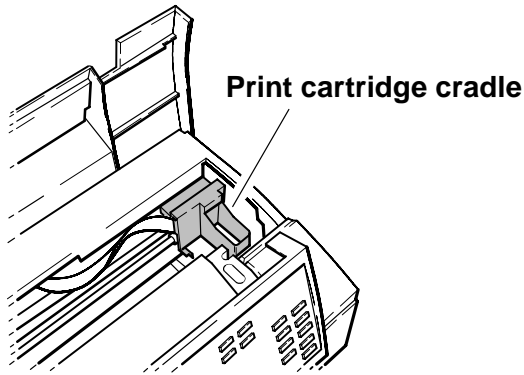
SL42A

2 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 the user doesn't remove the white tape, the cartridge will prematurely fail.

2) Be careful not to touch the ink nozzles or the copper contacts. Fingerprints may damage them.
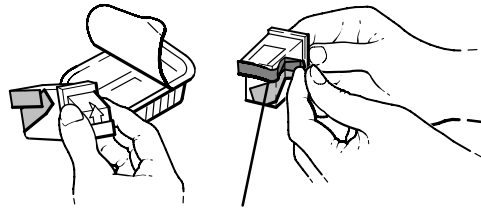
SL16   **Remove both pieces of tape!**

3 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.
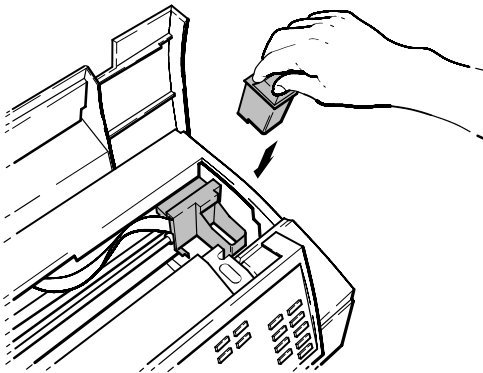
SL42

4 Push the green arrow toward the green dot until the cartridge **snaps** into place.
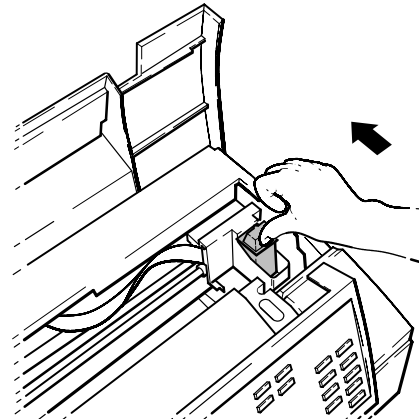
SL43

5 Close the top cover, then close the control panel.
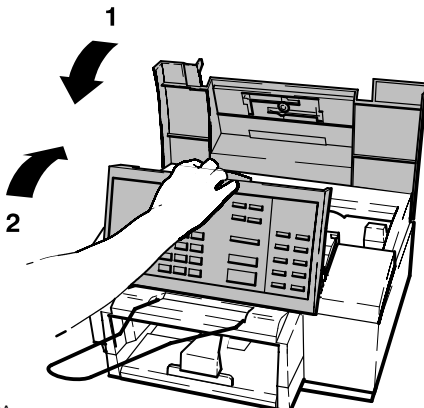
SL18A

Helpful Hint:

Be sure to close the control panel firmly, until it snaps into place.

Installing an Interface Cable for Printing

The user must purchase separately a shielded Centronics bi-directionsl parallel interface cable to connect the HP OfficeJet Series 300 to his computer for printing. He or she can use the HP C2950A (2 meter) or the HP C2951A (3 meter) Centronics parallel cable. See chapter 1of this guide for ordering information.

1 Make sure the computer is turned off by pressing "**O**" on the On/Off switch (located on the left side of the machine's base). Then remove the output tray from the HP OfficeJet Series 300 and set it aside.

Output Tray
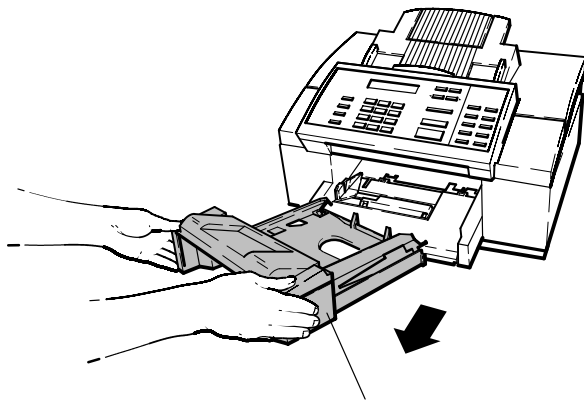
SL6

2 Place the HP OfficeJet Series 300 on a stable surface at a safe distance from the edge. Then tilt and rotate it on its side so that the bottom of the unit faces the user as shown below. Connect the *printer end** of the interface cable **firmly** to the interface port on the HP OfficeJet.
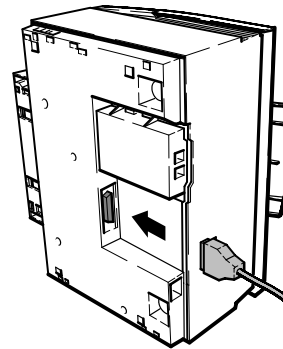
* The *printer end* of the interface cable has notches, and the *computer end* has screws.

SL54

3 Snap both clips into the notches on the connector as shown.
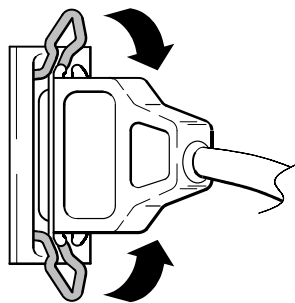
Now connect the *computer end* of the interface cable to the parallel (LPT 1) port on the computer and tighten the screws on the connector (not shown).

SL31

4 Return the HP OfficeJet Model Series 300 to its upright position, making sure it does not rest on the interface cable. Insert the output tray.
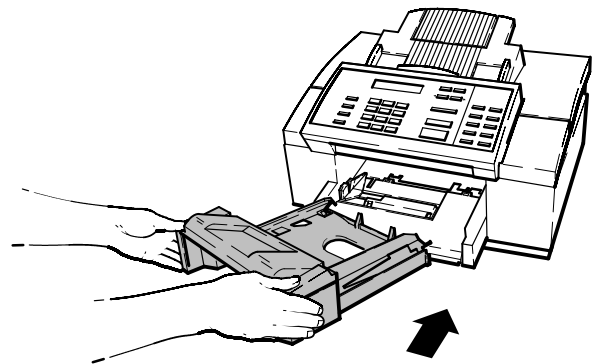
SL51

Installing the Power Cord

1 Make sure the printer is turned off by pressing "O" on the On/Off switch (located on the left side of the machine's base).
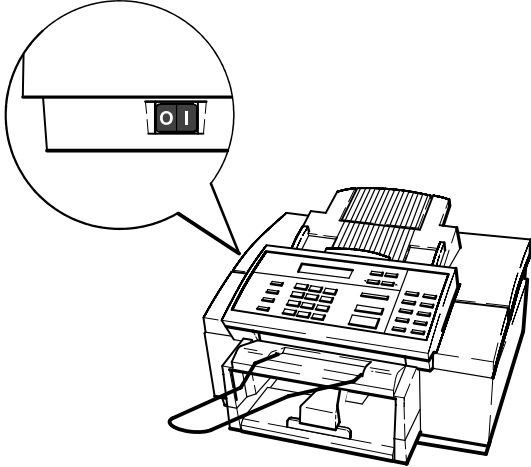
SL27

2 Look on the back of the HP OfficeJet Series 300 and locate the power socket. Then plug the power cord connector *firmly* into the power socket.

WARNING: To avoid the possibility of electric shock, plug the other end of the cord into a grounded electrical outlet only.

Power socket
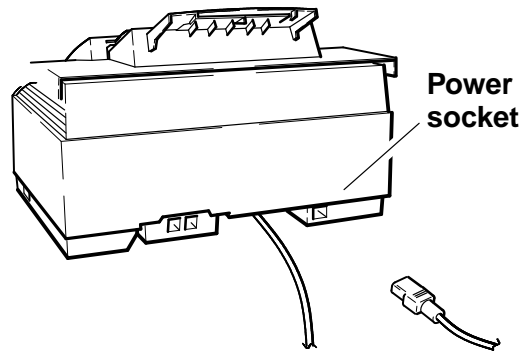
SL53

Installing a Tray Wire

The document catch tray will hold the original documents after they have been scanned for faxing or copying.

1 Install the tray wire in the holes provided at the front of the output tray. Ensure that the ends of the tray wire are securely in the holes.

Tray Wire
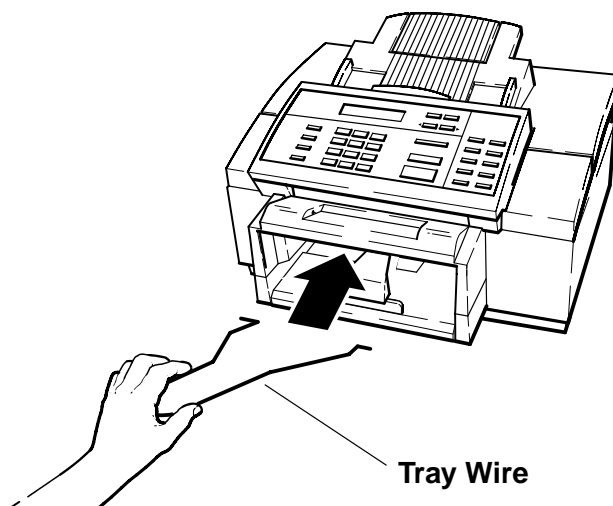
SL84

Installing an Access Door Assembly

The access door assembly contains the document feed tray and extender and adjustable paper size guides.
Originals of faxes to be sent or documents to be copied are placed on the feed tray for processing.
The tray extender can be raised to support legal size documents being faxed or copied.
The paper size guides are adjusted to fit the size of the original document being sent or copied.

1 To remove the old access door assembly, lift open the control panel assembly and raise the access door assembly to the fully open position.
Flex out the sides of the access door near the lower corners and lift the access door assembly straight up to remove it.
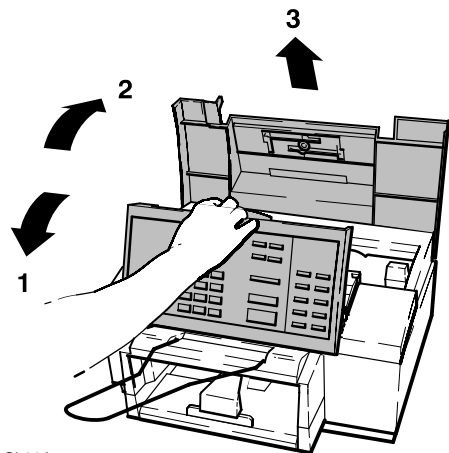
SL30A

2 Flex out the sides of the access door near the lower corners and lower the new access door assembly into place.
Close the access door and control panel assemblies.
Be sure to close the control panel firmly, until it snaps into place.
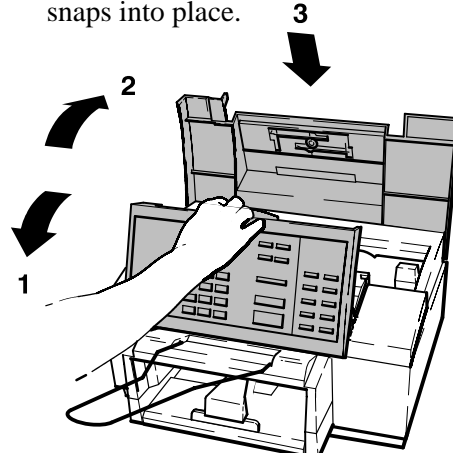
SL30B

Installing an Output Tray

The output tray collects faxes, print jobs, reports and copies after they are received and printed.

1 Remove the old output tray from the HP OfficeJet Series 300.

SL6

2 Install the new output tray into the HP OfficeJet Series 300.
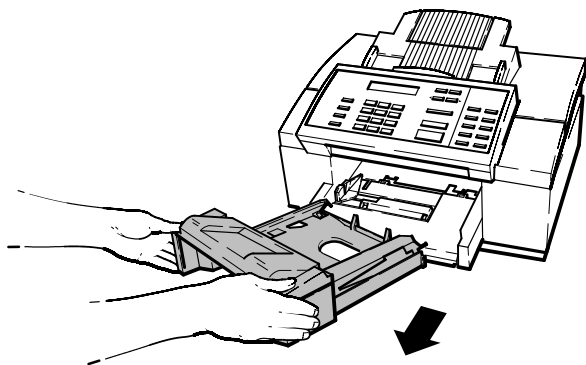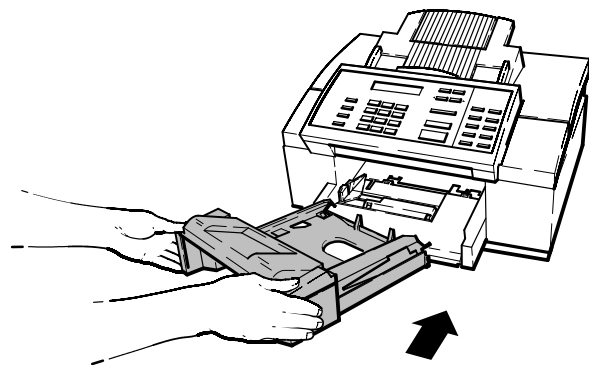
SL51

Installing an Input Tray

The input tray is also known as the paper supply tray. This tray is where paper is loaded for the printing of received faxes, print jobs, reports and copies. The tray holds 100 sheets of paper.

1 Remove the output tray from the HP OfficeJet Series 300.
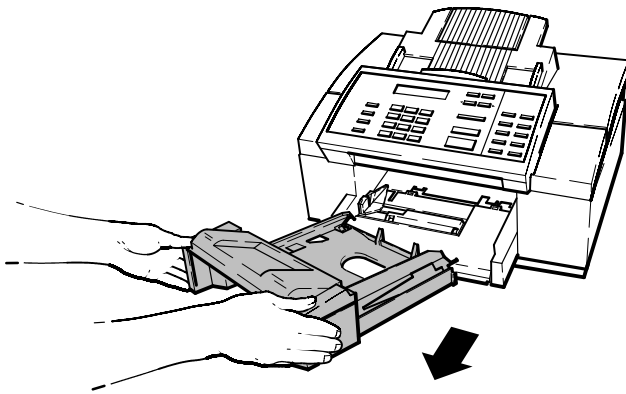
SL6

2 Remove the old tray by pulling the input tray forward to expose the flex tabs. Press down firmly on the two flex tabs and pull the input tray out of the unit. If the tray does not easily release, the user may need to slide the tray in slightly, press the flex tabs down again and pull the tray forward and out of the unit..

Flex Tab

Flex Tab
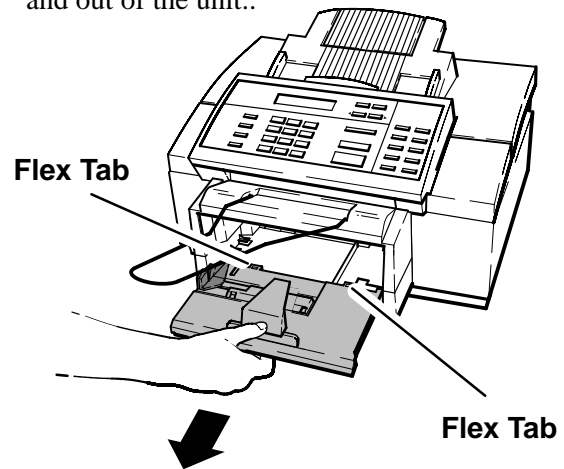
SL2

3 When installing the new input tray, ensure that the tray is properly aligned with its seat and slide it all the way into the machine.
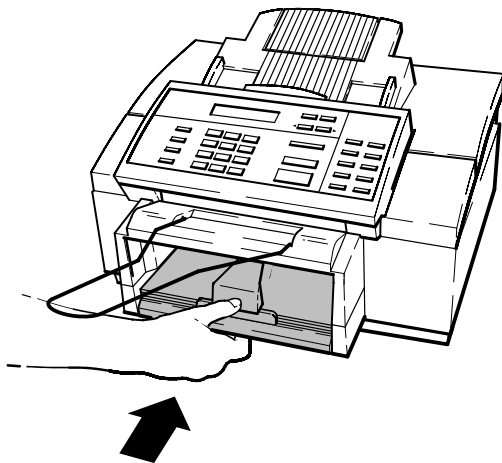
SL5

4 Pull the input tray out and check the position of the paper size setting. Adjust if necessary.

Slide the green paper guide until it snaps into place at the appropriate paper size setting.
Note: Only letter-, legal-, and A4-size paper can be loaded for fax reception and copying.
Be sure to set the paper size in the menu.

Paper Guide

A4 EXEC

LTR
/LGL
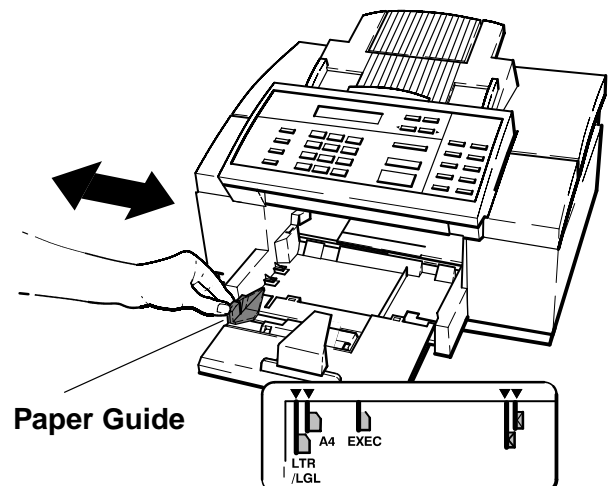
SL3A

Loading Paper in the Input (Paper) Tray

1 Pull the input tray out until it is fully extended.

SL2
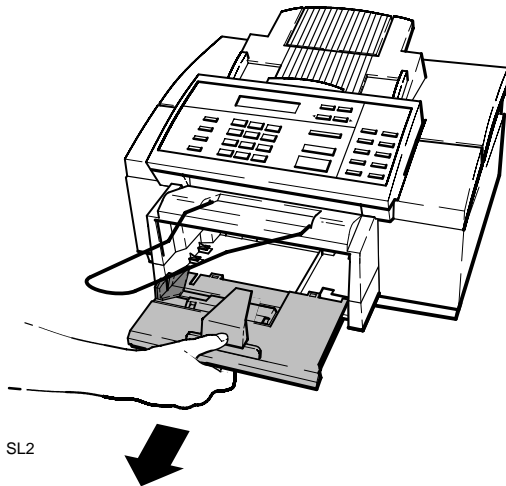
2 Check the position of the paper size setting and adjust if necessary.

Slide the green paper guide until it snaps into place at the appropriate paper size setting. **Note:** Only letter-, legal-, and A4-size paper can be loaded for fax reception and copying. Be sure to set the paper size in the menu.

Remove the tray bridge by lifting it up and off of the handle grip..

Paper Guide

Tray Bridge

SL3

A4   EXEC

LTR
/LGL
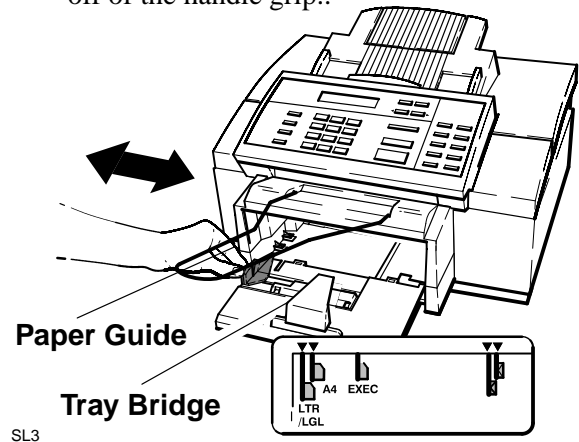
3 Up to 100 sheets (about 1 cm. or 1/2-inch thick stack) can be loaded into the tray.

Load the paper (print side down), aligning the right edge of the paper to the right side of the tray. The paper stack should fit underneath the grip on the input tray handle.

Install the tray bridge by pressing it down onto the handle grip.

Input Tray Handle Grip

SL28
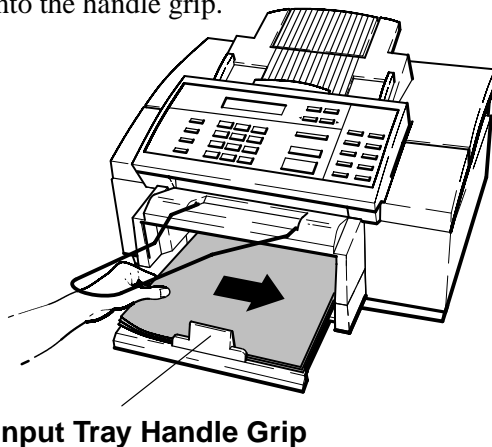
4 Helpful Hints:

Do not force the input tray all the way in when closing it. The paper must not buckle or a paper jam could occur.

This table lists the allowable paper sizes.

Description	Size
Letter	8.5 x 11 inches (216 x 279 mm)
A4 [1]	8.27 x 11.7 inches (210 x 297 mm)
Legal	8.5 x 14 inches (216 x 356 mm)
Executive [2]	7.25 x 10.5 inches (184 x 267 mm)

The **tray bridge** lifts printed faxes and pages above the paper tray handle to prevent them from becoming jammed inside the machine.

(The tray bridge must be used when receiving faxes to legal-size paper or when printing on glossy paper or HP Premium Transparency Film.)

