



HP Universal Fax Driver for Windows - User Guide

SUMMARY

Learn how to use the HP Universal Fax Driver for Windows.

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1 Introduction

The HP Universal Fax Driver for Windows provides the network fax feature that enables you to send faxes directly from your desktop PC or laptop.

Developed by HP Inc, the HP Universal Fax Driver for Windows combines a general-purpose fax driver and HP proprietary extensions. The UFD is an intelligent fax driver that supports a broad range of multifunction peripherals.

The UFD is designed to be a common fax driver for ALL fax-enabled products. As the solution for this wide range of products, the UFD must provide a discovery user interface for discovering printers on the network, as well as a robust, full-featured UI for fax sending.

Features

UFD includes the following primary features:

- Network discovery for HP fax devices
- Can co-exist with the current fax driver
- Simplified driver deployment
- Unified user interface (UI) for both platforms (HP Inkjet and HP LaserJet Pro)
- Support for Point and Fax in Windows 7, Windows 8, Windows 8.1, and Windows 10 clients.

2 Install and Set up

Learn how to install and set up the HP Universal Fax Driver for Windows.

Requirements

Review the following client and server operating system requirements for the UFD.

Operating systems

The UFD will operate on the following 32-bit and 64-bit operating systems:

- Windows 10
- Windows 8.1
- Windows 8
- Windows 7
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012R2
- Windows Server 2012

Citrix and Terminal Server

Recommended servers include:

- Citrix 6.5
- Citrix 7.6
- Windows Terminal Servers

Minimum system requirements

Minimum system requirements for UFD include:

- 2 GHz processor
- 2 GB RAM

- 100 MB hard disk
- USB 2.0
- 1024x768 SVGA monitor
- LAN

Recommended system requirements

Recommended system requirements for UFD include:

- Intel® Core™2, 2 GHz, Duo Processor or equivalent
- 4 GB RAM
- 1.6 GB hard disk space
- USB 2.0
- 1024x768 SVGA monitor
- LAN

Install the HP UFD

Learn where to obtain the latest download for the HP UFD.

The latest download is available on the HP Software and Drivers page for the [HP Universal Fax Driver Series for Windows](#).

Download the HP Universal Fax Driver for Windows

Follow these steps to download the HP Universal Fax Driver for Windows.

1. Go to the HP Software and Drivers page for the [HP Universal Fax Driver Series for Windows](#).
2. If prompted, select your language or location from the list.
3. Expand the **Driver-Universal Fax Driver** section.
4. Click **Download** next to the driver package you want to install.
5. After the download completes, extract the HP UFD installer and HP UFD driver zip files to the location of your choice.

Method 1: Install using a command prompt (HP Enterprise printers only)

Follow the instructions below to install the HP Universal Print Driver for Windows using a command prompt for standalone PCs. This is the recommended method for HP Enterprise and Managed printers.


1. Install the HP Universal Fax Driver using the following command:

```
rundll32 printui.dll, PrintUIEntry /ia /m "HP Universal Fax Driver" /h "x64" /f "Path to INF\HPUFD_fax.inf"
```

2. Set up the fax queue. To do this, navigate to the INF path for installing a static queue of a specific printer and use the following command:

```
FaxPrinterUtility64.exe -OperationType AddUFD -PrinterAddress  
15.32.156.23 -Type Enterprise
```

3. Share the fax queue in admin mode.


 **NOTE:** The parameters vary depending on the printer. Use the following example to create the command paths/parameters by substituting the printer model name reference with the exact printer name and model.

```
rundll32 printui.dll, PrintUIEntry /Xs /n "<Fax - the printer model  
name>" Sharename "<the sharename>"
```

```
rundll32 printui.dll, PrintUIEntry /q /Xs /n "<Fax - the printer  
model name>" Attributes Shared
```

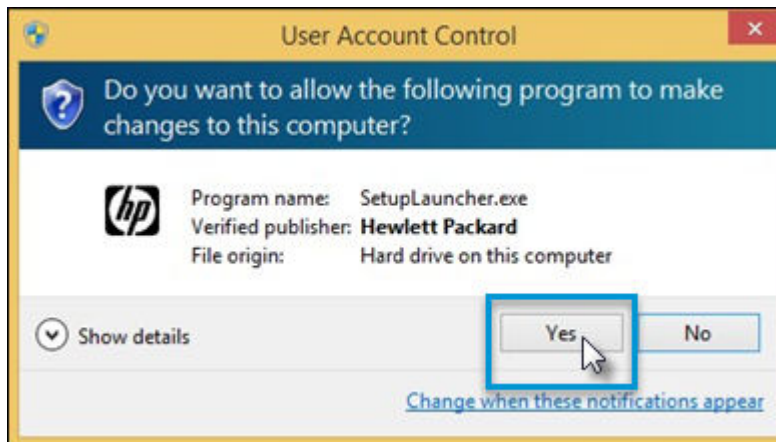
Method 2: Install using the Setup Wizard

To install HP Universal Print Driver for Windows using the *Setup Wizard*, follow these steps.

 **IMPORTANT:** This method is not supported for Windows Server operating systems. See Method 1 or Method 3.

1. Double-click the executable file to initiate the installation.
2. In the *User Account Control* dialog, select **Yes**.

Figure 2-1 User Account Control



The *HP Universal Fax Driver Setup Wizard* opens.

3. In the Setup Wizard, select **Next**.
4. Read the end-user license agreement, and then select the check box **I have reviewed and accept the installation agreements and settings**.
5. When you're ready to start the installation, select **Install**.

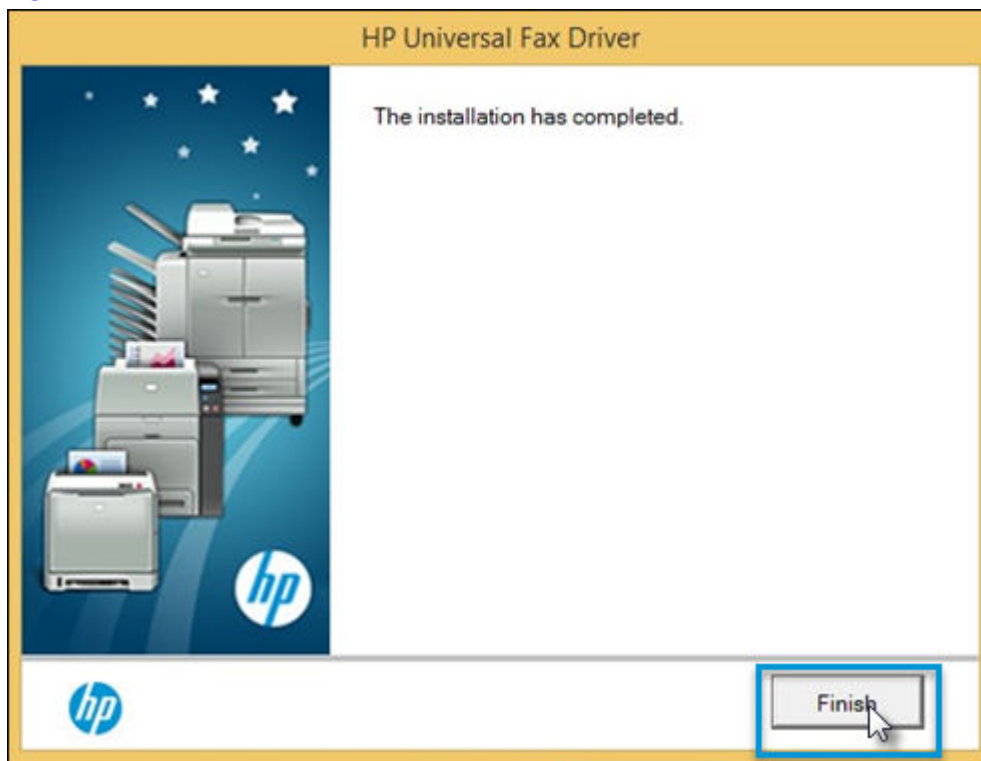
6. Wait while the software is being installed and for the installation to complete.

Figure 2-2 The HP Universal Fax Driver installation screen



7. Select **Finish** to close the Setup Wizard.

Figure 2-3 The HP Universal Fax Driver installation is complete



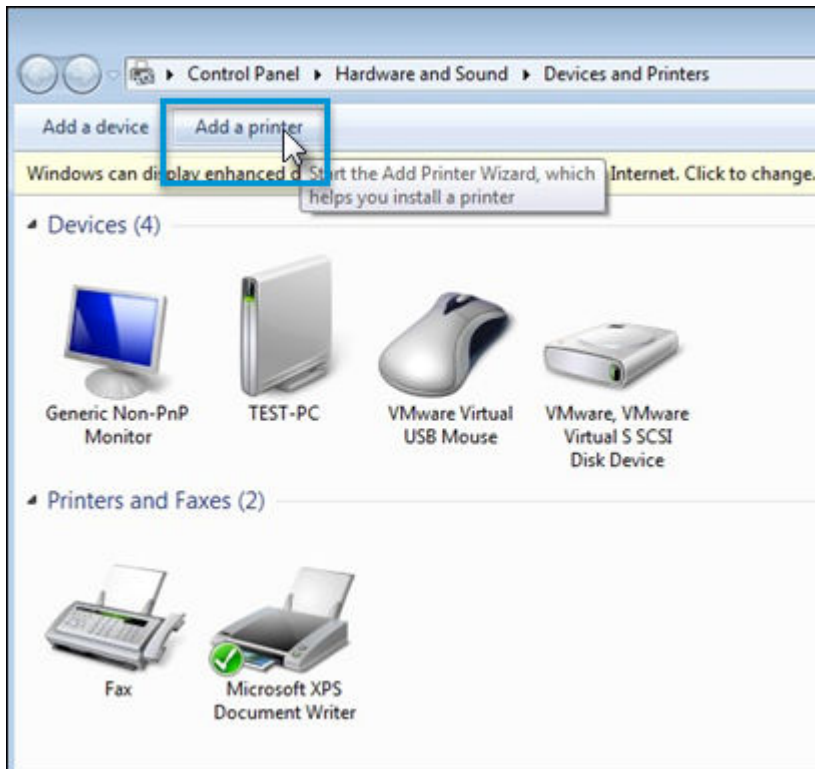
After the installation is complete, the **HP Universal Fax Driver** displays in the **Devices and Printers** folder.

Method 3: Install using the Add Printer Wizard

To install the HP Universal Print Driver for Windows using **Add Printer Wizard**, follow these steps.

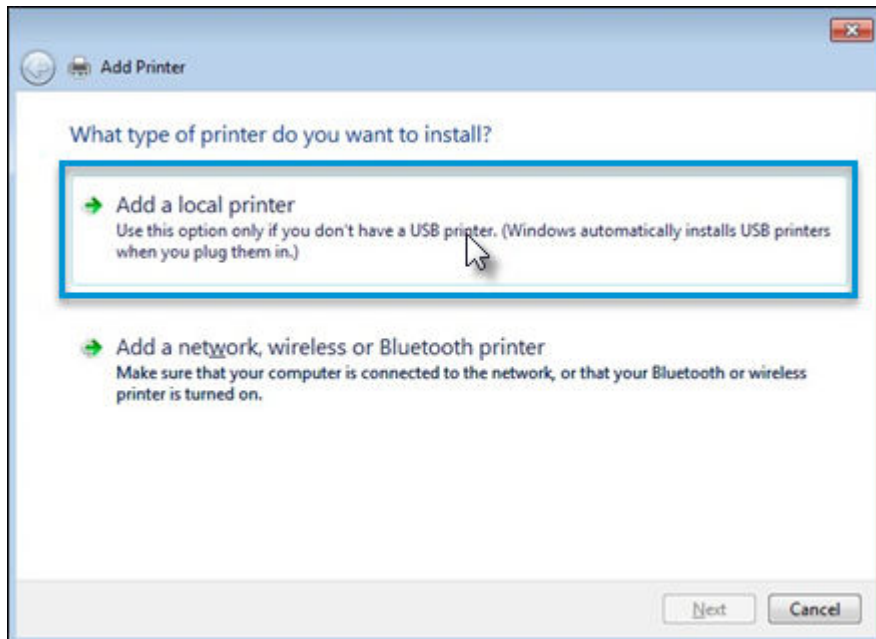
1. Open the **Devices and Printers** folder and select **Add a printer**.

Figure 2-4 Devices and Printers



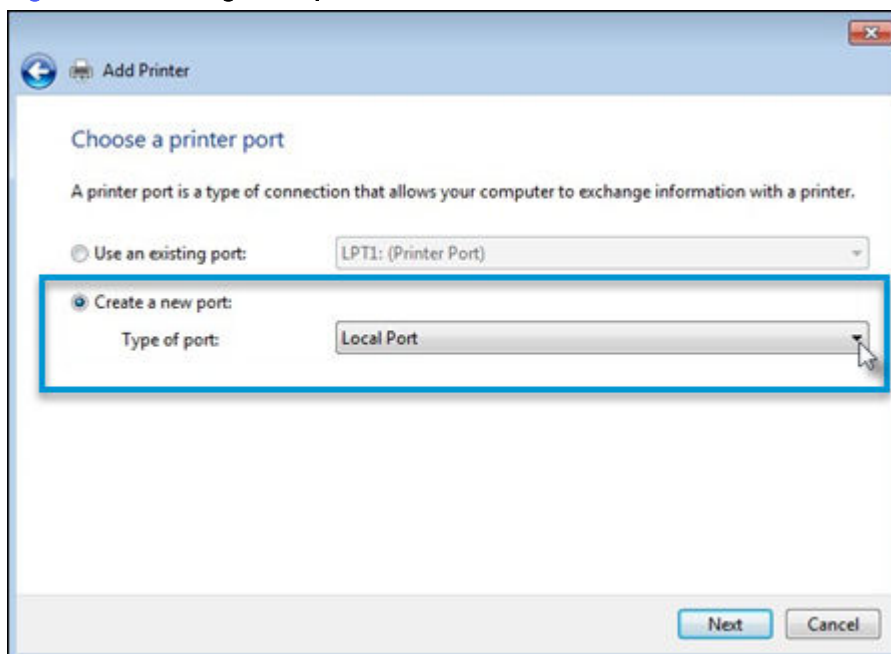
2. Choose **Add a local printer** from the dialog screen.

