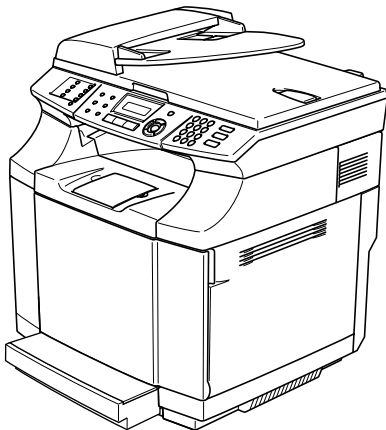


brother®

USER'S GUIDE

MFC-9420CN



Version D

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 is on the inside of the front cover. 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;
- may support an insurance claim by you in the event of product loss covered by insurance; and
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is on-line at <http://www.brother.com/registration/>

Brother numbers

IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made **from within** that country.

Register your product

By registering your product with Brother International Corporation, 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;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

Please complete and fax the Brother Warranty Registration And Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

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

FAQs (Frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software, documents and utilities, read FAQs and troubleshooting tips, and learn how to get the most from your Brother product.

<http://solutions.brother.com>



Note

You can check here for Brother driver updates.

For Customer Service

In USA:	1-800-284-4329 (voice) 1-901-379-1215 (fax) 1-800-284-3238 (TTY service for the hearing-impaired)
In Canada:	1-877-BROTHER (voice) (514) 685-4898 (fax)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-800-284-4357.

Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

Brother fax back system (USA only)

Brother has installed an easy-to-use fax back system, so you can get instant answers to common technical questions and product information for all Brother products. This system is available 24 hours a day, 7 days a week. You can use the system to receive faxed instructions and an Index of fax back subjects.

In USA only: 1-800-521-2846

Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (In the USA, you can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)

In USA: 1-888-879-3232 (voice)
1-800-947-1445 (fax)

<http://www.brothermall.com>

In Canada: 1-877-BROTHER (voice)

Description	Item
Toner Cartridge	Black: TN-04BK (Prints approx. 10,000 pages) Cyan: TN-04C (Prints approx. 6,600 pages) Magenta: TN-04M (Prints approx. 6,600 pages) Yellow: TN-04Y (Prints approx. 6,600 pages)
OPC Belt	OP-4CL
Waste Toner Pack	WT-4CL
Fusing Unit	FP-4CL
Telephone Line Cord	LG3077001
IEEE-1284 Bi-directional Cable	F2A046-10
Power Protector for A/C Power Telephone Line Surges and Voltage Spikes (2 outlets)	QPD120
Power Protector for A/C Power Telephone Line Surges and Voltage Spikes (8 outlets)	FX120
Lower Tray Unit	LT-27CL
User's Guide	LF9339001 (English for USA and Canada) LF9339002 (French for Canada)
Quick Setup Guide	LF9353001 (English for USA and Canada) LF9353002 (French for Canada)

Notice - Disclaimer of Warranties (USA and Canada)

BROTHER'S LICENSOR(S), AND THEIR DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS (COLLECTIVELY BROTHER'S LICENSOR) MAKE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REGARDING THE SOFTWARE. BROTHER'S LICENSOR(S) DOES NOT WARRANT, GUARANTEE OR MAKE ANY REPRESENTATIONS REGARDING THE USE OR THE RESULTS OF THE USE OF THE SOFTWARE IN TERMS OF ITS CORRECTNESS, ACCURACY, RELIABILITY, CURRENTNESS OR OTHERWISE. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE SOFTWARE IS ASSUMED BY YOU. THE EXCLUSION OF IMPLIED WARRANTIES IS NOT PERMITTED BY SOME STATES IN THE USA AND SOME PROVINCES IN CANADA. THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

IN NO EVENT WILL BROTHER'S LICENSOR(S) BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE) ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE EVEN IF BROTHER'S LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME STATES IN THE USA AND SOME PROVINCES IN CANADA DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN ANY EVENT BROTHER'S LICENSOR'S LIABILITY TO YOU FOR ACTUAL DAMAGES FROM ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF THE ACTION (WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR OTHERWISE), WILL BE LIMITED TO \$50.

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.

Brother® Color Laser One-Year On-Site Limited Warranty (USA only)

Who is covered:

- This limited warranty (“warranty”) is given only to the original end-use/retail purchaser (referred to in this warranty as “Original Purchaser”) of the accompanying product, consumables and accessories (collectively referred to in this warranty as “this Product”).
- If you purchased a product from someone other than an authorized Brother reseller in the United States or if the product was used (including but not limited to floor models or refurbished product), prior to your purchase you are not the Original Purchaser and the product that you purchased is not covered by this warranty.

What is covered:

- This Product includes a Machine and Consumable and Accessory Items. Consumable and Accessory Items include but are not limited to Toner Cartridges, OPC Belt Assembly, Fuser Unit and Transfer Belt Assembly.
- Except as otherwise provided herein, Brother warrants that the Machine and the accompanying Consumable and Accessory Items will be free from defects in materials and workmanship, when used under normal conditions.
- This warranty applies only to products purchased and used in the United States. For products purchased in, but used outside, the United States, this warranty covers only warranty service within the United States (and does not include shipping outside the United States).

What is the length of the Warranty Periods:

- Machines: one year from the original purchase date.
- Accompanying Consumable and Accessory Items: 90 days from the original purchase date or the rated life of consumable, whichever comes first.

What is NOT covered:

This warranty does not cover:

- (1) Physical damage to this Product;
- (2) Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting this Product without the proper preparation and/or packaging);
- (3) Damage caused by another device or software used with this Product (including but not limited to damage resulting from use of non Brother®-brand parts and Consumable and Accessory Items);
- (4) Consumable and Accessory Items that expired in accordance with a rated life; and,
- (5) Problems arising from other than defects in materials or workmanship.
- (6) Normal Periodic Maintenance Items, such as Paper Feeding Kit, Fuser and Laser Units.

This limited warranty is VOID if this Product has been altered or modified in any way (including but not limited to attempted warranty repair without authorization from Brother and/or alteration/removal of the serial number).

What to do if you think your Product is eligible for warranty service:

Report your issue to our Customer Service Hotline at 1-800-284-4329 or to a Brother Authorized Service Center **within the applicable warranty period.** Supply Brother or the Brother Authorized Service Center with a copy of your dated bill of sale showing that this Product was purchased within the U.S. For the name of local Brother Authorized Service Center(s), call 1-800-521-2846.

What Brother will ask you to do:

After contacting Brother or a Brother Authorized Service Center, you may be required to provide information pertaining to the defect or malfunction of this Product.

Brother® Color Laser One-Year On-Site Limited Warranty (USA only)

What Brother will do:

If the problem reported concerning your Machine and/or accompanying Consumable and Accessory Items is covered by this warranty and if you first reported the problem to Brother or an Authorized Service Center within the applicable warranty period, Brother or its Authorized Service Center will evaluate your report of a possible defect to determine whether a defect exists, and if it does exist, Brother or an Authorized Service Center will provide "On-site Warranty Service" during "Normal Working Hours" and will repair the Machine and/or accompanying Consumable and Accessory Items at no charge to you for parts or labor. "On-site Warranty Service" shall consist of the remedial service, as necessitated by normal usage, to restore this product to good operating condition at your location and does not guarantee uninterrupted operation of this Product. "Normal Working Hours" shall mean 9:00am to 5:00pm (local time), Monday through Friday, excluding legal and local holidays observed by Brother or the Authorized Service Center.

If the Machine and/or accompanying Consumable and Accessory Items are not covered by this warranty, you will be charged for any service and/or replacement parts/products at Brother's or the Authorized Service Center's then current published rates.

The foregoing are your sole (i.e., only) and exclusive remedies under this warranty.

What you must provide:

Reasonable cooperation with the Brother Representative in troubleshooting as they diagnose the problem, provide access to this Product at reasonable times and provide adequate working space including heat, light, ventilation, electric current and outlets for the use of the Brother representative.

Limitations:

Brother is not responsible for damage to or loss of any equipment, media, programs or data related to the use of this Product. Except for that repair as described above, Brother shall not be liable for any direct, indirect, incidental or consequential damages or specific relief. Because some states do not allow the exclusion or limitation of consequential or incidental damages, the above limitation may not apply to you.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

- This Limited Warranty is the only warranty that Brother is giving for this Product. It is the *final expression and the exclusive and only statement* of Brother's obligations to you. It replaces all other agreements and understandings that you may have with Brother or its representatives.
- This warranty gives you certain rights and you may also have other rights that may vary from state to state.
- This Limited Warranty (and Brother's obligation to you) may not be changed in any way unless you and Brother sign the same piece of paper in which we (1) refer to this Product and your bill of sale date, (2) describe the change to this warranty and (3) agree to make that change.

**BROTHER MULTIFUNCTION CENTER/FACSIMILE MACHINE
LIMITED WARRANTY
(Canada only)**

Pursuant to this limited warranty of 1 year from the date of purchase for labour and parts, Brother International Corporation (Canada) Ltd. ("Brother"), or its Authorized Service Centers, will repair this MFC/Facsimile machine free of charge if defective in material or workmanship. This Limited Warranty does not include cleaning, consumables (including, without limitation, print cartridges, print head, toner and drum) or damage caused by accident, neglect, misuse or improper installation or operation, any damage caused from service, maintenance, modifications, or tampering by anyone other than a Brother Authorized Service Representative, or from the use of supplies or consumable items that are non-Brother products. Operation of the MFC/Facsimile machine in excess of the specifications or with the Serial Number or Rating Label removed shall be deemed abuse and all repairs thereafter shall be the sole liability of the end-user/purchaser. In order to obtain warranty service, the MFC/Facsimile machine must be delivered or shipped freight prepaid by the end user/purchaser to a "Brother" Authorized Service Center, together with your Proof of Purchase in the form of a Sales Receipt.

For laser products: Failure to remove the Toner Cartridge (and Toner Drum Unit on applicable models) during shipping will cause severe damage to the MFC/Facsimile and will VOID the Warranty. (Refer to your User's Guide for proper packaging.)

For ink-jet products: Do not remove the ink cartridges during shipping. Damage to your print head resulting from packing without the ink cartridges will VOID your warranty. (Refer to your User's Guide for proper packaging.)

BROTHER DISCLAIMS ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY WARRANTIES IMPLIED BY LAW CANNOT BE VALIDLY WAIVED.

No oral or written information, advice or representation provided by Brother, its Authorized Service Centers, Distributors, Dealers, Agents or employees, shall create another warranty or modify this warranty. This warranty states Brother's entire liability and your exclusive remedy against Brother for any failure of the MFC/Facsimile machine to operate properly.

Neither Brother nor anyone else involved in the development, production, or delivery of this MFC/Facsimile machine shall be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, including lost profits, arising from the use of or inability to use the product, even if advised by the end user/purchaser of the possibility of such damages. Since some Provinces do not allow the above limitation of liability, such limitation may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from Province to Province.

Warranty Service is available at Brother Authorized Service Centers throughout Canada. For Technical Support or for the name and location of your nearest Authorized Service Center call 1-877-BROTHER.

Internet support: support@brother.ca or browse

Brother's Web Site: www.brother.com


Brother International Corporation (Canada) Ltd.
1 Rue Hôtel de Ville
Dollard-Des-Ormeaux, QC H9B 3H6

At your side.
brother®

Quick Reference Guide

Sending Faxes

Automatic Transmission

- 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 **Black Start** or **Color 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.
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**.

Dialing operations

One-Touch Dialing / Speed-Dialing

- 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 **Black Start** or **Color 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 **Black Start** or **Color Start**.

Making copies

Single copy

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

Table of Contents

Section I - General

1 General Information

Using this Guide	1-1
Finding information	1-1
Symbols used in this Guide	1-1
How to access the complete User's Guide	1-2
To view Documentation (For Windows®)	1-2
To view Documentation (For Macintosh®)	1-3
Control panel overview	1-4
About fax machines	1-6
Custom features	1-6
Fax tones and handshake	1-7
ECM (Error Correction Mode)	1-7

2 Loading paper and documents

Acceptable paper and other media	2-1
Recommended paper	2-1
Type and size of paper	2-1
Handling and using special paper	2-3
Printable area	2-7
Loading paper and envelopes	2-8
Loading documents	2-10
Using the ADF (automatic document feeder)	2-10
Using the scanner glass	2-11

3 Setup

Date and Time	3-1
Automatic Daylight Savings Time	3-1
Station ID	3-2
LCD Contrast	3-3
Phone line settings	3-3
Tone and Pulse dialing mode	3-3
Roll over phone lines	3-3
Two-line phone system	3-3
Converting telephone wall outlets	3-4
Installing machine, external two-line TAD and two-line telephone	3-4
Multi-line connections (PBX)	3-5
Connecting an external or extension telephone	3-5
Connecting an external telephone answering device (TAD)	3-5
Ecology features	3-7
Toner Save	3-7
Sleep Time	3-8
Mode Timer	3-8

Paper settings	3-9
Paper Type	3-9
Paper Size	3-9
Volume Settings.....	3-10
Ring Volume	3-10
Beeper Volume	3-10
Speaker Volume	3-10

4 Security features

Setting Lock	4-1
Setting up the password	4-1
Changing the Setting Lock password	4-2
Turning Setting Lock on.....	4-2
Turning Setting Lock off.....	4-2
Memory Security.....	4-3
Setting up the password	4-3
Changing the Memory Security password	4-4
Turning Memory Security on	4-4
Turning Memory Security off	4-4

Section II - Fax & Telephone

5 Sending a fax

How to Fax.....	5-1
Entering Fax mode	5-1
Sending a fax from the ADF	5-1
Sending a fax from the scanner glass	5-1
Color fax transmission	5-2
Canceling a fax in progress	5-2
Dual Access (Black & White only)	5-2
Sending a fax manually	5-3
Manual transmission.....	5-3
Sending a fax at the end of a conversation	5-3
Out of Memory message	5-3
Broadcasting (Black & White only)	5-4
Additional Sending Operations	5-5
Sending faxes using multiple settings	5-5
Contrast	5-5
Changing fax Resolution	5-5
Real Time Transmission.....	5-6
Overseas Mode	5-7
Delayed Faxing (Black & White only)	5-8
Delayed Batch Transmission (Black & White only)	5-8
Checking job status and canceling a waiting job	5-9
Composing the electronic Cover Page (Black & White only).....	5-9

6 Receiving a fax

Receive Mode.....	6-1
Fax Receive Settings.....	6-2
Ring Delay	6-2
F/T Ring Time (Fax/Tel mode only)	6-3
Tray Use for Fax mode	6-3
Printing a reduced incoming fax (Auto Reduction)	6-4
Receiving a fax at the end of a conversation.....	6-4
Changing the remote codes	6-5
Easy Receive.....	6-5
Printing a fax from the memory	6-6
Setting the Print Density	6-6
Operation from extension telephones.....	6-6
Using a cordless external handset	6-6
For Fax/Tel mode only.....	6-7

7 Dialing and phone options

How to dial.....	7-1
Manual dialing	7-1
One-Touch Dialing.....	7-1
Speed-Dialing	7-1
Search	7-2
Fax Redial	7-2
Storing numbers	7-3
Storing a Pause	7-3
Storing One-Touch Dial numbers	7-3
Storing Speed-Dial numbers	7-4
Changing One-Touch and Speed-Dial numbers	7-4
Setting up Groups for Broadcasting	7-5
Access codes and credit card numbers.....	7-6
Tone or Pulse	7-6
Phone line services.....	7-6
Distinctive Ring.....	7-6
Caller ID.....	7-8

8 Remote Fax Options (Black & White only)

Fax Forwarding.....	8-1
Programming your pager number.....	8-2
Fax Storage	8-2
PC Fax Receive.....	8-3
Changing Remote Fax Options	8-4
Turning off Remote Fax Options	8-4
Remote Retrieval.....	8-5
Setting the Remote Access Code.....	8-5
Using your Remote Access Code.....	8-5
Remote commands.....	8-6
Retrieving fax messages	8-7
Changing the Fax Forwarding number	8-7

9 Printing reports

Fax reports.....	9-1
Transmission Verification Report.....	9-1
Fax Journal (Activity report).....	9-1
Additional reports.....	9-2

10 Polling

Polling Operation	10-1
Polling Receive	10-1
Set up to receive polling	10-1
Sequential Polling	10-1
Polled Transmit.....	10-2
Set up for Polled Transmit (Black & White only)	10-2