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

2 The user cannot make copies or receive faxes on this paper size.

Loading Envelopes in the Input (Paper) Tray

1 Pull the input tray out until it is fully extended. The user can remove the output tray to facilitate envelope loading as shown in this procedure. Be sure to install the output tray before printing.
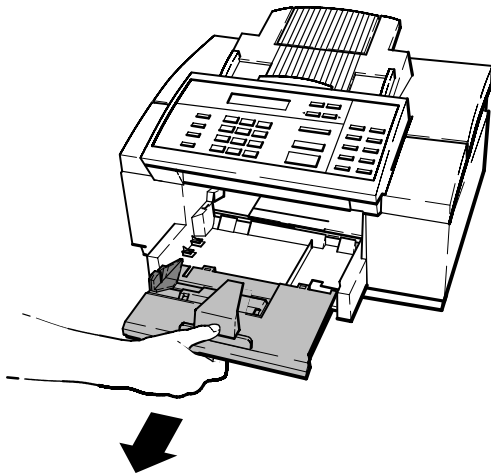
SL7

2 Load up to 20 envelopes flap up, with the top edge aligned to the right side of the HP OfficeJet Series 300, as shown.
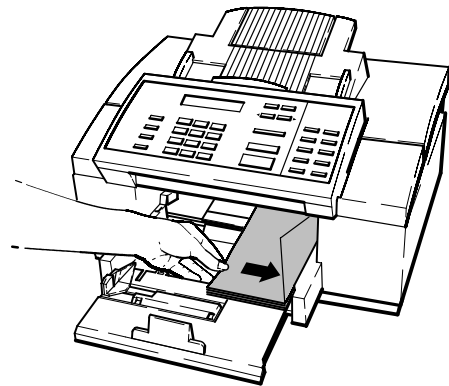
SL8

3 Slide the green paper guide until it snaps into place at the appropriate envelope size setting. The envelope guide will pop up to keep the envelopes vertically aligned. Install the output tray if not already installed.

Paper Guide

SL9
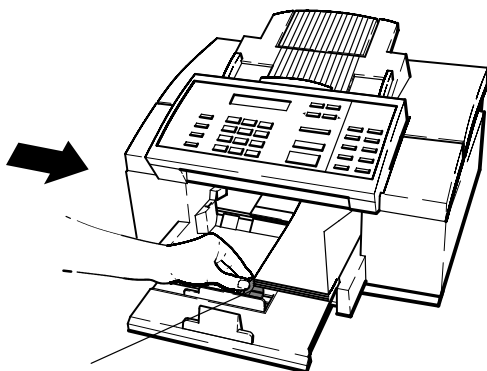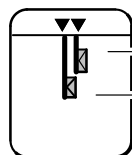
U.S. No. 10 envelope

European DL envelope

4 Install the output tray. If necessary refer to "Installing an Output Tray" earlier in this chapter.

Helpful Hints:

Do not force the input tray all the way in when closing it. The envelopes must not buckle or a paper jam could occur.

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.

The following table lists the two allowable envelope sizes. Note that copies cannot be made and faxes cannot be received on any envelopes. Be sure to set the paper size in the menu to envelopes before printing.

Description	Size
U.S. No. 10 envelopes	9.5 x4.12 inches (241x105 mm)
European DL envelopes	8.66x4.33 inches (220x110mm)
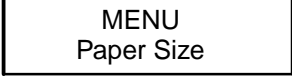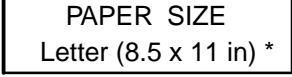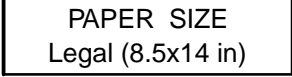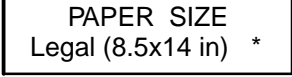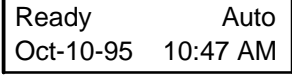
Setting the Paper Size in the Front Panel Menu

The paper size in an HP OfficeJet Series 300 is setup during installation of the software but can be changed using the HP OfficeJet Series 300 Manager software by selecting the Loaded Paper Size in the HP OfficeJet Series 300 Setup dialog box as described in the HP OfficeJet Series 300 User's Guide for the user's model.

The paper size can also be set using the front panel menu as described below.

Set the paper size in the menu to match the paper size loaded in the input tray. Setting the paper size allows the HP OfficeJet Series 300 to scale incoming faxes to fit the paper size loaded. The factory setting is Letter (8 1/2 x 11 inches). If Letter size paper is loaded, no change is required unless the menu setting was previously changed and not reset to Letter size. If Legal or Envelope sizes are loaded, set the menu to the appropriate size.

Do this:	Using these buttons:	For this display:
1. Press the **Menu** button to display the menu.	Menu	MENU Time/Date, Header
2. Press **Right Arrow** multiple times to move to "Paper Size."	▶	MENU Paper Size
3. Press **Enter/Save** to select "Paper Size." The selected paper size is marked with an asterisk (*).	Enter/Save	PAPER SIZE Letter (8.5 x 11 in) *
4. Press **Right Arrow** multiple times to move to the desired setting. (The example is "Legal.")	▶	PAPER SIZE Legal (8.5x14 in)
5. Press **Enter/Save** to select the displayed setting. An asterisk (*) denotes the new selection.	Enter/Save	PAPER SIZE Legal (8.5x14 in) *
6. Press **Enter/Save** to return to the Ready display.	Enter/Save	Ready Auto Oct-10-95 10:47 AM

Setting Up for Printing

Using an HP OfficeJet Series 300 machine with the HP OfficeJet Series 300 Manager to control printing is briefly described earlier in this section. Detailed and custom setup information is provided in the HP OfficeJet Series 300 User's Guide for the user's model.

In order to use the HP OfficeJet Series 300 printer function with a PC, the interface cable and a printer driver must be installed to make the computer and computer software work with the HP OfficeJet. Printer drivers are software files that control the printer and allow the computer software applications to access the printer's features.

The HP OfficeJet Series 300 will work with Microsoft® Windows 3.1, Windows 95, and DOS software applications. Windows drivers are supplied with the HP OfficeJet Series 300. The user's DOS application may have the appropriate driver, if not, a separate DOS driver disk can be ordered from HP Driver Distribution Division. See the section, "Ordering Information" in chapter 1. Install the drivers according to the instructions supplied with the drivers. Since the HP OfficeJet Series 300 is compatible with HP DeskJet 520 and 510 printers, applications drivers for these printers can be used with the HP OfficeJet Series 300.

> **Note:** If using both Windows and DOS applications, be sure to exit Windows before running the DOS applications. Do not run DOS applications from the MS-DOS prompt from within Windows.

Each DOS software application requires a specific printer driver. Access to some printer features such as font selection depends on the application and driver installed.

Determine if the user's software application provides a printer driver that he or she can use.

Check the printer selection or printer setup menu in the user's software application for a list of printer models. The list below identifies recommended printer driver selections the user can use with the HP OfficeJet Series 300 and the type of support that each offers:

Use this printer driver selection:	For this type of printer support:
HP DeskJet 520 printer	All printer features
HP DeskJet 510 printer	All printer features
HP DeskJet 550C printer	All printer features (except color)
HP DeskJet Portable printer	All printer features except envelope printing
HP DeskJet 500 printer	All printer features except for some fonts and envelope printing

> **Note:** Unlike the HP DeskJet 520 printer, the HP OfficeJet Series 300 cannot be used with external font cartridges nor accept character fonts downloaded from the PC.

Have the user select the printer driver using the instructions provided in the software application manual.

If the HP DeskJet 520 printer is not listed in the application, use one of the alternate printer drivers listed and have the user contact his software company to determine if an HP DeskJet 520 printer driver is available. The user could also try the HP DeskJet, HP DeskJet+ or other HP printer driver.

> **Note:** The user may need to add or change the MODE statement in the user's AUTOEXEC.BAT file. The MODE statement tells the user's computer where to send printing information. This statement is not always required. If the HP OfficeJet Series 300 will not print, have the user check the AUTOEXEC.BAT file to make sure the MODE statement for a Centronics bidirectional parallel connection to the LPT 1 port is: **MODE LPT 1:,,P**. If the user is not familiar with the AUTOEXEC.BAT file, have the user refer to the DOS manual for information.

If the HP OfficeJet Series 300 will not print, reconnect the interface cable and try again before referring to the troubleshooting chapter in this manual.

Setting Up for Faxing (U.S. and Australian Installations)

Using an HP OfficeJet Series 300 with the HP OfficeJet Series 300 Manager and Eclipse FAX SE to control faxing is briefly described earlier in this section. Detailed information is provided in the HP OfficeJet Series 300 User's Guide for the user's model. On an HP OfficeJet Series 300, reception mode is set during installation of the software, but can be changed using the HP OfficeJet Series 300 Manager software as described in the HP OfficeJet Series 300 User's Guide for the user's model.The reception mode can also be changed from the front panel as described later in this chapter.

The following four types of installations are the ones recommended for use with the HP OfficeJet Series 300 to achieve the best call-handling results. While other situations are possible, it is recommended that one of these be used. Determine which installation most closely meets the user's needs and follow the instructions given.

- Receive fax calls only – no voice calls, on a dedicated fax line
- Receive fax and voice calls at the same phone number – without an answering machine
- Receive fax and voice calls at the same phone number – with an answering machine
- Receive fax and voice calls on the same line with distinctive ring

After selecting the best installation to meet the user needs, the correct reception mode and certain station specific information will need to be set up. The procedures to accomplish this are in the following topics:

- Setting up for Distinctive Ring
- Setting the Reception Mode for incoming calls
- Setting the number of rings to answer
- Selecting Tone or Pulse dialing
- Entering the Date and Time
- Entering the header information (company name and fax number)

> **Note:** The HP OfficeJet Series 300 is not supported with roll-over phone systems (such as the automatic answering systems often used in large companies), voicemail, call waiting, and some other advanced features provided by the user's phone company. If the user has call waiting or other features that can be temporarily turned off by pressing a series of buttons on the user's phone, we recommend that having the user turn them off while sending and receiving faxes with the HP OfficeJet Series 300. Check with the user's phone company if the user needs help.

Receive fax calls only – no voice calls, on a dedicated fax line

This installation is recommended when using a separate telephone line and number dedicated to receiving faxes only (no voice calls). Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack with the telephone cord provided with the machine and setting the Receive Mode to Auto. Auto receive mode is the factory default set at shipment. If the setting was changed and the user wants to use Auto mode reception, have the user set the mode to Auto. Instructions for setting the Reception Modes are provided later in this chapter.

> **Note:** In **Auto** receive mode, the HP OfficeJet Series 300 will pick up the line after detecting the number of rings specified in the Rings to Answer setting and then send a fax tone signal to the calling fax machine to start communication. The fax is then sent and the HP OfficeJet Series 300 will start to receive it. The Rings to Answer setting is user defined through the front panel menu. The user can choose from 2 to 5 rings. The factory default is 2 rings.

Receive fax and voice calls at the same phone number – without an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and not using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting a telephone directly to the HP OfficeJet Series 300 and setting the Receive Mode to Manual. Instructions for setting the Receive Modes are provided later in this chapter.

HP OfficeJet
Series 300

Optional: The user can connect a telephone to the "TEL" socket of the HP OfficeJet Series 300 for **outgoing** voice calls if desired.

Telephone Wall Jack

Cord to socket labelled "LINE"
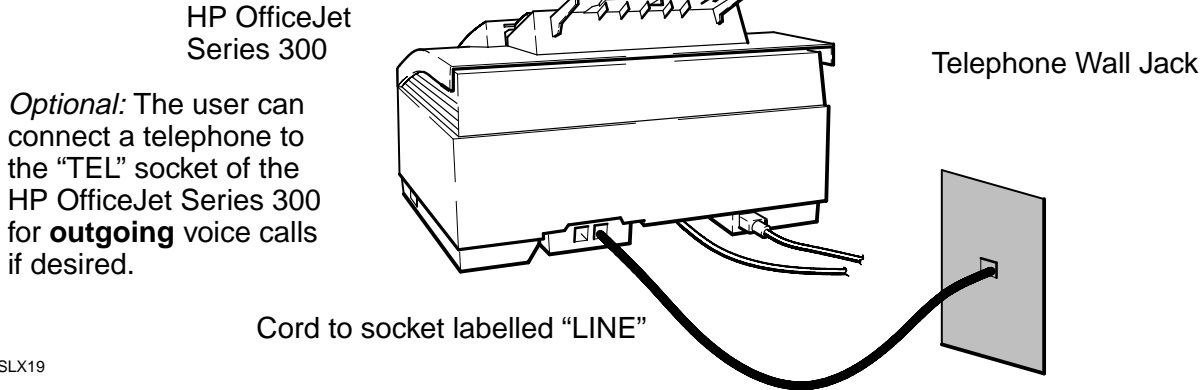
SLX19

Note: In **Manual** receive mode the HP OfficeJet Series 300 will never pick up the line to answer a call. All calls must be answered manually. Voice calls are treated as normal voice calls by answering the phone. To receive a fax, the user must first answer the phone, listen for the fax tone and then press the **Start/Copy** button on the front panel. For fax calls, the user must use the telephone that is directly connected to the TEL jack on the back of the HP OfficeJet Series 300. After answering the phone and the caller notifies the user that a fax is about to be sent to him, or the user hears a fax tone, presses the **Start/Copy** button and then hangs up the telephone. The fax is then sent and the HP OfficeJet Series 300 will start to receive it.

If the user has a shared fax/voice line and wants to be able to receive faxes automatically, the user cannot use Manual receive mode. To receive faxes automatically, the user needs to either connect an answering machine to the HP OfficeJet Series 300 and use Auto receive mode or, if the user's phone company has a distinctive ringing service available, he could connect his HP OfficeJet Series 300 to receive fax and voice calls on the same line with distinctive ring in Auto receive mode. Information on using an answering machine or distinctive ring are provided later in this chapter.

HP OfficeJet
Series 300

Telephone Wall Jack

Cord to socket labelled "TEL"

Telephone

Cord to socket labelled "LINE"
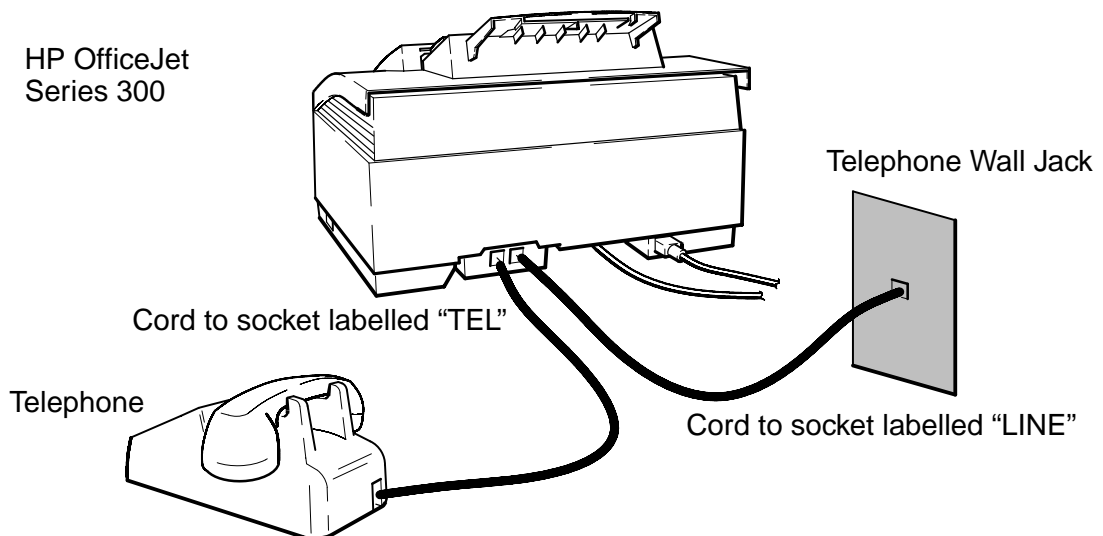
SLX20

Receive fax and voice calls at the same phone number – with an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting a telephone answering machine directly to the HP OfficeJet Series 300 and setting the Receive Mode to Auto. Instructions for setting the Receive Mode are provided later in this chapter, but, with an answering machine connected, ensure that the rings to answer setting of the HP OfficeJet is greater than the rings to answer setting of the answering machine. If the answering machine has answered, the HP OfficeJet will eavesdrop and take the call if another fax machine is calling. Two scenarios are possible when using an answering machine – one where the telephone handset is an attached part of the answering machine and one where the telephone is a separate item that must be connected to the answering machine that is directly connected to the HP OfficeJet Series 300. Both scenarios are depicted in the following diagram.

HP OfficeJet
Series 300

Telephone Wall Jack

Answering Machine

Cord to socket labelled "LINE"
Cord to socket labelled "TEL"

Telephone

To TAM socket labelled "TEL"

To TAM socket labelled "Line" or "Wall"
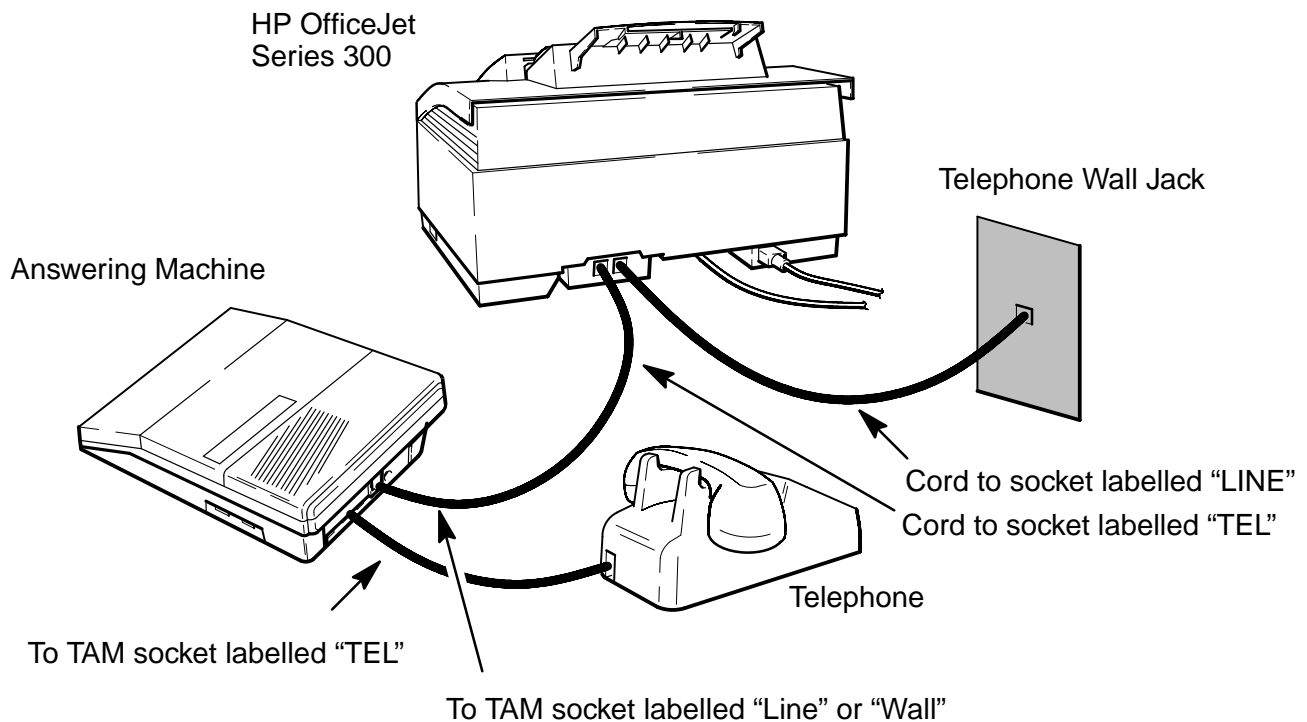
Note: TAM stands for Telephone Answering Machine

SLX22

> **Note:** In **Auto** receive mode, if an answering machine has answered, the HP OfficeJet Series 300 will eavesdrop and, if a calling fax is detected, will pick up the line after detecting the number of rings specified in the Rings to Answer setting. It will then send a fax tone signal to the calling fax machine to start communication. If no answering machine has answered, the OfficeJet will wait to detect the number of rings specified in the Rings to Answer setting. It will then send a fax tone signal to the calling fax machine to start communication. The fax is then sent and the HP OfficeJet Series 300 will start to receive it. The Rings to Answer setting is user defined through the front panel menu. The user can choose from 1 to 5 rings. The factory default is 2 rings, but it should be set to a number greater than the number of rings to answer setting of the answering machine, if one is connected.

Receive fax and voice calls on the same line with distinctive ring

This installation is recommended when using one telephone number for both fax and voice calls and using a distinctive ringing service through the local telephone company. The telephone company's distinctive ring service allows the use of 2 or 3 phone numbers on the same phone line. The HP OfficeJet Series 300, however, will only accept up to 2 numbers on a single line. Each of the phone numbers will have a distinctive ringing pattern: The first phone number will have a single ring (ring) and the second will have a double ring (ring-ring) pattern. When activated, the HP OfficeJet Series 300 distinctive ring feature can use the ring patterns to distinguish between fax and voice calls received on the same line. The feature will need to be set to **On** in the HP OfficeJet Series 300 if distinctive ring is to be used. If not used, the feature must be deactivated. Factory default for the feature is **Off**.

> **Note:** The distinctive ring feature is not available in all local telephone system networks. Currently, only certain U.S. regions and some Asian countries offer the service. The local telephone company should be contacted for availability of the service.

This application can be used either with or without an answering machine attached to the HP OfficeJet Series 300. Installation and setup for use of distinctive ring is as follows:

1. Connect the HP OfficeJet Series 300 to the telephone wall jack.

2. If an answering machine is to be used, connected it to the HP OfficeJet Series 300, or to a separate wall jack.

3. Set the HP OfficeJet Series 300 Receive Mode to **Auto**, or fax calls will not be received.

4. Also, if connecting an answering machine for voice calls on this line, make sure the Rings to Answer setting on the HP OfficeJet Series 300 is set to a number *greater than* the setting on the answering machine that controls the number of rings before answering. For example, if the answering machine is set to 2 rings to answer, set the HP OfficeJet Series 300 to 3 or more rings to answer. CAUTION: If the user doesn't do this, he or she may not receive fax calls properly. Instructions on setting the Receive Mode and HP OfficeJet Series 300 Rings to Answer number are given later in this chapter.

HP OfficeJet Series 300

Optional: The user can connect a telephone or answering machine to the "TEL" socket of the HP OfficeJet Series 300.