Figure 2-5 Adding a printer



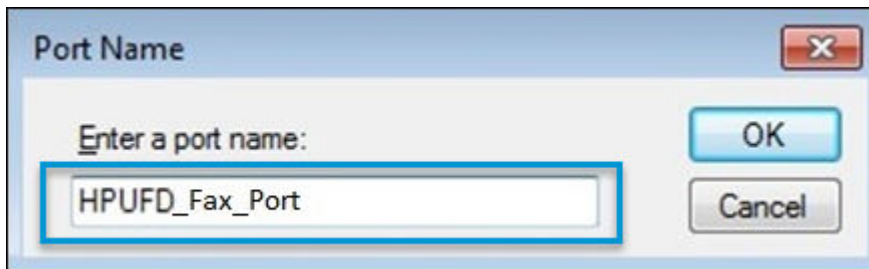
3. Select **Create a new port** and choose **Local Port** from the drop-down list.

Figure 2-6 Creating a new port



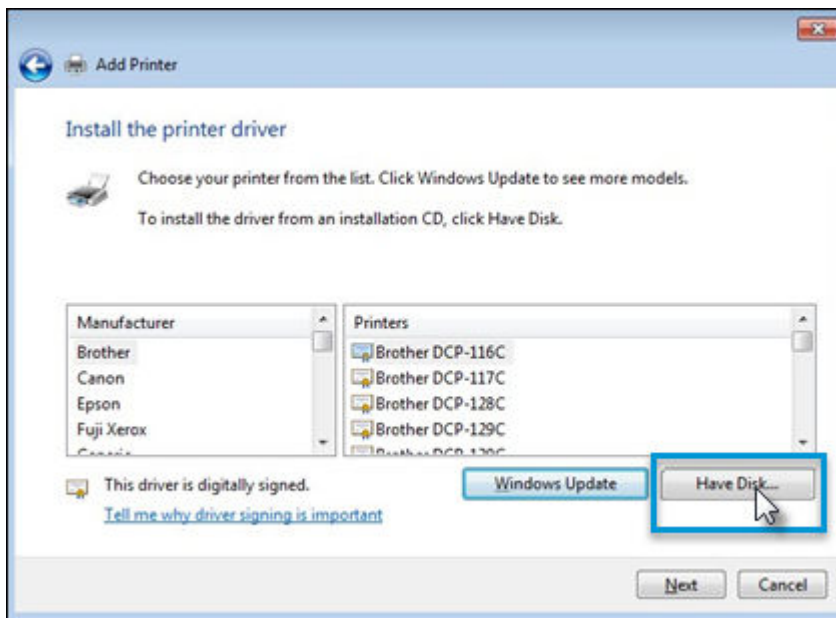
4. Enter `HPUFD_Fax_Port` in the **Enter a port name** field.

Figure 2-7 Entering a port name



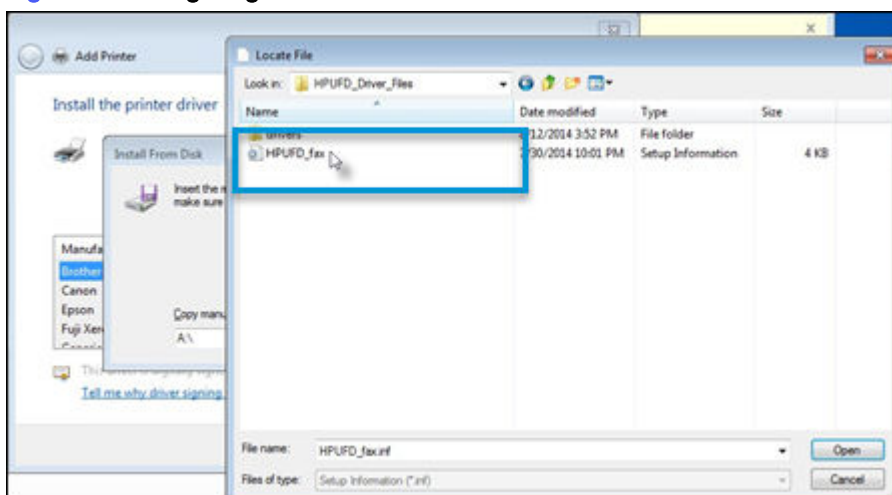
5. Select **Have Disk** on the **Install a printer driver** screen.

Figure 2-8 The Have Disk selection



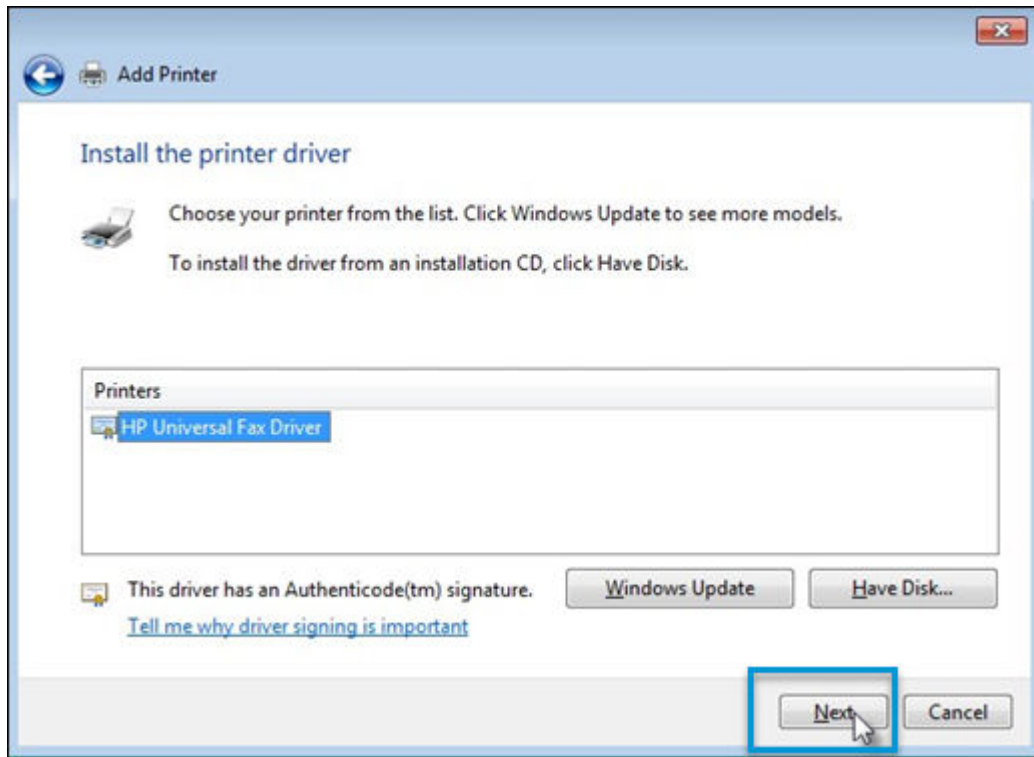
6. Select **Browse** and navigate to the driver files. Select `HPUFD_fax.inf`.

Figure 2-9 Navigating to the driver files



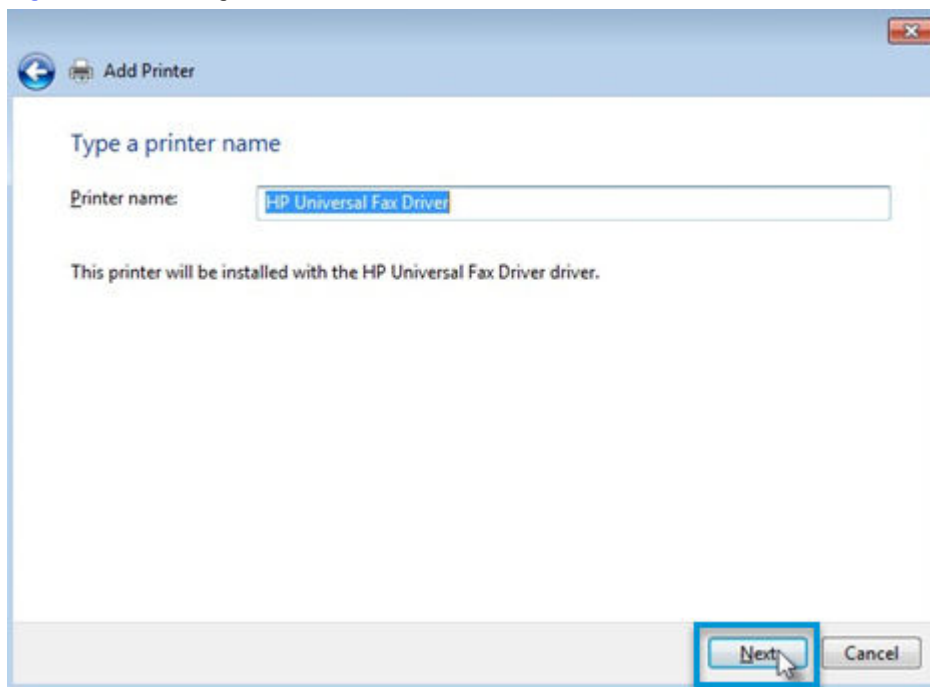
7. Select **Next** on the **Install the printer driver** screen.


Figure 2-10 Setting up the installation



8. Select **Next** to begin the installation.

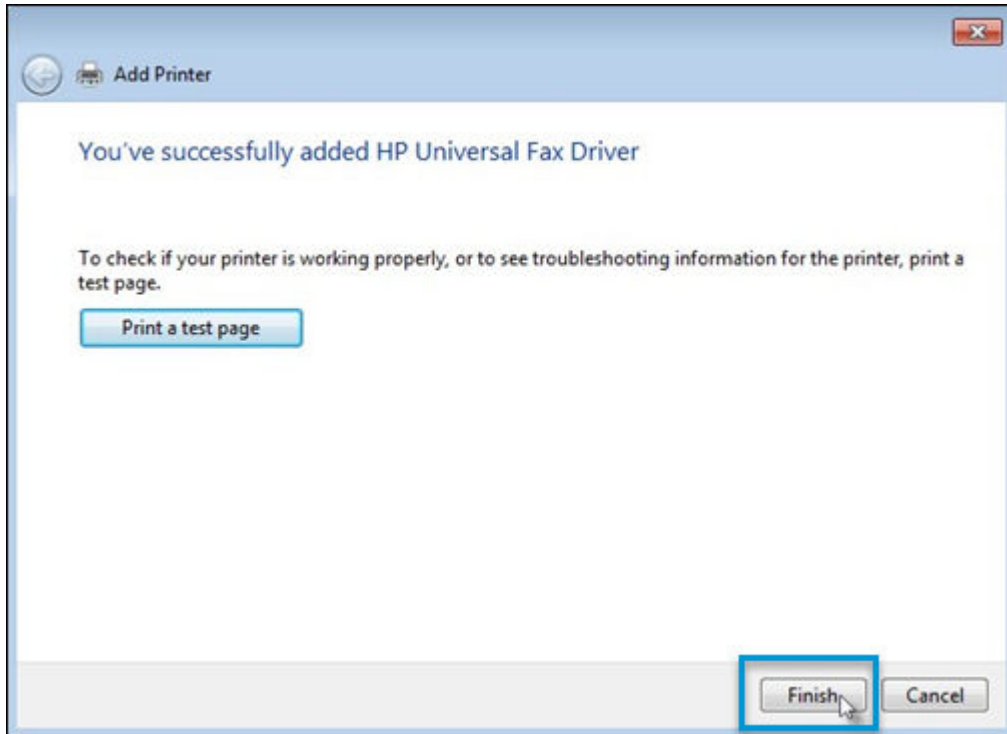
Figure 2-11 Starting the installation



 **NOTE:** The printer name remains the same.

9. Select **Finish** to complete the installation.


Figure 2-12 Finishing the installation



10. After the installation is complete, the HP Universal Fax Driver displays in the **Devices and Printers** folder.

Open the HP Universal Fax Driver for Windows


Follow these steps to open the HP Universal Fax Driver for Windows.

 **NOTE:** The HP Universal Fax Driver for Windows will not work with guest accounts, and is not available from the **Start** menu if using the Add Printer Wizard or a Command Line method.

Windows 8 and newer

1. Navigate to the Universal Fax Driver folder using one of the following options.
 - Search for the Universal Fax Driver in the Windows search field, or
 - From the **Start** menu, select **HP > Universal Fax Driver**.
2. Select **HP Send Fax**.

Windows 7

 **NOTE:** Launching the HP Universal Fax Driver for Windows from the **Start** menu is not supported from HP Enterprise or HP Managed printers.

1. Navigate to the Universal Fax Driver folder using one of the following options.
 - Search for the Universal Fax Driver from the Windows **Start** menu, or

- From the **Start** menu, select **All Programs > HP > Universal Fax Driver**.
2. Select **HP Send Fax**.

Create a static queue

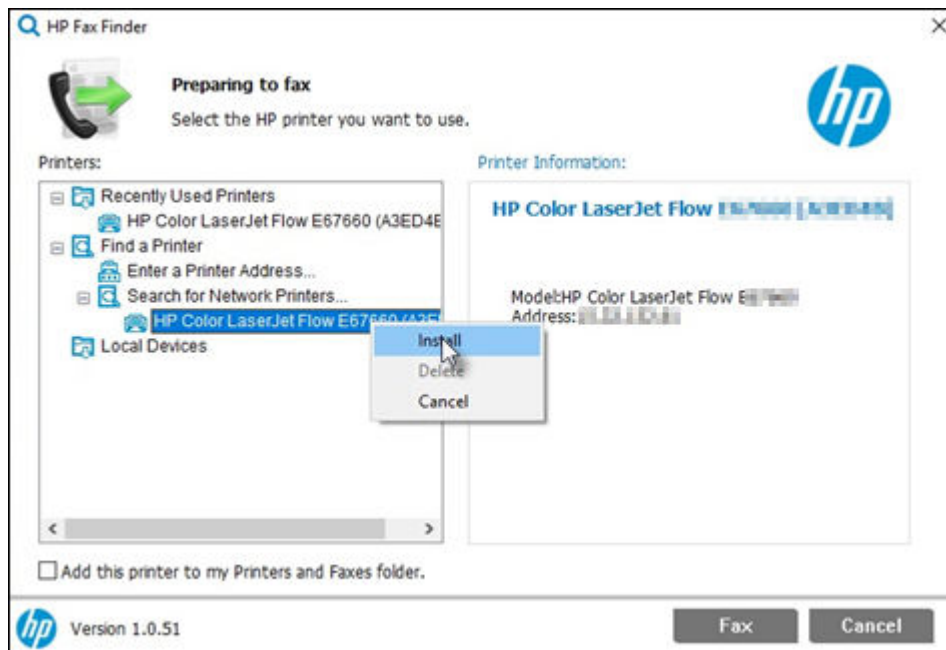
Use one of the following methods to add a static queue to the printer.

