

brother®

USER'S GUIDE

MFC-9420CN



Version A

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-9420CN

Serial Number:* _____

Date of Purchase: _____

Place of Purchase: _____

*** The serial number can be displayed on the LCD screen (Menu/Set, 7, 1). Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.**

Register your product on-line at

<http://www.brother.com/registration/>

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt; and
- may support an insurance claim by you in the event of product loss covered by insurance.

THIS EQUIPMENT IS DESIGNED TO WORK WITH A TWO WIRE ANALOGUE PSTN LINE FITTED WITH THE APPROPRIATE CONNECTOR.

APPROVAL INFORMATION

Brother advises that this product may not function correctly in a country other than where it was originally purchased, and does not offer any warranty in the event that this product is used on public telecommunication lines in another country.

Compilation and Publication Notice

Under the supervision of Brother Industries Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.



Note

Brother does not recommend the use of consumables other than genuine Brother consumables. Your machine warranty may not cover any damage arising from the use of non genuine Brother consumables.

Quick Reference Guide

Sending Faxes

Automatic Transmission using the ADF

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Load your document.
- 3 Enter the fax number using One-Touch, Speed-Dial, Search or the dial pad.
- 4 Press **Mono Start** or **Colour Start**.

Storing numbers

Storing One-Touch Dial numbers

- 1 Press **Menu/Set**, **2**, **3**, **1**.
- 2 Press the One-Touch key where you want to store the number.



Note

To access One-Touch numbers 9 to 16, hold down **Shift** as you press the One-Touch key.

- 3 Select **Fax/Tel**.
Press **Menu/Set**.
- 4 Enter the number (up to 20 digits).
Press **Menu/Set**.
- 5 Enter the name up to 15 characters (or leave it blank).
Press **Menu/Set**.
- 6 Press **Stop/Exit**.

Storing Speed-Dial numbers

- 1 Press **Menu/Set**, **2**, **3**, **2**.
- 2 Using the dial pad, enter a three-digit Speed-Dial location number (001 - 200).
Press **Menu/Set**.
- 3 Select **Fax/Tel**.
Press **Menu/Set**.
- 4 Enter the number (up to 20 digits).
Press **Menu/Set**.
- 5 Enter the name up to 15 characters (or leave it blank).
Press **Menu/Set**.
- 6 Press **Stop/Exit**.

Dialling operations

One-Touch Dialling / Speed-Dialling

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Load your document.
- 3 Press the One-Touch key of the number you want to call.



Note

To dial One-Touch numbers 9 to 16, hold down **Shift** as you press the One-Touch key.

—OR—

- Press **Search/Speed Dial**, press **#**.
Press the three-digit Speed-Dial number.
- 4 Press **Mono Start** or **Colour Start**.

Using Search

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Load your document.
- 3 Press **Search/Speed Dial**, and then enter the first letter of the name you're looking for.
- 4 Press ◀ or ▶ to search the memory.
- 5 Press **Mono Start** or **Colour Start**.

Making copies

Single copy

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Press **Mono Start** or **Colour Start**.

Sorting copies using the ADF

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and ▲ or ▼ to select *Stack/Sort*.
Press **Menu/Set**.
- 5 Press ▲ or ▼ to select *Sort*.
Press **Menu/Set**.
- 6 Press **Mono Start** or **Colour Start**.

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Section I

General

- 1. General Information**
- 2. Loading paper and documents**
- 3. Setup**
- 4. Security features**

Using this Guide

Finding information

All the chapter headings and subheadings are listed in the Table of Contents. You will be able to find information about a specific feature or operation by checking the Index at the back of this Guide.

Symbols used in this Guide

Throughout this Guide you will see special symbols alerting you to important warnings, notes and actions. Special fonts identify keys you should press, messages that appear on the LCD, and important points or related topics.

Bold	Bold typeface identifies specific keys on the machine's control panel.
<i>Italics</i>	Italicized typeface emphasizes an important point or refers you to a related topic.
<code>Courier</code>	Courier type face identifies the messages on the LCD of the machine.
	Warnings tell you what to do to prevent possible personal injury.
	Electrical Hazard icons alert you to a possible electrical shock.
	Hot Surface icons warn you not to touch machine parts that are hot.
	Cautions specify procedures you must follow or avoid to prevent possible damage to the machine or other objects.
	Improper Setup icons alerts you to devices and operations that are not compatible with the machine.
	Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.

How to access the complete User's Guide

This User's Guide does not contain all the information about the machine such as how to use the advanced features of the Fax, Printer, Scanner, PC Fax and Network. When you are ready to learn detailed information about these operations, read the complete User's Guide located in the 'Documentation' section of the CD-ROM.

To view Documentation (For Windows®)

From the **Start** menu, select **Brother, MFL Pro Suite MFC-9420CN** from the Programs Group and then select **User's Guide**.

—OR—

- 1 Turn on your PC. Insert the Brother CD-ROM labelled Windows® into your CD-ROM drive.
- 2 If the model name screen appears, click your model name.
- 3 If the language screen appears, click your language.

The CD-ROM main menu will appear.



Note

If this window does not appear, use Windows® Explorer to run the setup.exe program from the root directory of the Brother CD-ROM.

- 4 Click **Documentation**.
- 5 Click the documentation you want to read.
 - **Quick Setup Guide:** Setup and Software Installation Instructions
 - **User's Guide (3 manuals):** User's Guide for stand-alone operations, Software User's Guide and Network User's Guide
 - **PaperPort® User's Guide:** Document Management Software

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide:

- *Scanning* in Chapter 2
(For Windows® 98/98SE/Me/2000 Professional/XP/Windows NT® Workstation Version 4.0)
- *ControlCenter2* in Chapter 3
(For Windows® 98/98SE/Me/2000 Professional/XP/Windows NT® Workstation Version 4.0)
- *Network Scanning* in Chapter 4

PaperPort® User's Guide

- Instructions for scanning directly from ScanSoft® PaperPort®

To view Documentation (For Macintosh®)

- 1 Turn on your Macintosh®. Insert the Brother CD-ROM labelled Macintosh® into your CD-ROM drive. The following window will appear.



- 2 Double-click the **Documentation** icon.
- 3 The select Language screen appears, double-click your language.
- 4 Click the documentation you want to read.
 - **Quick Setup Guide:** Setup and Software Installation Instructions
 - **User's Guide (3 manuals):** User's Guide for stand-alone operations, Software User's Guide and Network User's Guide

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

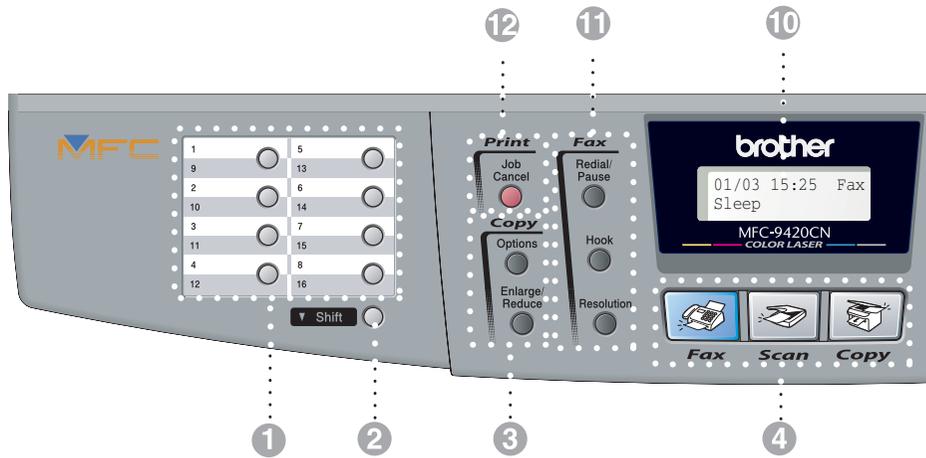
Software User's Guide:

- *Scanning* in Chapter 8
(For Mac OS® 9.1 - 9.2/Mac OS® X 10.2.4 or greater)
- *ControlCenter2 (For Mac OS® X 10.2.4 or greater)* in Chapter 9
- *Network Scanning (For Mac OS® X 10.2.4 or greater)* in Chapter 10

Presto!® PageManager® User's Guide

- Instructions for scanning directly from Presto!® PageManager®

Control panel overview



1 One-Touch Keys

These 8 keys give you instant access to 16 previously stored numbers.

2 Shift

To access One-Touch numbers 9 to 16, hold down **Shift** as you press the One-Touch key.

3 Copy keys (Temporary settings):

Enlarge/Reduce

Lets you reduce or enlarge copies depending upon the ratio you select.

Options

You can quickly and easily select temporary settings for copying.

4 Mode keys:



Fax

Lets you access Fax mode.



Scan

Lets you access Scan mode.



Copy

Lets you access Copy mode.

5 Navigation keys:

Menu/Set

The same key is used for Menu and Set operations.

Lets you access the Menu to program and store your settings in the machine.

Volume keys



In standby mode you can press these keys to adjust the ring volume.

▼ Search/Speed Dial

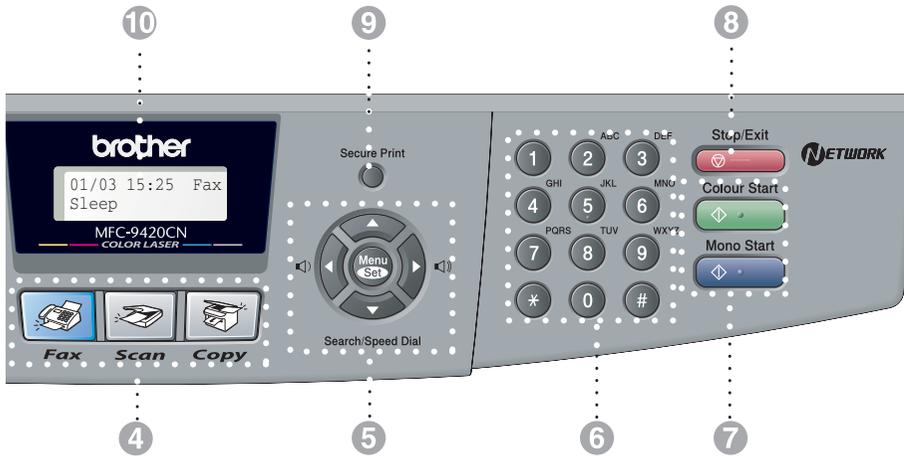
Lets you look up numbers that are stored in the dialling memory. It also lets you dial stored numbers by pressing # and a three-digit number.



Press to scroll forward or backward to a menu selection.



Press to scroll through the menus and options.



6 Dial Pad

Use these keys to dial telephone or fax numbers and as a keyboard for entering information into the machine.

The # key lets you temporarily switch the dialling mode during a telephone call from Pulse to Tone (not available in New Zealand).

7 Mono Start

Lets you start sending faxes or make copies in black and white.

Colour Start

Lets you start sending faxes or make copies in full colour.

8 Stop/Exit

Stops an operation or exits from the menu.

9 Secure Print

Lets you print secured print data saved in the machine's memory if you enter the four-digit password. (For details about using this feature, for Windows®, see Chapter 1 in the Software User's Guide on the CD-ROM, and for Macintosh®, see Chapter 7 in the Software User's Guide on the CD-ROM.)

10 Liquid Crystal Display (LCD)

Displays messages on the screen to help you set up and use your machine.

11 Fax and telephone keys:

Redial/Pause

Redials the last number you called. It also inserts a pause in quick dial numbers.

Hook

Press before dialling if you want to make sure a fax machine will answer, and then press **Mono Start** or **Colour Start**. Also, press this key after picking up the handset of an external telephone during the F/T double/pseudo-ring.

Resolution

Sets the resolution when you send a fax.

12 Print key:

Job Cancel

You can cancel a print job and clear the machine's memory.

About fax machines

Fax tones and handshake

When someone is sending a fax, the fax machine sends fax calling tones (CNG tones). These are quiet, intermittent beeps every 4-seconds. You'll hear them after you dial and press **Mono Start** or **Colour Start** and they will continue for about 60 seconds after dialling. During that time, the sending machine must begin the "handshake" or connection with the receiving machine.

Each time you use automatic procedures to send a fax, you are sending CNG tones over the phone line. You will soon learn to listen for these quiet beeps each time you answer a phone on your fax line, so you will know if you are receiving a fax message.

The receiving fax responds with fax receiving tones, which are loud, chirping sounds. A receiving fax chirps for about 40 seconds over the phone line, and the LCD shows *Receiving*.

If your machine is set to the Fax Only mode, it will answer every call automatically with fax receiving tones. If the other person hangs up, your machine will continue to send the "chirps" for about 40 seconds, and the LCD continues to show *Receiving*. To cancel receiving, press **Stop/Exit**.

The fax 'handshake' is the time in which the sending machine's CNG tones and the receiving machine's "chirps" overlap. This must be for at least 2 to 4 seconds, so both machines can understand how each is sending and receiving the fax. The handshake cannot begin until the call is answered, and the CNG tones only last for about 60 seconds after the number is dialled. So it is important for the receiving machine to answer the call in as few rings as possible.

ECM (Error Correction Mode)

The Error Correction Mode (ECM) is a way for the machine to check a fax transmission while it is in progress. If the machine detects errors during fax transmission, it resends the pages of the fax that had an error. ECM transmissions are only possible between fax machines that both have this feature. If they do, you may send and receive fax messages that are continuously being checked by the machine.

Multi-Line connections (PABX)

Most offices use a central telephone system.

Brother recommends that all our Fax/MFC machines be connected to a discreet (dedicated) line. Although a particular PABX may appear to work with a particular model of fax machine, we cannot guarantee that the unit will operate correctly.

While it is often relatively simple to connect a fax machine to a PABX, (Private Automatic Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the fax machine for you.

Brother does not recommend the use of a PABX line. PABX limitations in general can cause some functions of the fax machine not to work correctly.

Acceptable paper and other media

Recommended paper

The recommended paper for this machine is:

Xerox 4200, Hammermill Laserprint
NEUSIEDLER Colour Copy 90 gsm or equivalent

- To get the best output quality and to avoid any damage, use smooth white paper.
- Before you buy a lot of paper, please test some to make sure that the paper is suitable.
- Use neutral paper. Do not use acidic or alkaline paper.
- Print quality will vary depending on the paper being used.

CAUTION

Do not load envelopes, transparencies, labels or thick paper (more than 105 gsm) into the optional lower tray unit. It may cause paper jams.

Type and size of paper

The machine loads paper from the installed standard paper tray or the optional lower tray.

Standard paper tray

Since the standard paper tray is a universal type, you can use any of the paper types and sizes (one paper type and size at a time) listed in the table in *Paper capacity of the paper trays* on page 2-2. The tray can hold up to 250 sheets of paper (80 gsm) or up to 15 envelopes (paper can be loaded up to the top line of the maximum paper mark on the sliding paper width guide).

Optional lower tray (LT-27CL)

The optional lower tray can hold up to 530 sheets of Letter/A4 paper (80 gsm). The maximum capacity is 44 mm paper height.

The names for the paper trays in the machine driver and this Guide are as follows:

Tray and optional unit	Name
Standard paper tray	Tray 1
Optional lower tray	Tray 2

Paper capacity of the paper trays

		Standard Paper Tray (Tray 1)	Optional lower tray (Tray 2)
Paper size		A4, Letter, B5 (JIS/ISO), Executive, A5, COM10, DL, 104.8 x 210 mm to 215.9 x 297 mm	A4, Letter, B5 (JIS/ISO), Executive
Number of sheets	Plain paper	Up to 250 sheets (80 gsm)	Up to 530 sheets (80 gsm)
	Thick/Thicker paper	Up to 40 sheets (165 gsm)	Up to 44 mm loading height
	Transparencies	Up to 50 sheets	n/a
	Labels	Up to 80 sheets	n/a
	Envelopes	Up to 15 sheets or 7 sheets for H/H* condition.	n/a

* H/H = High temperature/High humidity

Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight (gsm)	75-90
Thickness (µm)	80-110
Roughness (sec.)	Higher than 20
Stiffness (cm³/100)	90-150
Grain direction	Long grain
Volume resistivity (ohm)	10e ⁹ -10e ¹¹
Surface resistivity (ohm-cm)	10e ¹⁰ -10e ¹²
Filler	CaCO ₃ (Neutral)
Ash content (wt%)	Below 23
Brightness (%)	Higher than 80
Opacity (%)	Higher than 85

Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Some important guidelines when selecting paper are:

- Supplier should be informed that the paper or envelopes will be used in a colour laser machine.
- Preprinted paper must use inks that can withstand the temperature of the machine's fusing process (200 degrees centigrade or 392 degrees Fahrenheit for a period of 0.1 seconds).
- If you have selected a cotton bond paper, paper having a rough surface, such as cockle or laid finished paper or paper that is wrinkled or puckered, the paper may exhibit degraded performance.

Types of paper to avoid

CAUTION

Some types of paper may not perform well or may cause damage to your machine.

Do not use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped
- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

If you use any of the types of paper listed above, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.

Envelopes

Most envelopes will be suitable for your machine. However, some envelopes will have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds and the leading edge should not be thicker than two pieces of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

Envelopes can be fed from Tray 1 only.



Note

Brother will not recommend a particular envelope because envelope manufacturers may change the envelope specifications. You are responsible for the quality and performance of the envelopes you use.



Note

- Before you print envelopes, you must 'fan' the stack to avoid paper jams and misfeeds.
- Before you print a lot of envelopes, test one to make sure that the print results are what you want.
- Envelope joints that are sealed by the manufacturer should be secure.
- Do not put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For proper printing, you must choose the same paper size from your software application as the paper in the tray.
- We recommend that you do not print within 15 mm of the edges of envelopes.
- See *Acceptable paper and other media* on page 2-1.

Before you put envelopes in the tray, check the following:

- Envelopes should have a lengthwise sealing flap.
- The sealing flaps should be folded crisply and correctly (irregularly cut or folded envelopes may cause paper jams).
- Envelopes should consist of two layers of paper in the area circled in Figure 1.

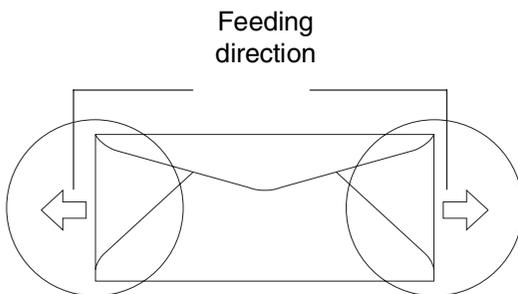


Figure 1

Types of envelopes to avoid

! CAUTION

Do not use envelopes:

- that are damaged, curled, wrinkled, or an unusual shape
- that are extremely shiny or textured
- with clasps, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations
- with sealing flaps that have not been folded at purchase
- with sealing flaps as shown in Figure 2
- with each side folded as shown in Figure 3

If you use any of the types of envelopes listed above, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.

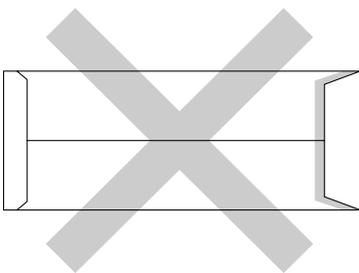


Figure 2

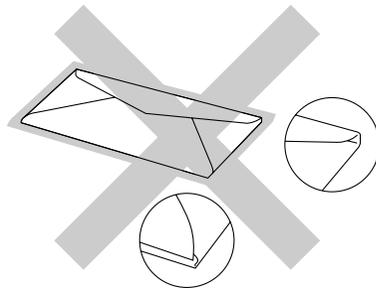


Figure 3

Labels and transparencies

The machine will print on most types of labels and transparencies designed for use with a laser machine. Labels should have an adhesive which is acrylic-based since such material is more stable at the high temperatures in the fusing unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the OPC belt or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

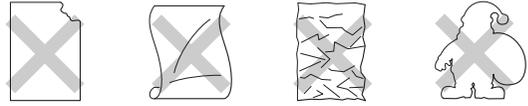
All labels and transparencies used in this machine must be able to withstand a temperature of 200 degrees centigrade for a period of 0.1 seconds.

Label and transparency sheets should not exceed the paper weight specifications described in this User's Guide. Labels and transparencies exceeding this specification may not feed or print properly and may cause damage to your machine.

Transparencies and labels can be fed from Tray 1 only.

Types of labels and transparencies to avoid

Do not use labels or transparencies that are damaged, curled, wrinkled or an unusual shape.



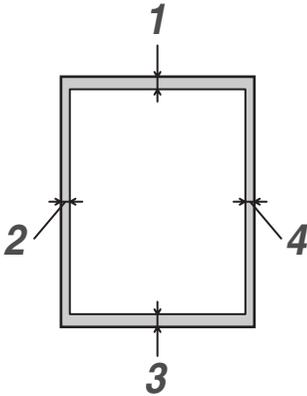
! CAUTION

- Avoid feeding labels with the carrier sheet exposed because your machine will be damaged.
- When feeding transparencies, use the recommended type for *laser* machines. For detailed information on the specification of the proper transparencies to purchase, call your dealer or Brother Customer Service.

Printable area

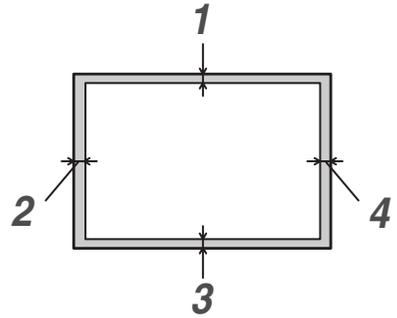
The edges of the paper that cannot be printed on are shown below.

Portrait



	For all available paper sizes
1	4.2 mm
2	4.2 mm
3	4.2 mm
4	4.2 mm

Landscape



	For all available paper sizes
1	4.2 mm
2	4.2 mm
3	4.2 mm
4	4.2 mm



Note

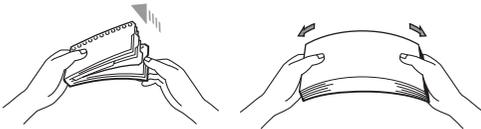
We recommend that you do not print within 15 mm of the edges of envelopes.

Loading paper and envelopes

The machine can feed paper from the standard paper tray or the optional lower tray.

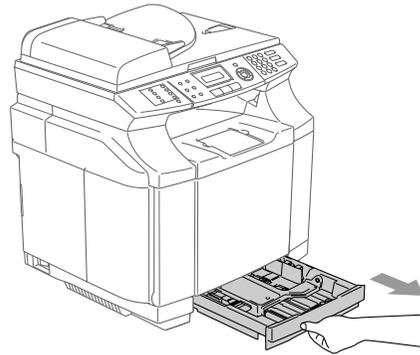
When you put paper into the paper tray, note the following:

- If you are loading Letter, A4 or Executive size paper the machine will automatically detect the paper size. If you want to load B5 paper or envelopes you will need to manually set the paper size. (See *Paper Size* on page 3-7.)
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.
- Before using paper that has holes in it, such as organizer sheets, you must 'fan' the stack to avoid paper jams and misfeeds.

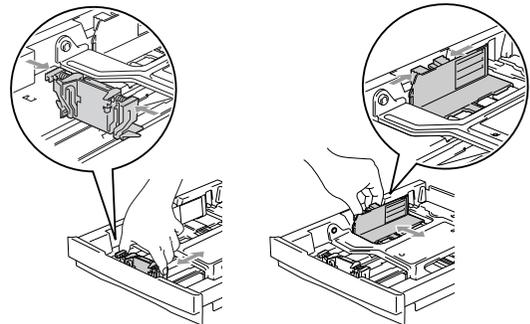


To load paper or other media in the paper tray

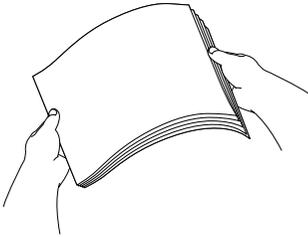
- 1 Pull the paper tray completely out of the machine.



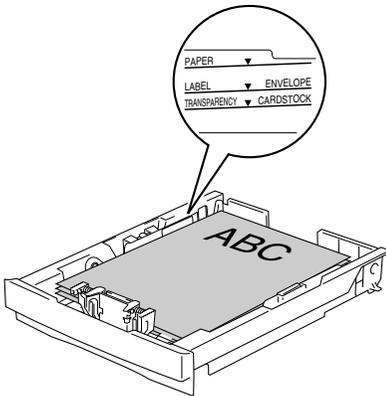
- 2 While pressing the paper guide release lever, slide the adjusters to fit the paper size. Check that the guides are firmly in the slots.



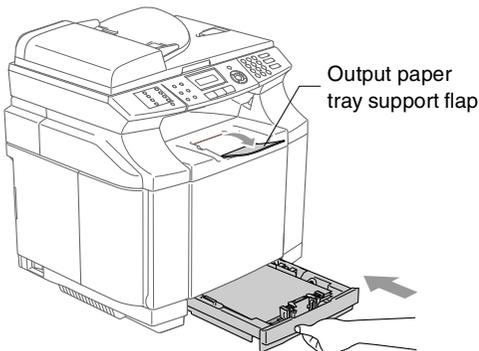
- 3 Fan the stack of paper well to avoid paper jams and mis-feeds.



- 4 Put paper in the paper tray.



- 5 Put the paper tray firmly back in the machine and unfold the output paper tray support flap before you use the machine.



Note

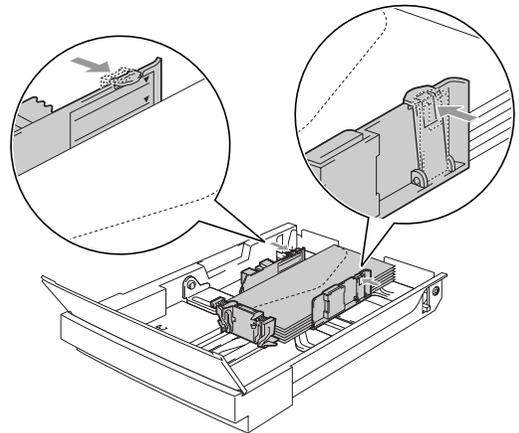
When you put paper in the paper tray, please remember the following:

- Check that the paper is flat in the tray and below the maximum paper mark, and that the paper guides are touching the sides of the paper stack.
- The side to be printed on must be face up.

Printing on envelopes

Adjust the paper length and width guides to fit the envelopes that are going to be used.

You can load envelopes into the standard paper tray only.



Loading documents

You can send a fax, make copies, and scan from the ADF (automatic document feeder) and from the scanner glass.

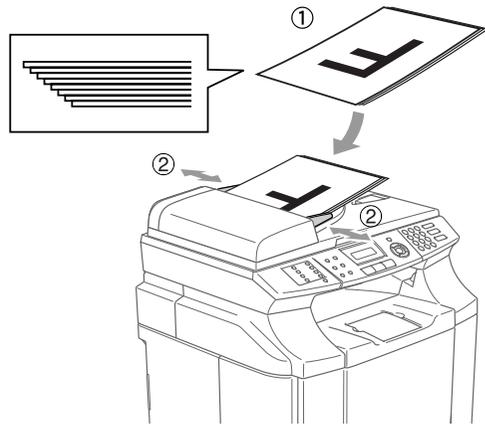
Using the ADF (automatic document feeder)

The ADF can hold up to 35 pages and feeds each sheet individually. Use standard 80 gsm paper and always fan the pages before putting them in the ADF.

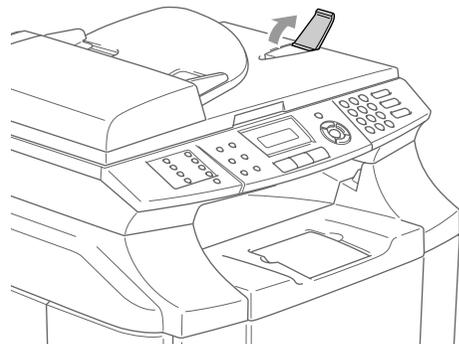
! CAUTION

- **DO NOT** leave thick documents on the scanner glass. If you do this, the ADF may jam.
 - **DO NOT** use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
 - **DO NOT** use cardboard, newspaper or fabric.
- Make sure documents written with ink are completely dry.
 - Documents to be faxed must be from 147.3 to 215.9 mm wide and 147.3 to 356 mm long.

- 1 Fan the pages well. Make sure you put the documents **face up, top edge first** in the ADF until you feel them touch the feed roller.
- 2 Adjust the paper guides to fit the width of your documents.



- 3 Unfold the ADF document output support flap.



! CAUTION

DO NOT pull on the document while it is feeding.

Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book or one page at a time. Documents can be up to 215.9 mm wide and 297 mm long.

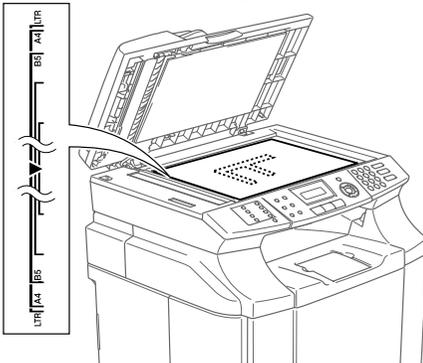


Note

To use the scanner glass, the ADF must be empty.

- 1 Lift the document cover.
- 2 Using the document guidelines on the left, centre the document face down on the scanner glass.

Place documents Face Down on the scanner glass.



- 3 Close the document cover.

! CAUTION

If the document is a book or is thick, do not slam the cover or press on it.

3

Setup

Date and Time

When the machine is not in use it will display the date and time. If you set up the Station ID, the date and time displayed by your machine will be printed on every fax you send. If there is a power failure, you may have to reset the date and time. No other settings will be affected.

- 1 Press **Menu/Set**, **0**, **2**.

```
Initial Setup
2.Date/Time
```

- 2 Enter the last two digits of the year.
Press **Menu/Set**.

- 3 Enter two digits for the month.
Press **Menu/Set**.

(For example, enter 09 for September, or 10 for October.)

- 4 Enter two digits for the day.
Press **Menu/Set**.

(For example, enter 06 for 6th.)

- 5 Enter the time in 24-Hour format.
Press **Menu/Set**.

(For example, enter 15:25 for 3:25 P.M.)

- 6 Press **Stop/Exit**.

The LCD now shows the date and time whenever the machine is idle and in Fax mode.

When the machine is in Sleep mode, the LCD shows *Sleep*. (See *Sleep Time* on page 3-5.)

Setting Daylight Savings Time

You can set the machine to change for Daylight Savings Time manually. If you select *To Summer Time*, it will reset the time forward on hour and if you select *To Winter Time* it will reset the time backward one hour. Make sure you have set the correct date and time in the *Date/Time* setting.

- 1 Press **Menu/Set**, **1**, **5**.

```
General Setup
5.Clock Change
```

- 2 Press **▲** or **▼** to select *To Summer Time* (or *To Winter Time*).
Press **Menu/Set**.

- 3 Press **Stop/Exit**.

Station ID

You should store your name or company name and fax number so they print on all fax pages you send.

It is important that you enter the fax number in the internationally standardised format, i.e. in accordance with the following strict sequence:

- 1 Press **Menu/Set, 0, 3.**

```
Initial Setup
3.Station ID
```

- 2 Enter your fax number (up to 20 digits).
Press **Menu/Set.**

- 3 Enter your telephone number (up to 20 digits).

Press **Menu/Set.**

(If the telephone number and fax number are the same, enter the same number again.)



Note

- You cannot enter a hyphen in the number. To enter a space press **▶** once between numbers.
- The telephone number you enter is only used for Cover Page features. (See *Composing the electronic Cover Page (Monochrome only)* on page 5-9.)

- 4 Use the dial pad to enter your name (up to 20 characters).
(See *Entering Text* on page B-15.)

Press **Menu/Set.**

- 5 Press **Stop/Exit.**



Note

If the Station ID has already been programmed, the LCD will ask you to press **1** to make a change or **2** to exit without changing.

LCD Contrast

You can change the contrast to help the LCD look lighter or darker.

- 1 Press **Menu/Set, 1, 7.**

```
General Setup
7.LCD Contrast
```

- 2 Press **▲** to increase the contrast
—OR—

Press **▼** to decrease the contrast.

Press **Menu/Set.**

- 3 Press **Stop/Exit.**

Phone line settings

Tone and Pulse dialling mode (not available in New Zealand)

Your machine comes set for Tone dialling service (multi-frequency). If you have Pulse dialling service (rotary), you need to change the dialling mode.

- 1 Press **Menu/Set, 0, 4.**

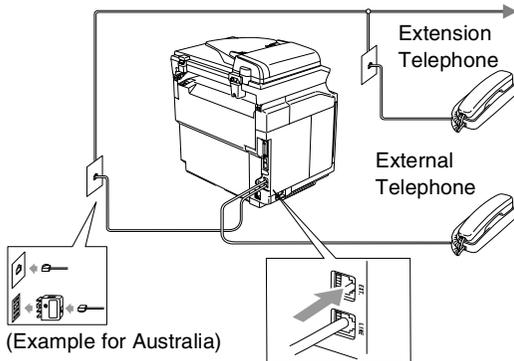
```
Initial Setup
4.Tone/Pulse
```

- 2 Press **▲** or **▼** to select **Pulse** (or **Tone**).
Press **Menu/Set.**

- 3 Press **Stop/Exit.**

Connecting an external or extension telephone

You can connect a separate telephone to your machine as shown in the diagram below.



When you are using an external or extension phone, the LCD shows `Telephone`.

Connecting an external telephone answering device (TAD)

Sequence

You may choose to connect an external answering device. However, when you have an **external** TAD on the same telephone line as the machine, the TAD answers all calls and the machine “listens” for fax calling (CNG) tones. If it hears them, the machine takes over the call and receives the fax. If it does not hear CNG tones, the machine lets the TAD continue playing your outgoing message so your caller can leave you a voice message.

The TAD must answer within four rings (the recommended setting is two rings). The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax “handshake”. Make sure you carefully follow the instructions in this guide for recording your outgoing message. We do not recommend using the toll saver feature on your external answering machine if it exceeds five rings.

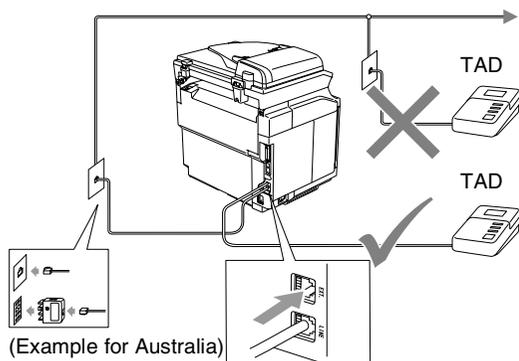


Note

If you do not receive all your faxes, reduce the Ring Delay setting on your external TAD to one or two rings.

⊘ Improper Setup

Do not connect a TAD elsewhere on the same phone line.



When the TAD answers a call, the LCD shows *Telephone*.

Connections

The external TAD must be connected as shown in the previous illustration.

- 1 Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
- 2 Record the outgoing message on your external TAD.
- 3 Set the TAD to answer calls.
- 4 Set the Receive Mode to *External TAD*.
(See *Receive Mode* on page 6-1.)

Recording outgoing message (OGM) on an external TAD

Timing is important in recording this message.

- 1 Record 5 seconds of silence at the beginning of your message. (This allows your machine time to listen for the fax CNG tones of automatic transmissions before they stop.)
- 2 Limit your speaking to 20 seconds.



Note

We recommend beginning your OGM with an initial 5-second silence because the machine cannot hear fax tones over a resonant or loud voice. You may try omitting this pause, but if your machine has trouble receiving, then you must re-record the OGM to include it.

Ecology features

Toner Save

You can conserve toner using this feature. When you set Toner Save to **On**, print appears lighter. The default setting is **Off**.

- 1 Press **Menu/Set, 1, 6, 1**.

```
Ecology
1.Toner Save
```

- 2 Press **▲** or **▼** to select **On** (or **Off**).

Press **Menu/Set**.

- 3 Press **Stop/Exit**.

Sleep Time

Setting the Sleep Time reduces power consumption by turning off the fuser inside the machine while it is idle. You can choose how long the machine is idle (from 00 to 99 minutes) before it goes into sleep mode. The timer is automatically reset when the machine receives a Fax or PC data or makes a copy. The factory setting is 30 minutes. While the machine is in sleep mode you will see **Sleep** on the LCD. If you try to print or copy in sleep mode, there will be a short delay while the fuser warms up to its working temperature.

- 1 Press **Menu/Set, 1, 6, 2**.

```
Ecology
2.Sleep Time
```

- 2 Use the dial pad to enter the length of time the machine is idle before it goes into sleep mode (00 to 99).

Press **Menu/Set**.

- 3 Press **Stop/Exit**.



Note

- If you want to turn off sleep mode, press **Start** (either **Mono** or **Colour**) and **Options** simultaneously in Step 2.
- If the machine is in Sleep Mode when you change the Sleep Time, the new setting will take effect the next time the machine copies, prints or is turned off and on.

Mode Timer

The machine has three temporary mode keys on the control panel: Fax, Scan and Copy. You can change the number of seconds or minutes the machine takes after the last Scan or Copy operation before it returns to Fax mode. If you select **Off**, the machine stays in the mode you used last.



- 1 Press **Menu/Set**, 1, 1.

```
General Setup
1.Mode Timer
```

- 2 Press **▲** or **▼** to select 0 Sec, 30 Secs, 1 Min, 2 Mins, 5 Mins or Off.
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

Paper settings

Paper Type

To get the best print quality, set the machine for the type of paper you are using.

- 1 Press **Menu/Set**, 1, 2.

```
General Setup
2.Paper Type
```

—OR—

If you have the optional paper tray, Press **Menu/Set**, 1, 2, 1 to set the paper type for Tray#1 or **Menu/Set**, 1, 2, 2 to set the paper type for Tray#2.

- 2 Press **▲** or **▼** to select Thin, Plain, Thick, Thicker or Recycled Paper.
Press **Menu/Set**.
- 3 Press **Stop/Exit**.



Note

The machine ejects paper with printed surfaces face down onto the output paper tray in the front of the machine. When you use transparencies or labels, remove each sheet immediately to prevent smudging or paper jams.

Paper Size

In the standard paper tray, you can use seven sizes of paper for printing copies: Letter, A4, B5, JISB5, Executive, Com10 and DL and two sizes for printing faxes: Letter and A4. The machine automatically detects A4, Letter and Executive paper size that is in the paper tray. However, if you load paper that is B5 or smaller sizes in the paper tray, you will need to change the paper size setting at the same time so your machine can print a reduced copy on the page.

- 1 Press **Menu/Set, 1, 3**.

```
General Setup
3.Small Paper
```

—OR—

If you have the optional paper tray, press **Menu/Set, 1, 3, 1** to set the paper size for Tray#1 or **Menu/Set, 1, 3, 2** to set the paper size for Tray#2.

- 2 Press **▲** or **▼** to select B5, DL, Com10 or JISB5.
Press **Menu/Set**.
- 3 Press **Stop/Exit**.



Note

If you select Tray#2 in Step 1, you can only select B5 or JISB5.

Volume Settings

Ring Volume

You can turn the ring **Off** or you can select the ring volume level.

- 1 Press **Menu/Set, 1, 4, 1**.

```
Volume
1.Ring
```

- 2 Press **▲** or **▼** to select Low, Med, High or Off.

Press **Menu/Set**.

- 3 Press **Stop/Exit**.

—OR—

You can adjust the ring volume when your machine is idle (not being used).

In mode (**Fax**), press **◀** or **▶** to adjust the volume level. Every time you press these keys, the machine will ring so you can hear the active setting as the LCD shows it. The volume changes with each key press. The new setting will stay until you change it again.

Beeper Volume

You can change the beeper volume. The default setting is **Med.** When the beeper is on, the machine will beep when you press a key, make a mistake, or after you have sent or received a fax.

- 1 Press **Menu/Set**, **1**, **4**, **2**.

