

# HP LaserJet MFP Analog Fax Accessory 300 Send Fax Driver Installation Notes



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# 1 Introduction

## Purpose of this document

This document provides some general information about the Send Fax driver that is used with the HP LaserJet MFP Analog Fax Accessory 300 (product number: Q3701A) when it is installed in specific multifunction peripherals (MFPs). The fax accessory might be factory installed (bundled) or could be installed as an accessory, depending on the MFP model. See [Supported MFPs and minimum firmware on page 1](#) for the list of MFPs that this driver supports.

For additional information, see the *Send Fax Driver Guide*, which is available on the software CD supplied with the accessory or MFP, or go to [www.hp.com/go/mfpfaxaccessory300](http://www.hp.com/go/mfpfaxaccessory300).

The following operating systems support this driver (Intel x32 and AMD x64 versions):

- Windows® 2000
- Windows® XP
- Windows Server 2003
- Windows Vista™

To support the driver, the MFP also must have the minimum firmware version installed. Version information is provided later in this document. Information about the firmware upgrade process (remote firmware update, or RFU) for a specific MFP is available in the MFP user guide.

## Who needs this software?

This software is for users who want to send fax jobs from their computers to their MFP over a network without visiting the MFP. The driver is installed on the client computer.

## Supported MFPs and minimum firmware

HP LaserJet MFPs require firmware support for the Send Fax driver. To determine if your MFP has a minimum supporting firmware version, you can print the MFP configuration pages from the MFP control panel or check to see if the PC FAX SEND or PC Fax Send menu entry is under either the **Fax Send** menu or **Administration** menu, depending on the MFP model. Printing the configuration page can help to locate the PC Fax Send menu item.

Print the configuration page on HP LaserJet M3035 MFP, M3027 MFP, M4345 MFP, M5025 MFP, M5035 MFP, M9040 MFP, M9050 MFP, and the HP Color LaserJet CM4730 MFP, CM6030 MFP, and CM6040 MFP:

1. On the MFP control panel, touch **Administration**.
2. Scroll to and touch **Information**.
3. Scroll to and touch **Configuration/Status Pages**.
4. Scroll to and touch **Configuration Page**. The configuration page prints.
5. The firmware datecode is listed in the section called **Device Information**.

Print the configuration page on the HP LaserJet 4345mfp and 9040/9050mfp, and the HP Color LaserJet 4730mfp and 9500mfp:

1. On the MFP control panel, press **Menu**.
2. Touch **INFORMATION**.
3. Touch **PRINT CONFIGURATION**. The configuration page prints.
4. The firmware datecode will be listed under **Device Information**.

Verify that the PC Fax Send menu item displays on the on HP LaserJet M3035 MFP, M3027 MFP, M4345 MFP, M5025 MFP, M5035 MFP, M9040 MFP, M9050 MFP, and the HP Color LaserJet CM4730 MFP, CM6030 MFP, and CM6040 MFP:

1. On the MFP control panel, touch **Administration**.
2. Scroll to and touch **Initial Setup**.
3. Scroll to and touch **Fax Setup**.
4. Scroll to and touch **PC Fax Send**. If **PC Fax Send** does not display, the MFP firmware must be updated.

Verify that the PC FAX SEND menu item displays on the HP LaserJet 4345mfp and, 9040/9050mfp, and the HP Color LaserJet 4730mfp and 9500mfp:

1. On the MFP control panel, press **Menu**.
2. Scroll to and touch **FAX**.
3. Scroll to and touch **FAX SEND**.
4. Scroll to and touch **PC FAX SEND**. If **PC FAX SEND** does not display, the MFP firmware must be updated.

LaserJet Model	Minimum Firmware Version
HP LaserJet 4345mfp Series (all models)	09.041.8
HP Color LaserJet 4730mfp (all models)	46.121.2
HP LaserJet 9040mfp/9050mfp (all models)	08.041.8
HP Color LaserJet 9500mfp (all models)	08.041.8
HP LaserJet M5035 MFP / M5025 MFP (all models)	Supported in all versions

LaserJet Model	Minimum Firmware Version
HP LaserJet M4345 MFP (all models)	Supported in all versions
HP LaserJet M3035 MFP / M3027 MFP	Supported in all versions <sup>1</sup>
HP Color LaserJet CM4730 MFP (all models)	50.010.2
HP LaserJet M9040 MFP / M9050 MFP (all models)	Supported in all versions
HP Color LaserJet CM6040 MFP (all models)	Supported in all versions
HP Color LaserJet CM6030 MFP (all models)	Supported in all versions
Analog Fax Accessory 300 Q3701A	2.36B <sup>2</sup>

<sup>1</sup> Only the M3035xs MFP and M3027x MFP support fax; other models are not fax upgradable.

<sup>2</sup> The Analog Fax Accessory firmware will be automatically upgraded (as needed) with a MFP firmware upgrade. Separate analog fax firmware is not available; it is always integrated with MFP firmware upgrades.