Section III - Copy

11 Making copies

How to copy	11-1
Entering Copy mode	11-1
Printable Area.....	11-1
Making a single copy	11-1
Making multiple copies	11-2
Tray Use for Copy mode	11-2
Cancel copying	11-2
Copy options.....	11-3
Increasing copy quality	11-3
Enlarging or reducing the image copied	11-4
Making N in 1 copies or a poster (page layout)	11-5
Sorting copies using the ADF.....	11-7
Adjusting Brightness, Contrast and Color.....	11-7
Out of Memory message	11-9
Legal limitations	11-9

Section IV - Software and Network Features

Section V - Appendixes

A Important information

Standard telephone and FCC Notices	
These notices are in effect on models sold and used in the United States only.....	A-1
Federal Communications Commission (FCC) Declaration of Conformity (USA only)	A-2
Industry Canada Compliance Statement (Canada only)	A-3

For your safety.....	A-3
Disconnect device	A-3
LAN connection	A-3
Laser safety	A-3
FDA regulations.....	A-4
Important safety instructions.....	A-4
Choosing a location	A-6
To use the machine safely.....	A-7
Trademarks.....	A-10

B Menu and Features

On-screen programming.....	B-1
Menu table.....	B-1
Memory storage.....	B-1
Menu keys	B-2
Menu Table.....	B-3
Copy options key	B-14
Entering Text	B-15

C Troubleshooting and routine maintenance

Troubleshooting.....	C-1
Error messages	C-1
Document jams.....	C-6
Paper jams	C-7
Paper Jam A1 / Paper Jam A2	C-8
Paper Jam B.....	C-9
Paper Jam C.....	C-10
If you are having difficulty with your machine	C-11
Improving the print quality	C-16
Setting Dial Tone Detection.....	C-20
Compatibility	C-20
Routine maintenance.....	C-20
Cleaning the outside of the machine	C-21
Cleaning the scanner glass	C-22
Cleaning to prevent paper jams.....	C-22
Cleaning the laser glass	C-24
Replacing the consumable items.....	C-26
Toner cartridges	C-28
Waste toner pack.....	C-31
OPC belt cartridge	C-33
Fusing unit.....	C-35
Replacing the transfer belt cleaner.....	C-37
Replacing the transfer roller	C-39
Machine Information	C-40
Checking the Serial Numbers.....	C-40
Checking the Page Counters.....	C-40
Checking remaining life of parts	C-40
Packing and shipping the machine	C-41

D Optional accessories

Optional accessories	D-1
Lower tray unit (LT-27CL)	D-1
SO-DIMM (Memory)	D-3
Installing additional memory	D-4

E Specifications

Product description	E-1
General	E-1
Print media.....	E-2
Fax.....	E-3
Copier	E-4
Scanner	E-5
Printer	E-6
Interfaces	E-6
Computer requirements.....	E-7
Consumable items	E-8
Replacement Parts	E-8
Network (LAN)	E-9

F Glossary

G Index

H Remote Retrieval Access Card

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.

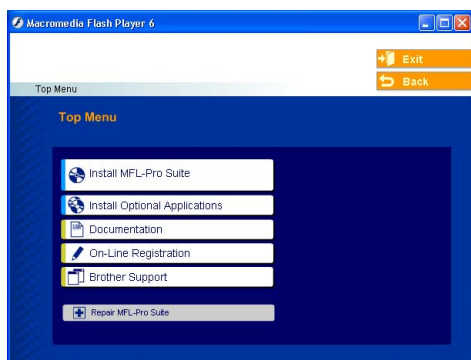
To view Documentation (For Windows®)

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 labeled 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:

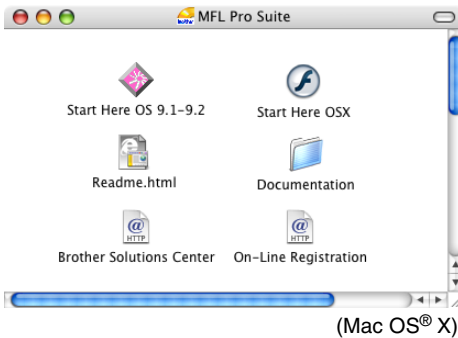
- *Scanning* in Chapter 2
(For Windows® 98/98SE/Me/2000 Professional/XP/Windows NT® Workstation Version 4.0)
- *ControlCenter2* in Chapter 3
(For Windows® 98/98SE/Me/2000 Professional/XP/Windows NT® Workstation Version 4.0)
- *Network Scanning* in Chapter 4

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 labeled 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:

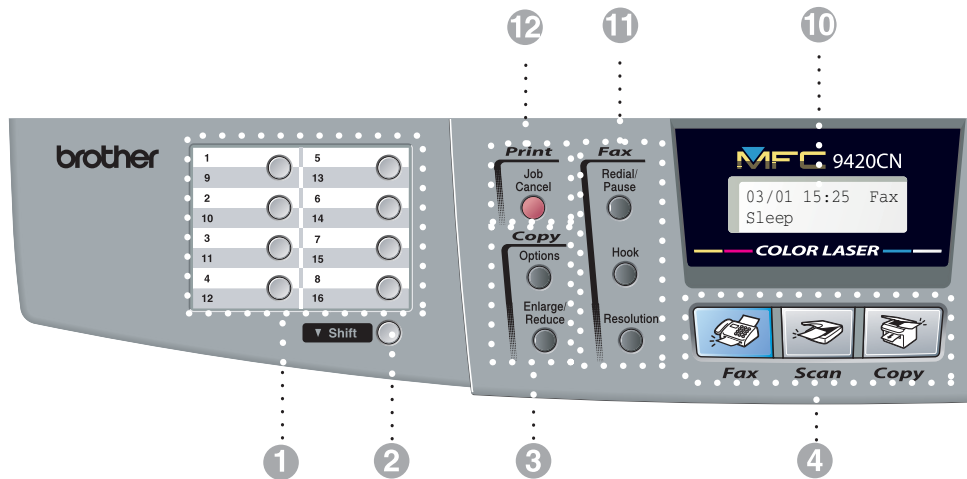
Software User's Guide:

- *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 Menu 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



When listening to the speaker in Fax mode or on standby, you can press these keys to adjust the volume.

▼ Search/Speed Dial

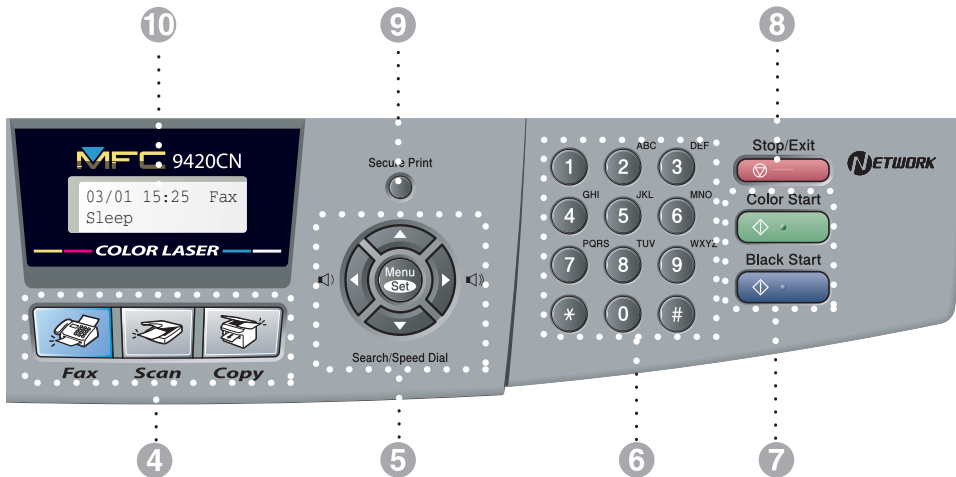
Lets you look up numbers that are stored in the dialing memory. It also lets you dial stored numbers by pressing # and a three-digit number.



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 dialing mode during a telephone call from Pulse to Tone.

7 Black Start

Lets you start sending faxes or making copies in black & white.

Color Start

Lets you start sending faxes or making copies in full color.

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 dialing if you want to make sure a fax machine will answer, and then press **Black Start** or **Color 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

Custom features

Do you have Voice Mail on the phone line?

If you have Voice Mail on the phone line where you will install your new machine, *there is a strong possibility that Voice Mail and the machine may conflict with each other while receiving incoming calls.*

Why should there be problems?

Since both the machine and Voice Mail will pick up the call, after the number of rings you have set, each of them has the ability to keep the other from receiving calls.

For example, if Voice Mail is set to answer after two rings and your machine is set to answer after four, Voice Mail will stop your machine from receiving faxes.

If you set Voice Mail and the Brother machine to answer after the same number of rings, there is no way of knowing which one will answer first. It is important to remember that neither Voice Mail nor the machine can pass the call back to the other after the call has been answered.

How can you avoid possible problems?

A very good way to avoid problems like the one mentioned, *is to get a second phone number on your present phone line.*

Many people with Voice Mail choose an alternative service, which is called “Distinctive Ring”, and they are very satisfied with it.

(See Distinctive Ring on page 7-6.)

Another way to avoid possible problems is to replace Voice Mail with an answering machine. Your Brother machine is designed to work with an answering machine or TAD (telephone answering device).

(See Connecting an external telephone answering device (TAD) on page 3-5.)

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 **Black Start** or **Color Start** and they will continue for about 60 seconds after dialing. 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 dialed. 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.

If this feature stops working, delete your faxes from the memory.

2

Loading paper and documents

Acceptable paper and other media

Recommended paper

The recommended paper for this machine is:

Xerox 4200, Hammermill Laserprint 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 28 lb or 105 g/m²) 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 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 (20 lb or 80 g/m²) 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 (20 lb or 80 g/m²). The maximum capacity is 1.76 in. (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, Legal, B5 (JIS/ISO), Executive, A5, COM10, DL, 4.1 x 8.3 in. to 8.5 x 11.7 in. (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 (20 lb or 80 g/m ²)	Up to 530 sheets (20 lb or 80 g/m ²)
	Thick/Thicker paper	Up to 40 sheets (44 lb or 165 g/m ²)	Up to 1.76 in. (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 (lb (g/m²))	16-24 (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 color laser machine.
- Preprinted paper must use inks that can withstand the temperature of the machine's fusing process (392 degrees Fahrenheit or 200 degrees centigrade 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 only be fed from Tray#1.



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 0.6 in. (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.

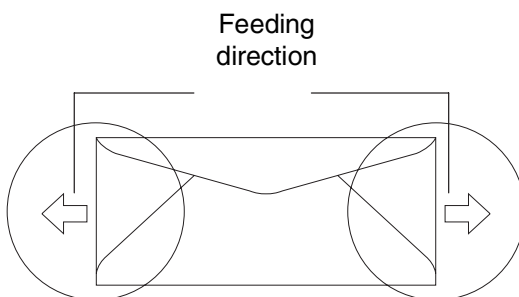


Figure 1

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.

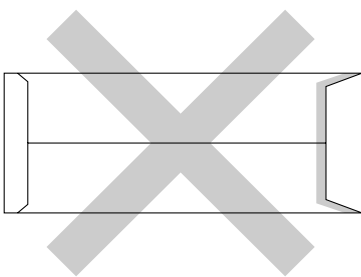


Figure 2

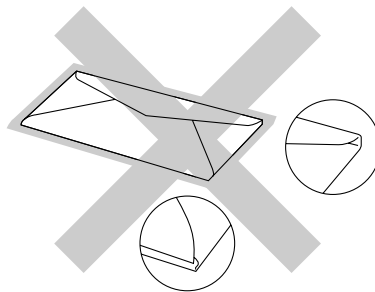


Figure 3

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 that 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.

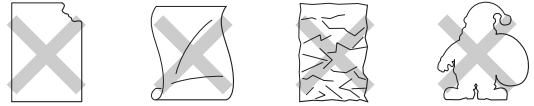
All labels and transparencies used in this machine must be able to withstand a temperature of 392 degrees Fahrenheit (200 degrees centigrade) for a period of 0.1 seconds.

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.



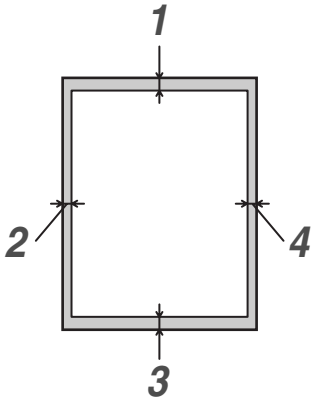
! CAUTION

- 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

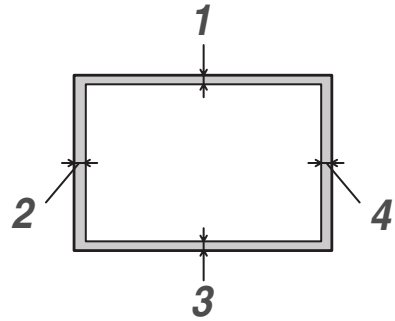
The edges of the paper that cannot be printed on are shown below.

Portrait



	For all available paper sizes
1	0.17 in. (4.2 mm)
2	0.17 in. (4.2 mm)
3	0.17 in. (4.2 mm)
4	0.17 in. (4.2 mm)

Landscape



	For all available paper sizes
1	0.17 in. (4.2 mm)
2	0.17 in. (4.2 mm)
3	0.17 in. (4.2 mm)
4	0.17 in. (4.2 mm)



Note

We recommend that you do not print within 0.6 in. (15 mm) of the edges of envelopes.

Loading paper and envelopes

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

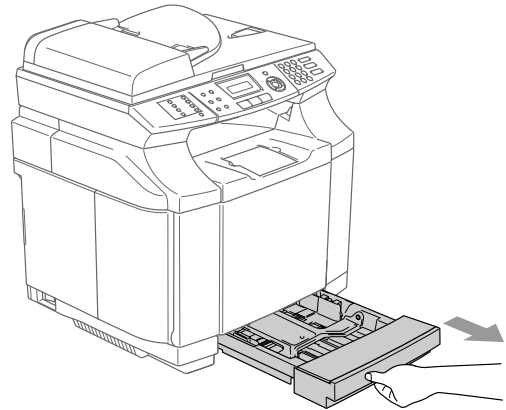
When you put paper into the paper tray, note the following:

- The machine detects standard paper sizes in the paper trays. If you load small size paper or envelopes, you will need to manually set the paper size in the Small Paper setting. (See *Paper Size* on page 3-9.)
- 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.

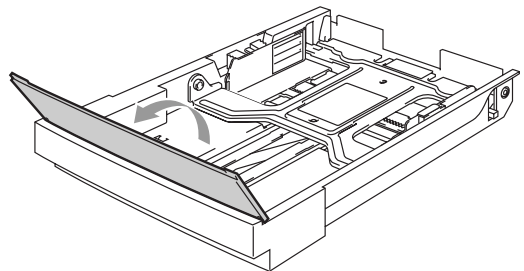


To load paper or other media in the paper tray

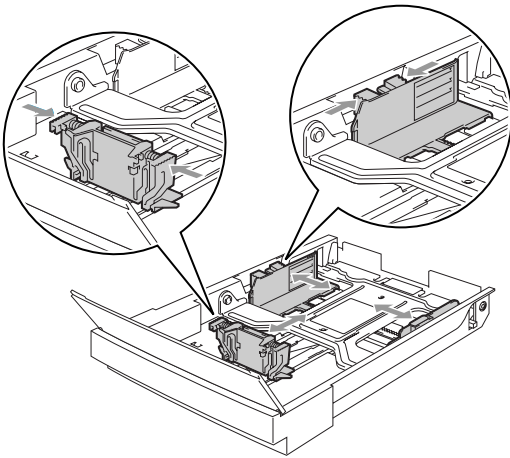
- 1 Pull the paper tray completely out of the machine.



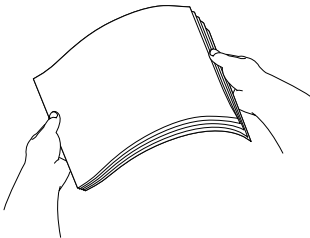
- 2 Place the tray on a flat table and lift the front tray cover.