Method 1: Install a printer to set up the queue

Set up a static queue by installing a printer in HP Fax Finder.

1. Search for network printers.
2. Right-click a printer and select **Install**.


Figure 2-13 Selecting a network printer

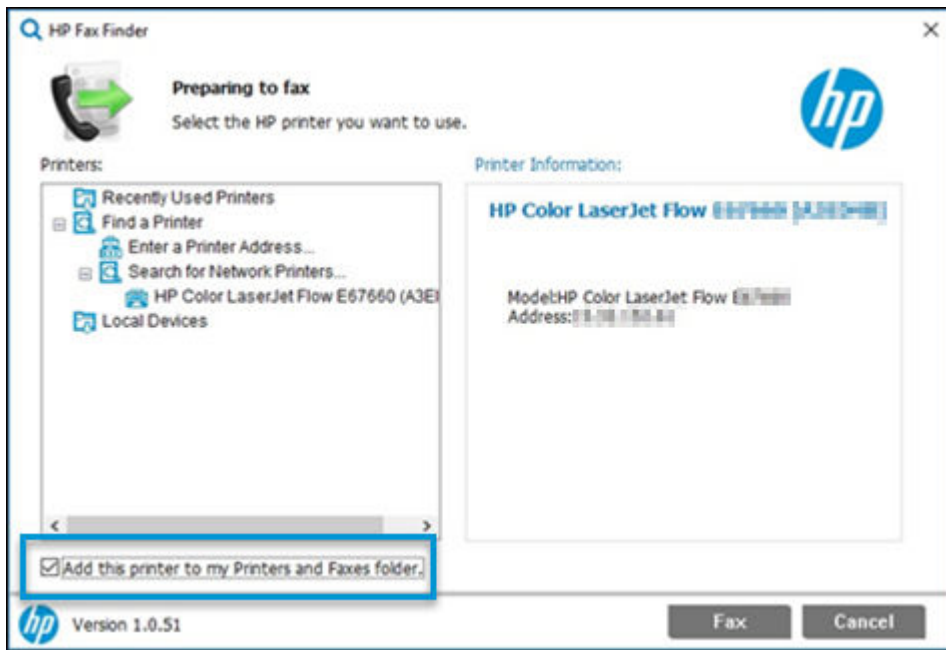


Method 2: Add a printer to set up the queue

Set up a static queue by adding a printer to the **Printers and Faxes** folder in HP Fax Finder.

1. Search for network printers.
2. Check the **Add this printer to my Printers and Faxes folder** box in the lower left corner of the **HP Fax Finder** dialog box.

 **NOTE:** After selecting the **Add this printer to my Printers and Faxes folder** box, the static queue is created when you select **Fax**, which launches the **Send Fax** dialog.



3 Add contacts and groups

Learn how to add and import contacts and create groups using the printer and the HP Universal Fax Driver for Windows.

Add contacts

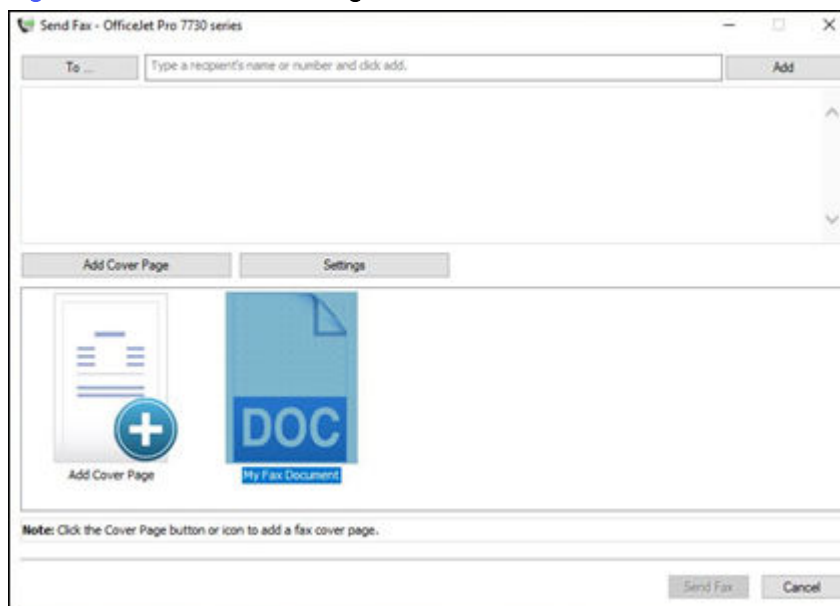
Learn how to add contacts.

Add contacts to Windows address book

Follow these steps to add contacts to the Windows address book.

1. On the **HP Fax Finder** dialog box, select **Fax** to open the **Send Fax** dialog.

Figure 3-1 The Send Fax dialog box



2. Select **To** in the **Send Fax** dialog box to add a contact.
3. Select the **Fax contacts** option from the combo box to add a contact to Windows address book.

4. Enter the name, company, and fax numbers in the fields, and select **Add Contact**.

Figure 3-2 Adding Windows contacts

Name	Company	Fax Number
<input checked="" type="checkbox"/> abc	wer	Home Fax:(1234556)
<input type="checkbox"/> abc	wer	Business Fax:(43264537)
<input type="checkbox"/> fdg	ch	Home Fax:(122435165)
<input type="checkbox"/> fdg	ch	Business Fax:(647837298)
<input type="checkbox"/> sfddf	tgt	Home Fax:(345656)
<input type="checkbox"/> sfddf	tgt	Business Fax:(675887)

5. To remove or edit contacts, select the contacts from the list and choose the desired action.
6. After selecting the recipient, select **Done** or select **Cancel** to exit the window.

Add contacts to the printer

Contacts and their information can be stored in the printer. To add contacts to the printer, follow these steps.



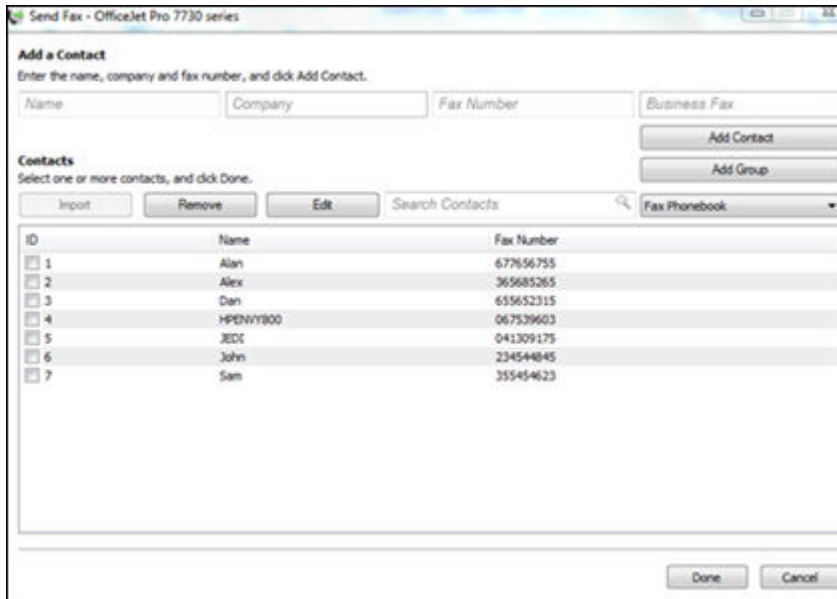
NOTE: Fax phonebook is supported in HP Inkjet and HP LaserJet Pro printers.

1. In the **Send Fax** window, select **To** to add a contact to the printer.
2. Select the **Fax phonebook** option from the combo box to add and save the contact in the **Fax phonebook**.
3. Type the name, company, and fax numbers in the fields, and select **Add Contact**.



NOTE: A maximum of 99-120 contacts are allowed for HP Inkjet and HP LaserJet Pro printers.

The added contacts are displayed in the Send Fax window under **Contacts**.




Import contacts

Learn how to import contacts.


Import contacts from the Address Book (HP Enterprise printers only)

To import contacts from an Address Book on an HP Enterprise or Managed printer using a CSV file, follow these steps.

1. Create a CSV file and make sure the formatting will be supported by the import process.
 - a. Export the Address Book contacts from the printer's Embedded Web Server (EWS) in a CSV file format, or use a CSV file you created previously.

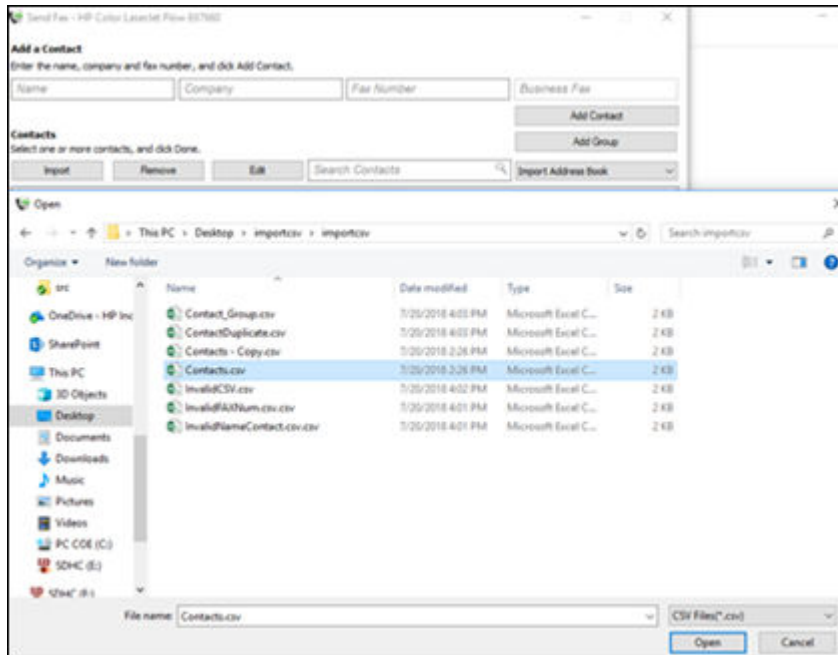
 **NOTE:** The CSV file can be imported into the device. A maximum of 9999 is the recommended supported contacts through import functionality.

- b. Edit the file to make sure the first record in the file is a header record.

 **NOTE:** When importing from a CSV file, the file assumes that the contents of the first record are not imported. If the CSV file entry is not properly formatted, the program discards the entire record. Group entries cannot be imported. Only single records can be imported into the system.

- c. Make sure the contacts are listed in the CSV file with first name, fax number, and record type as mandatory fields.
2. Open the Send Fax driver, open the **Add a Contact** dialog.
3. Select **To** and then select the **Import Address Book** option.
4. Select **Import**.

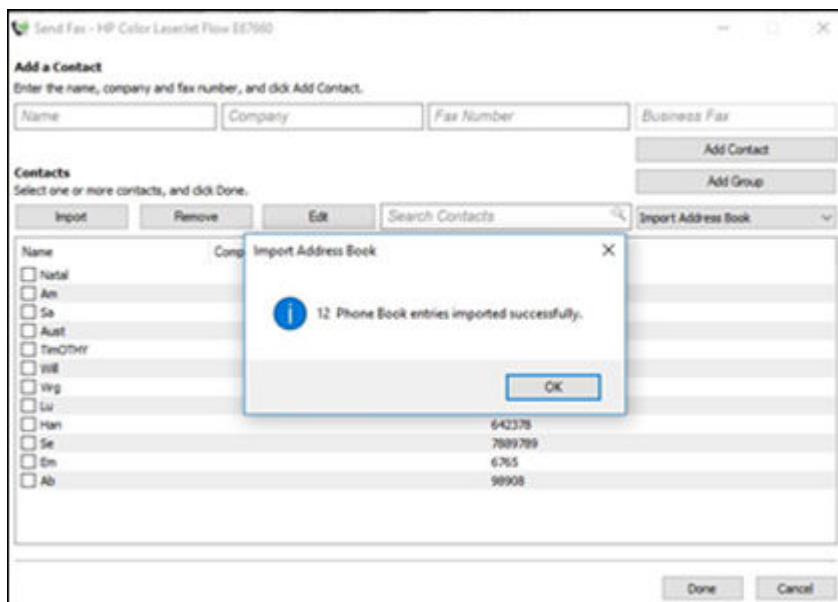
- In the **Open** window, specify the path of the CSV file and select **Open**.



- Click **OK**.



NOTE: To access locally stored contacts, select the **Import Address Book** option from the contacts category.



The contacts are imported to the HP Universal Fax Driver. If you experience an error message before or during the import process, use the following as a guide:


- There are no valid phone book entries** - Caused by an invalid CSV file.
- All are duplicate contacts** - Caused by duplicate CSV file.

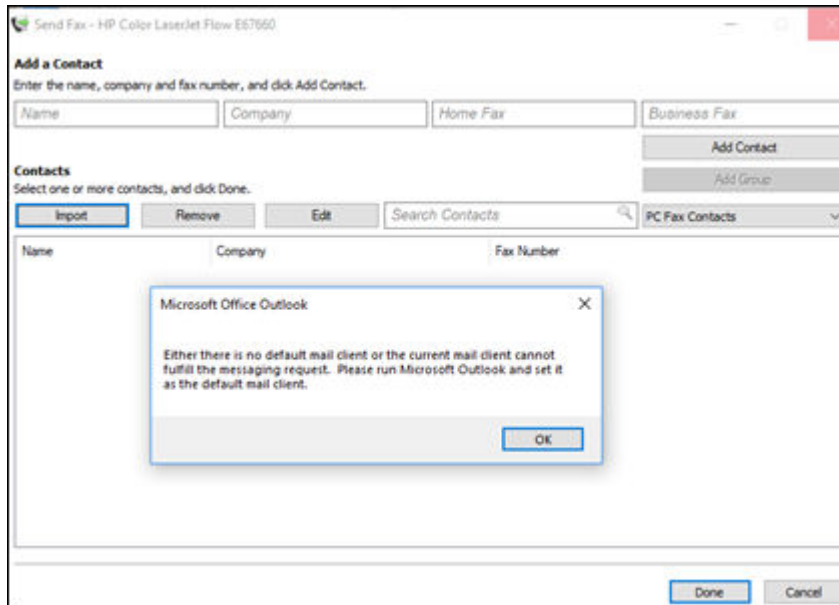
- **Invalid file format. Please select csv file format** - Caused by an invalid CSV file.