Volume 2.Beeper

- 2 Press **▲** or **▼** to select **Low**, **Med**, **High** or **Off**.

Press **Menu/Set**.

- 3 Press **Stop/Exit**.

Speaker Volume

You can adjust the machine's one-way speaker volume.

- 1 Press **Menu/Set**, **1**, **4**, **3**.

Volume 3.Speaker

- 2 Press **▲** or **▼** to select **Low**, **Med**, **High** or **Off**.

Press **Menu/Set**.

- 3 Press **Stop/Exit**.

4

Security features

You can set up your machine with multiple levels of security using Setting Lock and Memory Security.

Setting Lock

Setting Lock lets you prevent unauthorized access to the machine settings.

While Setting Lock is **On**, the following operations are **NOT** available without a password:

- Date & Time
- Station ID
- Set Quick-Dial (One-Touch Dial, Speed-Dial and Setup Groups)
- Mode Timer
- Paper Type
- Small Paper
- Volume
- Clock Change
- Ecology
- LCD Contrast
- Memory Security

Setting up the password



Note

- If you have already set the password, you will not need to set it, again.
- If you forget the Setting Lock password, please call your Brother dealer for service.

- 1 Press **Menu/Set, 1, 8, 2**.

Security
2.Setting Lock

- 2 Enter a four-digit number for the password.

Press **Menu/Set**.

The LCD shows *Verify:.*

- 3 Re-enter the password.

Press **Menu/Set**.

- 4 Press **Stop/Exit**.

Changing the Setting Lock password

- 1 Press **Menu/Set**, 1, 8, 2.
- 2 Press ▲ or ▼ to select `Set Password`. Press **Menu/Set**.
- 3 Enter the registered four-digit password. Press **Menu/Set**.
- 4 Enter a four-digit number for the new password. Press **Menu/Set**.
- 5 If the LCD shows `Verify:`, re-enter the new password. Press **Menu/Set**.
- 6 Press **Stop/Exit**.

Turning Setting Lock on

- 1 Press **Menu/Set**, 1, 8, 2.
- Security
2.Setting Lock
- 2 Press ▲ or ▼ to select `On`. Press **Menu/Set**.
 - 3 Enter the registered four-digit password. Press **Menu/Set**.
 - 4 Press **Stop/Exit**.

Turning Setting Lock off

- 1 Press **Menu/Set**, 1, 8, 2.
- Security
2.Setting Lock
- 2 Enter the registered four-digit password. Press **Menu/Set** twice.
 - 3 Press **Stop/Exit**.

Note

If you enter the wrong Password, the LCD shows `Wrong Password`. The machine will stay in Setting Lock mode until the registered password is entered.

Memory Security

Memory Security lets you prevent unauthorized access to the machine. You will not be able to continue to schedule Delayed Faxes or Polling jobs. However, any pre-scheduled Delayed Faxes will be sent even if you turn on Memory Security, so they won't be lost.

While Memory Security is on, the following operations are available:

- Receiving faxes into memory (limited by memory capacity)
- Fax Forwarding (if Fax Forwarding was already on)
- Remote Retrieval (if Fax Storage was already on)

While Memory Security is on, the following operations are NOT available:

- Printing received faxes
- Sending faxes
- Copying
- PC printing
- Scanning
- PC Fax Receive



Note

- To print the faxes in memory, turn off Memory Security.
- You must turn off PC Fax Receive before you can turn on Memory Security. (See *Turning off Remote Fax Options* on page 8-3.)

Setting up the password



Note

- If you have already set the password, you will not need to set it, again.
- If you forget the Memory Security password, please call your Brother dealer for service.

- 1 Press **Menu/Set**, **1**, **8**, **1**.

```
Security
1.Mem Security
```

- 2 Enter a four-digit number for the password.

Press **Menu/Set**.

The LCD shows *Verify*:.:

- 3 Re-enter the password.

Press **Menu/Set**.

- 4 Press **Stop/Exit**.

Changing the Memory Security password

- 1 Press **Menu/Set**, 1, 8, 1.
- 2 Press ▲ or ▼ to select `Set Password`. Press **Menu/Set**.
- 3 Enter the registered four-digit password. Press **Menu/Set**.
- 4 Enter a four-digit number for the new password. Press **Menu/Set**.
- 5 If the LCD shows `Verify:`, re-enter the new password. Press **Menu/Set**.
- 6 Press **Stop/Exit**.

Turning Memory Security on

- 1 Press **Menu/Set**, 1, 8, 1.
- ```
Security
1.Mem Security
```
- 2 Press ▲ or ▼ to select `Set Security`. Press **Menu/Set**.
  - 3 Enter the registered four-digit password. Press **Menu/Set**.  
The machine goes offline and the LCD shows `Secure Mode`.



### Note

If there is a power failure the data will stay in memory for up to 60 hours.

## Turning Memory Security off

- 1 Press **Menu/Set**.  
Enter the registered four-digit password.
- 2 Press **Menu/Set**.  
Memory Security is automatically turned off and the LCD shows the date and time.



### Note

If you enter the wrong password, the LCD shows `Wrong Password` and stays offline. The machine will stay in `Secure Mode` until the registered password is entered.

# *Section II*

## Fax & Telephone

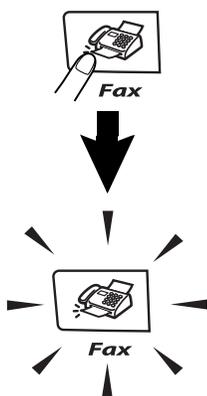
- 5. Sending a fax**
- 6. Receiving a fax**
- 7. Dialling and phone options**
- 8. Remote Fax Options (Monochrome only)**
- 9. Printing reports**
- 10. Polling**

## How to Fax

### Entering Fax mode

Before sending faxes or changing fax send or receiving settings, make sure  (**Fax**) is illuminated in blue. If it is not, press

 (**Fax**) to enter Fax mode. The default setting is Fax mode.



### Sending a fax automatically from the ADF

This is the easiest way to send a fax.

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Put the document face up in the ADF.
- 3 Dial the fax number.  
Press **Mono Start** or **Colour Start**.
  - If you press **Mono Start**, the machine starts scanning the first page.
  - If you press **Colour Start**, the machine starts sending.



#### Note

If the memory is full the document will be sent in real time.

### Sending a fax automatically from the scanner glass

You can use the scanner glass to fax pages of a book. The documents can be up to A4 size. Put the document face down on the scanner glass.



#### Note

- Since you can only scan one page at a time, it is easier to use the ADF if you are sending a multiple page document.
- Press **Stop/Exit** at anytime to cancel.

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Place the first page on the scanner glass.
- 3 Dial the fax number.  
Press **Mono Start** or **Colour Start**.

- If you press **Mono Start**, the machine starts scanning the first page.
- If you press **Colour Start**, the machine starts sending.

- 4 To send more than one page, press 1 and go to Step 5.

Next Page?  
1. Yes 2. No (Send)

—OR—

To send a single page, press 2 (or press **Mono Start** again).

The machine starts sending the document.

- 5 Place the next page on the scanner glass.

Set Next Page  
Then Press Set

Press **Menu/Set**.

The machine starts scanning the page. (Repeat Steps 4 and 5 for each additional page.)

 **Note**

- If the memory is full and you are faxing a single page, it will be sent in real time.
- You cannot send multiple pages for colour faxes.

## Colour fax transmission

Your machine can send a colour fax to machines that support this feature.

However, colour faxes cannot be stored in the memory. When you send a colour fax, the machine will send it in real time (even if **Real Time TX** is set to Off).

 **Note**

Delayed fax and Polling Transmit features are not available in colour.

## Cancelling a fax in progress

If you want to cancel a fax, while the machine is scanning, dialling or sending it, press **Stop/Exit**.

## Dual Access (Monochrome only)

You can dial a number, and begin scanning the fax into memory—even when the machine is sending from memory, receiving faxes or printing PC data. The LCD shows the new job number.

 **Note**

- Your machine normally uses Dual Access. However, to send a colour fax, the machine will send the document in real time (even if **Real Time TX** is set to Off). This means that you will have to wait until the machine has finished sending the fax before you can start scanning another. The number of pages you can scan into the memory will vary depending on the data that is printed on them.
- If you get an **Out of Memory** message while scanning the first page of a fax, press **Stop/Exit** to cancel scanning. If you get an **Out of Memory** message while scanning a subsequent page, you can press **Mono Start** to send the pages scanned so far, or press **Stop/Exit** to cancel the operation.

## Sending a fax manually

### Manual transmission

Manual transmission lets you hear the dialing, ringing and fax-receiving tones while sending a fax.

- 1 If it is not illuminated in blue, press



- 2 Load your document.
- 3 Pick up the handset of the external phone and listen for a dial tone.

—OR—

Press **Hook** and listen for a dial tone. On the external phone, dial the fax number you want to call. If you pressed **Hook**, dial using the machine dial pad.

- 4 When you hear the fax tone, press **Mono Start** or **Colour Start**.
- 5 If you picked up the handset of an external phone, replace it.

### Out of Memory message

If you get an *Out of Memory* message while scanning the first page of a fax, press **Stop/Exit** to cancel the fax.

If you get an *Out of Memory* message while scanning a subsequent page, you will have the option to press **Mono Start** to send the pages scanned so far, or to press **Stop/Exit** to cancel the operation.



#### Note

If you get an *Out of Memory* message while faxing and you do not want to delete your stored faxes to clear the memory, you can send the fax in real time. (See *Real Time Transmission* on page 5-6.)

## Broadcasting (Monochrome only)

Broadcasting is when the same fax message is automatically sent to more than one fax number. You can include Groups, One-Touch, Speed-Dial numbers and up to 50 manually dialled numbers in the same broadcast.

Press **Menu/Set** between each of the numbers. Use **Search/Speed Dial** to help you choose the numbers easily. (To set up Group dial numbers, see *Setting up Groups for Broadcasting* on page 7-5.)

After the broadcast is finished, a Broadcast Report will be printed to let you know the results.

- 1 If it is not illuminated in blue, press  (Fax).
- 2 Load your document.
- 3 Enter a number using One-Touch, Speed-Dial, a Group number, Search or manual dialling using the dial pad. Press **Menu/Set** after each number.
- 4 After you have entered all the fax numbers, press **Mono Start**.

 **Note**

- If you did not use up any of the numbers for Groups, access codes or credit card numbers, you can 'broadcast' faxes to as many as 266 different numbers.
- The available memory will vary depending on the types of jobs in the memory and the number of locations used for broadcasting. If you broadcast to the maximum numbers available, you will not be able to use Dual Access and Delayed fax.
- Enter the long dialling sequence numbers as you would normally, but remember that each One-Touch and Speed-Dial number counts as one number, so the number of locations you can store becomes limited. (See *Access codes and credit card numbers* on page 7-6.)
- If the memory is full, press **Stop/Exit** to stop the job or if more than one page has been scanned, press **Mono Start** to send the portion that is in the memory.

### To stop a broadcast in progress

- 1 Press **Menu/Set**, **2**, **6**.  
The LCD will display the name, if you stored it, or the fax number being dialled.
- 2 Press **Menu/Set**.  
The LCD will display:
 

XXXXXXXX  
 1.Clear 2.Exit
- 3 Press **1** to Clear.  
The LCD will then display the Broadcast job number and 1.Clear 2.Exit.
- 4 To cancel the Broadcast, press **1**.
- 5 Press **Stop/Exit**.

## Additional Sending Operations

### Sending faxes using multiple settings

When you send a fax you can choose any combination of these settings: cover page, contrast, resolution, overseas mode, delayed fax timer, polling transmission or real time transmission.

- 1 If it is not illuminated in blue, press



After each setting is accepted, the LCD will ask if you want to enter more settings:

Next  
 1.Yes 2.No

- 2 Press **1** to select more settings. The LCD will return to the *Setup Send* menu.

—OR—

Press **2** if you have finished choosing settings and go to the next step.

## Contrast

If your document is very light or very dark, you may want to change the contrast. For most documents the default setting 'Auto' can be used. It automatically chooses the suitable contrast for your document.

Use *Light* to send a light document.

Use *Dark* to send a dark document.

- 1 If it is not illuminated in blue, press  (**Fax**).

- 2 Load your document.

- 3 Press **Menu/Set**, **2**, **2**, **1**.

```
Setup Send
1.Contrast
```

- 4 Press **▲** or **▼** to select *Auto*, *Light* or *Dark*.

Press **Menu/Set**.

## Changing fax Resolution

After you load the document, you can use **Resolution** to change the setting temporarily (for this fax only). In Fax mode , press **Resolution** and **▲** or **▼** to select the setting you want, and then press **Menu/Set**.

—OR—

You can change the default setting.

- 1 If it is not illuminated in blue, press  (**Fax**).

- 2 Press **Menu/Set**, **2**, **2**, **2**.

```
Setup Send
2.Fax Resolution
```

- 3 Press **▲** or **▼** to select the resolution you want.

Press **Menu/Set**.

### Note

You can choose four different resolution settings for monochrome faxes and two for colour.

#### Monochrome

|          |                                                                                                              |
|----------|--------------------------------------------------------------------------------------------------------------|
| Standard | Suitable for most typed documents.                                                                           |
| Fine     | Good for small print and transmits a little slower than Standard resolution.                                 |
| S.Fine   | Good for small print or artwork and transmits slower than Fine resolution.                                   |
| Photo    | Use when the document has varying shades of grey or is a photograph. This has the slowest transmission time. |

#### Colour

|          |                                                                                                  |
|----------|--------------------------------------------------------------------------------------------------|
| Standard | Suitable for most typed documents.                                                               |
| Fine     | Use when the document is a photograph. The transmission time is slower than Standard resolution. |

If you select *S.Fine* or *Photo* and then use the **Colour Start** key to send a fax, the machine will send the fax using the *Fine* setting.

## Real Time Transmission

When you are sending a fax, the machine will scan the document into the memory before sending. Then, as soon as the phone line is free, the machine will start dialling and sending.

If the memory is full, the machine will send the document in real time (even if `Real Time TX` is set to `Off`).

Sometimes, you may want to send an important document immediately, without waiting for memory transmission. You can set `Real Time TX` to `On` for all documents or `Next Fax:On` for the next fax only.

### Sending in real time for all faxes

- 1 If it is not illuminated in blue, press  (**Fax**).

- 2 Press **Menu/Set**, **2**, **2**, **5**.

```
Setup Send
5.Real Time TX
```

- 3 Press **▲** or **▼** to select `On` (or `Off`).  
Press **Menu/Set**.

### Sending in real time for the next fax only

- 1 If it is not illuminated in blue, press  (**Fax**).

- 2 Press **Menu/Set**, **2**, **2**, **5**.

```
Setup Send
5.Real Time TX
```

- 3 Press **▲** or **▼** to select `Next Fax:On` (or `Next Fax:Off`).  
Press **Menu/Set**.



#### Note

- In Real Time Transmission, the automatic redial feature does not work when using the scanner glass.
- If you are sending a colour Fax, the machine will send it in real time (even if `Real Time TX` is set to `Off`).

## Overseas Mode

If you are having difficulty sending a fax overseas due to possible interference on the phone line, we recommend that you turn on the Overseas Mode. After you send a fax using this feature, the feature will turn itself off.

- 1 If it is not illuminated in blue, press



- 2 Load your document.

- 3 Press **Menu/Set**, **2**, **2**, **9**.

```
Setup Send
9.Overseas Mode
```

- 4 Press **▲** or **▼** to select **On** (or **Off**).  
Press **Menu/Set**.

## Delayed Faxing (Monochrome only)

During the day you can store up to 50 faxes in the memory to be sent within 24 hours. These faxes will be sent at the time of day you enter in Step 4.

- 1 If it is not illuminated in blue, press



- 2 Load your document.

- 3 Press **Menu/Set**, **2**, **2**, **3**.

```
Setup Send
3.Delayed Fax
```

- 4 Press **Menu/Set** to accept the displayed time.

—OR—

Enter the time you want the fax to be sent (in 24-hour format).

(For example, enter 19:45 for 7:45 PM.)

Press **Menu/Set**.



### Note

The number of pages you can scan into the memory depends on the amount of data that is printed on each page and the amount of data already stored in the memory.

## Delayed Batch Transmission (Monochrome only)

Before sending the delayed faxes, your machine will help you economize by sorting all the faxes in the memory by destination and scheduled time. All delayed faxes that are scheduled to be sent at the same time to the same fax number will be sent as one fax to save transmission time.

- 1 If it is not illuminated in blue, press



(Fax).

- 2 Press **Menu/Set, 2, 2, 4**.

```
Setup Send
4.Batch TX
```

- 3 Press **▲** or **▼** to select **On** (or **Off**).

Press **Menu/Set**.

- 4 Press **Stop/Exit**.

## Checking job status and cancelling a waiting job

Check which jobs are still waiting in the memory to be sent. (If there are no jobs, the LCD shows **No Jobs Waiting**.) You can cancel a fax job that is stored and waiting in the memory.

- 1 Press **Menu/Set, 2, 6**.

```
Fax
6.Remaining Jobs
```

- 2 If you have more than one job waiting, press **▲** or **▼** to select the job you want to cancel.

Press **Menu/Set**.

—OR—

If you only have one job waiting, go to Step 3.

- 3 Press **1** to cancel.

To cancel another job waiting, go to Step 2.

—OR—

Press **2** to exit without cancelling.

- 4 Press **Stop/Exit**.

## Composing the electronic Cover Page (Monochrome only)

When you send a monochrome fax, you can send a cover page with your fax message. The Cover Page is sent to the receiving party's machine. Your Cover Page includes the name or number stored in the One-Touch or Speed-Dial memory. If you are dialling manually, the name is not shown on the Cover Page.

The Cover Page shows your Station ID and the number of pages you are sending. (See *Station ID* on page 3-2.) If you have Cover Page set to **On** for all faxes (**Menu/Set, 2, 2, 7**), the number of pages is not shown on the cover page.

You can select a comment to include on your Cover Page.

- 1.Note Off
- 2.Please Call
- 3.Urgent
- 4.Confidential

Instead of using one of the preset comments, you can enter two personal messages of your own, up to 27 characters long. Use the chart on B-15 for help entering characters. (See *Composing your own comments* on page 5-9.)

- 5.(User Defined)
- 6.(User Defined)

Most of the **Setup Send** settings are temporary to allow you to make changes for each fax you send. However, when you set up your Cover Page and Cover Page Comments, you are changing the default settings so they will be available while faxing.



### Note

You can send the cover page only for a monochrome fax. If you press **Colour Start** to send a fax, the cover page will not be sent.

## Composing your own comments

You can set up two comments of your own.

- 1 If it is not illuminated in blue, press



- 2 Press **Menu/Set, 2, 2, 8**.

```
Setup Send
8.Coverpage Note
```

- 3 Press **▲** or **▼** to choose 5 or 6 for your own comment.

Press **Menu/Set**.

- 4 Use the dial pad to enter your customized comment.

Press **Menu/Set**.

(See *Entering Text* on page B-15.)

## Cover page for the next fax only

If you have not yet set your Station ID this feature will not work. Make sure you have programmed the Station ID before continuing. (See *Station ID* on page 3-2.) If you only want to send a Cover Page with a particular fax, your machine will ask you to enter the number of pages you are sending so it can be printed on the Cover Page.

- 1 If it is not illuminated in blue, press



- 2 Load your document.

- 3 Press **Menu/Set, 2, 2, 7**.

```
Setup Send
7.Coverpg Setup
```

- 4 Press **▲** or **▼** to select **Next Fax:On** (or **Next Fax:Off**).

Press **Menu/Set**.

- 5 Press ▲ or ▼ to select one of the standard or your own comments.  
Press **Menu/Set**.
- 6 Enter two digits to show the number of pages you are sending.  
Press **Menu/Set**.  
(For example, press **0 2** for 2 pages or enter **0 0** to leave the number of pages blank. If you make a mistake, press ◀ to back up and re-enter the number of pages.)

### Send a cover page for all faxes

If you have not yet set your Station ID this feature will not work. Make sure you have programmed the Station ID before continuing. (See *Station ID* on page 3-2.)

You can set the machine to send a cover page whenever you send a monochrome fax. The number of pages in your fax is not included when you use this setting.

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Press **Menu/Set, 2, 2, 7**.  

- 3 Press ▲ or ▼ to select **On** (or **Off**).  
Press **Menu/Set**.
- 4 If you selected **On**, press ▲ or ▼ to select one of the standard or your own comments.  
Press **Menu/Set**.

### Using a printed cover page

If you prefer to use a printed cover page that you can write on, you can print the sample page and attach it to your fax.

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Press **Menu/Set, 2, 2, 7**.  

- 3 Press ▲ or ▼ to select **Print Sample**.  
Press **Menu/Set**.
- 4 Press **Mono Start** or **Colour Start**. Your machine prints a copy of your cover page.

## 6

# Receiving a fax

## Receive Mode

There are four different Receive Modes for your machine. You can choose the mode that best suits your needs.

| LCD                                                                              | How it works                                                                                                                                                                                              | When to use it                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fax Only<br>(automatic receive)                                                  | The machine automatically answers every call as a fax.                                                                                                                                                    | For dedicated fax lines.                                                                                                                                                                                                                                                       |
| Fax/Tel<br>(fax and telephone)<br>(with an external or extension telephone only) | The machine controls the line and automatically answers every call. If the call is a fax it will receive the fax. If the call is not a fax it will ring (pseudo/double ring) for you to pick up the call. | Use this mode if you expect to receive lots of fax messages and few telephone calls. You cannot use an answering machine on the same line, even if it is on a separate phone socket on the same line. You cannot use the telephone company's Voice Mail in this mode.          |
| External TAD<br>(with an external answering machine only)                        | The external answering machine (TAD) automatically answers every call.<br>Voice messages are stored on the external TAD. If it is a fax call, the machine receives the fax.                               | Use this mode if you use an answering machine on the same line as the machine.<br>The External TAD setting works only with an external answering machine. Ring Delay does not work in this setting.                                                                            |
| Manual<br>(manual receive)<br>(with an external or extension telephone only)     | You control the phone line and must answer every call yourself.                                                                                                                                           | Use this mode if you do not receive many fax messages.<br>If you answer and hear fax tones, wait until the machine takes over the call, then hang up. (See <i>Fax Detect</i> on page 6-5.)<br>If you use a computer modem on the same line, Faxing will not operate correctly. |

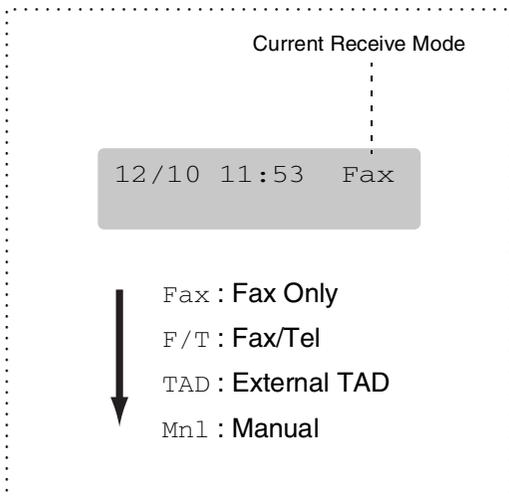
## To select or change your Receive Mode

- 1 Press **Menu/Set**, **0**, **1**.

```
Initial Setup
1.Receive Mode
```

- 2 Press **▲** or **▼** to select **Fax Only**, **Fax/Tel**, **External TAD** or **Manual**. Press **Menu/Set**.

- 3 Press **Stop/Exit**.



## Fax Receive Settings

### Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in **Fax Only** or **Fax/Tel** mode. If you have extension phones on the same line as the machine, keep the Ring Delay setting of 6.

(See *Operation from extension telephones* on page 6-6 and *Fax Detect* on page 6-5.)

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Press **Menu/Set**, **2**, **1**, **1**.
 

```
Setup Receive
1.Ring Delay
```
- 3 Press **▲** or **▼** to select how many times the line rings before the machine answers (02–10 for Australia, 01–10 for New Zealand, 00–10 for some countries). Press **Menu/Set**.  
(For some countries, if you select 00, the line won't ring at all.)
- 4 Press **Stop/Exit**.

## F/T Ring Time (Fax/Tel mode only)

If you set the Receive Mode to `Fax/Tel`, you'll need to decide how long the machine will signal you with its special pseudo/double-ring when you have a voice call. (If it's a fax call, the machine receives the fax.)

This pseudo/double-ring happens after the initial ringing from the phone company. Only the machine rings and no other phones on the same line will ring with the special pseudo/double-ring. However, you can still answer the call on any telephone on the same line as the machine. (See *For Fax/Tel mode only* on page 6-7.)

- 1 If it is not illuminated in blue, press



**(Fax).**

- 2 Press **Menu/Set, 2, 1, 2.**

```
Setup Receive
2.F/T Ring Time
```

- 3 Press **▲** or **▼** to select how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds for Australia and some countries, 20, 30, 40 or 55 for New Zealand).

Press **Menu/Set.**

- 4 Press **Stop/Exit.**



### Note

Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.

## Tray Use for Fax mode

If your machine does not have the optional tray #2, this setting is not available. The default setting of `Auto` allows your machine to choose the paper from the optional Tray #2 if Tray #1 is out of paper or if incoming faxes will fit best on the paper in Tray #2.

- 1 Press **Menu/Set, 1, 0.**

```
General Setup
0.Tray Use:Fax
```

- 2 Press **▲** or **▼** to select `Tray#1 Only`, `Tray#2 Only` or `Auto`. Press **Menu/Set.**

- 3 Press **Stop/Exit.**

## Printing a reduced incoming fax (Auto Reduction)

If you choose **On**, the machine automatically reduces an incoming fax to fit on one page of Letter or A4 size paper. The machine calculates the reduction ratio by using the page size of the document and size of the paper in your tray.

- 1 If it is not illuminated in blue, press



**(Fax)**.

- 2 Press **Menu/Set, 2, 1, 5**.

```
Setup Receive
5.Auto Reduction
```

- 3 Use **▲** or **▼** to select **On** (or **Off**).

Press **Menu/Set**.

- 4 Press **Stop/Exit**.



### Note

- Turn on this setting if you receive faxes that are split onto two pages. However, if the document is too long the machine may still print on two pages.
- If left and right margins are cut off, turn on this setting.
- When this feature is set to **On**, the A4 faxes people send to you may appear slightly shrunk even though your machine prints them on A4 paper. This is because the machine has to print the Station ID of the sending machine at the top of the page.

## Reception into memory (Monochrome only)

As soon as the paper tray becomes empty during fax reception, the screen will display **No Paper Fed** please put some paper in the paper tray. (See *Loading paper and envelopes* on page 2-8.)

### If Memory Receive is On at this time...

The current fax reception will continue, with the remaining page(s) being stored in memory, subject to available memory. Subsequent incoming faxes will also be stored into memory until the memory is full, following this no further incoming fax calls will be automatically answered. To print all data put fresh paper in the paper tray.

### If Memory Receive is Off at this time...

The current fax reception will continue, with the remaining page(s) being stored in memory, subject to available memory. Subsequent incoming fax calls will not be automatically answered until fresh paper is put in the paper tray. To print the last fax received, put paper in the paper tray.

- 1 If it is not illuminated in blue, press



**(Fax)**.

- 2 Press **Menu/Set, 2, 1, 6**.

```
Setup Receive
6.Memory Receive
```

- 3 Use **▲** or **▼** to select **On** (or **Off**).

Press **Menu/Set**.

- 4 Press **Stop/Exit**.

## Changing the remote codes

Remote activation lets you send commands to your machine from an extension or external phone. To use Remote Activation, you must turn on the remote codes. The preset Fax Receive Code is \*51 (\*91 for New Zealand). The preset Telephone Answer Code is #51 (#91 for New Zealand). If you want to, you can replace them with your own codes.

- 1 If it is not illuminated in blue, press  (Fax).
- 2 Press **Menu/Set**, 2, 1, 4.
 

Setup Receive  
4.Remote Code
- 3 Press ▲ or ▼ to select **On** (or **Off**). Press **Menu/Set**.
- 4 Enter the new Fax Receive Code. Press **Menu/Set**.
- 5 Enter the new Telephone Answer Code. Press **Menu/Set**.
- 6 Press **Stop/Exit**.

### Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code using the numbers 0-9, \*, #.
- Remote Codes might not work with some telephone systems.

## Fax Detect

When you use this feature, you do not have to press **Mono Start** or **Colour Start**, or the Fax Receive Code \*51 (\*91 for New Zealand) when you answer a fax call. Selecting **On** allows the machine to receive fax calls automatically, even if you lift the handset of an extension or external phone. When you see *Receiving* on the LCD or when you hear 'chirps' through the handset of an extension phone connected to another wall socket/phone socket, just replace the handset and your machine will do the rest.

### Note

- If your machine does not connect a fax call when you lift an extension or external phone handset (either this feature is set to *Off* or due to telephone line problems), you will need to activate the machine manually. You can do this by pressing **Mono Start** or **Colour Start** on the machine.  
—OR—  
by pressing \*51 (\*91 for New Zealand) if you are not at your machine. (See *Operation from extension telephones* on page 6-6.)
- We do not recommend having a PC and the machine on the same phone line.

- 1 If it is not illuminated in blue, press  (Fax).
- 2 Press **Menu/Set**, 2, 1, 3.
 

Setup Receive  
3.Fax Detect
- 3 Use ▲ or ▼ to select **On** (or **Off**). Press **Menu/Set**.
- 4 Press **Stop/Exit**.

## Additional receiving operations

### Printing a fax from the memory

If you have selected Fax Storage (**Menu/Set, 2, 5, 1**), you can still print a fax from the memory when you are at your machine. (See *Fax Storage* on page 8-1.)

- 1 Press **Menu/Set, 2, 5, 3**.

```
Remote Fax Opt
3.Print Document
```

- 2 Press **Mono Start** or **Colour Start**.

### Setting the Print Density

You can adjust print density, making your printed pages darker or lighter.

- 1 If it is not illuminated in blue, press

 **(Fax)**.

- 2 Press **Menu/Set, 2, 1, 7**.

```
Setup Receive
7.Print Density
```

- 3 Press **▲** to make the print darker.

—OR—

Press **▼** to make the print lighter.

Press **Menu/Set**.

- 4 Press **Stop/Exit**.

## Operation from extension telephones

If you answer a fax call on an extension telephone, or an external telephone that is correctly connected to the machine, you can make your machine take the call by using the Fax Receive Code. When you press the Fax Receive Code **\*51** (**\*91** for New Zealand), the machine starts to receive the fax.

If the machine answers a voice call and pseudo/double-rings for you to take over, use the Telephone Answer Code **#51** (**#91** for New Zealand) to take the call at an extension phone. (See *F/T Ring Time (Fax/Tel mode only)* on page 6-3.)

If you answer a call and no one is on the line, you should assume that you're receiving a manual fax.

- If you want to use Remote Activation, you have to turn on the remote codes. (See *Changing the remote codes* on page 6-5.) Press **\*51** (**\*91** for New Zealand) and wait for the chirp or until the machine's LCD displays *Receiving*, and then hang up.

### Note

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* on page 6-5.)

## Using a cordless external handset

---

If the base unit of the cordless telephone is connected to the line cord socket (see diagram on *Connecting an external or extension telephone* on page 3-3) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay. If you let the machine answer first, you will have to go to the machine so you can press **Hook** to transfer the call to the cordless handset.



### Note

---

Not all brands of cordless phones are compatible for use with your machine.

---

## For Fax/Tel mode only

---

When the machine is in Fax/Tel mode, it will use the F/T Ring Time (pseudo or double-ringing) to alert you to pick up a voice call.

Lift the external telephone's handset, and then press **Hook** to answer.

## Using the remote codes

---

If you are at an extension phone, you'll need to lift the handset during the F/T Ring Time and then press **#51** (**#91** for New Zealand) between the pseudo/double rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing **\*51** (**\*91** for New Zealand).

# 7

## Dialling and phone options

### How to dial

You can dial in any of the following ways.

#### Manual dialling

Press all of the digits of the fax number.

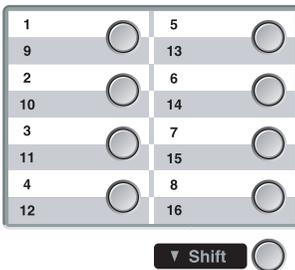


#### One-Touch Dialling

Press the One-Touch key of the location you want to call. (See *Storing One-Touch Dial numbers* on page 7-3.)

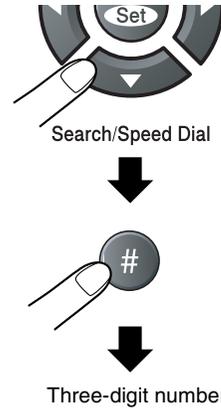
##### Note

To dial One-Touch numbers 9 to 16 hold down **Shift** as you press the One-Touch key.



### Speed-Dialling

Press **Search/Speed Dial**, **#**, and then the three-digit Speed-Dial number. (See *Storing Speed-Dial numbers* on page 7-4.)

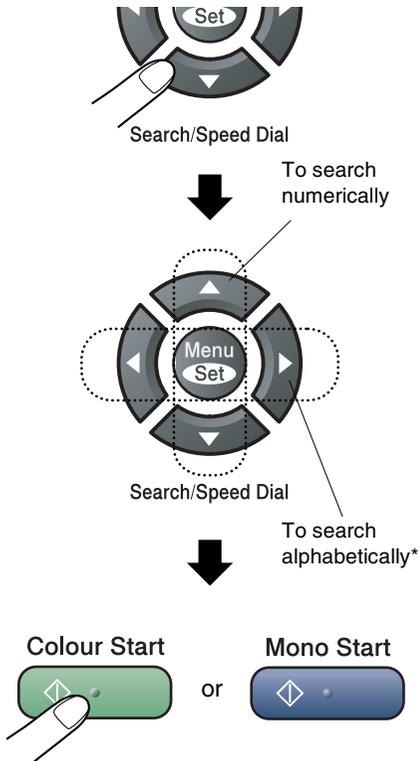


##### Note

LCD shows `Not Registered` if there is no number stored at the One-Touch or Speed-Dial location you enter.

## Search

You can search for names you have stored in the One-Touch and Speed-Dial memories. Press **Search/Speed Dial** and the navigation keys to search. (See *Storing One-Touch Dial numbers* on page 7-3 and *Storing Speed-Dial numbers* on page 7-4.)



\* To search alphabetically, you can use the dial pad to enter the first letter of the name you are looking for.

## Fax Redial

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Mono Start** or **Colour Start** to try again. If you want to make a second call to the last number dialled, you can save time by pressing **Redial/Pause** and **Mono Start** or **Colour Start**.

**Redial/Pause** only works if you dialled from the control panel.

If you are sending a fax automatically and the line is busy, the machine will automatically redial up to three times at five minutes intervals.



### Note

In Real Time TX the automatic redial feature does not work when using the scanner glass.

## Storing numbers

You can set up your machine to do following types of easy dialling: One-Touch, Speed-Dial and Groups for Broadcasting faxes. When you dial a quick-dial number, the LCD shows the name, if you stored it, or the number.

### Note

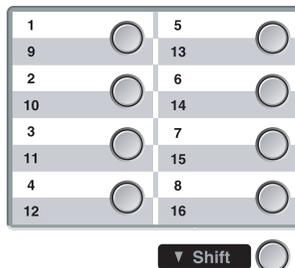
*If you lose electrical power, the quick-dial numbers that are in the memory will not be lost.*

## Storing a Pause

Press **Redial/Pause** to insert a 3.5-second pause between numbers. If you are dialling overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

## Storing One-Touch Dial numbers

Your machine has 8 One-Touch keys where you can store 16 fax or phone numbers for automatic dialling. To access numbers 9 to 16, hold down **Shift** as you press the One-Touch key.



- 1 Press **Menu/Set**, **2**, **3**, **1**.

Set Quick-Dial  
1.One-Touch Dial

- 2 Press the One-Touch key where you want to store a number.
- 3 Select Fax/Tel.  
Press **Menu/Set**.
- 4 Enter the phone or fax number (up to 20 digits).  
Press **Menu/Set**.
- 5 Use the dial pad to enter the name (up to 15 characters).  
Press **Menu/Set**.  
(You can use the chart on page B-15 to help you enter letters.)  
—OR—  
Press **Menu/Set** to store the number without a name.
- 6 Go to Step 2 to store another One-Touch number.  
—OR—  
Press **Stop/Exit**.

## Storing Speed-Dial numbers

You can store Speed-Dial numbers, so that when you dial you will only have to press a few keys (**Search/Speed Dial**, #, the three-digit number, and **Mono Start** or **Colour Start**). The machine can store 200 Speed-Dial numbers.

- 1 Press **Menu/Set**, **2**, **3**, **2**.

```
Set Quick-Dial
2.Speed-Dial
```

- 2 Use the dial pad to enter a three-digit Speed-Dial location number. (001 - 200)

(For example, press **005**.)

Press **Menu/Set**.

- 3 Select Fax/Tel.

Press **Menu/Set**.

- 4 Enter the phone or fax number (up to 20 digits).

Press **Menu/Set**.

- 5 Use the dial pad to enter the name (up to 15 characters).

Press **Menu/Set**.

(You can use the chart on page B-15 to help you enter letters.)

—OR—

Press **Menu/Set** to store the number without a name.

- 6 Go to Step 2 to store another Speed-Dial number.

—OR—

Press **Stop/Exit**.

## Changing One-Touch and Speed-Dial numbers

If you try to store a One-Touch or Speed-Dial number where a number has already been stored, the LCD will show the name that has been stored there (or number) and will ask you to do one of the following:

- 1 Press **1** to change the stored number.

—OR—

Press **2** to exit without making a change.

```
#005:MIKE
1.Change 2.Exit
```

*How to change the stored number or name:*

- If you want to change a character, use ◀ or ▶ to position the cursor under the character you want to change, and then type over it.
- If you want to erase the whole number or whole name, press **Stop/Exit** when the cursor is under the first digit or letter. The characters above and to the right of the cursor will be deleted.

- 2 Enter a new number.

Press **Menu/Set**.

- 3 Follow the directions beginning at Step 4 in Storing One-Touch Dial numbers and Storing Speed-Dial numbers. (See *Storing One-Touch Dial numbers* on page 7-3 and *Storing Speed-Dial numbers* on page 7-4.)

## Setting up Groups for Broadcasting

Groups, which can be stored on a One-Touch key or a Speed-Dial location, allow you to send the same fax message to many fax numbers by pressing only a One-Touch key and **Mono Start** or **Search/Speed Dial**, #, the three-digit location and **Mono Start**. First, you'll need to store each fax number as a One-Touch or Speed-Dial number. Then, you can combine them into a Group. Each Group uses up a One-Touch key or a Speed-Dial location. You can have up to eight Groups, or you can assign up to 215 numbers to one large Group.  
(See *Storing One-Touch Dial numbers* on page 7-3 and *Storing Speed-Dial numbers* on page 7-4.)

- 1 Press **Menu/Set**, **2**, **3**, **3**.

```
Set Quick-Dial
3.Setup Groups
```

- 2 Decide where you wish to store the Group.

—AND—

Press a One-Touch key.

—OR—

Press **Search/Speed Dial** and enter the three-digit location, and then press **Menu/Set**.

(For example, press One-Touch key 1.)

### Note

Please select a One-Touch key or Speed-Dial number that has not already been used to store a number.

- 3 Use the dial pad to enter the Group number (1 to 8).

```
Setup Groups
Setup Group:G01
```

Press **Menu/Set**.

(For example, press 1 for Group 1.)

- 4 To include One-Touch or Speed-Dial numbers in the Group, press them as follows:

For example, for One-Touch number 2, press One-Touch key **2**. The LCD shows \*002. For Speed-Dial location 009, press **Search/Speed Dial**, and then **009** on the dial pad.

```
Setup Groups
G01: *002#009
```

- 5 Press **Menu/Set** to accept the numbers for this Group.

- 6 Use the dial pad and the chart on page B-15 to enter a name for the Group.

