

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

triage 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.