Cord to socket labelled "LINE"

SLX19

Telephone Wall Jack
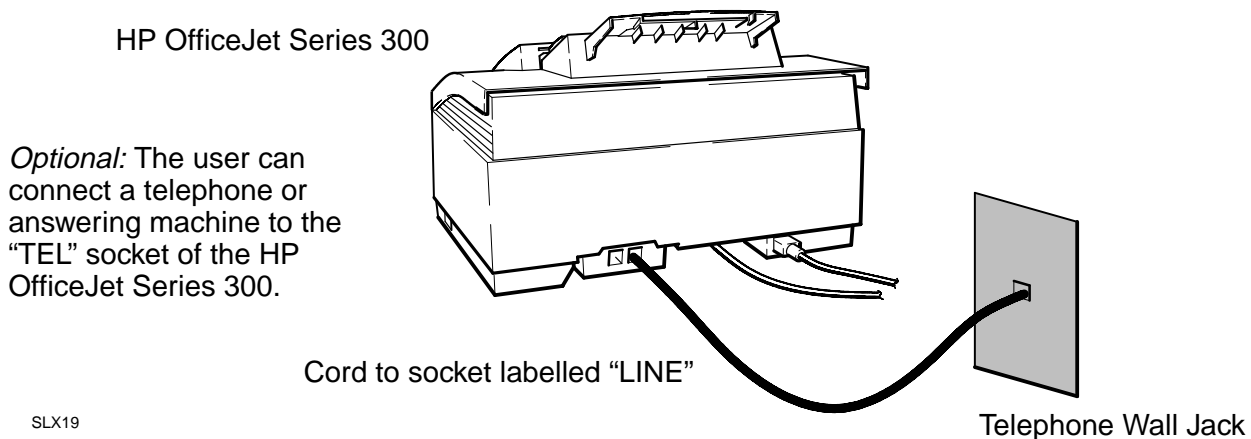
> **Note:** If using the telephone company's distinctive ring service, have the single-ring assigned to the phone number at which voice calls are to be received and the multiple-rings assigned to the phone number(s) at which the fax calls are to be received. When the HP OfficeJet Series 300's Distinctive Ring feature is set to **On**, it will only answer the phone and receive faxes when it detects any multiple ring pattern.

The factory default setting for the HP OfficeJet Series 300 distinctive ring feature is **Off**. The feature should not be set to **On** unless the user has already subscribed to the telephone company's distinctive ring service. If set to **On** before service is established, the HP OfficeJet Series 300 will not receive faxes automatically.

Setting Up for Distinctive Ring

Distinctive Ring in an HP OfficeJet Series 300 is set **Off**, but can be set **On** using the HP OfficeJet Series 300 Manager software by selecting the Distinctive Ring in the Receive Fax Setup dialog box as described in the HP OfficeJet Series 300 User's Guide for the user's model. To set the HP OfficeJet Series 300 distinctive ring feature to **On** at the front panel, use the following instructions:

Do this:	Using these buttons:	For this display:
a. Press the **Menu** button to display the menu.	**Menu**	MENU Time/Date, Header
b. Press **Right Arrow** multiple times to move to "Fax Settings."	▶	MENU Fax Settings
c. Press **Enter/Save** to select "Fax Settings."	**Enter/Save**	FAX SETTINGS Speed Dial Setup
d. Press **Right Arrow** multiple times to move to "Phone Setup."	▶	FAX SETTINGS Phone Setup
e. Press **Enter/Save** to select "Phone Setup."	**Enter/Save**	PHONE SETUP Rings to Answer
f. Press **Right Arrow** multiple times to move to "Distinctive Ring."	▶	PHONE SETUP Distinctive Ring
g. Press **Enter/Save** to select "Distinctive Ring." Note that an asterisk (*) denotes the current selection.	**Enter/Save**	DISTINCTIVE RING Off *
h. Press **Right Arrow** to move to the desired setting..	▶	DISTINCTIVE RING On
i. Press **Enter/Save** to select the displayed setting. An asterisk (*) denotes the user's new selection.	**Enter/Save**	DISTINCTIVE RING On *
j. Press **Enter/Save** again to return to the Ready display.	**Enter/Save**	Ready Auto Nov-10-95 12:45 PM

Setting the Reception Mode for Incoming Calls

The Reception Mode affects how the HP OfficeJet Series 300 answers incoming fax and voice calls. Use the following instructions to change the Reception Mode setting. Reception mode in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the HP OfficeJet Series 300 Manager software by selecting the Receive Mode in the Receive Fax Setup dialog box as described in the HP OfficeJet Series 300 User's Guide for the user's model. Below is a diagram detailing the steps to change the reception mode using the front panel followed by a table of the types of setups and the mode to use with each setup.

Do this:	Using these buttons:	For this display:
1. Make sure the HP OfficeJet Series 300 is turned **ON**.	O I	Ready Auto Nov-10-95 12:30 PM
2. Press the **Receive Mode** button to display the current Receive Mode setting, which is marked with an asterisk (*). (The example shown is Auto, the factory setting.)	Receive Mode	RECEIVE MODE Auto *
3. Press **Receive Mode** multiple times to get to the appropriate setting (see *the following table*) ("Manual," shown at right, is only an example.)	Receive Mode	RECEIVE MODE Manual
4. Press **Enter/Save** to select the displayed setting. Note that an asterisk (*) denotes the new selection.	Enter/Save	RECEIVE MODE Manual *
5. Press **Enter/Save** again to return to the Ready display. Note that the Receive Mode selected is displayed on the top line next to "Ready."	Enter/Save	Ready Manual Nov-10-95 12:32 PM

If the user has this type of setup:	Set the Receive Mode to:	And read this note:
Dedicated fax line (receives only fax calls)	**Auto**	When **Auto** is selected with a dedicated fax line, the HP OfficeJet Series 300 answers all incoming calls after the number of rings specified in the Rings to Answer setting and sends out fax reception tones to receive a fax.
Shared fax/voice line, no answering machine, telephone connected to HP OfficeJet Series 300	**Manual**	When **Manual** is selected, the HP OfficeJet Series 300 never answers incoming calls. To receive a fax, pick up the handset of the phone connected to the HP OfficeJet Series 300, press the **Start/Copy** button, then hang up the phone.
Shared fax/voice line, with answering machine	**Auto**	Select the rings to answer for the HP OfficeJet Series 300 to a number of rings greater than that selected for the answering machine. The HP OfficeJet answers all incoming calls after the number of rings selected if the answering machine hasn't answered. If the answering machine answers, the HP OfficeJet will eavesdrop and take the call if another fax machine is calling.
Shared fax/voice line, with Distinctive Ring feature (with or without an answering machine)	**Auto**	When **Auto** is selected and user has subscribed to a distinctive ring feature through the user's phone company, the HP OfficeJet Series 300 will only answer incoming calls with any multiple-ringing pattern.
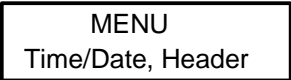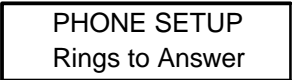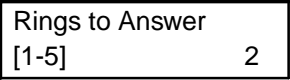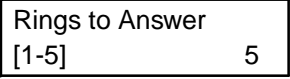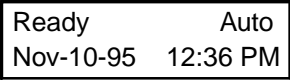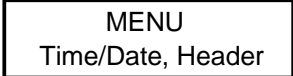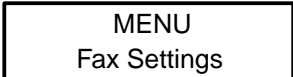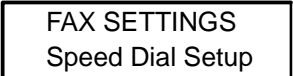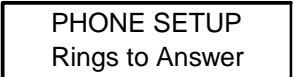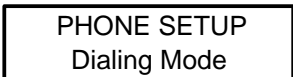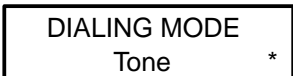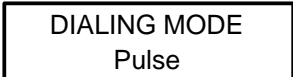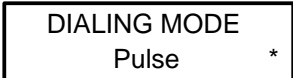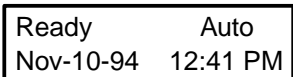
Setting the Number of Rings to Answer

The number of rings setting is ONLY used when the HP OfficeJet Series 300 is in the Auto Receive Mode. This setting is determines the number of rings sensed before the HP OfficeJet Series 300 answers a call. Although the range of rings may vary for different countries, in the U.S.A., up to 5 rings can be set. The factory default setting is 2 rings. If an answering machine is connected to the HP OfficeJet Series 300, ensure that the rings to answer setting of the HP OfficeJet is greater than the rings to answer setting of the answering machine. If the answering machine has answered, the OfficeJet will eavesdrop and take the call if another fax machine is calling. The number of rings to answer in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the HP OfficeJet Series 300 Manager software by setting the Rings to Answer in the Receive Fax Setup dialog box as described in the HP OfficeJet Series 300 User's Guide for the user's model. To change the rings to answer using the front panel use the following instructions:

__Do this:__	__Using these buttons:__	__For this display:__
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 "Phone Setup."	▶	FAX SETTINGS Phone Setup
5. Press **Enter/Save** to select "Phone Setup." ("Rings to Answer" is displayed.)	Enter/Save	PHONE SETUP Rings to Answer
6. Press **Enter/Save** to select "Rings to Answer." The allowable range (in brackets) and the factory setting (far right) are displayed.	Enter/Save	Rings to Answer [1-5] 2
7. Enter a number up to 5, inclusive. (The example shows that 5 has been entered.)	5	Rings to Answer [1-5] 5
8. Press **Enter/Save** to save the new value and return to the Ready display.	Enter/Save	Ready Auto Nov-10-95 12:36 PM

Selecting Tone or Pulse Dialing

The HP OfficeJet Series 300 is factory set for touchtone (Tone) dialing telephone systems. If used with a rotary (Pulse) dialing telephone system, the HP OfficeJet Series 300 will need to be set for Pulse dialing. This procedure can be used to set for either dialing system as required. The dialing mode in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the front panel or using the HP OfficeJet Series 300 Manager software and selecting Tone or Pulse in the Dialing Mode menu of the Send Fax Setup dialog box as described in the HP OfficeJet Series 330 or 350 User's Guide. To select the dialing mode from the front panel use the following instructions:
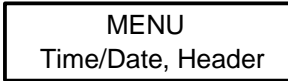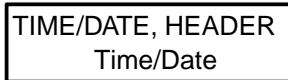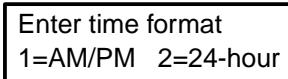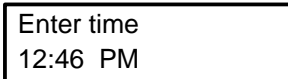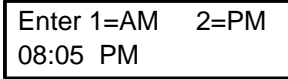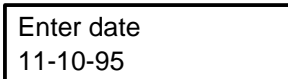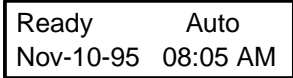
Do this:	Using these buttons:	For this display:
1. Press the **Menu** button to display the menu.	Menu	MENU Time/Date, Header
2. Press **Right Arrow** multiple times to move to "Fax Settings."	▶	MENU Fax Settings
3. Press **Enter/Save** to select "Fax Settings."	Enter/Save	FAX SETTINGS Speed Dial Setup
4. Press **Right Arrow** multiple times to move to "Phone Setup."	▶	FAX SETTINGS Phone Setup
5. Press **Enter/Save** to select "Phone Setup."	Enter/Save	PHONE SETUP Rings to Answer
6. Press **Right Arrow** multiple times to move to "Dialing Mode."	▶	PHONE SETUP Dialing Mode
7. Press **Enter/Save** to select "Dialing Mode." The factory setting, **Tone**, is displayed.	Enter/Save	DIALING MODE Tone *
8. Press **Right Arrow** to move to "Pulse."	▶	DIALING MODE Pulse
9. Press **Enter/Save** to select "Pulse." An asterisk (*) denotes the user's new selection.	Enter/Save	DIALING MODE Pulse *
10. Press **Enter/Save** again to return to the Ready display.	Enter/Save	Ready Auto Nov-10-94 12:41 PM

Entering the Date and Time

Date and Time entries are required on all outgoing faxes. The fax log report will also reflect the date and time of transactions for reference. When entering the information, the current date and time should be entered for accurate reports and tracking of transactions. The date and time information in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the front panel or using the HP OfficeJet Series 300 Manager software , selecting the Send Fax Setup dialog box and entering the information as described in the HP OfficeJet Series 330 or 350 User's Guide.

> **Note:** The Telephone Protection Act of 1991 requires that all faxes transmitted in the U.S.A. display the date and time they are sent in a header, footer or cover page. Most applications contain the information in the document header.

The date and time can be entered from the front panel using the following procedure:

Do this:	Using these buttons:	For this display:
1. Press the **Menu** button to display the menu. ("Time/Date, Header" is displayed.)	Menu	MENU Time/Date, Header
2. Press **Enter/Save** to select "Time/Date, Header." ("Time/Date" is displayed.)	Enter/Save	TIME/DATE, HEADER Time/Date
3. Press **Enter/Save** to select "Time/Date."	Enter/Save	Enter time format 1=AM/PM 2=24-hour
4. Press "1" if entering the time in AM/PM format, or press "2" to enter the time in 24-hour format. (The example shows the AM/PM format.)	1 or 2	Enter time 12:46 PM
5. Enter the current time in the format selected. (Example shows AM/PM format.) Press the **Backspace** button to correct any mistakes.	0 through 9	Enter 1=AM 2=PM 08:05 PM
6. Enter the current date in month-day-year format.	0 through 9	Enter date 11-10-95
7. Press **Enter/Save** to save the date entered.	Enter/Save	Ready Auto Nov-10-95 08:05 AM

Entering the Header Information (company name and fax number)

Sender Identification and fax number entries are required on all outgoing faxes. This information will appear in the header of transactions for reference. The header information in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the HP OfficeJet Series 300 Manager software by selecting the Send Fax Setup dialog box and entering the information as described in the HP OfficeJet Series 300 User's Guide.

The header information can also be changed using the front panel menu. The procedures to change the header information using the front panel is shown on the next page of this guide.

> **Note:** The Telephone Protection Act of 1991 requires that all faxes transmitted in the U.S.A. display the sender's identifying name and fax number in a header, footer or cover page. Most applications contain the information in the document header.

Use the procedure on the next page to enter header information using the front panel.

Do this:	**Using these buttons:**	**For this display:**

1. Press the **Menu** button to display the menu. "Time/Date, Header" is displayed.

Menu

MENU
Time/Date, Header

2. Press **Enter/Save** to select "Time/Date, Header."
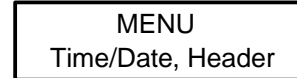
Enter/Save

TIME/DATE, HEADER
Time/Date
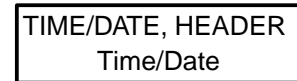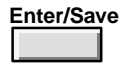
3. Press **Right Arrow** to move to "Fax Header."

▶

TIME/DATE, HEADER
Fax Header
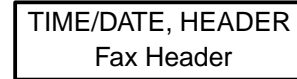
4. Press **Enter/Save** to select "Fax Header."

Enter/Save

Enter header name
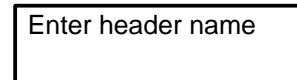
5. Type the desired name to be displayed in the header of the user's outgoing faxes, using theseguidelines:

ABC **2** through **WXYZ** **9**

Enter header name
ACME Co.
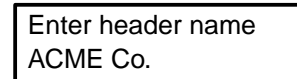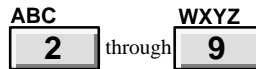
- Enter up to 25 characters, including letters, symbols, and spaces.
- Use the number buttons 2 through 9 to enter the lowercase and uppercase letters shown above the buttons.
    Note: When the cursor is at a given position, pressing a number button multiple times will cause the characters associated with that button to appear in succession. For example, pressing the number button, 2, will cause the letters, a, b, c, A, B, and C to appear in succession.
- After entering a character, use **Right Arrow** to move the cursor to the right before entering the next character.
- Use the **Space** button to enter a space.
- Use the **Symbols** button to enter punctuation and symbols, such as a period (.), an asterisk (*), or an at sign (@).
- To delete an unwanted character in the user's header, move the cursor one space to the right of the character and press the **Backspace** button.

6. Press **Enter/Save** to save the name typed.

Enter/Save

Enter header number
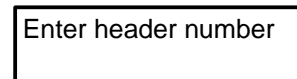
7. Enter the telephone number of the fax line connected to the user's HP OfficeJet Series 300 using these guidelines:

0 through **9**

Enter header number
619 555–1234
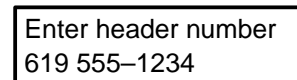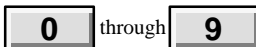
- Up to 20 characters are allowed, including numbers, spaces, dashes (–), and the plus sign (+).
- Use the **Space** button to enter a space.
- Use the **Redial/Pause** button to enter a dash (–).
- Use the **Symbols** button to enter a plus sign (+) before the country code when dialing the user's fax number from another country. (For example, +1 619 555–1234.) The country code for the U.S. and Canada is 1. For more information about international calls, contact the telephone company.
- To delete an unwanted number or symbol, use the Backspace button.

8. Press **Enter/Save** to save the fax number entered and return to the Ready display.

Enter/Save

Ready	Auto
Nov-10-95	08:15 AM
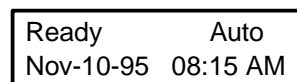
Setting Up for Faxing (U.K. Installation)

The following types of installations are the ones recommended for use with the HP OfficeJet Series 300 to achieve the best call-handling results. While other situations are possible, it is recommended that one of these be used. Determine which installation most closely meets the user's needs and follow the instructions given.

- Receive fax calls only – no voice calls, on a dedicated fax line

- Receive fax and voice calls at the same phone number – without an answering machine

- Receive fax and voice calls at the same phone number – with an answering machine

After selecting the best installation to meet the user needs, the correct reception mode and certain station specific information will need to be set up. The procedures to accomplish this are in the following topics which are presented in the HP OfficeJet Series 300 User's Guide for the user's model:

- Setting the Reception Mode for incoming calls

- Setting the number of rings to answer

- Selecting Tone or Pulse dialing

- Entering the Date and Time

- Entering the header information (company name and fax number)

The above operations can also be accomplished from the front panel as described earlier in this chapter.

Refer to the HP OfficeJet Series 300 User's Guide for the user's model about how to use the Mercury Telephone Network System.

Using an HP OfficeJet Series 300 with the HP OfficeJet Series 300 Manager and Eclipse FAX SE to control faxing is briefly described earlier in this section. Detailed information is provided in the HP OfficeJet Series 300 User's Guide. Reception mode in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the HP OfficeJet Series 300 Manager software by selecting the Receive Mode in the Receive Fax Setup dialog box as described in the HP OfficeJet Series 300 User's Guide for the user's model.

The reception mode can also be changed using the front panel as described earlier in this chapter.

Receive fax calls only – no voice calls, on a dedicated fax line

This installation is recommended when using a separate telephone line and number dedicated to receiving faxes only (no voice calls). Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack using the telephone cord provided, and setting the Receive Mode to Auto. Refer to the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter.

HP OfficeJet
Series 300

Telephone Wall Jack

SLX1

Receive fax and voice calls at the same phone number – without an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and not using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting the telephone directly to the HP OfficeJet Series 300 wall jack connector as shown, and setting the Receive Mode to Manual. Refer to the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter.

HP OfficeJet
Series 300

Telephone

Telephone Wall Jack

SLX2

Receive fax and voice calls at the same phone number – with an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting the telephone answering machine directly to the HP OfficeJet Series 300 wall jack connector as shown, and setting the Receive Mode to Auto. Ensure that the rings to answer setting of the HP OfficeJet is greater than the rings to answer setting of the answering machine. If the answering machine has answered, the HP OfficeJet will eavesdrop and take the call if another fax machine is calling. Two scenarios are possible when using an answering machine – one where the telephone handset is an attached part of the answering machine and one where the telephone is a separate item that must be connected following the answering machine. Both scenarios are depicted in the following diagram.
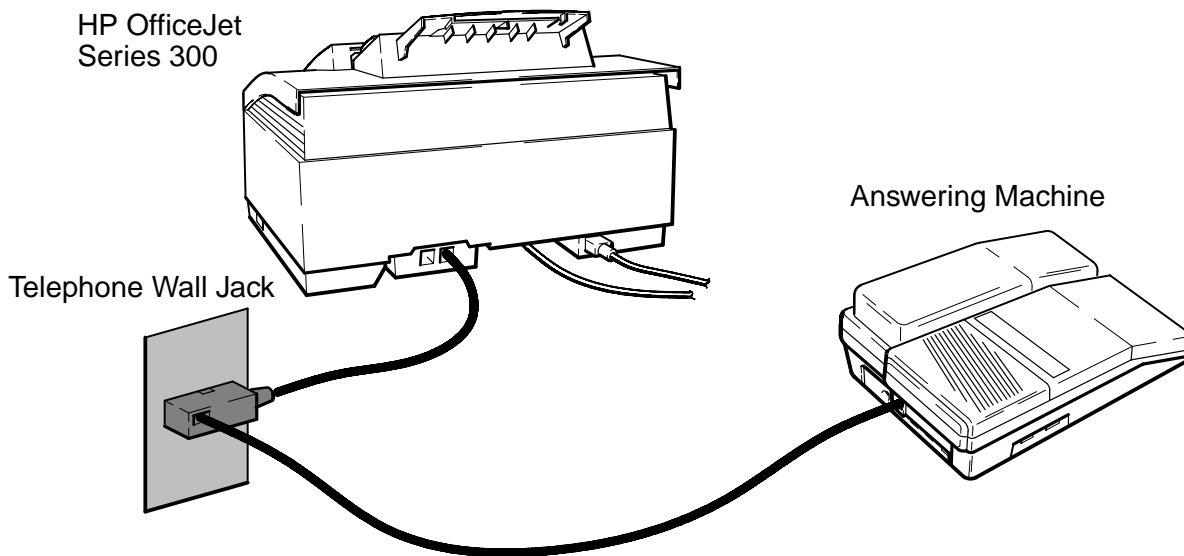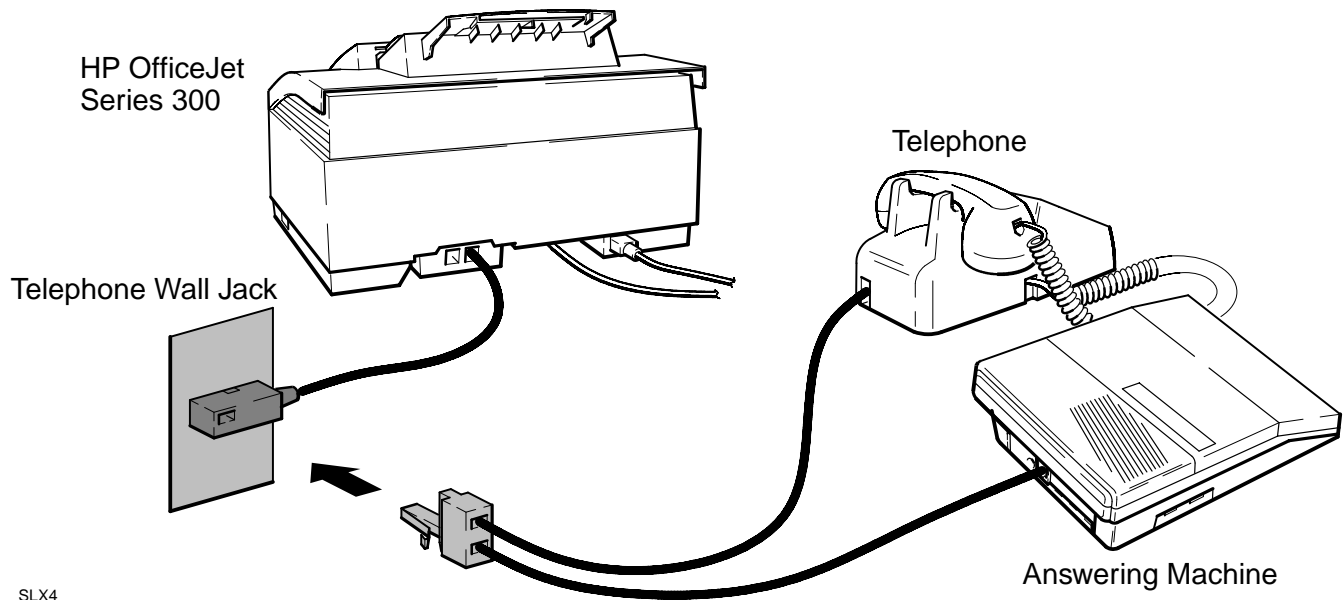
For use with separate telephone. Attach the telephone after the answering machine cord is connected.