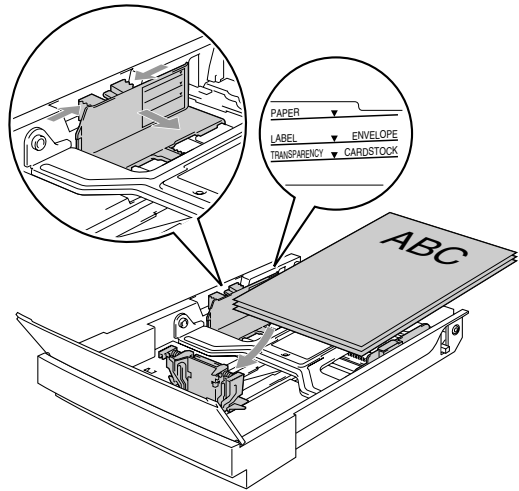
- 3 Squeeze the snap lock on the end of the front paper guide. Slide the front paper guide to the position for the size of paper you are using. Release the snap lock. Squeeze and slide the left hand side paper guide to the paper size you are using, and release it.



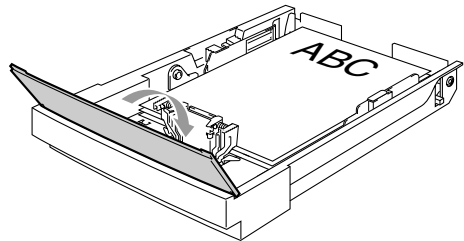
- 4 Fan the stack of paper well to avoid paper jams and mis-feeds.



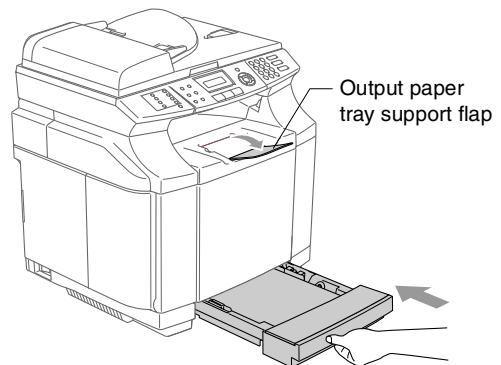
- 5 Put the paper in the tray with the recommended print side face up.



- 6 Lower the front tray cover.



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



**Note**

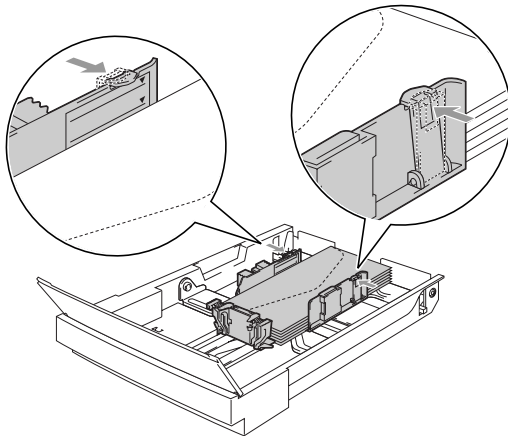
When you put paper in the paper tray, please remember the following:

- 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.

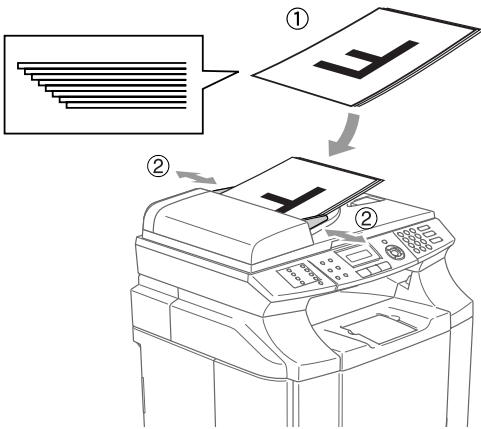
Using the ADF (automatic document feeder)

The ADF can hold up to 35 pages and feeds each sheet individually. Use standard 20 lb (80 g/m²) paper and always fan the pages before putting them in the ADF.

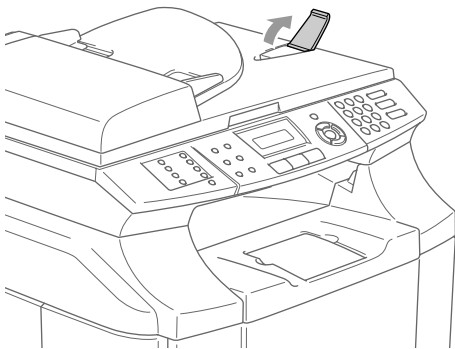
! CAUTION

- **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 5.8 to 8.5 in. (147.3 to 215.9 mm) wide and 5.8 to 14 in. (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

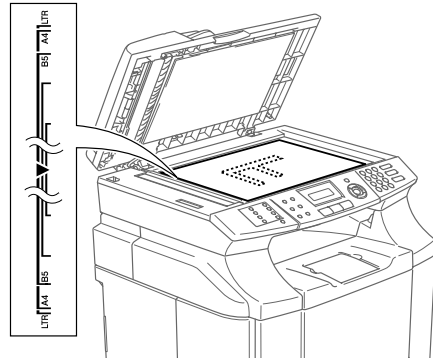
You can use the scanner glass to fax, copy or scan pages of a book or one page at a time. Documents can be up to 8.5 in. (215.9 mm) wide and 11 in. (297 mm) long.

Note

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

- 1 Lift the document cover.
- 2 Using the document guidelines on the left, center 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.

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 3-8.)

Automatic Daylight Savings Time

You can set the machine to change automatically for Daylight Savings Time. It will reset itself forward one hour in the Spring and backward one hour in the Fall. Make sure you have set the correct date and time in the *Date/Time* setting.

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

```
General Setup
5.Auto Daylight
```

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

- 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 (Black & White 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.

NOTICE (For USA)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or electronic device to send any message via a telephone fax machine unless such messages clearly contain, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity or other individual sending the message and the telephone number of the sending machine or such business, other entity or individual.

To program this information into your machine, see *Date and Time* on page 3-1 and *Station ID* on page 3-2.

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 dialing mode

Your machine comes set for Tone dialing service. If you have Pulse dialing service (rotary), you need to change the dialing 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**.

Roll over phone lines

A roll over phone system is a group of two or more separate telephone lines that pass incoming calls to each other if they are busy. The calls are usually passed down or “rolled over” to the next available phone line in a preset order.

Your machine can work in a roll over system as long as it is the last number in the sequence, so the call cannot roll away. Do not put the machine on any of the other numbers; when the other lines are busy and a second fax call is received, the fax call would be transferred to a line that does not have a fax machine. **Your machine will work best on a dedicated line.**

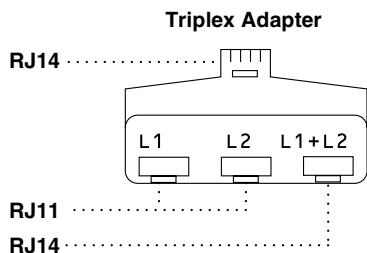
Two-line phone system

A two-line phone system is nothing more than two separate phone numbers on the same wall outlet. The two phone numbers can be on separate jacks (RJ11) or combined into one jack (RJ14). Your machine must be plugged into an RJ11 jack. RJ11 and RJ14 jacks may be equal in size and appearance and both may contain four wires (black, red, green, yellow). To test the type of jack, plug in a two-line phone and see if it can access both lines. If it can, you must separate the line for your machine. (See *Easy Receive* on page 6-5.)

Converting telephone wall outlets

There are three ways to convert to an RJ11 jack. The first two ways may require assistance from the telephone company. You can change the wall outlets from one RJ14 jack to two RJ11 jacks. Or, you can have an RJ11 wall outlet installed and slave or jump one of the phone numbers to it.

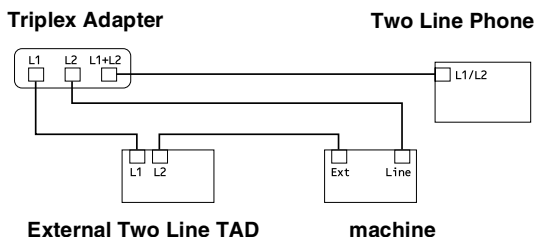
The third way is the easiest: Buy a triplex adapter. You can plug a triplex adapter into an RJ14 outlet. It separates the wires into two separate RJ11 jacks (Line 1, Line 2) and a third RJ14 jack (Lines 1 and 2). If your machine is on Line 1, plug the machine into L1 of the triplex adapter. If your machine is on Line 2, plug it into L2 of the triplex adapter.



Installing machine, external two-line TAD and two-line telephone

When you are installing an external two-line telephone answering device (TAD) and a two-line telephone, your machine must be isolated on one line at both the wall jack and at the TAD. The most common connection is to put the machine on Line 2, which is explained in the following steps. The back of the two-line TAD must have two telephone jacks: one labeled L1 or L1/L2, and the other labeled L2. You will need at least three telephone line cords, the one that came with your machine and two for your external two-line TAD. You will need a fourth line cord if you add a two-line telephone.

- 1 Place the two-line TAD and the two-line telephone next to your machine.
- 2 Plug one end of the telephone line cord for your machine into the L2 jack of the triplex adapter. Plug the other end into the LINE jack on the back of the machine.
- 3 Plug one end of the first telephone line cord for your TAD into the L1 jack of the triplex adapter. Plug the other end into the L1 or L1/L2 jack of the two-line TAD.
- 4 Plug one end of the second telephone line cord for your TAD into the L2 jack of the two-line TAD. Plug the other end into the EXT. jack on the left side of the machine.



You can keep two-line telephones on other wall outlets as always. There are two ways to add a two-line telephone to the machine's wall outlet. You can plug the telephone line cord from the two-line telephone into the L1+L2 jack of the triplex adapter. Or, you can plug the two-line telephone into the TEL jack of the two-line TAD.

Multi-line connections (PBX)

Most offices use a central telephone system. While it is often relatively simple to connect the machine to a key system or a PBX (Private Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the machine for you. It is advisable to have a separate line for the machine.

If the machine is to be connected to a multi-line system, ask your installer to connect the unit to the last line on the system. This prevents the unit from being activated each time a telephone call is received.

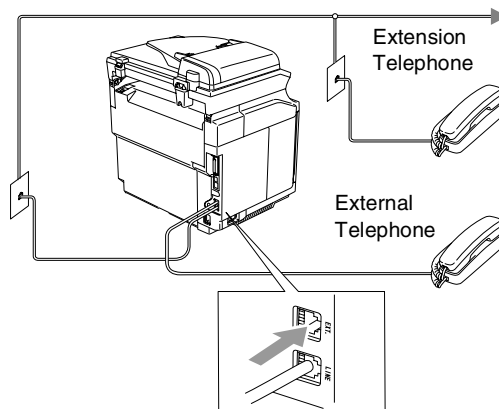
If you are installing the machine to work with a PBX

- 1 It is not guaranteed that the unit will operate properly under all circumstances with a PBX. Any cases of difficulty should be reported first to the company that handles your PBX.
- 2 If all incoming calls will be answered by a switchboard operator, it is recommended that the Receive Mode be set to *Manual*. All incoming calls should initially be regarded as telephone calls.

Connecting an external or extension telephone

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

Connect the telephone line cord to the jack labeled EXT. in the left of the machine.



When you are using an external 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.

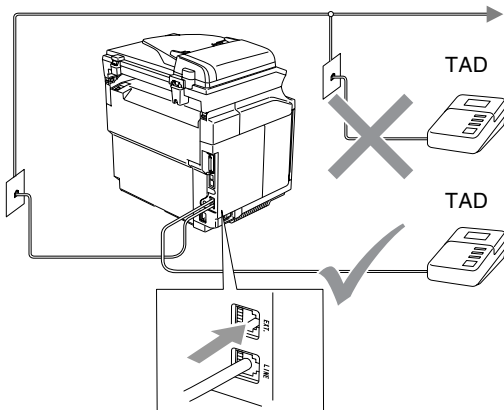
The TAD must answer within four rings (the recommended setting is two rings). The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax “handshake”. Make sure you carefully follow the instructions in this guide 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.
- *If You Subscribe to your Telephone Company's Distinctive Ring Service:* You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company's Distinctive Ring service, have registered the distinctive ring pattern on your machine, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company's Distinctive Ring Service. You cannot use the Toll Saver setting.
- *If You Do Not Subscribe to Distinctive Ring Service:* You must plug your TAD into the EXT. jack of your machine. If your TAD is plugged into a wall jack, both your machine and the TAD will try to control the phone line. (See illustration shown next.)

Improper Setup

Unless you are using Distinctive Ring, 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 plugged into the back of the machine, into the jack labeled EXT. Your machine cannot work properly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

- 1 Plug the telephone line cord from the telephone wall jack into the back of the machine, in the jack labeled LINE.
- 2 Plug the telephone line cord from your external TAD into the back of the machine, in the jack labeled EXT. (Make sure this cord is connected to the TAD at the TAD's telephone *line* jack, and not its handset jack.)
- 3 Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)
- 4 Record the outgoing message on your external TAD.

- 5 Set the TAD to answer calls.
- 6 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.
- 3 End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example:
*“After the beep, leave a message or send a fax by pressing *51 and Start.”*



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**.



Note

We do not recommend Toner Save for printing photo or gray scale images.

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 **Black** or **Color**) 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 eight sizes of paper for printing copies: Letter, A4, Legal, B5, JISB5, Executive, Com10 and DL and three sizes for printing faxes: Letter, A4 and Legal. 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 Small Paper 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**.

—OR—

In Fax mode , you can adjust the speaker volume by pressing **Hook**, and then selecting a speaker volume level.

Press **◀** or **▶** to adjust the volume level. The LCD shows the setting you are choosing. Each key press changes the volume to the next setting. The new setting will remain until you change it again.

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
- Auto Daylight
- 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 Brother Customer Service. (See *Brother numbers* on page i.)

- 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.

- 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.

- 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)
- Paging (if Paging 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 8-4.)

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 Brother Customer Service. (See *Brother numbers* on page i.)

- 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. Dialing and phone options**
- 8. Remote Fax Options (Black & White only)**
- 9. Printing reports**
- 10. Polling**

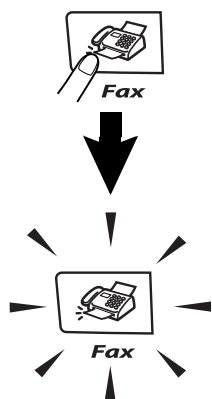
5

Sending a fax

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 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 **Black Start** or **Color Start**.
- If you press **Black Start**, the machine starts scanning the first page.
 - If you press **Color Start**, the machine starts sending.



Note

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


Sending a fax from the scanner glass

You can use the scanner glass to fax pages of a book. The documents can be up to Letter/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 **Black Start** or **Color Start**.
- If you press **Black Start**, the machine starts scanning the first page.
 - If you press **Color 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 **Black 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 color faxes.

Color fax transmission

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

However, color faxes cannot be stored in the memory. When you send a color 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 color.

Canceling a fax in progress

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

Dual Access (Black & White only)

You can dial a number and begin scanning a 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 color fax, the machine will send the document in real time (even if `Real Time TX` is set to `Off`). 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 **Black 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 **Black Start** or **Color Start**.
- 5 If you picked up the handset of an external phone, replace it.

Sending a fax at the end of a conversation

At the end of a conversation you can send a fax to the other party before you both hang up.

- 1 Ask the other party to wait for fax tones (beeps) and then to press Start or Send key before hanging up.

- 2 If it is not illuminated in blue, press



- 3 Load your document.

Press **Black Start** or **Color Start**.

- 4 If you load the document on the scanner glass, press **1** to send the fax.

- 5 Replace the external phone's handset.

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 **Black 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 (Black & White 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 dialed 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 dialing using the dial pad.
Press **Menu/Set** after each number.
- 4 After you have entered all the fax numbers, press **Black 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 dialing 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 **Black 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 dialed.
- 2 Press **Menu/Set**.
The LCD will display:

XXXXXXXXXX
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:

```
Other Settings
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.

Use `Light` to send a light document.

Use `Dark` to send a dark document.

- 1 If it is not illuminated in blue, press



- 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



- 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 black & white faxes and two for color.

Black & White

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 gray or is a photograph. This has the slowest transmission time.

Color

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 **Color 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 documents into the memory before sending. Then, as soon as the phone line is free, the machine will start dialing 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



- 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 color 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



(Fax).

- 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 (Black & White 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



(Fax).

- 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 (Black & White 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 canceling 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 canceling.

- 4 Press **Stop/Exit**.

Composing the electronic Cover Page (Black & White only)

When you send a 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 dialing 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.Comment 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 5-10.)

- 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 black & white fax. If you press **Color 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 Msg
```

- 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 **02** for 2 pages or enter **00** 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 black & white 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



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

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

- 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**.