Press **Menu/Set**.

(For example, type NEW CLIENTS.)

- 7 Press **Stop/Exit**.

### Note

You can print a list of all One-Touch and Speed-Dial numbers. Group numbers will be marked in the GROUP column.  
(See *Printing reports* on page 9-1.)

## Access codes and credit card numbers

---

Sometimes you may want to choose from several long distance carriers when you make a call. Rates may vary depending on the time and destination. To take advantage of low rates, you can store the access codes or long-distance carriers and credit card numbers as One-Touch and Speed-Dial numbers. You can store these long dialling sequences by dividing them and setting them up on separate One-Touch and Speed Dial numbers in any combination. You can even include manual dialling using the dial pad. (See *Storing One-Touch Dial numbers* on page 7-3 and *Storing Speed-Dial numbers* on page 7-4.)

For example, perhaps you have stored '555' on One-Touch key 1 and '7000' on One-Touch key 2. If you press One-Touch key 1, One-Touch key 2, and **Mono Start** or **Colour Start**, you will dial '555-7000'.

To temporarily change a number, you can substitute part of the number with manual dialling using the dial pad.

For example, to change the number to 555-7001 you could press One-Touch key 1 and then press **7001** using the dial pad.

## Telephone Service for Australia

### Telstra® FaxStream® Duet® (Distinctive Ringing)

---

Telstra® FaxStream® Duet® is an enhanced Public Switched Telephone Service (PSTS) offered by Telstra® that allows you to have an additional number on one phone line, with its own distinctive ring pattern. Telstra® FaxStream® Duet® is a call handling feature that helps users distinguish voice and facsimile calls. With FaxStream® Duet®, incoming calls to a fax number are announced by a different, distinctive ring signal. Only one call can be answered (or made) at any one time and while this call is in progress, incoming calls to either number will be presented with a busy tone.

Your machine has a Distinctive Ringing function, allowing you to dedicate one phone number just for receiving faxes.



#### Note

---

After you have set the Distinctive Ring feature to **On**, the receive mode is set to **Manual** automatically. If you don't have a TAD or Voice Mail set up on the Distinctive Ring number, **Manual** mode means you must answer all the calls yourself. You can not change the receive mode from **Manual** mode while the Distinctive Ring is set to **on**.

---

## What is the Advantage of using Telstra® FaxStream® Duet® Function?

Using Telstra® FaxStream® Duet® is the most efficient way to receive both fax and telephone calls on the same line. When the voice call comes in, all phones (extension and external) and the fax machine will ring to alert you to pick it up. If a fax call comes in, the fax machine will answer automatically without ringing, whereas the extension and external phones will ring with a distinctive ring pattern. It is also a more efficient way of operating a Fax machine with an extension phone as you do not have to use the remote activation codes. It gives you two independent numbers without the higher cost of a second line.

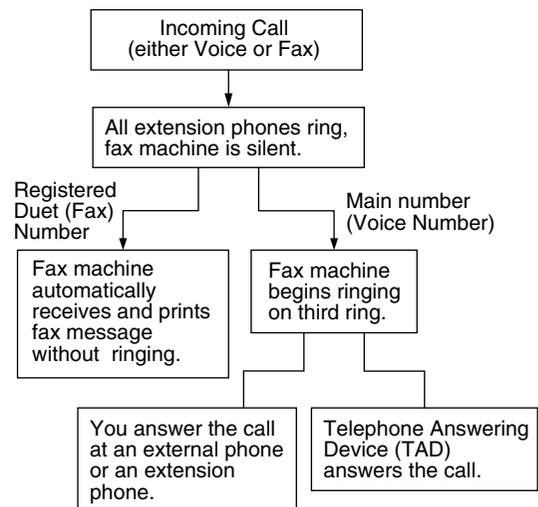
## How does Telstra® FaxStream® Duet® Work?

Incoming calls to the voice number, will have the standard ring pattern of long, long tone, followed by a pause, repeated, while the new fax number will have a different ring pattern of three short bursts of ring, repeated at regular intervals.

When FaxStream® Duet® is On and you receive a voice call all extension and external phones will ring with a standard ring pattern. The fax machine will ring on the third ring with a standard ring pattern. All external and the extension phones will continue to ring, until you or a telephone answering device can answer the voice number.

When FaxStream® Duet® is On and you receive a fax call on the Duet® number the Fax machine will answer and automatically receive the fax message without ringing. On the other hand, all extension and external phones will ring with a distinctive ring pattern. Do not answer the phone as you are receiving a fax message.

Flowchart Sequence of Incoming call



## Registering the Distinctive Ring pattern

### Very important!

After you have set the Distinctive Ring feature to ON, the receive mode is set to Manual automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, Manual mode means you must answer all the calls yourself. You can not change the receive mode to another mode while the Distinctive Ring is set to on.

- 1 Press **Menu/Set, 2, 0, 2.**

```
Miscellaneous
2.Distinctive
```

- 2 Press **▲** or **▼** to select **On**.  
Press **Menu/Set**.

- 3 Press **Stop/Exit**. Distinctive Ring is now set to on.

## Turning off Distinctive Ring

- 1 Press **Menu/Set, 2, 0, 2.**

```
Miscellaneous
2.Distinctive
```

- 2 Press **▲** or **▼** to select **Off**.  
Press **Menu/Set**.

- 3 Press **Stop/Exit**.



### Note

If you turn off Distinctive Ring, the machine will stay in Manual receive mode. You will need to set the Receive Mode again. (See *To select or change your Receive Mode* on page 6-2.)

## Caller ID (Caller IDentification)

Caller ID is a telephone service that allows the subscriber to see a display of the caller's phone number or name as the telephone rings. It is a fast way to screen your calls. You can respond quickly to calls you missed, because Caller IDs are received and stored in your machine memory.



### Note

To get the Caller ID Service: apply for the Caller ID service at your local telephone company, if available.

## Advantages of Caller ID

### For Business

All businesses profit from a quicker response to customer calls. Businesses that provide mail order services, money-lending services or provide confidential information, can protect themselves from false orders or acceptance of false identification.

### At Home

Residential customers can protect themselves from unwanted calls.

## How Does the Caller ID Work?

### The Caller ID Appears on the Display When Your Telephone Rings

As your telephone rings, the display shows you the caller's phone number or name if the name has stored in the One-Touch and Speed-Dial. Once you pick up the handset, the caller's ID disappears. You will see up to the first 16 characters of the number on the display.



#### Note

- If `Out of Area` appears on the display, it means that the call came from outside your caller ID service area or a public phone. \*
- If `Private Call` appears on the display, it means the caller intentionally blocked the transmission of his/her ID. \*

\* Depends on network Function.

## The Caller ID is Stored in Your Machine Memory

The machine can store a maximum of the last 30 incoming caller IDs in the memory, along with the time and date of reception. The 31st call will cause the oldest ID to be erased.

The Caller ID information stored in the memory can be used for the following.

### ■ Printing the Caller ID List.

You can review calls you received by checking the Caller IDs in memory. This report will list the Date, Time, Phone Number (Caller ID) name, and type of Call (Comment) if available.

## Viewing Caller ID List

Caller ID memory stores information for up to thirty calls; when the thirty-first call comes in, information about the first call is erased. You can scroll through Caller ID information to review those calls made to your machine.

- 1 Press **Menu/Set**, **2**, **0**, **3**.

```
Miscellaneous
3.Caller ID
```

- 2 Press **▲** or **▼** to select `Display#` and press **Menu/Set**.

If the name was not received, it will not be displayed.

- 3 Press **▲** or **▼** to scroll through the Caller ID memory to select the Caller ID you want to view and press **Menu/Set**.

The next screen shows the caller's telephone number and the date and time of the call.

- 4 Press **Stop/Exit**.

### Printing Caller ID List

- 1 Press **Menu/Set**, **2**, **0**, **3**.

- 2 Press **▲** or **▼** to select `Print Report`.

Press **Menu/Set**.

- 3 Press **Mono Start** or **Colour Start**.

# Telephone Service for New Zealand

## FaxAbility

FaxAbility is a service offered by Telecom that allows you to have an additional number on one phone line, with its own distinctive ring pattern. This way, when you get an incoming call, you can identify the number being called by its ring.

### How Will the Fax Machine Treat All Other Numbers?

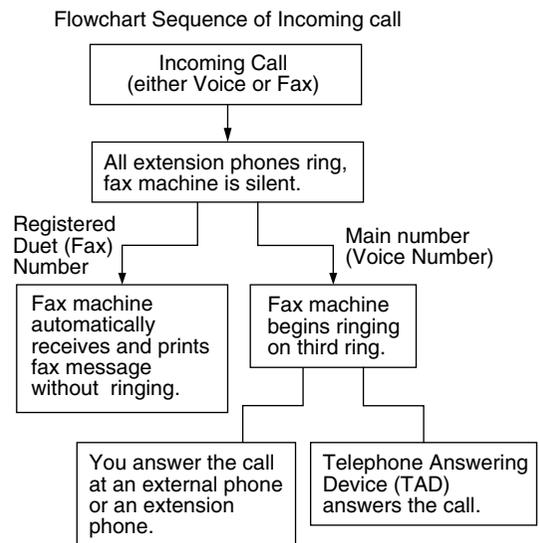
FaxAbility mode ensures that the machine will answer calls to the FaxAbility (secondary) number. When a call comes in to your main number, all the phones will ring. You can set an external answering device (TAD) to answer calls on the other number(s). (See the chart in the following page.)

### What is the Advantage of Using the FaxAbility Function?

Using FaxAbility is the most efficient way to receive both fax and telephone calls on the same line. It is much easier for your callers who dial manually. The fax machine will answer with receiving tones so they will not have to press an activation code. And the people who call to talk on your main number will not have to talk to your fax machine. Basically, it gives you two independent numbers without the higher cost of a second line.

## How Does FaxAbility Work?

Your telephone number will have the standard ring pattern of long, long tone, while the new number will have a ring pattern of long, silence, long, etc. When FaxAbility is **On**, you will not hear the first ring of all incoming calls on the fax machine. Extension phones will ring as usual. If the fax machine recognizes the ring pattern, all ringing will stop and the fax machine will answer and automatically receive the fax message. Otherwise, you will hear the extension phones and the fax machine continue to ring. The fax machine always listens to the ring pattern before it answers, so do not pick up the phone during that time. You will quickly learn to recognize the ring pattern for faxes, so you will not be tempted to answer that number. Either you or a telephone answering device can answer the main number(s).



### Note

After you have set the FaxAbility feature to **On**, the receive mode is set to **Manual** automatically. Unless you have a TAD or Voice Mail set up on the FaxAbility number, **Manual** mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the FaxAbility is set to **on**.

## How to Turn FaxAbility OFF or ON

The FaxAbility function is designed to accommodate the FaxAbility service provided by Telecom. To change the setting, repeat Steps 1-3; Step 2 is where you can select either *On* or *Off*.

Call Waiting beeps caused by incoming calls on your main number can affect fax transmissions. If you have FaxAbility Service but don't have Call Waiting, you need do nothing at this stage. If you do have Call Waiting as well as FaxAbility, set the Call Waiting menu option to *On*. See below.

- 1 Press **Menu/Set, 2, 0, 2**.

The screen displays

```
Miscellaneous
2.Faxability
```

- 2 Press **▲** or **▼** to set FaxAbility to *On* or *Off*.

If you have FaxAbility service, select *On*.  
Press **Menu/Set**.

- 3 Press **▲** or **▼** to set Call Waiting to *On* or *Off*. If you have Call Waiting service, select *On* to avoid the trouble caused by Call Waiting.

Press **Menu/Set**.

- 4 Press **Stop/Exit**.

## Caller ID (Caller Identification)

Caller ID is a telephone service that allows the subscriber to see a display of the caller's phone number and name if available as the telephone rings. It is a fast way to screen your calls. You can respond quickly to calls you missed, because Caller IDs are received and stored in your machine memory.



### Note

To get the Caller ID Service: apply for the Caller ID service at your local telephone company, if available.

## Advantages of Caller ID

### For Business

All businesses profit from a quicker response to customer calls. Businesses that provide mail order services, money-lending services or provide confidential information, can protect themselves from false orders or acceptance of false identification.

### At Home

Residential customers can protect themselves from unwanted calls.

## How Does the Caller ID Work?

### The Caller ID Appears on the Display When Your Telephone Rings

As your telephone rings, the display shows you the caller's phone number and name if available. Once you pick up the handset, the caller's ID disappears. You will see up to the first 16 characters of the number and name if available on the display.



#### Note

- If `Out of Area` appears on the display, it means that the call came from outside your caller ID service area. \*
- If `Private Call` appears on the display, it means the caller intentionally blocked the transmission of his/her ID. \*

\* Depends on network Function.

## Viewing Caller ID List

Caller ID memory stores information for up to thirty calls; when the thirty-first call comes in, information about the first call is erased. You can scroll through Caller ID information to review those calls made to your machine.

- 1 Press **Menu/Set, 2, 0, 3.**

```
Miscellaneous
3.Caller ID
```

- 2 Press ▲ or ▼ to select `Display#` and press **Menu/Set.**

If the name was not received, it will not be displayed.

- 3 Press ▲ or ▼ to scroll through the Caller ID memory to select the Caller ID you want to view and press **Menu/Set.**

The next screen shows the caller's telephone number and the date and time of the call.

- 4 Press **Stop/Exit.**

## Printing Caller ID List

- 1 Press **Menu/Set, 2, 0, 3.**
- 2 Press ▲ or ▼ to select `Print Report.`  
Press **Menu/Set.**
- 3 Press **Mono Start** or **Colour Start.**



#### Note

If you use the Caller ID for Dial back...

- Please be sure that you use appropriate dialling procedures for local and national call.
- Please be sure that you make sure of the details of the exact number to be called back, and the need to insert prefix(es) for manual dialling.
- Please understand that your machine may not display precisely the digits to be called.

# Telephone Service for Some Countries

## Distinctive Ringing (For Singapore and Hong Kong)

This machine feature lets you use the Distinctive Ringing subscriber service offered by some telephone companies, which allows you to have several telephone numbers on one phone line. Each phone number has its own Distinctive Ringing pattern, so you will know which phone number is ringing. This is one way you can have a separate phone number for your machine.

Your machine has a Distinctive Ringing function, allowing you to dedicate one phone number just for receiving faxes. You will need to set Distinctive Ringing to **On**.



### Note

You can switch it off temporarily, then turn it back on. When you get a new fax number, make sure you reset this function.

- The machine will answer only calls to the Distinctive Ringing number.



### Note

After you have set the Distinctive Ring feature to **On**, the receive mode is set to **Manual** automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, **Manual** mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the Distinctive Ring is set to **on**.

## Registering the Distinctive Ring pattern

### Very important!

After you have set the Distinctive Ring feature to **ON**, the receive mode is set to **Manual** automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, **Manual** mode means you must answer all the calls yourself. You can not change the receive mode to another mode while the Distinctive Ring is set to **on**.

- 1 Press **Menu/Set**, **2**, **0**, **2**.

```
Miscellaneous
2.Distinctive
```

- 2 Press **▲** or **▼** to select **On**. Press **Menu/Set**.

- 3 Press **Stop/Exit**. Distinctive Ring is now set to **on**.

## Turning off Distinctive Ring

- 1 Press **Menu/Set**, **2**, **0**, **2**.

```
Miscellaneous
2.Distinctive
```

- 2 Press **▲** or **▼** to select **Off**. Press **Menu/Set**.

- 3 Press **Stop/Exit**.

**Note**

If you turn off Distinctive Ring, the machine will stay in Manual receive mode. You will need to set the Receive Mode again. (See *To select or change your Receive Mode* on page 6-2.)

## Caller ID (For Singapore and Hong Kong)

The Caller ID feature of this machine lets you use the Caller ID subscriber service offered by many local phone companies. This service provides you, by means of the screen display, the telephone number (or name) of your caller as the line rings. (See *Printing Caller ID List* on page 7-14.)

After a few rings, the screen displays the telephone number of your caller (or name, if available). Once you pick up the handset, the Caller ID information disappears from the screen, but the call information remains stored in the Caller ID memory.

- You will see the first 16 characters of the number or name.
- *Out of Area* display means call originates outside your Caller ID service area.
- *Private Call* display means the caller has intentionally blocked transmission of information.

**Note**

You can print a list of Caller ID information received by your machine.

Caller ID service varies with different carriers. Call your local phone company to determine the kind of service available in your area.

## Viewing Caller ID List

Caller ID memory stores information for up to thirty calls; when the thirty-first call comes in, information about the first call is erased. You can scroll through Caller ID information to review those calls made to your machine.

- 1 Press **Menu/Set**, **2**, **0**, **3**.

```
Miscellaneous
3.Caller ID
```

- 2 Press **▲** or **▼** to select *Display#* and press **Menu/Set**.

If the name was not received, it will not be displayed.

- 3 Press **▲** or **▼** to scroll through the Caller ID memory to select the Caller ID you want to view and press **Menu/Set**.

The next screen shows the caller's telephone number and the date and time of the call.

- 4 Press **Stop/Exit**.

## Printing Caller ID List

- 1 Press **Menu/Set**, **2**, **0**, **3**.

- 2 Press **▲** or **▼** to select *Print Report*.

Press **Menu/Set**.

- 3 Press **Mono Start** or **Colour Start**.

# 8

## Remote Fax Options (Monochrome only)

### Note

- You can only use one remote fax option at a time:  
Fax Forwarding—OR—Fax Storage  
—OR—PC FAX Receive—OR—Off.)
- If you change the remote fax option and received faxes are left in your machine's memory, an LCD message will appear. (See *Changing Remote Fax Options* on page 8-3.)

## Fax Forwarding

When you select Fax Forward, your machine stores the received fax in the memory. The machine will then dial the fax number you have programmed and forward the fax message.

- 1 Press **Menu/Set**, **2**, **5**, **1**.

```
Remote Fax Opt
1.Forward/Store
```

- 2 Press **▲** or **▼** to select **Fax Forward**.  
Press **Menu/Set**.

The LCD will ask you to enter the fax number to which faxes will be forwarded.

- 3 Enter the forwarding number (up to 20 digits).

Press **Menu/Set**.

- 4 Press **▲** or **▼** to select  
**Backup Print:On** or  
**Backup Print:Off**.

```
Fax Forward
Backup Print:On
```

Press **Menu/Set**.

### Note

- If you select **Backup Print:On**, the machine will also print the fax at your machine so you will have a copy. This is a safety feature in case there is a power failure before the fax is forwarded or a problem at the receiving machine. The machine can store faxes up to 60 hours if there is a power failure.
- If Fax Forwarding is turned on your machine cannot receive a colour fax unless the sending machine converts it to monochrome.

- 5 Press **Stop/Exit**.

## Fax Storage

If you select Fax Storage, your machine stores the received fax in the memory. You will be able to retrieve fax messages from another location using the Remote Retrieval commands.

- 1 Press **Menu/Set**, **2**, **5**, **1**.

```
Remote Fax Opt
1.Forward/Store
```

- 2 Press **▲** or **▼** to select **Fax Storage**.  
Press **Menu/Set**.

- 3 Press **Stop/Exit**.

### Note

- If you have set Fax Storage, a backup copy will automatically be printed at the machine.
- If Fax Storage is turned on your machine cannot receive a colour fax unless the sending machine converts it to monochrome.

## PC Fax Receive (including when the PC is turned off)

If you turn on the PC-Fax Receive feature your machine will store received faxes in memory and send them to your PC automatically. You can then use your PC to view and store these faxes.

Even if you have turned off your PC (at night or at the weekend, for example), your machine will receive and store your faxes in its memory. The LCD will show the number of stored faxes received, for example:

PC Fax Msg:001

When you start your PC and the PC-FAX Receiving software runs, your machine transfers your faxes to your PC automatically.

To transfer the received faxes to your PC you must have the PC-FAX Receiving software running on your PC. (For details, see *PC-FAX receiving (including when the PC is turned off)* in the Software User's Guide on the CD-ROM.)

If you select `Backup Print:On` the machine will also print the fax.

- 1 Press **Menu/Set**, **2**, **5**, **1**.

```
Remote Fax Opt
1.Forward/Store
```

- 2 Press **▲** or **▼** to select  
PC Fax Receive.

Press **Menu/Set**.

- 3 Press **▲** or **▼** to select  
`Backup Print:On` or  
`Backup Print:Off`.

```
PC Fax Receive
Backup Print:On
```

Press **Menu/Set**.

- 4 Press **Stop/Exit**.



### Note

- When Backup Print is *off*, your fax messages are automatically erased from your machine's memory when they have been successfully sent to your PC. When Backup Print is *on*, your fax messages are erased when they have been successfully printed and sent to the PC.
- In the event of a power failure, the machine will store your faxes in the memory for up to 60 hours. However, if you select `Backup Print:On`, the machine will print the fax, so you will have a copy if there is a power failure before it is sent to the PC.
- If you get an error message and the machine cannot print the faxes in memory, you can use this setting to transfer your faxes to your PC. (For details, see *Error messages* on page C-1.)
- You cannot turn on Memory Security if PC-Fax Receive is on.
- PC Fax Receive is not supported in the Mac OS® or when the machine is connected on a network.
- When PC Fax is turned on only monochrome faxes can be received into the memory and sent to the PC. Colour faxes will be received in real time and printed in colour.

## Changing Remote Fax Options

If received faxes are left in your machine's memory when you change to another remote fax option, the LCD will ask you the following message:

```
Erase All Doc?
1.Yes 2.No
```

—OR—

```
Print All Fax?
1.Yes 2.No
```

- If you press **1**, faxes in the memory will be erased or printed before the setting changes. If a backup copy has already been printed it will not be printed again.
- If you press **2**, faxes in the memory will not be erased or printed and the setting will be unchanged.

If received faxes are left in the machine's memory when you change *to* PC Fax Receive from another remote fax option (Fax Forward or Fax Storage), the LCD will ask you the following message:

```
Send Fax to PC?
1.Yes 2.No
```

- If you press **1**, faxes in the memory will be sent to your PC before the setting changes.
- If you press **2**, faxes in the memory will not be erased or transferred to your PC and the setting will be unchanged.

## Turning off Remote Fax Options

- 1 Press **Menu/Set**, **2**, **5**, **1**.

```
Remote Fax Opt
1.Forward/Store
```

- 2 Press **▲** or **▼** to select **Off**.  
Press **Menu/Set**.



### Note

The LCD will give you further options if there are received faxes still in your machine's memory. (See *Changing Remote Fax Options* on page 8-3.)

- 3 Press **Stop/Exit**.

## Remote Retrieval

You can call your machine from any touch tone telephone or fax machine, then use the Remote Access Code and remote commands to retrieve fax messages stored in the memory. Be sure to cut out the Remote Retrieval Access Card on the last page and keep it with you at all times.

### Setting the Remote Access Code

The remote access code lets you access the Remote Retrieval features when you are away from your machine. Before you use the remote access and retrieval features, you have to set up your own code. The default code is inactive code (--- \* ).

- 1 Press **Menu/Set**, **2**, **5**, **2**.

Remote Fax Opt  
 2.Remote Access

- 2 Enter a three-digit code using numbers **0-9**, **\*** or **#**.

Press **Menu/Set**. (The preset ‘\*’ cannot be changed.)



#### Note

Do not use the same code which is set in your Fax Receive Code (**\*51**, **\*91** for New Zealand) or Telephone Answer Code (**#51**, **#91** for New Zealand).  
(See *Operation from extension telephones* on page 6-6)

- 3 Press **Stop/Exit**.



#### Note

You can change your code at any time by entering a new one. If you want to make your code inactive, press **Stop/Exit** in Step 2 to restore the inactive setting (--- \*) and press **Menu/Set**.

### Using your Remote Access Code

- 1 Dial your fax number from a telephone or another fax machine using touch tone.
- 2 When your machine answers, during a period of silence enter your Remote Access Code (3 digits followed by \* ).
- 3 The machine signals if it has received fax messages:
  - 1 long beep — Fax messages**
  - No long beeps — No messages**
- 4 The machine gives two short beeps to tell you to enter a command. The machine will hang up if you wait longer than 30 seconds to enter a command. The machine will beep three times, if you enter an invalid command.
- 5 Press **9 0** to stop Remote Access when you have finished.
- 6 Hang up.



#### Note

If your machine is set to **Manual** mode and you want to use the remote retrieval features, you can access your machine by waiting about 2 minutes after it starts ringing, and then entering the Remote Access Code within 30 seconds.

## Remote commands

Follow the commands below to access features when you are away from the machine. When you call the machine and enter your Remote Access Code (3 digits followed by \*), the system will give two short beeps and you must enter a remote command.

| Remote commands                                             | Operation details                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>95 Change the Fax Forwarding or Fax Storage settings</b> |                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1 OFF                                                       | You can select OFF after you have retrieved or erased all your messages.                                                                                                                                                                                                                                                                                                                         |
| 2 Fax Forwarding                                            | If you hear one long beep, the change has been accepted. If you hear three short beeps, you cannot change it because the conditions have not been met (for example, registering a fax forwarding number). You can register your Fax Forwarding number by entering 4. (See <i>Changing the Fax Forwarding number</i> on page 8-6.) Once you have registered the number, Fax Forwarding will work. |
| 4 Fax Forwarding number                                     |                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6 Fax Storage                                               |                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>96 Retrieve a fax</b>                                    |                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2 Retrieve all faxes                                        | Enter the number of a remote fax machine to receive stored fax message(s). (See page 8-6.)                                                                                                                                                                                                                                                                                                       |
| 3 Erase faxes from the memory                               | If you hear one long beep, fax messages have been erased from the memory.                                                                                                                                                                                                                                                                                                                        |
| <b>97 Check the receiving status</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1 Fax                                                       | You can check whether your machine has received any faxes. If yes, you will hear one long beep. If no, you will hear three short beeps.                                                                                                                                                                                                                                                          |
| <b>98 Change the Receive Mode</b>                           |                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1 External TAD                                              | If you hear one long beep, your change has been accepted.                                                                                                                                                                                                                                                                                                                                        |
| 2 Fax/Tel                                                   |                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3 Fax Only                                                  |                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>90 Exit</b>                                              | Press 9 0 to exit Remote Retrieval. Wait for the long beep, then replace the handset.                                                                                                                                                                                                                                                                                                            |

## Retrieving fax messages

---

You can call your machine from any touch tone phone and have your fax messages sent to a fax machine.

- 1 Dial your fax number.
- 2 When your machine answers, during a period of silence enter your Remote Access Code (3 digits followed by \*). If you hear one long beep, you have messages.
- 3 When you hear two short beeps, use the dial pad to press **9 6 2**.
- 4 Wait for the long beep, enter the new number of the remote fax machine you want your fax messages sent to using the dial pad, then enter ## (up to 20 digits).



### Note

---

You cannot use \* and # as dial numbers. However, press # if you want to store a pause.

- 5 Press **9 0** when you have finished.
- 6 Hang up after you hear your machine beep. Your machine will call the other fax machine, which will then print your fax messages.

## Changing the Fax Forwarding number

---

You can change the default setting of your fax forwarding number from another telephone or fax machine using touch tone.

- 1 Dial your fax number.
- 2 When your machine answers, immediately enter your Remote Access Code (3 digits followed by \*). If you hear one long beep, you have messages.
- 3 When you hear two short beeps, use the dial pad to press **9 5 4**.
- 4 Wait for the long beep, enter the new number of the remote fax machine where you want your fax messages forwarded followed by ## (up to 20 digits).



### Note

---

You cannot use \* and # as dial numbers. However, press # if you want to store a pause.

- 5 Press **9 0** when you have finished.
- 6 Hang up after you hear your machine beep.

# 9

## Printing reports

### Fax reports

Fax reports (transmission verification and fax journal) can be either printed automatically or manually.

#### Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the time and date of transmission and whether the transmission was successful (OK). If you select **On** or **On+Image**, the report will print for every fax you send.

If you send a lot of faxes to the same place, you may need more than the job numbers to know which faxes you must send again. Selecting **On+Image** or **Off+Image** will print a section of the fax's first page on the report to help you remember.



#### Note

When the Verification Report is turned **Off** or **Off+Image**, the Report will only print if there is a transmission error, with **ERROR** in the **RESULT** column.

- 1 Press **Menu/Set**, **2**, **4**, **1**.

```
Report Setting
1.Transmission
```

- 2 Press **▲** or **▼** to select **On**, **On+Image**, **Off** or **Off+Image**.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

### Fax Journal (Activity reports)

You can set the machine to print a journal at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days). If you set the interval to **Off**, you can print the report by following the steps on Additional reports.

The default setting is **Every 50 Faxes**.

- 1 Press **Menu/Set**, **2**, **4**, **2**.

```
Report Setting
2.Journal Period
```

- 2 Press **▲** or **▼** to choose an interval.  
Press **Menu/Set**.

(If you choose 7 days, the LCD will ask you to choose a day on which to begin the 7-day countdown.)

- 3 Enter the time to begin printing in 24-hour format.

Press **Menu/Set**.

(For example: enter 19:45 for 7:45 PM.)

- 4 Press **Stop/Exit**.



#### Note

- If you select 6, 12, 24 hours, 2 or 7 days, the machine will print the report at the selected time and then erase all jobs from its memory. If the machine's memory becomes full with 200 jobs before the time you selected has passed, the machine will print the Journal early and then erase all jobs from memory. If you want an extra report before it is due to print, you can print it without erasing the jobs from memory.
- If you select **Every 50 Faxes**, the machine will print the Journal when the machine has stored 50 jobs.

# Additional reports

Following reports are available:

1. `XMIT Verify`  
Prints a Transmission Verification Report for your last transmission.
2. `Help List`  
Prints the Help List so you can see at-a-glance how to quickly program your machine.
3. `Quick-Dial`  
Lists names and numbers stored in the One-Touch and Speed-Dial memory, in numerical order.
4. `Fax Journal`  
Lists information about the last incoming and outgoing faxes.  
(TX means Transmit.)  
(RX means Receive.)
5. `User Settings`  
Lists your settings.
6. `Network Config`  
Lists your Network settings.
7. `Order Form`  
You can print an accessories order form to fill out and send to your Brother dealer.

## How to print a report

- 1 Press **Menu/Set**, **5**.
- 2 Press **▲** or **▼** to select the report you want.  
Press **Menu/Set**.  
—OR—  
Enter the number of the report you want to print.  
For example, press **2** to print the Help List.
- 3 Press **Mono Start** or **Colour Start**.

## Polling Operation

Polling is the process of retrieving faxes from another fax machine. You can use your machine to 'poll' other machines, or you can have someone poll your machine.

Everyone who is involved in Polling needs to set up their fax machines for Polling. When someone polls your machine to receive a fax, they pay for the call. If you poll someone's fax machine to receive a fax, you pay for the call.



### Note

Some fax machines do not respond to the Polling feature.

## Polling Receive

### Setup to Receive Polling

Polling Receive is when you call another fax machine to receive a fax from it.

- 1 If it is not illuminated in blue, press



**(Fax).**

- 2 Press **Menu/Set, 2, 1, 8.**

```
Setup Receive
8.Polling RX
```

- 3 Press **▲** or **▼** to select *Standard*.

Press **Menu/Set**.

- 4 Enter the fax number you are polling.

Press **Mono Start** or **Colour Start**.

### Setup to Receive Polling with Secure Code

Secure Polling is a way to keep your documents and others from falling into the wrong hands while the machine is set up for polling. You can use Secure Polling only with another Brother fax machine. Anyone who polls to receive the stored fax must enter the polling secure code. You need to make sure you are using the same secure code as the other party.

- 1 If it is not illuminated in blue, press



**(Fax).**

- 2 Press **Menu/Set, 2, 1, 8.**

```
Setup Receive
8.Polling RX
```

- 3 Press **▲** or **▼** to select *Secure*.

Press **Menu/Set**.

- 4 Enter a four-digit secure code.

This is the same as the security code of the fax machine you are polling.

- 5 Press **Menu/Set**.

- 6 Enter the fax number you are polling.

- 7 Press **Mono Start** or **Colour Start**.

## Setup to receive delayed polling

You can set the machine to begin Polling Receive at a later time.

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Press **Menu/Set, 2, 1, 8**.  

- 3 Press **▲** or **▼** to select **Timer**.  
Press **Menu/Set**.
- 4 Enter the time (in 24-hour format) you want to begin polling.  
For example, enter 21:45 for 9:45 PM.
- 5 Press **Menu/Set**.
- 6 Enter the fax number you are polling.  
Press **Mono Start** or **Colour Start**.  
The machine makes the polling call at the time you entered.



### Note

- You can set up only one Delayed Polling operation at a time.
- If the other fax machine that you are calling has not been set-up for Polling, you will receive the message **Connection Fail**.

## Sequential Polling

The machine can request documents from several fax units in a single operation. You just specify several destinations in Step 5. Afterwards, a Sequential Polling Report will be printed.

- 1 If it is not illuminated in blue, press  (**Fax**).
- 2 Press **Menu/Set, 2, 1, 8**.  

- 3 Press **▲** or **▼** to choose **Standard**, **Secure** or **Timer**.  
Press **Menu/Set** when the screen displays the setting you want.
- 4 If you selected **Standard**, go to Step 5.
  - If you selected **Secure**, enter a four-digit number and press **Menu/Set**, and then go to Step 5.



### Note

If you did not enter the correct Secure Code, you will receive the message **Disconnected**.

- If you selected **Timer**, enter the time (in 24-hour format) you want to begin polling and press **Menu/Set**, and then go to Step 5.
- 5 Specify the destination fax machines, which you wish to poll by using **One-Touch**, **Speed-Dial**, **Search**, a **Group** (see *Setting up Groups for Broadcasting* on page 7-5) or the dial pad. You must press **Menu/Set** between each location.

- 6 Press **Mono Start** or **Colour Start**.

The machine polls each number or group in turn for a document.



### Note

To cancel all sequential polling receive jobs, press **Menu/Set, 2, 6**. (See *Checking job status and cancelling a waiting job* on page 5-8.)

### To stop Sequential Polling in progress

- 1 Press **Menu/Set, 2, 6**.

The LCD will display the name, if you stored it, or the fax number being dialled.

- 2 Press **Menu/Set**.

The LCD will display:

```
XXXXXXXXXX
1.Clear 2.Exit
```

- 3 Press **1** to Clear.

The LCD will then display the sequential polling job number and 1.Clear 2.Exit.

- 4 To cancel the sequential polling, press **1**.

- 5 Press **Stop/Exit**.

## Polled Transmit

Polled Transmit is when you set up your machine to wait with a document so another fax machine can call and retrieve it.

### Setup for Polled Transmit (Standard) (Monochrome only)

- 1 If it is not illuminated in blue, press



**(Fax)**.

- 2 Load your document.

- 3 Press **Menu/Set, 2, 2, 6**.

```
Setup Send
6.Polled TX
```

- 4 Press **▲** or **▼** to select **Standard**.

Press **Menu/Set**.

```
Next
1.Yes 2.No
```

- 5 Press **2** and press **Mono Start**.



### Note

- The document will be stored and can be retrieved from any other fax machine until you delete the fax from memory by using the Cancelling a Job menu setting. (See *Checking job status and cancelling a waiting job* on page 5-8.)
- Once a document has been stored in the memory for polling transmit, it can be sent and received more than once.

## Setup for Polled Transmit with Secure Code (Monochrome only)

---

Polled Transmit with Secure Code is a way to keep your documents from falling into the wrong hands while the machine is set up for polling.

Anyone who polls to receive your stored fax must enter the polling secure code.

- 1 If it is not illuminated in blue, press



- 2 Load your document.

- 3 Press **Menu/Set**, **2**, **2**, **6**.

```
Setup Send
6.Polled TX
```

- 4 Press **▲** or **▼** to select *Secure*.  
Press **Menu/Set**.

- 5 Enter a four-digit number.  
Press **Menu/Set**.

```
Next
1.Yes 2.No
```

- 6 Press **2** and press **Mono Start**.



### Note

---

- The document will be stored in the machine's memory and can be retrieved from any other fax machine until you delete the fax from memory by using the *Cancelling a Job* menu setting. (See *Checking job status and cancelling a waiting job* on page 5-8.)
  - You can use Secure Polling only with another Brother fax machine.
-

# *Section III*

Copy

## **11. Making copies**

## How to copy

You can use your machine as a copier, making up to 99 copies at a time.

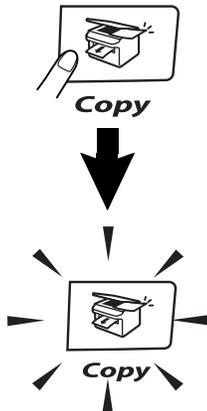
### Entering Copy mode

Before making copies, make sure that

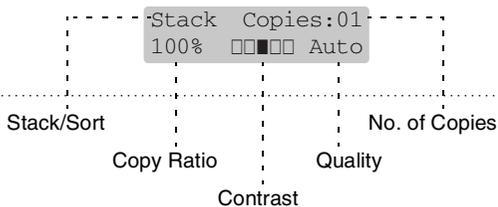


**(Copy)** is illuminated in blue. If it is not,

press  **(Copy)** to enter **Copy** mode. The default setting is Fax mode. You can change the number of seconds or minutes that the machine stays in **Copy** mode. (See *Mode Timer* on page 3-6.)

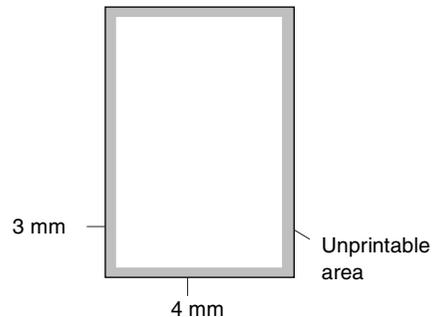


The LCD shows the default copy setting



### Printable Area

The printable area of your machine begins at approximately 3 mm from both sides and 4 mm from the top or bottom of the paper.



### Making a single copy

- 1 Press  **(Copy)** to illuminate it in blue.
- 2 Load your document.  
(See *Loading documents* on page 2-10.)
- 3 Press **Mono Start** or **Colour Start**.

## Making multiple copies

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Mono Start** or **Colour Start**.



### Note

To sort the copies, press **Options** and **▲** or **▼** to select **Stack/Sort**. (See *Sorting copies using the ADF* on page 11-7.)

## Tray Use for Copy mode

If your machine does not have the optional Tray#2, this setting is not available. You can change the tray that will be used for next copy only. Normally, the machine uses the paper in Tray#1 first.

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and **▲** or **▼** to select **Tray Select**.
- 5 Press **▲** or **▼** to select **Auto**, **#1 (xxx)** or **#2 (xxx)**.  
Press **Menu/Set**.  
'xxx' is the paper size detected by the tray or the small size you set in the **Menu/Set, 1, 3**.
- 6 Press **Mono Start** or **Colour Start**.

### To change the default setting follow the instructions below:

**Auto** allows your machine to choose the paper from the optional Tray#2 when paper is out in Tray#1 <sup>1</sup> or when the size of the document will fit best on the paper in Tray#2 <sup>2</sup>.

- 1 Press **Menu/Set, 1, 9**.
- 2 Press **▲** or **▼** to select **Tray#1 Only**, **Tray#2 Only** or **Auto**.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.



### Note

- <sup>1</sup> Copies will carry on printing from Tray#2 when Tray#1 is empty, only if they contain the same size paper.
- <sup>2</sup> The ADF as well as the paper trays have paper size sensors. If tray use is set to **Auto**, the machine can choose the paper in Tray #2 automatically, if its size is more suitable for the original scanned from the ADF.

## Cancel copying

To stop copying, press **Stop/Exit**.

## Copy options

When you want to quickly change the copy settings temporarily for the next copy, use the Copy Options keys. You can use different combinations.

### Copy Options keys



### Note

- The machine returns to its default settings after 60 seconds, or if you or the Mode Timer return the machine to Fax mode. (See *Mode Timer* on page 3-6.)
- You can save some of the copy settings you use most often by setting them as default.