Import contacts from Outlook

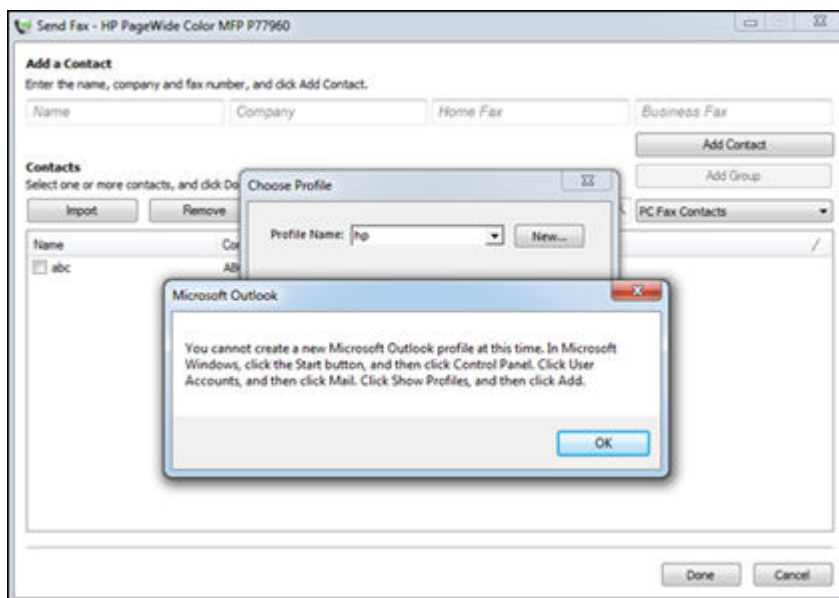
Follow these steps to import contacts from Outlook.

1. Select **To** in the **Send Fax** dialog box and select the **PC Fax contacts** option to import contacts.

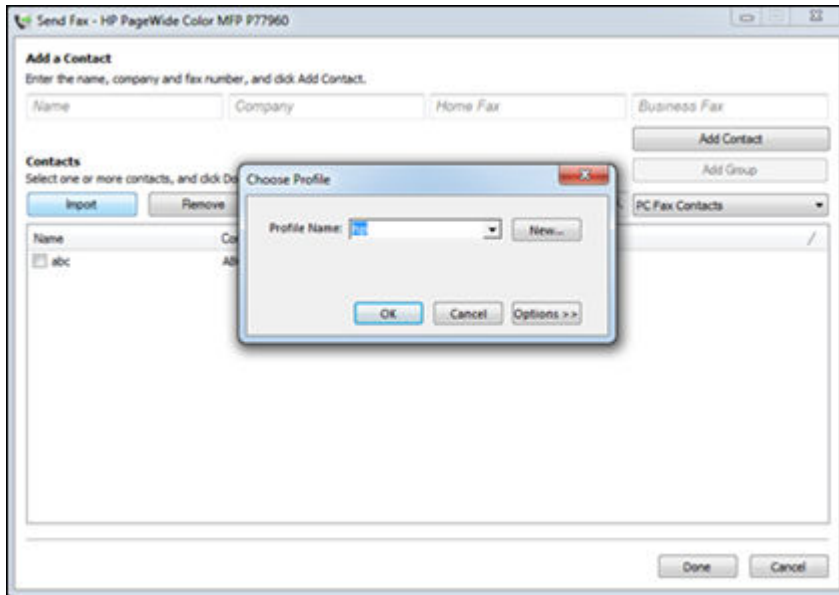
 **NOTE:** If mail is not configured or Outlook is not installed, an error message displays.



2. To add a new profile, select **Start** and then select **Control Panel**.
3. Select **User Accounts**, and then select **Mail**.
4. Select **Show profiles**, and then select **Add**.



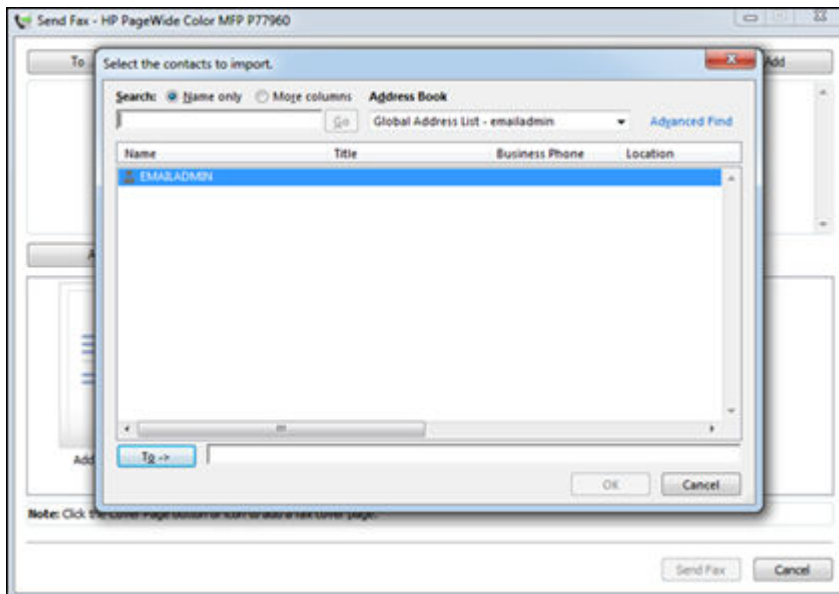
- To import contacts, choose **Profile Name** from the drop-down list.
- Select **New** to create a new profile, and then select **OK**.



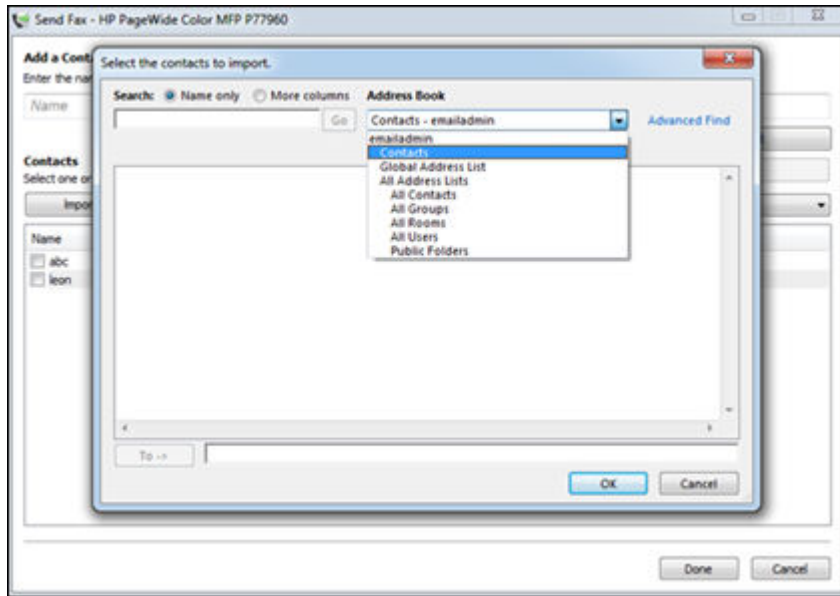
- The Microsoft Outlook Messaging API (MAPI) service opens.



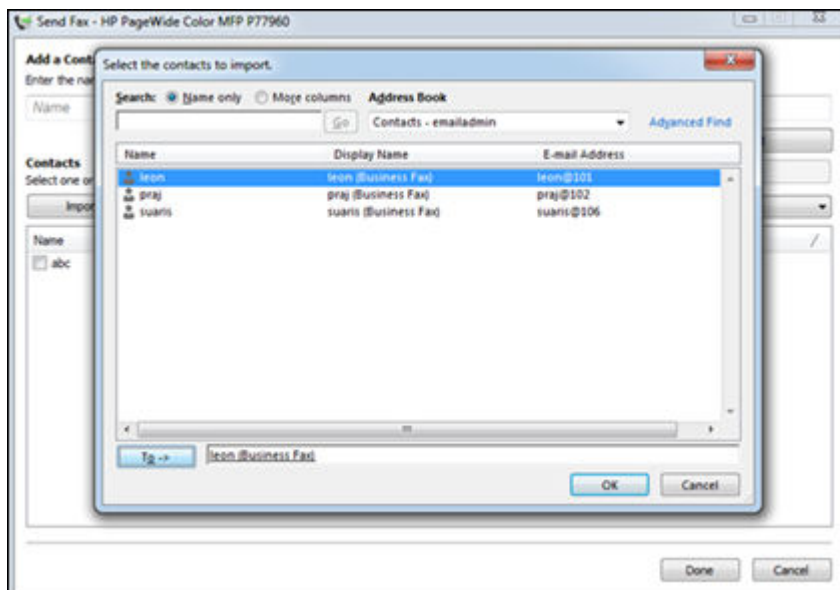
NOTE: The MAPI service does not work with cross platforms. For example, the 32-bit Outlook does not work with the 64-bit driver software.



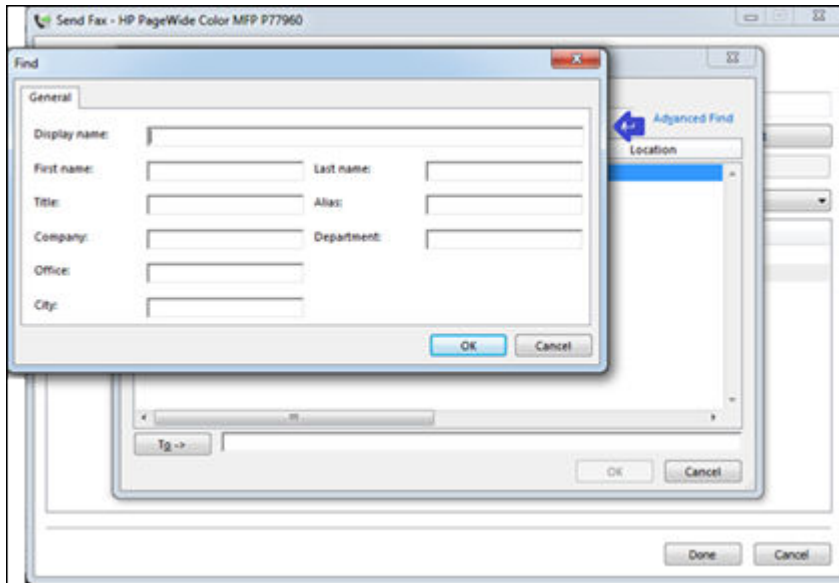
8. Select contacts to import from the **Address Book** drop-down menu.



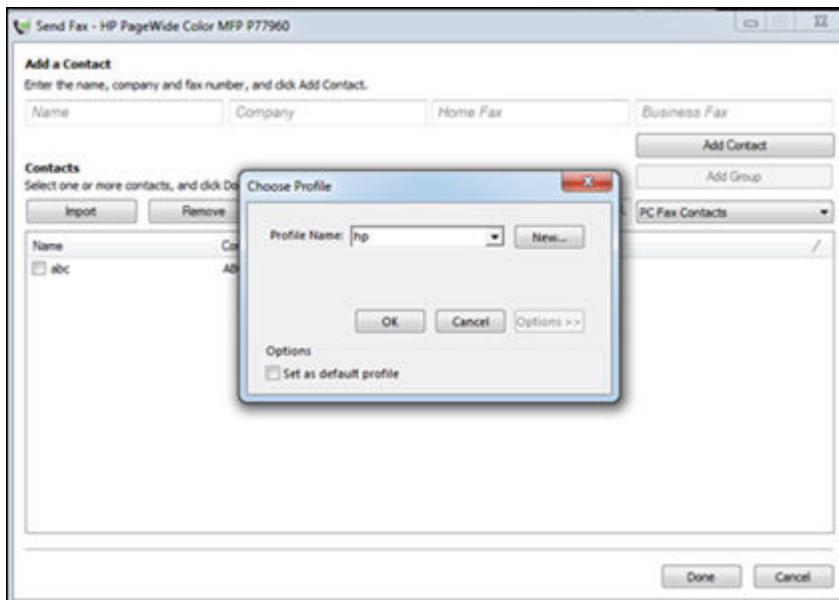
9. Choose individual contacts from the list.



10. Select **Advanced Find** to search for contacts based on displayed screen.



11. Under **Options**, set the profile as the default profile.



Create a group

Learn how to create a group.


Create a group from contacts (HP LaserJet Pro and Inkjet only)

To create a group from contacts, follow these steps.




NOTE: This option is available only for HP Inkjet and HP LaserJet Pro printers.

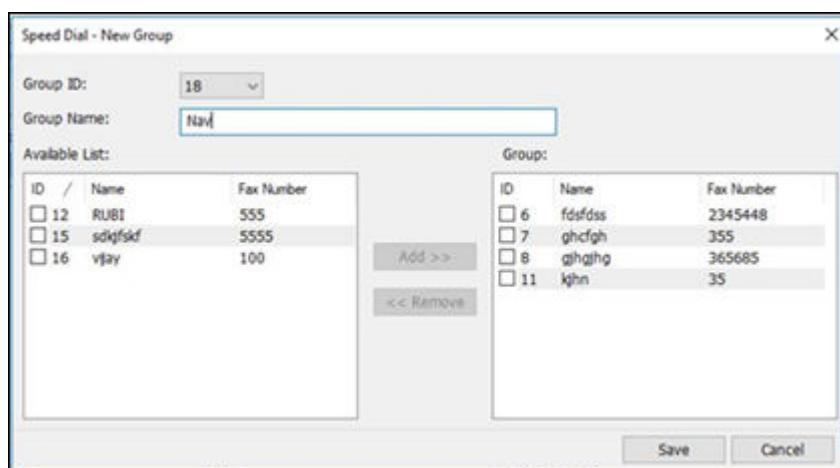
1. To create groups, select **Fax phonebook** from the drop-down list of the contacts category, and then select **To** in the **Send Fax** window.
2. Select **Add Group** to create groups of individual contacts.

 **NOTE:** At least two contacts are needed to create a group.

3. Enter the **Group Name** in the dialog box. In the **New Group** dialog box, select from the available list to be saved as new group.