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

- 3 Press **▲** or **▼** to select `Print Sample`.
Press **Menu/Set**.

- 4 Press **Black Start** or **Color 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 (automatic receive)	The machine automatically answers every call as a fax.	For dedicated fax lines.
Fax/Tel (fax and telephone) (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 have an answering machine on the same line, even if it is on a separate telephone wall jack on the same line. You cannot use the telephone company's Voice Mail in this mode.
External TAD (with an external answering device only)	The external answering device (TAD) automatically answers every call. Voice messages are stored on the external TAD. If it is a fax call, the machine receives the fax.	Use this mode if you have connected an answering machine to the EXT jack of your machine. The External TAD setting works only with an external answering machine. Ring Delay does not work in this setting.
Manual (manual receive) (with an external or extension telephone only)	You control the phone line and must answer every call yourself unless you are using the Distinctive Ring feature.	Use this mode if you do not receive many fax messages, use Distinctive Ring, or if you are using a computer on the same line. If you answer and hear fax tones, wait until the machine takes over the call, then hang up. (See <i>Easy Receive</i> on page 6-5.)

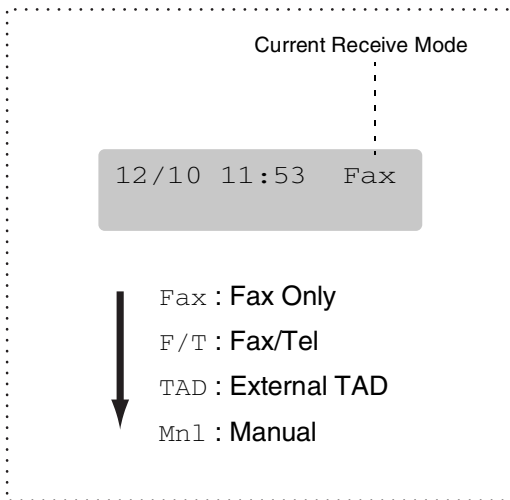
To select or change your Receive Mode

- 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 or subscribe to the telephone company's Distinctive Ring service, keep the Ring Delay setting of 4.

(See *Operation from extension telephones* on page 6-6 and *Easy Receive* on page 6-5.)

- 1 If it is not illuminated in blue, press



- 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 (00 - 04).

Press **Menu/Set.**

(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).

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, Legal or A4 size paper. The machine calculates the reduction ratio by using the page size of the fax 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 Letter or Legal faxes people send to you may appear slightly reduced even though your machine prints them on Letter, Legal or A4 paper. This is because the machine has to print the Station ID of the sending machine at the top of the page.

Receiving a fax at the end of a conversation

At the end of a conversation you can ask the other party to fax you information before you both hang up.

- 1 Ask the other party to place the document in their machine and to press **Start** or **Send** key.
- 2 When you hear the other machine's CNG tones (beeps), press **Black Start** or **Color Start**.
- 3 Press **2** to receive the fax.
- 4 Replace the external phone's handset.

Changing the remote codes

The preset Fax Receive Code is *51. The preset Telephone Answer Code is #51. If you want to, you can replace them with your own codes.

- 1 If it is not illuminated in blue, press



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

```
Setup Receive
4.Remote Codes
```

- 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 (such as # # # and 9 9 9).
- Remote Codes might not work with some telephone systems.

Easy Receive

When you use this feature you do not have to press **Black Start** or **Color Start** or the Fax Receive Code *51 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 telephone wall jack, just replace the handset and your machine will do the rest.



Note

- If this feature is set to **On**, but your machine does not connect a fax call when you lift an extension or external phone handset, press the Fax Receive Code *51.
- If you send faxes from a computer on the same phone line and the machine intercepts them, set Easy Receive to **Off**.
- Selecting **Off** means you'll have to activate the machine yourself by lifting the handset of an external or extension phone, and then press **Black Start** or **Color Start** on the machine.
—OR—
by pressing *51 if you are not at your machine. (See *Operation from extension telephones* on page 6-6.)

- 1 If it is not illuminated in blue, press



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

```
Setup Receive
3.Easy Receive
```

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

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 8-2.)

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

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

- 2 Press **Black Start** or **Color 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, 6**.

```
Setup Receive
6.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 connected to the EXT. jack of the machine, you can make your machine take the call by using the Fax Receive Code. When you press the Fax Receive Code ***51**, 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** 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.

- Press ***51** and wait for the chirp or until the machine's LCD displays *Receiving*, and then hang up.

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

Using a cordless external handset

If your cordless telephone is connected to the EXT. jack of the machine 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.

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 hear the fax machine double-ringing when you are at an extension phone, you'll need to lift the handset and then press the Telephone Answer Code (**#51**) 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 the Fax Receive Code (***51**).

7

Dialing and phone options

How to dial

You can dial in any of the following ways.

Manual dialing

Press all of the digits of the fax number.

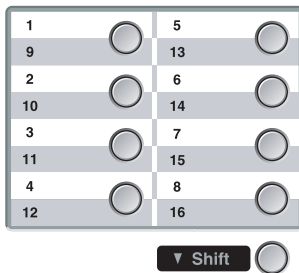


One-Touch Dialing

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

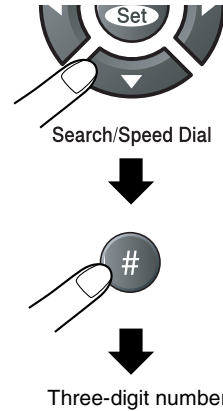
Note

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



Speed-Dialing

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

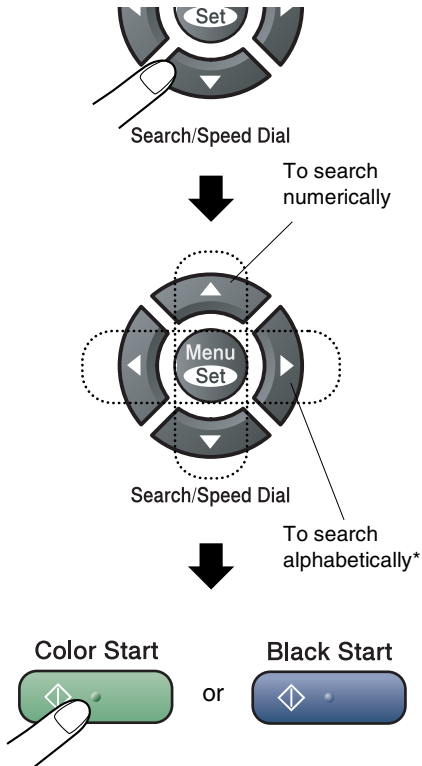


Note

If the LCD shows `Not Registered` when you enter the One-Touch or Speed-Dial number, a number has not been stored at this location.

Search

You can search for names you have stored in the One-Touch and Speed-Dial memories. Press **Search/Speed Dial** and the menu 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 **Black Start** or **Color Start** to try again. If you want to make a second call to the last number dialed, you can save time by pressing **Redial/Pause** and **Black Start** or **Color Start**.

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

If you are sending a fax automatically and the line is busy, the machine will automatically redial one time after five minutes.



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 dialing: One-Touch, Speed-Dial and Groups for Broadcasting faxes. When you dial a quick-dial number, the LCD shows the number and the name, if you stored it.

Note

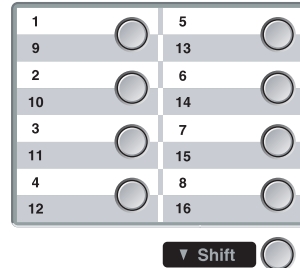
If you lose electrical power, the quick-dial numbers that are in the memory will not be lost.

Storing a Pause

Press **Redial/Pause** to insert a 3.5-second pause between numbers. If you are dialing 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 dialing. 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 **Black Start** or **Color 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 5 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 **Black Start** or **Search/Speed Dial**, #, the three-digit location and **Black 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 **2** for Group 1.)

- 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 dialing sequences by dividing them and setting them up on separate One-Touch and Speed Dial numbers in any combination. You can even include manual dialing 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 **Black Start** or **Color Start**, you will dial '555-7000'.

To temporarily change a number, you can substitute part of the number with manual dialing 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.

Tone or Pulse

If you have a Pulse dialing service, but need to send Tone signals (for example, for telephone banking), follow the instructions below. If you have Touch Tone service, you will not need this feature to send tone signals.

- 1 Lift the handset of the external phone and press **Hook** or the machine's control panel.
- 2 Press **#** on the machine's control panel. Any digits dialed after this will send tone signals.

When you hang up, the machine will return to the Pulse dialing service.

Phone line services

Your machine supports the Distinctive Ring and Caller ID subscriber telephone services that some telephone companies offer.



Note

- If you have Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, an answering service, an alarm system or other custom features on your telephone line, it may affect the way your machine works. (See *Custom features* on page 1-6 and *Custom features on a single line* on page C-12.)
- If you have Voice Mail on your phone line, please read the following carefully.

Distinctive Ring

Brother uses the term 'Distinctive Ring' but different telephone companies have other names for this service such as SmartRing, RingMaster, Teen-Ring, Indent-a-Call or Indent-a-Ring.

What does your telephone company's 'Distinctive Ring' do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same phone line. **If you need more than one phone number, it is cheaper than paying for an extra line.** Each phone number has its own distinctive ring pattern, so you will know which phone number is ringing. This is one way you can have a separate phone number for your machine.



Note

Please call your telephone company for availability and rates.

What does Brother's 'Distinctive Ring' do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new phone number on your line can just receive faxes.



Note

You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.

Do you have Voice Mail?

If you have Voice Mail on the phone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls. However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.* If each one has a separate phone number, neither will interfere with the other's operations.

If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions on next page to 'register' the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.







Note

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	



Note

If the ring pattern you received is not on this chart, **please call your telephone company and ask for one that is shown.**

- The machine will only answer calls to its registered number.
- The first two rings are silent on the machine. This is because the fax must «listen» to the ring pattern (to compare it to the pattern that was 'registered'). (Other telephones on the same line will ring.)
- If you program the machine properly, it will recognize the registered ring pattern of the 'fax number' within 2 ring patterns and then answer with a fax tone. When the 'voice number' is called, the machine will not answer.

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 **Set.**

Press **Menu/Set.**

- 3 Press **▲** or **▼** to select the stored ring pattern you want to use.

Press **Menu/Set.**

(You will hear each pattern as you scroll through the four patterns. Make sure you choose the pattern that the telephone company gave you.)

- 4 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

Note

The Caller ID feature lets you use the Caller ID subscriber service offered by many local telephone companies. This service displays the telephone number, or name if it is available, of your caller as the line rings.

After a few rings, the LCD shows the telephone number of your caller (and name, if available). Once you pick up the external phone's handset, the Caller ID information disappears from the LCD, 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 originated outside your Caller ID service area.
- **Private Call** display means the caller has intentionally blocked transmission of information.

You can print a list of Caller ID information received by your machine. (See *Printing Caller ID List* on page 7-9.)

Caller ID service varies with different carriers. Call your local telephone 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#`.

Press **Menu/Set**.

The caller ID of the last call will appear on the display. If no ID is stored, the beeper will sound and `No Caller ID` will appear on the display.

- 3 Press **▲** or **▼** to scroll through the Caller ID memory to select the Caller ID you want to view, and then press **Menu/Set**. The LCD shows the caller's number and the date and time of the call.

- 4 Press **◀** to return to the Caller ID listing.

—OR—

Press **Stop/Exit**.

Printing Caller ID List

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

```
Miscellaneous
3.Caller ID
```

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

Press **Menu/Set**.

If no ID is stored, the beeper will sound and `No Caller ID` will appear on the display.

- 3 Press **Black Start** or **Color Start**.

- 4 After printing has finished, press **Stop/Exit**.

Remote Fax Options (Black & White only)



Note

- You can only use one remote fax option at a time:
Fax Forwarding—OR—Paging—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 8-4.)

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.Fwd/Page/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 can not receive a color fax unless the sending machine converts it to black & white.

- 5 Press **Stop/Exit**.

Programming your pager number

When Paging is selected, your machine dials the pager number you've programmed, and then dials your Personal Identification Number (PIN). This activates your pager so you will know that you have a fax message in the memory.

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

```
Remote Fax Opt
1.Fwd/Page/Store
```

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

- 3 Enter your pager phone number followed by **# #** (up to 20 digits).

Press **Menu/Set**.

Do not include the area code if it is the same as that of your machine.

For example, press:

1 8 0 0 5 5 5 1 2 3 4 # #.

- 4 If your pager needs a PIN, enter the PIN, press **#**, press **Redial/Pause**, enter your fax number followed by **# #**.

Press **Menu/Set**.

For example, press:

1 2 3 4 5 # Redial/Pause 1 8 0 0 5 5 5 6 7 8 9 # #

—OR—

If you do not need a PIN, press **Redial/Pause**, enter your fax number followed by **# #**.

Press **Menu/Set**.

For example, press:

Redial/Pause 1 8 0 0 5 5 5 6 7 8 9 # #

- 5 Press **Stop/Exit**.



Note

- You cannot change a Paging number or PIN remotely.
- If you have set Paging, a backup copy of the received fax will automatically be printed at the machine.
- If Paging is turned on your machine can not receive a color fax unless the sending machine converts it to black & white.

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.Fwd/Page/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 can not receive a color fax unless the sending machine converts it to black & white.

PC Fax Receive

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 on 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* 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.Fwd/Page/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 Receive` is turned on only black & white faxes can be received into the memory and sent to the PC. Color faxes will be received in real time and printed in color.

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 Fax?
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, Paging 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.Fwd/Page/Store
```

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



Note

The LCD will give you options if there are received faxes still in your machine's memory. (See *Changing Remote Fax Options* on page 8-4.)

- 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 as your Fax Receive Code (***51**) or Telephone Answer Code (**#51**).
(See *Operation from extension telephones* on page A-5.)

- 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, immediately 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 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 reset the machine when you've 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						
95 Change the Fax Forwarding, Paging or Fax Storage settings <table border="1" data-bbox="181 523 559 865"> <tr> <td data-bbox="181 523 559 591">1 OFF</td> <td data-bbox="565 523 1230 591" rowspan="5"> You can select OFF after you have retrieved or erased all your messages. If you hear one long beep, the change has been accepted. If you hear three short beeps, you cannot change it because something has not been set up (for example, perhaps a Fax Forwarding or Paging number had not been registered). You can register your Fax Forwarding number by entering 4. (See <i>Changing the Fax Forwarding number</i> on page 8-7.) Once you have registered the number, Fax Forwarding will work. You can select OFF after you have retrieved or erased all your messages. </td> </tr> <tr> <td data-bbox="181 593 559 624">2 Fax Forwarding</td> </tr> <tr> <td data-bbox="181 625 559 656">3 Paging</td> </tr> <tr> <td data-bbox="181 658 559 689">4 Fax Forwarding number</td> </tr> <tr> <td data-bbox="181 691 559 865">6 Fax Storage</td> </tr> </table>	1 OFF	You can select OFF after you have retrieved or erased all your messages. If you hear one long beep, the change has been accepted. If you hear three short beeps, you cannot change it because something has not been set up (for example, perhaps a Fax Forwarding or Paging number had not been registered). You can register your Fax Forwarding number by entering 4. (See <i>Changing the Fax Forwarding number</i> on page 8-7.) Once you have registered the number, Fax Forwarding will work. You can select OFF after you have retrieved or erased all your messages.	2 Fax Forwarding	3 Paging	4 Fax Forwarding number	6 Fax Storage	
1 OFF	You can select OFF after you have retrieved or erased all your messages. If you hear one long beep, the change has been accepted. If you hear three short beeps, you cannot change it because something has not been set up (for example, perhaps a Fax Forwarding or Paging number had not been registered). You can register your Fax Forwarding number by entering 4. (See <i>Changing the Fax Forwarding number</i> on page 8-7.) Once you have registered the number, Fax Forwarding will work. You can select OFF after you have retrieved or erased all your messages.						
2 Fax Forwarding							
3 Paging							
4 Fax Forwarding number							
6 Fax Storage							
96 Retrieve a fax <table border="1" data-bbox="181 909 559 1039"> <tr> <td data-bbox="181 909 559 977">2 Retrieve all faxes</td> <td data-bbox="565 909 1230 977"> Enter the number of a remote fax machine to receive stored fax message(s). (See page 8-7.) </td> </tr> <tr> <td data-bbox="181 979 559 1039">3 Erase faxes from the memory</td> <td data-bbox="565 979 1230 1039"> If you hear one long beep, fax messages have been erased from the memory. </td> </tr> </table>	2 Retrieve all faxes	Enter the number of a remote fax machine to receive stored fax message(s). (See page 8-7.)	3 Erase faxes from the memory	If you hear one long beep, fax messages have been erased from the memory.			
2 Retrieve all faxes	Enter the number of a remote fax machine to receive stored fax message(s). (See page 8-7.)						
3 Erase faxes from the memory	If you hear one long beep, fax messages have been erased from the memory.						
97 Check the receiving status <table border="1" data-bbox="181 1083 559 1180"> <tr> <td data-bbox="181 1083 559 1180">1 Fax</td> <td data-bbox="565 1083 1230 1180"> 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. </td> </tr> </table>	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.					
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.						
98 Change the Receive Mode <table border="1" data-bbox="181 1224 559 1340"> <tr> <td data-bbox="181 1224 559 1255">1 External TAD</td> <td data-bbox="565 1224 1230 1340" rowspan="3"> If you hear one long beep, your change has been accepted. </td> </tr> <tr> <td data-bbox="181 1257 559 1288">2 Fax/Tel</td> </tr> <tr> <td data-bbox="181 1290 559 1340">3 Fax Only</td> </tr> </table>	1 External TAD	If you hear one long beep, your change has been accepted.	2 Fax/Tel	3 Fax Only			
1 External TAD	If you hear one long beep, your change has been accepted.						
2 Fax/Tel							
3 Fax Only							
90 Exit	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 telephone or fax machine and have your fax messages sent to a fax machine.

