

Why Won't My Printer Print Faxes from the Sony Communication Center?

Certain HP printers will not print faxes from the Sony Communication Center. These include printers using the 800 print engine such as the 820Cse and may include other printers as well.

There are software patches available to permit the Sony Communication Center to print faxes to these printers. These software upgrades, SCOMM130.EXE, SCOMM220.EXE, SCOMM705.EXE, SCOMM717.EXE, are available at the following Sony website:

<http://www.ita.sel.sony.com/support/pc/softupdates>

Please first read the file SonyComm.txt posted there for download and installation instructions.

If you cannot download a patch from the Web, you may also obtain it by contacting the Technical Response Center at 1 (888) 476-6972