Setting Up for Faxing (Germany Installation)

The following types of installations are the ones recommended for use with the HP OfficeJet Series 300 to achieve the best call-handling results. While other situations are possible, it is recommended that one of these be used. Determine which installation most closely meets the user's needs and follow the instructions given.

- Receive fax calls only – no voice calls, on a dedicated fax line
- Receive fax and voice calls at the same phone number – without an answering machine
- Receive fax and voice calls at the same phone number – with an answering machine

After selecting the best installation to meet the user needs, the correct reception mode and certain station specific information will need to be set up. The procedures to accomplish this are in the following topics which are presented in the HP OfficeJet Series 300 User's Guide for the user's model:

- Setting the Reception Mode for incoming calls
- Setting the number of rings to answer
- Selecting Tone or Pulse dialing
- Entering the Date and Time
- Entering the header information (company name and fax number)

The above operations can also be accomplished from the front panel as described earlier in this chapter.

Refer to the HP OfficeJet Series 300 User's Guide for the user's model to find out how to use in a PBX system.

Using an HP OfficeJet Series 300 with the HP OfficeJet Series 300 Manager and Eclipse FAX SE to control faxing is briefly described earlier in this section. Detailed information is provided in the HP OfficeJet Series 300 User's Guide. Reception mode in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the HP OfficeJet Series 300 Manager software by selecting the Receive Mode in the Receive Fax Setup dialog box as described in the HP OfficeJet Series 300 User's Guide for the user's model. Reception modes can also be changed from the front panel as described earlier in this chapter.

The types of installation recommended can be depicted in the same diagrams as shown on the next two pages. Installation consists of connecting the HP OfficeJet Series 300, telephone, and answering machine directly to the telephone wall jack as shown. Set the Receive Mode as specified in the HP OfficeJet Series 300 User's Guide for the user's model.

Receive fax calls only – no voice calls, on a dedicated fax line

This installation is recommended when using a separate telephone line and number dedicated to receiving faxes only (no voice calls). Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack using the telephone cord provided, and setting the Receive Mode to Auto. Refer to the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter.

HP OfficeJet
Series 300

Telephone Wall Jack

SLX11

Connect the telephone to the left jack.

Receive fax and voice calls at the same phone number – without an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and not using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting the telephone directly to the HP OfficeJet Series 300 wall jack connector as shown, and setting the Receive Mode to Manual. Refer to the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter.

HP OfficeJet
Series 300

Telephone

SLX12

Telephone Wall Jack

Connect the telephone to the center jack.

Receive fax and voice calls at the same phone number – with an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting the telephone answering machine directly to the HP OfficeJet Series 300 wall jack connector as shown, and setting the Receive Mode to Auto. If an answering machine is connected to the HP OfficeJet Series 300, ensure that the rings to answer setting of the HP OfficeJet is greater than the rings to answer setting of the answering machine. If the answering machine has answered, the HP OfficeJet will eavesdrop and take the call if another fax machine is calling. Two scenarios are possible when using an answering machine – one where the telephone handset is an attached part of the answering machine and one where the telephone is a separate item that must be connected following the answering machine. Both scenarios are depicted in the following diagram.

HP OfficeJet
Series 300

Answering Machine

Connect the answering
machine to the right-hand jack.

SLX13

Telephone Wall Jack

HP OfficeJet
Series 300

Answering Machine

Telephone

SLX14

Connect the telephone to the center jack,
answering machine to the right-hand jack.

Telephone Wall Jack

Setting Up for Faxing (France Installation)

The following types of installations are the ones recommended for use with the HP OfficeJet Series 300 to achieve the best call-handling results. While other situations are possible, it is recommended that one of these be used. Determine which installation most closely meets the user's needs and follow the instructions given.

- Receive fax calls only – no voice calls, on a dedicated fax line

- Receive fax and voice calls at the same phone number – without an answering machine

- Receive fax and voice calls at the same phone number – with an answering machine

After selecting the best installation to meet the user needs, the correct reception mode and certain station specific information will need to be set up. The procedures to accomplish this are in the following topics which are presented in the HP OfficeJet Series 300 User's Guide for the user's model:

- Setting the Reception Mode for incoming calls

- Setting the number of rings to answer

- Selecting Tone or Pulse dialing

- Entering the Date and Time

- Entering the header information (company name and fax number)

The above operations can also be accomplished from the front panel as described earlier in this chapter.

Using an HP OfficeJet Series 300 with the HP OfficeJet Series 300 Manager and Eclipse FAX SE to control faxing is briefly described earlier in this section. Detailed information is provided in the HP OfficeJet Series 300 User's Guide for the user's model. Reception mode in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the HP OfficeJet Series 300 Manager software by selecting the Receive Mode in the Receive Fax Setup dialog box as described in the HP OfficeJet Series 300 User's Guide for the user's model. Reception modes can also be changed from the front panel as described earlier in this chapter.

Receive fax calls only – no voice calls, on a dedicated fax line

This installation is recommended when using a separate telephone line and number dedicated to receiving faxes only (no voice calls). Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack using the telephone cord provided, and setting the Receive Mode to Auto. Refer to the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter.

HP OfficeJet
Series 300

Telephone Wall Jack

SLX1

Receive fax and voice calls at the same phone number – without an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and not using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting the telephone directly to the HP OfficeJet Series 300 wall jack connector as shown, and setting the Receive Mode to Manual. Refer to the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter.

HP OfficeJet
Series 300

Telephone

Telephone Wall Jack

SLX6

Receive fax and voice calls at the same phone number – with an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting the telephone answering machine directly to the HP OfficeJet Series 300 wall jack connector as shown, and setting the Receive Mode to Auto. If an answering machine is connected to the HP OfficeJet Series 300, ensure that the rings to answer setting of the HP OfficeJet is greater than the rings to answer setting of the answering machine. If the answering machine has answered, the HP OfficeJet will eavesdrop and take the call if another fax machine is calling. Two scenarios are possible when using an answering machine – one where the telephone handset is an attached part of the answering machine and one where the telephone is a separate item that must be connected following the answering machine. Both scenarios are depicted in the following diagram.

HP OfficeJet
Series 300

Telephone Wall Jack

Answering Machine with
attached handset

SLX7

HP OfficeJet
Series 300

Answering Machine

Telephone

Telephone Wall Jack

For use with separate telephone if the phone handset
is not part of the answering machine, attach after the
answering machine cord is connected

SLX9

Setting Up for Faxing (Netherlands Installation)

The following types of installations are the ones recommended for use with the HP OfficeJet Series 300 to achieve the best call-handling results. While other situations are possible, it is recommended that one of these be used. Determine which installation most closely meets the user's needs and follow the instructions given.

- Receive fax calls only – no voice calls, on a dedicated fax line

- Receive fax and voice calls at the same phone number – without an answering machine

- Receive fax and voice calls at the same phone number – with an answering machine

After selecting the best installation to meet the user needs, the correct reception mode and certain station specific information will need to be set up. The procedures to accomplish this are in the following topics which are presented in the HP OfficeJet Series 300 User's Guide for the user's model:

- Setting the Reception Mode for incoming calls

- Setting the number of rings to answer

- Selecting Tone or Pulse dialing

- Entering the Date and Time

- Entering the header information (company name and fax number)

The above operations can also be accomplished from the front panel as described earlier in this chapter.

Using an HP OfficeJet Series 300 with the HP OfficeJet Series 300 Manager and Eclipse FAX SE to control faxing is briefly described earlier in this section. Detailed information is provided in the HP OfficeJet Series 300 User's Guide. Reception mode in an HP OfficeJet Series 300 is set during installation of the software, but can be changed using the HP OfficeJet Series 300 Manager software by selecting the Receive Mode in the Receive Fax Setup dialog box as described in the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter. Reception modes can also be changed from the front panel as described earlier in this chapter.

Receive fax calls only – no voice calls, on a dedicated fax line

This installation is recommended when using a separate telephone line and number dedicated to receiving faxes only (no voice calls). Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack using the telephone cord provided, and setting the Receive Mode to Auto. Refer to the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter.

HP OfficeJet
Series 300

Telephone Wall Jack

SLX15

Receive fax and voice calls at the same phone number – without an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and not using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting the telephone directly to the HP OfficeJet Series 300 wall jack connector as shown, and setting the Receive Mode to Manual. Refer to the HP OfficeJet Series 300 User's Guide for the user's model or to the instructions on setting up the Reception Mode from the front panel given earlier in this chapter.

HP OfficeJet
Series 300

Telephone

Telephone Wall Jack

SLX16

Receive fax and voice calls at the same phone number – with an answering machine

This installation is recommended when using one telephone number for both fax and voice calls and using a telephone answering machine. Installation consists of connecting the HP OfficeJet Series 300 to the telephone wall jack, connecting the telephone answering machine directly to the HP OfficeJet Series 300 wall jack connector as shown, and setting the Receive Mode to Auto. If an answering machine is connected to the HP OfficeJet Series 300, ensure that the rings to answer setting of the HP OfficeJet is greater than the rings to answer setting of the answering machine. If the answering machine has answered, the HP OfficeJet will eavesdrop and take the call if another fax machine is calling. Two scenarios are possible when using an answering machine – one where the telephone handset is an attached part of the answering machine and one where the telephone is a separate item that must be connected following the answering machine. Both scenarios are depicted in the following diagram.

HP OfficeJet
Series 300

Answering Machine with
attached handset

Telephone Wall Jack

SLX17

HP OfficeJet
Series 300

Answering Machine

Telephone

Telephone Wall Jack

For use with separate telephone if the phone handset
is not part of the answering machine, attach after the
answering machine cord is connected

SLX18

Routine Maintenance

Introduction

Use the guidelines in this chapter to keep the HP OfficeJet 300, 330, or 350 in the best operating condition.

Changing a Print Cartridge

When installing or replacing a print cartridge, following these recommendations will optimize the performance and extend the lifetime of the ink cartridge.

- Keep print cartridges in the print cradle in the machine to reduce exposure to air

- Keep new unused cartridges in their sealed packaging until ready to use

- Do not turn the machine **OFF** before printing is complete

1 Open the control panel, then the top cover.
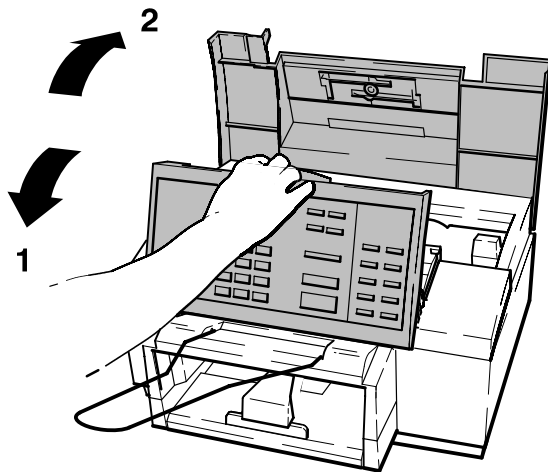
SL30

2 Pull the print cartridge toward you until it releases and snaps forward.
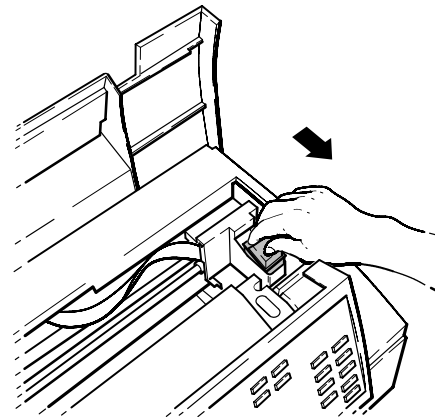
SL44

3 Lift the print cartridge out of its cradle.
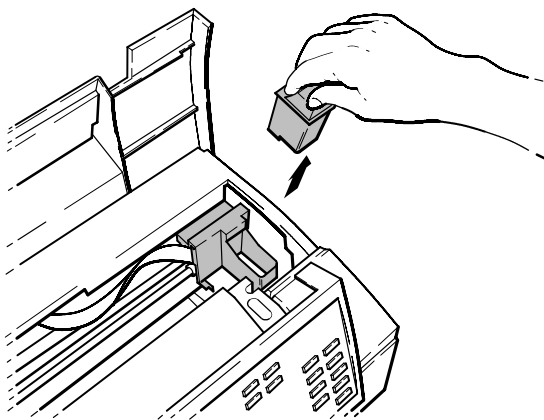
SL45

4 Open the new 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, the ink in the cartridge will be depleted prematurely.
2) Do not to touch the ink nozzles or the copper contacts. Fingerprints may damage them.
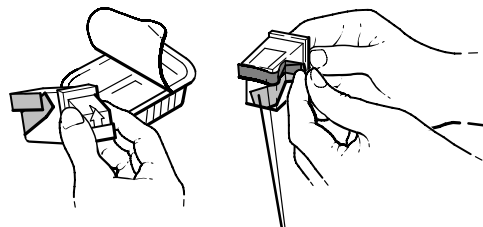
SL16

Remove <u>both</u> pieces of tape!

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.
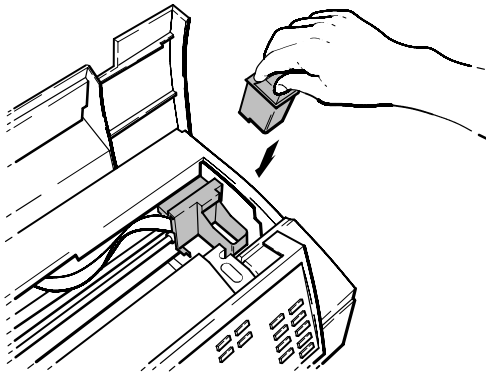
SL42

6 Push the green arrow toward the green dot until the cartridge **snaps** into place.
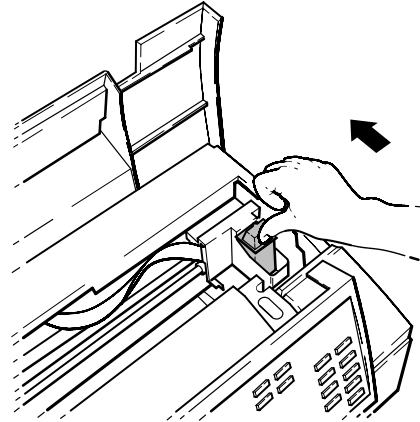
SL43

7 Close the top cover, then close the control panel.
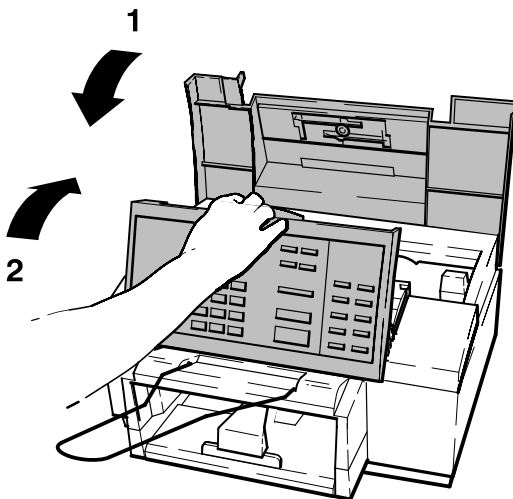
SL18A

Helpful Hint:

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

Exterior Cleaning

Follow the these recommendations when cleaning the exterior surfaces of the HP OfficeJet Series 300 machine.

- Use a soft cloth moistened with water to wipe dust off the exterior
- Do not clean the interior of the machine
- Keep liquids out of the interior of the unit

Notes:

4

Calibration and Adjustment

Subject	Page

Introduction

The only procedure available outside of the factory environment is the calibration chart, which can be printed out and used to determine if the top margin must be adjusted. This procedure is used to adjust the top margin when performing a copy function. It is performed at the factory before shipment and should never need readjusting.

Print Calibration Chart

WARNING: This procedure should only be accomplished under the direction of a trained HP support agent. Do NOT perform this procedure unless directed to do so by the agent.

The distance between the page detect sensor and the location of the scanner will vary between machines due to parts tolerances. This variation affects the top scanning margin. The scanner position calibration will adjust the top margin. A Calibration Chart is used for this procedure and contains the following features:

- A check to see if the calibration is successful or needed

- Instructions on how to perform the calibration

- Calibration scale used to select the correct parameter value

To check if a calibration is needed, first print the Calibration Chart. Then cut the top of the chart along the dotted line. Set the HP OfficeJet Series 300 copy reduction setting to 100%. Make one copy of the chart by feeding the top end first into the document feeder. If the hour-glass printed on the chart is either completely visible or not visible at all, a calibration is needed. Ideally, exactly one-half of the hour-glass will be visible. Detailed instructions are provided in the following paragraphs. A sample chart is provided following this procedure.

To print a calibration chart, you must enter the Service and Factory Menu. There are two methods that can be used to access the Service and Factory Menu:

1. Press the ***** and **7** buttons simultaneously while powering on the HP OfficeJet Series 300.

2. From the "Enter Header Number" display, first use the **Backspace** button to erase the currently displayed header number (if present), then press the **Redial/Pause**, *****, **Redial/Paus**, **2**, **3**, **2** and **Enter/Save** buttons in sequence. Press the **Menu** button and scroll to the Service and Factory Menu.

Once the Service and Factory Menu has been accessed, it will remain part of the main menu structure until the HP OfficeJet Series 300 is powered **OFF**. Cycling the power **OFF** and then **ON** will remove the Service and Factory Menu from the display and return to the regular user menu.

The same method used to navigate and select user menu functions is also used for the Service and Factory Menu. A full description of the Service and Factory Menu is provided in chapter 5 of this manual.

After accessing the Service and Factory Menu, scroll to the **Print Calib Chart** submenu and start printing the chart.

The chart contains a complete description of the following procedure:

1. Remove the top portion of the chart by cutting along the dotted line.

2. Enter the **Change Stored Parameter** submenu and select parameter 200.

3. Write down the existing value at parameter 200, then enter a new value of 1500.

4. Press the **front panel Resolution** button until FINE is displayed on the front panel display.

5. Using the front panel menu, set the Copy Reduction to 100%.

6. Load the chart (with the top portion removed at the dotted line) into the automatic document feed tray and make one copy. Make sure the chart is loaded top end first with the print side facing down.

7. Look at the copy and find the top-most visible tick mark of the Calibration Value Scale where the scale is cut off.

8. Determine the Calibration Value corresponding to this tick mark by reading the "How to Read Scale" portion of the sample chart following this procedure. The normal range is 550 to 650 on the scale.

9. Reenter the **Service and Factory** Menu.

10. Scroll to the **Change Stored Parameter** submenu and access parameter 200.

11. Enter the Calibration Value determined from the "How to Read Scale" into parameter location 200.

12. The calibration test is complete. Check that the calibration is correct by making another copy of the chart previously used (with the top portion removed). Ideally, one-half of the hour-glass will be visible.

A sample calibration chart is provided on the next page. Refer to it facilitate performing the procedure and to obtain the calibration value.

SCAN POSITION CALIBRATION CHART

(1) **CUT HERE**

TOP   (4) **FEED THIS END FIRST**   **TOP**

(5)

950 850 750 650 550 450   500 600 700 800 900

CALIBRATION VALUE SCALE (6)
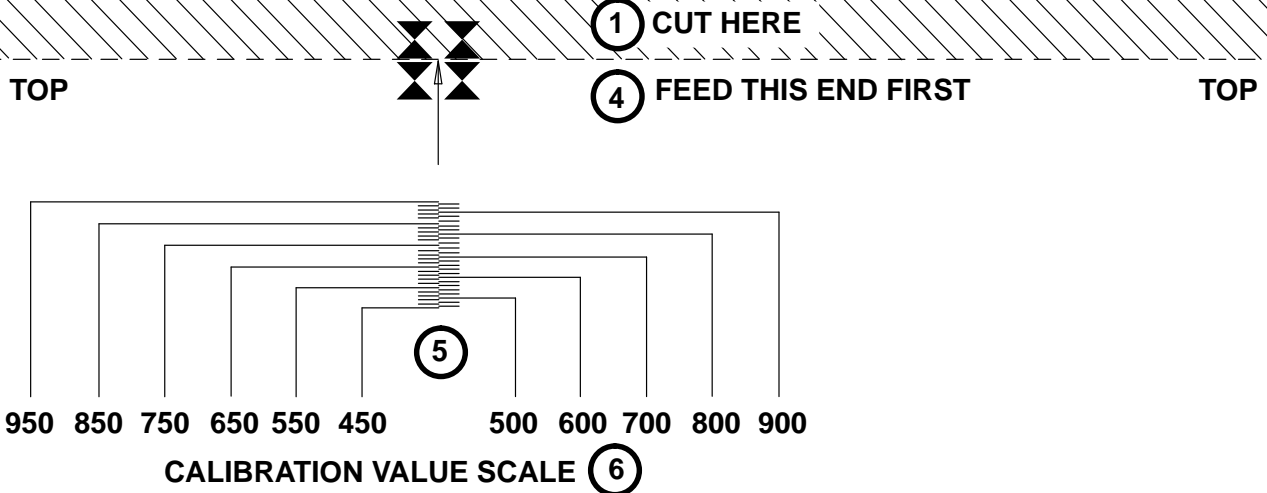
SET-UP

(1) **Cut the top of this chart along the dashed line.**

2 **Enter the "Change Parameter" menu and select parameter 200.**

   a) note existing value: _ _ _ _ _ _ _

   b) enter new value: 1500

MEASUREMENT

3 **Exit the Service Menu and**

   a) set Copy Reduction to: 100%

   b) set Resolution to: FINE

(4) **Load this sheet (after the top portion is removed) into the FAX document feed tray (print side down, top end first).   Make one copy.**

How to Read the Scale

```
                                    640
                                    620
            630 = = =
            610
  630  530                  580  680
  610  510                  560  660
  590  490                  540  640
  570  470                  520  620
  650 550 450           500 600 700
```
CALIBRATION VALUE SCALE
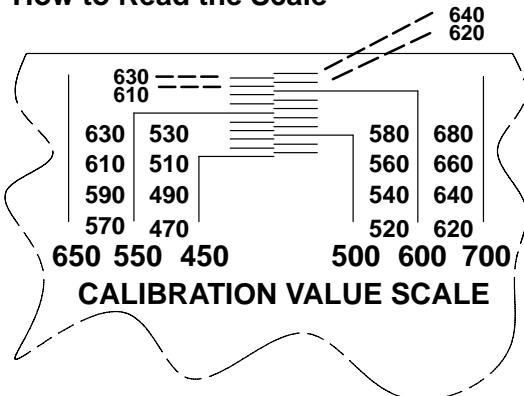
Moving from the left side to the right side, the scale increments by 10 for each scale tick mark (20 between tick marks on the same side). The highest readable value in this example is 640.