- 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 6 2**.
- 4 Wait for the long beep, and then use the dial pad to enter the number of the remote fax machine where you want your fax messages sent 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** to reset the machine when you've 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, and then use the dial pad to 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** to reset the machine when you've finished.
- 6 Hang up after you hear your machine beep.

9

Printing reports

Fax reports

Fax reports (Transmission Verification and Fax Journal) can be printed automatically and 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 Transmission Verification Report is turned **Off** or **Off+Image**, the Report will only print if there is a transmission error, with NG 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 report)

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. **Transmission**
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.

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 **Black Start** or **Color 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

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

Set up to receive polling

- 1 If it is not illuminated in blue, press



(Fax).

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

```
Setup Receive
7.Polling RX
```

- 3 Enter the fax number you are polling.

- 4 Press **Black Start** or **Color Start**.

The LCD shows `Dialing`.

Sequential Polling

Your machine can ask for faxes from several fax units in a single operation (Sequential Polling Receive). Afterwards, a Sequential Polling Report will be printed.

- 1 If it is not illuminated in blue, press



(Fax).

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

```
Setup Receive
7.Polling RX
```

- 3 Enter the fax machines you want to poll using One-Touch, Speed-Dial, a Group or the dial pad. You must press **Menu/Set** between each fax number.

- 4 Press **Black Start** or **Color Start**. Your machine will poll each number or Group number in turn to receive a fax.

To stop a 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 dialed.

- 2 Press **Menu/Set**.

The LCD will display:

```
XXXXXXXXX
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 (Black & White only)

- 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 **On** (or **Off**).

Press **Menu/Set**.

- 5 The LCD shows:

```
Other Settings
1.Yes 2.No
```

- 6 Press **2** and press **Black 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 Canceling a Job menu setting. (See *Checking job status and canceling a waiting job* on page 5-9.)

Section III

Copy



11. Making copies

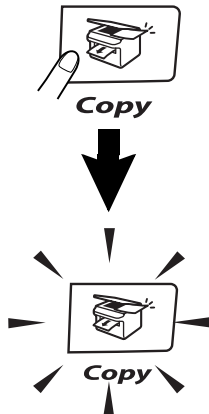
How to copy

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

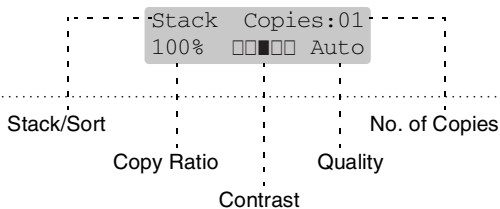
Entering Copy mode

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 3-8.)

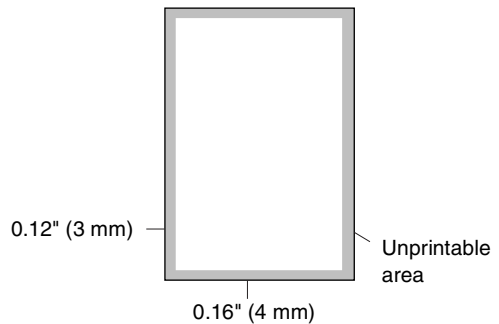


The LCD shows the default copy setting




Printable Area

The printable area of your machine begins at approximately 0.12 in. (3 mm) from both sides and 0.16 in. (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 **Black Start** or **Color Start**.



Note

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

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 **Black Start** or **Color 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**.

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

- 6 Press **Black Start** or **Color Start**.

- 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.

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#1¹ or when the size of the document will fit best on the paper in Tray#2.

- 1 Press **Menu/Set, 1, 9**.

```
General Setup
9.Tray Use:Copy
```

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

- 3 Press **Stop/Exit**.



Note

¹ Copies will automatically be printed from Tray#2 only if the Paper in Tray#1 was the same size.

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

- These settings are temporary, and the machine returns to its default settings 60 seconds after copying, unless you have set the Mode Timer to 30 seconds or less. (See *Mode Timer* on page 3-8.)
- 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 **Black Start** or **Color 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 Enlarge/Reduce Enlarge/ Reduce 	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 **Black Start** or **Color 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 Letter, Legal or A4.
- 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 **Black Start** or **Color 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:

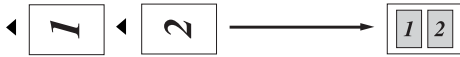
Set Next Page
Then Press Set

Press **Menu/Set**.

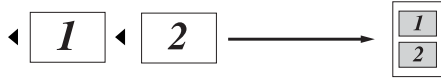
- 9 Repeat Steps 7 and 8 for each page of the layout.
- 10 After all the pages of the document have been scanned, press **2** in Step 7 to end.

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

2 in 1 (P)



2 in 1 (L)



4 in 1 (P)

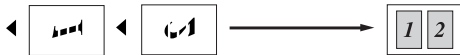


4 in 1 (L)

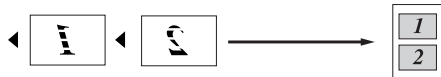


When using the scanner glass, place document *face down* in the direction shown below.

2 in 1 (P)



2 in 1 (L)



4 in 1 (P)

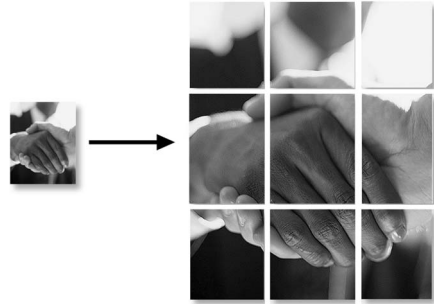


4 in 1 (L)






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 **Black Start** or **Color Start**.
—OR—
Press the **Options** key for more settings.

Adjusting Brightness, Contrast and Color

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 **Black Start** or **Color 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 **Black Start** or **Color 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**.

Color saturation

You can only change the default setting for Color 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 color saturation.
—OR—
Press **▼** to decrease the color saturation.
Press **Menu/Set**.
- 4 Return to Step 2 to select the next color.
—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 **Black Start** or **Color 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 8-4.)

—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

Color 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 counsel as to any particular questionable documents.

The following documents issued by the United States/Canadian Government or any of its Agencies may not be copied:

- Money
- Bonds or other certificates of indebtedness
- Certificates of Deposit
- Internal Revenue Stamps (canceled or uncanceled)
- Selective Service or draft papers
- Passports
- United States/Canadian Postage Stamps (canceled or uncanceled)
- Food Stamps
- Immigration Papers
- Checks or drafts drawn by Governmental agencies
- Identifying badges or insignias

Copyrighted works cannot be copied.

Sections of a copyrighted work can be copied for 'fair use.' Multiple copies would indicate improper use.

Works of art should be considered the equivalent of copyrighted works.

Licenses and Certificates of Title to motor vehicles may not be copied under certain state/provincial laws.

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.)
- **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

Appendixes

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

Standard telephone and FCC Notices

These notices are in effect on models sold and used in the United States only.

When programming emergency numbers or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
- Perform these activities in the off-peak hours, such as early morning or late evening.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the backside of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

You may safely connect this equipment to the telephone line by means of a standard modular jack, USOC RJ11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 06 is a REN of 0.6). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact Brother Customer Service. (See *Brother numbers* on page i.) If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, call your telephone company or a qualified installer.

If you are not able to solve a problem with your machine, call Brother Customer Service. (See *Brother numbers* on page i.)

**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.
- This machine has been certified to comply with FCC standards, which are applied to the USA only. A grounded plug should be plugged into a grounded AC power outlet after checking the rating of the local power supply for the machine to operate properly and safely.

Federal Communications Commission (FCC) Declaration of Conformity (USA only)

Responsible Party:

Brother International Corporation
100 Somerset Corporate Boulevard
Bridgewater, NJ 08807-0911 USA
TEL: (908) 704-1700

declares, that the products

Product Name: MFC-9420CN

comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Call the dealer or an experienced radio/TV technician for help.

Important

Changes or modifications not expressly approved by Brother Industries, Ltd. could void the user's authority to operate the equipment.

Important - about the interface cable

A shielded interface cable should be used to ensure compliance with the limits for a Class B digital device.

Industry Canada Compliance Statement (Canada only)

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

For your safety

To ensure safe operation the supplied three-pin plug must be inserted only into a standard three-pin AC power outlet that is effectively grounded through the normal household or office 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, consult a qualified electrician.

Disconnect device

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

LAN connection

CAUTION

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

Laser safety

This equipment is certified as a Class 1 laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. This means that the equipment does not produce hazardous laser radiation.

Since radiation emitted inside the equipment is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation.

FDA regulations

U.S. Food and Drug Administration (FDA) has implemented regulations for laser products manufactured on and after August 2, 1976. Compliance is mandatory for products marketed in the United States. The following label on the back of the machine indicates compliance with the FDA regulations and must be attached to laser products marketed in the United States.

MANUFACTURED:

Brother Industries, Ltd.,

15-1 Naeshiro-cho Mizuho-ku Nagoya,
467-8561 Japan

This product complies with FDA radiation performance standards, 21 CFR subchapter J.



WARNING

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

Internal laser radiation

Max. Radiation Power 5 mW

Wave Length 780 - 800 nm

Laser Class Class 3B

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 inside of the machine. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 5 Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- 6 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.
- 7 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.
- 8 This product is equipped with a 3-wire grounded plug. 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.
- 9 Use only the power cord supplied with this machine.

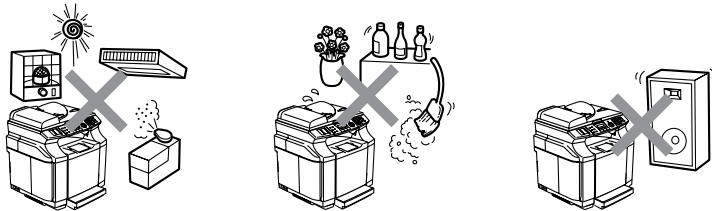
- 10 Do not place anything on top of the power cord including this machine. Do not allow the power cord to be stepped on.
- 11 If an extension cord is used with this product, make sure that the total ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the AC power outlet does not exceed 15 amperes (USA only).
- 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 Wait until pages have exited the machine before picking them up.
- 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. Do not attempt to service this product yourself because opening or removing covers may expose you to dangerous voltage points and other risks and may void your warranty. Refer all servicing to a Brother Authorized Service Center. For the location of your nearest Brother Authorized Service Center, please call
In USA: 1-800-284-4357
In Canada: 1-877-BROTHER.
(See *Brother numbers* on page i.)
- 15 Unplug this product from the AC power outlet and refer all servicing to Brother 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.
- 16 To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).
- 17 To reduce the risk of fire, electric shock and injury to people, note the following:
 - Do not use this product near appliances that use water, a swimming pool or in a wet basement.
 - Do not use the machine during an electrical storm (there is the remote possibility of an electrical shock) or to report a gas leak in the vicinity of the leak.
 - Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
- 18 Caution - To reduce the risk of fire, use only a No.26 AWG or larger telecommunication line cord.

Choosing a location

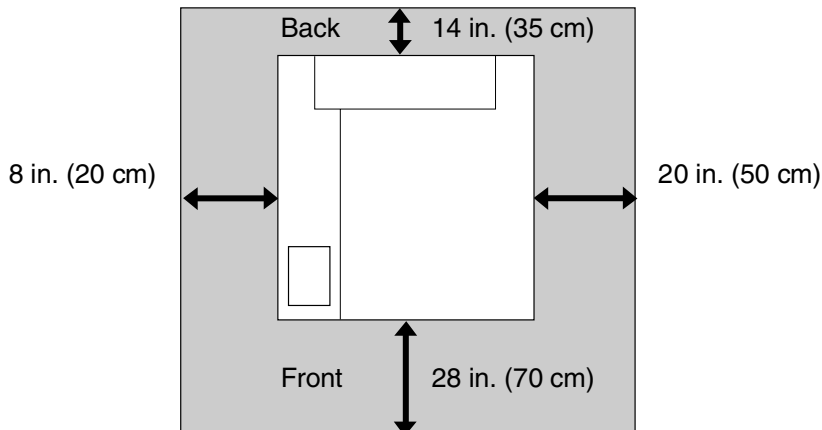
Place your machine on a flat, stable surface that is free of vibration and shocks. Put the machine near a telephone wall jack and a standard, grounded AC power outlet. Choose a location where the temperature remains between 50°F and 90.5°F (10°C and 32.5°C) and the humidity is between 20% to 80% (without 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 AC power outlet 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 AC power outlet 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.



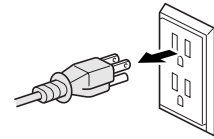
To use the machine safely

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

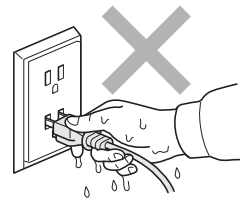
WARNING



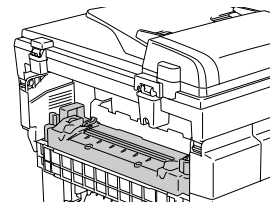
There are high voltage electrodes inside the machine. Before you clean the inside of the machine, make sure you have unplugged the telephone line cord first and then the power cord from the AC power outlet.



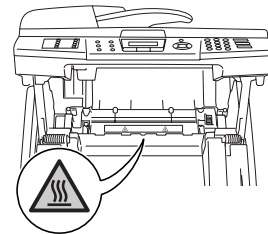
Do not handle the plug with wet hands. Doing this might cause an electrical shock.



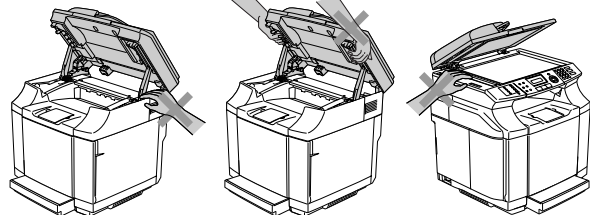
The fusing unit becomes extremely hot during operation. Wait until it has cooled down sufficiently before replacing consumable items.



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

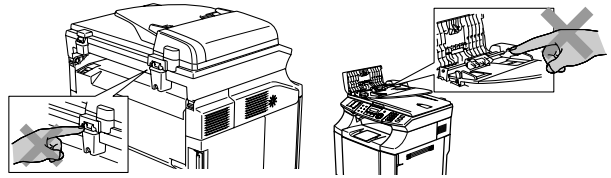


To prevent injuries, be careful not to put your hands on the edge of the machine under the document cover or scanner unit.



! WARNING

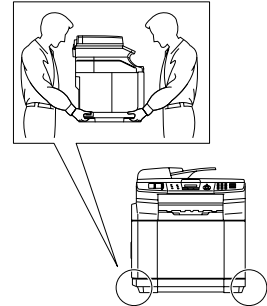
- To prevent injuries, be careful not to put your fingers in the area shown in the illustrations.



- 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 AC power outlet. 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 AC power outlet. 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 76.7 lb (34.8 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 jack. Never install telephone wiring during a lightning storm. Never install a telephone wall jack in a wet location.
- This product must be installed near an AC power outlet that is easily accessible. In case of an emergency, you must disconnect the power cord from the AC power outlet to shut off the power completely.
- To reduce the risk of shock or fire, use only a No. 26 AWG or larger telecommunication line cord.

! CAUTION

Lightning and power surges can damage this product! We recommend that you use a quality surge protection device on the AC power line and on the telephone line, or unplug the cords during a lightning storm.

! 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.
4. Use only the power cord provided with the machine.

SAVE THESE INSTRUCTIONS

Trademarks

The Brother logo is a registered trademark of Brother Industries, Ltd.

Brother is a registered trademark of Brother Industries, Ltd.

Multi-Function Link is a registered trademark of Brother International Corporation.

© 2004-2005 Brother Industries, Ltd. All rights reserved.

Windows and Microsoft are registered trademarks of Microsoft in the U.S. and other countries.

Macintosh and TrueType are registered trademarks of Apple Computer, Inc.

PaperPort and OmniPage OCR are registered trademarks of ScanSoft, Inc.

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 menu 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

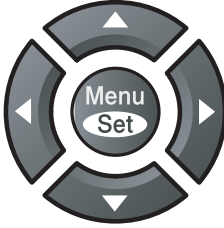




If there is a power failure, you will not lose your menu settings because they are stored permanently. Temporary settings (such as Contrast, Overseas Mode, and so on) will be lost. You may also have to reset the date and time.



Note

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

Menu keys

	
	Access the menu Go to the next menu level 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 	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
```

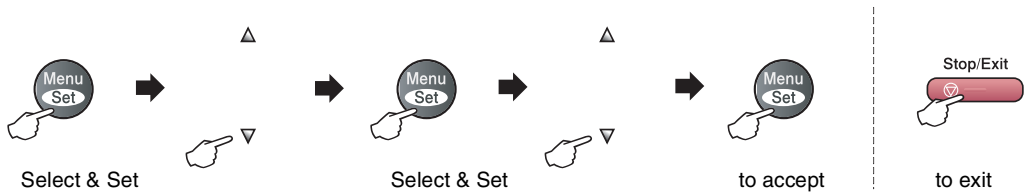
You can scroll more quickly through each menu level or to your next menu selection by pressing the **▲** or **▼** arrow key for the direction you want.