## Increasing copy quality

You can select the copy quality. The default setting is *Auto*.

|       |                                                                |
|-------|----------------------------------------------------------------|
| Auto  | Suitable for documents that contain both text and photographs. |
| Text  | Suitable for documents containing only text.                   |
| Photo | Suitable for copying photographs.                              |

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.

- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and ▲ or ▼ to select *Quality*.  
Press **Menu/Set**.
- 5 Press ▲ or ▼ to select the copy quality you want (*Auto*, *Text* or *Photo*).  
Press **Menu/Set**.
- 6 Press **Mono Start** or **Colour Start**.

To change the default setting follow the instructions below:

- 1 Press **Menu/Set**, **3**, **1**.  

Copy  
1.Quality
- 2 Press ▲ or ▼ to select *Auto*, *Text* or *Photo*.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

## Enlarging or reducing the image copied

You can select the following enlargement or reduction ratios.

Custom (25-400%) allows you to enter a ratio from 25% to 400%.

|                                                                                                                                                   |                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Press<br><b>Enlarge/Reduce</b><br><br>Enlarge/<br>Reduce<br><br> | 100%             |
|                                                                                                                                                   | 104% EXE→LTR     |
|                                                                                                                                                   | 141% A5→A4       |
|                                                                                                                                                   | 200%             |
|                                                                                                                                                   | Custom (25-400%) |
|                                                                                                                                                   | 50%              |
|                                                                                                                                                   | 70%              |
|                                                                                                                                                   | 78% LGL→LTR      |
|                                                                                                                                                   | 83% LGL→A4       |
|                                                                                                                                                   | 85% LTR→EXE      |
|                                                                                                                                                   | 91% Full Page    |
|                                                                                                                                                   | 94% A4→LTR       |
|                                                                                                                                                   | 97% LTR→A4       |

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Press **Enlarge/Reduce**.

- 4 Press ▲ or ▼ to select the enlargement or reduction ratio you want.

Press **Menu/Set**.

—OR—

Use the dial pad to enter an enlargement or reduction ratio from 25% to 400%.

Press **Menu/Set**.

(For example, press **5 3** to enter 53%.)

- 5 Press **Mono Start** or **Colour Start**.

—OR—

Press the **Options** key for more settings.



### Note

- Page Layout Options 2 in 1 (P), 2 in 1 (L), 4 in 1 (P), 4 in 1 (L) or Poster (3 x 3) are not available with **Enlarge/Reduce**.
- After you choose your settings by pressing **Menu/Set**, the LCD shows Set temporarily.

## Making N in 1 copies or a poster (Page Layout)

You can reduce the amount of copies by using the N in 1 copy feature. This allows you to copy two or four pages onto one page, allowing you to save paper. It is also possible to create a poster. When you use the Poster feature your machine divides your document into sections, then enlarges the sections so you can assemble them into a poster. If you want to print a poster, use the scanner glass.



### Note

- Please make sure paper size is set to A4 or Letter.
- You can use N in 1 copy and poster feature with 100% copy size only.
- (P) means Portrait and (L) means Landscape.
- For Poster copies, you cannot make more than one copy.

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and **▲** or **▼** to select **Page Layout**.  
Press **Menu/Set**.
- 5 Press **▲** or **▼** to select **2 in 1 (P)**, **2 in 1 (L)**, **4 in 1 (P)**, **4 in 1 (L)**, **Poster(3 x 3)** or **Off(1 in 1)**.  
Press **Menu/Set**.

- 6 Press **Mono Start** or **Colour Start** to scan the document.

If you are making a poster or placed the document in the ADF, the machine scans the document and starts printing.

*If you are using the scanner glass:*

- 7 After the machine scans the page, the LCD shows:

```
Next Page?
1.Yes 2.No
```

Press **1** to scan the next page.

- 8 Place the next page on the scanner glass. The LCD shows:

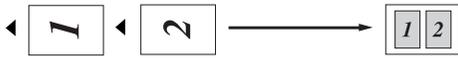
```
Set Next Page
Then Press Set
```

Press **Menu/Set**.

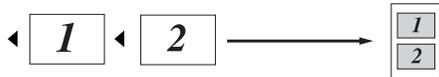
- 9 Repeat Steps 7 and 8 for each page of the layout.
- 10 After all the pages of the document have been scanned, press **2** in Step 7 to end.

When using the ADF, insert document *face up* in the direction and sequence shown below.

**2 in 1 (P)**



**2 in 1 (L)**



**4 in 1 (P)**

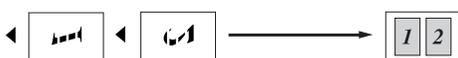


**4 in 1 (L)**

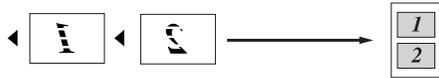


When using the scanner glass, place each page *face down* in the direction and sequence shown below.

**2 in 1 (P)**



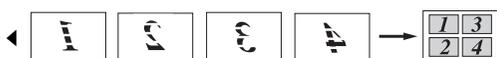
**2 in 1 (L)**



**4 in 1 (P)**

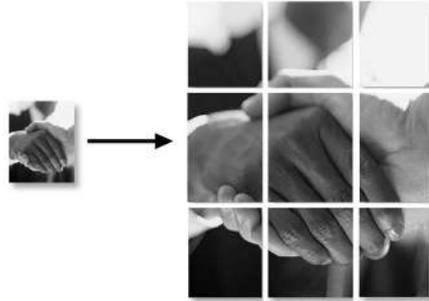


**4 in 1 (L)**



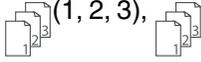
**Poster (3 x 3)**

You can make a poster size copy of a photograph.



## Sorting copies using the ADF

You can sort multiple copies. Pages will be stacked in the order (1, 2, 3), (1, 2, 3) and so on.



- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and ▲ or ▼ to select *Stack/Sort*.  
Press **Menu/Set**.
- 5 Press ▲ or ▼ to select *Sort*.  
Press **Menu/Set**.
- 6 Press **Mono Start** or **Colour Start**.  
—OR—  
Press the **Options** key for more settings.

## Adjusting Brightness, Contrast and Colour

### Brightness

You can adjust the copy brightness to make copies darker or lighter.

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and ▲ or ▼ to select *Brightness*.  
Press **Menu/Set**.
- 5 Press ▲ to make a lighter copy.  
—OR—  
Press ▼ to make a darker copy.  
Press **Menu/Set**.
- 6 Press **Mono Start** or **Colour Start**.

To change the default setting follow the instructions below:

- 1 Press **Menu/Set**, 3, 2.

Copy  
2.Brightness

- 2 Press ▲ to make a lighter copy  
—OR—  
Press ▼ to make a darker copy.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

## Contrast

You can adjust copy contrast to make copies with more or less contrast.

- 1 Press  (**Copy**) to illuminate it in blue.
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies you want (up to 99).
- 4 Press **Options** and **▲** or **▼** to select **Contrast**.  
Press **Menu/Set**.
- 5 Press **▲** to increase the contrast.  
—OR—  
Press **▼** to decrease the contrast.  
Press **Menu/Set**.
- 6 Press **Mono Start** or **Colour Start**.

To change the default setting follow the instructions below:

- 1 Press **Menu/Set, 3, 3**.

Copy  
3.Contrast

- 2 Press **▲** to increase the contrast.  
—OR—  
Press **▼** to decrease the contrast.  
Press **Menu/Set**.
- 3 Press **Stop/Exit**.

## Colour saturation

You can only change the default setting for Colour saturation.

- 1 Press **Menu/Set, 3, 4**.

Copy  
4.Color Adjust

- 2 Press **▲** or **▼** to select 1.Red, 2.Green or 3.Blue.  
Press **Menu/Set**.
- 3 Press **▲** to increase the colour saturation.  
—OR—  
Press **▼** to decrease the colour saturation.  
Press **Menu/Set**.
- 4 Return to Step 2 to select the next colour  
—OR—  
Press **Stop/Exit**.

## Out of Memory message

If the memory becomes full while you are making copies, the LCD message will guide you through the next step.

If you get an *Out of Memory* message while scanning a subsequent page, you will have the option to press **Mono Start** or **Colour Start** to copy the pages scanned so far, or to press **Stop/Exit** to cancel the operation.



### Note

To gain extra memory, you can turn off Fax Storage.

(See *Turning off Remote Fax Options* on page 8-3.)

—OR—

Print the faxes that are in the memory.  
(See *Printing a fax from the memory* on page 6-6.)

When you get an *Out of Memory* message, you may be able to make copies if you first print incoming faxes in the memory to restore the memory to 100%.

## Legal limitations

Any reproductions of certain documents are illegal and may result in either criminal or civil liability. This memorandum is intended to be a guide rather than a complete listing of every possible prohibition. In case of doubt, we suggest that you check with relevant authorities as to any particular questionable documents.

The following are examples of documents which should not be copied:

- Money
- Bonds or other certificates of debt
- Certificates of Deposit
- Service or Draft paper of the Armed Forces.
- Passports
- Postage Stamps (cancelled or uncanceled)
- Immigration Papers
- Welfare documents
- Cheques or Drafts drawn by Governmental Agencies
- Documents, badges or insignias of identification
- Licences and Certificates of Title to motor vehicles

Works subject to Copyright cannot be copied. Sections of works subject to Copyright can be copied for 'fair use'. Multiple copies would indicate improper use.

Works of art should be considered as works subject to Copyright.

# Section IV

## Software and Network Features

The User's Guide on the CD-ROM includes the Software and Network User's Guides for features available when connected to a computer (for example, Printing and Scanning).

- **Printing**  
(For Windows®, see Chapter 1 in the Software User's Guide on the CD-ROM.)  
(For Macintosh®, see Chapter 7 in the Software User's Guide on the CD-ROM.)
- **Scanning**  
(For Windows®, see Chapter 2 in the Software User's Guide on the CD-ROM.)  
(For Macintosh®, see Chapter 8 in the Software User's Guide on the CD-ROM.)
- **ControlCenter2**  
(For Windows®, see Chapter 3 in the Software User's Guide on the CD-ROM.)  
(For Macintosh®, see Chapter 9 in the Software User's Guide on the CD-ROM.)
- **MFC Remote Setup**  
(For Windows®, see Chapter 5 in the Software User's Guide on the CD-ROM.)  
(For Macintosh®, see Chapter 11 in the Software User's Guide on the CD-ROM.)
- **Brother PC-FAX software**  
(For Windows®, see Chapter 6 in the Software User's Guide on the CD-ROM.)  
(For Macintosh®, see Chapter 7 in the Software User's Guide on the CD-ROM.)
- **Network Scanning**  
(For Windows®, see Chapter 4 in the Software User's Guide on the CD-ROM.)  
(For Macintosh®, see Chapter 10 in the Software User's Guide on the CD-ROM.)
- **Network Printing**  
(For Windows®, see Chapter 4 in the Network User's Guide on the CD-ROM.)  
(For Macintosh®, see Chapter 6 in the Network User's Guide on the CD-ROM.)



### Note

See *How to access the complete User's Guide* on page 1-2.

---

# *Section V*

## Appendices

- A. Important information**
- B. Menu and Features**
- C. Troubleshooting and routine maintenance**
- D. Optional accessories**
- E. Specifications**
- F. Glossary**

# A

## Important information

### For your safety

To ensure safe operation the supplied three-pin plug must be inserted only into a standard three-pin electrical socket that is effectively grounded through the normal household wiring.

The fact that the equipment operates satisfactorily does not imply that the power is grounded and that the installation is completely safe. For your safety, if in any doubt about the effective grounding of the power, call a qualified electrician.

### IEC 60825-1 Specification

This machine is a Class 1 laser product as defined in IEC 60825-1 specifications. The label shown below is attached in countries where required.

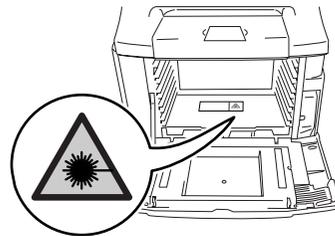


This machine has a Class 3B Laser Diode which emits invisible laser radiation in the Scanner Unit. The Scanner Unit should not be opened under any circumstances.

The following caution label is attached on the cover of the scanner unit.



5mW  
780nm-800nm



### Laser Diode

Wave length: 780 - 800 nm

Output: 5 mW max.

Laser Class: Class 3B



### WARNING

Use of controls, adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

### Disconnect device

This product must be installed near an electrical socket that is easily accessible. In case of emergencies, you must disconnect the power cord from the electrical socket to shut off power completely.

## LAN connection

---

### CAUTION

Do not connect this product to a LAN connection that is subject to over-voltages.

## Radio interference (220-240V Model only)

---

This product complies with EN55022 (CISPR Publication 22)/Class B. When connecting the machine to a computer, ensure that you use the following interface cables.

1. A shielded parallel interface cable with twisted-pair conductors and that is marked "IEEE 1284 compliant". The cable must not exceed 2.0 metres in length.
2. A USB cable which must not exceed 2.0 metres in length.

## Important Information for Australia

### IMPORTANT-For Your Safety

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To ensure safe operation the three-pin plug supplied must be inserted only into a standard three-pin power point which is effectively grounded through the normal household wiring.

Extension cords used with the equipment must be three-conductor and be correctly wired to provide connection to ground. Incorrectly wired extension cords are a major cause of fatalities.

The fact that the equipment operates satisfactorily does not imply that the power is grounded and that the installation is completely safe. For your safety, if in any doubt about the effective grounding of the power, consult a qualified electrician.

## Important safety instructions

- 1 Read all of these instructions.
- 2 Save them for later reference.
- 3 Follow all warnings and instructions marked on the product.
- 4 Unplug this product from the wall socket before cleaning the outside of the machine and the scanner glass. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 5 Do not use this product near water.
- 6 Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- 7 Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless proper ventilation is provided.
- 8 This product should be connected to an AC power source within the range indicated on the rating label. Do NOT connect it to a DC power source. If you are not sure, contact a qualified electrician.
- 9 This product is equipped with a 3-wire grounded plug, a plug having a third (grounded) pin. This plug will only fit into a grounded power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, call your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounded plug.
- 10 Do not place anything on top of the power cord including this machine. Do not allow the power cord to be stepped on.
- 11 Do not place anything in front of the machine that will block received faxes. Do not place anything in the path of received faxes.
- 12 Do not touch a document during printing.
- 13 Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- 14 Do not attempt to service this product yourself, because opening or removing covers may expose you to dangerous voltage points and/or other risks. Refer all servicing to service personnel.
- 15 Wait until pages have exited the machine before picking them up.
- 16 Unplug this product from the wall outlet and refer servicing to Authorized Service Personnel under the following conditions:
  - When the power cord is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance, indicating a need for service.

# Important Information for New Zealand

## Important Safety Instructions

- 1 Read all of these instructions.
- 2 Save them for later reference.
- 3 Follow all warnings and instructions marked on the product.
- 4 Unplug this product from the wall outlet before cleaning the outside of the machine and the scanner glass. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 5 The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.
- 6 This equipment does not fully meet Telecom's impedance requirements. Performance limitations may occur when used in conjunction with some parts of the network. Telecom will accept no responsibility should difficulties arise in such circumstances.
- 7 If a charge for local calls is acceptable, the "Dial Button" should not be used for local calls. Only the 7-digits of the local number should be dialled from your telephone. Do not dial the area code digit or the "0" prefix.
- 8 This equipment shall not be set to make automatic calls to the Telecom '111' Emergency Service.
- 9 This equipment should not be used under any circumstances which may constitute a nuisance to other Telecom customers.
- 10 Not all telephones will respond to incoming ringing when connected to the extension socket.
- 11 The answer delay setting of this equipment shall not be set to less than the default setting as this will destroy Caller ID information.
- 12 All persons using this device for recording telephone conversations shall comply with New Zealand law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the Principles enumerated in the Privacy Act 1993 shall be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is to be used and what it disclosed to any other party.
- 13 Do not place this product on an unstable surface, stand, or table. The product may fall, causing serious damage to the product.
- 14 Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should not be placed in a built-in installation unless proper ventilation is provided.
- 15 This product should be connected to an AC power source within the range indicated on the rating label. Do NOT connect it to a DC power source. If you are not sure, contact a qualified electrician.
- 16 This product is equipped with a 3-wire earthed plug. This plug will fit into only an earthed socket. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete socket. Do not defeat the purpose of an earthed plug.

- 17 Do not place anything on top of the power cord including this machine. Do not allow the power cord to be stepped on.
- 18 Do not place anything in front of the machine that will block received faxes. Do not place anything in the path of received faxes.
- 19 Do not touch a document during printing.
- 20 Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- 21 Do not attempt to service this product yourself, because opening or removing covers may expose you to dangerous voltage points and/or other risks. Refer all servicing to service personnel.
- 22 Unplug this product from the mains power and telephone line sockets, and refer servicing to qualified Service Personnel under the following conditions:
  - If the power cord is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance, indicating a need for service.
- 23 This unit will only work in conjunction with a tone signalling (DTMF) telephone, but some telephones are not compatible. Since noise or speech from the telephone can upset dialling from this unit, errors may result if the devices are used together in other than quiet conditions.

- 24 Where it is necessary to dial prefix digits, such as a Caller Display override code ("0196" or "0197"), this unit will have to be used in conjunction with an associated tone signalling (DTMF) telephone.
- 25 Note that some telephones are not compatible with this unit and dialling errors may result if the two devices are used together in other than quiet conditions. The Telecom Faults Service is not to be called should such problems arise. In such cases, it is recommended that the prefix and wanted number are dialled manually.
- 26 This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

## IMPORTANT-For Your Safety

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To ensure safe operation the three-pin plug supplied must be inserted only into a standard three-pin power point which is effectively grounded through the normal household wiring.

Extension cords used with the equipment must be three-conductor and be correctly wired to provide connection to ground. Incorrectly wired extension cords are a major cause of fatalities.

The fact that the equipment operates satisfactorily does not imply that the power is grounded and that the installation is completely safe. For your safety, if in any doubt about the effective grounding of the power, consult a qualified electrician.

## IMPORTANT NOTICE

---

Under power failure conditions, this telephone may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use in emergencies.

# Important Information for Some Countries

## Important Safety Instructions

- 1 Read all of these instructions.
- 2 Save them for later reference.
- 3 Follow all warnings and instructions marked on the product.
- 4 Unplug this product from the wall outlet before cleaning the outside of the machine and the scanner glass. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 5 Do not place this product near water.
- 6 Do not place this product on an unstable cart, stand, or table. The product may drop, causing serious damage to the product.
- 7 Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or on a radiator or heater. This product should never be placed in a built-in installation unless proper ventilation is provided.
- 8 This product should be connected to an AC power source within the range indicated on the rating label. Do NOT connect it to a DC power source. If you are not sure, contact a qualified electrician.
- 9 This product is equipped with a 2-wire grounding type plug or a 3-wire grounding type plug (Only for Singapore, Malaysia, Hong Kong and India), a plug having two or three pins. This plug will only fit into only a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounding-type plug.
- 10 Do not place anything on top of the power cord including this machine. Do not allow the power cord to be stepped on.
- 11 If an extension cord is used with this product, make sure that the total ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating.
- 12 Do not place anything in front of the machine that will block received faxes. Do not place anything in the path of received faxes.
- 13 Do not touch a document during printing.
- 14 Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in the risk of fire or electric shock. Never spill liquid of any kind on the product.
- 15 Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points and/or other risks, and may void your warranty. Please refer all servicing to our Authorized Service Personnel. A list of Authorized Service Centres has been included for your convenience, or you may contact the Brother Dealer for Service.

- 16 Unplug this product from the wall outlet and refer servicing to Authorized Service Personnel under the following conditions:
- If the power cord is damaged or frayed.
  - If the product has been spilled by liquid.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance, indicating a need for service.
- 17 To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).



#### WARNING

For protection against the risk of electrical shock, always disconnect all cables from the wall outlet before servicing, modifying or installing the equipment.

This equipment may not be used on coin service lines provided by the telephone company or connected to party lines.

Brother cannot accept any financial or other responsibilities that may be the result of your use of this information, including direct, special or consequential damages. There are no warranties extended or granted by this document.

## Choosing a location

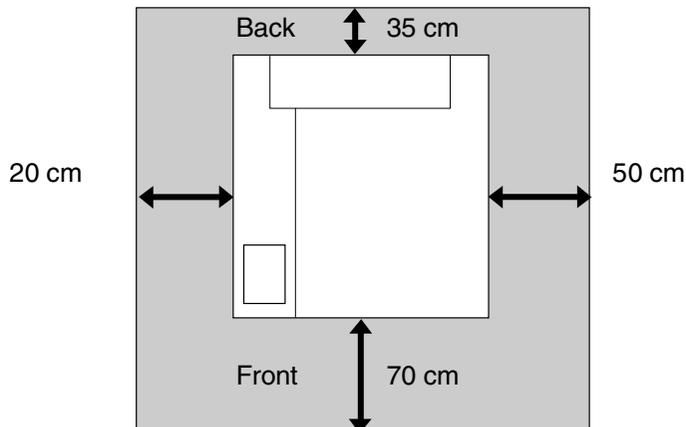
Place your machine on a flat, stable surface that is free of vibration and shocks. Put the machine near a telephone socket and a standard, grounded electrical socket. Choose a location where the temperature remains between 10°C and 32.5°C and the humidity is between 20% to 80% (without condensation).

### ! CAUTION

- Avoid placing your machine in a high-traffic area.
- Do not place the machine near heaters, air conditioners, refrigerators, water, chemicals or devices that contain magnets or generate magnetic fields.
- Do not expose the machine to direct sunlight, excessive heat, open flames, salty or corrosive gasses, moisture, or dust.
- Do not connect your machine to an electrical socket controlled by wall switches or automatic timers.
- Disruption of power can wipe out information in the machine's memory.
- Do not connect your machine to an electrical socket on the same circuit as large appliances or other equipment that might disrupt the power supply.
- Avoid interference sources, such as speakers or the base units of cordless phones.
- Do not put objects on top of the machine.



The following figure details the recommended area around the machine for proper ventilation, operation and maintenance.



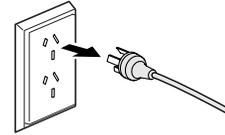
## To use the machine safely

Please keep these instructions for later reference and read them before attempting any maintenance.

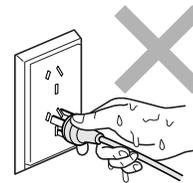
### WARNING



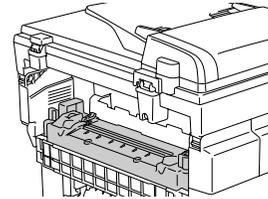
There are high voltage electrodes inside the machine. Before you clean the inside of the machine, make sure you have unplugged the telephone line cord first and then the power cord from the electrical socket.



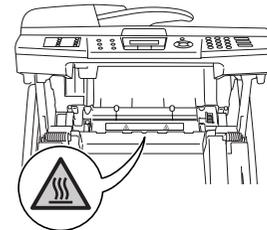
Do not handle the plug with wet hands. Doing this might cause an electrical shock.



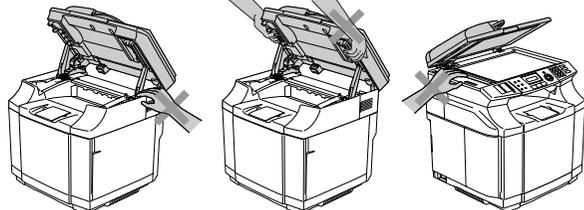
The fusing unit becomes extremely hot during operation. Wait until it has cooled down sufficiently before replacing consumable items.



The fusing unit is marked with a caution label. Please do not remove or damage the label.

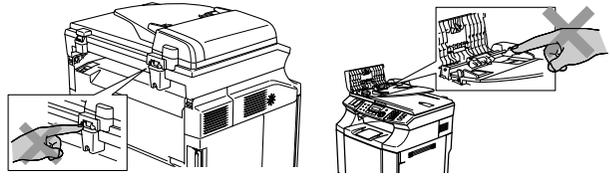


To prevent injuries, be careful not to put your hands on the edge of the machine under the document cover or scanner unit.



**!** **WARNING**

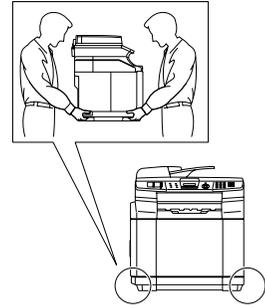
- To prevent injuries, be careful not to put your fingers in the area shown in the illustrations.



- Do not use a vacuum cleaner to clean up scattered toner. Doing this might cause the toner dust to ignite inside the vacuum cleaner, potentially starting a fire. Please carefully clean the toner dust with a clean dry soft, lint-free cloth and dispose of it according to local regulations.
- Do not use flammable substances near the machine. Doing this might cause a fire or electrical shock.
- If the machine becomes hot, blows smoke, or generates obscure odor, immediately turn off the power switch and unplug the machine from the electrical socket. Call your Brother dealer or Brother Customer Service.
- If metal objects, water or other liquids get inside the machine, immediately turn off the power switch and unplug the machine from the electrical socket. Call your Brother dealer or Brother Customer Service.
- Do not put consumable items such as the toner cartridges and the waste toner pack into a fire. Some consumable items can be flammable under certain conditions.
- Do not look directly at the laser beam light. It might cause damage to your eyesight. Do not remove or break open the machine's safety interlocks.
- Do not run the machine with the inside cover, front cover and back covers open and the interlocks removed.

**! WARNING**

- This machine is heavy and weighs approximately 34.5 kg. To prevent injuries, use at least two people to lift the machine. Be careful not to trap your fingers when you set the machine back down.
- When you lift the machine make sure you use the handholds at the bottom four corners of the machine. Keep the machine horizontal when you carry it.



- Use caution when installing or modifying telephone lines. Never touch telephone wires or terminals that are not insulated unless the telephone line has been disconnected at the wall socket. Never install telephone wiring during a lightning storm. Never install a telephone wall socket in a wet location.
- This product must be installed near an electrical socket that is easily accessible. In case of an emergency, you must disconnect the power cord from the electrical socket to shut off the power completely.

**! WARNING**

**IMPORTANT SAFETY INSTRUCTIONS**

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to people, including the following:

1. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or washing machine, in a wet basement or near a swimming pool.
2. Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use this product to report a gas leak in the vicinity of the leak.

**SAVE THESE INSTRUCTIONS**

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Presto! PageManager is a registered trademark of NewSoft Technology Corporation.

Each company whose software title is mentioned in this manual has a Software License Agreement specific to its proprietary programs.

**All other brand and product names mentioned in this User's Guide, the Software User's Guide, and the Network User's Guide are registered trademarks of their respective companies.**

## On-screen programming

Your machine is designed to be easy to use with LCD on-screen programming using the navigation keys. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

## Menu table

---

The Menu table that begins on page B-3 will help you understand the menu selections and options that are found in the machine's programs. Once you become familiar with programming, you can use the Menu table as a quick reference when you want to change your settings.



### Note

---

You can program your machine by pressing **Menu/Set**, followed by the menu numbers. For example to set Beeper Volume to **LOW**. Press **Menu/Set**, **1**, **4**, **2** and **▲** or **▼** to select **LOW**. Press **Menu/Set**.

---

## Memory storage

---

If there is a power failure, you will not lose your menu settings because they are stored permanently. Temporary settings (such as Contrast, Overseas Mode, and so on) will be lost. You may also have to reset the date and time.



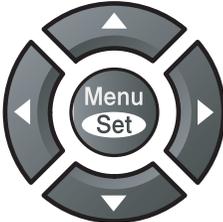
### Note

---

Your machine can store the date and time up to 60 hours.

---

## Navigation keys

|                                                                                                |                                                                      |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
|               |                                                                      |
|               | Access the menu<br>Go to the next menu level<br>Accept an option     |
|               | Scroll through the current menu level                                |
|               | Go back to the previous menu level or forward to the next menu level |
| Stop/Exit<br> | Exit the menu                                                        |

You can access the menu mode by pressing **Menu/Set**.

When you enter the menu, the LCD scrolls.

Press **1** for General Setup menu

Select ▲▼ & Set  
 1.General Setup

—OR—

Press **2** for Fax menu

Select ▲▼ & Set  
 2.Fax

—OR—

Press **3** for Copy menu

Select ▲▼ & Set  
 3.Copy

⋮

Press **0** for Initial Setup

Select ▲▼ & Set  
 0.Initial Setup

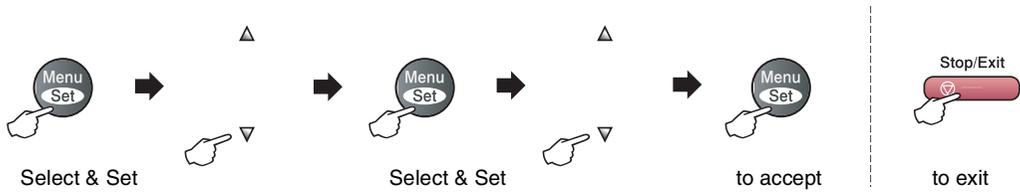
You can scroll more quickly through each menu level by pressing the arrow for the direction you want: ▲ or ▼.

Select an option by pressing **Menu/Set** when that option appears on the LCD.

The LCD will then show the next menu level.

When you finish setting an option, the LCD shows *Accepted*.

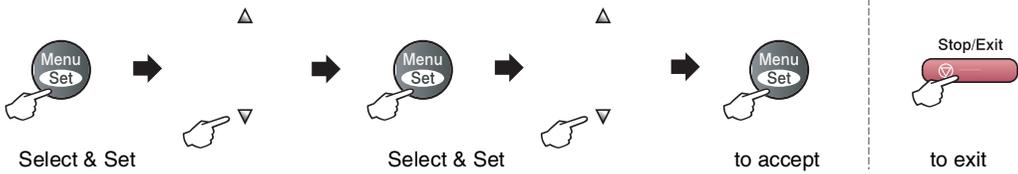
# Menu Table



| Main Menu        | Submenu        | Menu Selections                                                          | Options                                                     | Descriptions                                  | Page |
|------------------|----------------|--------------------------------------------------------------------------|-------------------------------------------------------------|-----------------------------------------------|------|
| 1. General Setup | 1. Mode Timer  | —                                                                        | 5 Mins<br><b>2 Mins</b><br>1 Min<br>30 Secs<br>0 Sec<br>Off | Sets the time to return to Fax mode.          | 3-6  |
|                  | 2. Paper Type  | 1. Tray#1<br>(This menu only appears when you have the optional tray #2) | Thin<br><b>Plain</b><br>Thick<br>Thicker<br>Recycled Paper  | Sets the type of paper in the paper tray.     | 3-6  |
|                  |                | 2. Tray#2<br>(This menu only appears when you have the optional tray #2) | Thin<br><b>Plain</b><br>Thick<br>Thicker<br>Recycled Paper  | Sets the type of paper in the paper tray.     | 3-6  |
|                  | 3. Small Paper | 1. Tray#1<br>(This menu only appears when you have the optional tray #2) | <b>B5</b><br>DL<br>Com10<br>JISB5                           | Sets the size of the paper in the paper tray. | 3-7  |
|                  |                | 2. Tray#2<br>(This menu only appears when you have the optional tray #2) | <b>B5</b><br>JISB5                                          | Sets the size of the paper in the paper tray. | 3-7  |
|                  | 4. Volume      | 1. Ring                                                                  | High<br><b>Med</b><br>Low<br>Off                            | Adjusts the ring volume.                      | 3-7  |
|                  |                | 2. Beeper                                                                | High<br><b>Med</b><br>Low<br>Off                            | Adjusts the volume level of the beeper.       | 3-8  |
|                  |                | 3. Speaker                                                               | High<br><b>Med</b><br>Low<br>Off                            | Adjusts the speaker volume.                   | 3-8  |

## Note

The factory settings are shown in Bold.

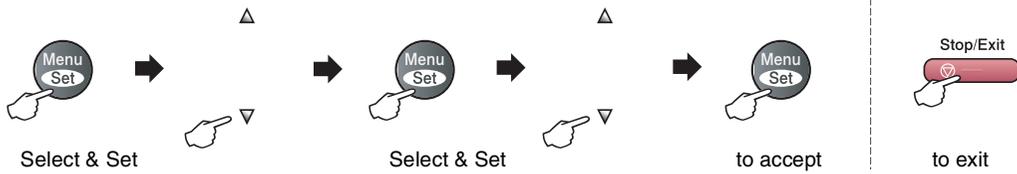


| Main Menu                                                                           | Submenu                                                                              | Menu Selections | Options                                                       | Descriptions                                              | Page                                                                              |      |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------|---------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------------------------|------|
| 1. General Setup<br>(Continued)                                                     | 5. Clock Change                                                                      | —               | To Summer Time<br>To Winter Time                              | Enables you to change for Daylight Savings Time manually. | 3-1                                                                               |      |
|                                                                                     | 6. Ecology                                                                           | 1. Toner Save   | On<br>Off                                                     | Increases the page yield of the toner cartridge.          | 3-5                                                                               |      |
|                                                                                     |                                                                                      | 2. Sleep Time   | (0-99)<br>30 Min                                              | Conserves power.                                          | 3-5                                                                               |      |
|                                                                                     | 7. LCD Contrast                                                                      | —               | ▼-□□□□■+▲<br>▼-□□□■□+▲<br>▼-□□■□□+▲<br>▼-□■□□□+▲<br>▼-■□□□□+▲ | Adjust the contrast of the LCD.                           | 3-2                                                                               |      |
|                                                                                     | 8. Security                                                                          | 1. Mem Security |                                                               |                                                           | Prohibits most operations except receiving faxes into the memory.                 | 4-3  |
|                                                                                     |                                                                                      | 2. Setting Lock |                                                               |                                                           | Prohibits the settings for Date & Time, Station ID, Quick-Dial and General Setup. | 4-1  |
|                                                                                     | 9. Tray Use: Copy<br>(This setting only appears when you have the optional tray #2.) | —               |                                                               | Tray#1 Only<br>Tray#2 Only<br>Auto                        | Select the tray that will be used for copying.                                    | 11-2 |
| 0. Tray Use: Fax<br>(This setting only appears when you have the optional tray #2.) | —                                                                                    |                 | Tray#1 Only<br>Tray#2 Only<br>Auto                            | Select the tray that will be used for faxing.             | 6-3                                                                               |      |



**Note**

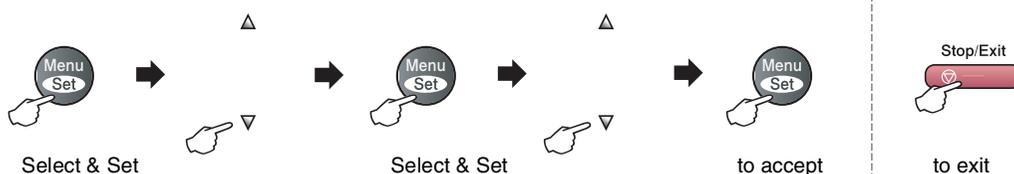
The factory settings are shown in Bold.



| Main Menu | Submenu                                | Menu Selections   | Options                                                                    | Descriptions                                                                                                                             | Page |
|-----------|----------------------------------------|-------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|------|
| 2. Fax    | 1. Setup Receive<br>(In Fax mode only) | 1. Ring Delay     | 02-10 (02)<br>(Example for Australia)                                      | Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.                                                         | 6-2  |
|           |                                        | 2. F/T Ring Time  | 70 Secs<br>40 Secs<br><b>30 Secs</b><br>20 Secs<br>(Example for Australia) | Sets the pseudo/double-ring time in Fax/Tel mode.                                                                                        | 6-3  |
|           |                                        | 3. Fax Detect     | On<br>Off                                                                  | Receives fax messages without pressing <b>Mono Start</b> or <b>Colour Start</b> .                                                        | 6-5  |
|           |                                        | 4. Remote Code    | On<br>(* 51, #51)<br>(* 91, #91 for New Zealand)<br>Off                    | You can answer all calls at an extension or external phone and use codes to turn the machine on or off. You can personalize these codes. | 6-5  |
|           |                                        | 5. Auto Reduction | On<br>Off                                                                  | Reduces the size of incoming faxes.                                                                                                      | 6-4  |
|           |                                        | 6. Memory Receive | On<br>Off                                                                  | Automatically stores any incoming faxes in its memory if it runs out of paper.                                                           | 6-4  |
|           |                                        | 7. Print Density  | ▼-□□□□■+▲<br>▼-□□□■□+▲<br>▼-□□■□□+▲<br>▼-□■□□□+▲<br>▼-■□□□□+▲              | Makes printouts darker or lighter.                                                                                                       | 6-6  |
|           |                                        | 8. Polling RX     | <b>Standard</b><br>Secure<br>Timer                                         | Sets up your machine to poll another fax machine.                                                                                        | 10-1 |

**Note**

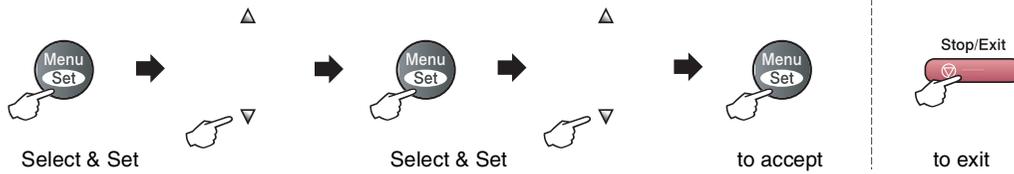
The factory settings are shown in Bold.



| Main Menu             | Submenu                             | Menu Selections   | Options                                                  | Descriptions                                                                                 | Page |
|-----------------------|-------------------------------------|-------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------|------|
| 2. Fax<br>(Continued) | 2. Setup Send<br>(In Fax mode only) | 1. Contrast       | <b>Auto</b><br>Light<br>Dark                             | Changes the lightness or darkness of faxes you send.                                         | 5-5  |
|                       |                                     | 2. Fax Resolution | <b>Standard</b><br>Fine<br>S. Fine<br>Photo              | Sets the default resolution for outgoing faxes.                                              | 5-5  |
|                       |                                     | 3. Delayed Fax    | —                                                        | Sets the time of day in 24 hour format that the delayed faxes will be sent.                  | 5-7  |
|                       |                                     | 4. Batch TX       | On<br>Off                                                | Combines delayed faxes to the same fax number at the same time of day into one transmission. | 5-8  |
|                       |                                     | 5. Real Time TX   | Off<br>On<br>Next Fax:On<br>Next Fax:Off                 | You can send a fax without using the memory.                                                 | 5-6  |
|                       |                                     | 6. Polled TX      | <b>Standard</b><br>Secure                                | Sets up the document on your machine to be retrieved by another fax machine.                 | 10-3 |
|                       |                                     | 7. Coverpg Setup  | Off<br>On<br>Next Fax:On<br>Next Fax:Off<br>Print Sample | Automatically sends a Cover Page you have programmed.                                        | 5-9  |
|                       |                                     | 8. Coverpage Note | —                                                        | You can set up your own comments for fax Cover Page.                                         | 5-9  |
|                       |                                     | 9. Overseas Mode  | On<br>Off                                                | If you are having difficulty sending faxes overseas, set this to On.                         | 5-7  |

**Note**

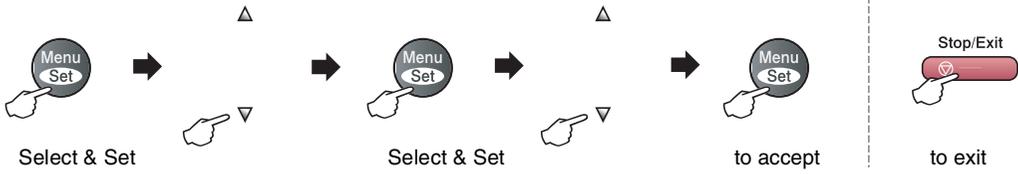
The factory settings are shown in Bold.



| Main Menu             | Submenu                                                            | Menu Selections   | Options                                                                                                           | Descriptions                                                                                                                                                                                                                                                                        | Page                                             |
|-----------------------|--------------------------------------------------------------------|-------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| 2. Fax<br>(Continued) | 3. Set<br>Quick-Dial                                               | 1. One-Touch Dial | —                                                                                                                 | Stores One-Touch Dial numbers, so you can dial by pressing one key (and <b>Mono Start</b> or <b>Colour Start</b> ).                                                                                                                                                                 | 7-3                                              |
|                       |                                                                    | 2. Speed-Dial     | —                                                                                                                 | Stores Speed-Dial numbers, so you can dial by pressing only a few keys (and <b>Mono Start</b> or <b>Colour Start</b> ).                                                                                                                                                             | 7-4                                              |
|                       |                                                                    | 3. Setup Groups   | —                                                                                                                 | Sets up a Group number for Broadcasting.                                                                                                                                                                                                                                            | 7-5                                              |
|                       | 4. Report Setting                                                  | 1. Transmission   | On<br><b>On+Image</b><br>Off<br>Off+Image                                                                         | Initial setup for Transmission Verification Report and Fax Journal.                                                                                                                                                                                                                 | 9-1                                              |
|                       |                                                                    | 2. Journal Period | Every 7 Days<br>Every 2 Days<br>Every 24 Hours<br>Every 12 Hours<br>Every 6 Hours<br><b>Every 50 Faxes</b><br>Off |                                                                                                                                                                                                                                                                                     | 9-1                                              |
|                       | 5. Remote Fax Opt<br>(Backup print for Fax Forward/PC Fax Receive) | 1. Forward/Store  | <b>Off</b><br>Fax Forward<br>Fax Storage<br>PC Fax Receive                                                        | Sets the machine to forward fax messages to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC.<br><br>If you selected Fax Forward or PC Fax Receive, you can turn on the safety feature Backup Print. | 8-1<br>8-3                                       |
|                       |                                                                    |                   | 2. Remote Access                                                                                                  | ---*                                                                                                                                                                                                                                                                                | You must set your own code for Remote Retrieval. |
|                       |                                                                    | 3. Print Document | —                                                                                                                 | Prints incoming faxes stored in the memory.                                                                                                                                                                                                                                         | 6-6                                              |

 **Note**

The factory settings are shown in Bold.