CALIBRATION

(5) **Look at the copy and find the top most tick mark of the Calibration Value Scale which is visible.**

(6) **Determine the Calibration Value corresponding to this tick mark. See "How to Read the Scale".**

7 **Enter this value at parameter 200 location using the "Change Parameter" menu. Calibration is complete.**

COMMUNICATION ERROR CODES

RECEIVE ERRORS (400 level codes) – Code numbers not listed are not used

CODE	DESCRIPTION	COMMENTS
401	DCN received	You are called by a fax that is polling and from the DIS you send, it is noted that there is no document to send. The calling fax then sends you a DCN (Sharp brand fax machines).
402	Line disconnect	You transmitted a DCN and dropped the line after waiting 3 seconds for a received frame from the transmitter or the line signal was gone more than 0.2 seconds.
403	Time-out	Typically occurs if you are called by a person instead of a fax. No fax commands are detected and you time-out.
404	No document to be polled	You have polled another fax that does not have a document to be polled. Ricoh FAX800 or an HP OfficeJet Series 300 will cause this error to be reported on the polling machine. Also may be caused if a Canon B200 polled the HP OfficeJet Series 300 but the Canon user did not press the <START> key soon enough to force the Canon to poll rather than manual receive.
411	No post MSG or local interrupt	This error occurs if the line drops or the calling fax aborts during the training phase of the receive. For the first page at least, the message is "Connecting..."
412	Line disconnect	Time-out on the HDLC buffer. If the HDLC buffer finishes due to a line drop and loss of data, the system will wait for the message to finish to resynch and retransmit data to the receiver. Receiver sent DCN and dropped line after waiting 3 seconds for a receive frame from the transmitter or the line signal was gone for more than 0.2 seconds.
413	DCN received	You have polled a fax and it disconnects instead of sending a page. The sender fails to pick the next page in the scanner. The sender presses STOP as the sender starts to transmit.
414	No documents to be polled	There were no documents to be polled.
415	Invalid DCS	DCS was received in the command frame but was invalid. A valid DCS must correspond to the products request for ECM mode ON or OFF.
416	Speed mismatch	Set if the DCS frame received from a remote transmitter contains a minimum scan speed non-compatible with the receiver's capabilities.
417	T30R (at least one page not confirmed)	In the non- error correction mode, the unit sent an RTN signal indicating that the page received had many bad lines and may not be readable (noisy line). In the error correction mode, the unit fails to receive a complete correct page after all attempts at resending.
419	System exception	The fax receive was aborted. The most common cause is lack of memory.
421	Phone disconnected	The user has disconnected the line after the voice session without continuing the fax session.

(Continued on next page)

COMMUNICATION ERROR CODES (Continued)

RECEIVE ERRORS (400 level codes continued) – Code numbers not listed are not used

CODE	DESCRIPTION	COMMENTS
422	Irrelevant response	In non-ECM mode the command received was none of the expected responses.
431	No local response for remote interrupt	Set by a receiver when working in ECM mode. The post-message voice request command was received and there was no local line request during T3 time-out.
432	Phone disconnected	The user has disconnected the line after the voice session without continuing the fax session while in ECM mode.
441	Phone disconnected	The user has disconnected the line after the voice session without continuing the fax session while in ECM mode.
451	Phone disconnected	The user has disconnected the line after the voice session without continuing the fax session while in ECM mode.
461	Time-out	T2 timer time-out waiting for a command following an RNR.
462	DCN received	A DCN was received in a command frame that was received in response to RNR. The local unit ran out of memory while receiving. When the sender asked RR (receive ready?), your unit sent RNR (receiver not ready). The sender will ask RR for 1–4 minutes and when it gives up waiting, will send a DCN (disconnect) back to you.
463	Line disconnect	Receiver sent DCN and dropped the line after waiting 3 seconds for a received frame from the transmitter or the line signal was gone more than 0.2 seconds.
464	Irrelevant response	In ECM mode the command received was not expected.
471	Time-out	T2 timer time-out waiting for a command following an RNR.
472	ERR transmitted	Set by a receiver in ECM if a transmitter decides to abort re-transmissions of current block/page/document after 4 unsuccessful retries and possible fallbacks in modem speed.
473	DCN received	A DCN was received in a command frame that was received in response to RNR.
474	Line disconnect	Receiver sent DCN and dropped the line after waiting 3 seconds for a received frame from the transmitter or the line signal was gone more than 0.2 seconds.
475	Irrelevant response	In ECM mode the command received was not expected.
481	Irrelevant response	In ECM mode, the command received was not RR.

(Continued on next page)

COMMUNICATION ERROR CODES (Continued)

TRANSMIT ERRORS (500 level codes) – Code numbers not listed are not used

CODE	DESCRIPTION	COMMENTS
501	Line busy	Busy tone detected during initial handshake. "BUSY" displayed on journal.
502	DCN received	A DCN was received in a command frame that was received in response to CNG. The remote side ended the session by sending DCN (disconnect) very early in the session setup. Between 2 HP OfficeJet Series 300s, you can cause this condition by pressing STOP on the receiving unit immediately upon seeing the "Answering..." display.
503	Line disconnect	Receiver sent DCN and dropped the line after waiting 3 seconds for a received frame or the line signal was gone more than 0.2 seconds.
504	Irrelevant response	Command following CNG was not valid.
505	Time-out	T1 timer elapsed and no response received. "No answer" displayed on journal report.
511	Incompatible remote receiver	Receiver is non-compatible for customizable functions.
512	Incompatible remote receiver	Receiver is non-compatible or polling was requested and denied.
513	Polling password incorrect	You were polled and there was no document to send.
514	No documents to be polled	The polling unit does not look at the DIS which says we do not have a document to poll and requests us to send one anyway.
515	Time-out	Timer has elapsed.
521	DCN received	DCN was received in a response frame following the training phase. The remote side ended the session by sending DCN (disconnect) during the session setup. Between 2 HP OfficeJet Series 300s, you can cause this condition by pressing STOP on the receiving unit immediately upon seeing the "Connecting..." display.
522	Line disconnect	Receiver sent DCN and dropped the line after waiting 3 seconds for a received frame or the line signal was gone more than 0.2 seconds.
523	No response on all retries	No response was received on all 3 attempts to establish connection with DCS. We lost connection with the receiver, either because the line dropped or because the receiver hung up.
524	Identification received	Failure to sync with the remote unit. The line may be defective which keeps the remote unit from seeing the DCS command.
525	Fallback impossible	Fallback in modem speed is needed but impossible (for example: receiver supports V.29 but V.27 is needed). All attempts to train with the remote unit have failed. The HP OfficeJet Series 300 attempts to train at 9600, 7200, 4800 and 2400 baud.

(Continued on next page)

COMMUNICATION ERROR CODES (Continued)

TRANSMIT ERRORS (500 level codes continued) – Code numbers not listed are not used

CODE	DESCRIPTION	COMMENTS
526	Irrelevant response	The response received following the DCS + training was not valid (expected CFR).
531	Irrelevant response	The response received following the transmission of MPS, EOP, EOM was incorrect. Check diagnostic bits 11 and 12.
532	DCN received	DCN was received in a response to the transmittal signal. Check diagnostic bits 11 and 12.
533	Line disconnect	Receiver sent DCN and dropped the line after waiting 3 seconds for a received frame or the line signal was gone more than 0.2 seconds.
534	No response on all retries	The connection was lost either because the line was dropped or the receiver hung up.
535	Fallback impossible	Fallback in the transmission of post messages is not possible. Remote receiver does not respond with a RTP or RTN or the transmitter can't retransmit. If the session is non-ECM and the receiver responded RTN after the sending unit sent a page, the sending unit will train down to a slower speed for the next page. After 2400 baud fails, the unit cannot train down any slower and reports error code 535. In ECM mode, the error might be possible, but the sequence would be different (not using RTN).
536	At least one page not confirmed	Occurs in non-ECM mode when there are many errors on a page. The page received was not readable.
541	Phone disconnected	The user has disconnected the line after the voice session without continuing the fax session.
542	Time-out	The T3 operator intervention timer has expired.
543	Irrelevant response	The response received after the transmission of a voice request to the remote sender was not a DIS.
551	DCN received	DCN was received in a response to the transmitted signal. Check diagnostic bits 11 and 12.
552	Line disconnect	Receiver sent DCN and dropped the line after waiting 3 seconds for a received frame or the line signal was gone more than 0.2 seconds.
553	No response on all retries	The connection was lost with the receiver either because the line was lost or the receiver hung up.
554	Irrelevant response	The response received following the transmission of PPS-NULL, PPS-MPS, PPS-EOM was incorrect. Check diagnostic bits 11 and 12.
555	Fallback impossible	System is unable to receive a valid ECM transmission at any baud rate.

(Continued on next page)

COMMUNICATION ERROR CODES (Continued)

TRANSMIT ERRORS (500 level codes continued) – Code numbers not listed are not used

CODE	DESCRIPTION	COMMENTS
561	DCN received	DCN was received in a response to the transmitted signal. Check diagnostic bits 11 and 12.
562	Line disconnect	Receiver sent DCN and dropped the line after waiting 3 seconds for a received frame or the line signal was gone more than 0.2 seconds.
563	No response on all retries	The connection was lost with the receiver either because the line was lost or the receiver hung up.
564	Irrelevant response	The response received following the transmission of PPS-NULL, PPS-MPS, PPS-EOM was incorrect. Check diagnostic bits 11 and 12.
565	No cont. with next message	Set by a transmitter (ECM) when it aborted retransmissions of current block/page/document after 4 unsuccessful retries and possible fallbacks in modem speed.
566	At least one page not confirmed	ERR was received from the receiver in response to EOR–MPS, -EOP, -EOM, or -NULL.

These examples will help understand how the communication error coding works.

What the user sees on the display:	NOISY LINE
What is in the error code:	463
Code description:	4 = Receive
	6 = State VIIIa
	3 = T30R LINE DISCONNECTED
What it means:	The user was receiving a document from a remote transmitter when the line disconnected.

What the user sees on the display:	LINE BUSY
What is in the error code:	501
Code description:	5 = Transmit
	0 = State T
	1 = T30R LINE BUSY
What it means:	The user was attempting to transmit a document and was in the first state (T) of transmit. The line on the other end was already off-hook.

Power-On Initialization Tests

When first powered-on, the HP OfficeJet Series 300 performs a series of tests during the initialization sequence. The control panel will briefly display "**Servo Processor Revision x.x.**", even if no firmware is installed. If the initialization cannot proceed past this display, the firmware should be checked (or installed if missing). The next display shown will be "**Self Test Please Wait**".

Refer to the following table for a description of the power-on self tests performed.

	Power-On Initialization Sequence Tests	
Test #	**Test**	**Description**
1	Test RAM Memory	Checks RAM not used for system.
2	Test ROM	Firmware checksum.
3	Scanner Check	Calibrates scanner. Calibrated sensitivity level checked against a minimum reference level.
4	Printer Mechanism Check	Paper drive motor is briefly driven, carriage driven to service station position, presence of encoder feedback checked, extreme left carriage position located, paper pick mechanism exercised, pen presence and ink level detected, carriage returned to service station.
5	SRAM Checksum	Catches SRAM corruption or SRAM lost due to a low or defective battery.
6	LIU Code #	Matches the LIU code read from the LIU to that which is already stored in SRAM.
7	SRAM Version #	Compares the SRAM version number read from firmware to that which is already stored in SRAM.
8	LIU Check	Checks if the LIU is present. A system error code will be displayed if there is no LIU.

When the display reads "**Ready (receive mode) (date) (time)**", the test is complete.

If an error is detected, an error message or diagnostic code will be displayed. If necessary, refer to the display messages and diagnostic codes presented earlier in this chapter.

Special Menus and Functions

Special menus and various functions can be accessed through multiple (simultaneous) button presses while powering on the HP OfficeJet Series 300. These button combinations should be held prior to and during powering on until the display reads "**Self Test Please Wait**". Most of these functions can also be accessed through the Service and Factory menus described later in this section. Using these functions should be limited to only accessing the Service and Factory menus, for transferring the settings of one HP OfficeJet Series 300 to another, and for resetting parameter values.

Refer to the following table for accessing the special menus and functions.

Special Menus and Functions		
Buttons to be pressed	**Menu/Function accessed**	**Use**
* and 7	Menus access	Accesses 3 menus: Service and Factory, Regulatory Settings and Underware. Only the Service and Factory menus should be accessed by persons other than HP authorized repair center personnel.
4 and **7**	Local Receive	Used when copying or transferring the user settings from one HP OfficeJet Series 300 to another HP OfficeJet Series 300 locally. The two HP OfficeJet Series 300s are connected by a common phone cord between each LINE telephone connection. This HP OfficeJet Series 300 will be cloned to the other since this one is set to receive the data. The data transfer is automatic. It does not matter which HP OfficeJet Series 300 is powered on first.
4 and **1**	Local Send	Used when copying or transferring the user settings from one HP OfficeJet Series 300 to another HP OfficeJet Series 300 locally. The two HP OfficeJet Series 300s are connected by a common phone cord between each LINE telephone connection. The other HP OfficeJet Series 300 will be cloned to this one since this one is set to send the data. The data transfer is automatic. It does not matter which HP OfficeJet Series 300 is powered on first.
* and **1**	Full Reset	Will reset all settings and user menu setup items to factory default settings except for parameter 200 (scanner calibration) unless this value is out of range. Header, speed dial numbers, etc. will be erased.
* and **4**	Partial Reset	Will reset most user menu setup items except for header name and number, speed dial numbers, journal entries, broadcast header and numbers, and the Mercury number (U.K. only). Parameters 1 through 127, 155, 175 through 179, 200, 201, and 226 through 229 are not reset.

Also, after the HP OfficeJet Series 300 is powered on and in the "**Ready**" state, pressing the **5** and **2** buttons simultaneously will produce a one-page demo printout which includes a listing of many of the product's features and capabilities.

Service and Factory Menu

Located in the Service and Factory Menu structure are several unique tests and procedures which can be used to help isolate problems, perform remote diagnostics and change internal parameters.

Service and Factory Menu Structure

This menu tree shows the structure of the Service and Factory Menu presented on the following pages.

SHOW CODE REVISION
|

SHOW FAILURE CODE
|

FACTORY DEFAULTS   (press * and 1)
|

SET PANEL LANGUAGE ——— | English (default for U.S.)
   (parameter 118 affected)   Dutch
                                   French
                                   German
                                   Spanish

PRINT CALIB CHART
(parameter 200 affected)
|

PRINT STORED PARAMS
|

CHANGE STORED PARAMS
|

REMOTE OPERATIONS ——— | Receive from REMOTE
                        Send to REMOTE
                        Receive from LOCAL (press 4 and 7)
                        Send to LOCAL (press 4 and 1)

TEST MENU ——————— | Printer Motor Test
                    Scanner Motor Test
                    Sensor Test
                    Front Panel Test
                    Scanner Light Test
                    Transmission Test
                    Monitor Test
                    LIU Test
                    Tel Test

BENCH RUN TESTS ——————— | Extended Bench Run
                          Start std Bench Run

There are two methods that can be used to access the Service and Factory Menu as follows:

- Press the ***** and **7** buttons simultaneously while powering on the HP OfficeJet Series 300.

- From the "**Enter Header Number**" display, first use the **Backspace** button to erase the currently displayed header number (if present), then press the **Redial/Pause**, *****, **Redial/Pause**, **2**, **3**, **2** and **Enter/Save** buttons in sequence.

Two other menu headings will also appear. The Regulatory Settings and the Underware menu headings will be seen as well as the Service and Factory Menu headings. **Do NOT attempt to access or use the Regulatory Settings or Underware menus**. These should only be accessed by HP factory personnel.

Once the Service and Factory Menu has been accessed, it will remain part of the main menu structure until the HP OfficeJet Series 300 is powered OFF. Cycling the power OFF and then ON will return the main menus back to normal (the Service and Factory Menu will no longer be accessible). To reaccess the Service and Factory Menu, this procedure will need to be restarted.

When the Service and Factory Menu is made accessible, the following features will change:

- The menu settings report will print out all available menu structures.

- The Self Test report will also print out a complete parameter listing (firmware revision dependent).

- An error report will include a more detailed listing of the diagnostic code.

The same method used to navigate and select user menu functions is also used for the Service and Factory Menu. All the various functions and tests available in the Service and Factory Menu are listed in the following paragraphs.

Show Code Revision: The current firmware revision level is displayed for 5 seconds.

Show Failure Code: The last system error failure code is displayed for 5 seconds.

Factory Defaults: Sets all user and parameter settings to default. Once selected, pressing the **Start/Copy** button will continue the default procedure. Pressing any other button will exit the selection. The HP OfficeJet Series 300 must be powered OFF and then ON to begin using the default values. This menu item may also be selected by pressing the ***** and **1** buttons simultaneously while powering the unit ON.

Set Panel Language: Will set the front panel display to the selected language option. Available options are English, Dutch, French, and German. The default language setting is determined by the Line Interface Unit installed as prescribed by the unit's country of destination for shipment.

Print Calib Chart: The distance between the page detect sensor and the location of the scanner will vary between machines due to parts tolerances. This variation affects the top scanning margin. The scanner position calibration will adjust the top margin. The Print Calib Chart is used for this procedure and contains the following features:
1. A check to see if a calibration is successful or needed
2. Instructions on how to perform the calibration
3. Calibration scale used to select the correct parameter value

To check if a calibration is needed, first print the Calibration Chart. Then cut the top of the chart along the dotted line. Set the HP OfficeJet Series 300 copy reduction setting to 100%. Make one copy of the chart by feeding the top end first into the document feeder. If the hour-glass figure printed on the chart is either completely visible or not visible at all, a calibration is needed. Ideally, one–half of the hour-glass figure should be visible. A detailed description of this procedure is provided in chapter 4 of this manual.

Print Stored Params: following:

A four-page hard copy printout of all parameter values. The report provides the
1. Parameter number
2. Brief parameter description.
3. Current parameter values.
4. Default parameter values if different from the current value.

Change Stored Params:

Provides the ability to change the value of any parameter. After selecting this item, the procedure to change a parameter value is as follows:
1. Type in the parameter number to be changed, then press "Enter/Save"
2. Type in the desired parameter value, then press "Enter/Save"
The new value is now stored and will be retained even if the unit is powered OFF.

Remote Operations:

Allows parameter values to be sent to, or received from, a remote or local device. There are four menu selections available from this menu item as follows:

Receive from REMOTE: The remote device must have "**Remote Service**" selected to **ON** from the "Phone Setup" User Menu. After selecting this item, the display will request the remote fax machine's number. The remote HP OfficeJet Series 300 will be called and all parameter values will be copied into the calling unit, including all the user menu setup items. The calling HP OfficeJet Series 300 will be effectively cloned to the remote HP OfficeJet Series 300.

Send to REMOTE: The remote device must have "**Remote Service**" selected to **ON** from the "Phone Setup" User Menu. After selecting this item, the display will ask if you want to send the remote device all parameter values or only non-user menu items:
1 = All (all parameter values)
2 = Params only (non-user menu parameters only)
Selecting *ALL* will effectively clone the remote device to the calling device including header information and speed dial numbers. Selecting *Params only* will not affect the remote device's header or speed dial number information or any other settings from the normal user menu.

Receive from LOCAL: This feature is used between two HP OfficeJet Series 300s that are connected by a common phone cord plugged into the LINE connector on each device. An outside phone service or telephone line simulator is not required. Selecting this menu item will clone this device to the other HP OfficeJet Series 300. The other HP OfficeJet Series 300 must be set to *Send to LOCAL* before data will actually be received. This feature may also be selected by pressing the **7** and **4** buttons simultaneously while powering the unit ON.

Send to LOCAL: This feature is used between two HP OfficeJet Series 300s that are connected by a common phone cord plugged into the LINE connector on each device. An outside phone service or telephone line simulator is not required. Selecting this menu item will clone the other HP OfficeJet Series 300 to this device. The other HP OfficeJet Series 300 must be set to Receive from *LOCAL* before data will actually be received. This feature may also be selected by pressing the **4** and **1** buttons simultaneously while powering the unit ON.

Note: The order in which you select *Receive from LOCAL* and *Send to LOCAL* devices is not important.

Test Menu: This menu allows access to the following separately selectable tests:

Printer Motor Test: Remove any paper from the input tray before selecting this test. The paper pick mechanics are tested continuously until the **Stop** button is pressed. The front cover and access door may be opened after the test has started, to allow the test components to be viewed during the test. Components tested include:
1. Printer stepper motor
2. Carriage Actuated lever
3. Engagement clutch

Scanner Motor Test: The automatic document feed mechanism of the scanner is tested continuously. until the **Stop** button is pressed. The front cover may be opened after the test has started to allow viewing of the following tested components:
1. Scanner stepper motor
2. Transmission gears/clutch
3. Pick roller
4. Drive roller
5. Kickout roller

Sensor Test: Allows manual testing of the five optical and mechanical sensors. A five-digit binary word is displayed on the front panel. Each digit is assigned to a specific sensor and will toggle from "0" to "1" when the sensor is activated. A "0" is displayed when the sensor in inactive and a "1" displayed when the sensor is activated. The front cover may be opened after the test has started to allow access to some sensors. Pressing the **Stop** button will exit the test.