## Frequently asked questions

Question	Answer
Can the Send Fax phone book be imported and exported using a CSV (Comma Separated Value) file?	Yes, the Send Fax phone book supports ASCII or UTF-8 file formats.
Can recipients be grouped in the phone book?	Yes, recipients can be grouped under a group name in the phone book.
Are duplicate entries allowed in the recipient list?	Yes.
Can a cover page be used when sending a fax to multiple recipients?	Yes.
Is only one name shown on each cover page when a cover page is used to send a fax to multiple recipients?	Yes. The preview of a fax sent to multiple recipients only shows the first cover page; however, the cover page will be generated separately for each recipient and sent in the separate fax jobs for each recipient.
What happens if <b>Show Preview Before Sending Fax</b> is selected?	The <b>Send</b> button changes to <b>Preview and Send</b> .
Are the changes made to settings saved in the MFP?	Yes. The driver automatically captures changes in the settings each time the Send Fax driver is started.
Can individual recipient information be viewed?	Yes, using the Details button.
Does the cover page include a "total page" count for the fax?	Yes.

## Limitations

### Field length limits:

- **Phone Book:** 10,000 entries.
- **Recipient List:** 100 entries.
- **Recipient Name:** 50 characters.
- **Group:** 100 entries

- **Fax Number:** 50 characters.
- **Company Name:** 50 characters.
- **Cover Page Notes:** 160 characters.
- **Sender Name:** 50 characters.
- **Voice Phone Number:** 50 characters.
- **Email Address:** 256 characters.

LAN fax is not supported with the Send Fax driver.

Serial/parallel/USB connected MFPs are not supported; only LAN connected MFPs are supported.

When using a Point and Print connection to the Send Fax driver, the fax preview will not be available. Also the "Update Now" feature to capture settings changes (notification, billing code, billing code length, send fax enabled/disabled) will not be possible.

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## 2 Known issues and workarounds

The latest release of the Send Fax driver has a new tab named **Printing Shortcuts**. Access this tab from the **Printers and Faxes** folder by right-clicking the HP MFP Send Fax driver and then clicking **Printing Preferences**. Printing Shortcuts replaces the Print Task Quick Sets features that were present on the Paper/Quality tab in previous versions of the Send Fax driver. This change is also found in other LaserJet MFP printing drivers. Printing Shortcuts offers an easier way to change, save, and recall common printer settings designated by the user. For the Send Fax driver user, it is not usually necessary to make any changes to settings under Printing Preferences. Although the Send Fax Driver Guide still contains references to Print Task Quick Sets, the settings and use are easily interchanged with Printing Shortcuts.

Some customers may be using PJI files (disableon.pjl, disableoff.pjl) that remove unconfigured icons from the control pane. These may cause email notification in the Send Fax driver to be unavailable. There is currently no workaround other than not using the PJI files when the Send Fax driver is used.

If multiple instances of the driver are opened under MS Word, a system hang can occur. The workaround is to only open one instance of the driver at a time with MS Word.

PCs with an AMD64 processor running 32 bit apps, some pop-up dialog boxes may not appear. Also, the bi-directional functionality (Update Now feature) will not be available. There is currently no workaround.

The cover page will not be available when running 32 bit applications on 64 bit machines. There is currently no workaround.

In Windows XP display style theme, the lines in the lists (recipients, phone book) can become missing or through text. This is a windows issue; usually fixed with a screen refresh. Workarounds are to use the Windows classic theme or disable smooth scrolling. See <http://support.microsoft.com/default.aspx> for further details.

If the analog fax is disabled from the Digital Sending Service (DSS), it may still accept Send Fax jobs. This will be fixed in a future release of printer firmware.



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# 3 Installation Instructions

## Installing the driver on Microsoft Windows

For additional information, please see the Send Fax Driver Guide.

The Send Fax driver is available from the following sources:

- On the software CD that is supplied with the LaserJet MFP Fax Accessory Kit
- On the software CD that is supplied with the MFP (for products supplied after Fall 2006)
- At [www.hp.com/go/mfpfaxaccessory300](http://www.hp.com/go/mfpfaxaccessory300)

The easiest way to install the Send Fax driver is to install directly from the software CD supplied with the Fax Accessory Kit or the MFP. The Add Printer tool can be used to install the driver when the driver is downloaded from the HP Web site.

## Verify the MFP firmware

Before installing the Send Fax driver, the MFP must have a minimum firmware level. Update the MFP firmware as needed by following the RFU (Remote Firmware Update) as described in the user guide for your MFP. To confirm that the MFP firmware supports the Send Fax driver, check the following from the control panel:

Verify that the PC Fax Send menu item displays on the HP LaserJet M3035 MFP, M3027 MFP, M4345 MFP, M5025 MFP, M5035 MFP, M9040 MFP, M9050 MFP, and the HP Color LaserJet CM4730 MFP, CM6030 MFP, and CM6040 MFP:

1. On the MFP control panel, touch **Administration**.
2. Scroll to and touch **Initial Setup**.
3. Scroll to and touch **Fax Setup**.
4. Scroll to and touch **PC Fax Send**. If **PC Fax Send** does not display, the MFP firmware must be updated.
5. Touch **Enabled**.
6. Touch **Save**.