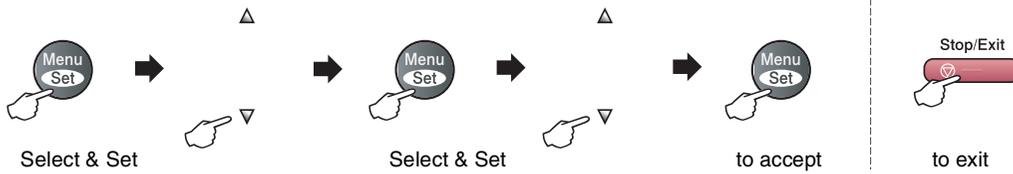


| Main Menu             | Submenu           | Menu Selections                                  | Options                                                                 | Descriptions                                                                                                                                                                               | Page                |
|-----------------------|-------------------|--------------------------------------------------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 2. Fax<br>(Continued) | 6. Remaining Jobs | —                                                | —                                                                       | Checks which jobs are in the memory and lets you cancel selected jobs.                                                                                                                     | 5-8                 |
|                       | 0. Miscellaneous  | 1. Compatibility                                 | High<br>Normal<br>Basic                                                 | Adjusts the Equalization for transmission problems.                                                                                                                                        | C-19                |
|                       |                   | 2. Distinctive<br>(Not available in New Zealand) | On<br>Off                                                               | Use with phone company distinctive ringing service allows you to have a voice number and fax number on the one phone line.                                                                 | 7-6<br>7-13         |
|                       |                   | 2. Faxability<br>(For New Zealand Only)          | On<br>Off                                                               | If you have FaxAbility from Telecom, you can use this function to store the ringing pattern of your fax number.<br><br>And if you set in to ON, you should use the registered number only. | 7-10                |
|                       |                   | 3. Caller ID                                     | Display#<br>Print Reports                                               | View or print a list of the last 30 Caller IDs stored in memory.                                                                                                                           | 7-8<br>7-11<br>7-14 |
| 3. Copy               | 1. Quality        | —                                                | Text<br>Auto<br>Photo                                                   | Selects the Copy resolution for your type of document.                                                                                                                                     | 11-3                |
|                       | 2. Brightness     | —                                                | ▼ -□□□□■+ ▲<br>▼ -□□□■□+ ▲<br>▼ -□□■□□+ ▲<br>▼ -□■□□□+ ▲<br>▼ -■□□□□+ ▲ | Adjusts the brightness for copies                                                                                                                                                          | 11-7                |
|                       | 3. Contrast       | —                                                | ▼ -□□□□■+ ▲<br>▼ -□□□■□+ ▲<br>▼ -□□■□□+ ▲<br>▼ -□■□□□+ ▲<br>▼ -■□□□□+ ▲ | Adjusts the contrast for copies.                                                                                                                                                           | 11-8                |



**Note**

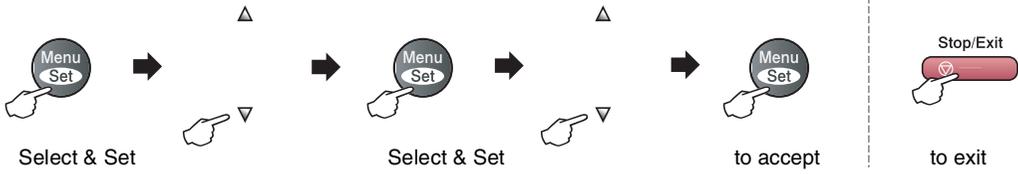
The factory settings are shown in Bold.



| Main Menu              | Submenu            | Menu Selections    | Options                                                                              | Descriptions                                                           | Page                                    |
|------------------------|--------------------|--------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------|
| 3. Copy<br>(Continued) | 4. Color<br>Adjust | 1. Red             | R:-□□□□■+<br>R:-□□□□□+<br><b>R:-□□■□□+</b><br>R:-□■□□□+<br>R:-■□□□□+                 | Adjusts the amount of Red in copies.                                   | 11-8                                    |
|                        |                    | 2. Green           | G:-□□□□■+<br>G:-□□□□□+<br><b>G:-□□■□□+</b><br>G:-□■□□□+<br>G:-■□□□□+                 | Adjusts the amount of Green in copies.                                 | 11-8                                    |
|                        |                    | 3. Blue            | B:-□□□□■+<br>B:-□□□□□+<br><b>B:-□□■□□+</b><br>B:-□■□□□+<br>B:-■□□□□+                 | Adjusts the amount of Blue in copies.                                  | 11-8                                    |
| 4. Printer             | 1. Emulation       | —                  | <b>Auto</b><br>HP LaserJet<br>BR-Script 3                                            | Selects the emulation mode.                                            | See Software User's Guide on the CD-ROM |
|                        | 2. Print Options   | 1. Internal Font   | —                                                                                    | Prints a list of the machine's internal fonts.                         |                                         |
|                        |                    | 2. Configuration   | —                                                                                    | Prints a list of the machine's printer settings.                       |                                         |
|                        |                    | 3. Test Print      | —                                                                                    | Prints a test page.                                                    |                                         |
|                        | 3. Reset Printer   | —                  | —                                                                                    | Returns the printer settings to the original factory default settings. |                                         |
| 4. Calibration         | —                  | Calibrate<br>Reset | Adjusts the colour density or returns the colour calibration to the factory setting. |                                                                        |                                         |
| 5. Print Reports       | 1. XMIT Verify     | —                  | —                                                                                    | You can print these lists and reports.                                 | 9-2                                     |
|                        | 2. Help List       | —                  | —                                                                                    |                                                                        |                                         |
|                        | 3. Quick-Dial      | —                  | —                                                                                    |                                                                        |                                         |
|                        | 4. Fax Journal     | —                  | —                                                                                    |                                                                        |                                         |
|                        | 5. User Settings   | —                  | —                                                                                    |                                                                        |                                         |
|                        | 6. Network Config  | —                  | —                                                                                    |                                                                        |                                         |
|                        | 7. Order Form      | —                  | —                                                                                    |                                                                        |                                         |

**Note**

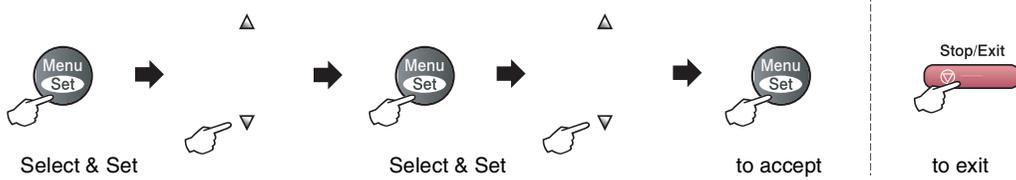
The factory settings are shown in Bold.



| Main Menu | Submenu            | Menu Selections       | Options                                                                                                                                      | Descriptions                                                              | Page                                   |
|-----------|--------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------|
| 6. LAN    | 1. Setup<br>TCP/IP | 1. <b>BOOT Method</b> | <b>Auto</b><br>Static<br>RARP<br>BOOTP<br>DHCP                                                                                               | You can choose the BOOT method that best suits your needs.                | See Network User's Guide on the CD-ROM |
|           |                    | 2. <b>IP Address</b>  | [000-255] .<br>[000-255] .<br>[000-255] .<br>[000-255]                                                                                       | Enter the IP address.                                                     |                                        |
|           |                    | 3. <b>Subnet Mask</b> | [000-255] .<br>[000-255] .<br>[000-255] .<br>[000-255]                                                                                       | Enter the Subnet mask.                                                    |                                        |
|           |                    | 4. <b>Gateway</b>     | [000-255] .<br>[000-255] .<br>[000-255] .<br>[000-255]                                                                                       | Enter the Gateway address.                                                |                                        |
|           |                    | 5. <b>Node Name</b>   | BRN_XXXXXX                                                                                                                                   | Enter the Node name.                                                      |                                        |
|           |                    | 6. <b>WINS Config</b> | <b>Auto</b><br>Static                                                                                                                        | You can choose the WINS configuration mode.                               |                                        |
|           |                    | 7. <b>WINS Server</b> | (Primary)<br>[000-255] .<br>[000-255] .<br>[000-255] .<br>[000-255]<br>(Secondary)<br>[000-255] .<br>[000-255] .<br>[000-255] .<br>[000-255] | Specifies the IP address of the primary or secondary WINS server.         |                                        |
|           |                    | 8. <b>DNS Server</b>  | (Primary)<br>[000-255] .<br>[000-255] .<br>[000-255] .<br>[000-255]<br>(Secondary)<br>[000-255] .<br>[000-255] .<br>[000-255] .<br>[000-255] | Specifies the IP address of the primary or secondary DNS server.          |                                        |
|           |                    | 9. <b>APIPA</b>       | <b>On</b><br>Off                                                                                                                             | Automatically allocates the IP address from the link-local address range. |                                        |

**Note**

The factory settings are shown in Bold.

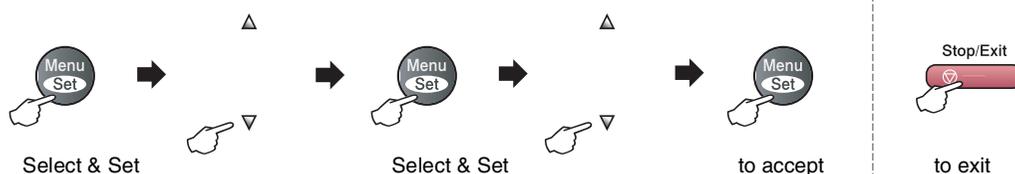


| Main Menu             | Submenu           | Menu Selections   | Options                                             | Descriptions                                                        | Page                                   |
|-----------------------|-------------------|-------------------|-----------------------------------------------------|---------------------------------------------------------------------|----------------------------------------|
| 6. LAN<br>(Continued) | 2. Setup Internet | 1. Mail Address   | (60 characters)                                     | Enter the mail address.                                             | See Network User's Guide on the CD-ROM |
|                       |                   | 2. SMTP Server    | [000-255].<br>[000-255].<br>[000-255].<br>[000-255] | Enter the SMTP server address.                                      |                                        |
|                       |                   | 3. POP3 Server    | [000-255].<br>[000-255].<br>[000-255].<br>[000-255] | Enter the POP3 server address.                                      |                                        |
|                       |                   | 4. Mailbox Name   | (Up to 20 characters)                               | Enter the mail box name.                                            |                                        |
|                       |                   | 5. Mailbox Pwd    | Password:<br>*****                                  | Enter the password to login to the POP3 server.                     |                                        |
|                       | 3. Setup Mail RX  | 1. Auto Polling   | On<br>Off                                           | Automatically checks the POP3 server for new messages.              |                                        |
|                       |                   | 2. Poll Frequency | (01-60)<br>10Min                                    | Sets the interval for checking for new messages on the POP3 server. |                                        |
|                       |                   | 3. Header         | All<br>Subject+From+To<br>None                      | Selects the contents of the mail header to be printed.              |                                        |
|                       |                   | 4. Del Error Mail | On<br>Off                                           | Deletes error mails automatically.                                  |                                        |
|                       |                   | 5. Notification   | On<br>MDN<br>Off                                    | Sends notification messages.                                        |                                        |



**Note**

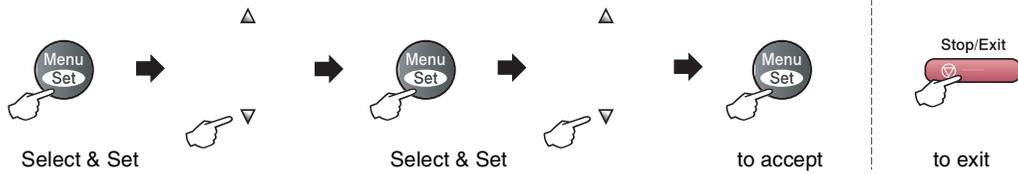
The factory settings are shown in Bold.



| Main Menu             | Submenu              | Menu Selections      | Options                                               | Descriptions                                                                                                | Page                                   |
|-----------------------|----------------------|----------------------|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------|
| 6. LAN<br>(Continued) | 4. Setup Mail<br>TX  | 1. Sender<br>Subject | —                                                     | Displays the subject that is attached to the Internet Fax data.                                             | See Network User's Guide on the CD-ROM |
|                       |                      | 2. Size Limit        | On<br>Off                                             | Displays a warning that the size of the E-mail document is larger than 1 MB. The document will not be sent. |                                        |
|                       |                      | 3. Notification      | On<br>Off                                             | Sends notification messages.                                                                                |                                        |
|                       | 5. Setup Relay       | 1. Rly<br>Broadcast  | On<br>Off                                             | Relays a document to another fax machine.                                                                   |                                        |
|                       |                      | 2. Relay<br>Domain   | RelayXX:<br>(01-10)                                   | Registers the Domain name.<br>(Up to 30 characters)                                                         |                                        |
|                       |                      | 3. Relay<br>Report   | On<br>Off                                             | Prints the Relay Broadcast Report.                                                                          |                                        |
|                       | 6. Setup Misc.       | 1. Ethernet          | <b>Auto</b><br>100B-FD<br>100B-HD<br>10B-FD<br>10B-HD | Selects Ethernet link mode.                                                                                 |                                        |
|                       |                      | 2. Time Zone         | GMT-XX:XX                                             | Sets the time zone for your country.                                                                        |                                        |
|                       | 7. Scan to<br>E-mail | 1. B/W File<br>Type  | <b>TIFF</b><br>PDF                                    | Selects the file type.                                                                                      |                                        |
|                       |                      | 2. ColorFile<br>Type | <b>JPEG</b><br>PDF                                    |                                                                                                             |                                        |
|                       | 0. Factory<br>Reset  | —                    | —                                                     | Restores all Network settings to factory default.                                                           |                                        |

**Note**

The factory settings are shown in **Bold**.



| Main Menu        | Submenu                                      | Menu Selections                                | Options                                              | Descriptions                                                                      | Page                                                                     |      |
|------------------|----------------------------------------------|------------------------------------------------|------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------|------|
| 7. Machine Info. | 1. Serial No.                                | —                                              | —                                                    | Lets you check the serial number of your machine.                                 | C-40                                                                     |      |
|                  | 2. Page Counter                              | —                                              | Total Copy<br>Print List/Fax                         | Lets you check the number of total pages the machine has printed during its life. | C-40                                                                     |      |
|                  | 3. Parts Life                                | 1. OPC Belt Life                               | 1. OPC Belt Life Remaining:XXX%                      | OPC Belt Life Remaining:XXX%                                                      | You can check the percentage of unused (remaining) life for these parts. | C-41 |
|                  |                                              | 2. Fuser Life                                  | 2. Fuser Life Remaining:XXX%                         | Fuser Life Remaining:XXX%                                                         |                                                                          |      |
|                  |                                              | 3. 120K Kit Life                               | 3. 120K Kit Life Remaining:XXX%                      | 120K Kit Life Remaining:XXX%                                                      |                                                                          |      |
| 4. PF Kit2 Life  |                                              | 4. PF Kit2 Life Remaining:XXX%                 | PF Kit2 Life Remaining:XXX%                          |                                                                                   |                                                                          |      |
| 4. Reset Menu    | —                                            | OPC Belt<br>Fusing Unit<br>120K Kit<br>PF Kit2 | Reset the life counter when each part is replaced.   | C-35<br>C-37                                                                      |                                                                          |      |
| 0. Initial Setup | 1. Receive Mode                              | —                                              | <b>Fax Only</b><br>Fax/Tel<br>External TAD<br>Manual | You can choose the receive mode that best suits your needs.                       | 6-1                                                                      |      |
|                  | 2. Date/Time                                 | —                                              | —                                                    | Puts the date and time on the LCD and in headings of faxes you send.              | 3-1                                                                      |      |
|                  | 3. Station ID                                | —                                              | Fax:<br>Tel:<br>Name:                                | Program your name and fax number to appear on each page you fax.                  | 3-2                                                                      |      |
|                  | 4. Tone/Pulse (not available in New Zealand) | —                                              | <b>Tone</b><br>Pulse                                 | Selects the dialling mode.                                                        | 3-2                                                                      |      |
|                  | 5. Dial Tone                                 | —                                              | Detection<br><b>No Detection</b>                     | Turns Dial Tone Detection on or off.                                              | C-19                                                                     |      |

 **Note**

The factory settings are shown in Bold.

## Copy options key

Use the **Options** key to quickly set the following copy settings temporarily for the next copy. After you choose your setting by pressing **Menu/Set**, the LCD shows *Set temporarily*. Press **Mono Start** or **Colour Start** when you have finished choosing settings.

| Press                                                                                        | Menu Selections                                                                   | Options                                                                                       | Page |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|------|
| Options<br> |  |             |      |
|                                                                                              | Quality                                                                           | <b>Auto</b><br>Text<br>Photo                                                                  | 11-3 |
|                                                                                              | Stack/Sort                                                                        | <b>Stack</b><br>Sort                                                                          | 11-7 |
|                                                                                              | Brightness                                                                        | ▼ -□□□□■+▲<br>▼ -□□□■□+▲<br>▼ -□□■□□+▲<br>▼ -□■□□□+▲<br>▼ -■□□□□+▲                            | 11-7 |
|                                                                                              | Contrast                                                                          | ▼ -□□□□■+▲<br>▼ -□□□■□+▲<br>▼ -□□■□□+▲<br>▼ -□■□□□+▲<br>▼ -■□□□□+▲                            | 11-8 |
|                                                                                              | Page Layout                                                                       | <b>Off (1 in 1)</b><br>2 in 1 (P)<br>2 in 1 (L)<br>4 in 1 (P)<br>4 in 1 (L)<br>Poster (3 x 3) | 11-5 |
|                                                                                              | Tray Select<br>(This menu only appears when you have the optional tray#2.)        | <b>Auto</b><br>#1 (XXX)*<br>#2 (XXX)*                                                         | 11-2 |

\* XXX is the paper size detected by the tray or the small paper size you set in **Menu/Set, 1, 3**.



### Note

- If both trays are using paper that is the same size, *Auto* will allow your machine to take paper from Tray#2 if Tray#1 is out of paper.
- The factory settings are shown in Bold.

## Entering Text

When you are setting certain menu selections, such as the Station ID, you may need to type text into the machine. Most number keys have three or four letters printed above the keys. The keys for **0**, **#** and **\*** do not have printed letters because they are used for special characters.

By pressing the appropriate number key repeatedly, you can access the character you want.

| Press Key | one time | two times | three times | four times |
|-----------|----------|-----------|-------------|------------|
| 2         | A        | B         | C           | 2          |
| 3         | D        | E         | F           | 3          |
| 4         | G        | H         | I           | 4          |
| 5         | J        | K         | L           | 5          |
| 6         | M        | N         | O           | 6          |
| 7         | P        | Q         | R           | S          |
| 8         | T        | U         | V           | 8          |
| 9         | W        | X         | Y           | Z          |

### Inserting spaces

To enter a space in the fax number, press ► once between numbers. To enter a space in the name, press ► twice between characters.

### Making corrections

If you entered a letter incorrectly and want to change it, press ◀ to move the cursor under the incorrect character. Then press **Stop/Exit**. All letters above and to the right of the cursor will be deleted. Re-enter the correct character. You can also back up and type over incorrect letters.

### Repeating letters

If you need to enter a character that is on the same key as the previous character, press ► to move the cursor to the right before you press the key again.

### Special characters and symbols

Press **\***, **#** or **0**, and then press ◀ or ► to move the cursor under the special character or symbol you want. Then press **Menu/Set** to select it.

Press **\*** for (space) ! " # \$ % & ' ( )  
\* + , - . / €

Press **#** for : ; < = > ? @ [ ] ^ \_

Press **0** for Ä Ë Ö Ü À Ç È É 0

## Troubleshooting

### Error messages

As with any sophisticated office product, errors may occur. If this happens, your machine identifies the problem and displays an error message. The most common error messages are shown below.

You can correct most problems by yourself. If you need more help, the Brother Solutions Center offers latest FAQs and troubleshooting tips.

Visit us at <http://solutions.brother.com>.

| ERROR MESSAGES                             |                                                                                                                                       |                                                                                                                                                                                |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ERROR MESSAGE                              | CAUSE                                                                                                                                 | ACTION                                                                                                                                                                         |
| Calibrate<br>Calibration<br>Failed         | The toner is getting low.                                                                                                             | Check that the toner cartridges are not low and try again.                                                                                                                     |
| Check Tray#1<br>Check Tray#2               | The indicated tray is not completely closed.                                                                                          | Close the indicated tray properly.                                                                                                                                             |
| Comm.Error                                 | Poor phone line quality caused a communication error.                                                                                 | Try sending the fax again or try connecting the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your phone line. |
| Connection Fail                            | You tried to poll a fax machine that is not in Polled Waiting mode.                                                                   | Check the other fax machine's polling setup.                                                                                                                                   |
| Cover Open<br>Close the back<br>cover(3)   | The back cover is not completely closed.                                                                                              | Close the back cover of the machine.                                                                                                                                           |
| Cover Open<br>Close the front<br>cover(2)  | The front cover is not completely closed.                                                                                             | Close the front cover of the machine.                                                                                                                                          |
| Cover Open<br>Close the inside<br>cover(1) | The inside cover is not completely closed.                                                                                            | Close the inside cover of the machine.                                                                                                                                         |
| Data Remaining                             | Print data is left in the machine's memory.                                                                                           | Re-start printing from your computer.                                                                                                                                          |
|                                            | Print data is left in the machine's memory. The interface cable was unplugged while the computer was sending the data to the machine. | Press <b>Job Cancel</b> . The machine will cancel the job and clear it from the memory. Try to print again.                                                                    |
| Disconnected                               | The other person or other person's fax machine stopped the call.                                                                      | Try to send or receive again.                                                                                                                                                  |
| Document Jam                               | The document was not inserted or fed properly, or the document scanned from the ADF was too long.                                     | See <i>Document jams</i> on page C-5.<br>See <i>Using the ADF (automatic document feeder)</i> on page 2-10.                                                                    |

| ERROR MESSAGES                                                                 |                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ERROR MESSAGE                                                                  | CAUSE                                                                                                         | ACTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| DR Mode in Use                                                                 | The machine is set to Distinctive Ring mode. You can not change the Receive Mode from Manual to another mode. | Set Distinctive Ring to <b>Off</b> .<br>See <i>Turning off Distinctive Ring</i> on page 7-8 or 7-13.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Near Waste Toner                                                               | The waste toner pack is nearly full.                                                                          | Replace the waste toner pack. (See <i>Replacing the waste toner pack</i> on page C-32.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| No Fusing Unit                                                                 | The fusing unit was not detected.                                                                             | Please install one. (See <i>Fusing unit</i> on page C-35.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| No OPC Belt                                                                    | The OPC belt cartridge is not installed.                                                                      | Install the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| No Paper Fed                                                                   | The machine is out of paper or paper is not properly loaded in the indicated paper tray.                      | Refill the paper in the paper tray.<br>—OR—<br>Remove the paper and load it again.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| No Response/Busy                                                               | The number you dialled does not answer or is busy.                                                            | Verify the number and try again.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| No Toner X<br><br>X = C, M, Y, K<br>(K: Black, C: Cyan, M: Magenta, Y: Yellow) | The toner cartridge is not installed properly.                                                                | Reinstall the X toner cartridge. (See the Quick Setup Guide.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| No TR Roller                                                                   | The transfer roller is not installed.                                                                         | Install the transfer roller. (See <i>Replacing the transfer roller</i> on page C-39 and follow the steps for properly installing the roller.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Not Registered                                                                 | You tried to access a One-Touch or Speed Dial number that is not programmed.                                  | Set up the One-Touch or Speed Dial number. (See <i>Storing One-Touch Dial numbers</i> on page 7-3 and <i>Storing Speed-Dial numbers</i> on page 7-4.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Out of Memory                                                                  | The machine's memory is full.                                                                                 | (Fax sending or copy operation in progress)<br>Press <b>Mono Start</b> or <b>Colour Start</b> to send or copy the scanned pages.<br>—OR—<br>Press <b>Stop/Exit</b> and wait until the other operations in progress have finished and then try again.<br>—OR—<br>Clear the faxes from the memory. (See <i>Out of Memory message</i> on page 5-3.)<br><br>(Printing operation in progress)<br>Reduce print resolution. (See <i>Advanced tab</i> in the Software User's Guide on the CD-ROM.)<br>—OR—<br>Clear the faxes from the memory. (See <i>Out of Memory message</i> on page 5-3.)<br>—OR—<br>Add more memory. (See <i>Installing additional memory</i> on page D-4.) |

| <b>ERROR MESSAGES</b>                                        |                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ERROR MESSAGE</b>                                         | <b>CAUSE</b>                                                                      | <b>ACTION</b>                                                                                                                                                                                                                                                                                                                                                                              |
| Paper Jam A1<br>Paper Jam A2<br>Paper Jam B<br>Paper Jam C   | Remove the jammed paper. See the alphanumerical diagram to check on the location. | See <i>Paper jams</i> on page C-6.                                                                                                                                                                                                                                                                                                                                                         |
| Replace 120K Kit                                             | It is time to replace the 120K kit.                                               | Call your Brother dealer or Brother Customer Service to replace the 120K kit.                                                                                                                                                                                                                                                                                                              |
| Replace Fuser                                                | It is time to replace the fusing unit.                                            | Replace the fusing unit. (See <i>Replacing the fusing unit</i> on page C-36.)                                                                                                                                                                                                                                                                                                              |
| Replace OPC Belt                                             | It is time to replace the OPC belt cartridge.                                     | Replace the OPC belt cartridge. (See <i>Replace OPC belt cartridge message</i> on page C-33.)                                                                                                                                                                                                                                                                                              |
| Replace PF Kit2                                              | It is time to replace the PF kit2.                                                | Call your Brother dealer or Brother Customer Service to replace the PF kit2.                                                                                                                                                                                                                                                                                                               |
| Stacker Full                                                 | The output tray is full of paper.                                                 | Remove the paper from the output tray.                                                                                                                                                                                                                                                                                                                                                     |
| Toner Empty X<br><br>X = C, M, Y, K                          | The toner is used up and printing is not possible.                                | Replace the used toner cartridge with a new one. (See <i>Replacing a toner cartridge</i> on page C-29.)                                                                                                                                                                                                                                                                                    |
| Toner Error                                                  | The machine has detected an incompatible toner cartridge.                         | Use only Brother genuine toner cartridges.                                                                                                                                                                                                                                                                                                                                                 |
| Toner Low X<br><br>X = C, M, Y, K                            | The indicated colour toner is nearly empty.                                       | Order a new toner cartridge now.                                                                                                                                                                                                                                                                                                                                                           |
| Unable to Init.<br><br>Unable to Print<br><br>Unable to Scan | The machine has a mechanical problem.                                             | Turn off the machine's power switch and then on again. If the error message continues leave the machine for several minutes and then try it again. (The machine can be turned off for up to 60 hours without losing faxes stored in the memory. If the machine will be off longer than 60 hours, you can save the faxes in your PC. See <i>Transferring faxes to your PC</i> on page C-4.) |
| Waste Toner Full                                             | The waste toner pack is full.                                                     | Replace the waste toner pack. (See <i>Replacing the waste toner pack</i> on page C-32.)                                                                                                                                                                                                                                                                                                    |

## Checking if the machine has faxes in its memory

- 1 Press **Menu/Set**, **9, 0, 1**.
- 2 If the LCD shows `No Data`, there are no faxes left in the machine's memory.  
—OR—  
If the LCD shows `Enter Fax No.` there are faxes in the machine's memory.
  - You can transfer the faxes to another fax machine. (See *Forwarding faxes to another fax machine*.)
  - You can transfer the faxes from the machine's memory to your PC. (See *Transferring faxes to your PC*.)



### Note

You can transfer the Fax Journal report to another fax machine by pressing **Menu/Set**, **9, 0, 2** in Step 1.

## Forwarding faxes to another fax machine

If you have not set up your Station ID you cannot enter fax forward mode.

- 1 Enter the fax number to which the faxes will be forwarded.
- 2 Press **Mono Start** or **Colour Start**.

## Transferring faxes to your PC

You can transfer the faxes from your machine's memory to your PC.

- 1 Press **Stop/Exit**.
- 2 Make sure you have installed **MFL-Pro Suite** on your PC, and then turn on **PC Fax Receiving** on the PC. (For details about PC Fax Receive, see *Brother PC-FAX software* in the Software User's Guide on the CD-ROM.)
- 3 Make sure you have set `PC Fax Receive` on the machine. (See *PC Fax Receive (including when the PC is turned off)* on page 8-2.)  
During setup the LCD will ask if you want to transfer the faxes to your PC.
- 4 To transfer all faxes to your PC, press **1**.  
—OR—  
To exit and leave the faxes in the memory, press **2**.



### Note

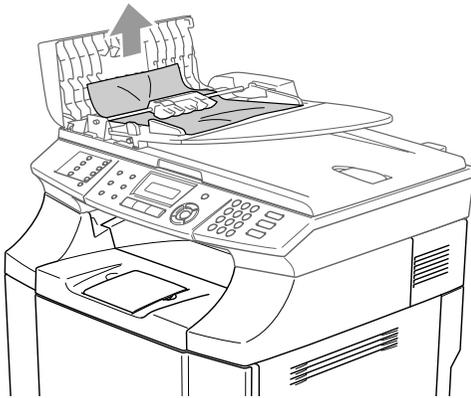
If there is an error on the machine's LCD, after the faxes have been transferred disconnect the machine from the power source for several minutes, and then reconnect it.

## Document jams

If the document is jammed, follow the steps below.

### Document is jammed in the top of the ADF unit

- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Pull the jammed document out to the left.



- 4 Close the ADF cover.  
Press **Stop/Exit**.

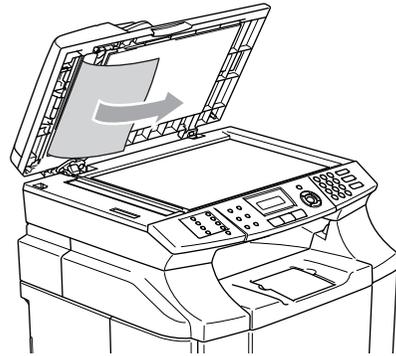


### Note

To avoid future document jams close the ADF cover properly by pushing it gently in the centre.

### Document is jammed inside the ADF unit

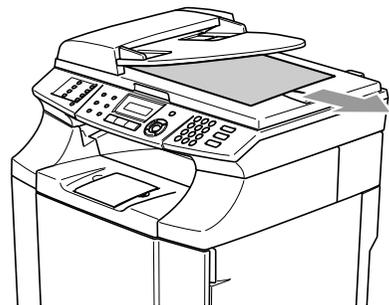
- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the right.



- 4 Close the document cover.
- 5 Press **Stop/Exit**.

### Document is jammed at the output tray

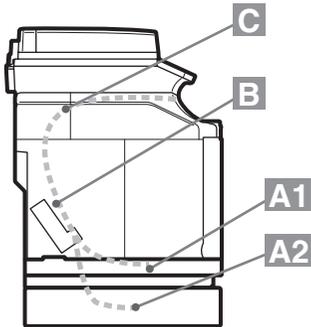
- 1 Pull the jammed document out to the right.



- 2 Press **Stop/Exit**.

## Paper jams

If paper jams inside the machine, the machine will stop. One of the following LCD messages will appear to tell you where to find the jammed paper.



Paper Jam A1

Paper jam in the standard paper tray (TRAY1)

Paper Jam A2

Paper jam in the optional lower tray (TRAY2)

Paper Jam B

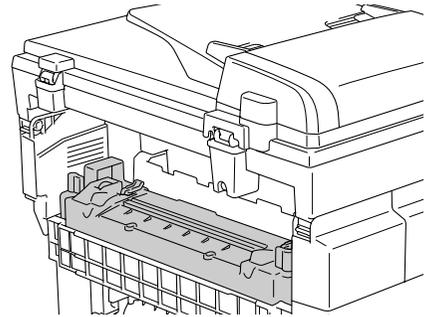
Paper jam at the entrance to the fusing roller.

Paper Jam C

Paper jam where the paper comes out of the machine.

### WARNING

The fusing unit and the parts around it are *hot!* Never touch the shaded areas shown below.



Paper may jam in the paper tray, inside the machine, at the back cover, or where the paper comes out of the machine. Check where the jam is and follow the instructions on the next few pages to remove the jammed paper.

If the error message still appears on the LCD after you remove the jammed paper, there may be more paper jammed somewhere else. Please check the machine thoroughly.

After you have followed the instructions, the machine will resume printing automatically.

After a paper jam has occurred, data usually stays in the machine's memory.

After removing the jammed paper, and the next printed page is stained with toner, print several test pages before restarting your print job.

**! CAUTION**

- Do not touch the toner surface of the jammed paper. It might stain your hands or clothes.
- Remove the jammed paper carefully to prevent spreading toner.
- Take care not to stain your hands and clothes. Wash toner stains immediately with cold water.
- Never touch the transfer roller.
- If the paper in the paper tray is creased at the edges, paper jams can occur. To prevent this, please turn the paper over.



**Note**

Do not use the following paper:

- Bent/curled paper
- Moist paper
- Paper that does not meet specifications

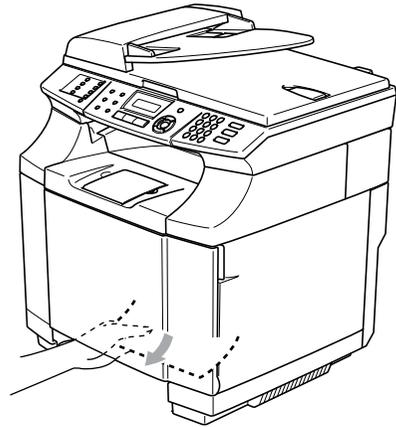
## Paper Jam A1 / Paper Jam A2 (paper jam in the paper tray)

Paper Jam A1

Paper Jam A2

If there is a paper jam in the paper tray, follow these steps:

- 1 Pull out the paper tray.
- 2 Take out the jammed paper.



- 3 Put the paper tray back in the machine.
- 4 Open the back cover. If there is any jammed paper where the paper comes out, remove it.
- 5 Close the back cover.

## Paper Jam B (paper jammed inside the machine)

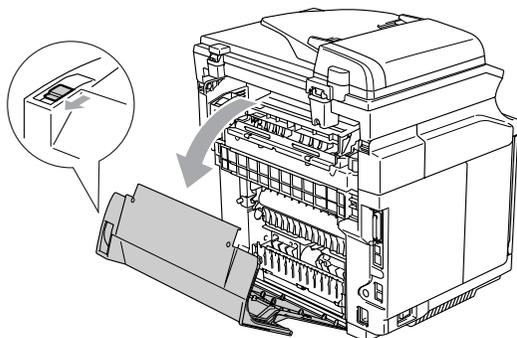
### Paper Jam B

If paper is jammed inside the machine, follow these steps.

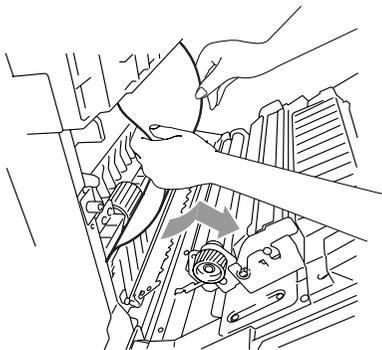
#### WARNING

 These paper jams are near the fusing roller, which is extremely hot during operation. Remove the paper carefully.

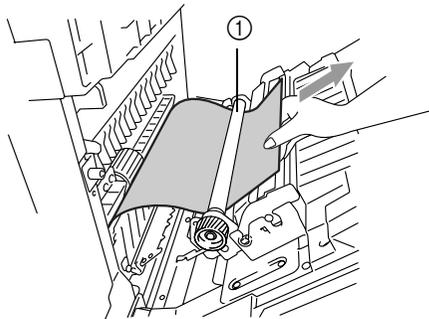
- 1 Open the back cover.



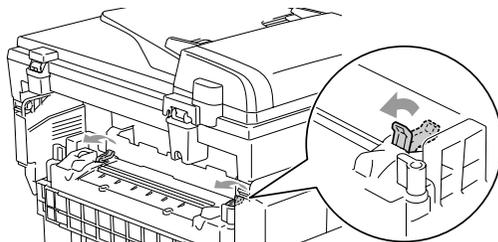
- 2 Remove the jammed paper by holding it with both hands and pulling it slowly toward you.



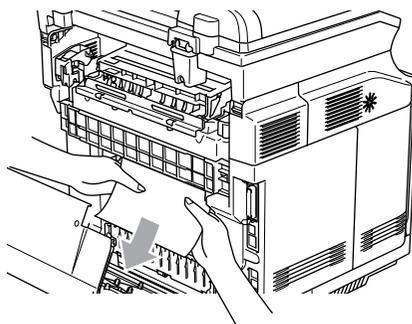
- 3 If the paper is caught in the registration roller (①), remove the jammed paper by holding it with both hands and pulling it slowly toward you.



- 4 If the paper is caught in the fusing roller, release the fusing unit pressure release levers on both sides.



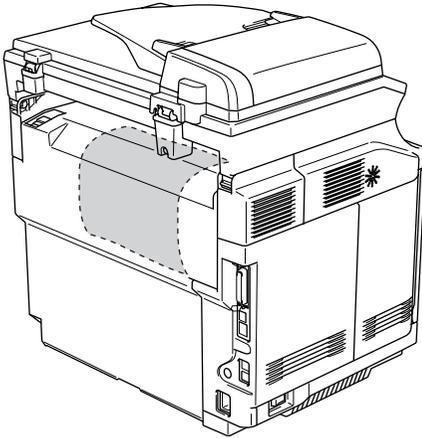
- 5 Remove the jammed paper at the back of the machine by holding it with both hands and pulling it slowly toward you.