In order, from left to right, the digits are assigned to the sensors indicated below:
1. Front panel cover open sensor (micro switch)
2. Print mechanism paper sensor
3. Input tray paper sensor
4. Scanner document present sensor
5. Scanner end of document sensor

Front Panel Test: A 2- by 14- digit binary array is displayed on the front panel display. Each binary digit is assigned to a particular front panel button. As each button is pressed, the assigned digit will toggle from "0" to "1" and from "1" to "0" when pressed again. Pressing the **Stop** button will exit the test.

Scanner Light Test: Lights all segments of the scanner bar LED. The front cover may be opened after the test has started to allow viewing of the LED bar during testing. Pressing the **Stop** button will exit the test.

Transmission Test: Pressing the left arrow (◀) button will invoke the following transmission sequence (ensure the volume is loud enough to hear the signals):
Off hook (should hear dial tone)

V.29	9600 bps	V.29	7200 bps
V.27	4800 bps	V.27	2400 bps
V.21	300 bps	2100 Hz (CED)	
1100 Hz (CNG)		1000 Hz (Test)	
Digit 1		Digit 2	
Digit 3		Digit 3	
Digit 5		Digit 6	
Digit 7		Digit 8	
Digit 9		Digit 0	
Digit *		Digit #	

On hook (no tone)

Monitor Test:	This test is used to determine if the HP OfficeJet Series 300 is sensing a false calling CNG tone, which would cause the unit to interrupt a voice call while in Fax/TAM receive mode. Two modes are available in this test, On-hook and Off-hook monitor tests. Pressing the left arrow (◄) button will toggle between the two monitor modes.The Off-hook monitor mode simply detects the presence of a dial tone. The On-hook monitor mode detects the presence of a ring and calling (CNG) tone. The number of rings detected as well as the ring frequency is displayed when the HP OfficeJet Series 300 is called. If a telephone handset or answering machineanswers the call, the number of CNG tones detected is displayed. Pressing the **Stop** button will exit the test.

LIU Test: This test will check the following line interface unit functions:
1. LIU identification
2. LIU inputs
3. LIU outputs
The LIU identification includes the country-specific option and LIU revision level. LIU codes and their associated country assignments are as follows:

LIU Code	Country	LIU Code	Country
15	USA	23	Australia
47	France	39	Germany
35	Netherlands	31	United Kingdom
25	India	4	Korea
6	China		

The LIU inputs detected are defines as follows:

rdt	ring detect will toggle between "Y/N" during an incoming call
tlp	Telsep loop current will display "N" if the attached handset is On-hook and "Y" if it is Off-hook
mlp	Modem loop current is for Europe only and will display "Y" for Off-hook and "N" for On-hook

The LIU outputs detected are defined as follows:

ex	press the **1** button to activate the exclusion relay which is the main Off-hook relay
pu	press the **2** button to activate the pulse dial relay which is used for pulse dialing
sh	press the **3** button to activate the shunt relay (used only in Europe)
gr	press the **4** button to activate the ground start relay (used for German PBX systems)

Tel Test:	Tests the dialing capability of the HP OfficeJet Series 300 without having to use the Fax portion of the mechanism.
Bench Run Test:	Allows testing of the HP OfficeJet Series 300 in unattended mode. Paper must be loaded in the input tray and up to twenty documents should be loaded in the automatic document feeder. Both printing and scanning functions are exercised. The two bench run optionsavailable are: 1. Extended Bench Run – allows you to select how long to perform the bench run test 2. Start std Bench Run – (standard test) runs through 120 cycles of the bench run test **Note:** The only way to exit the bench run test is to power the unit OFF.

System Error Codes

System error codes may be displayed on the front panel display. They are recorded at parameter locations 176 through 179. Printing the Stored Parameter Report from the Service and Factory Menu will provide a printed copy of all the parameter values. Individual parameter values may be viewed using the Changes Stored Parameters feature also in the Service and Factory Menu.

The error codes are recorded sequentially starting at parameter location 176. If more than four system errors have occurred, the previously recorded error codes will be overwritten in a wrap-around manner. In this case, the last four error codes will be known but the last error that occurred cannot be determined.

Refer to the following table for a description of the system error codes and recommended actions. Replacement of the Main PCA, LIU, scanner parts, and print mechanism should be referred to the HP Customer Support Center for repair arrangements. Do not attempt to repair the unit.

System Error Codes		
Error Code Number	**Description**	**Recommended Action**
105, 107	ROM test failed	Cycle power. If error persists, replace/reseat ROMs.
106, 108, 110	RAM/SRAM failed	Cycle power. If error persists, replace Main PCA battery.
111	Character ROM failed	Replace Main PCA.
205, 208, 209, 210, 211, 212, 213	Scanner failure	Cycle power. If error persists, check the scanner cable connections, clean the scanner glass, replace scanner. For codes 208 - 213, note the code number and call for service.
301	LIU failure	Cycle power. If error persists, replace/reseat LIU. Replace Main PCA.
all 400s and 500s	Fax firmware failure	Cycle power. If error persists, note the code number and call for service.
all 600s and 700s	Firmware error	Cycle power. If error persists, note the code number and call for service.
778	Firmware error	If error occurs on power up, indicates Main Board revision check failed.
801	Servo shutdown	Power OFF the unit. Check for obstruction of pen carriage. If error persists, replace print mechanism.
all 800s except 801	Firmware error	Cycle power. If error persists, note the code number and call for service.
901 "Stored data lost call for service"	Battery failure	Cycle power. If error persists, replace battery on Main PCA.
902 "Stored data lost check settings"	SRAM corrupted	Cycle power. If error persists, replace the Main PCA.

User Menu - Associated Parameter Structure

Certain user menu selections either affect, or are affected by, various internal parameters. The following diagram shows the various user menu functions and the associated parameter numbers whose values are affected by the user menu item.

HP OfficeJet Series 300 User Menu - Associated Parameter Structure

Menu Hierarchy – Left to right, top to bottom   (Default settings are in bold typeface)   Parameter Number(s) Affected

Time/Date, Header	Time/Date- Fax Header			**(116 / 117)**
Reports	Fax log	Print Now Automatic Log	Last fax/Last 30 faxes **Error only**/Send or error/ Send only/Off	**(130)**
	Speed Dial Menu Settings Self Test Print Demo Print All			
Fax/Copy Contrast	**Normal**/Lighten/Darken			(**143**)
Paper Size	**Letter** = 8.5 x 11 in./A4 = 210 x 297 mm Legal = 8.5 x 14 in./Exec = 7.25 x 10.5 in./Envelopes			(**115**)
Fax Settings	Speed Dial Setup Group Dial Setup			
	Phone Setup	Rings to Answer **2**, 3, 4, 5		(**005**)
		Ringer **On**/Off		(**136**)
		Ring/Beep Volume **Soft**/Loud		(**141**)
		Button Beeps **On**/Off		(**149**)
		Dialing Mode **Tone**/Pulse		(**067**)
		Auto Redial **On**/Off		(**098**)
		Distinctive Ring On/**Off**		(**004**)
		Remote Service On/**Off**		(**151**)
	Send Fax Later	Setup/Cancel Send		
	Polling Setup	Receive/Send		
	Backup Reception	**On**/Off		(**139**)
	Silent Detect	On/**Off**		(**018**)
	Auto Reduction	**On**/Off		(**140**)
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/ASCII/ Spanish ISO 17/Portug ISO 16/PC-850/ ECMS-94/HP Legal		(**132**)
	Carriage Return	**CR only**/CR and LF		(**133**)
	Perf Skip Mode	**On**/Off		(**134**)
	Text Scale Mode	On/**Off**		(**135**)
Copier Settings	Copy Reduction	**100%** to 75% in 5% steps (Legal-to-Letter) /70%		(**142**)

Also, the following immediate action front panel buttons affect parameter values:

Resolution	(**144, 145**)
Receive Mode	(**003, 017**)

HP OfficeJet Series 300 Parameter Descriptions

The parameter database is initialized from internal tables based on the LIU country code and revision. Many of these parameters are modifiable by the user or support person and are not initialized whenever the unit is powered ON. Changes made will normally be retained. Parameter values will initialize to default values under the following circumstances:

- First startup at factory

- Startup after battery failure

- Factory (or full) reset

- LIU replacement

Refer to the following parameter listing for a description and value(s) for each parameter number. The units describe the range of selection (in parenthesis) and incremental units for that range. Default values for various countries are specified in the listing. Parameters shown with an "*" are affected by the User menu.

LIU (Line Interface Unit) Identification

Parameter #	Description	Units
1	LIU ID interface code. Code displayed depends on the country LIU installed Code Country 15 United States 23 Australia 47 France 39 Germany 35 Netherlands 31 United Kingdom 25 India 4 Korea 6 China	N/A
2	LIU Revision code. Also depends on the LIU installed. Values of 0 through 3 are supported. For example: Default = 0 (=rev. 0) Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 1	0–3

Ring Detection and Auto Answering

Parameter #	Description	Units
3*	Auto answer enabled. Modified by the user using the \<Receive Mode\> key. If TRUE then HP OfficeJet Series 300 will automatically answer and attempt to receive a fax after the set rings to answe Country Default United States 1 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 1 Korea 1 China 1	0 = FALSE 1 = TRUE
4*	Distinctive ring detection mode. Determines the types of rings that are counted. HP OfficeJet Series 300 can only be set to detect any non–single ring. This parameter is selected by the customer from the Phone Setup menu Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = OFF 4 = ON
5*	Rings to answer. Minimum number of rings that must be detected before HP OfficeJet Series 300 will automatically answer if the receive mode is set to AUTO. Users may select from 2 thru 5 rings from the Phone Setup menu. Country Default United States 2 Australia 2 France 2 Germany 2 Netherlands 2 United Kingdom 2 India 2 Korea 2 China 2	1 ring (1 ring to 15 rings)

6	Ring detect low frequency. Minimum valid frequency for the incoming ring signal. <u>Country</u> <u>Default</u> United States 15 Australia 13 France 25 Germany 21 Netherlands 20 United Kingdom 15 India 15 Korea 15 China 15	1 Hz (10 Hz to 99 Hz)
7	Ring detect high frequency. Maximum valid frequency for the incoming ring signal. <u>Country</u> <u>Default</u> United States 68 Australia 58 France 60 Germany 60 Netherlands 55 United Kingdom 40 India 68 Korea 68 China 68	1 Hz (10 Hz to 99 Hz)
8	Ring envelope minimum ON time. Minimum time an entire ring signal must be present to be counted as 1 ring. The entire ring signal may consist of several ring bursts separated by periods of silence. <u>Country</u> <u>Default</u> United States 150 Australia 180 France 500 Germany 250 Netherlands 300 United Kingdom 300 India 150 Korea 150 China 150	1 ms (50 ms to 10000 ms)

Parameter #	Description	Units
9	Ring envelope maximum ON time. Maximum time an entire ring signal can be present to be counted as 1 ring. The entire ring signal may consist of several ring bursts separated by periods of silence. Country Default United States 8000 Australia 8000 France 8000 Germany 8000 Netherlands 8000 United Kingdom 8000 India 8000 Korea 8000 China 8000	1 ms (50 ms to 10000 ms)
10	Ring envelope minimum OFF time. Minimum time between ring envelopes, where each ring envelope may consist of a single or multiple rings. Once this time has expired the ring count is incremented. Country Default United States 1000 Australia 1000 France 1000 Germany 1000 Netherlands 2000 United Kingdom 1000 India 1000 Korea 1000 China 1000	1 ms (200 ms to 20000 ms)
11	Ring envelope maximum OFF time. Maximum time between ring envelopes after which the ring count is reset to zero. When this period of silence has expired all ringing is considered complete. Country Default United States 8000 Australia 8000 France 7000 Germany 8000 Netherlands 8000 United Kingdom 8000 India 8000 Korea 8000 China 8000	1 ms (200 ms to 20000 ms)

Parameter #	Description	Units
12	Ring burst minimum ON time. Minimum time a single ring signal must be active before it is counted. If this time is not exceeded the ring burst is ignored. <u>Country</u> <u>Default</u> United States 100 Australia 100 France 100 Germany 250 Netherlands 100 United Kingdom 100 India 100 Korea 100 China 100	1 ms (50 ms to 1000 ms)
14	Ring burst minimum OFF time. Minimum time that must occur between two ring bursts if they are to be counted as two individual bursts. <u>Country</u> <u>Default</u> United States 100 Australia 100 France 100 Germany 250 Netherlands 100 United Kingdom 100 India 100 Korea 100 China 100	1 ms (50 ms to 1000 ms)
15	Minimum number of rings. This is the minimum ring count the user can enter. This is used for data entry validation only. <u>Country</u> <u>Default</u> United States 1 Australia 1 France 2 Germany 2 Netherlands 2 United Kingdom 2 India 1 Korea 1 China 1	1 ring (1 ring to 15 rings)
16	Maximum number of rings. This is the maximum ring count that the user can enter. This is used for data entry validation only. <u>Country</u> <u>Default</u> United States 6 Australia 6 France 5 Germany 6 Netherlands 7 United Kingdom 6 India 6 Korea 6 China 6	1 ring (1 ring to 15 rings)

Eavesdrop Detection and Automatic Answering

Parameter #	Description	Units
17*	Eavesdrop enable. If TRUE then HP OfficeJet Series 300 will attempt to detect an incoming fax when a downstream or parallel telephone (or TAM) answers. Selected by the user using the <Receive Mode> key. <u>Country</u> <u>Default</u> United States 1 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 1 Korea 1 China 1	0 = FALSE 1 = TRUE
18*	Silent detect enable. Incoming faxes are detected though the presence of CNG tone or a sufficient period of silence. If TRUE then silent detection is attempted. Selected by the user using the Fax Settings menu. <u>Country</u> <u>Defaul</u> United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE
19	Parallel detect enable. If TRUE, then eavesdrop detection is attempted when either a parallel or downstream telephone (or TAM) answers. If FALSE then detection is attempted only with a downstream device. <u>Country</u> <u>Default</u> United States 1 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 1 Korea 1 China 1	0 = FALSE 1 = TRUE

Parameter #   Description   Units

Parameter #	Description	Units
20	Eavesdrop evaluation time. Eavesdrop is automatically started (and restarted) when each ring ends. It is automatically deactivated after this time. Country Default United States 60 Australia 60 France 30 Germany 60 Netherlands 60 United Kingdom 60 India 60 Korea 60 China 60	1 sec (10 sec to 120 sec)
21	Calling tone minimum ON time. Minimum time a CNG tone must be present for the tone sequence to be valid. Country Default United States 350 Australia 350 France 350 Germany 350 Netherlands 350 United Kingdom 350 India 350 Korea 350 China 350	1 ms (100 ms to 1000 ms)
22	Calling tone maximum ON time. Maximum time a CNG tone can be present for the tone sequence to be valid. Country Default United States 800 Australia 800 France 800 Germany 800 Netherlands 800 United Kingdom 800 India 800 Korea 800 China 800	1 ms (100 ms to 1000 ms)
23	Calling tone minimum OFF time. Minimum period of silence that must exist between CNG tones for the tone sequence to be valid. Country Default United States 2000 Australia 2000 France 2000 Germany 2000 Netherlands 2000 United Kingdom 2000 India 2000 Korea 2000 China 2000	1 ms (1000 ms to 15000 ms)

Parameter #	Description	Units
24	Calling tone maximum OFF time. Maximum period of silence that can exist between CNG tones for the tone sequence to be valid. Country Default United States 8000 Australia 8000 France 8000 Germany 8000 Netherlands 8000 United Kingdom 8000 India 8000 Korea 8000 China 8000	1 ms (1000 ms to 15000 ms)
25	Calling tone maximum dropout time. Maximum duration of dropout which can interrupt a CNG tone. If the dropout is less than this time, then the CNG tone will be processed as a single continuous tone. Country Default United States 100 Australia 100 France 100 Germany 100 Netherlands 100 United Kingdom 100 India 100 Korea 100 China 100	1 ms (0 ms to 500 ms)
26	Calling tone minimum count. Minimum number of CNG tones that must be detected for an incoming fax to be detected. Country Default United States 2 Australia 2 France 1 Germany 2 Netherlands 2 United Kingdom 2 India 2 Korea 2 China 2	1 tone (1 tone to 15 tones)
27	Calling tone detect threshold. Sets the detection threshold for any received CNG tone. If the CNG tone is below this level it will not be detected. Country Default United States 350 (–0.1 dBm) Australia 350 (–0.1 dBm) France 450 (–0.1 dBm) Germany 350 (–0.1 dBm) Netherlands 350 (–0.1 dBm) United Kingdom 350 (–0.1 dBm) India 450 (–0.1 dBm) Korea 350 (–0.1 dBm) China 450 (–0.1 dBm)	10 (260 to 510)

Parameter #	Description	Units
28	Silence minimum time. An incoming fax will be detected if this period of silence is detected. Silent detection is only intended to apply to downstream TADs. Silent detection will only start after an OGM has been detected and if downstream activity is detected. Country Default United States 3000 Australia 3000 France 3000 Germany 3000 Netherlands 3000 United Kingdom 3000 India 3000 Korea 3000 China 3000	1 ms (1000 ms to 15000 ms)
29	FAX TAM interface enable. If TRUE then the user will be able to select FAX/TAM as a receive configuration. If FALSE the FAX/TAM selections will not be seen by the user when selecting a receive mode. Intended for countries which do not allow FAX/TAM support. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE
30	Calling tone auto stop enable. If TRUE, HP OfficeJet Series 300 will stop transmitting the CNG signal as soon as 750 ms of an incoming CED signal has been detected. If this value is FALSE, it will transmit the CNG signal until T30 frames are detected. Country Default United States 0 Australia 0 France 1 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE

Connection Establishment

Parameter #	Description	Units
31	Line seizure delay timer. Specifies the minimum time between the completion of an outgoing or incoming call and the automatic dialing of the next outgoing call. Country Default United States 5000 Australia 5000 France 6500 Germany 7000 Netherlands 7000 United Kingdom 3500 India 5000 Korea 5000 China 5000	1 ms (0 ms to 15000 ms)
32	Pre OFF hook shunt. Defines the time the LIU shunt will be active. The shunt is activated just prior to when HP OfficeJet Series 300 goes OFF hook. Not supported by all LIUs. Country Default United States 0 Australia 325 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (0 ms to 1000 ms)
33	(Reserved)	
34	Modem loop current failure test enable. Controls is a modem loop current test is performed after HP OfficeJet Series 300 has dialed a number or after it has answered an incoming call. If TRUE it will continuously test for the absence of loop current. If no loop current is detected the fax session will be aborted. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE

Parameter #   Description   Units

Parameter #	Description	Units
35	Modem loop current test enable. Controls if a modem loop current test is performed after HP OfficeJet Series 300 has connected to the external line and before dialing is started.. If TRUE, HP OfficeJet Series 300 will test for the presence of loop current after going OFF hook prior to dialing. If loop current is not detected, the fax session is aborted. Country Default United States 0 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE
36	Modem loop current detection time minimum. Minimum time that continuous modem loop current must be present when the machine fist connects and a loop current test is performed. Also, this is the minimum time that loop current must be absent once dialing has completed, when performing the loop current failure test. Country Default United States 0 Australia 200 France 250 Germany 200 Netherlands 200 United Kingdom 200 India 0 Korea 0 China 0	1 ms (0 ms to 15000 ms)
37	Modem loop current detection delay. The delay that occurs before starting the loop current failure test. Allows time for the network to settle after dialing and prevents "open switch interrupts" from falsely being interpreted as problems with the connection. Country Default United States 0 Australia 10000 France 10000 Germany 10000 Netherlands 10000 United Kingdom 10000 India 0 Korea 0 China 0	1 ms (0 ms to 15000 ms)

Parameter #	Description	Units
38	Modem loop current evaluation time. Maximum time the machine will wait for loop current before dialing when performing a loop current test. Country Default United States 0 Australia 4000 France 4000 Germany 4000 Netherlands 4000 United Kingdom 4000 India 0 Korea 0 China 0	1 ms (0 ms to 15000 ms)
39	Telset loop current test enable. Controls whether a telset loop current test is performed before HP OfficeJet Series 300 is connected to the external line. The presence of loop current would indicate that a downstream telephone is active. If TRUE, the machine will check for telset loop current. Country Default United States 1 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 1 Korea 1 China 1	0 = FALSE 1 = TRUE
40	Telset loop current detection time minimum. Minimum time that continuous telset loop current must be absent to be evaluated as absent. Once absent the line is considered available. Country Default United States 1000 Australia 1000 France 5000 Germany 1000 Netherlands 1000 United Kingdom 1000 India 1000 Korea 1000 China 1000	1 ms (50 ms to 15000 ms)

Pause Control

Parameter #	Description	Units
41	Pre dial pause mode. Specifies what type of pause HP OfficeJet Series 300 will perform before dialing. If BLIND WAIT, the WAIT BEFORE BLIND DIALING delay will be used before dialing. If CHECK FOR TONE, a PSTN dial tone must be detected before dialing. If CHECK FOR SPECIAL TONE, a special dial tone must be present. If CHECK FOR TONE OR BUSY, either a PSTN dial tone or busy tone must be detected. If a busy tone is found, the call will be aborted. Country Default United States 0 Australia 0 France 1 Germany 1 Netherlands 1 United Kingdom 0 India 0 Korea 0 China 0	0 = BLIND WAIT 1 = CHECK FOR TONE 2 = CHECK FOR SPCL TONE 3 = CHECK FOR TONE OR BUSY
42	Inter dial pause mode. Determines how a pause character is a dial string is processed. If BLIND WAIT, then the character is processed as a simple delay of duration TIME OF EACH PAUSE. If CHECK FOR TONE, then the character is processed as a wait for PSTN dial tone. If CHECK FOR SPECIAL TONE, then the character is processed as a wait for special dial tone. Country Default United States 0 Australia 0 France 2 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = BLIND WAIT 1 = CHECK FOR TONE 2 = CHECK FOR SPCL TONE
43	Wait before blind dialing. Delay from OFF hook to the start of dialing when blind dialing. Country Default United States 3000 Australia 2200 France 2000 Germany 2500 Netherlands 5000 United Kingdom 4000 India 3000 Korea 3200 China 3000	1 ms (500 ms to 15000 ms)