 **NOTE:** You can add or remove group entries.

4. After the group is created, it is listed under the **Fax phonebook** of the contacts category.




Create a group from imported contacts (HP Enterprise printers only)

To create a group from imported contacts on an HP Enterprise or HP Managed printer, follow these steps.

 **NOTE:** The **Import address book** option is only available in HP Enterprise and HP Managed printers.

1. To create groups from local or imported contacts, select **Import Address Book** from the combo box in the **Send Fax** dialog box.
2. Select **Add Group** to create groups of individual contacts.
3. Enter **Group Name** to the new group in the dialog box. In the **New Group** dialog box, select different entries from the available list to be saved as new group.

 **NOTE:** You can add or remove group entries.

4. After the group is created, it is listed under the **Import Address Book** category of contacts.

Edit contacts

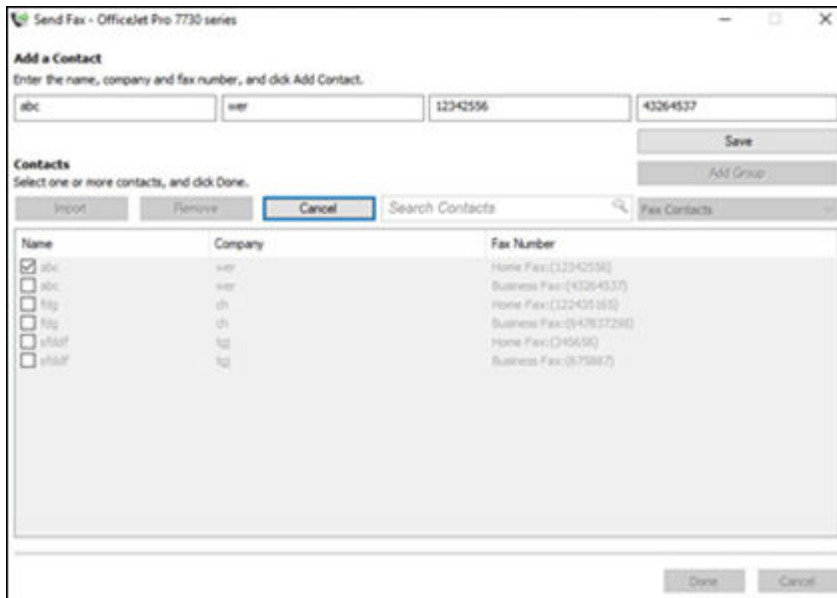
Follow these steps to edit a contact.

1. To edit contacts, select a contact.

2. Select **Edit** to edit the contact information, and then select **Save** to save the edited contact.
3. Select **Cancel** to exit the window.
4. Select **Done** when you are done editing.

 **NOTE:** Only one contact can be edited at a time.

Figure 3-3 Editing contacts



Remove contacts

Follow these steps to remove a contact.

1. To delete contacts, select one or more contacts.
2. Select **Remove**.
3. Select **Yes** to delete the contact or select **No** to exit the window.


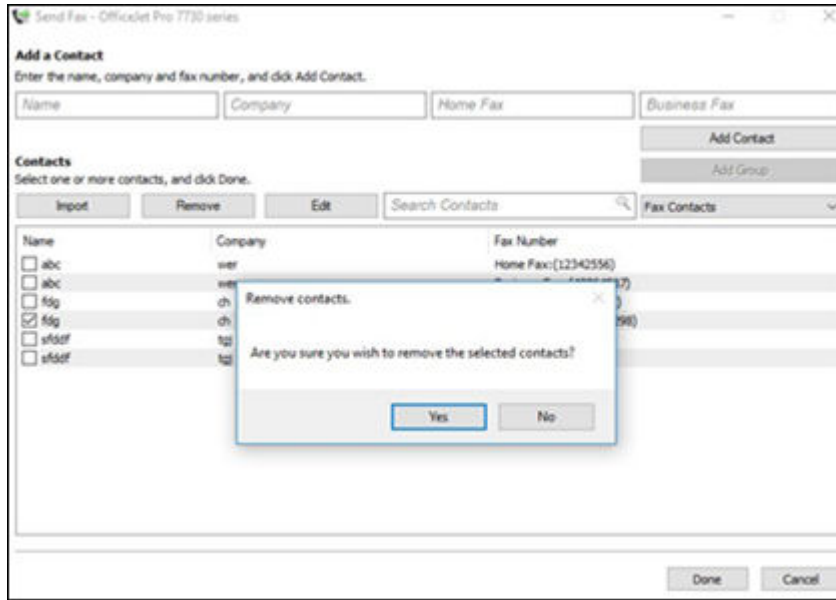
 **NOTE:** Multiple contacts can be deleted at a time.

Figure 3-4 Removing contacts



Search for contacts

Use **Search Contacts** to search for a specific recipient in the Windows address book, recent faxes, fax phonebook, or Import Address Book.

1. Select the **Search Contact** field and type the recipient name/fax number/company name/ID/date/time in the **Search** field to search for a recipient.



NOTE: Only one contact can be searched at a time and the name is case-sensitive.

2. Select the recipient from the search results.
3. Edit or remove contacts using the **Edit and Remove** option.



NOTE: The **Edit and Remove** option is unavailable in the **Recent Faxes** feature.

4. Select **Done** when you are done searching.

4 Send a fax

Learn how to send faxes using the HP Universal Fax Driver Series for Windows.

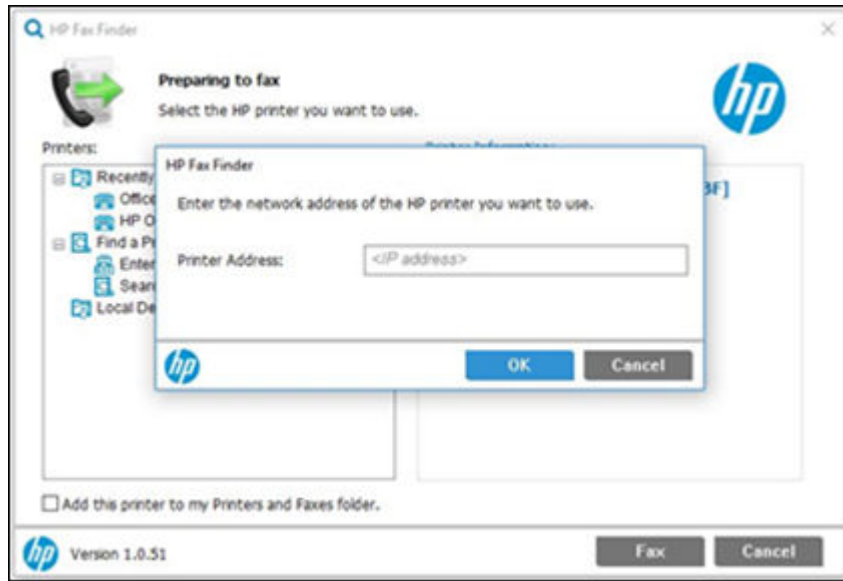
Send a fax to a single recipient

Send a quick fax to one recipient.

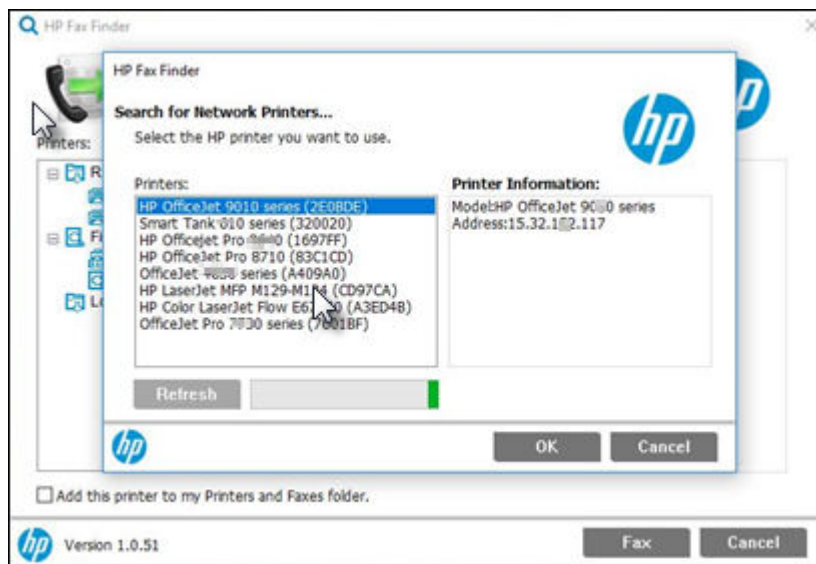
1. Open the document to be faxed in the software program in which it was created.
2. Select **File** and then select **Print**.
3. Select the **HP Universal Fax Driver** from the list of printers.
4. Select **OK** or **Print**.
5. On the **HP Fax Finder** dialog box, use one of the following methods to select the printers:
 - Select the printers from the recently used printers list. This drop-down list includes most recently used names, sorted in alphabetical order. After the list reaches its maximum limit, any new entry replaces the oldest entry in the list.



- Enter a printer IP address to find a specific printer within the network.



- Use **Search for Network Printers** to check for printers available within network. The printer selected from this list will be listed in the recently used printers list after first use.

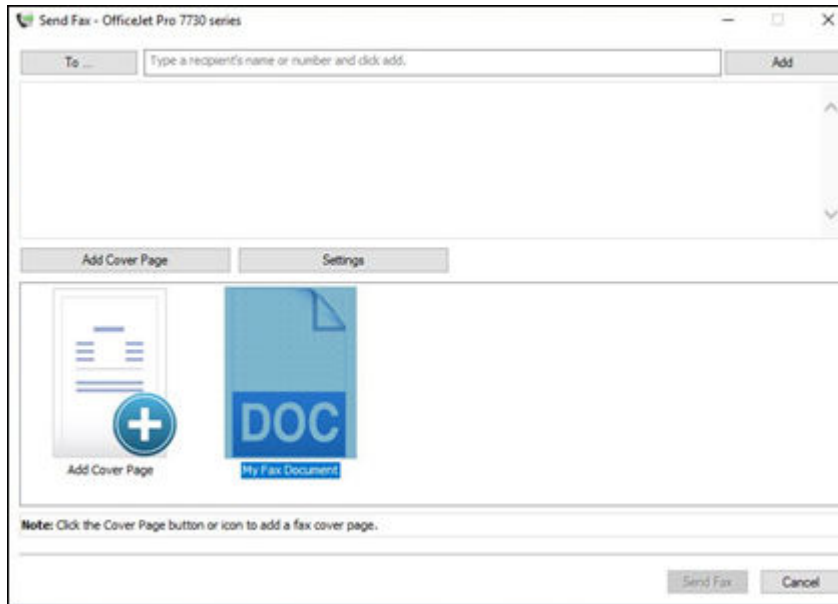


 **NOTE:** Printer Information is displayed on the right pane of the window.

 **NOTE:** Check **Add this printer to my Printers and Faxes folder** to create a static queue specific to the selected printer. Refer to the **Create a Static Queue** section for more details.

6. Select **OK**.
7. Select **Fax** to proceed.
8. Type the recipient's fax number in the text field and select **Add** to add the fax number.

9. Select **Add Cover Page** if you are including a cover page.



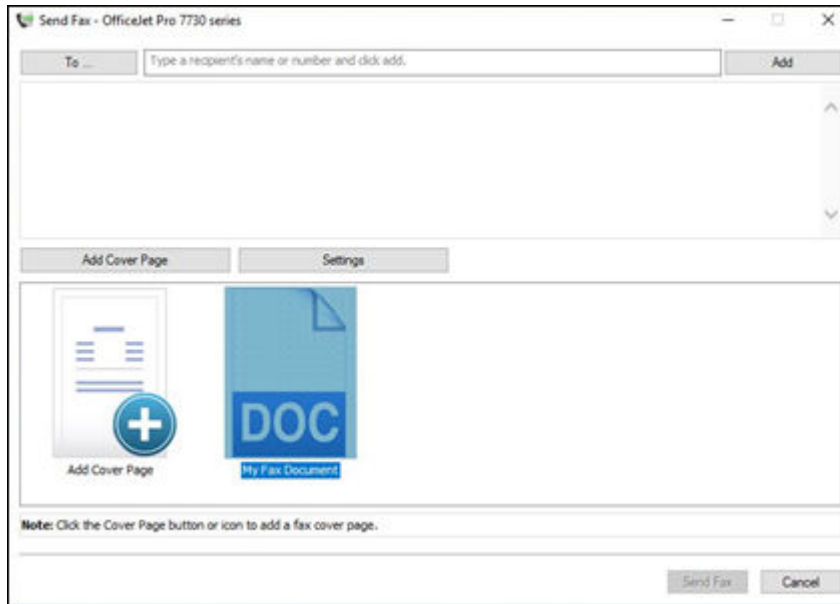
10. Select **Send Fax**.

Send a fax to multiple recipients from different sources

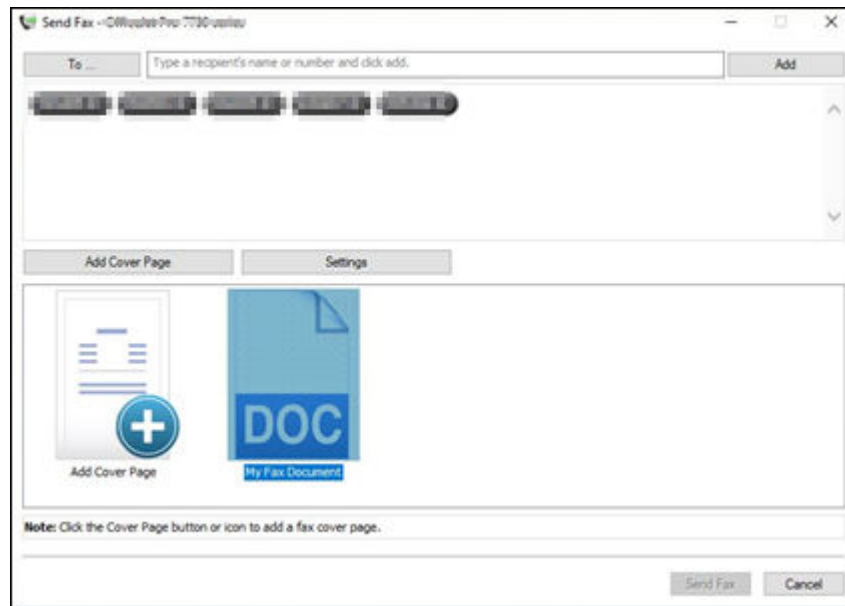
Send a fax to multiple recipients.