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

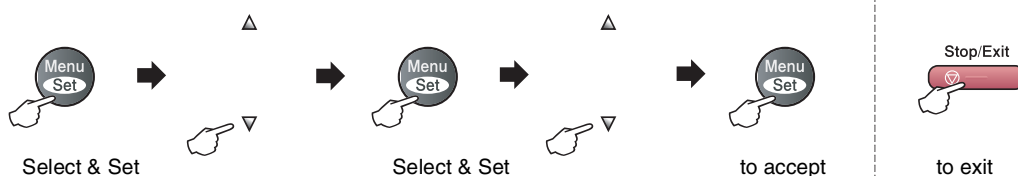


Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
1. General Setup	1. Mode Timer	—	5 Mins 2 Mins 1 Min 30 Secs 0 Sec Off	Sets the time to return to Fax mode.	3-8
	2. Paper Type	1. Tray#1 (This menu only appears when you have the optional tray #2)	Thin Plain Thick Thicker Recycled Paper	Sets the type of paper in the paper tray.	3-9
		2. Tray#2 (This menu only appears when you have the optional tray #2)	Thin Plain Thick Thicker Recycled Paper	Sets the type of paper in the paper tray.	3-9
	3. Small Paper	1. Tray#1 (This menu only appears when you have the optional tray #2)	B5 DL Com10 JISB5	Sets the size of the paper in the paper tray.	3-9
		2. Tray#2 (This menu only appears when you have the optional tray #2)	B5 JISB5	Sets the size of the paper in the paper tray.	3-9
	4. Volume	1. Ring	High Med Low Off	Adjusts the ring volume.	3-10
		2. Beeper	High Med Low Off	Adjusts the volume level of the beeper.	3-10
		3. Speaker	High Med Low Off	Adjusts the speaker volume.	3-10



Note

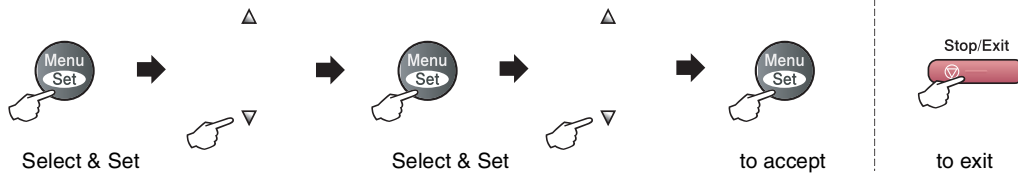
The factory settings are shown in Bold.



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page	
1. General Setup (Continued)	5. Auto Daylight	—	On Off	Changes for Daylight Savings Time automatically.	3-1	
	6. Ecology	1. Toner Save	On Off	Increases the page yield of the toner cartridge.	3-7	
		2. Sleep Time	(0-99) 30 Min	Conserves power.	3-8	
	7. LCD Contrast	—	▼-□□□□■+▲ ▼-□□□■□+▲ ▼-□□■□□+▲ ▼-□■□□□+▲ ▼-■□□□□+▲	Adjust the contrast of the LCD.	3-3	
	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 (This setting only appears when you have the optional tray #2.)	—		Tray#1 Only Tray#2 Only Auto	Select the tray that will be used for copying.	11-2
0. Tray Use: Fax (This setting only appears when you have the optional tray #2.)	—		Tray#1 Only Tray#2 Only Auto	Select the tray that will be used for faxing.	6-3	

Note

The factory settings are shown in Bold.

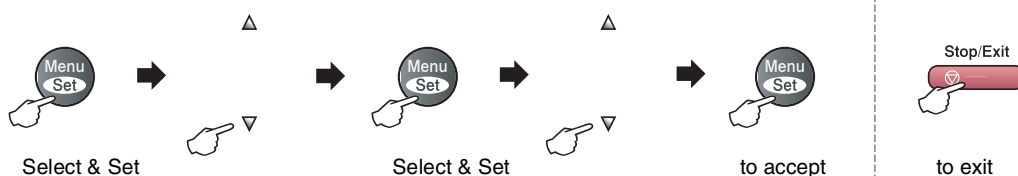


Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2. Fax	1. Setup Receive (In Fax mode only)	1. Ring Delay	04 03 02 01 00	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	6-2
		2. F/T Ring Time	70 Sec 40 Sec 30 Sec 20 Sec	Sets the pseudo/double-ring time in Fax/Tel mode.	6-3
		3. Easy Receive	On Off	Receives fax messages without pressing Black Start or Color Start .	6-5
		4. Remote Codes	On (* 51, #51) 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 Off	Reduces the size of incoming faxes.	6-4
		6. Print Density	▼ -□□□□■+ ▲ ▼ -□□□□■+ ▲ ▼ -□□■□□+ ▲ ▼ -□■□□□+ ▲ ▼ -■□□□□+ ▲	Makes printouts darker or lighter.	6-6
		7. Polling RX	—	Sets up your machine to poll another fax machine.	10-1
	2. Setup Send (In Fax mode only)	1. Contrast	Auto Light Dark	Changes the lightness or darkness of faxes you send.	5-5
		2. Fax Resolution	Standard Fine S.Fine 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.	5-8



Note

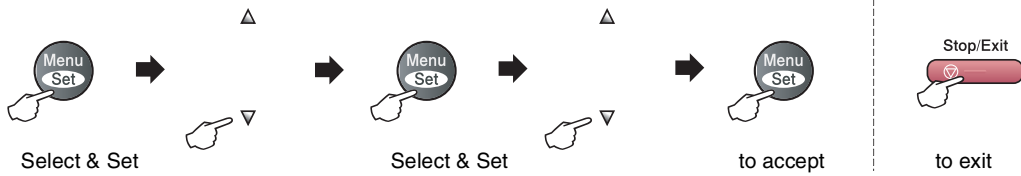
The factory settings are shown in Bold.



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2. Fax (Continued)	2. Setup Send (In Fax mode only) (Continued)	4. Batch TX	On 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 On Next Fax:On Next Fax:Off	You can send a fax without using the memory.	5-6
		6. Polled TX	On Off	Sets up your machine with a document to be retrieved by another fax machine.	10-2
		7. Coverpg Setup	Off On Next Fax:On Next Fax:Off Print Sample	Automatically sends a Cover Page you have programmed.	5-10
		8. Coverpage Msg	—	You can set up your own comments for fax Cover Page.	5-9
		9. Overseas Mode	On Off	If you are having difficulty sending faxes overseas, set this to On.	5-7
	3. Set Quick-Dial	1. One-Touch Dial	—	Stores One-Touch Dial numbers, so you can dial by pressing one key (and Black Start or Color Start).	7-3
		2. Speed-Dial	—	Stores Speed-Dial numbers, so you can dial by pressing only a few keys (and Black Start or Color Start).	7-4
		3. Setup Groups	—	Sets up a Group number for Broadcasting.	7-5

Note

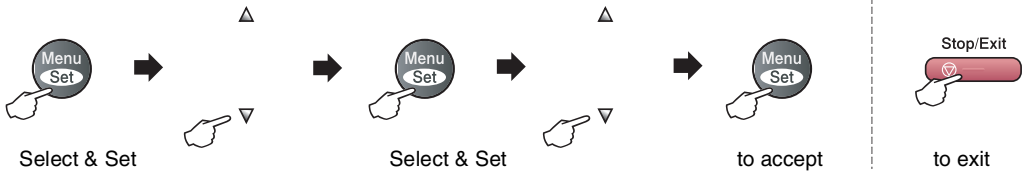
The factory settings are shown in **Bold**.



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2. Fax (Continued)	4. Report Setting	1. Transmission	On On+Image Off Off+Image	Initial setup for Transmission Verification Report and Fax Journal.	9-1
		2. Journal Period	Every 7 Days Every 2 Days Every 24 Hours Every 12 Hours Every 6 Hours Every 50 Faxes Off		9-1
	5. Remote Fax Opt (Backup print for Fax Forward/PC Fax Receive)	1. Fwd/Page/ Store	Off Fax Forward Paging Fax Storage PC Fax Receive	Sets the machine to forward fax messages, to call your pager, 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. If you selected Fax Forward or PC Fax Receive, you can turn on the safety feature Backup Print.	8-1 8-4
		2. Remote Access	---*	You must set your own code for Remote Retrieval.	8-5
		3. Print Fax	—	Prints incoming faxes stored in the memory.	6-6
	6. Remaining Jobs	—	—	Checks which jobs are in the memory and lets you cancel selected jobs.	5-9

Note

The factory settings are shown in Bold.

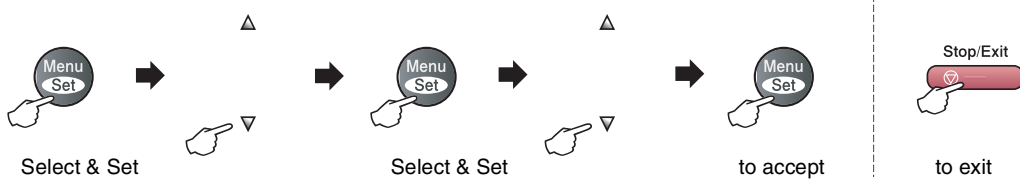


Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2. Fax (Continued)	0. Miscellaneous	1. Compatibility	High Normal Basic	Adjusts the Equalization for transmission problems.	C-20
		2. Distinctive	Off Set (On)	Uses the Telephone Company's Distinctive Ring subscriber service to register the ring pattern with the machine.	7-8
		3. Caller ID	Display# Print Report	View or print a list of the last 30 Caller IDs stored in the memory.	7-8
3. Copy	1. Quality	—	Text Auto Photo	Selects the Copy resolution for your type of document.	11-3
	2. Brightness	—	▼ -□□□□■+ ▲ ▼ -□□□■□+ ▲ ▼ -□□■□□+ ▲ ▼ -□■□□□+ ▲ ▼ -■□□□□+ ▲	Adjusts the brightness for copies	11-7
	3. Contrast	—	▼ -□□□□■+ ▲ ▼ -□□□■□+ ▲ ▼ -□□■□□+ ▲ ▼ -□■□□□+ ▲ ▼ -■□□□□+ ▲	Adjusts the contrast for copies.	11-8
	4. Color Adjust	1. Red	▼ R: -□□□□■+ ▲ ▼ R: -□□□■□+ ▲ ▼ R: -□□■□□+ ▲ ▼ R: -□■□□□+ ▲ ▼ R: -■□□□□+ ▲	Adjusts the amount of Red in copies.	11-8
		2. Green	▼ G: -□□□□■+ ▲ ▼ G: -□□□■□+ ▲ ▼ G: -□□■□□+ ▲ ▼ G: -□■□□□+ ▲ ▼ G: -■□□□□+ ▲	Adjusts the amount of Green in copies.	11-8
		3. Blue	▼ B: -□□□□■+ ▲ ▼ B: -□□□■□+ ▲ ▼ B: -□□■□□+ ▲ ▼ B: -□■□□□+ ▲ ▼ B: -■□□□□+ ▲	Adjusts the amount of Blue in copies.	11-8



Note

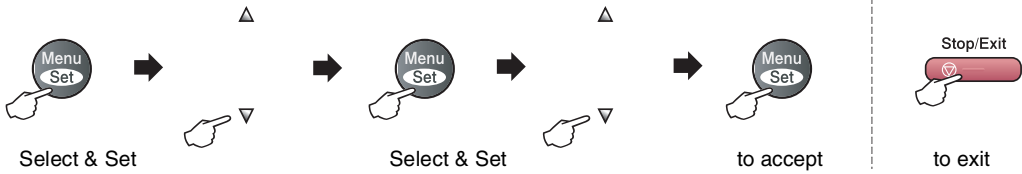
The factory settings are shown in **Bold**.



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
4. Printer	1. Emulation	—	Auto HP LaserJet 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 print settings.	
		3. Test Print	—	Prints a test page.	
	3. Reset Printer	—	—	Returns the print settings to the original factory default settings.	
4. Calibration	—	Calibrate Reset	Adjusts the color density or returns the color calibration to the factory setting.		
5. Print Reports	1. Transmission	—	—	You can print these lists and reports.	9-2
	2. Help List	—	—		
	3. Quick-Dial	—	—		
	4. Fax Journal	—	—		
	5. User Settings	—	—		
	6. Network Config	—	—		

Note

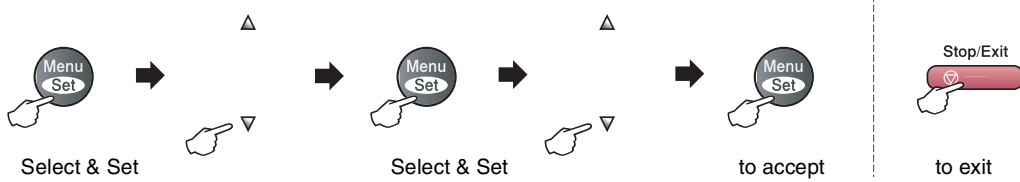
The factory settings are shown in Bold.



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

Note

The factory settings are shown in Bold.

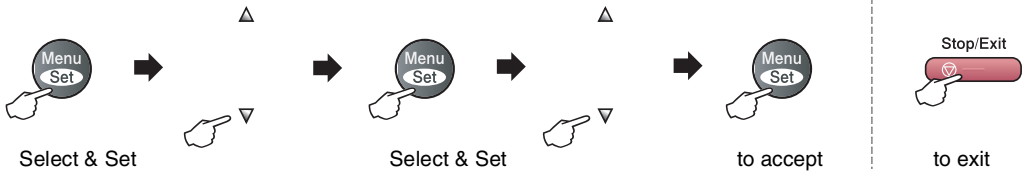


Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
6. LAN (Continued)	2. Setup Internet	1. Mail Address	(60 characters)	Enter the mail address.	See Network User's Guide on the CD-ROM
		2. SMTP Server	[000-255]. [000-255]. [000-255]. [000-255]	Enter the SMTP server address.	
		3. POP3 Server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



Note

The factory settings are shown in Bold.