- 6 Lock the fusing unit pressure release levers.
- 7 Close the back cover.

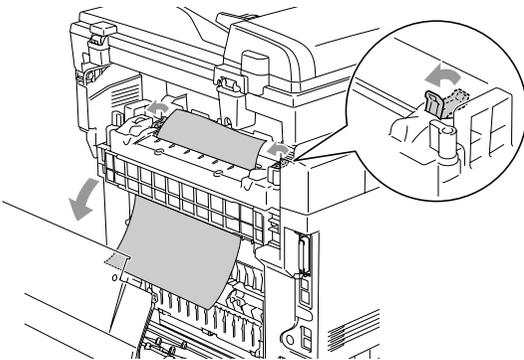
## Paper Jam C (paper jam where the paper comes out of the machine)

Paper Jam C

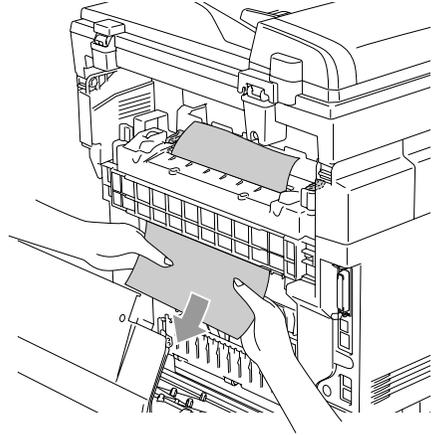


If paper has passed behind the back cover and there is a paper jam where the paper comes out, follow the steps below:

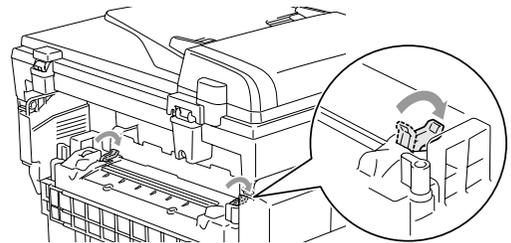
- 1 Open the back cover and release the fusing unit pressure release levers.



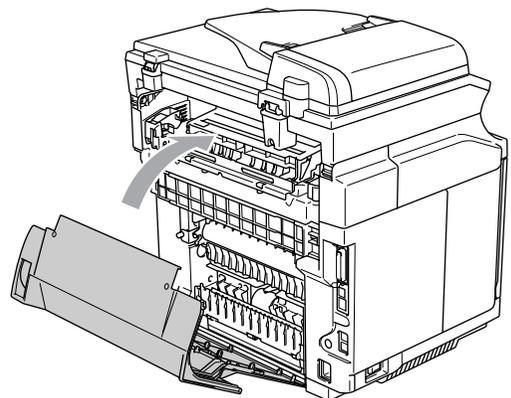
- 2 Remove the jammed paper by pulling it out slowly.



- 3 Reset the fusing unit pressure release levers.



- 4 Close the back cover.



## If you are having difficulty with your machine

If you think there is a problem with the way your faxes look, make a copy first. If the copy looks good, the problem is probably not your machine. Check the chart below and follow the troubleshooting tips.

The Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at <http://solutions.brother.com>.

| DIFFICULTY                                                                                                                                                                 | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Printing or Receiving Faxes</b>                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"> <li>• Condensed print</li> <li>• Horizontal streaks</li> <li>• Top and bottom sentences are cut off</li> <li>• Missing lines</li> </ul> | Usually this is caused by a poor telephone connection. If your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask other party to send the fax again.                                                                                                                                                                               |
| Poor print quality                                                                                                                                                         | See <i>Improving the print quality</i> on page C-15.                                                                                                                                                                                                                                                                                                                                       |
| Received faxes appear as split or blank pages.                                                                                                                             | If the received faxes are divided and printed on two pages or if you get an extra blank page, turn on the Auto Reduction menu setting. (See <i>Printing a reduced incoming fax (Auto Reduction)</i> on page 6-4.)                                                                                                                                                                          |
| Received colour fax prints only in black and white.                                                                                                                        | Replace the colour toner cartridges that are empty or nearly empty, and then ask the other person to send the colour fax again. (See <i>Replacing a toner cartridge</i> on page C-29.) When Fax Forwarding or Fax Storage is turned on a colour fax can only be received if the sending machine could convert it to monochrome. (See <i>Turning off Remote Fax Options</i> on page 8-3.)   |
| <b>Phone Line or Connections</b>                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                            |
| Dialling does not work.                                                                                                                                                    | Check for a dial tone. Change <b>Tone/Pulse</b> setting (not available in New Zealand). Check all line cord connections. Check power cord connection. If an external phone is connected to the machine, send a manual faxby lifting the handset of the external phone and dialling the number. Wait to hear fax receiving tones before pressing <b>Mono Start</b> or <b>Colour Start</b> . |
| The machine does not answer when called.                                                                                                                                   | Make sure the machine is in the correct receiving mode for your setup. (See <i>Receive Mode</i> on page 6-1.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If there is no ringing when you call your machine, ask your telephone company to check the line.                             |

| DIFFICULTY                                                                       | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Sending Faxes</b>                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Machine cannot send multiple pages from the scanner glass.                       | Make sure that Real Time Transmission is set to off. (See <i>Real Time Transmission</i> on page 5-6.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Poor fax send quality                                                            | Try changing your resolution to <i>Fine</i> or <i>S.Fine</i> . Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See <i>Cleaning the scanner glass</i> on page C-21.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Transmission Verification Report says 'RESULT:ERROR'.                            | There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get 'RESULT:ERROR' on the Transmission Verification Report, your machine may be out of memory. To gain extra memory, you can turn off Remote Fax Options (see <i>Turning off Remote Fax Options</i> on page 8-3), print fax messages in memory (see <i>Printing a fax from the memory</i> on page 6-6) or cancel a Delayed Fax or Polling Job (see <i>Cancelling a fax in progress</i> on page 5-2). If the problem continues, ask the telephone company to check your phone line.<br><br>If you frequently get transmission errors due to possible interference on the phone line, try changing the Compatibility setting to <i>Normal</i> or <i>Basic</i> . (See <i>Compatibility</i> on page C-19.) |
| Vertical black lines when sending.                                               | If the copy you made shows the same problem, your scanner is dirty. (See <i>Cleaning the scanner glass</i> on page C-21.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Handling Incoming Calls</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Machine 'Hears' Voice as CNG Tone.                                               | If Fax Detect is set to <i>On</i> , your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a calling fax machine and respond with fax receiving tones. Deactivate the machine by pressing <b>Stop/Exit</b> . Try avoiding this problem by turning Fax Detect to <i>Off</i> . (See <i>Fax Detect</i> on page 6-5.)                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Sending a Fax Call to the machine.                                               | If you answered on an external or extension phone, press your Fax Receive Code (default setting is (*51, *91 for New Zealand). When your machine answers, hang up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Custom features on a single line.                                                | If you have Call Waiting, Voice Mail, an answering machine, an alarm system EFTPOS, PC/FAX modem or other custom feature on a single phone line with your machine, it may create a problem sending or receiving faxes.<br><br><b>For Example:</b> If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate line with no custom features is recommended. |
| <b>Menu Setting Difficulties</b>                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| The machine beeps when you try to access the Setup Receive and Setup Send menus. | If the Fax  key is not illuminated, press it to turn on Fax mode. The Setup Receive setting ( <b>Menu/Set, 2, 1</b> ) and Setup Send setting ( <b>Menu/Set, 2, 2</b> ) are available only when the machine is in Fax mode.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Copy Quality Difficulties</b>                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Vertical streaks appear in copies.                                               | Sometimes you may see vertical streaks on your copies. The scanner glass may be dirty. (See <i>Cleaning the scanner glass</i> on page C-21.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



| DIFFICULTY                                                                                              | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Printer Difficulties</b>                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| The machine does not print.                                                                             | <p>Please make sure:</p> <ul style="list-style-type: none"> <li>• The machine is plugged in and the power switch is turned On.</li> </ul> <p>—OR—</p> <ul style="list-style-type: none"> <li>• The toner cartridge and the OPC belt cartridge are installed properly. (See <i>Replacing a toner cartridge</i> on page C-29 and <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)</li> </ul> <p>—OR—</p> <ul style="list-style-type: none"> <li>• The interface cable is securely connected between the machine and computer. (See the Quick Setup Guide).</li> </ul> <p>—OR—</p> <ul style="list-style-type: none"> <li>• The correct printer driver has been installed and selected.</li> </ul> <p>—OR—</p> <ul style="list-style-type: none"> <li>• Check to see if the LCD is showing an error message. (See <i>Error messages</i> on page C-1.)</li> </ul> <p>—OR—</p> <ul style="list-style-type: none"> <li>• The machine is online. Click <b>Start</b> and then <b>Printers and Faxes</b>. Right-click 'Brother MFC-9420CN'. Make sure that "Use Printer Offline" is unchecked.</li> </ul> |
| The machine prints unexpectedly or it prints garbage.                                                   | <ul style="list-style-type: none"> <li>• Turn off the machine's power switch and then turn it on again. If the error message continues leave the machine for several minutes and then try it again. (The machine can be turned off for up to 60 hours without losing faxes stored in the memory.)</li> </ul> <p>—OR—</p> <ul style="list-style-type: none"> <li>• Check the settings in your application software to make sure it is set up to work with your machine.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| The machine prints first couple of pages correctly, then some pages have text missing.                  | Your computer is not recognizing the machine's input buffer full signal. Please make sure you connect the interface cable to the machine correctly. (See the Quick Setup Guide.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| The machine cannot print full pages of a document.<br><i>Out of Memory</i> message occurs.              | <p>Reduce the printing resolution. (See <i>Advanced tab</i> in the Software User's Guide on the CD-ROM.)</p> <p>Reduce the complexity of your document and try again. Reduce the graphic quality or the number of font sizes within your application software.</p> <p>—OR—</p> <p>Add more memory. See <i>Installing additional memory</i> on page D-4.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| My headers or footers appear when I view my document on the screen but do not appear when I print them. | There is an unprintable area on the top and bottom. Adjust the top and bottom margins in your document to allow for this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Scanning Difficulties</b>                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| TWAIN errors appear while scanning.                                                                     | Make sure the Brother TWAIN driver is selected as the primary source. In PaperPort®, click Scan in the File menu and select the Brother TWAIN driver.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

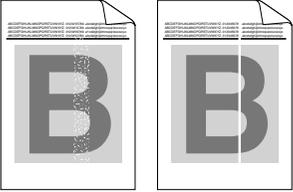
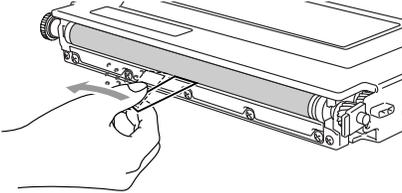
| DIFFICULTY                                                                                       | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Software Difficulties</b>                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Cannot install software or print.                                                                | Run the <b>Repair MFL-Pro Suite</b> program on the CD-ROM. This program will repair and reinstall the software.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Cannot perform '2 in 1' or '4 in 1' printing.                                                    | Check that the paper size setting in the application and in the printer driver are the same.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Machine does not print from Adobe Illustrator.                                                   | Try to reduce the print resolution. (See <i>Advanced tab</i> in the Software User's Guide on the CD-ROM.)<br>—OR—<br>Add more memory. See <i>Installing additional memory</i> on page D-4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| When using ATM fonts, some characters are missing or some characters are printed in their place. | If you are using Windows® 98/98SE/Me, select 'Printer Settings' from the 'Start' menu. Select the properties of the 'Brother MFC-9420CN'. Click 'Spool Setting' on the 'Details' tab. Select 'RAW' from 'Spool Data Format.'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 'Unable to write to LPT1' or 'LPT1 already in use' Error Message appears.                        | <ol style="list-style-type: none"> <li>1. Make sure the machine is on (plugged into the electrical socket and the power switch turned on) and that it is connected directly to the computer using the IEEE-1284 bi-directional parallel cable. The cable must not go through another peripheral device (such as a Zip Drive, External CD-ROM Drive, or Switch box).</li> <li>2. Make sure the machine is not displaying an error message on the LCD Display.</li> <li>3. Make sure no other device drivers, which also communicate through the parallel port, are running automatically when you boot up the computer (such as, drivers for Zip Drives, External CD-ROM Drive, etc.) Suggested areas to check: (<i>Load=, Run=command lines in the win.ini file or the Setup Group</i>)</li> <li>4. Check with your computer manufacturer to confirm that the computer's parallel port settings in the BIOS are set to support a bi-directional machine; i.e. (Parallel Port Mode – ECP)</li> </ol> |
| 'MFC is Busy' Error Message appears.                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Paper Handling Difficulties</b>                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| The machine does not load paper.<br>The LCD shows<br>No Paper Fed #1 or<br>Paper Jam.            | If there is no paper, load a new stack of paper into the paper tray. If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray. Reduce the amount of paper in the paper tray, and then try again.<br><br>If the LCD shows <i>Paper Jam</i> and you still have a problem, see <i>Paper jams</i> on page C-6.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| How can I load envelopes?                                                                        | Your application software must be set up to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your software. You should refer to the manual provided with your software application.<br><br>You can load envelopes into the standard paper tray only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| What paper can I use?                                                                            | You can use plain paper, recycled paper, envelopes, transparencies and labels that are made for laser machines. (For information on paper you can use, see <i>Acceptable paper and other media</i> on page 2-1.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| How can I clear paper jams?                                                                      | See <i>Paper jams</i> on page C-6.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

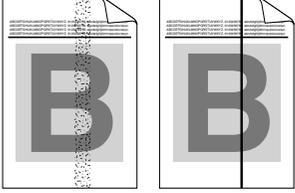
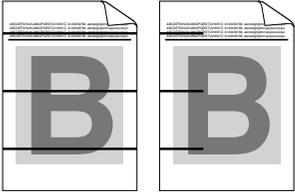
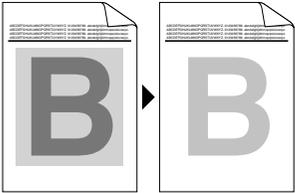


| DIFFICULTY                                  | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Print Quality Difficulties</b>           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Printed pages are curled.                   | Low quality thin or thick paper can cause this problem. Make sure you select the Paper Type that suits the media type you use. (See <i>Acceptable paper and other media</i> on page 2-1.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Printed pages are smeared.                  | The Paper Type setting may be incorrect for the type of print media you are using— <b>OR</b> —The print media may be too thick or have a rough surface. (See <i>Acceptable paper and other media</i> on page 2-1 and <i>Basic tab</i> in the Software User's Guide on the CD-ROM.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Printouts are too light.                    | If this problem occurs when making copies or printing received faxes, turn off Toner Save mode in the machine's menu settings. (See <i>Toner Save</i> on page 3-5.) Set Toner Save mode to off in the Advanced tab in the printer driver. (See <i>Advanced tab</i> in the Software User's Guide on the CD-ROM.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Network Difficulties</b>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| I cannot print over the Network             | See <i>Printing Problems</i> in the Network User's Guide on the CD-ROM.<br>— <b>OR</b> —<br><ol style="list-style-type: none"> <li>1. Make sure that your machine is powered on and is online and in Ready mode.</li> <li>2. Print a Network Configuration list and check the current Network settings printed in this list. (See <i>Printing reports</i> on page 9-1.)</li> <li>3. Reconnect the LAN cable to the hub to verify that the cabling and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable.</li> <li>4. Contact your Network Administrator to check if the settings are correct.</li> </ol>                                                                                                                                                                                      |
| The network scanning feature does not work. | (For Windows® users only) Firewall setting on your PC may be rejecting the necessary network connection. Follow the instructions below to disable the Firewall. If you are using a personal Firewall software, please refer to the User's Guide for your software or contact the software manufacturer.<br><Windows® XP SP2 users.><br><ol style="list-style-type: none"> <li>1. Click the 'Start' button, 'Settings', 'Control Panel' and then 'Windows Firewall'. Make sure that Windows Firewall on the 'Basic' tab is set to On.</li> <li>2. Click the 'Exceptions' tab and 'Add port' button.</li> <li>3. Enter any name, port number (54295 for network scanning), select 'UDP' and click OK.</li> <li>4. Make sure if the new setting is added and is checked, and then click OK.</li> </ol> For Windows® XP SP1 users, please go to the Brother Solutions Center. |
| Your computer cannot find your machine.     | <For Windows® user><br>Firewall setting on your PC may be rejecting the necessary network connection. For detail, see the instruction above.<br><For Macintosh® users><br>Re-select your machine in the DeviceSelector application located in Macintosh HD/Library/Printers/Brother/Utilities or from the mode I of ControlCenter2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

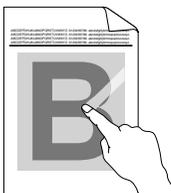
## Improving the print quality

If you are having problems with print quality, please do a test print first (**Menu/Set, 4, 2, 3**). If the problem appears on the printout, then match it to one of the examples below and follow the recommendation. If the problem does not appear on the test print, please check driver settings and the interface cables as the problem may not lie with the machine.

| Examples of poor print quality                                                                                                           | Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>White lines or bands or ribbing across the page</p>  | <ul style="list-style-type: none"> <li>■ Check that the machine is on a solid level surface.</li> <li>■ Check that the back cover is closed properly.</li> <li>■ Check that the toner cartridges are installed properly.</li> <li>■ Shake the toner cartridges gently.</li> <li>■ Check that the transfer roller is installed properly.</li> <li>■ Replace the transfer roller. (See <i>Replacing the transfer roller</i> on page C-39.)</li> </ul>                                                                                                                                                                                                                                                                                |
| <p>Colours are light or unclear on the whole page</p>  | <ul style="list-style-type: none"> <li>■ Check that the recommended paper was used. (See <i>Recommended paper</i> on page 2-1.)</li> <li>■ Change the paper to freshly unpacked paper, and then check that the problem is solved.</li> <li>■ Check that the back cover is closed properly.</li> <li>■ Shake the toner cartridges gently.</li> <li>■ Clean the laser glass. (See <i>Cleaning the laser glass</i> on page C-24.)</li> <li>■ Turn off Toner Save. (See <i>Toner Save</i> on page 3-5.)</li> </ul>                                                                                                                                                                                                                     |
| <p>White streaks or bands down the page</p>           | <p>Clean the laser glass. (See <i>Cleaning the laser glass</i> on page C-24.)</p> <p>Identify the missing colour and replace that toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)</p> <p>The toner has probably reached the end of its life. However, when you see a white vertical line on the toner roller, try the following procedure.</p> <ul style="list-style-type: none"> <li>■ Cut a sheet approx. 50 mm x 50 mm out of a transparency film.</li> <li>■ Insert the film about 10mm into the gap between the toner roller and the blade.</li> <li>■ Slide the film and pull it out as shown below.</li> </ul>  |

| Examples of poor print quality                                                                                                          | Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Coloured streaks or bands down the page</p>         | <ul style="list-style-type: none"> <li>■ Identify the colour and replace that toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)</li> <li>■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)</li> </ul>                                                                                                                                                                                            |
| <p>Coloured lines across the page</p>                  | <ul style="list-style-type: none"> <li>■ Clean the registration roller, the paper pick-up roller, the transfer roller guide and the exit roller. (See <i>Cleaning to prevent paper jams</i> on page C-22.)</li> <li>■ If the problem continues, identify the colour and replace that toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)</li> </ul>                                                                                                     |
| <p>White spots or hollow print</p>                    | <ul style="list-style-type: none"> <li>■ Change the paper to freshly unpacked paper.</li> <li>■ Check that the recommended paper was used. (See <i>Recommended paper</i> on page 2-1.)</li> <li>■ Check that the room temperature is higher than 10 °C (50 °F)</li> </ul>                                                                                                                                                                                                   |
| <p>Completely blank or some colours are missing</p>  | <ul style="list-style-type: none"> <li>■ Check that the back cover is closed properly.</li> <li>■ Check that the front cover is closed properly.</li> <li>■ Identify the missing colour and check that the toner cartridge is installed properly.</li> <li>■ Replace the toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)</li> <li>■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)</li> </ul> |
| <p>Coloured spots or Toner stain</p>                 | <ul style="list-style-type: none"> <li>■ Identify the colour causing the problem and replace the toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)</li> </ul>                                                                                                                                                                                                                                                                                         |

| Examples of poor print quality                                                                                                                 | Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Toner scatter or toner stain</p>                           | <ul style="list-style-type: none"> <li>■ Identify the colour causing the problem and replace that toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)</li> <li>■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)</li> </ul>                                                                                                                                                                                                                                                                                                                   |
| <p>The colour of your printouts is not what you expected</p>                                                                                   | <ul style="list-style-type: none"> <li>■ Check that the toner cartridges are installed properly.</li> <li>■ Check that the toner cartridges are not empty. (See <i>Toner empty message</i> on page C-29.)</li> <li>■ Perform the calibration. (<b>Menu/Set, 4, 4</b>)</li> <li>■ Adjust the colour by using the custom setting in the driver. Colours the machine can print and colours you see on a monitor are different. The machine may not be able to reproduce the colours on your monitor.</li> <li>■ Check to make sure the recommended paper was used. (See <i>Recommended paper</i> on page 2-1.)</li> </ul> |
| <p>All one colour</p>                                                                                                                          | <p>Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p>Shade on the transparency</p>                             | <ul style="list-style-type: none"> <li>■ Change to the recommended type of transparency, and then check that the problem is solved.</li> <li>■ Check that the media type mode is selected properly.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p>Incorrect coloured edges</p>                             | <ul style="list-style-type: none"> <li>■ Check that the OPC belt cartridge is installed properly.</li> <li>■ Check that the transfer belt cleaner is installed properly.</li> <li>■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)</li> <li>■ Replace the transfer belt cleaner. (See <i>Replacing the transfer belt cleaner</i> on page C-38.)</li> </ul>                                                                                                                                                                                                       |
| <p>Uneven density appears periodically across the page</p>  | <ul style="list-style-type: none"> <li>■ Check that the toner cartridges are installed properly.</li> <li>■ Check that the OPC belt cartridge is installed properly.</li> <li>■ Check that the transfer belt cleaner is installed properly.</li> <li>■ Check that the back cover is closed properly.</li> <li>■ Check that the fusing unit is installed properly.</li> <li>■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)</li> </ul>                                                                                                                           |

| Examples of poor print quality                                                                          | Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Missing image at edge                                                                                   | <ul style="list-style-type: none"> <li>■ Check that the toner cartridges are installed properly.</li> <li>■ Check that the OPC belt cartridge is installed properly.</li> <li>■ Identify the colour causing the problem and replace the toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)</li> <li>■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)</li> </ul>                        |
| Wrinkle<br>            | <ul style="list-style-type: none"> <li>■ Change to a recommended type of paper, and then check that the problem is solved. (See <i>Recommended paper</i> on page 2-1.)</li> <li>■ Check that the back cover is closed properly.</li> <li>■ Check that the transfer roller is installed properly.</li> <li>■ Check that the fusing unit is installed properly.</li> <li>■ Replace the fusing unit. (See <i>Replacing the fusing unit</i> on page C-36.)</li> </ul> |
| Mixed colour image<br> | <ul style="list-style-type: none"> <li>■ Check that the front cover is closed properly.</li> <li>■ Check that the toner cartridges are installed properly.</li> <li>■ Check that the transfer roller is installed properly.</li> <li>■ Replace the toner cartridges. (See <i>Replacing a toner cartridge</i> on page C-29.)</li> </ul>                                                                                                                            |
| Insufficient gloss                                                                                      | Check that the recommended paper is being used. (See <i>Recommended paper</i> on page 2-1.)                                                                                                                                                                                                                                                                                                                                                                       |
| Offset image<br>     | Check that the recommended paper is being used. (See <i>Recommended paper</i> on page 2-1.)                                                                                                                                                                                                                                                                                                                                                                       |
| Poor fixing<br>      | <ul style="list-style-type: none"> <li>■ Check that the recommended paper is used. (See <i>Recommended paper</i> on page 2-1.)</li> <li>■ Check that the media type mode is selected properly.</li> <li>■ Check that the release lever of the fusing unit is set properly.</li> <li>■ Replace the fusing unit. (See <i>Replacing the fusing unit</i> on page C-36.)</li> </ul>                                                                                    |
| Poor fixing when printed on thick paper                                                                 | Set the machine to thick paper mode through the control panel or the printer driver. (See the Software User's Guide on the CD-ROM.)                                                                                                                                                                                                                                                                                                                               |

## Setting Dial Tone detection

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to `Detection` you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the default `No Detection` setting.

- 1 Press **Menu/Set**, **0**, **5**.

```
Initial Setup
5.Dial Tone
```

- 2 Press **▲** or **▼** to select `Detection` or `No Detection`.

Press **Menu/Set**.

- 3 Press **Stop/Exit**.

## Compatibility

If you are having difficulty sending or receiving a fax due to possible interference on the phone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

- 1 Press **Menu/Set**, **2**, **0**, **1**.

```
Miscellaneous
1.Compatibility
```

- 2 Press **▲** or **▼** to select `Basic` or `Normal` or `High`.

Press **Menu/Set**.

- 3 Press **Stop/Exit**.



### Note

- `Basic` reduces the modem speed to 9600 bps. Unless interference is a recurring problem on your phone line, you may prefer to use it only when needed.
- `Normal` sets the modem speed at 14400 bps.
- `High` sets the modem speed at 33600 bps
- When you change the Compatibility to `Basic`, the ECM feature is not available.

## Routine maintenance

### ! CAUTION

If toner scatters and your hands or clothes get dirty, immediately wipe or wash it off with cold water.

We recommend cleaning the following parts of the machine every 20,000 printed pages or every 12 months:

- Paper guides of the paper tray
- Registration roller
- Paper pick-up roller
- Transfer roller unit
- Transfer roller guide
- Exit roller
- Laser unit
- Laser glass

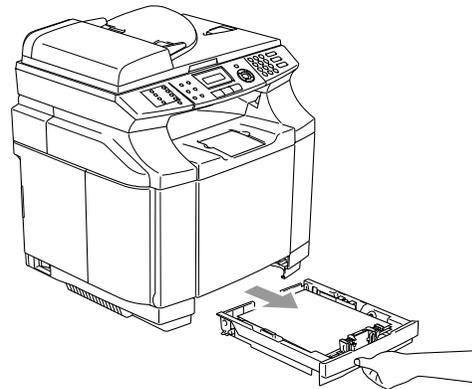
## Cleaning the outside of the machine

### ! CAUTION

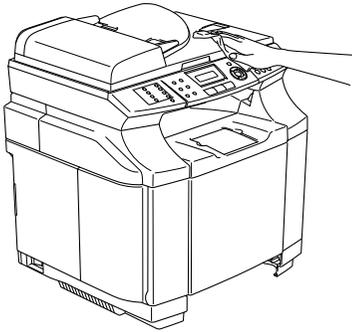
- Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the outside surface of the machine.
- Do not use cleaning materials that contain ammonia.
- Do not use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

### Clean the outside of the machine as follows:

- 1 Pull the paper tray completely out of the machine.

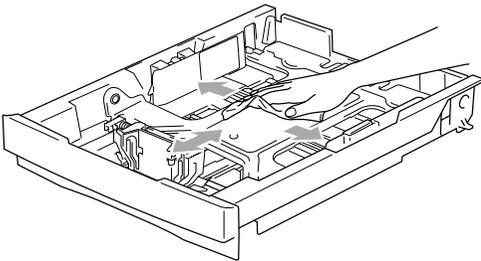


- 2 Wipe the outside of the machine with a soft cloth to remove dust.



- 3 Remove any paper that is stuck inside the paper tray.

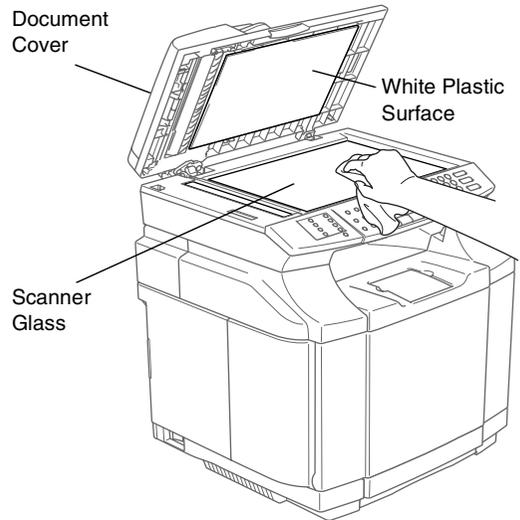
- 4 Wipe the inside and the outside of the paper tray with a soft cloth to remove dust.



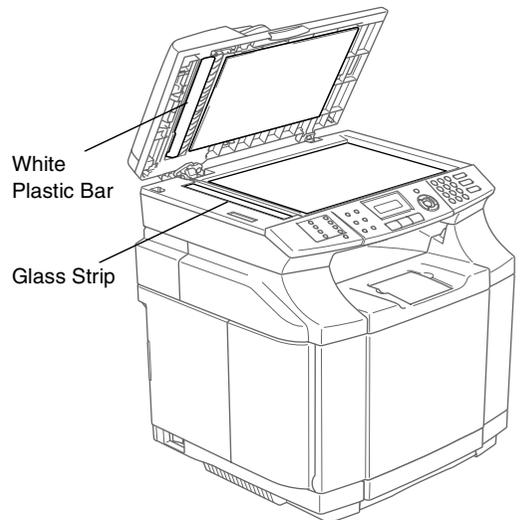
- 5 Re-load the paper and put the paper tray firmly back in the machine.

## Cleaning the scanner glass

Turn off the machine's power switch and lift the document cover. Clean the scanner glass and white plastic surface underneath the document cover with isopropyl alcohol on a soft lint-free cloth.



In the ADF unit, clean the white plastic bar and the scanner glass strip under it with isopropyl alcohol on a lint-free cloth.

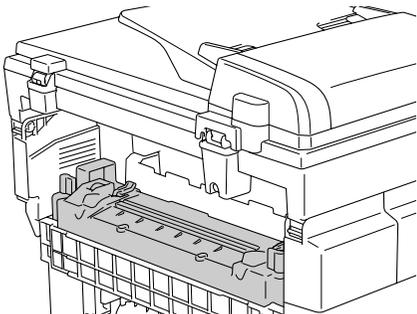


## Cleaning to prevent paper jams

When you clean the inside of the machine, pay attention to the following:

### WARNING

- The fusing unit and the parts around it are *hot!* Never touch the shaded areas shown below.

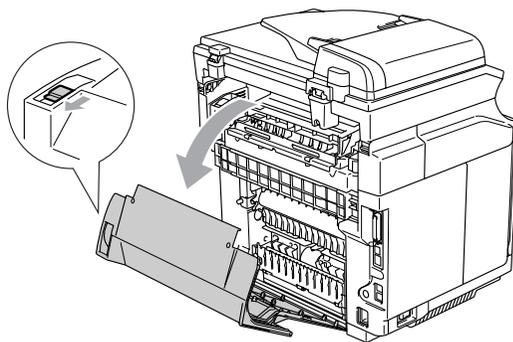


- Be careful not to inhale the toner.

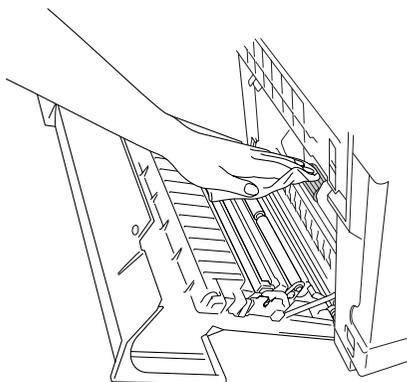
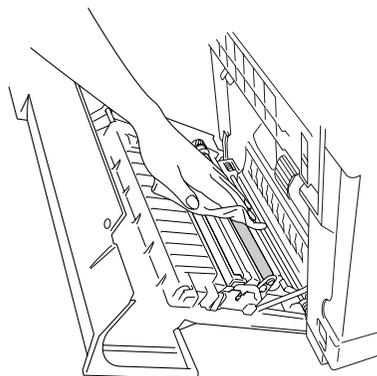
### CAUTION

- When you clean parts inside the machine, use a clean, dry soft, lint-free cloth. Do not use Isopropyl alcohol.
- If your clothes are smeared with toner, wipe off the toner with a dry cloth. Immediately wash your clothes in cold water to avoid stains.
- Never touch or clean the transfer roller because print quality may be adversely affected.

- 1 Turn off the machine's power switch. Unplug the telephone line cord first, and then unplug the power cord from the electrical socket. Open the back cover of the machine.



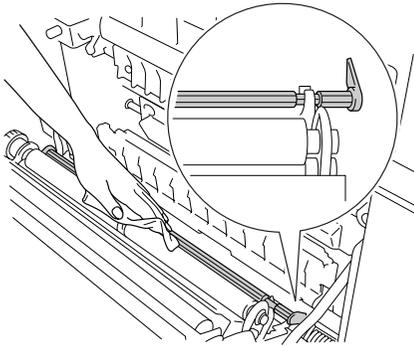
- 2 Clean the registration roller and the paper pick-up roller with a dry soft, lint-free cloth to prevent paper jams.



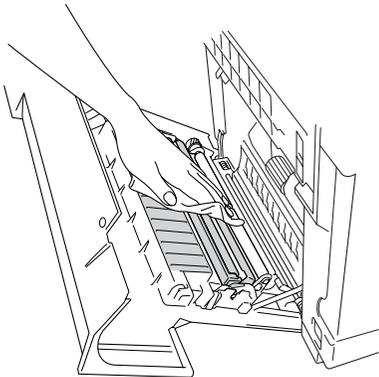


**WARNING**

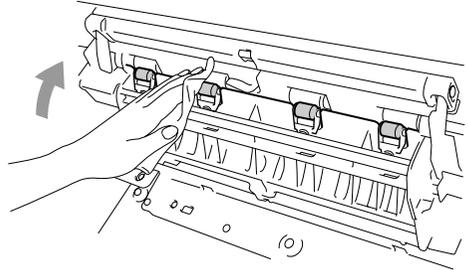
- Be careful you do not break the actuator while cleaning the registration roller and paper pick-up roller.
- Make sure you do not put too much pressure on the registration roller and paper pick-up roller. This could damage them and cause poor print quality.



- 3 Clean the transfer roller unit and the transfer roller guide with a dry soft, lint-free cloth to prevent paper jams.



- 4 Clean the exit roller. This will help to prevent paper jams at the paper exit and dirt from appearing on your printouts.

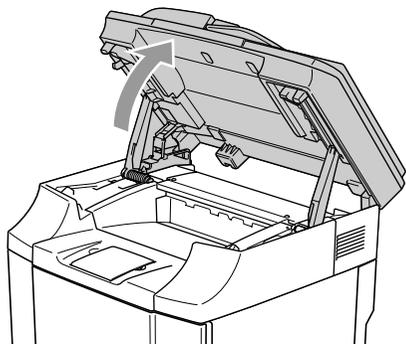


- 5 Close the back cover.
- 6 Plug the machine's power cord back into the electrical socket first, and then plug in the telephone line cord. Turn on the machine's power switch.

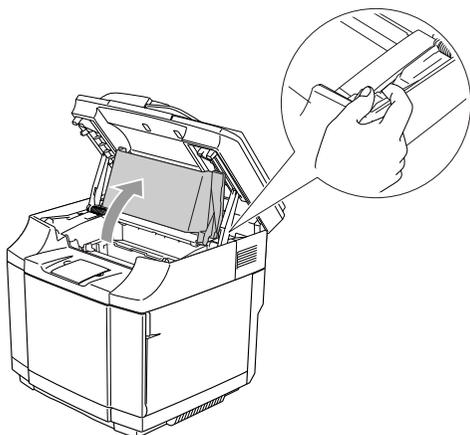
## Cleaning the laser glass

- 1 Turn off the machine's power switch. Unplug the telephone line cord first, and then unplug the power cord from the electrical socket.

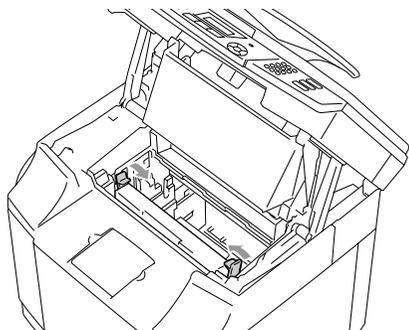
- 2 Open the scanner unit.



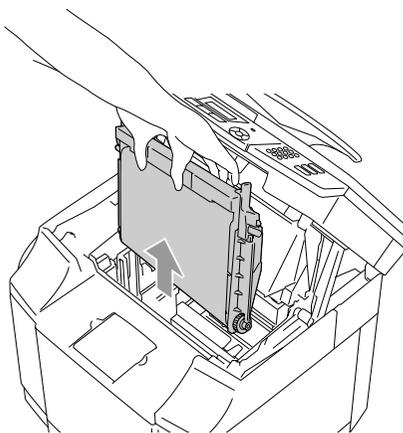
- 3 Open the inside cover so that it latches under the scanner unit.



- 4 To release the lock, push the green belt cartridge lock levers that are on both sides inwards.



- 5 Remove the OPC belt cartridge from the machine.

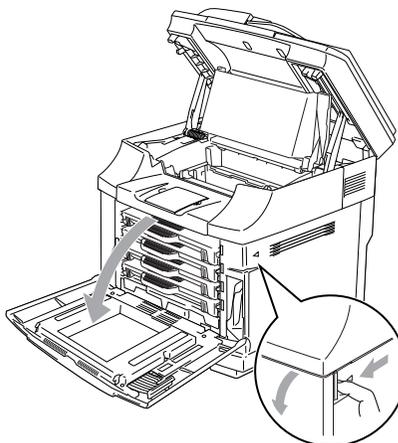


- 6 Place the OPC belt cartridge on a flat surface and cover the shiny green OPC belt with a piece of paper to prevent exposing it to light.

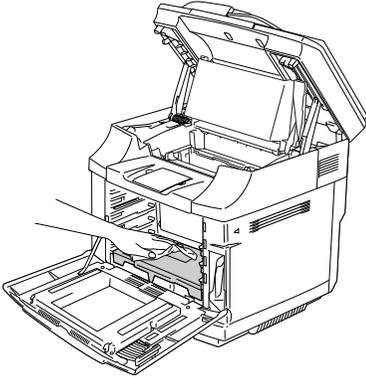
### ! CAUTION

- Do not touch the OPC belt surface with your hands.
- Do not expose the OPC belt cartridge to bright room light or sunlight for more than two minutes to avoid damaging the belt.

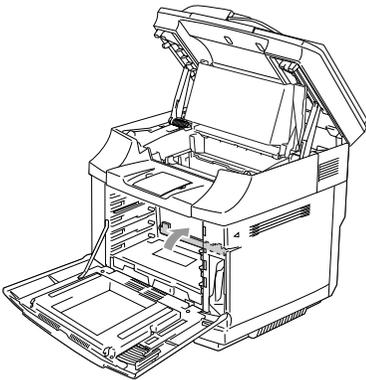
- 7 Open the front cover of the machine.



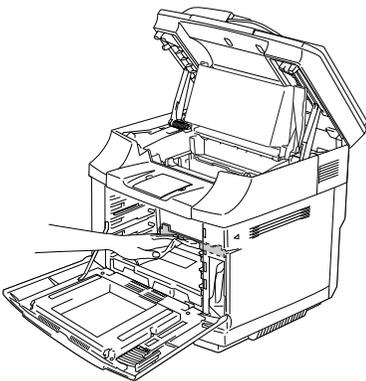
- 8 Take all the toner cartridges out of the machine.
- 9 Clean the surface of the laser unit with a dry soft, lint-free cloth.



- 10 Open the laser glass cover.



- 11 Clean the surface of the laser glass with a dry soft, lint-free cloth.



**! WARNING**

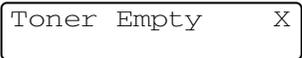
Do not use volatile liquids such as thinner or benzene for cleaning the laser glass. This might cause poor print quality.