1. Open the document to be faxed in the software program in which it was created.
2. Select **File** and then select **Print**.
3. Select the **HP Universal Fax Driver** from the list of printers.
4. Select **OK** or **Print**.

5. On the **HP Fax Finder** dialog box, select **Fax** to open the **Send Fax** dialog.



6. Enter a fax number in the **To** field using one of the following methods:
 - Type the number into the **To** field and select **Add**. Repeat this step for multiple recipients. The fax numbers added are displayed in the dialog box.



- Select **To** and select recipients from existing contacts. Refer to the **Add Contacts** for more details.

Add a Contact
Enter the name, company and fax number, and click Add Contact.

Name Company Fax Number Business Fax

Contacts
Select one or more contacts, and click Done.


Search Contacts

ID	Name	Fax Number
<input type="checkbox"/> 1	Alan	1111111111
<input type="checkbox"/> 2	Alex	365685
<input type="checkbox"/> 3	Dan	65565
<input type="checkbox"/> 4	ENGFAXGRP	Group(0 entries)
<input type="checkbox"/> 5	HPFAX	Group(4 entries)
<input type="checkbox"/> 6	HPFAX	Group(2 entries)
<input type="checkbox"/> 7	HPGRPFAX	Group(0 entries)
<input type="checkbox"/> 8	HPGRPFAX	Group(0 entries)
<input type="checkbox"/> 9	John	2345448
<input type="checkbox"/> 10	RNDGRPFAX	Group(3 entries)
<input type="checkbox"/> 11	RUBE	555
<input type="checkbox"/> 12	Sam	355

7. Select **Send Fax** to proceed or select **Cancel** to close the screen.

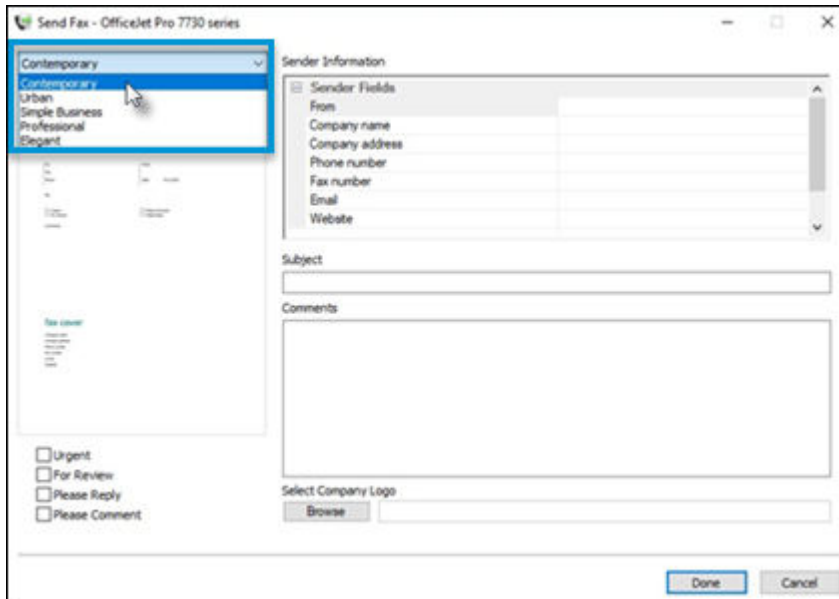
Send a fax from Local Devices (HP LaserJet Pro and Inkjet only)

To use printers listed under **Local Devices** in HP Fax Finder, first install the software package provided with the printer while it is connected via a USB cable.


 **NOTE:** This method works only with HP Inkjet and HP LaserJet Pro printers.

1. Connect the printer using a USB cable.
2. Select the printer to initiate a fax.


 **NOTE:** If the printer is not listed under **Local Devices**, make sure it is connected via a USB cable connection.

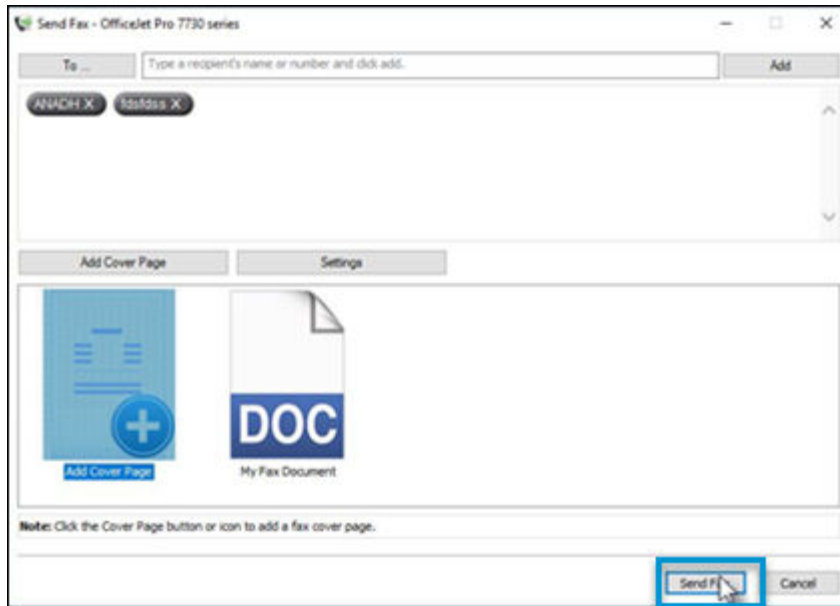


3. Complete the remaining fields.
 - In the **Subject** text field, type the subject line.
 - Select **Comments** to add notes on the cover page.
 - Select **Browse** to select a bitmap or JPEG image file, such as a company logo or other image.

 **NOTE:** The bitmap image is converted to grayscale on the cover sheet and is located in the top one-third of the page.

4. Select **Done**.
5. To preview the cover page, select **Add Cover Page**.
6. To return to the **Send Fax** window, select the cover page thumbnail/preview.
7. When ready to send the fax, click the **Send Fax** button.

 **NOTE:** When a cover page is used with multiple recipients, the preview will only show the cover page for the first recipient. However, the cover page will be sent separately for each recipient. Only one recipient's name is shown on each cover page.



The fax is sent.

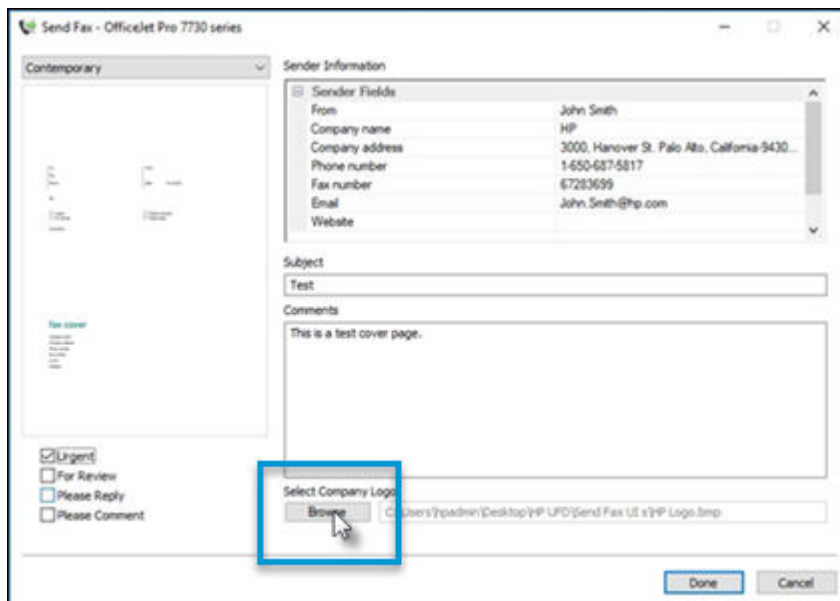
Using cover page templates

When using cover page templates, use the following sections as a guide to customize each cover page.

Contemporary cover page

Follow these steps to use the Contemporary template.

1. After selecting the Contemporary cover page template, enter the subject line and comments.
2. Select **Browse** to choose the company logo.



3. Select **Done** and preview the cover page by selecting **Add Cover Page** in the **Send Fax** dialog box.

Figure 4-2 A cover page made using the Contemporary cover page template

hp
invent

To:
Fax:
Phone:

From: John Smith
Date: 9/25/2018

RE: Test

Urgent
 For Review

Please Comment
 Please Reply

Comments:
This is a test cover page.

fax cover

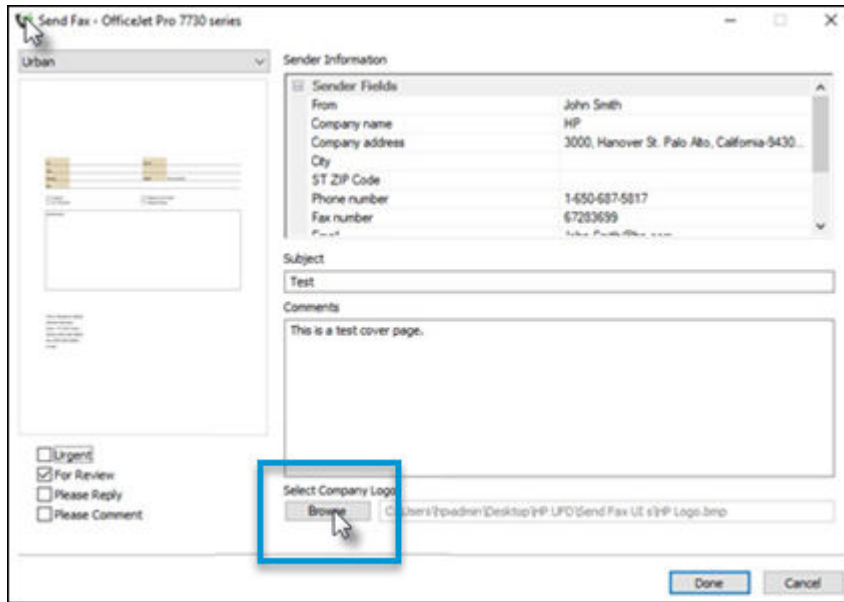
HP
3000, Hanover St., Palo Alto, California 94304-1112
[Phone number - 1-650-687-5817]
[Fax number - 6783699]
[e-mail - John.Smith@hp.com]
[Website -]

Urban cover page

Follow these steps to use the Urban template.

1. After selecting the Urban cover page template, enter the subject line and comments.

2. Select **Browse** to select the company logo.



3. Select **Done** and preview the cover page by selecting the **Add Cover Page** thumbnail in the **Send Fax** dialog box.

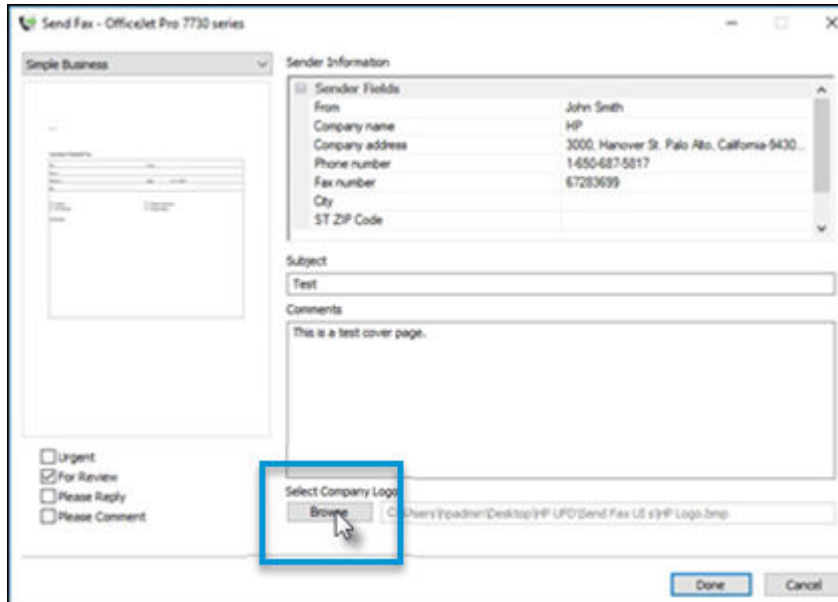
Figure 4-3 A cover page made using the Urban cover page template



Simple Business cover page

Follow these steps to use the Simple Business template.

1. After selecting the Simple Business cover page template, enter the subject line and comments.
2. Select **Browse** to select the company logo.



3. Select **Done** and preview the cover page by selecting the **Add Cover Page** thumbnail in the **Send Fax** dialog box.

Figure 4-4 A cover page made using the Simple Business cover page template

The image shows a screenshot of an HP Simple Business cover page template for a facsimile transmittal. At the top left, it displays the HP logo and contact information: "HP", "3000, Hanover St, Palo Alto, California 94304-1112", "[-]", "1-850-687-5817", and "67283699". At the top right is the HP logo with the word "invent" below it. Below this is the heading "FACSIMILE TRANSMITTAL". The form contains several fields: "To:" (empty), "From:" (John Smith), "Fax #:" (empty), "Phone #:" (empty), "Date:" (9/25/2018), and "Re:" (Text). There are four checkboxes: "Urgent" (unchecked), "For Review" (unchecked), "Please Comment" (unchecked), and "Please Reply" (checked). Below the checkboxes is a "Comments:" section with the text "This is a test cover page." and a large empty space for additional comments.

Professional cover page

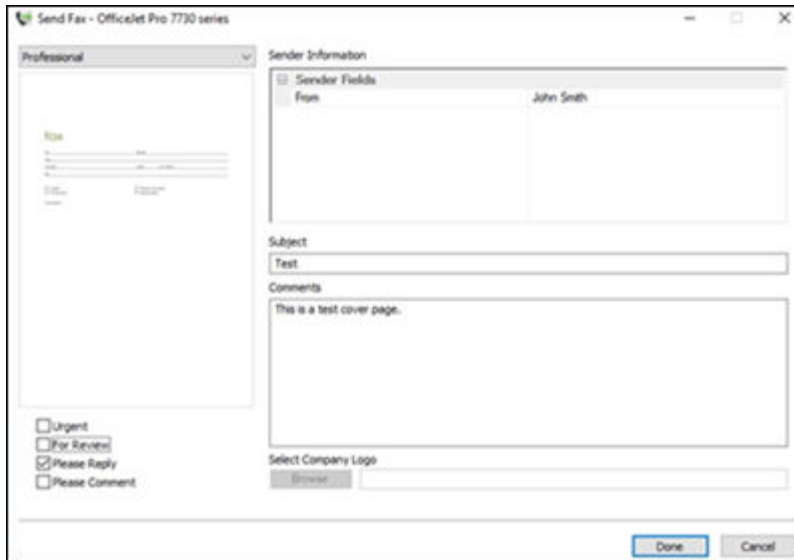
Follow these steps to use the Professional template.