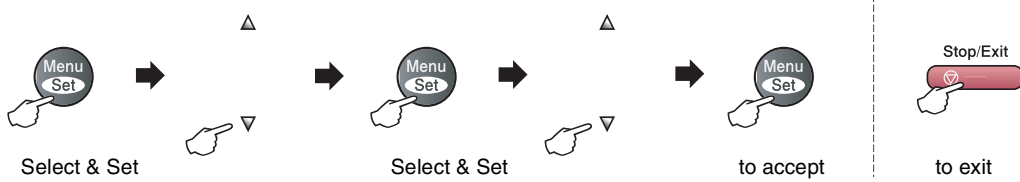


Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
6. LAN (Continued)	4. Setup Mail TX	1. Sender Subject	—	Displays the subject that is attached to the Internet Fax data.	See Network User's Guide on the CD-ROM
		2. Size Limit	On Off	Displays a warning that the size of the E-mail document is larger than 1 MB. The document will not be sent.	
		3. Notification	On Off	Sends notification messages.	
	5. Setup Relay	1. Rly Broadcast	On Off	Relays a document to another fax machine.	
		2. Relay Domain	RelayXX: (Up to 30 characters)	Registers the Domain name.	
		3. Relay Report	On Off	Prints the Relay Broadcast Report.	
	6. Setup Misc.	1. Ethernet	Auto 100B-FD 100B-HD 10B-FD 10B-HD	Selects Ethernet link mode.	
		2. Time Zone	GMT-5:00	Sets the time zone for your country.	
	7. Scan to E-mail	1. B/W File Type	TIFF PDF	Selects the file type.	
		2. ColorFile Type	JPEG PDF		
	0. Factory 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 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	OPC Belt Life Remaining:XXX%	You can check the percentage of unused (remaining) life for these parts.	C-40
		2. Fuser Life	Fuser Life Remaining:XXX%		
		3. 120K Kit Life	120K Kit Life Remaining:XXX%		
4. PF Kit2 Life		PF Kit2 Life Remaining:XXX%			
0. Initial Setup	1. Receive Mode	—	Fax Only Fax/Tel External TAD 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: Tel: Name:	Program your name and fax number to appear on each page you fax.	3-2
	4. Tone/Pulse	—	Tone Pulse	Selects the dialing mode.	3-3
	5. Dial Tone	—	Detection No Detection	You can shorten the dial tone detect pause.	C-20
	0. Local Language	—	English French	Allows you to change the LCD language for your country.	See Quick Setup Guide

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 each setting by pressing **Menu/Set**, the LCD shows *Set temporarily*. Press **Black Start** or **Color Start** when you have finished choosing settings.

Press	Menu Selections	Options	Page
			
	Quality	Auto Text Photo	11-3
	Stack/Sort	Stack Sort	11-7
	Brightness	▼ -□□□□■+ ▲ ▼ -□□□■□+ ▲ ▼ -□□■□□+ ▲ ▼ -□■□□□+ ▲ ▼ -■□□□□+ ▲	11-7
	Contrast	▼ -□□□□■+ ▲ ▼ -□□□■□+ ▲ ▼ -□□■□□+ ▲ ▼ -□■□□□+ ▲ ▼ -■□□□□+ ▲	11-8
	Page Layout	Off (1 in 1) 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L) Poster (3 x 3)	11-5
	Tray Select (This menu only appears when you have the optional tray#2.)	Auto #1 (XXX)* #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 É À È Ê Î Ç Ë Ö 0

Troubleshooting

IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made *from within* that country.

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 Calibration Failed	Toner is getting low.	Check that the toner cartridges are not low and try again.
Check Tray#1 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.	Send the fax again or connect 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 Close the back cover(3)	The back cover is not completely closed.	Close the back cover of the machine.
Cover Open Close the front cover(2)	The front cover is not completely closed.	Close the front cover of the machine.
Cover Open Close the inside cover(1)	The inside cover is not completely closed.	Close the inside cover of the machine.

ERROR MESSAGES		
ERROR MESSAGE	CAUSE	ACTION
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 Job Cancel . 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-6. See <i>Using the ADF (automatic document feeder)</i> on page 2-10.
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 OFF. See <i>Turning off Distinctive Ring</i> on page 7-8.
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 #1 No Paper Fed #2	The machine is out of paper or paper is not properly loaded in the indicated paper tray.	Refill the paper in the paper tray, and then press Black Start or Color Start . —OR— Remove the paper and load it again, and then press Black Start or Color Start .
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
No Toner X X = C, M, Y, K (C: Cyan, M: Magenta, Y: Yellow, K: Black)	The toner cartridge is not installed properly.	Reinstall the X toner cartridge. (See <i>How to replace a toner cartridge</i> on page C-30 and follow the steps for properly taking out and inserting the cartridge.)
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.)

ERROR MESSAGES		
ERROR MESSAGE	CAUSE	ACTION
Out of Memory	The machine's memory is full.	<p>(Fax sending or copy operation in progress) Press Black Start or Color Start to send or copy the scanned pages. —OR— Press Stop/Exit and wait until the other operations in progress have finished and then try again. —OR— Clear the faxes from the memory. (See <i>Out of Memory message</i> on page 5-3.)</p> <p>(Printing operation in progress) Reduce print resolution. (See <i>Advanced tab</i> in the Software User's Guide on the CD-ROM.) —OR— Clear the faxes from the memory. (See <i>Out of Memory message</i> on page 5-3.) —OR— Add more memory. (See <i>Installing additional memory</i> on page D-4.)</p>
Paper Jam A1 Paper Jam A2 Paper Jam B Paper Jam C	Remove the jammed paper. See the alphanumerical diagram to check on the location.	(See <i>Paper jams</i> on page C-7.)
Replace 120K Kit	It is time to replace the 120K kit.	Call 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-35.)
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 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 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 X = C, M, Y, K	The indicated color toner is nearly empty.	Order a new toner cartridge now.



ERROR MESSAGES		
ERROR MESSAGE	CAUSE	ACTION
Unable to Init. (Initialize) Unable to Print Unable to Scan	The machine has a mechanical problem.	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. 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-5.)
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 transfer mode.

- 1 Enter the fax number to which the faxes will be forwarded.
- 2 Press **Black Start** or **Color 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* on page 8-3.)
- 4 To transfer all faxes to your PC, press **1**.

—OR—

To exit and leave the faxes in the memory, press **2**.



Note

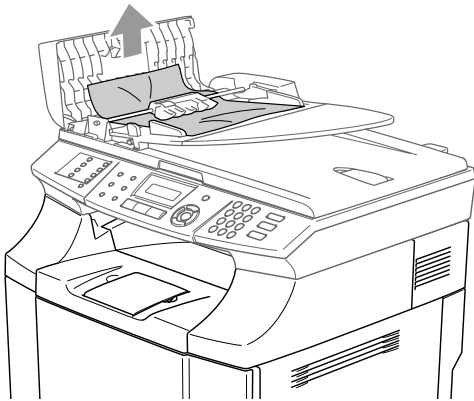
If there is an error on the machine's LCD, after the faxes have been transferred disconnect the machine from the power source for several minutes, and then reconnect it.

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**.

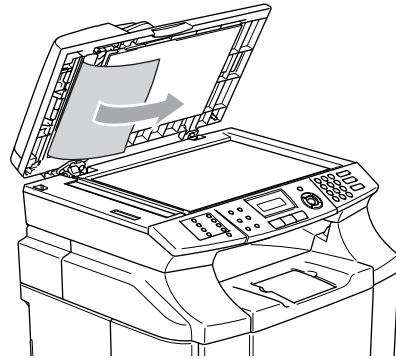


Note

To avoid future document jams close the ADF cover properly by pushing it gently in the center.

Document is jammed under the document cover

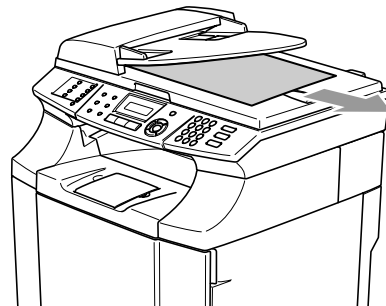
- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the right.



- 4 Close the document cover.
- 5 Press **Stop/Exit**.

Document is jammed at the output tray

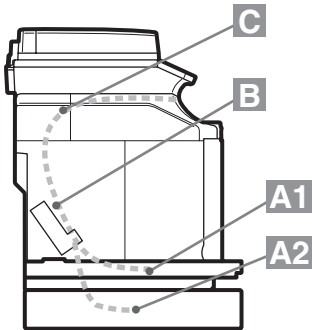
- 1 Pull the jammed document out to the right.



- 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

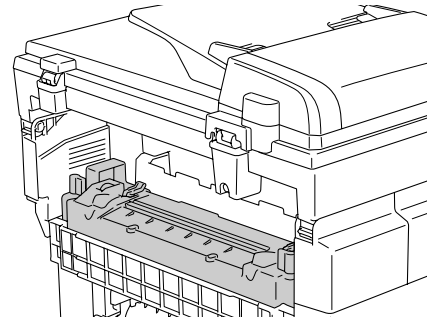
Paper jam inside the machine.

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

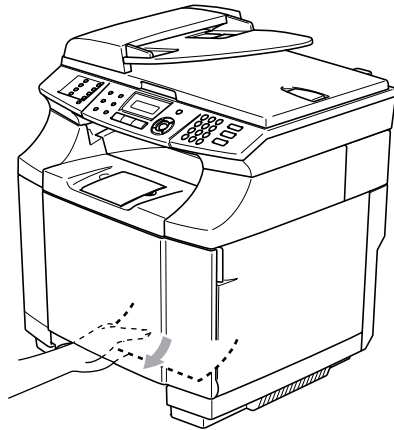
Paper Jam A1 / Paper Jam A2

Paper Jam 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

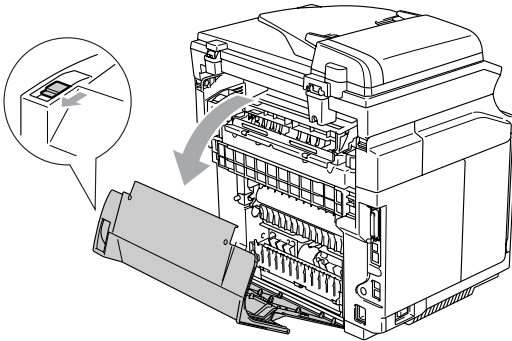
Paper Jam B

If paper is caught inside the machine, follow these steps:

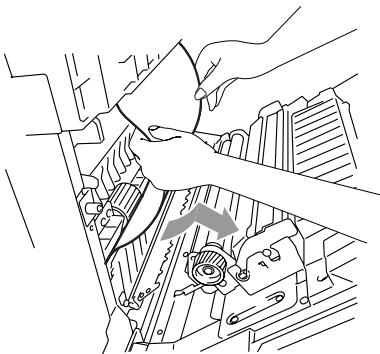
WARNING

 These paper jams are near the fusing roller, which is extremely hot during operation. Remove the paper carefully.

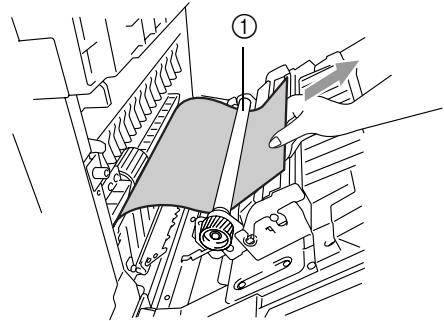
- 1 Open the back cover.



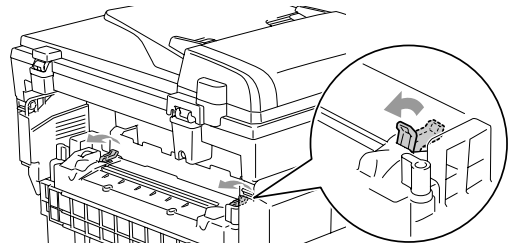
- 2 If the paper jammed while exiting the paper tray, remove the jammed paper by holding it with both hands and pulling it slowly toward you.



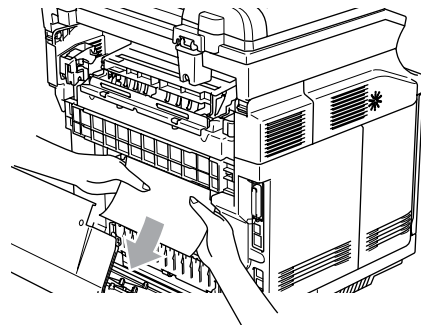
- 3 If the paper is caught in the registration roller (1), remove the jammed paper by holding it with both hands and pulling it slowly toward you.



- 4 If the paper is caught in the fusing roller, release the fusing unit pressure release levers on both sides.



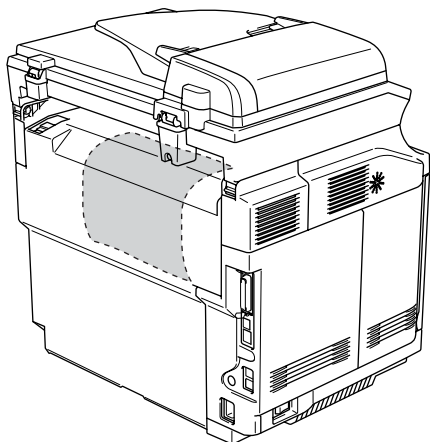
- 5 Remove the jammed paper at the back of the machine by holding it with both hands and pulling it slowly toward you.



- 6 Lock the fusing unit pressure release levers.
- 7 Close the back cover.

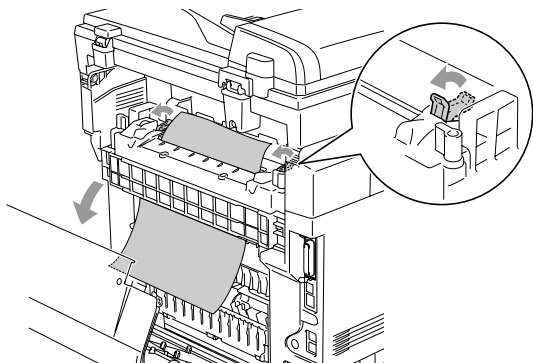
Paper Jam C

Paper Jam C

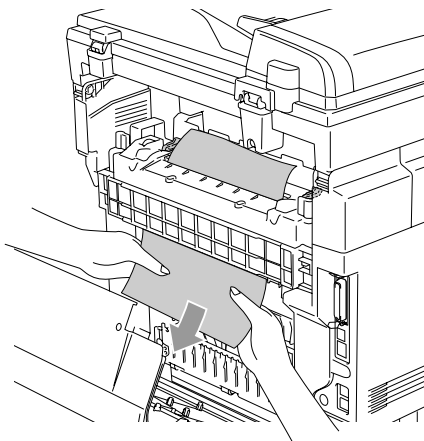


If paper has passed behind the back cover and there is a paper jam where the paper comes out, follow the steps below:

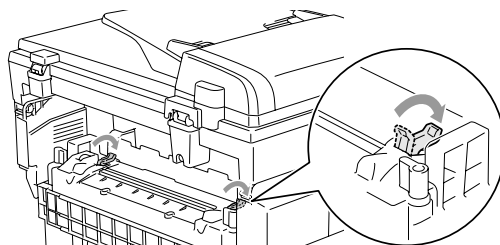
- 1 Open the back cover and release the fusing unit pressure release levers.



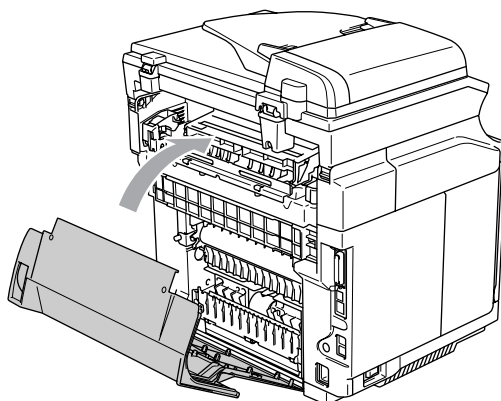
- 2 Remove the jammed paper by pulling it out slowly.