- 12 Close the laser glass cover.
- 13 Put all the toner cartridges and the OPC belt cartridge back in the machine. Do not try to push or lock the new toner cartridge in. It must rest loosely in the guide rails.
- 14 Close the front cover and the inside cover, and then close the scanner unit.
- 15 Plug the machine's power cord back into the electrical socket first, and then plug in the telephone line cord. Turn on the machine's power switch.

## Replacing the consumable items

You will need to replace the following consumable items regularly. When the time comes to replace consumable items, the following messages will appear on the LCD.

The machine will stop printing when the following maintenance messages appear on the LCD.

| LCD messages                                                                      | Consumable item to replace                                                                                                        | Approximate life <sup>1</sup>                                                             | How to replace                                         | Order No.                             |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------|---------------------------------------|
|  | Toner cartridge<br><br><b>X = C, M, Y, K</b><br><b>C</b> = Cyan,<br><b>M</b> = Magenta,<br><b>Y</b> = Yellow,<br><b>K</b> = Black | 10,000 pages (Black) <sup>2</sup><br><br>6,600 pages (Cyan, Magenta, Yellow) <sup>2</sup> | See <i>Toner empty message</i> on page C-29.           | TN-04BK<br>TN-04C<br>TN-04M<br>TN-04Y |
|  | Waste toner pack                                                                                                                  | 12,000 images                                                                             | See <i>Waste toner pack full message</i> on page C-31. | WT-4CL                                |

The following are maintenance messages that appear on the LCD in the Ready mode. These messages provide advanced warnings to replace the consumable items before they run out. To avoid any inconvenience, you may wish to buy spare consumable items before the machine stops printing.

| LCD message                                                                         | Consumable part to replace                                                                                                        | Approximate life <sup>1</sup>                                                             | How to replace                                      | Order No.                             |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------------|
|  | Toner cartridge<br><br><b>X = C, M, Y, K</b><br><b>C</b> = Cyan,<br><b>M</b> = Magenta,<br><b>Y</b> = Yellow,<br><b>K</b> = Black | 10,000 pages (Black) <sup>2</sup><br><br>6,600 pages (Cyan, Magenta, Yellow) <sup>2</sup> | See <i>Toner nearly empty message</i> on page C-28. | TN-04BK<br>TN-04C<br>TN-04M<br>TN-04Y |



### Note

The toner cartridges that come supplied with this machine are starter toners.

Starter toners, are toner cartridges with approx. half the page yield of the standard toner cartridge, approx. 5,000 pages (Black) and approx. 3,000 pages (Cyan, Magenta and Yellow) at approximately 5% print coverage (A4 or Letter size).

The following are maintenance messages that appear alternatively with the normal message on the upper row of the LCD when the machine is in the Ready mode. These messages advise you that you will need to replace each of the consumable items as soon as possible, since the consumable item's end of life has been reached. The machine will continue printing when any of these messages appear on the LCD.

| LCD messages                | Consumable part to replace                                                                         | Approximate life <sup>1</sup>           | How to replace                                                                   | Order No. |
|-----------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------|-----------|
| Near Waste Toner            | Waste toner pack                                                                                   | 12,000 Images                           | See C-31.                                                                        | WT-4CL    |
| Replace OPC Belt            | OPC belt cartridge                                                                                 | 60,000 images<br>(Continuously printed) | See C-33.                                                                        | OP-4CL    |
| Replace Fuser               | Fusing unit                                                                                        | 60,000 pages <sup>2</sup>               | See C-35.                                                                        | FP-4CL    |
| Replace 120K Kit            | Transfer belt cleaner<br>Transfer roller<br>Paper pick-up roller<br>Separator pad<br>Transfer belt | 120,000 pages <sup>2</sup>              | Call your Brother dealer or Brother Customer Service to replace the 120K kit.    |           |
| Replace PF Kit <sup>2</sup> | Paper feeding kit 2.<br>(Paper pick-up roller<br>Separator pad)                                    |                                         | Call your dealer or Brother Customer Service to replace the paper feeding kit 2. |           |

<sup>1</sup> Definition of pages: actual output page number.

Definition of images:

If the image on a page contains only one colour of either Cyan, Magenta, Yellow or Black =>1 image, two colours => 2 images, three colours => 3 images, four colours => 4 images.

A full colour page contains 4 images.

- 1) If you use the machine to print full colour pages only, the OPC belt then has 1 life of up to 15,000 pages (continuous prints @5% coverage)
- 2) If you use the machine to print only one colour (of either C, M, Y or BK), the OPC belt then has a life of up to 60,000 pages (continuous prints @5% coverage)
- 3) If you use the machine to print a combination of full colour and single colour page, the life of the OPC belt will vary depending on your print selection.

<sup>2</sup> At 5% coverage print (A4 or Letter size).



 **Note**

- Discard the used consumable item according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. Be sure to re-seal the consumable item tightly so that the material inside does not spill.
- We recommend placing used consumable items on a piece of paper or cloth to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life for each of the items listed is based on an average of 5% coverage of the printable area using any colour toner cartridge. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

## Toner cartridges

A new toner cartridge contains enough toner to print approx. 10,000 pages for Black and approx. 6,600 pages for Cyan, Magenta and Yellow A4 or Letter-size single-sided pages at about 5% coverage.

 **Note**

- The amount of toner used varies depending on how much print is on the page and the print density setting.
- If you change the print density setting for lighter or darker printing, the amount of toner that is used will change.

## Toner nearly empty message

Check printed pages, page counter, and display messages regularly. If you see the message below, the machine has nearly run out of the indicated toner or the indicated toner is not evenly distributed inside the cartridge.

Toner Low X

X = C, M, Y, K

C stands for Cyan, M stands for Magenta and Y stands for Yellow, K stands for Black.

Although you can print approx. 300 (Black) and approx. 500 (Cyan, Magenta and Yellow) additional pages (at 5% coverage) after the `Toner Low` message first appears, replace the toner cartridge with a new one before it becomes completely empty.

## Toner empty message

When the following message appears on the LCD and the machine stops printing, you need to replace the toner cartridge.

Toner Empty X

## Replacing a toner cartridge

The toner cartridge can print approx. 10,000 pages for Black, 6,600 pages for Cyan, Magenta and Yellow. When the toner cartridge is running low, the LCD show the below message. X shows the toner colour that is nearly empty. (**C** = Cyan, **M** = Magenta, **Y** = Yellow, **K** = Black) When the toner becomes empty, this message will change to Toner Empty X.

Toner Low X

Actual page count will vary depending on your average type of document (i.e., standard letter, detailed graphics).



### WARNING

Do not put the toner cartridge into a fire. It could explode.



### CAUTION

- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with genuine Brother branded toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than genuine Brother branded cartridges with this machine. If damage is caused to any part of this machine as a result of using other manufacturer's products with this machine, any repairs required as a result may not be covered by the warranty.
- Wait to unpack the toner cartridge until immediately before you install it in the machine. If a toner cartridge is left unpacked for a long period of time, the toner life is shortened.

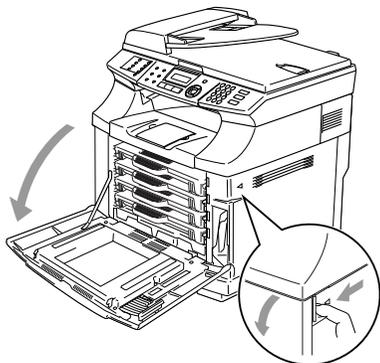


### Note

We recommend that you clean the machine when you replace a toner cartridge.

## How to replace a toner cartridge

- 1 Open the front cover of the machine.



- 2 Pull out the used toner cartridge.
- 3 Take the new toner cartridge out of the box.

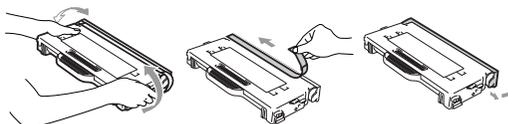
### CAUTION

Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

### Note

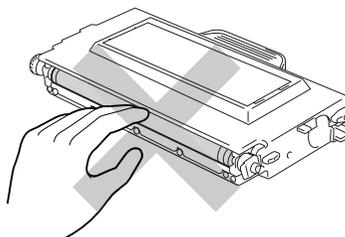
- Discard the used toner cartridge according to local regulations, keeping it separate from domestic waste.
- Be sure to seal the toner cartridge tightly so toner powder does not spill out of the cartridge. If you have questions, call your local waste disposal office.

- 4 Hold the cartridge level with both hands and gently rock it from side to side three to four times to spread the toner evenly inside the cartridge. Remove the tape labeled REMOVE and the orange protective cover from the new toner cartridge.

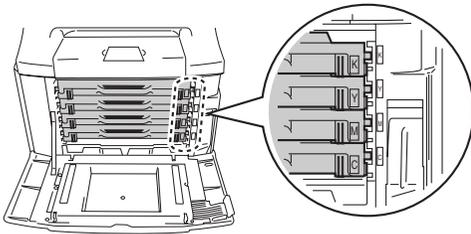
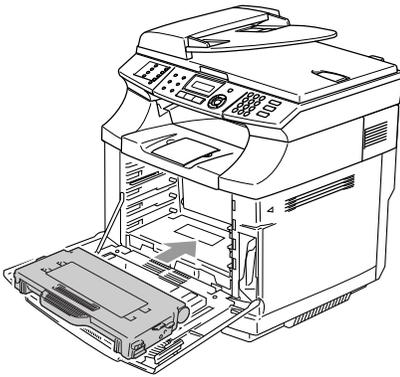


### Note

- Wait to unpack the toner cartridge until immediately before you put it in the machine. If toner cartridges are left unpacked for a long time, the toner life will be shortened.
- Put the toner cartridge into the machine immediately after you have removed the protective cover. To prevent degradation to the print quality, do not touch the shaded parts shown.



- 5 Put in the new toner cartridge by positioning it in the guide. Slide it gently into the machine. Do not try to push or lock the new toner cartridge in; it must rest loosely in the guide rails and will automatically be positioned properly when the front cover is closed. Note that each colour cartridge is individually keyed to prevent improper installation. Match each cartridge colour label to the same colour label on the machine.



- 6 Close the front cover.

**! CAUTION**

Do not stand a toner cartridge on its end or turn it upside down.

## Waste toner pack

After you have printed approximately 12,000 images at 5% coverage, you must change the waste toner pack. When the waste toner pack is nearly full a warning message will be displayed.

Near Waste Toner

### Waste toner pack full message

When the waste toner pack is full, the following message appears on the LCD and the machine will stop printing. When you see this message, you must replace the waste toner pack.

Waste Toner Full

**! WARNING**

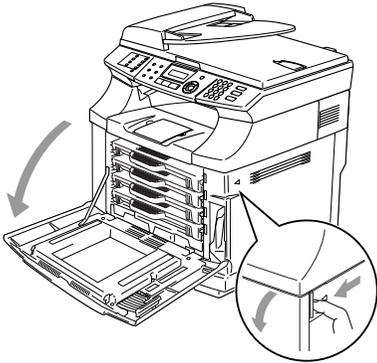
- Do not re-use the waste toner pack.
- Do not put the waste toner pack into a fire. It could explode.
- Be careful not to spill the toner. Do not inhale or allow it to get into your eyes.

## Replacing the waste toner pack

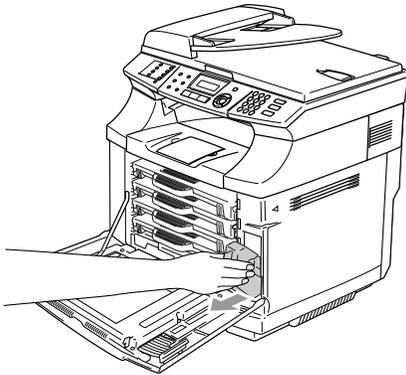
### ! CAUTION

Handle the waste toner pack carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

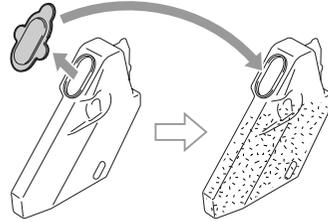
- 1 Open the front cover of the machine.



- 2 Remove the waste toner pack from the holder at the lower right hand side of the machine. Be careful not to spill the toner.



- 3 Take the cap off the new waste toner pack, and put the cap on the used waste toner pack.



### Note

- When you discard the used waste toner pack, place it in the plastic bag included with the replacement waste toner pack.
- Discard the used waste toner pack according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

- 4 Put the new waste toner pack into the waste toner pack holder.
- 5 Close the front cover.

## OPC belt cartridge

### Replace OPC belt cartridge message

When the OPC belt cartridge runs out, the following message appears on the LCD. When you see this message, you must replace the OPC belt cartridge:

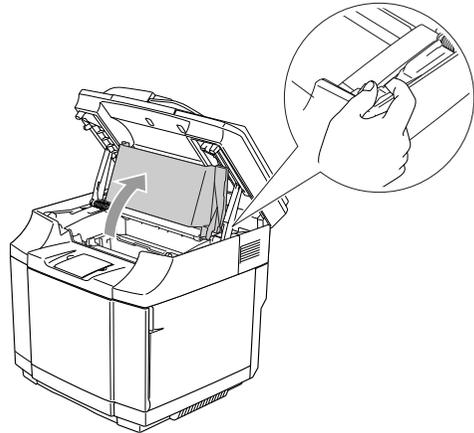
Replace OPC Belt

#### WARNING

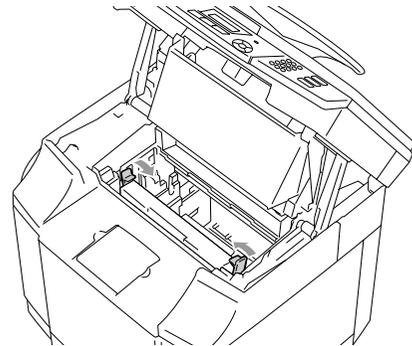
- Do not touch the green film of the OPC belt cartridge. If you touch it, it could degrade print quality.
- Do not expose the OPC belt cartridge to bright room light or sunlight for more than two minutes to avoid damaging the belt.
- Damage caused by improper handling of the OPC belt cartridge may void your warranty.

### Replacing the OPC belt cartridge (OP-4CL)

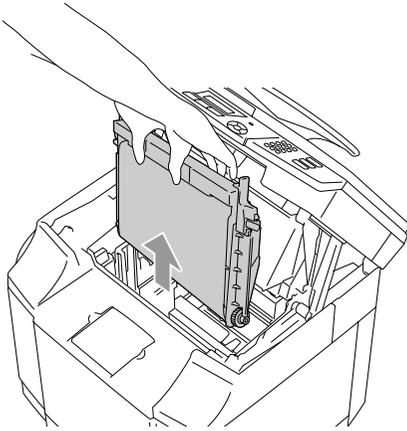
- 1 Turn off the machine's power switch.
- 2 Open the scanner unit.
- 3 Open the inside cover so that it latches under the scanner unit.



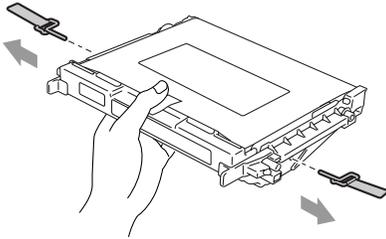
- 4 To release the lock, push the green belt cartridge lock levers on both sides inwards.



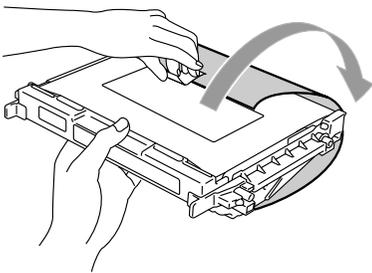
- 5 Remove the OPC belt cartridge from the machine.



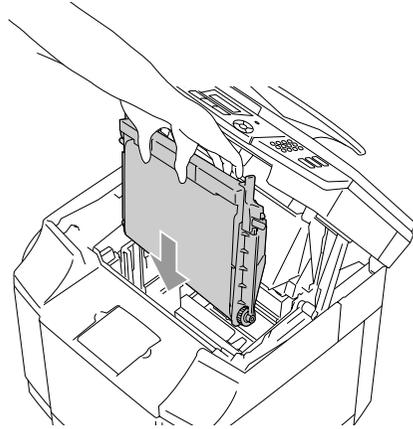
- 6 Remove the tension release pins from both sides of the new OPC belt cartridge.



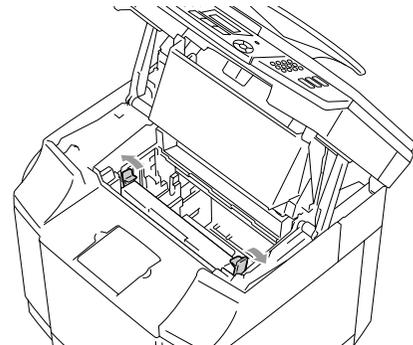
- 7 Remove the protective sheet from the new OPC belt cartridge. Do not touch the green part of the OPC belt cartridge.



- 8 Put the new OPC belt cartridge into the machine guides with the flat side facing you.



- 9 To lock the cartridge into the machine, push the belt cartridge lock levers that are on both sides of the OPC belt cartridge outwards.



- 10 Close the inside cover, and then close the scanner unit.

- 11 Turn the machine's power switch back on.

## Reset the OPC Belt life counter

- 1 Press **Menu/Set**, 7, 4.
- 2 Press **▲** or **▼** to select `OPC Belt` and press **Menu/Set**.

The confirmation message appears on the LCD.

```
OPC Belt
1.Reset 2.Exit
```

- 3 Press **1** to reset the life counter.  
—OR—  
Press **2** to cancel.

## Fusing unit

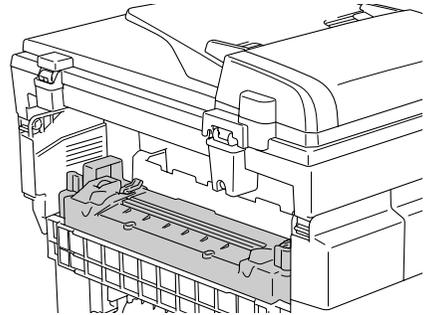
### Replace fusing unit message

When the following message appears on the LCD, you must replace the fusing unit.

```
Replace Fuser
```

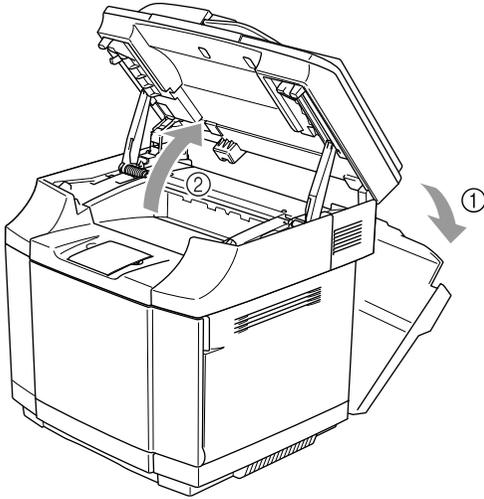
### WARNING

 The fusing unit and the parts around it are *hot!* Be sure to wait until the fusing unit has cooled down sufficiently before replacing the fusing unit. If you touch the hot parts, you might get injured.

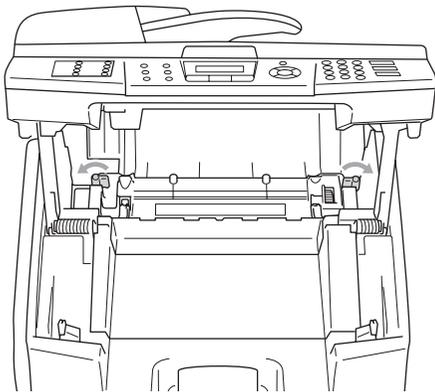


## Replacing the fusing unit

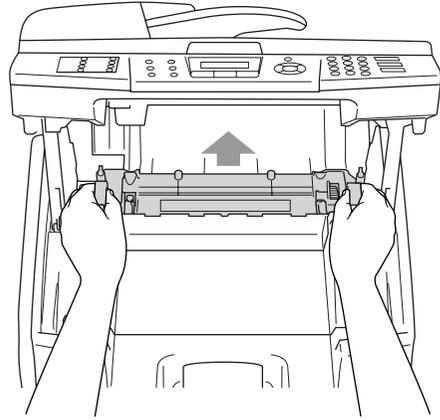
- 1 Turn off the machine's power switch. To avoid injury, wait until the machine has cooled down sufficiently before you replace the fusing unit.
- 2 Open the back cover (①) and the scanner unit (②) of the machine.



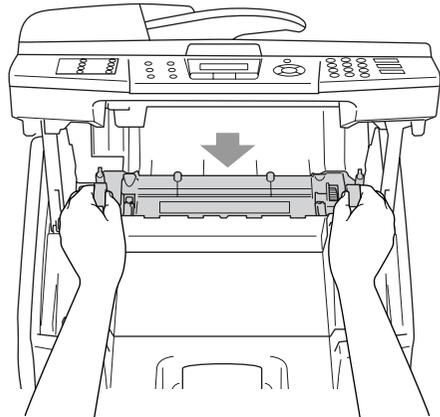
- 3 To release the fusing unit from the machine, release the lock levers that are on both sides of the fusing unit.



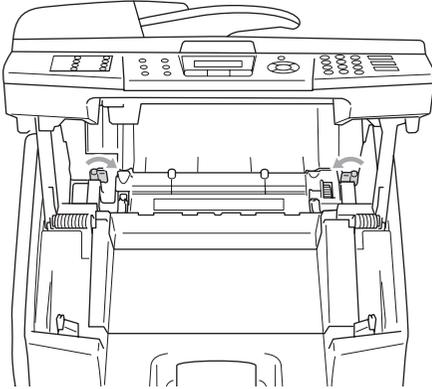
- 4 Hold the handles on both sides as you take the fusing unit out of the machine.



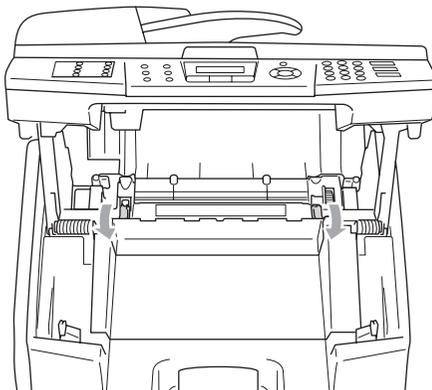
- 5 Put the new fusing unit into the machine. Be sure to insert the fusing unit completely into the machine.



- Secure the fusing unit with the two lock levers that are on both sides of the fusing unit.



- Move the fusing unit pressure release levers to the Set position.



- Close the scanner unit and the back cover.
- Turn the machine's power switch back on.

### Reset the Fusing Unit life counter

- Press **Menu/Set**, **7**, **4**.
- Press **▲** or **▼** to select **Fusing Unit** and press **Menu/Set**.

The confirmation message appears on the LCD.

Fusing Unit  
1.Reset 2.Exit

- Press **1** to reset the life counter.  
—OR—  
Press **2** to cancel.

#### **!** CAUTION

Please be careful when replacing the fusing unit. Do not put pressure on the fusing unit; it should go in easily. If it does not, make sure the fusing unit connector is free to move.

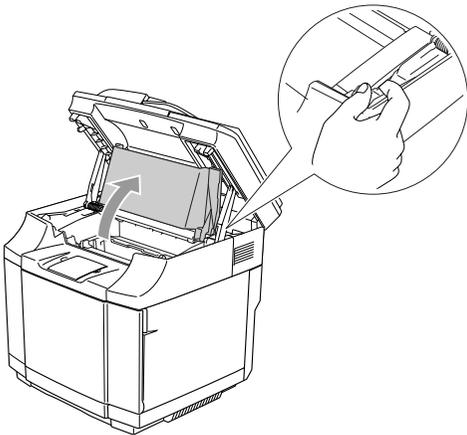
Do not apply force! It could damage both the fusing unit and the machine.

## Replacing the transfer belt cleaner

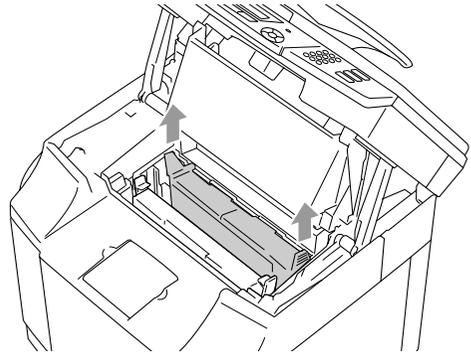
### ! CAUTION

Both ends of the transfer belt cleaner roller consist of metal bearings that connect the bias element to the power supply. These must be connected properly when you install the transfer belt cleaner. Be sure to check how to connect them properly by looking at the old transfer belt cleaner before you begin replacement.

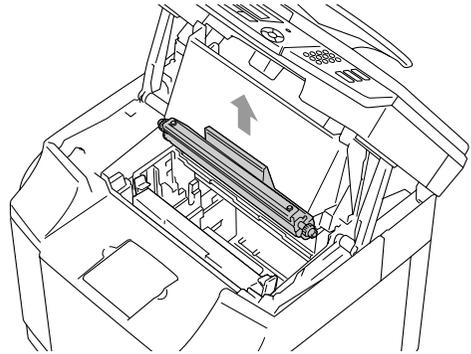
- 1 Turn off the machine's power switch.
- 2 Open the scanner unit.
- 3 Open the inside cover of the machine so that it latches under the scanner unit.



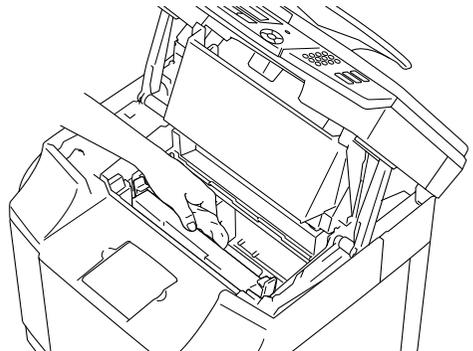
- 4 Remove the transfer belt cover.



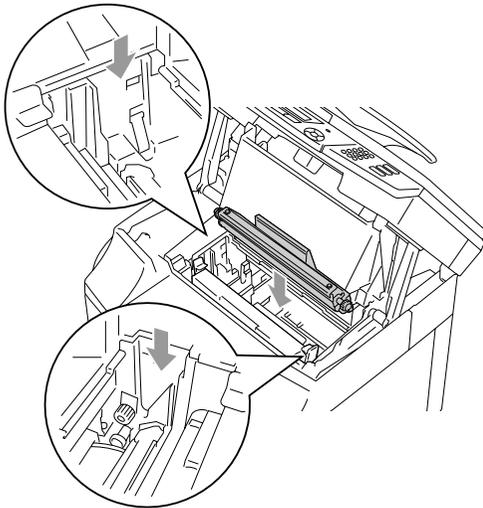
- 5 Remove the transfer belt cleaner by grasping the handle and lifting it up.



- 6 Clean the area where the new transfer belt cleaner is to be installed with a dry cotton cloth.



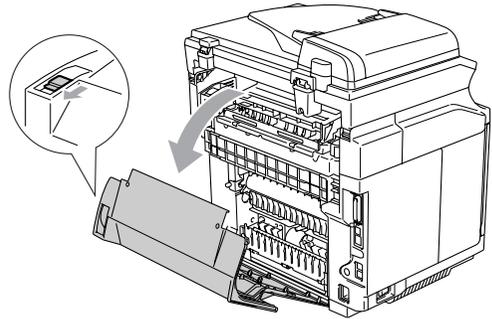
- 7 Put the new transfer belt cleaner into the machine by gently placing the brass bearings into the guides, and then pushing the handle down until the bearings click into place. Make sure the transfer belt cleaner is free to move slightly upwards (rotating slightly around the bearings) in the housing after you have installed it.



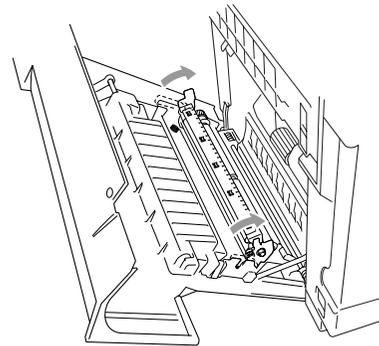
- 8 Put the transfer belt cleaner cover back in, and then close the top cover.
- 9 Close the inside cover, and then close the scanner unit.
- 10 Turn the machine's power switch back on.

## Replacing the transfer roller

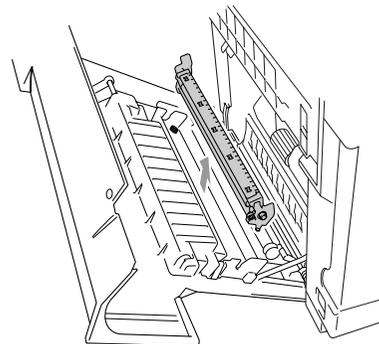
- 1 Turn off the machine's power switch.
- 2 Open the back cover of the machine.



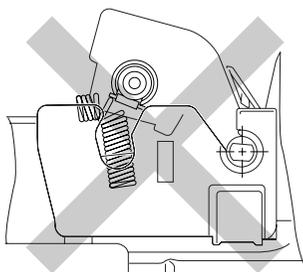
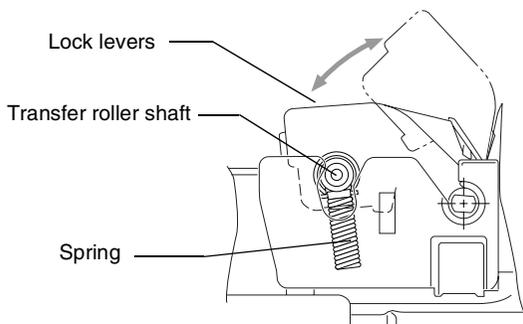
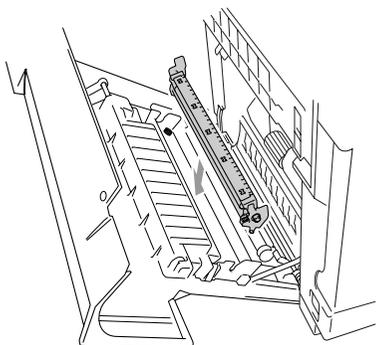
- 3 Release the transfer roller lock levers on the right and left-hand sides, and then lift the levers to release the transfer roller.



- 4 Take out the transfer roller by gently pulling the right-hand side up and sliding the transfer roller to the right.



- 5 Put in the new transfer roller by holding the lock levers of the transfer roller and adjusting the angle of the transfer roller lever shafts (both sides) to match the transfer unit grooves. Put the transfer roller onto the shafts and place the roller onto the springs as shown below:



- 6 Push the lock levers down to lock the transfer roller into place.
- 7 Close the back cover.
- 8 Turn the machine's power switch back on.

## Machine Information

### Viewing the Serial Numbers

You can view the machine's serial number on the LCD.

- 1 Press **Menu/Set, 7, 1.**

```
Serial No.
XXXXXXXXXX
```

- 2 Press **Stop/Exit.**

### Checking the Page Counters

You can view the machine's page counters for copies, printer pages, reports and lists, faxes or a summary total.

- 1 Press **Menu/Set, 7, 2.**

```
Machine Info.
2. Page Counter
```

- 2 Press **▲ or ▼** to select **Total, Copy, Print or List/Fax.**

```
Page Counter
Total :XXXXXXX
```

```
Page Counter
Copy :XXXXXXX
```

```
Page Counter
Print :XXXXXXX
```

```
Page Counter
List/Fax :XXXXXXX
```

- 3 Press **Stop/Exit.**

## Checking remaining life of parts

You can view the remaining life of these parts on the LCD.

- 1 Press **Menu/Set**, 7, 3.

```
Machine Info.
3.Parts Life
```

- 2 Press **▲** or **▼** to select
  - 1.OPC Belt Life, 2.Fuser Life,
  - 3.120K Kit Life or
  - 4.PF KIT2 Life.

Press **Menu/Set**.

```
OPC Belt Life
Remaining:XXX%
```

- 3 Press **Stop/Exit**.



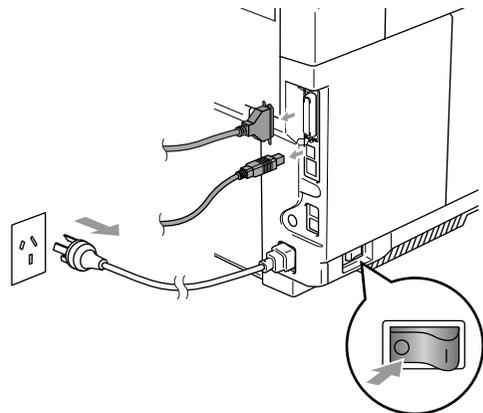
### Note

The life check of a part will be accurate only if you have reset that part's life counter when you installed a *new* part. It will not be accurate if you have reset that part's life counter during the life of a *used* part.

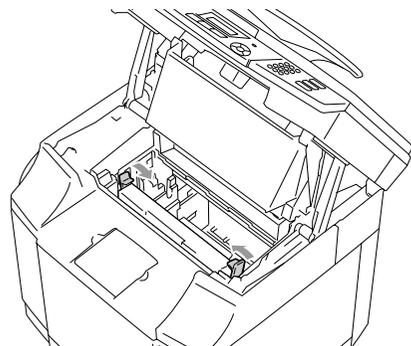
## Packing and shipping the machine

When you transport the machine, use the packing materials that came with your machine. If you do not pack the machine properly, you could void your warranty. The machine should be adequately insured with the carrier.

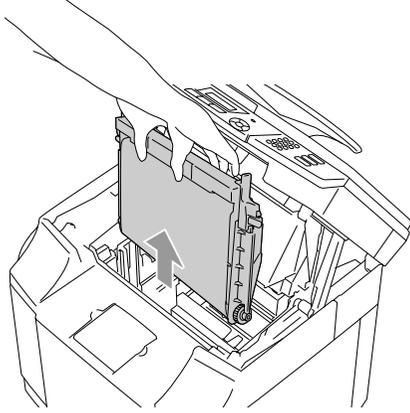
- 1 Turn off the machine's power switch.
- 2 Unplug first the telephone line cord from the telephone socket, then any interface cables, and then unplug the power cord from the electrical socket.



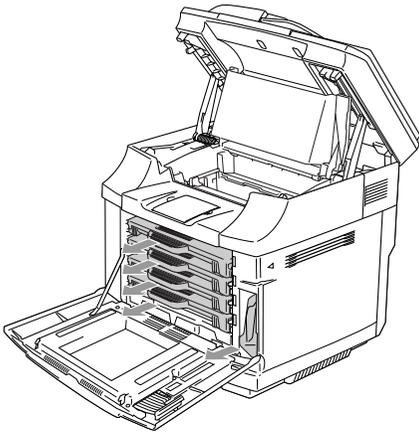
- 3 Open the scanner unit and the inside cover of the machine so that it latches under the scanner unit.
- 4 Push both green OPC belt cartridge lock levers inwards.



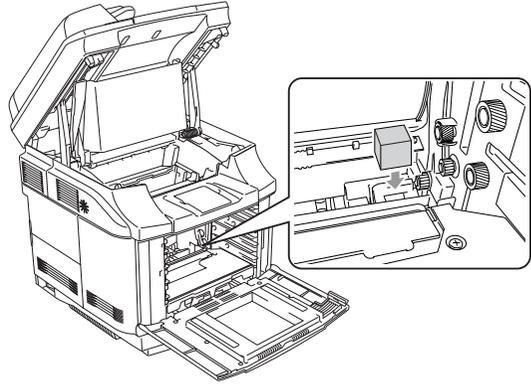
- 5 Remove the OPC belt cartridge from the machine, place it in the original plastic bag.



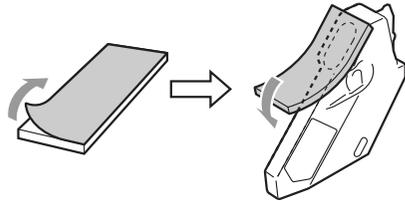
- 6 Open the front cover of the machine. Pull out all the toner cartridges and the waste toner pack from the machine.



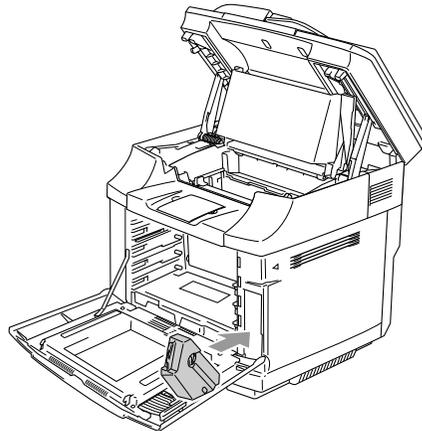
- 7 To avoid any toner spills, plug the waste toner hole located at the bottom right inside of the machine with the supplied protective sponge.



- 8 Remove the tape from the supplied protective sponge and cover the opening of the waste toner pack as shown in the illustration.

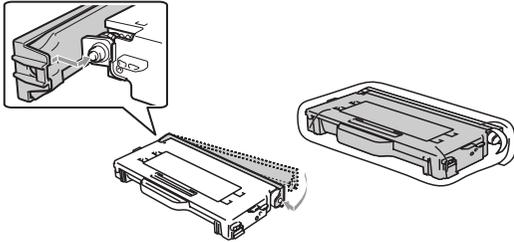


- 9 Put the waste toner pack back in the machine.

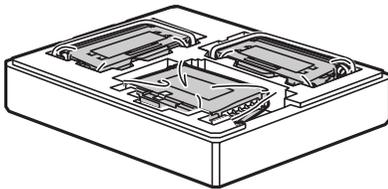


10 Close the front cover, inside cover and scanner unit.

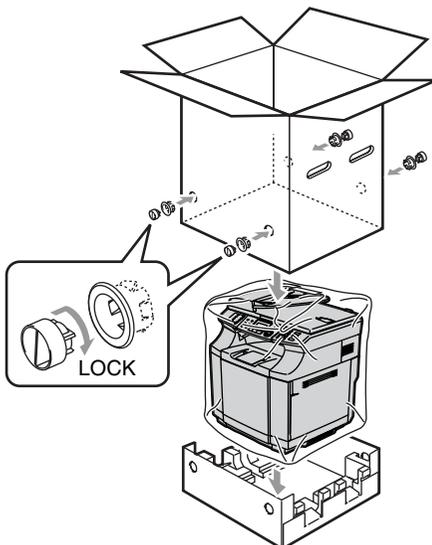
11 Attach an original orange protective cover to each of the toner cartridges. Secure it with tape. Put each toner cartridge in a separate plastic bag.



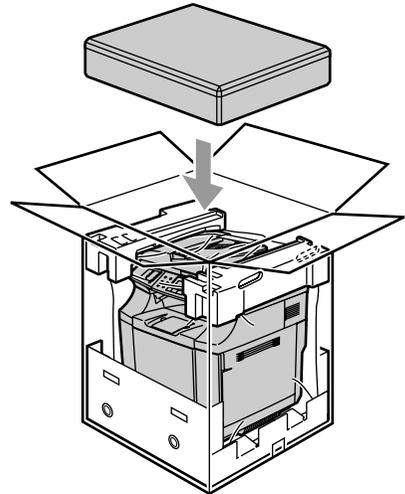
12 Put the toner cartridges and the OPC belt cartridge into the accessory box, and then close it.



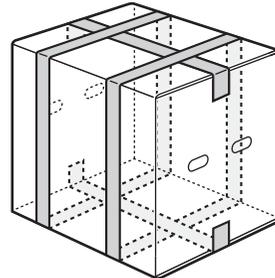
13 Two people should put the machine into the plastic bag, and then put the machine into the original carton.



14 Put the two Styrofoam pieces on top of the machine and then put the accessory box on top of the Styrofoam.



15 Close the carton and tape it shut.



# D

## Optional accessories

### Optional accessories and supplies

#### Lower tray unit (LT-27CL)

See *Lower tray unit (LT-27CL)* on page D-1.

