

# 6-USING HEWLETT PACKARD'S FREE "FAX TEST"

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# SUMMARY

You can use HP's free "Fax Test" service to test your computer's fax modem or any stand-alone fax machine or any multi-function printer that has an fax function!

# FAX MACHINE VIRTUALIZATION

If you have a computer, you already have most of the parts of a fax machine so Microsoft "Windows Fax" and third-party "fax apps" provide you with a few missing firmware and software-based modules and you then have a virtual fax machine that works like a real one:

# "HP FAX TEST SERVICE"

- To test your virtual "Windows Fax", send a fax to 1-888-473-2963 which is the free "HP Fax Test Service". After a few minutes, they will send you a fax to your fax phone number several minutes after they receive your fax.

See

[https://support.hp.com/hk-en/document/ish\\_2385619-2276753-16](https://support.hp.com/hk-en/document/ish_2385619-2276753-16)

# "HP FAX TEST SERVICE" (continued)

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1. Send a one page black and white text fax to **1-888-hpfaxme** (1-888-473-2963).
2. When your fax is received by the HP Test Fax Service, we will generate a return fax to you within five minutes confirming that we received your fax. This verifies that you can both send and receive a fax with your fax machine.

If you do not receive a return fax within 5-7 minutes, there may be a problem with the setup of your fax machine. Consult the user manual that came with the product for proper setup and configuration.



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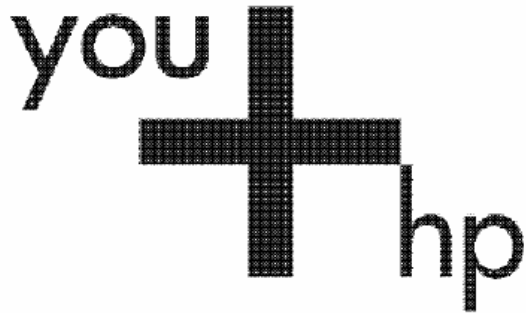
**NOTE:** The most common cause of failure is that the fax number set in the Fax Header on the machine does not match the number of the phone line connected to the fax. Also, ensure that the fax header contains the full 10-digit telephone number of the fax machine, including the area code.

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For more information or assistance, click **Contact HP** at the top of this page.

## "HP FAX TEST SERVICE" (continued)

- After you send them a fax, the fax that the "HP Fax Test Service" sends to you will look like this:



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## FaxBack System Test

Thank you for choosing **hp**.

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## Other useful hp web sites

### **[www.hp.com/register](http://www.hp.com/register)**

Use this web address to register your HP product.

### **[www.hp.com/support](http://www.hp.com/support)**

Use this web address to obtain additional support for your product

### **[www.hpshopping.com](http://www.hpshopping.com)**

Use this web address to order supplies and accessories for your HP product.

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## Help us help you

We're interested in your feedback on this fax verification process. Send your comments to

**[fax.feedback@hp.com](mailto:fax.feedback@hp.com)**