1. After selecting the Professional cover page template, enter the subject line and comments.



NOTE: The Browse function is not available when using the Professional cover page template.

2. Select **Done**.




3. Preview the cover page by selecting the **Add Cover Page** thumbnail in the **Send Fax** dialog box.

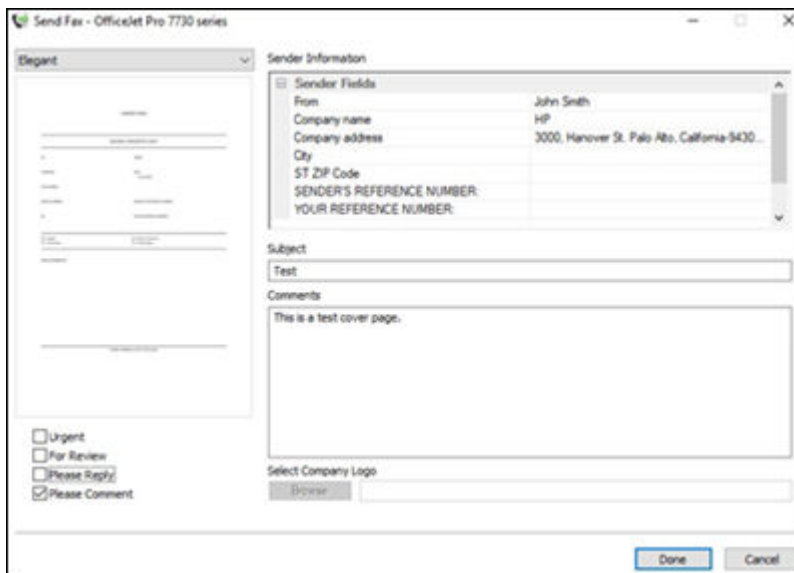
Elegant cover page

Follow these steps to use the Elegant template.

1. After selecting the Elegant cover page template, enter the subject line and comments.

 **NOTE:** The Browse function is not available when using the Elegant cover page template.


2. Select **Done**.



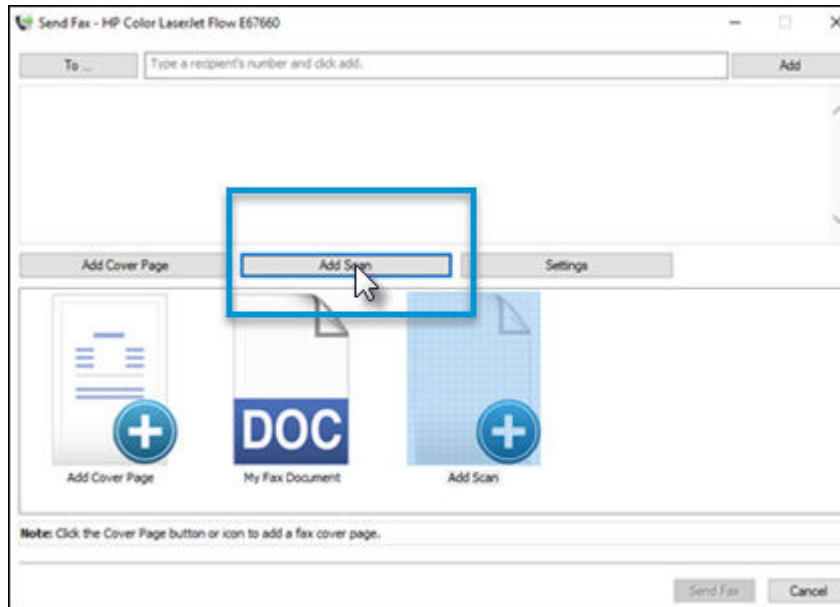
3. Preview the cover page by selecting the **Add Cover Page** thumbnail in the **Send Fax** dialog box.

Add a Scan

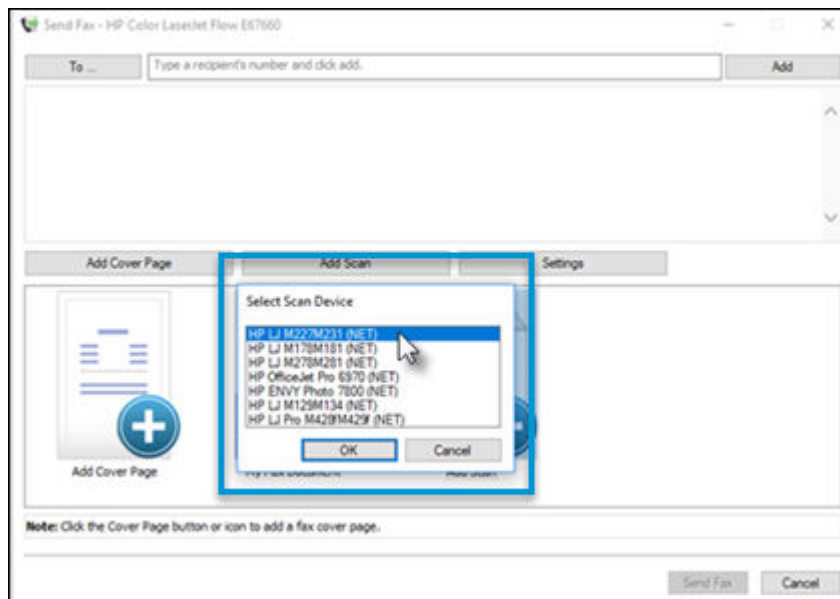
When **Add Scan** is enabled, you can scan a document and send it as a fax to any Multifunction printer.

 **NOTE:** This function can only be enabled if the scan driver is installed on the PC.

1. On the **Send Fax** dialog box, select **Add**.



2. Select the printer from the list of available scan devices.



3. Add a recipient's number.
4. Select **Send Fax**.

About Recent Faxes

The Recent Faxes list displays all recently sent faxes so that faxes can easily be found and resent to previous recipients.

- For saved contacts, **Recent Faxes** stores the name and the company name.
- For unsaved contacts, only fax numbers and time/date details are saved in **Recent Faxes**.

About special characters in fax numbers (HP Enterprise printers only)

The **Fax Number** text field accepts special characters in addition to the numbers 0 through 9. Use the following information as a guide when inserting special characters in the fax number on an HP Enterprise or Managed printer.

Table 4-1 Special characters

Special character	Function
-	Use a hyphen in the fax number to make the number easier to read
()	Use parenthesis in the fax number to make the number easier to read.
[]	Use an opening and closing bracket to hide a portion of the fax number so that it does not print on the fax cover sheet, call reports, or email confirmations. For example, a fax number might include a calling-card access code. Type brackets around the calling-card access code portion of the fax number to prevent showing this information.
*	The asterisk is transmitted as a touch-tone.
#	The number sign is transmitted as a touch-tone.
,	A comma represents a 2-second pause when the fax number is dialed. Use multiple commas for a longer pause during dialing.

Understanding Voice Calls and Retries

The following information provides answers to frequently asked questions on fax activity for voice calls and fax job retries, and the logs and/or reports generated from each.

What is a Fax Activity Log?

The Fax Activity Log is a history of sent, received, and deleted faxes.

Voice Calls are not included in the Fax Activity Log by default. Only the final attempt will be displayed in the Fax Activity Log.

What is a Fax Call Report?

The Fax Call report indicates the status of the last sent or received fax.

When all fax attempts have been exhausted, a Fax Call Report will be printed for a fax send. The Fax Call Report shows the fax job log ID. The result of the final attempt is printed on the Fax Call Report.

Why doesn't a Fax Call Report print for voice calls?

A Fax Call Report only generates job numbers for final attempts.

If a Fax Call Report is printed manually from the menu and the last call was neither the final attempt nor a voice call the job number will be zero.

What is a T.30 Report?

T.30 is a fax protocol for communications between fax devices. A T.30 Report provides a list of all retry attempts.



NOTE: Voice calls will not cause a T.30 report to print. Only retry attempts will cause a T.30 report to print.

5 Cancel a fax job

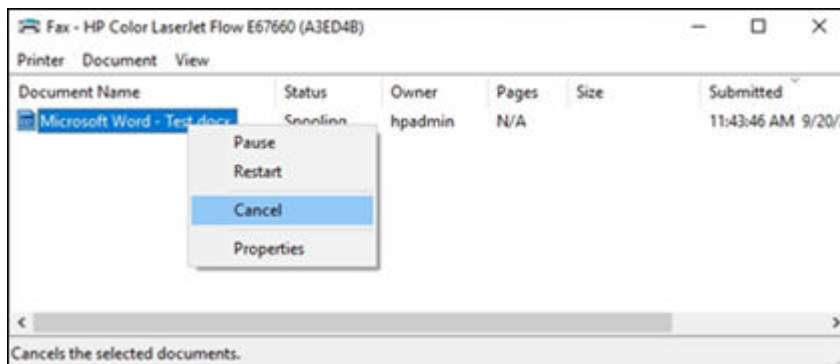
Follow these steps to cancel a fax job, based on the kind of printer you have.

Cancel a fax (HP Enterprise printers only)

To cancel a fax on an HP Enterprise or Managed printer, follow these steps.

1. After selecting **Send Fax**, right-click the printer icon on taskbar and select the **Open all active printers** window.
2. Right-click the desired job and select **Cancel**.

Figure 5-1 Cancel the fax job



Cancel a fax (HP LaserJet Pro and Inkjet only)

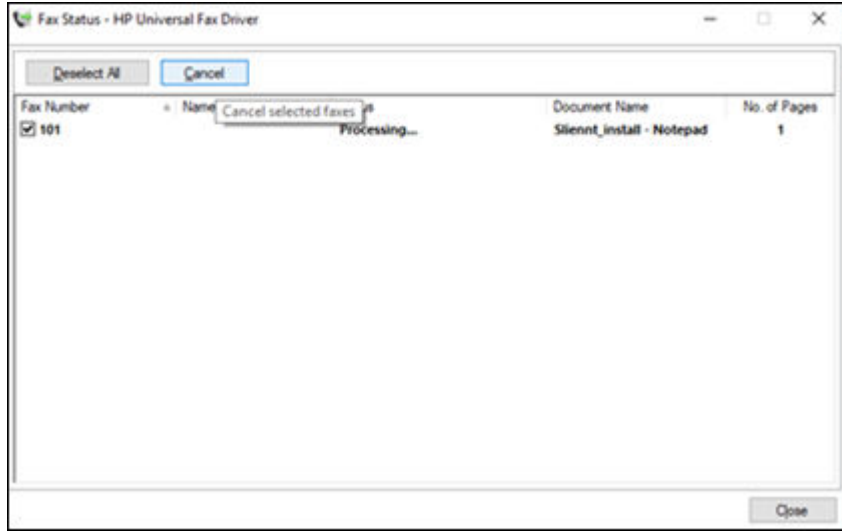
To cancel a fax on an HP Inkjet or HP LaserJet Pro printer, follow these steps.

1. After selecting **Send Fax**, open the **Fax Status** window.
2. Right-click the desired job and select **Cancel**.



NOTE: The status of the job is displayed in the window.

Figure 5-2 Canceling the fax job



6 Change fax settings

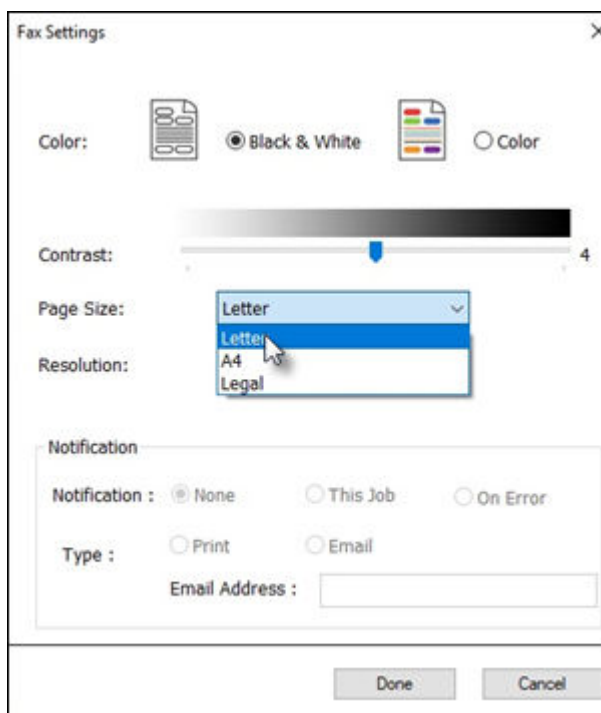
To specify fax quality, notifications, and more, configure the fax settings.

Set the fax quality

The fax quality setting defines the resolution that the UFD uses to send the fax.

The following are the available quality settings:

- Standard: 200 x 100 dots per inch (dpi)
 - Fine: 200 x 200 dpi
 - Superfine: 300 x 300 dpi
1. Select **Settings** in the **Send Fax** dialog box.
 2. Set the **Paper Size** of the document.



3. Set the **Resolution** of the document to be faxed.


4. Set the **Notification** setting.

Configure the fax status notification settings (HP Enterprise printers only)

To determine when and how a status notification about an outgoing fax is sent from an HP Enterprise or Managed printer, configure the send fax **Notifications** settings.

 **NOTE:** This option is disabled on HP InkJet and HP LaserJet Pro printers.

1. On the **Send Fax** dialog box, select **Settings**.
2. In the **Notifications** area, choose when to receive notifications:
 - **None:** No notification is sent.
 - **This Job:** Notification is either sent or printed, depending on the type selected for successful and failed fax jobs.
 - **On Error:** Notification is either sent or printed, depending on the type selected for failed fax jobs.
3. Select the type of notification to send:
 - **Print:** Notification is printed on the default printer.
 - **Prerequisite:** In order to use the notification functionality, the email SMTP server should be configured.