Parameter #	Description	Units
44	Time of each pause. Duration of the delay when pause characters in a dial string are interpreted as delays. Country Default United States 3000 Australia 3000 France 2000 Germany 2000 Netherlands 2000 United Kingdom 2000 India 3000 Korea 3000 China 3000	1 ms (500 ms to 8000 ms)
45	Number of user entered pauses allowed. Maximum number of pauses that a user can enter in a dial string. Country Default United States 36 Australia 36 France 1 Germany 6 Netherlands 6 United Kingdom 6 India 36 Korea 36 China 36	1 pause (1 pause to 15 pauses)

Dial Tone Detection

Parameter #	Description	Units
46	Maximum wait for all dial tone detection. Maximum total time that HP OfficeJet Series 300 will wait for any dial tone. Country Default United States 10000 Australia 5000 France 10000 Germany 15000 Netherlands 18000 United Kingdom 8000 India 10000 Korea 10000 China 10000	1 ms (1000 ms to 30000 ms)
47	PSTN dial tone detect. Indicates the frequency combination that is used to identify a PSTN dial tone. Country Default United States 5 Australia 1 France 9 Germany 14 Netherlands 9 United Kingdom 5 India 5 Korea 5 China 5	1=1 2=2 3=1&2 5=1or2 6=1&2or3&4 7=1or2or3&4 8=1&2or3or4 9=1or2or3or4 10=1&2&3&4 11=1or2&3&4 12=1&2&3or4 13=1or2&3or4 14=1or2or3
48	PSTN dial tone detection time minimum. Indicates the total time a PSTN dial tone sequence must be present for a PSTN dial tone to be detected. Country Default United States 500 Australia 1000 France 1900 Germany 2500 Netherlands 1500 United Kingdom 1000 India 500 Korea 500 China 500	1 ms (100 ms 15000 ms)
49	PSTN dial tone minimum on time. This is the minimum duration of a cadenced PSTN dial tone must be present for a cadenced sequence to be valid. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (50 ms to 20000 ms)

Parameter #	Description	Units
50	PSTN dial tone minimum off time. The minimum period of silence that must exist between cadenced PSTN dial tones if the tone sequence is to be valid. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (0 ms to 2000 ms)
51	PSTN dial tone maximum off time. Maximum period of silence that can exist between cadenced PSTN dial tones if the tone sequence is to be valid. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (0 ms to 2000 ms)
52	PSTN dial tone detect threshold. Sets the detection threshold for a PSTN dial tone. If below this level, the PSTN tone will not be detected. Country Default United States 320 (–0.1 dBm) Australia 350 (–0.1 dBm) France 400 (–0.1 dBm) Germany 350 (–0.1 dBm) Netherlands 380 (–0.1 dBm) United Kingdom 320 (–0.1 dBm) India 450 (–0.1 dBm) Korea 320 (–0.1 dBm) China 450 (–0.1 dBm)	1 (260 to 510)
53	PSTN dial tone frequency 1. The center frequency for the first component of the PSTN dial tone. Country Default United States 350 Australia 425 France 440 Germany 410 Netherlands 415 United Kingdom 350 India 350 Korea 350 China 350	1 Hz (100 Hz to 1200 Hz)

Parameter #	Description	Units
54	PSTN dial tone frequency 2. Center frequency for the second component of the PSTN dial tone. Country Default United States 440 Australia 0 France 510 Germany 435 Netherlands 415 United Kingdom 355 India 440 Korea 440 China 440	1 Hz (0 Hz to 1200 Hz)
55	PSTN dial tone frequency 3. Center frequency for the third component of the PSTN dial tone. Country Default United States 0 Australia 0 France 370 Germany 460 Netherlands 475 United Kingdom 0 India 0 Korea 0 China 0	1 Hz (0 Hz to 1200 Hz)
56	PSTN dial tone frequency 4. Center frequency for the fourth component of the PSTN dial tone. Country Default United States 0 Australia 0 France 300 Germany 0 Netherlands 535 United Kingdom 0 India 0 Korea 0 China 0	1 Hz (0 Hz to 1200 Hz)
57	Special dial tone detect. Indicates the frequency combination that is used to identify a special dial tone. Country Default United States 0 Australia 0 France 13 Germany 0 Netherlands 0 United Kingdom 1 India 0 Korea 0 China 0	0=no freq. 1=1 2=2 3=1&2 5=1or2 6=1&2or3&4 7=1or2or3&4 8=1&2or3or4 9=1or2or3or4 10=1&2&3&4 11=1or2&3&4 12=1&2&3or4 13=1or2&3or4 14=1or2or3

Parameter #	Description	Units
58	Special dial tone detection time minimum. The total time a special dial tone sequence must be present for a special dial tone to be detected. Country Default United States 0 Australia 0 France 1300 Germany 0 Netherlands 0 United Kingdom 1000 India 0 Korea 0 China 0	1 ms (0 ms to 15000 ms)
59	Special dial tone minimum on time. Minimum duration a cadenced special dial tone must be present for the cadenced sequence to be valid. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (0 ms 2000 ms)

Parameter #	Description	Units
60	Special dial tone minimum on time. Minimum period of silence that must exist between cadenced special tones if the tone sequence is to be valid. Country <u>Default</u> United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (0 ms to 2000 ms)
61	Special dial tone maximum on time. Maximum period of silence that can exist between cadenced special tones if the tone sequence is to be valid. Country <u>Default</u> United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (0 ms to 2000 ms)
62	Special dial tone detect threshold. Sets the detection threshold for special dial tones. If the special dial tone is below this level it will not be detected. Country <u>Default</u> United States 0 (–0.1 dBm) Australia 0 (–0.1 dBm) France 450 (–0.1 dBm) Germany 0 (–0.1 dBm) Netherlands 0 (–0.1 dBm) United Kingdom 350 (–0.1 dBm) India 0 (–0.1 dBm) Korea 0 (–0.1 dBm) China 0 (–0.1 dBm)	1 (0 to 510)
63	Special dial tone frequency 1. Center frequency for the first component of the special dial tone. Country <u>Default</u> United States 0 Australia 0 France 420 Germany 0 Netherlands 0 United Kingdom 1111 India 0 Korea 0 China 0	1 Hz (0 Hz to 1200 Hz)

Parameter #	Description	Units
64	Special dial tone frequency 2. Center frequency for the second component of the special dial tone. Country Default United States 0 Australia 0 France 460 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 Hz (0 Hz to 1200 Hz)
65	Special dial tone frequency 3. Center frequency for the third component of the special dial tone. Country Default United States 0 Australia 0 France 310 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 Hz (0 Hz to 1200 Hz)
66	Special dial tone frequency 4. Center frequency for the fourth component of the special dial tone. Country Default United States 0 Australia 0 France 350 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 Hz (0 Hz to 1200 Hz)
67*	PSTN signaling. Indicates which type of signaling is used for dialing. This parameter is set by the user from the Phone Setup menu. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = DTMF 1 = PULSE

Dialing

Parameter #	Description	Units
68	**Dial pulse code.** Determines the number of pulses that are issued for each digit. This parameter is set by the LIU. NORMAL : 1=1 pulse...9=9 pulses...0=10 pulses REVERSE : 1=9 pulses...9=1 pulse...0= 10 pulses 2START: 1=2pulses...9=10 pulses...0=1 pulse <u>Country</u>　　　　　<u>Default</u> United States　　　　0 Australia　　　　　0 France　　　　　　0 Germany　　　　　0 Netherlands　　　　0 United Kingdom　　0 India　　　　　　0 Korea　　　　　　0 China　　　　　　0	0 = NORMAL 1 = REVERSE 2 = 2START
69	Pre dial shunt. The duration that the dial shunt relay is activated prior to pulse dialing the first digit in a dial string. Not present on all LIU. This parameter is set by the LIU. <u>Country</u>　　　　　<u>Default</u> United States　　　　0 Australia　　　　　250 France　　　　　　250 Germany　　　　　90 Netherlands　　　　250 United Kingdom　　250 India　　　　　　0 Korea　　　　　　0 China　　　　　　0	1 ms (0 ms to 1000 ms)
70	Post dial shunt. The duration that the dial shunt relay remains active after the pulse dialing the last digit in a dial string. Not present on all LIUs. This parameter is set by the LIU. <u>Country</u>　　　　　<u>Default</u> United States　　　　0 Australia　　　　　250 France　　　　　　250 Germany　　　　　90 Netherlands　　　　250 United Kingdom　　250 India　　　　　　0 Korea　　　　　　0 China　　　　　　0	1 ms (0 ms to 1000 ms)

Parameter #	Description	Units
71	Dial pulse break time. The duration that the dial pulse relay will be opened to cause a break of loop current during pulse dialing. This parameter is set by the LIU. Country Default United States 60 Australia 67 France 66 Germany 60 Netherlands 61 United Kingdom 67 India 62 Korea 66 China 62	1 ms (10 ms to 100 ms)
72	Dial pulse make time. The duration that the dial pulse relay will be closed to cause a make of loop current during pulse dialing. This parameter is set by the LIU. Country Default United States 40 Australia 33 France 34 Germany 40 Netherlands 39 United Kingdom 33 India 38 Korea 34 China 38	1 ms (10 ms to 100 ms)
73	Dial pulse interdigit time. The duration between digits when pulse dialing, measured from the end of the last make to the start of the first break of the next digit. Country Default United States 800 Australia 800 France 900 Germany 800 Netherlands 800 United Kingdom 800 India 800 Korea 800 China 800	1 ms (400 ms to 1500 ms)
74	DTMF transmit level high group. The DTMF transmit level for the high group of frequencies in the DTMF tone pair. Country Default United States 50 (–0.1 dBm) Australia 90 (–0.1 dBm) France 60 (–0.1 dBm) Germany 70 (–0.1 dBm) Netherlands 90 (–0.1 dBm) United Kingdom 90 (–0.1 dBm) India 70 (–0.1 dBm) Korea 60 (–0.1 dBm) China 70 (–0.1 dBm)	1 (0 to 150)

Parameter #	Description	Units
75	DTMF transmit delta low group. The relative transmit level for the low group of frequencies in the DTMF tone pair. Country Default United States 20 (–0.1 dBm) Australia 20 (–0.1 dBm) France 20 (–0.1 dBm) Germany 20 (–0.1 dBm) Netherlands 20 (–0.1 dBm) United Kingdom 20 (–0.1 dBm) India 20 (–0.1 dBm) Korea 20 (–0.1 dBm) China 20 (–0.1 dBm)	1 (0 to 40)
76	DTMF duration and interdigit time. Duration of each DTMF signal and the duration of the interdigit silence. Country Default United States 70 Australia 85 France 80 Germany 90 Netherlands 80 United Kingdom 85 India 70 Korea 100 China 70	1 ms (40 ms to 200 ms)
77	(Reserved)	

Call Progress

Parameter #	Description	Units

Parameter #   Description   Units

78	Call progress detect. Indicates the frequency combination that is used to identify the call progress tone. Country Default United States 9 Australia 1 France 5 Germany 9 Netherlands 9 United Kingdom 1 India 9 Korea 9 China 9	0=no freq. 1=1 2=2 3=1&2 5=1or2 6=1&2or3&4 7=1or2or3&4 8=1&2or3or4 9=1or2or3or4 10=1&2&3&4 11=1or2&3&4 12=1&2&3or4 13=1or2&3or4 14=1or2or3
79	Call progress tone minimum on time. Minimum duration a call progress tone must be present for a cadenced sequence to be valid. Country Default United States 150 Australia 200 France 350 Germany 100 Netherlands 150 United Kingdom 200 India 150 Korea 150 China 150	1 ms (50 ms to 2000 ms)
80	Call progress tone maximum on time. Maximum duration a call progress tone can be present for a cadenced sequence to be valid. Country Default United States 750 Australia 750 France 750 Germany 750 Netherlands 750 United Kingdom 600 India 750 Korea 750 China 750	1 ms (50 ms to 4000 ms)

Parameter #	Description	Units
81	Call progress tone minimum off time. Minimum period of silence that must exist between cadenced call progress tones if the tone sequence is to be valid. Country <u>Default</u> United States 150 Australia 275 France 350 Germany 200 Netherlands 150 United Kingdom 290 India 150 Korea 150 China 150	1 ms (0 ms to 2000 ms)
82	Call progress tone maximum off time. Maximum period of silence that can exist between cadenced call progress tones if the tone sequence is to be valid. Country <u>Default</u> United States 750 Australia 750 France 750 Germany 750 Netherlands 750 United Kingdom 600 India 750 Korea 750 China 750	1 ms (50 ms to 4000 ms)
83	Call progress detect threshold. Sets the detection threshold for the call progress tones. If the progress tones are below this level they will not be detected. Country <u>Default</u> United States 470 (–0.1 dBm) Australia 370 (–0.1 dBm) France 450 (–0.1 dBm) Germany 430 (–0.1 dBm) Netherlands 430 (–0.1 dBm) United Kingdom 370 (–0.1 dBm) India 470 (–0.1 dBm) Korea 470 (–0.1 dBm) China 470 (–0.1 dBm)	1 (260 to 510)
84	Call progress tone frequency 1. The center frequency for the first component of the call progress tone. Country <u>Default</u> United States 620 Australia 425 France 420 Germany 425 Netherlands 355 United Kingdom 400 India 620 Korea 620 China 620	1 Hz (100 Hz to 1200 Hz)

Parameter #	Description	Units
85	Call progress tone frequency 2. The center frequency for the second component of the call progress tone. Country Default United States 480 Australia 0 France 460 Germany 450 Netherlands 415 United Kingdom 450 India 480 Korea 480 China 480	1 Hz (0 Hz to 1200 Hz)
86	Call progress tone frequency 3. The center frequency for the third component of the call progress tone. Country Default United States 350 Australia 0 France 0 Germany 395 Netherlands 475 United Kingdom 0 India 350 Korea 350 China 350	1 Hz (0 Hz to 1200 Hz)
87	Call progress tone frequency 4. The center frequency for the fourth component of the call progress tone. Country Default United States 440 Australia 0 France 0 Germany 475 Netherlands 535 United Kingdom 0 India 440 Korea 440 China 440	1 Hz (0 Hz to 1200 Hz)
88	Disconnect if busy detected. Specifies the duration a busy sequence must be detected. If a valid busy sequence is detected the call is aborted. Country Default United States 5000 Australia 5000 France 5000 Germany 5000 Netherlands 5000 United Kingdom 10000 India 5000 Korea 5000 China 5000	1 ms (1000 ms to 30000 ms)

Modem Configuration

Parameter #	Description	Units
89	Equalizer. Used to select the transmission compromise equalizer. equalizers 1,2 and 3 are designed for lines 1.8, 3.6 and 7.2 kilometers respectively Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = NONE 1 = EQL1 2 = EQL2 3 = EQL3
90	LIU receive loss. Specifies the LIU receive loss. The receive loss is introduced between the modem and the external telephone line interface jack. It is used to correctly adjust the internal modem receive level so that the receive level at the telephone line interface jack is as specified by MODEM MINIMUM CARRIER DETECTION LEVEL. This parameter is set by the LIU. Country Default United States 40 (–0.1 dBm) Australia 15 (–0.1 dBm) France 26 (–0.1 dBm) Germany 15 (–0.1 dBm) Netherlands 22 (–0.1 dBm) United Kingdom 22 (–0.1 dBm) India 70 (–0.1 dBm) Korea 40 (–0.1 dBm) China 70 (–0.1 dBm)	1 (0 to 100)
91	LIU transmit loss. Specifies the LIU transmit loss. This transmission loss is introduced between the modem and the telephone line interface jack. It is used to correctly adjust the modem and DTMF transmit levels so that the level at the telephone line interface jack is as specified by the MODEM TRANSMIT LEVEL. Country Default United States 70 (–0.1 dBm) Australia 94 (–0.1 dBm) France 74 (–0.1 dBm) Germany 75 (–0.1 dBm) Netherlands 70 (–0.1 dBm) United Kingdom 70 (–0.1 dBm) India 66 (–0.1 dBm) Korea 70 (–0.1 dBm) China 66 (–0.1 dBm)	1 (0 to 100)

Parameter #	Description	Units
92	Modem minimum carrier detection level. Specifies the minimum modem receive level that is presented from the PSTN at the external telephone interface jack. This parameter is set by the LIU. Country Default United States 430 (–0.1 dBm) Australia 430 (–0.1 dBm) France 430 (–0.1 dBm) Germany 470 (–0.1 dBm) Netherlands 430 (–0.1 dBm) United Kingdom 430 (–0.1 dBm) India 450 (–0.1 dBm) Korea 430 (–0.1 dBm) China 450 (–0.1 dBm)	1 (350 to 510)
93	Modem transmit level. Specifies the transmit level that is presented to the PSTN at the external telephone line interface jack. Country Default United States 100 (–0.1 dBm) Australia 105 (–0.1 dBm) France 100 (–0.1 dBm) Germany 115 (–0.1 dBm) Netherlands 70 (–0.1 dBm) United Kingdom 100 (–0.1 dBm) India 133 (–0.1 dBm) Korea 100 (–0.1 dBm) China 133 (–0.1 dBm)	1 (0 to 255)

Fax Session Configuration

Parameter #	Description	Units
94	Answer inactivity abort timer. Specifies the time from going OFF hook and waiting for an incoming fax handshake, until HP OfficeJet Series 300 disconnects because no incoming fax activity is detected. <u>Country</u> <u>Default</u> United States 30 Australia 40 France 46 Germany 40 Netherlands 40 United Kingdom 40 India 30 Korea 30 China 30	1 sec (0 sec to 255 secs)
95	Originate inactivity abort timer. Specifies the time from starting the outgoing fax handshake until HP OfficeJet Series 300 disconnects again if no response is detected from the answering machine. <u>Country</u> <u>Default</u> United States 59 Australia 60 France 50 Germany 80 Netherlands 110 United Kingdom 55 India 49 Korea 45 China 49	1 sec (0 sec to 255 secs)
96	Modem transmit level minimum. Specifies the minimum modem transmit signal level that can be entered by the user, when user adjustment is allowed. <u>Country</u> <u>Default</u> United States 0 (–0.1 dBm) Australia 0 (–0.1 dBm) France 0 (–0.1 dBm) Germany 0 (–0.1 dBm) Netherlands 0 (–0.1 dBm) United Kingdom 0 (–0.1 dBm) India 0 (–0.1 dBm) Korea 0 (–0.1 dBm) China 0 (–0.1 dBm)	1 (0 to 255)

Parameter #	Description	Units
97	Modem transmit level maximum. Specifies the maximum modem transmit signal level that can be entered by the user, when user adjustment is allowed. Country Default United States 0 (–0.1 dBm) Australia 0 (–0.1 dBm) France 0 (–0.1 dBm) Germany 0 (–0.1 dBm) Netherlands 0 (–0.1 dBm) United Kingdom 0 (–0.1 dBm) India 0 (–0.1 dBm) Korea 0 (–0.1 dBm) China 0 (–0.1 dBm)	1 (0 to 255)

Redialing

Parameter #	Description	Units
98	Repeat call attempts enable. If FALSE, then no automatic redialing is attempted. This parameter is set by the user using the Phone Setup menu. Country Default United States 1 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 1 Korea 1 China 1	0 = FALSE 1 = TRUE
99	Redial on busy enable. Determines the condition when redialing may occur. If TRUE then automatic redialing occurs when a call fails due to detection of a valid busy tone sequence. Country Default United States 1 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 1 Korea 1 China 1	0 = FALSE 1 = TRUE
100	Redial on no answer enable. Determines the condition when redialing can occur. If TRUE then automatic redialing occurs when a call fails due to no answer from the remote machine. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE

Parameter #	Description	Units
101	Repeat call attempt timer 1 same number. Specifies the amount of time between repeat call attempts to the same number when the number of repeat call attempts is less than or equal to NUMBER OF CALL ATTEMPTS TIMER ! Country Default United States 60 Australia 60 France 60 Germany 60 Netherlands 60 United Kingdom 60 India 60 Korea 60 China 60	1 sec (0 sec to 1000 secs)
102	Repeat call attempt timer 2 same number. Specifies the amount of time between repeat call attempts to the same number when the number of repeat call attempts is greater than NUMBER OF CALL ATTEMPTS ! and less than or equal to NUMBER OF CALL ATTEMPTS TIMER 2. Country Default United States 300 Australia 300 France 300 Germany 300 Netherlands 300 United Kingdom 300 India 300 Korea 300 China 300	1 sec (0 sec to 1000 secs)
103	Repeat call attempt timer 3 same number. Specifies amount of time between real call attempts to the same number when the number of repeat call attempts is greater than NUMBER OF CALL ATTEMPTS TIMER 2. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 sec (0 sec to 1000 secs

Parameter #	Description	Units
104	Number of call attempts timer 1. Specifies the number of repeat calls that are attempted using REPEAT CALL ATTEMPT TIMER 1 as the interval between call attempts. When this number of repeat calls has been attempted, redialing will continue using NUMBER OF CALL ATTEMPTS TIMER 2. <u>Country</u> <u>Default</u> United States 1 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 1 Korea 1 China 1	1 retry (0 retries to 15 retries)
105	Number of call attempts timer 2. Specifies the number if repeat calls that are attempted using REPEAT CALL ATTEMPT TIMER 2 as the interval between call attempts. When this number of repeat calls has been attempted, redialing will continue using NUMBER OF CALL ATTEMPTS TIMER 3. <u>Country</u> <u>Default</u> United States 4 Australia 4 France 4 Germany 4 Netherlands 4 United Kingdom 4 India 4 Korea 2 China 4	1 retry (0 retries to 15 retries)
106	Number of call attempts timer 3. Specifies the number of repeat calls that are attempted using REPEAT CALL ATTEMPT TIMER 3 as the interval between call attempts. When this number of repeat calls has been attempted, all redialing to the number will be terminated. <u>Country</u> <u>Default</u> United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 retry (0 retries to 15 retries)

Parameter #	Description	Units
107	Blacklist enable. If TRUE, creates a list of numbers which have a history of no answer. Set by the LIU and used only in France. Country Default United States 0 Australia 0 France 1 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE

Miscellaneous Country Specific

Parameter #	Description	Units
108	T5 timer. Determines the maximum time that a transmitting machine will wait for a receiving machine to stop sending RNR. Country ___ Default United States ___ 240 Australia ___ 60 France ___ 60 Germany ___ 60 Netherlands ___ 60 United Kingdom ___ 60 India ___ 240 Korea ___ 240 China ___ 240	1 sec (0 sec to 1000 secs)
109	T30 V21 delay. Controls the delay between the end of high speed modem data transmission or tone transmission and the start of transmission of T30 frames. Country ___ Default United States ___ 220 Australia ___ 220 France ___ 80 Germany ___ 80 Netherlands ___ 220 United Kingdom ___ 220 India ___ 220 Korea ___ 220 China ___ 220	1 ms (10 ms to 1000 ms)
110	T30 inter frame flags. Controls the number of SDLC flag bytes which are transmitted between successive T30 frames. Country ___ Default United States ___ 4 Australia ___ 4 France ___ 4 Germany ___ 1 Netherlands ___ 4 United Kingdom ___ 4 India ___ 4 Korea ___ 4 China ___ 4	1 (1 to 32)
111	Modem dropout abort timer. Specifies the maximum disconnection time from which high speed data reception can recover. Once this time has been exceeded, data reception will be aborted. Country ___ Default United States ___ 5000 Australia ___ 5000 France ___ 5000 Germany ___ 5000 Netherlands ___ 5000 United Kingdom ___ 5000 India ___ 5000 Korea ___ 5000 China ___ 5000	1 ms (1000 ms to 60000 ms)

Parameter #	Description	Units
112	Modem post dropout abort timer. Specifies the maximum time the fax session will wait to detect a T30 frame following a data reception abort due to a dropout. Country Default United States 6000 Australia 6000 France 0 Germany 0 Netherlands 6000 United Kingdom 6000 India 6000 Korea 6000 China 6000	1 ms (0 ms to 60000 ms)
113	Memory Minimum for Receive. Specifies the minimum amount of memory that must be available for a reception prior to automatically starting a reception and receiving a document. Country Default United States 32 Australia 32 France 32 Germany 32 Netherlands 32 United Kingdom 32 India 32 Korea 32 China 32	1 kB (1 kB to 60000 kB)
114	BZT Compliance Enable. German BZT compliance requires a slightly different T30 implementation. The differences are primarily concerned with handling voice interrupts. If the value = 1 (True), the T30 operation will comply with BZT requirements. If 0 (False), the T30 operation is not in compliance with the CCITT requirement. Country Default United States 0 Australia 0 France 0 Germany 1 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE

Parameter #	Description	Units
115*	Paper size. Determines default paper size. Selected by the user using the Paper Size menu. Country Default United States 2 Australia 26 France 26 Germany 26 Netherlands 26 United Kingdom 26 India 26 Korea 26 China 26	1 = Exec 2 = Letter 3 = Legal 26 = A4 81 =Envelope
116*	Time format. Determines the default time format. Selected by the user in the Time/Date menu. Country Default United States 0 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 0 Korea 0 China 0	0 = AM/PM 1 = 24 hr
117*	Date format. Determines the default date format. Selected by the user in the Time/Date menu. Country Default United States 1 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 1 Korea 1 China 1	0=ddmmyy 1=mmddyy

Parameter #	Description	Units
118	Language index. Determines the language used by HP OfficeJet Series 300 in the front panel display and on reports. Selected by the LIU. Also selected from the Service and Factory menu. Country Default United States 0 Australia 0 France 2 Germany 1 Netherlands 5 United Kingdom 0 India 0 Korea 0 China 0	0=English 1=German 2=French 5=Dutch
119	PSTN dial tone maximum on time. Maximum duration a cadenced PSTN dial tone can be present for a cadenced sequence to be valid. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (0 ms to 4000 ms)
120	Special dial tone maximum on time. Maximum duration a cadenced special dial tone can be present for a cadenced sequence to be valid. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	1 ms (0 ms to 4000 ms)
121	CED detect threshold. Sets the detection threshold for the CED tone. If the CED tone is below this level it will not be detected. Country Default United States 470 (–47 dBm) Australia 470 (–0.1 dBm) France 470 (–0.1 dBm) Germany 470 (–0.1 dBm) Netherlands 470 (–0.1 dBm) United Kingdom 470 (–0.1 dBm) India 450 (–0.1 dBm) Korea 470 (–0.1 dBm) China 450 (–0.1 dBm)	1 (260 to 510)

Parameter #	Description	Units
122	Line type. Determines the type of telephone line that the HP OfficeJet Series 300 is connected to. This can either be the public switched telephone network (PSTN) or a private branch exchange (PBX). The different selections cause HP OfficeJet Series 300 to make different checks for dial tone and use different length delays depending upon how the other relevant parameters are set. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = PSTN 1 = PBX
123	Flash type. Determines the type of flash that the machine will produce for countries supporting the flash key. Flash keys are used for accessing outside lines or other features of PBX telephone systems where a flash signal is required. Country Default United States 1 Australia 1 France 1 Germany 1 Netherlands 1 United Kingdom 1 India 1 Korea 1 China 1	0=No flash 1=Open 2=Earth
124	Open flash time. Controls the duration of the open flash when HP OfficeJet Series 300 is configured to produce this flash type. Country Default United States 800 Australia 800 France 270 Germany 110 Netherlands 110 United Kingdom 110 India 800 Korea 800 China 800	1 ms (50 ms to 2000 ms)

125	Earth flash time. Controls the duration of the earth flash when HP OfficeJet Series 300 is configured to product this flash type. Country Default United States 300 Australia 300 France 300 Germany 300 Netherlands 300 United Kingdom 300 India 300 Korea 300 China 300	1 ms (50 ms to 2000 ms)
126	PBX pre dial pause mode. Specifies what type of pause HP OfficeJet Series 300 will perform before dialing when configured for PBX operation. If BLIND WAIT, HP OfficeJet Series 300 will delay PBX WAIT BEFORE BLIND DIALING before dialing. If CHECK FOR TONE, HP OfficeJet Series 300 will attempt to detect a PSTN dial tone. If CHECK FOR SPECIAL TONE, HP OfficeJet Series 300 will attempt to detect a special tone. Country Default United States 0 Australia 0 France 0 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0=BLIND WAIT 1=CHECK FOR TONE 2=CHECK FOR SPCL TONE
127	PBX wait before blind dialing. The delay from OFF hook to the start of dialing when blind dialing and HP OfficeJet Series 300 is configured for PBX operation. Country Default United States 2000 Australia 2000 France 2000 Germany 3000 Netherlands 5000 United Kingdom 2000 India 2000 Korea 2000 China 2000	1 ms (0 ms to 15000 ms)

Parameter #	Description	Units
128	Auto Pause Insert Enable. Specifies if s pause is automatically inserted into a dial string when a "special" string in encountered. For example: In France, the string 16 is used for international access. If this parameter was 1 (True) and the string 1614071234567 was entered, the machine would dial 16, pause, then dial the rest of the string. Country Default United States 0 Australia 0 France 1 Germany 0 Netherlands 0 United Kingdom 0 India 0 Korea 0 China 0	0 = FALSE 1 = TRUE

Miscellaneous Non-Country Specific Default Parameters

Parameter #	Description	Units
130	Automatic reports. Determines when a journal report will be printed automatically. Selected by the user with the Reports/FAX Log menu. Default value = 3.	0= OFF 1=Send or Error 2=Send only 3=Error only
131	PCL letter/draft quality. Default = 0.	0=letter 1=draft
132*	Character set. Selected by the user with the Printer menu. Default value = 1.	1=PC–8 2=HP Roman–8 3=PC–8 Danish Nor 4=UK ISO 4 5=German ISO 21 6=French ISO 69 7=Italian ISO 15 8=Nor V.1 ISO 60 9=SWED Names ISO 11 10=Spanish ISO 17 11=ASCII 12=Portug ISO 16 13=PC 850 14=ECMA 94 Latin 1 15=HP Legal
133*	Carriage return mode. Defines which character are recognized to produce a carriage return. Selected by the user with the Printer Settings menu. Default value = 0.	0=CR only 1=CR & LF
134*	Perforation skip mode. For Dos applications. When TRUE in portrait orientation, the top and bottom margins are both .5 in. (13mm) with 60 lines per page. Selected by the user from the Printer Settings Menu. Default value = 1.	0 = FALSE 1 = TRUE
135*	Text scale mode. Used to print either 63 or 66 lines of text on a portrait–oriented page. Does not affect printing in landscape mode. Default value = 63.	63 or 66
136*	Ringer Noise. If TRUE, ringer is enabled. Selected by the user from the Phone Setup menu. Default value = 1.	0 = FALSE 1 = TRUE
137	PCL online/offline status. Default value = 0.	0 = online 1 = offline

Parameter #	Description	Units
138	Print TTI header. If TRUE, the header identification will be included on each fax page sent by HP OfficeJet Series 300. Default value = 1.	0 = FALSE 1 = TRUE
139*	Backup receive mode. If TRUE, received faxes will be received and stored into memory if the not able to be printed out. 400K bytes of memory is available for backup reception. This parameter is selected by the user from the Fax Settings menu. Default value = 1.	0 = FALSE 1 = TRUE
140*	Fax reduction. Sets the amount of reduction applied to received faxes. User may choose either OFF or ON where the amount of reduction is applied automatically based on the size of the incoming fax and media available for printing. Default value = 0%.	0 = OFF 100 = ON 1 (70 to 100)
141*	Beep volume. Users may select SOFT or LOUD from the Phone Setup menu. Default value = 1.	0 = OFF 1 = SOFT 2 = LOUD
142*	Fixed copy reduction. Users may select 100%, 95%, 90%, 85%, 80%, 75% legal–to–letter, and 70% from the Copier Settings menu. Default value = 100%	1 (70 to 100)
143*	Scanner contrast. User selects from the FAX/Copy Contrast menu. Default value = 1.	0 = Light 1 = Normal 2 = Dark
144*	FAX resolution. Controls the STANDARD and FINE resolution settings. Used in conjunction with parameter 145 to define PHOTO resolution. User selects from the <Resolution> key. Default value = 0.	0=Standard 1=Fine
145*	FAX halftone. Will select PHOTO resolution if parameter 144 is set to FINE. User selects from the <Resolution> key. Default value = 0.	0 = FALSE 1 = TRUE
147	PCL portrait/ landscape orient. Default value = 0	0 = Portrait 1 = Landscape
148	Speaker mode. Default value = 1.	0 = Disable speaker 1 = Enable speaker 2 = Enable speaker always
149*	Button beeps. User may select from the Phone Setup menu. Default value = 1	0 = OFF 1 = On
150	Menu flags. Not currently used. Default value = 0.	N/A
151*	Remote diagnostics. Allows access to internal parameters using the remote operations from the Service and Factory menu. If TRUE, access is allowed. User may select from the Phone Setup menu. Default value = 0.	0 = FALSE 1 = TRUE

Parameter #	Description	Units
152	Ink out enable. If TRUE, ink detection of the pen cartridge is in effect. If FALSE, no ink detection will occur. Default value = 1.	0 = FALSE 1 = TRUE
153	Send polling enable. If TRUE, HP OfficeJet Series 300 has been setup to be polled by another fax. User selects from the Fax Setting menu. Default value = 0.	0 = FALSE 1 = TRUE
154	Ink print enable. If TRUE, HP OfficeJet Series 300 will attempt to print even if the print cartridge is out of ink. Default value = 0.	0 = FALSE 1 = TRUE
155	Printer reset delay duration setting. Default value = 1000 ms.	1000 to 10000 ms
156	ECM enabled. If TRUE, error correction mode is enabled. Default value = 1.	0 = FALSE 1 = TRUE
157	Coding mode. Three encoding schemes are possible: MH (modified Huffman), MR (modified read) and MMR (modified modified read). This parameter specifies which coding scheme will be default. Default value = 3.	1 = MH 2 = MR 3 = MRR
158	Transmit start speed. Default bits per second (BPS) rate. The speed may be adjusted down as training occurs. Default value = 4.	1 = 2400 2 = 4800 3 = 7200 4 = 9600
159	Maximum erred lines. When in non–error correction mode, the number of page lines indicating an error which will be accepted before the page is rejected. Default value = 60.	Depends on page size
160	Benchrun execution time. Factory use only. Default value = 0.	N/A
161	Maximum scanner doc length. Maximum length the scanner will scan for before indicating a "Scanner Jam" on the front panel display if the end of page was not sensed. Default value = 17.	1 inch (0 to 9999)
162	Auto reduction when out of memory. Amount of automatic reduction that will occur if the entire document does not fit into HP OfficeJet Series 300 and a value must be guessed. Default value = 91.	1% (70 to 100)
163	FAX/Copy print scale method. Selects whether a hardware or software scaling algorithm will be used to scale either faxes or copies. Default value = 2.	1 = HW 2 = SW
164	Photo mode copy print scale method. Determines which algorithm will be used when copying a document using PHOTO resolution. Suggested value is 2. Default value = 2.	1 or 2
165	**SW scaling switching threshold.** For factory use only. Default value = 999.	N/A
166	**Maximum mech speed.** Maximum speed at which the print mechanism will operate in inches/sec. For factory use only. Default value = 24 ips.	N/A

Parameter #	Description	Units
167	**SW scaling switching threshold in photo.** For factory use only. Default value = 999.	N/A
168	Solo/SoloLite demo page. Determines whether a Model 330 or a Model 300 demo page will be produced on demand. Default = 0	0 = FALSE 1 = TRUE
169	PCL normal/condensed font. Default = 0	0 = Normal 1 = Condensed
170	Fax download timeout. Default = 10 s	1 to 1000 s
171	Fax upload timeout. Default = 20 s	1 to 1000 s
172	Scan upload timeout. Default = 20 s	1 to 1000 s
173	Upload format version number.	N/A No. form = 0x0101
175	**System failure code location.** Parameter address location where the system error codes are stored. Always 176.	176
176, 177, 178, 179	**System failure code 1,2,3,4.** Storage locations of the last four system error code failures.	N/A
200	**Scanner jam to window steps.** Value used to adjust for the tolerance between the scanner location and the top of page sensor. This value will adjust the top margin when faxing or copying and is set as part of the Scanner Calibration procedure.	N/A
201	**Scanner gain.** Calculated automatically each time the HP OfficeJet Series 300 is power ON.	N/A
226	**Total pages received.** Counter which keeps track of how many fax pages were received by HP OfficeJet Series 300. Each fax page received increments the counter by one.	N/A
227	**Total pages sent.** Counter which keeps track of how many fax pages were sent by HP OfficeJet Series 300. Each fax page sent increments the counter by one.	N/A
228	**Total pages copied.** Counter which keeps track of how many pages were copied and how many copies of each page were made. Each printed copy increments the counter by one.	N/A
229	**Total pages printed.** Counter which keeps track of number of all pages printed from all HP OfficeJet Series 300 functions including printed faxes, printed copies and printing (as a printer).	N/A

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Notes:

January 22, 1996

Dear Authorized-HP Dealer,

Enclosed is your copy of the HP OfficeJet Series 300 Technical Support Solutions Guide, part number 5964-6126EUS. This guide includes information on the HP OfficeJet Series 300 printer, fax, copier, scanner machines. This Guide also includes a final exam for CZ authorization.

HP will use the Centralized Repair Strategy for the HP OfficeJet Series 300 machines. It is extremely important that you read the technical support solutions guide to become familiar with the new support procedures. The HP OfficeJet Series 300 Technical Support Solutions Guide provides you with the following:

- Product features summarized in table form

- Media and print cartridge installation instructions

- Solutions for paper jam, communication, and print problems

- Service and support information

- A final exam for CZ authorization on the HP OfficeJet Series 300 machines

We are confident that you will find this HP OfficeJet Series 300 Technical Support Solutions Guide to be a valuable resource.

Additional copies of the HP OfficeJet Family Technical Support Solutions Guide may be ordered through any of the following three methods:

```
fax   . . . . . . .  (303) 330-7655
phone . . . . .  (303) 339-7009
mail  . . . . . .  Hewlett-Packard Company
                   ATTN: OfficeJet Family Technical Support Solutions Guide
                   P.O. Box 1754
                   Greeley, CO 80632
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HP OfficeJet Series 300
Final Exam

Final Exam Number 508

When completing the Final Exam, your cooperation in following these directions is needed to ensure the prompt and accurate processing of your final exam answers.

Side 1 of the Final Exam Answer Sheet

Side 1 of the Final Exam Answer Sheet contains areas that will ensure accurate reporting of your final exam results. It is essential that you carefully enter the following information on side 1. Use a #2 common lead pencil to completely fill in the circles.

- **ARE YOU A HEWLETT-PACKARD EMPLOYEE**? Fill in the appropriate circle.

- **FINAL EXAM NUMBER** and **FORM** code. Fill in the information as shown in Figure 1 (including any leading zeros) by filling in completely the appropriate circle beneath each entry. (Note: Figure 1 shows the correct FINAL EXAM NUMBER and FORM code for this final exam.)

Figure 1. Final Exam Number and Form Code

- **PERSONAL ID NUMBER, COMPANY ID NUMBER**, **LAST NAME,** and **FIRST NAME**
  Print all the information requested in the boxes and then fill in completely the appropriate circle beneath each entry. For PERSONAL ID NUMBER and COMPANY ID NUMBER, enter the number HP has assigned to you and start your entry in the left-most (first) column.

- **COURSE NAME, COMPANY NAME, STREET ADDRESS, CITY, STATE OR PROVINCE, COUNTRY, ZIP OR POSTAL CODE,** and **TELEPHONE NUMBER.** Print all of the information requested in the spaces provided.

Side 2 of the Final Exam Answer Sheet

Side 2 of the Final Exam Answer Sheet provides important information about completing the Final Exam. Read the instructions on side 2 of the Final Exam Answer Sheet, then answer the questions in this Final Exam. After completing the Final Exam, return the answer sheet to:

Hewlett-Packard Company
Premier Support Administration MS54L-BI
5301 Stevens Creek Blvd.
Santa Clara, CA 95052

HP OfficeJet Series 300 TSSG
Final Exam Questions

Answer the following questions by filling in the correct circle on side 2 of the Final Exam Answer Sheet.

1. HP OfficeJet Series 300 machines use one print cartridge (P/N _____).

   A.   51626A
   B.   PC289X

2. The HP OfficeJet Series 300 can be used with the following printer driver(s).

   A.   Windows
   B.   DOS
   C.   neither of the above
   D.   both DOS and Windows

3. How large is the printer memory buffer in the HP OfficeJet Series 300?

   A.   512 KB
   B.   1 MB
   C.   16 KB

4. Which HP OfficeJet Series 300 feature allows your unit to request a fax transmission from a compatible remote unit?

   A.   Deferred transmission
   B.   Polling
   C.   Print from PC
   D.   A and C

5. HP OfficeJet Series 300s can be set to simultaneously print a print job and receive faxes?

   A.   True
   B.   False

6. Instructions for performing the scan position calibration procedure are found in:

   A.   Chapter 1 of the TSSG
   B.   Chapter 2 of the TSSG
   C.   Chapter 4 of the TSSG
   D.   Chapter 6 of the TSSG

7. The HP OfficeJet Series 300 can make copies and receive faxes at the same time?

   A.   True
   B.   False

8. If a customer asks how to connect an answering machine to use with the HP OfficeJet Series 300, you would find the procedure in:

   A.   Chapter 5 of the TSSG
   B.   Chapter 3 of the TSSG
   C.   Chapter 2 of the TSSG
   D.   Chapter 1 of the TSSG

9. When a print cartridge runs out of ink in the HP OfficeJet Series 300, the following occurs:

   A.   A 500 level information code appears in the display.
   B.   The message, "Out of Ink, Replace Pen" appears in the display.
   C.   A message is sent to a computer requesting a print cartridge replacement.
   D.   All of the above.

10. A diagnostic code containing a 400 level communication error code extension indicates a _____ problem.

   A.   transmit
   B.   copy
   C.   print
   D.   receive

11. The recommended reception mode on the HP OfficeJet Series 300 for a customer with no answering machine who normally receives voice and fax calls is:

   A.   Auto mode
   B.   Manual mode
   C.   Fax/TAM mode
   D.   Distinctive Ring mode

12. The list of customer available resources for technical assistance is found in chapter _____ of the TSSG.

   A.   6
   B.   1
   C.   5
   D.   2

13. Part numbers of orderable supplies and accessories are found in:

   A.   Chapter 6 of the TSSG
   B.   Chapter 5 of the TSSG
   C.   Chapter 1 of the TSSG
   D.   Chapter 3 of the TSSG

14. A delayed send fax from the automatic document feeder can be sent while a print job is printing?

    A.   True

    B.   False

15. HP OfficeJet Series 300 printer control and printer feature access is through the:

    A.   HP OfficeJet Series 300 menu

    B.   Printer drivers

    C.   Remote diagnostic feature

16. When using the HP OfficeJet Series 300 with an answering machine to receive fax and voice calls, the recommended reception mode is:

    A.   Distinctive ring

    B.   Manual

    C.   Auto

    D.   Fax/TAM

17. HP authorized dealers who have a current U.S. Dealer Channel Agreement are eligible to participate in the HP Dealer Premier Support Program.

    A.   True

    B.   False

18. The meanings of the digits in the diagnostic code that is printed on a fax log report can be found in:

    A.   Chapter 6 of the TSSG

    B.   Chapter 5 of the TSSG

    C.   Chapter 4 of the TSSG

    D.   Chapter 3 of the TSSG

19. The HP Express Exchange program will deliver a _____ unit to the user.

    A.   customer's own purchased and repaired

    B.   remanufactured

    C.   new

20. Hewlett–Packard Company service and support resources available to the customer include:

    A.   HP Customer Information Center

    B.   HP Customer Support Center

    C.   HP FIRST

    D.   All of the above

21. Paper size, Reception modes and Speed Dial numbers can be set through the HP OfficeJet Series 300 display menu?

    A.   True
    B.   False

22. In the Technical Support Solutions Guide, problem solving information is provided in chapter ___ .

    A.   2
    B.   7
    C.   5
    D.   3

23. The number of rings to answer setting is ONLY used in the _____ reception mode.

    A.   Manual
    B.   Auto
    C.   Fax/TAM

24. To access the Service and Factory menu, press the _____ and _____ buttons simultaneously while powering the unit ON.

    A.   4 , 7
    B.   Start , Menu
    C   Load Eject , Reset
    D   * , 7

25. To transfer user settings from one HP OfficeJet Series 300 to another locally, you must connect the two units with a phone cord and press the _____ and _____ buttons on each while powering them ON.

    A.   4 , 7
    B.   * , 4
    C.   * , 7
    D.   * , *