

Fax Test Report

Model Name: HP OfficeJet Pro 9120e Series

28 Jan,2026 18:10:19

Fax Test Status

Fax Hardware Interface Test

Pass

Active Telephone Line Detection Test

Fail

trriage instructions:

Follow the solutions listed, then rerun the test.

HP recommends using the telephone cord that came with the product.

Verify that the fax cord is securely connected between the wall jack and the product.

Disconnect the product from the wall jack, and connect a telephone to the jack. Try to make a voice call to verify that the telephone line is working.

Connect the product to a different telephone line.

Try a different telephone cord.

Remove any telephone line splitters between the product and the wall jack.