 **NOTE:** The email function must first be configured on the printer in order to receive an email notification. Then fax notifications are sent in an email message. To do this, type the email address in the **Email Address** field.

4. Select **Done**.

7 Troubleshooting

Learn how to troubleshoot the HP UFD.

Diagnose and resolve issues

Use the following sections to help diagnose and resolve issues involving the HP Universal Fax Driver for Windows and printer fax functions.

The test page does not print

View the Send Fax configuration information on the printer control panel to determine if the driver installation was successful and the PC Fax Send feature is enabled.

Solution: See the steps in section *Enable PC Fax Send*.

An email confirmation is not received after sending a fax

This is expected behavior. No email confirmation is sent if the receiving fax machine does not answer, or is busy, or if the number of redials that is configured on the printer has not been reached. After the printer has reached the configured number of redials, a confirmation notification is sent.

PC FAX SEND or PC Fax Send does not display on the control panel

Firmware is packaged in bundles called remote firmware updates (RFUs). These bundles contain firmware updates for the printer and different sub-systems in the printer. When the RFU bundle is sent to the printer, the printer sends the individual firmware updates to its other subsystems. Updates do not always occur at the same time.

Solution: If PC FAX SEND or PC Fax Send does not display on the control panel after installing the driver, see the steps in section *Check the firmware*.

The bitmap does not appear or print on the cover page

The bitmap file will not appear or print on the cover page if the bitmap file is too large. The fax image rendering process will bypass rendering the image on the cover page if the performance of the computer would be significantly reduced.

Solution: Reduce the size of the bitmap to include it on the cover page.

The fax preview does not display

Solution: To see a preview of the fax job, select **Show Preview Before Sending Fax** on the **Setup** tab.

The billing code text box does not display

If the billing-code feature was disabled at the MFP when the driver was installed, the **Billing Code** text box does not appear on the **Fax Job** tab.

Solution: Enable the billing-code feature. See the section *Enable and configure billing codes*.

There are no valid phone book entries message



The CSV file is not valid.

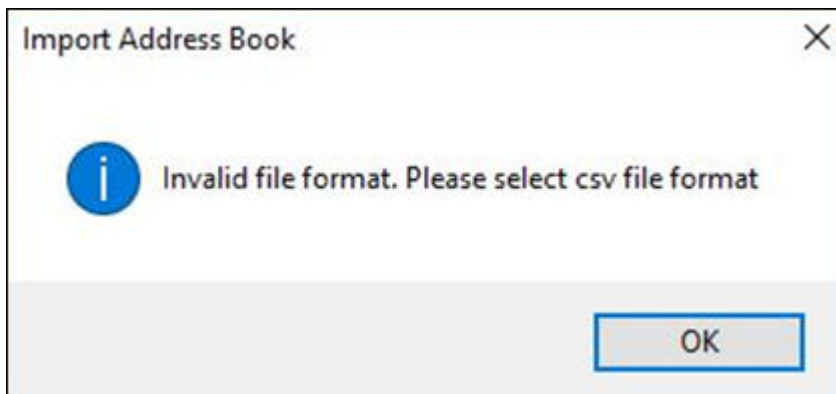
Solution: Make sure the CSV file is formatted properly with the recommended mandatory fields, etc.

All are duplicate contacts message



The CSV file is a duplicate.

Invalid file format. Please select csv file format message



The CSV file is not valid.

Solution: Make sure the CSV file is formatted properly with the recommended mandatory fields, etc.

The Fax Call Report lists the job number as 0 (zero)

This is expected behavior. If a Fax Call Report is printed manually from the menu and the last call was neither the final attempt nor a voice call, the job number will be zero.

A Fax Call Report did not print for voice calls

This is expected behavior. A Fax Call Report is only generated for final attempts. The same is true for the Fax Activity Log.

A T.30 report did not print for voice calls

This is expected behavior. Voice calls will not generate a T.30 report. Only fax job retry attempts generate a T.30 report.

Check the firmware

If the **PC Fax Send** option is not visible on the control panel, check the firmware version, make sure any firmware updates completed, and make sure you have the latest firmware installed.



NOTE: Firmware is packaged in bundles called remote firmware updates (RFUs). These bundles contain firmware updates for the printer and for different sub-systems inside the printer. When an RFU bundle is sent to the printer, it sends the individual firmware updates to its other subsystems. These updates do not always occur at the same time.

1. Turn the printer off, and then turn it on again.
2. Open **General Fax Send Settings**.
 - **HP FutureSmart 4 or 5:** Select **Fax > Fax Send Settings > General Fax Send Settings**.
 - **HP FutureSmart 3:** Select **Fax Settings > Fax Send Settings > Fax Send Setup > General Fax Send Settings**.
3. Check that the **PC Fax Send** option is visible.


If the **PC Fax Send** option does not display in the menu, update the firmware to the most current version available.
4. If **PC FAX SEND** or **PC Fax Send** still does not appear on the MFP control panel, go to *Checklist for solving fax problems* for more troubleshooting help.

Enable PC Fax send

Learn how to enable **PC Fax Send**.

To enable **PC Fax Send**, or if fax pages are not printing, you might need to enable the **PC Fax Send** feature. To do this, follow these steps:

1. Open the *Settings* app.
 - **HP FutureSmart 4 or 5:** From the *Home* screen, scroll to and select **Settings**.
 - **HP FutureSmart 3:** From the *Home* screen, scroll to and select **Administration > Settings**.

2. Open **General Fax Send Settings**.
 - **HP FutureSmart 4 or 5:** Select **Fax > Fax Send Settings > General Fax Send Settings**.
 - **HP FutureSmart 3:** Select **Fax Settings > Fax Send Settings > Fax Send Setup > General Fax Send Settings**.
 3. Select the **PC Fax Send** check box.
-
-  **NOTE:** If **PC Fax Send** is not found in the menu, make sure the firmware is up to date. See the troubleshooting section *Check the Firmware*.
-
4. Select **Done** or **Save**.

Enable and configure billing codes

Learn how to enable and configure billing codes.

To enable and configure billing codes, or if the Billing Code text box does not display on the **Fax Job** tab, follow these steps:

1. Open the *Settings*.
 - **HP FutureSmart 4 or 5:** From the *Home* screen, scroll to and select **Settings**.
 - **HP FutureSmart 3:** From the *Home* screen, scroll to and select **Administration > Settings**.
2. Open the *Billing Code* settings.
 - **HP FutureSmart 4 or 5:** Scroll to and select **Fax > Fax Send Settings > Billing Code Settings**.
 - **HP FutureSmart 3:** Scroll to and select **Fax Settings > Fax Send Settings > Fax Send Setup > Billing Codes**.
3. Select **Enable Billing Codes** to enable billing codes.
4. To allow users to edit billing codes, select **Allow users to edit billing codes**.
5. Select the **Default Billing Code** field to open the keyboard, type the billing code, and then select **OK**.
6. To specify a minimum length for billing codes, follow these steps:
 - **HP FutureSmart 4 or 5:** Select **Allow users to edit billing codes**, select the **Minimum Length** field to open the keypad, type the minimum number of digits you want in the billing code, and then select **OK**.
 - **HP FutureSmart 3:** Select the **Minimum Length** text box to open the keypad, type the minimum number of digits you want in the billing code, and then select **OK**.
7. Select **Done** or **Save**.

8 Uninstall the HP UFD

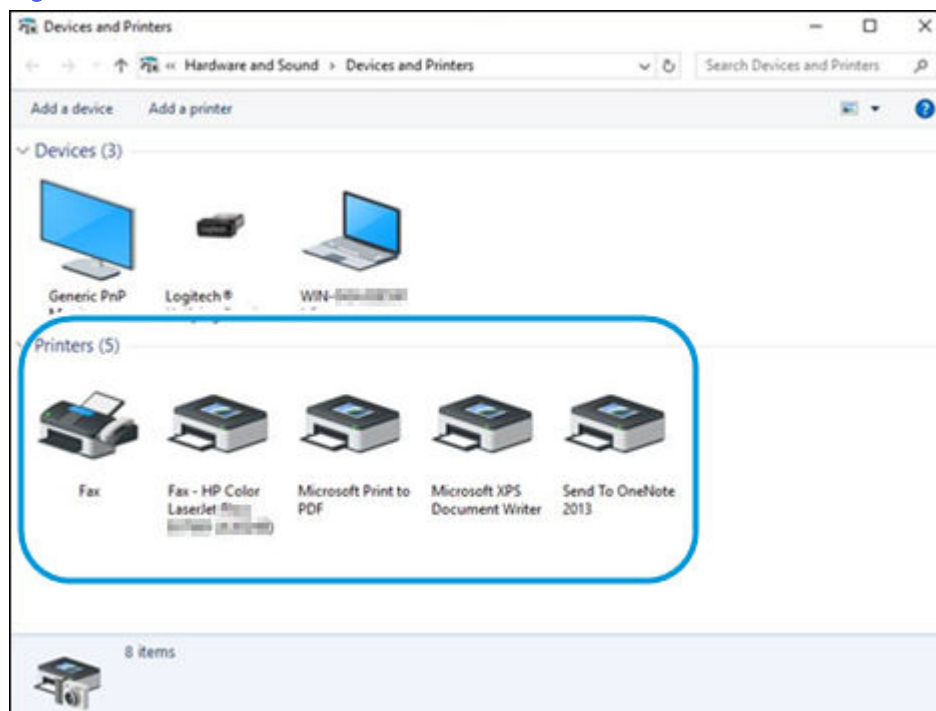
Follow these steps to uninstall the HP UFD.

Uninstall the UFD in Windows 7 or newer

Follow these steps to uninstall the HP Universal Fax Driver in Windows 7 or newer.

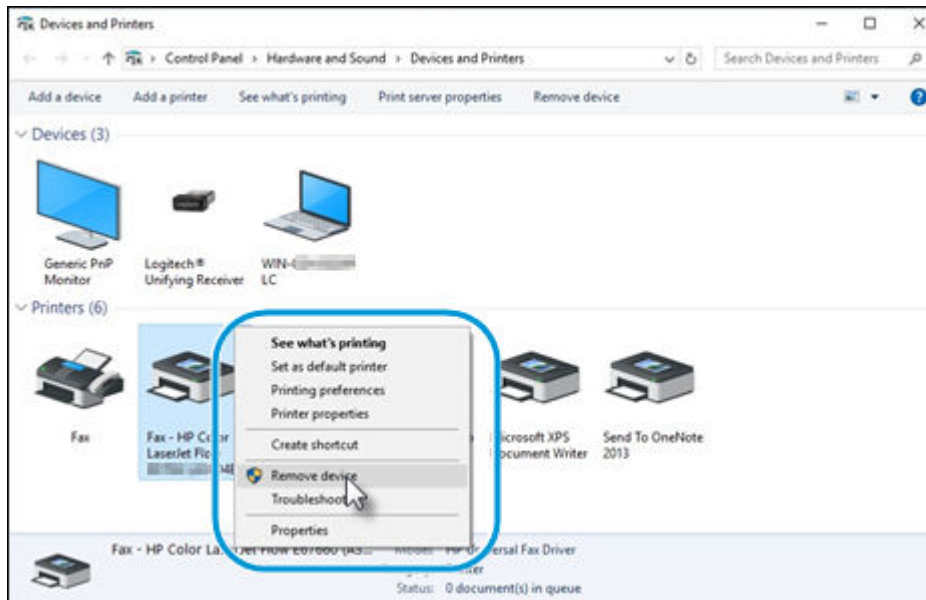
1. Select **Start** and select the **Control Panel**.
2. Select **Devices and Printers**.

Figure 8-1 The Printers area



3. In the **Printers** area, right-click the printer where the HP Universal Fax Driver is installed and then select **Remove device**.

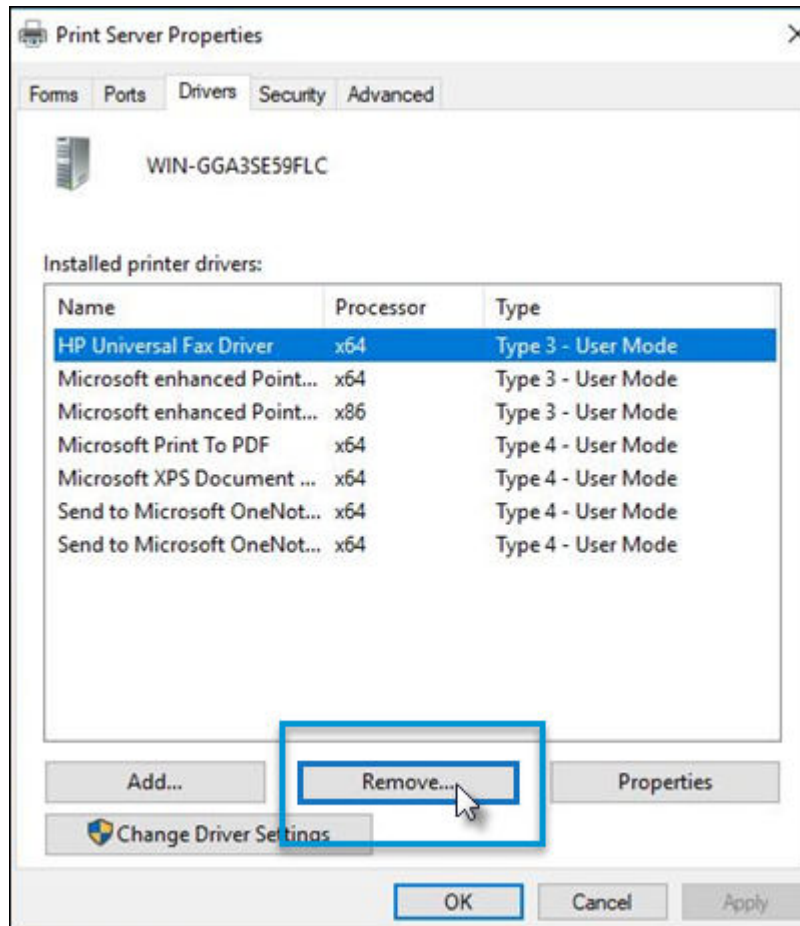
Figure 8-2 Uninstalling the fax driver



4. Select any printer and then select the **Print server properties** tab at the top of the menu.
5. In the **Print server properties** dialog box, select the **Drivers** tab.

6. Select the HP Universal Fax Driver and then select **Remove**.

Figure 8-3 Removing the UFD



7. Select **OK**.