#### SO-DIMM memory

See *SO-DIMM* on page D-3.

### Lower tray unit (LT-27CL)

The lower tray unit (Tray 2) is an optional device that can hold up to 530 sheets of extra paper (80 gsm). You can put Letter, A4, B5 (JIS and ISO) or Executive size (176 x 250 to 215.9 x 297 mm) paper in this tray. If you want to buy the optional lower tray unit, call the dealer you bought the machine from.

#### How to install the lower tray unit

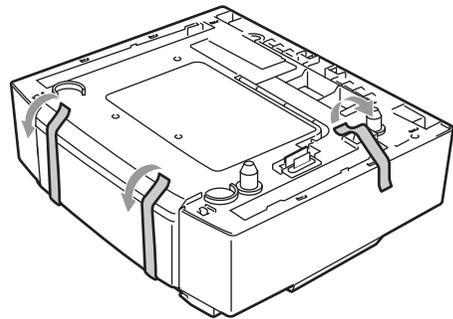
##### WARNING

- This machine is heavy and weighs approximately 34.5 kg. To prevent injuries, use at least two people to lift the machine.
- When you lift the machine make sure you use the handholds at the bottom four corners of the machine.
- When placing the machine on top of the lower tray unit, be careful not to catch your fingers between them.
- Do not carry the machine when the lower tray unit is attached.

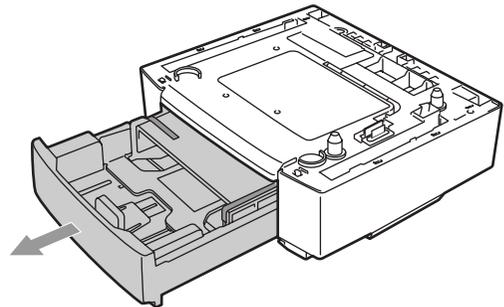
##### CAUTION

When moving or lifting this machine, keep the machine flat. To avoid spills, you must first remove the toner cartridges and waste toner pack.

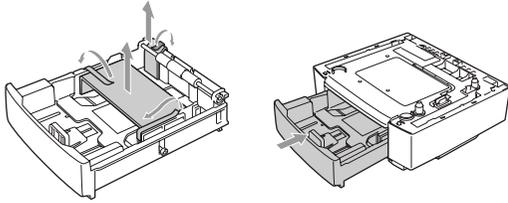
- 1 Turn off the machine's power switch. Then, unplug the telephone line cord from the telephone socket.
- 2 Unplug the power cord from the electrical socket. Disconnect the interface cable from the machine.
- 3 Place the lower tray unit on a flat table, and then remove the protective parts.



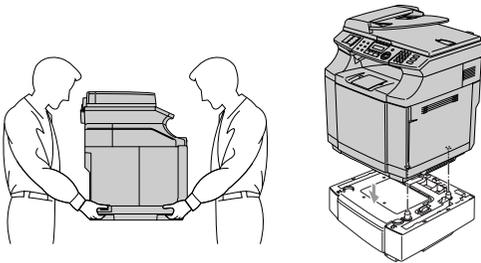
- 4 Remove the paper tray from the lower tray unit.



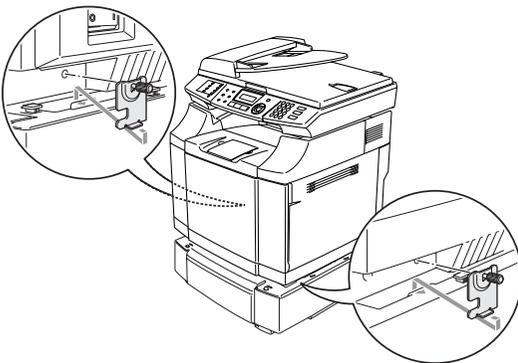
- 5** Remove the protective parts and then put the paper tray back in the lower tray unit.



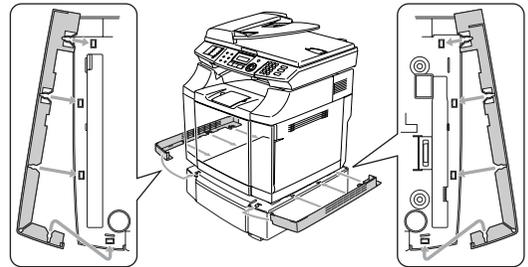
- 6** Check the two alignment pins on the lower tray unit. Use two people to lift the machine and place it on top of the lower tray unit. Make sure you use the handholds at the bottom four corners of the machine. Check that the pins are properly inserted into the machine. Check that the connector is inserted.



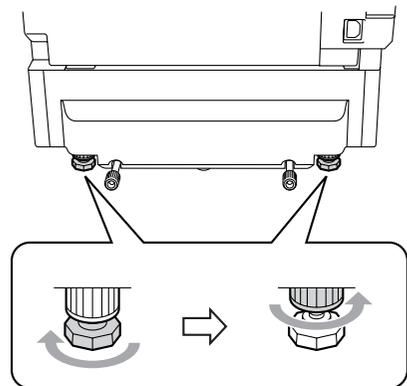
- 7** Install the two stopper fittings on the right and left hand sides of the lower tray unit.



- 8** Cover the gap on the right hand side with the right-hand side cover by first inserting the hook at the back. Cover the gap on the left hand side with the left-hand side cover by first inserting the hook at the back. Close both of the side covers by putting the notch over the hook of the lower tray unit.



- 9** To level the machine, adjust the feet of the lower tray unit at the front and back on the right-hand side. Turn the feet to move them up or down until they touch the work surface and the tray unit is level. Turn the lock screw on each foot to secure it.



## Putting paper in the lower tray unit

After you have installed the lower paper tray, you can put paper in it the same way you put paper in the upper paper tray.

### Improper Setup

Do not put transparencies, labels or envelopes in the paper tray of the optional lower tray unit. This might cause paper jams.

## SO-DIMM

The memory board is installed on the main controller board inside the machine. When you add the optional memory board, it increases the performance for both copier and printer operations, and lets you store more fax messages.

The machine has 64 MB of standard memory and a slot for optional additional memory. The memory can be expanded up to a total of 576 MB by installing a commercially available SO-DIMM (Dual In-line Memory Module).

The machine uses memory modules that are: 144 pins, no-parity, SDRAM with 64 MB or more.

The machine is not compatible with Extended Data Output (EDO) DIMM.

The following SO-DIMM sizes can be installed:

- 64 MB Buffalo Technology VN133-64M
- 128 MB Buffalo Technology VN133-128M
- 256 MB Buffalo Technology VN133-256M
- 512 MB Buffalo Technology VN133-512M

In general, SO-DIMM must have the following specifications:

|                  |                           |
|------------------|---------------------------|
| Type:            | 144 pin and 64 bit output |
| CAS latency:     | 2 or 3                    |
| Clock frequency: | 100 MHz or more           |
| Capacity:        | 64 MB to 512 MB           |
| DRAM type:       | SDRAM                     |

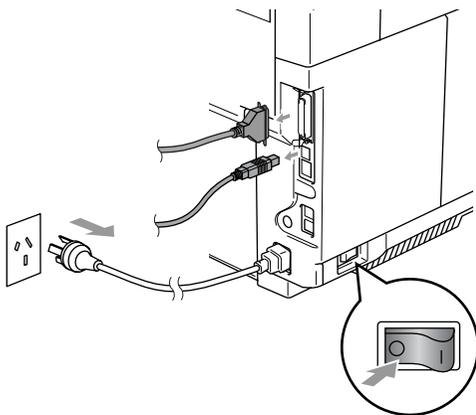
- The machine's standard memory can vary depending on the machine model and the country.
- There might be some SO-DIMMs that will not work with this machine.
- For more information, call the dealer you bought the machine from or Brother Customer Service.
- For the latest information, visit the Brother Solutions Center at <http://solutions.brother.com>

## Installing additional memory

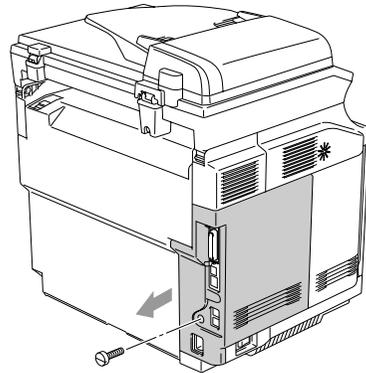
- 1 Turn off the machine's power switch.
- 2 Unplug first the telephone line cord from the telephone socket, and then unplug the power cord from the electrical socket.

### **!** WARNING

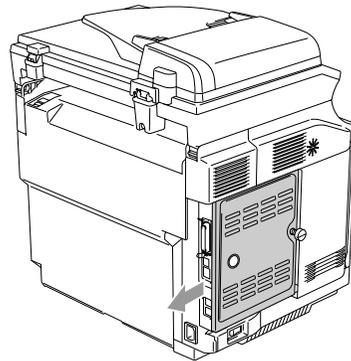
**!** Make sure you turn the machine OFF and unplug the machine before you install or remove the SO-DIMM. Installing optional accessories without unplugging the machine could result in electric shock hazard.



- 3 Unscrew the screw holding the side cover, and then slide the side cover to remove it.



- 4 Unscrew the screw holding the metal shield plate, and then remove the metal shield plate.

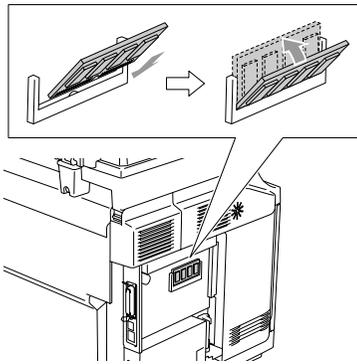


- 5 Unpack the SO-DIMM and hold it by the edges.

### **!** CAUTION

SO-DIMM boards can be damaged by even a small amount of static electricity. Do not touch the memory chips or the board surface. Wear an antistatic wrist strap when you install or remove the board. If you do not have an antistatic wrist strap, keep touching the bare metal on the machine.

- 6 Hold the SO-DIMM with your fingers on the side edges and your thumb on the back edge. Align the notch on the SO-DIMM with the protrusions with the SO-DIMM slot. (Check that the locks on each side of the DIMM slot are open or facing outwards.)



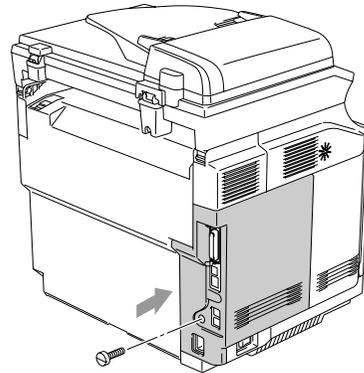
- 7 Press the SO-DIMM straight into the slot (press firmly). Make sure the locks on each side of the SO-DIMM click into place.

 **Note**

To remove the SO-DIMM, open the retaining clips on both sides of the SO-DIMM by pushing them outward, grasp both edges of the SO-DIMM and pull it out straight.

- 8 Secure the metal plate with the screw.

- 9 Put the side cover back on by sliding it into the guide rails, and then secure it with the screw.



- 10 Reconnect the interface cable to your computer. Then, plug the machine's power cord back into the electrical socket first, and then plug in the telephone line cord. Turn on the machine's power switch.

 **Note**

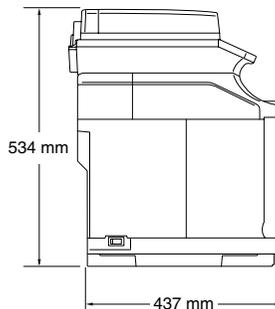
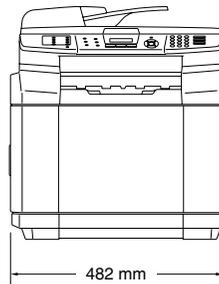
To check that you have installed the SO-DIMM properly, you can print the User Settings listing that shows the current memory size. To print the User Settings listing, see *How to print a report* on page 9-2.

## Product description

### General

|                                        |                                                                         |
|----------------------------------------|-------------------------------------------------------------------------|
| <b>Memory Capacity</b>                 | 64 MB (expandable to 576 MB)                                            |
| <b>ADF (Automatic Document Feeder)</b> | Up to 35 pages                                                          |
| <b>Paper Tray</b>                      | 250 Sheets (80 gsm)                                                     |
| <b>Printer Type</b>                    | Laser                                                                   |
| <b>Print Method</b>                    | Electrophotography by semiconductor laser beam scanning                 |
| <b>LCD (Liquid Crystal Display)</b>    | 16 characters x 2 lines                                                 |
| <b>Power Source</b>                    | 220 - 240V 50/60Hz                                                      |
| <b>Power Consumption</b>               | Copying: Average 615 W<br>Sleep: Average 16 W<br>Standby: Average 155 W |

### Dimensions



|                    |                                                                                          |
|--------------------|------------------------------------------------------------------------------------------|
| <b>Weight</b>      | With OPC belt/Toner cartridges: 34.5 kg                                                  |
| <b>Noise</b>       | Operating: LWAd = 6.7 bels or less<br>Standby: LWAd = 5.4 bels or less                   |
| <b>Temperature</b> | Operating: 10 - 32.5°C<br>Storage: 0 - 40°C                                              |
| <b>Humidity</b>    | Operating: 20 to 80% (without condensation)<br>Storage: 10 to 90% (without condensation) |

## Print media

### Paper Input

### Paper Tray

- Paper type:  
Thin, Plain, Thick, Thicker, Recycled paper or Transparencies<sup>1</sup>
- Paper size:  
A4, Letter Executive, A5, B5, COM10 and DL  
For more details, see *Acceptable paper and other media* on page 2-1.
- Paper Weight:  
60 - 210 gsm  
Up to 35 pages of 64 - 90 gsm paper for ADF  
Maximum paper tray capacity: Up to 250 sheets of 80 gsm plain paper or up to 50 transparencies

### Paper Output

Up to 250 sheets of A4 size plain paper<sup>2</sup>  
(Face down print delivery to the output paper tray)

<sup>1</sup> For transparencies and labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

<sup>2</sup> Based on the Recommended paper on page 2-1. The number of pages will vary depending on the paper being used.

# Fax

|                               |                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Compatibility</b>          | ITU-T Group 3                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Coding System</b>          | MH/MR/MMR/JPEG                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Modem Speed</b>            | Automatic Fallback: 33600 bps                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Document Size</b>          | ADF Width: 147.3 to 215.9 mm<br>ADF Height: 147.3 to 356 mm<br>Scanner Glass Width: Max. 215.9 mm<br>Scanner Glass Height: Max. 297 mm                                                                                                                                                                                                                                                             |
| <b>Scanning Width</b>         | Max. 208 mm                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Printing Width</b>         | Max. 208 mm                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Grey Scale</b>             | 256 levels                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Polling Types</b>          | Standard, Secure, Timer Sequential                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Contrast Control</b>       | Automatic/Light/Dark (manual setting)                                                                                                                                                                                                                                                                                                                                                              |
| <b>Resolution</b>             | <ul style="list-style-type: none"> <li>• Horizontal 203 dot/inch (8 dot/mm)</li> <li>• Vertical             <ul style="list-style-type: none"> <li>Standard - 3.85 line/mm (Monochrome)<br/>7.7 line/mm (Colour)</li> <li>Fine - 7.7 line/mm (Monochrome)<br/>7.7 line/mm (Colour)</li> <li>Photo - 7.7 line/mm (Monochrome)</li> <li>Superfine - 15.4 line/mm (Monochrome)</li> </ul> </li> </ul> |
| <b>One-Touch Dial</b>         | 16 (8 x 2)                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Speed-Dial</b>             | 200 stations                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Broadcasting</b>           | 266 stations                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Automatic Redial</b>       | 3 times at 5 minute intervals                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Auto Answer</b>            | 2, 3, 4, 5, 6, 7, 8, 9 or 10 rings (for Australia)<br>1, 2, 3, 4, 5, 6, 7, 8, 9 or 10 rings (for New Zealand)<br>0, 1, 2, 3, 4, 5, 6, 7, 8, 9 or 10 rings (for some countries)                                                                                                                                                                                                                     |
| <b>Communication Source</b>   | Public Switched Telephone Network.                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Memory Transmission</b>    | Up to 500 <sup>1</sup> /400 <sup>2</sup> pages                                                                                                                                                                                                                                                                                                                                                     |
| <b>Out of Paper Reception</b> | Up to 500 <sup>1</sup> /400 <sup>2</sup> pages                                                                                                                                                                                                                                                                                                                                                     |

<sup>1</sup> "Pages" refers to the "Brother Standard Chart No. 1" (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

<sup>2</sup> "Pages" refers to the "ITU-T Test Chart #1" (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

# Copy

**Colour/Mono**

Colour/Monochrome

**Document Size**

ADF Width: 147.3 to 215.9 mm  
ADF Height: 147.3 to 356 mm  
Scanner Glass Width: Max. 215.9 mm  
Scanner Glass Height: Max. 297 mm

**First Copy**

Approx. 20 seconds (Monochrome)  
Approx. 30 seconds (Colour)

**Multiple Copies**

Stacks or Sorts up to 99 pages

**Reduce/Enlarge**

25% to 400% (in increments of 1%)

**Resolution**

Scan: Up to 600 x 300 dpi  
Print: Up to 600 x 600 dpi

# Scanner

|                        |                                                                                                                                         |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Colour/Mono</b>     | Colour/Monochrome                                                                                                                       |
| <b>TWAIN Compliant</b> | Yes (Windows® 98/98SE/Me/2000 Professional/XP/<br>Windows NT® Workstation Version 4.0)<br>Mac OS® 9.1 - 9.2/Mac OS® X 10.2.4 or greater |
| <b>WIA Compliant</b>   | Yes (Windows® XP) <sup>1</sup>                                                                                                          |
| <b>Colour Depth</b>    | 48 bit colour processing (Input)<br>24 bit colour processing (Output)                                                                   |
| <b>Resolution</b>      | Up to 9600 x 9600 dpi (interpolated)<br>Scanner glass: Up to 1200 x 2400 dpi (optical)<br>ADF: Up to 1200 x 600 dpi (optical)           |
| <b>Document Size</b>   | ADF Width: 147.3 to 215.9 mm<br>ADF Height: 147.3 to 356 mm<br>Scanner Glass Width: Max. 215.9 mm<br>Scanner Glass Height: Max. 297 mm  |
| <b>Scanning Width</b>  | Max. 215.9 mm                                                                                                                           |
| <b>Grey Scale</b>      | 256 levels                                                                                                                              |

<sup>1</sup> Maximum 1200 x 1200 dpi scanning with Windows® XP (resolution up to 9600 x 9600 dpi can be selected by using the Brother scanner utility)

# Printer

|                       |                                                                                                                                                                                                                                                   |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Emulations</b>     | Brother Printing System for Windows®<br>PCL6<br>BR-Script 3 (PostScript® 3™ Emulation)                                                                                                                                                            |
| <b>Printer Driver</b> | Windows® 98/98SE/Me/2000 Professional/XP/<br>Windows NT® Workstation Version 4.0 driver supporting Brother<br>Native Compression mode and bi-directional capability<br>Brother Colour Driver<br>for Mac OS® 9.1 - 9.2/Mac OS® X 10.2.4 or greater |
| <b>Resolution</b>     | 600 x 600 dpi (Max. 2400 dpi class)                                                                                                                                                                                                               |
| <b>Print Quality</b>  | Normal printing mode<br>Economy printing mode (Toner Save mode)                                                                                                                                                                                   |
| <b>Print Speed</b>    | Up to 31 pages/minute (A4 size) (Monochrome) <sup>1</sup><br>Up to 8 pages/minute (A4 size) (Colour) <sup>1</sup>                                                                                                                                 |
| <b>First Print</b>    | Average 13 seconds (Monochrome)<br>Average 19 seconds (Colour)                                                                                                                                                                                    |

<sup>1</sup> Based on Brother standard pattern.

Does not include the warm up time for the 1st printed page.

# Interfaces

| <b>Interface</b>                               | <b>Recommended Cable</b>                                                                                                                                                           |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Parallel</b>                                | A bi-directional shielded parallel cable that is IEEE 1284 compliant and no longer than 2.0 m.                                                                                     |
| <b>USB</b>                                     | A USB 2.0 cable that is no longer than 2.0 m.<br>Your machine has a high-speed USB 2.0 interface.<br>The machine can also be connected to a computer that has a USB 1.1 interface. |
| <b>LAN cable</b><br>(Cables are not included.) | Ethernet UTP cable category 5 or greater.                                                                                                                                          |

# Computer requirements

| Minimum System Requirements and Supported PC Software Functions                                                                                                                                                                                                                             |                                                                                                                         |                                                              |                         |                                            |             |                                                                                                                                               |                           |                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------|--------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------|
| Computer Platform & Operating System Version                                                                                                                                                                                                                                                |                                                                                                                         | Supported PC Software Functions                              | PC Interface            | Minimum Processor                          | Minimum RAM | Recommended RAM                                                                                                                               | Available Hard Disk Space |                  |
|                                                                                                                                                                                                                                                                                             |                                                                                                                         |                                                              |                         |                                            |             |                                                                                                                                               | for Drivers               | for Applications |
| Windows® Operating System                                                                                                                                                                                                                                                                   | 98, 98SE                                                                                                                | Printing, Scanning <sup>1</sup> , PC Fax <sup>2,4</sup>      | USB, Parallel, Ethernet | Pentium®II or equivalent                   | 32 MB       | 128 MB                                                                                                                                        | 90 MB                     | 130 MB           |
|                                                                                                                                                                                                                                                                                             | Me                                                                                                                      |                                                              | USB, Parallel, Ethernet |                                            |             |                                                                                                                                               |                           |                  |
|                                                                                                                                                                                                                                                                                             | NT® Workstation 4.0                                                                                                     |                                                              | Parallel, Ethernet      |                                            | 64 MB       | 256 MB                                                                                                                                        | 150 MB                    | 220 MB           |
|                                                                                                                                                                                                                                                                                             | 2000 Professional                                                                                                       |                                                              | USB, Parallel, Ethernet |                                            |             |                                                                                                                                               |                           |                  |
|                                                                                                                                                                                                                                                                                             | XP Home<br>XP Professional                                                                                              |                                                              | USB, Parallel, Ethernet |                                            | 128 MB      | 256 MB                                                                                                                                        | 150 MB                    | 220 MB           |
|                                                                                                                                                                                                                                                                                             | XP Professional x64 Edition<br>(Download from <a href="http://solutions.brother.com">http://solutions.brother.com</a> ) |                                                              | USB, Parallel, Ethernet |                                            | 256 MB      | 512 MB                                                                                                                                        | 150 MB                    | 220 MB           |
| Macintosh® Operating System                                                                                                                                                                                                                                                                 | OS 9.1 - 9.2                                                                                                            | Printing, Scanning <sup>1,3</sup> , PC Fax send <sup>4</sup> | USB, Ethernet           | All base models meet minimum requirements. | 64 MB       | 80 MB                                                                                                                                         | 200 MB                    |                  |
|                                                                                                                                                                                                                                                                                             | OSX 10.2.4 or greater                                                                                                   | Printing, Scanning, PC Fax send <sup>4</sup>                 | USB, Ethernet           |                                            | 128 MB      |                                                                                                                                               |                           | 160 MB           |
| <sup>1</sup> Network Scanning not supported in Windows NT® Workstation 4.0 and Mac OS® 9.1 - 9.2.<br><sup>2</sup> PC Fax send only for network users.<br><sup>3</sup> Dedicated Scan to key not available for Mac OS® 9.1 - 9.2.<br><sup>4</sup> PC Fax supports black & white faxing only. |                                                                                                                         |                                                              |                         |                                            |             | For the latest driver updates, access the Brother Solutions Center at <a href="http://solutions.brother.com">http://solutions.brother.com</a> |                           |                  |
| <i>All registered trademarks referenced herein are the property of their respective companies.</i>                                                                                                                                                                                          |                                                                                                                         |                                                              |                         |                                            |             |                                                                                                                                               |                           |                  |

## Consumable items

### Toner Cartridge Life

### Starter (Low Yield) Toner Cartridges

Black: Approx. 5,000 pages<sup>1</sup>

Yellow, Cyan and Magenta: Approx. 3,000 pages<sup>1,2</sup>

### Replacement (High Yield) Toner Cartridges (TN-04BK, TN-04Y, TN-04C, TN-04M)

Black: Approx. 10,000 pages<sup>1</sup>

Yellow, Cyan and Magenta: Approx. 6,600 pages<sup>1,2</sup>

### Waste Toner Pack Life Expectancy (WT-4CL)

Up to 12,000 images<sup>2</sup>

### OPC Belt Life Expectancy (OP-4CL)

Approx. 60,000 images by continuous printing<sup>2</sup>

### Fusing Unit Life Expectancy (FP-4CL)

Approx. 60,000 pages

## Replacement parts

### Transfer belt cleaner (LM0590001)

Approx. 120,000 pages<sup>2</sup>

### Transfer roller (LM0660001)

Approx. 120,000 pages<sup>2</sup>

<sup>1</sup> When printing on letter or A4 or Letter size paper at 5% print coverage.

<sup>2</sup> Definition of pages: actual output page number.

Definition of images:

If the image on a page contains only one colour of either Cyan, Magenta, Yellow or Black => 1 image, two colours => 2 images, three colours => 3 images, four colours => 4 images.

There are many factors that determine the actual consumable items' life, such as temperature, humidity, type of paper, toner you use and the number of pages per print job.



### Note

Brother does not recommend the use of consumables other than genuine Brother consumables. Your machine warranty may not cover any damage arising from the use of non genuine Brother consumables.

## Network (LAN)

|                    |                                                                                                                                                                                                                                                                                                    |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>LAN</b>         | You can connect your machine to a network for the Internet FAX, Network Printing, Network Scanning and PC Fax Send. Also included is the Brother BRAdmin Professional Network Management software.                                                                                                 |
| <b>Support for</b> | Windows® 98/98SE/Me/2000/XP/<br>Windows NT® Workstation Version 4.0 <sup>1</sup><br>Mac OS® 9.1 - 9.2/Mac OS® X 10.2.4 or greater <sup>2</sup><br>Ethernet 10/100 BASE-TX Auto Negotiation                                                                                                         |
| <b>Protocols</b>   | TCP/IP<br>ARP, RARP, BOOTP, DHCP, APIPA (Auto IP), WINS/NetBIOS, DNS Resolver, LPR/LPD, Custom Raw Port/Port9100, POP3, SMTP Client, IPP, FTP Server, mDNS, TELNET, SNMP, HTTP, TFTP<br>Included Utilities:<br>BRAdmin Professional (Windows®)<br>Driver Deployment Wizard<br>Web Based Management |



### Note

- SMTP/POP3 E-mail Services are required for Internet Fax.
- BRAdmin Professional is not supported in Mac OS®.
- BRAdmin Light is available for Mac OS® X 10.2.4 or greater.  
For more information, please visit the Brother Solutions Center (<http://solutions.brother.com>)

<sup>1</sup> Network Scanning is not available for Windows NT® Workstation Version 4.0.

<sup>2</sup> Dedicated "Scan" key and direct Network Scanning supported in Mac OS® X 10.2.4 or greater.

**ADF (automatic document feeder)**

Documents can be placed in the ADF and scanned one page at a time automatically.

**Auto Reduction**

Reduces the size of incoming faxes.

**Automatic fax transmission**

Sending a fax without picking up the handset of an external phone.

**Automatic Redial**

A feature that enables your machine to redial the last fax number after five minutes if the fax did not go through because the line was busy.

**Backup Print**

Your machine prints a copy of every fax that is received and stored in memory. This is a safety feature so you will not lose messages during a power failure.

**Batch Transmission**

As a cost saving feature, all delayed faxes to the same fax number will be sent as one transmission.

**Beeper Volume**

Volume setting for the beep when you press a key or make an error.

**Broadcasting**

The ability to send the same fax message to more than one location.

**Caller ID**

A service purchased from the telephone company that lets you see the number (or name) of the party calling you.

**Cancel Job**

Cancels a programmed job, like Delayed Fax or Polling.

**CNG tones**

The special tones (beeps) sent by fax machines during automatic transmission to tell the receiving machine that a fax machine is calling.

**Coding method**

Method of coding the information contained in the document. All fax machines must use a minimum standard of Modified Huffman (MH). Your machine is capable of greater compression methods, Modified Read (MR), Modified Modified Read (MMR) and JPEG, if the receiving machine has the same capability.

**Communication error (or Comm. Error)**

An error during fax sending or receiving, usually caused by line noise or static.

**Compatibility group**

The ability of one fax unit to communicate with another. Compatibility is assured between ITU-T Groups.

**Contrast**

Setting to compensate for dark or light documents, by making faxes or copies of dark documents lighter and light documents darker.

**Delayed Fax**

Sends your fax at a specified time later that day.

**Distinctive Ring**

A subscriber service purchased from the telephone company that gives you another phone number on an existing phone line. The Brother machine uses the new number to simulate a dedicated fax line.

**Dual Access**

Your machine can scan outgoing faxes or scheduled jobs into memory at the same time it is sending a fax from memory or receiving or printing an incoming fax.

**ECM (Error Correction Mode)**

Detects errors during fax transmission and resends the pages of the fax that had an error.

**Extension phone**

A telephone plugged into a separate wall socket.

**External phone**

A TAD (telephone answering device) or telephone that is connected to your machine.

**F/T Ring Time**

The length of time that the Brother machine rings (when the Receive Mode setting is Fax/Tel) to notify you to pick up a voice call that it answered.

**FaxAbility**

A subscriber service purchased from the telephone company that provides another phone number on an existing phone line. The Brother fax machine uses the new number to simulate a dedicated fax line.

**Fax Detect**

Enables your machine to respond to CNG tones if you interrupt a fax call by answering it.

**Fax Forwarding**

Sends a fax received into the memory to another pre-programmed fax number.

**Fax Journal**

Lists information about the last 200 incoming and outgoing faxes. TX means Transmit. RX means Receive.

**Fax Receive Code**

Press this code (✖ 5 1) when you answer a fax call on an extension or external phone.

**Fax Storage**

You can store received faxes in memory.

**Fax tones**

The signals sent by sending and receiving fax machines while communicating information.

**Fax/Tel**

You can receive faxes and telephone calls. Do not use this mode if you are using a telephone answering device (TAD).

**Fine resolution**

Resolution is 203 x 196 dpi. It is used for small print and graphs.

**Grey scale**

The shades of grey available for copying and faxing photographs.

**Group number**

A combination of One-Touch and Speed-Dial numbers that are stored in a One-Touch key or Speed-Dial location for Broadcasting.

**Help list**

A printout of the complete Menu table that you can use to program your machine when you do not have the User's Guide with you.

**Journal Period**

The pre-programmed time period between automatically printed Fax Journal Reports. You can print the Fax Journal on demand without interrupting the cycle.

**LCD (liquid crystal display)**

The display screen on the machine that shows interactive messages during On-Screen Programming and shows the date and time when the machine is idle.

**Manual fax**

When you lift the handset of your external telephone or press **Hook** so you can hear the receiving fax machine answer before you press **Mono Start** or **Colour Start** to begin sending.

**Menu mode**

Programming mode for changing your machine's settings.

### OCR (optical character recognition)

The bundled ScanSoft® OmniPage® (for Windows®) and Presto!® PageManager® (for Macintosh®) software applications convert an image of text to text that you can edit.

### One-Touch

Keys on the machine's control panel where you can store numbers for easy dialling.

You can store a second number on each key if you press **Shift** and the One-Touch key together.

### Out of Paper Reception

Receives faxes into the machine's memory when the machine is out of paper.

### Overseas Mode

Makes temporary changes to the fax tones to accommodate noise and static on overseas phone lines.

### Pause

Allows you to place a 3.5 second delay in the dialling sequence stored on One-Touch keys and Speed-Dial numbers. Press **Redial/Pause** as many times as needed for longer pauses.

### Photo resolution

A resolution setting that uses varying shades of grey for the best representation of photographs.

### Polling

The process of a fax machine calling another fax machine to retrieve waiting fax messages.

### Pulse (not available in New Zealand)

A form of rotary dialling on a telephone line.

### Quick Dial List

A listing of names and numbers stored in One-Touch and Speed-Dial memory, in numerical order.

### Real Time Transmission

When memory is full, you can send faxes in real time.

### Remaining jobs

You can check which jobs are waiting in memory and cancel jobs individually.

### Remote Access Code

Your own four-digit code (---\*) that allows you to call and access your machine from a remote location.

### Remote Retrieval Access

The ability to access your machine remotely from a touch tone phone.

### Resolution

The number of vertical and horizontal lines per inch. See: Standard, Fine, Super Fine and Photo.

### Ring Delay

The number of rings before the machine answers in *Fax Only* and *Fax/Tel* mode.

### Ring Volume

Volume setting for the machine's ring.

### Scanning

The process of sending an electronic image of a paper document into your computer.

### Search

An electronic, alphabetical listing of stored One-Touch, Speed-Dial and Group numbers.

### Speed-Dial

A pre-programmed number for easy dialling. You must press the **Search/Speed Dial** key, #, and the three-digit code, and **Mono Start** or **Colour Start** to start the dialling process.

### Standard resolution

203 x 97 dpi. It is used for regular size text and quickest transmission.

### Station ID

The stored information that appears on the top of faxed pages. It includes the sender's name and fax number.

**Super Fine resolution**

203 x 392 dpi. Best for very small print and line art.

**TAD (telephone answering device)**

You can connect an external TAD to your machine.

**Telephone Answer Code (for Fax/Tel mode only)**

When the machine answers a voice call, it pseudo/double-rings. You can pick up at an extension phone by pressing this code (# 5 1).

**Temporary settings**

You can select certain options for each fax transmission and copy without changing the default settings.

**Tone (not available in New Zealand)**

A form of dialling on the telephone line used for Touch Tone telephones.

**Transmission**

The process of sending faxes over the phone lines from your machine to the receiving fax machine.

**Transmission Verification Report**

A listing of each fax sent, that shows its date, time and number.

**User Settings**

A printed report that shows the current settings of the machine.

**XMIT Verify (Transmission Verification Report)**

A listing for each transmission, that shows its date, time and number.

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# Remote Retrieval Access card

If you plan to receive fax messages while away from your machine, carrying the Remote Retrieval Access Card printed below will serve as a convenient reminder of the retrieval procedures. Simply cut out the card and fold it to fit your wallet or organizer. Keeping it handy will help you derive the full benefit of your machine's Fax Forwarding, and Remote Retrieval features.

| REMOTE RETRIEVAL ACCESS CARD                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>CHECK RECEIVING STATUS</b><br/>Press <b>9 7 1</b><br/>1 long beep — Fax messages<br/>3 short beeps — No messages</p> <p><b>CHANGE RECEIVE MODE</b><br/>Press <b>9 8</b><br/><i>then for</i> External TAD, press <b>1</b>.<br/>Fax/Tel, press <b>2</b>.<br/>Fax Only, press <b>3</b>.</p> <p><b>EXIT REMOTE OPERATION</b><br/>Press <b>9 0</b>.</p> | <p><b>Using Remote Access Code</b></p> <ol style="list-style-type: none"> <li><b>1</b> Dial your fax number from a telephone or fax machine using touch tone.</li> <li><b>2</b> When your machine answers, immediately enter your Remote Access Code (3 digits followed by *).</li> <li><b>3</b> Your machine signals the kinds of messages it received:<br/>1 long beep — Fax messages<br/>No long beeps — No messages.</li> <li><b>4</b> After 2 short beeps, enter a command.</li> <li><b>5</b> Press <b>9 0</b> to reset your machine when you finish.</li> <li><b>6</b> Hang up.</li> </ol> |

### Changing Remote Access Code

- 1 Press **Menu/Set**, 2, 5, 2
- 2 Enter a three-digit code using numbers 0-9, \* or #. The \* cannot be changed.
- 3 Press **Menu/Set**.
- 4 Press **Stop/Exit**.

### Remote Commands

#### CHANGE FAX FORWARDING SETTING

- Press **9 5**  
then to Turn feature Off, press 1.  
Select Fax Forwarding, press 2.

Fold →

**Program Fax Forwarding Number**, press 4. Enter the new fax number where you want your fax messages forwarded followed by **# #**.

Turn **Fax Storage On**, press 6.

#### RETRIEVE A FAX

Press **9 6**  
then to

Retrieve all faxes, press 2.

then enter the number of remote fax machine followed by **# #**.  
After the beep, hang up and wait.

Erase all fax messages, press 3.

← Fold

## **For Australia**

Warranty - For details about the warranty on your Brother Product, please visit:  
[www.brother.com.au](http://www.brother.com.au)

**Repair** - For warranty service for your Brother Product you will need evidence of original purchase (e.g. a copy of the sales docket).

Contact Brother International (Aust) Pty Ltd for details about your nearest Authorised Warranty Centre or visit: [www.brother.com.au](http://www.brother.com.au).

**Support** - For support for your Brother Product other than what you can resolve through the User Guide, Visit our website: [www.brother.com.au](http://www.brother.com.au) or visit our Solutions website for FAQs (Frequently Asked Questions), Driver Updates & Utilities, Product Support: <http://solutions.brother.com>.

You can contact the Product Support Centre for any technical or customer care/support enquiry you may have about your Brother Product.

Product Support Centre - Australia

Brother International (Aust) Pty Ltd

Phone: 02 8875 6000 Fax: 02 9870 7223

email: [productsupport@brother.com.au](mailto:productsupport@brother.com.au)

<http://www.brother.com.au>

## For New Zealand

Warranty - For details about the warranty on your Brother Product, please visit: [www.brother.co.nz](http://www.brother.co.nz)

**FREE Installation** - To arrange to have your new MFC9420CN (ONLY) installed by a professional Service Technician, free of charge\*#, please call 0800 MFC INSTALL (0800 632 467) and speak to our friendly staff. If such an installation service is surplus to your needs similar assistance can be provided over the telephone on this same number.

\* The installation is such that it covers:

- The unpacking, assembly and connection of the MFC9420CN via a local (USB or Parallel) connection to a single computer, power and telephone as desired;
- Basic, as indicated in the Quick Setup Guide, software and device driver installation;
- Basic, as indicated in the Quick Setup Guide, programming of the MFC9420CN's User Settings.

# The installation does not cover:

- Travel for more than 30kms from the Service Technician's workshop;
- A network wide installation. In such environments a single computer installation can be covered but the presence of a designated IT Professional Network Systems Administrator is required, such a person should then also facilitate any further network installation requirements;
- Repairing or troubleshooting Computer or Operating System issues (such as the download and/or installation of patches, updates or Service Packs);
- Providing required cabling (or other items) not listed on the MFC9420CN's Packing List;
- Advanced programming of the MFC9420CN beyond simple guidance as would be imparted in the course of following a standard setup process (such as entering a complete One Touch and Speed Dial list).

**Repair** - For warranty service for your Brother Product you will need evidence of original purchase (e.g. a copy of the sales docket).

Contact Brother International (NZ) Limited for details about your nearest Registered Warranty Service Agent or visit: [www.brother.co.nz](http://www.brother.co.nz).

**Support** - For support for your Brother Product other than what you can resolve through the User Guide, Visit our website: [www.brother.co.nz](http://www.brother.co.nz) or visit our Solutions website for FAQs (Frequently Asked Questions), Driver Updates & Utilities, Product Support: <http://solutions.brother.com>.

You can contact the Helpdesk for any technical or customer care/support enquiry you may have about your Brother Product.

MFC9420CN Support Team

Brother International (NZ) Limited

Phone: 0800 632 467 - ONLY for the MFC9420CN Fax: 0800 837 822

Web Enquiry: <http://www.brother.co.nz/public/support/helpdeskEnquiryForm.asp>

or select

HELPDESK ENQUIRY

from <http://www.brother.co.nz>

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This machine is approved for use in the country of purchase only, local Brother companies or their dealers will only support machines purchased in their own countries.

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