Verify that the PC FAX SEND menu item displays on the HP LaserJet 4345mfp and 9040/9050mfp, and the HP Color LaserJet 4730mfp and 9500mfp:

1. On the MFP control panel, press **Menu**.
2. Scroll to and touch **FAX**.

3. Scroll to and touch **FAX SEND**.
4. Scroll to and touch **PC FAX SEND**. If **PC FAX SEND** does not display, the MFP firmware must be updated.
5. Touch **ENABLED**.
6. Touch **EXIT**.

## Install the Send Fax driver

To install the Send Fax driver from the software CD supplied with the MFP (HP LaserJet M5035 MFP / M5025 MFP, M4345 MFP, M3035 MFP / M3027 MFP, M9040 MFP / M9050 MFP, and HP Color LaserJet CM4730 MFP, CM6030 MFP, and CM6040 MFP), insert the CD into the PC on which you want to install the driver. The installation program runs automatically. Click the **Optional Software** button, then select the Send Fax driver, and then follow the on-screen installation steps.

To install the Send Fax driver from the software CD supplied with the LaserJet MFP Fax Accessory Kit, insert the CD into the PC on which you want to install the driver and then follow the on-screen installation steps.

To use the Add Printer Wizard to install the Send Fax driver, follow these steps:

1. Download the Send Fax driver from [www.hp.com/go/mfpfaxaccessory300](http://www.hp.com/go/mfpfaxaccessory300) and extract the files to a directory of your choosing.
2. Click **Add a printer** under the Printers and Faxes window.
3. In the Add Printer Wizard welcome dialog box, click **Next**.
4. Under Local or Network Printer, select **Local printer attached to this computer**. Click **Next**.

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 **NOTE:** Select **Local printer attached to this computer** to install the MFP Send Fax driver on a network printer. The printer name is HP MFP Send Fax when the driver is installed on a local printer. If you select a network printer, or a printer attached to another computer, then the IP address of the computer is required. Some features, such as fax preview, are not available if the driver is installed by using the network printer installation (Point and Print).

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5. If your computer is already connected to the MFP, under Select a Printer Port, select **Use the following port**.

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 **NOTE:** If your computer is not connected to the MFP, select **Create a new port**, then select **Standard TCP/IP Port**. Type the MFP printer name or IP address in the Printer Name or IP Address text box

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6. Under Install Printer Software, click **Have Disk**.
7. Click **Browse** and go to the extracted driver files and select the .INF file.
8. Click **Next** under Install Printer Software.
9. Type a name for the printer (or use default).
10. Share the printer as desired.
11. Select **Yes** to print a test page (this will actually send a fax, not print a page locally).
12. In the HP MFP Send Fax dialog box, click the **Fax Job** tab. (Setup information is not required to send a test page.)

13. In the Fax Number text box under Fax To, type the fax number where the test page will be sent.
14. Click **Send**. The preview window opens if you selected **Show Preview Before Sending Fax** on the Setup tab. On the toolbar, click **Send Fax**.
15. A message appears asking if the test page printed. Verify that the test page printed on the receiving fax machine and then click **OK**.

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 **NOTE:** The test page is delivered to the fax number that you typed in the Fax Number text box on the Fax Job tab.

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## Uninstalling the driver

To fully uninstall the driver, follow these steps:

1. Navigate to **Start > Settings > Printers**
2. Delete the printer (HP MFP Send Fax) from the folder
3. Navigate to **Start > Settings > Printers** and right click inside the folder window
  - a. Select **Server Properties**
  - b. Go to Drivers and select the printer (HP MFP Send Fax) from the list
  - c. Click **Remove**
4. Stop the spooler service (navigate to **Start > Settings > Administrative Tools > Services**), then go to <Windows dir>\system32\spool\prtprocs\w32x86 folder and delete the file hpzpp40j.dll
5. Go to <Windows dir>\system32\spool\drivers\w32x86 and remove the folder hewlett\_packardhp\_lac77b
6. Go to <Windows dir>\temp folder and delete \*.hlp files
7. Go to <Current User directory>\temp folder and delete \*.hlp files.
8. Restart the spooler service

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 **NOTE:** If the Send Fax driver was installed from the MFP software CD, you can also use the Uninstall feature (Modify Installation), or you can use the Add or Remove Programs feature in the Windows control panel.

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## 4 Customer assistance

Some of the following services are provided for the United States only. Services similar to those listed below are available in other countries/regions.

### Customer support

See your MFP user guide or the in-box flyer, or call your local authorized HP dealer.

### Web

Online technical support is available at the following URL: [www.hp.com/go/mfpfaxaccessory300](http://www.hp.com/go/mfpfaxaccessory300)