- 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
Printing or Receiving Faxes	
Condensed print and horizontal streaks or the top and bottom of sentences are cut off.	You probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Poor print quality	See <i>Improving the print quality</i> on page C-16.
Horizontal streaks; lines are missing.	You may get a fax with horizontal streaks or with missing lines. Usually this is caused by a poor telephone connection. Ask the other party to send the fax again.
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 color fax prints only in black & white.	Replace the color toner cartridges that are empty or nearly empty, and then ask the other person to send the color fax again. (See <i>Replacing a toner cartridge</i> on page C-29.) When Fax Forwarding, Paging or Fax Storage is turned on a color fax can only be received if the sending machine could convert it to black & white. (See <i>Turning off Remote Fax Options</i> on page 8-4.)
Phone Line or Connections	
Dialing does not work.	Check for a dial tone. Change Tone/Pulse setting. (See <i>Tone or Pulse</i> on page 7-6.) Check all line cord connections. Check power cord connection. Send a manual fax by pressing Hook or by lifting the handset of the external phone and dialing the number. Wait to hear fax receiving tones before pressing Black Start or Color Start .
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
Sending Faxes	
Poor fax send quality	Change 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-22.)
Transmission Verification Report says 'RESULT:NG'.	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:NG' on the Transmission Verification Report, your machine may be out of memory. To gain extra memory, you can turn off Fax Storage, Paging or PC-FAX receive (see <i>Turning off Remote Fax Options</i> on page 8-4), 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>Canceling a fax in progress</i> on page 5-2). If the problem continues, ask the telephone company to check your phone line. 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-20.)
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-22.)
Handling Incoming Calls	
Machine 'Hears' Voice as CNG Tone.	If Easy Receive 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 Stop/Exit . Try avoiding this problem by turning Easy Receive to <i>Off</i> . (See <i>Easy Receive</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)). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, RingMaster, Voice Mail, an answering machine, an alarm system or other custom feature on a single phone line with your machine, it may create a problem sending or receiving faxes. For Example: Your Brother machine handles the Caller ID subscriber service. However, 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.
Menu Setting Difficulties	
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 (Menu/Set, 2, 1) and Setup Send setting (Menu/Set, 2, 2) are available only when the machine is in Fax mode.
Copy Quality Difficulties	
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-22.)

DIFFICULTY	SUGGESTIONS
Printing Difficulties	
The machine does not print.	<p>Please make sure:</p> <ul style="list-style-type: none"> • The machine is plugged in and the power switch is turned On. <p>—OR—</p> <ul style="list-style-type: none"> • 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.) <p>—OR—</p> <ul style="list-style-type: none"> • The interface cable is securely connected between the machine and computer. (See the Quick Setup Guide). <p>—OR—</p> <ul style="list-style-type: none"> • The correct printer driver has been installed and selected. <p>—OR—</p> <ul style="list-style-type: none"> • Check to see if the LCD is showing an error message. (See <i>Error messages</i> on page C-1.) <p>—OR—</p> <ul style="list-style-type: none"> • The machine is online. Click Start and then Printers and Faxes. Select 'Brother MFC-9420CN', and right-click. Make sure that "Use Printer Offline" is unchecked.
The machine prints unexpectedly or it prints garbage.	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.) Check the settings in your application software to make sure it is set up to work with your machine
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. <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.
Scanning Difficulties	
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.





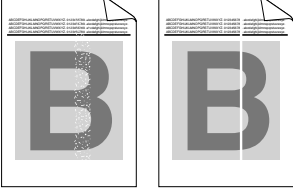
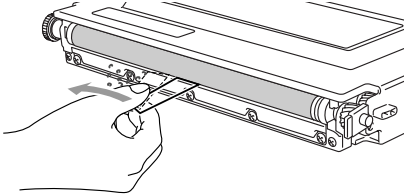
DIFFICULTY	SUGGESTIONS
Software Difficulties	
Cannot install software or print.	Run the Repair MFL-Pro Suite program on the CD-ROM. This program will repair and reinstall the software.
Cannot perform '2 in 1' or '4 in 1' printing.	Check that the paper size setting in the application and in the printer 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.) —OR— 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"> 1. Make sure the machine is on (plugged into the AC power outlet 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). 2. Make sure the machine is not displaying an error message on the LCD Display. 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>) 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)
'MFC is Busy' Error Message appears.	
Paper Handling Difficulties	
The machine does not load paper. The LCD shows No Paper Fed #1 or 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. If the LCD shows <i>Paper Jam</i> and you still have a problem, see <i>Paper jams</i> on page C-7.
How can I load envelopes?	You can only load envelopes into the standard paper tray. To check that you are loading them properly, see <i>Loading paper and envelopes</i> on page 2-8. Make sure your application software is 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. Please refer to the manual provided with your software application.
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-7.

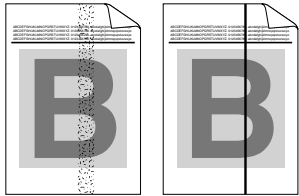
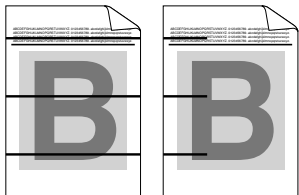

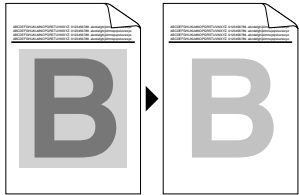

DIFFICULTY	SUGGESTIONS
Print Quality Difficulties	
Printed pages are curled.	Low quality thin or thick paper can cause this problem. Make sure you select the Paper Type that suits the media type you use. (See <i>Acceptable paper and other media</i> on page 2-1.)
Printed pages are smeared.	The Paper Type setting may be incorrect for the type of print media you are using— OR —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 3-7.) 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.)
Network Difficulties	
I cannot print over the Network	See Printing Problems in the Network User's Guide on the CD-ROM — OR — 1. Make sure that your machine is powered on and is online and in Ready mode. 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.) 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. 4. Contact your Network Administrator to check if the settings are correct.
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. <Windows® XP SP2 users.> 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. 2. Click the 'Exceptions' tab and 'Add port' button. 3. Enter any name, port number (54295 for network scanning), select 'UDP' and click OK. 4. Make sure if the new setting is added and is checked, and then click OK. For Windows® XP SP1 users, please go to the Brother Solutions Center.
Your computer cannot find your machine.	<For Windows® user> Firewall setting on your PC may be rejecting the necessary network connection. For detail, see the instruction above. <For Macintosh® users> Re-select your machine in the DeviceSelector application located in Macintosh HD/Library/Printers/Brother/Utilities or from the model pull-down list of ControlCenter2.










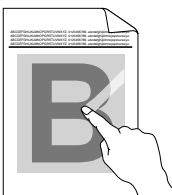
Improving the print quality

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"> ■ Check that the machine is on a solid level surface. ■ Check that the back cover is closed properly. ■ Check that the toner cartridges are installed properly. ■ Shake the toner cartridges gently. ■ Check that the transfer roller is installed properly. ■ Replace the transfer roller. (See <i>Replacing the transfer roller</i> on page C-39.)
<p>Colors are light or unclear on the whole page</p> 	<ul style="list-style-type: none"> ■ Check that the recommended paper was used. (See <i>Recommended paper</i> on page 2-1.) ■ Change the paper to freshly unpacked paper, and then check that the problem is solved. ■ Check that the back cover is closed properly. ■ Shake the toner cartridges gently. ■ Clean the laser glass. (See <i>Cleaning the laser glass</i> on page C-24.) ■ Turn off Toner Save. (See <i>Toner Save</i> on page 3-7.)
<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 color 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"> ■ Cut a sheet approx. 1.97 in. x 1.97 in. (50 mm x 50 mm) out of a transparency film. ■ Insert the film about 2.54 in. (10 mm) into the gap between the toner roller and the blade. ■ Slide the film and pull it out as shown below. 

Examples of poor print quality	Recommendation
<p>Colored streaks or bands down the page</p> 	<ul style="list-style-type: none"> ■ Identify the color and replace that toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.) ■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)
<p>Colored lines across the page</p> 	<ul style="list-style-type: none"> ■ 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.) ■ If the problem continues, identify the color and replace that toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)
<p>White spots or hollow print</p> 	<ul style="list-style-type: none"> ■ Change the paper to freshly unpacked paper. ■ Check that the recommended paper was used. (See <i>Recommended paper</i> on page 2-1.) ■ Check that the room temperature is higher than 50 °F (10 °C)
<p>Completely blank or some colors are missing</p> 	<ul style="list-style-type: none"> ■ Check that the back cover is closed properly. ■ Check that the front cover is closed properly. ■ Identify the missing color and check that the toner cartridge is installed properly. ■ Replace the toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.) ■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)
<p>Colored spots or Toner stain</p> 	<ul style="list-style-type: none"> ■ Identify the color causing the problem and replace the toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.)

Examples of poor print quality	Recommendation
<p>Toner scatter or toner stain</p> 	<ul style="list-style-type: none"> ■ Identify the color causing the problem and replace that toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.) ■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)
<p>The color of your printouts is not what you expected</p>	<ul style="list-style-type: none"> ■ Check that the toner cartridges are installed properly. ■ Check that the toner cartridges are not empty. (See <i>Toner empty message</i> on page C-29.) ■ Perform the calibration. (Menu/Set, 4, 4) ■ Adjust the color by using the custom setting in the driver. Colors the machine can print and colors you see on a monitor are different. The machine may not be able to reproduce the colors on your monitor. ■ Check to make sure the recommended paper was used. (See <i>Recommended paper</i> on page 2-1.)
<p>All one color</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"> ■ Change to the recommended type of transparency, and then check that the problem is solved. ■ Check that the media type mode is selected properly.
<p>Color mis-registration</p> 	<ul style="list-style-type: none"> ■ Check that the OPC belt cartridge is installed properly. ■ Check that the cleaning roller is installed properly. ■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.) ■ Replace the cleaning roller. (See <i>Replacing the transfer belt cleaner</i> on page C-37.)
<p>Uneven density appears periodically across the page</p> 	<ul style="list-style-type: none"> ■ Check that the toner cartridges are installed properly. ■ Check that the OPC belt cartridge is installed properly. ■ Check that the cleaning roller is installed properly. ■ Check that the back cover is closed properly. ■ Check that the fusing unit is installed properly. ■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)

Examples of poor print quality	Recommendation
<p>Missing image at edge</p>	<ul style="list-style-type: none"> ■ Check that the toner cartridges are installed properly. ■ Check that the OPC belt cartridge is installed properly. ■ Identify the color causing the problem and replace the toner cartridge. (See <i>Replacing a toner cartridge</i> on page C-29.) ■ Replace the OPC belt cartridge. (See <i>Replacing the OPC belt cartridge (OP-4CL)</i> on page C-33.)
<p>Wrinkle</p> 	<ul style="list-style-type: none"> ■ Change to a recommended type of paper, and then check that the problem is solved. (See <i>Recommended paper</i> on page 2-1.) ■ Check that the back cover is closed properly. ■ Check that the transfer roller is installed properly. ■ Check that the fusing unit is installed properly. ■ Replace the fusing unit. (See <i>Replacing the fusing unit</i> on page C-35.)
<p>Mixed color image</p> 	<ul style="list-style-type: none"> ■ Check that the front cover is closed properly. ■ Check that the toner cartridges are installed properly. ■ Check that the transfer roller is installed properly. ■ Replace the toner cartridges. (See <i>Replacing a toner cartridge</i> on page C-29.)
<p>Insufficient gloss</p>	<p>Check that the recommended paper is being used. (See <i>Recommended paper</i> on page 2-1.)</p>
<p>Offset image</p> 	<p>Check that the recommended paper is being used. (See <i>Recommended paper</i> on page 2-1.)</p>
<p>Poor fixing</p> 	<ul style="list-style-type: none"> ■ Check that the recommended paper is used. (See <i>Recommended paper</i> on page 2-1.) ■ Check that the media type mode is selected properly. ■ Check that the release lever of the fusing unit is set properly. ■ Replace the fusing unit. (See <i>Replacing the fusing unit</i> on page C-35.)
<p>Poor fixing when printed on thick paper</p>	<p>Set the machine to thick paper mode through the control panel or the printer driver. (See the <i>Software User's Guide</i> on the CD-ROM.)</p>

Setting Dial Tone Detection

Setting the dial tone to *Detection* will shorten the dial tone detect pause.

- 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

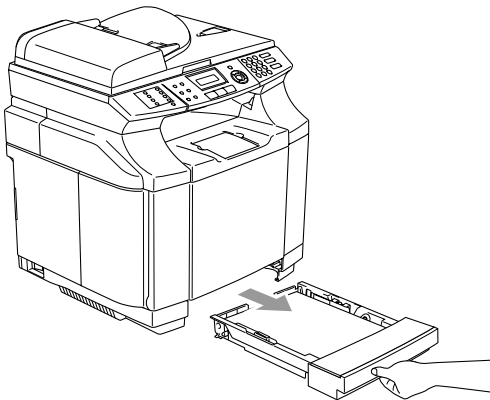
Cleaning the outside of the machine

! CAUTION

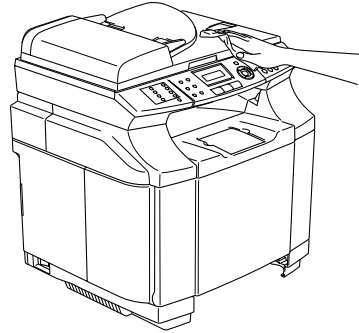
- Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the outside surface of the machine.
- Do not use cleaning materials that contain ammonia.
- Do not use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

Clean the outside of the machine as follows:

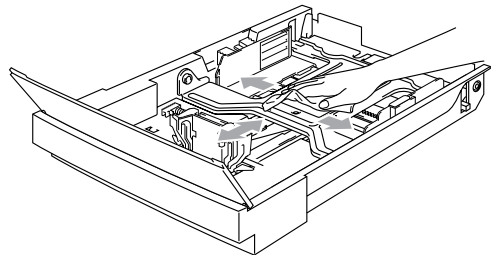
- 1 Pull the paper tray completely out of the machine.



- 2 Wipe the outside of the machine with a soft cloth to remove dust.



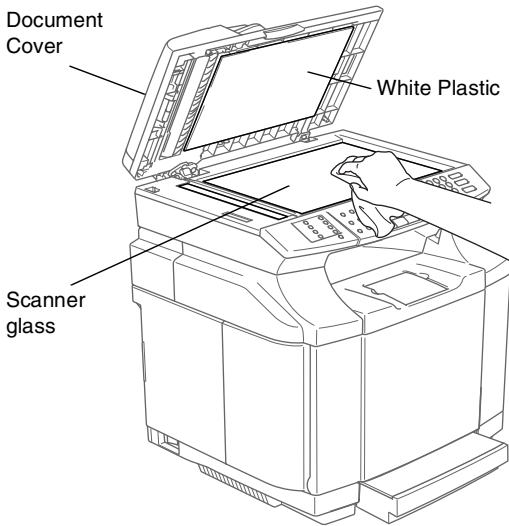
- 3 Remove anything that is stuck inside the paper tray.
- 4 Wipe the inside and the outside of the paper tray with a soft cloth to remove dust.



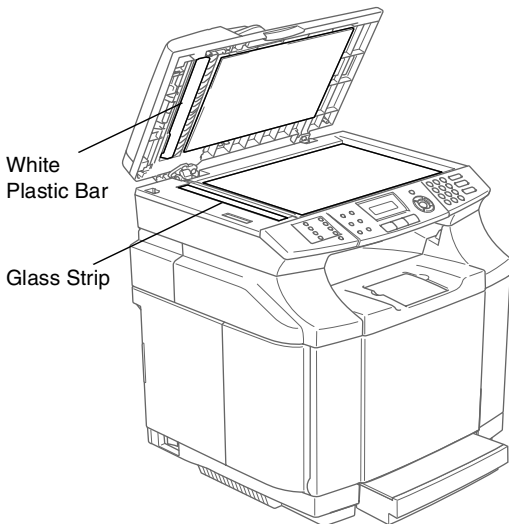
- 5 Re-load the paper and put the paper tray firmly back in the machine.

Cleaning the scanner glass

Lift the document cover. Clean the scanner glass and white plastic above it 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.

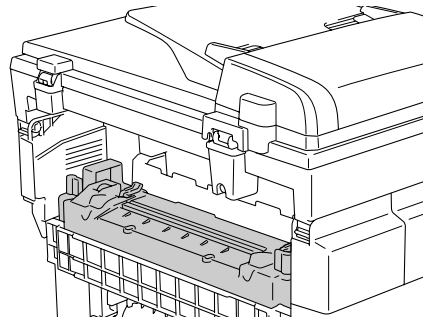


Cleaning to prevent paper jams

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.

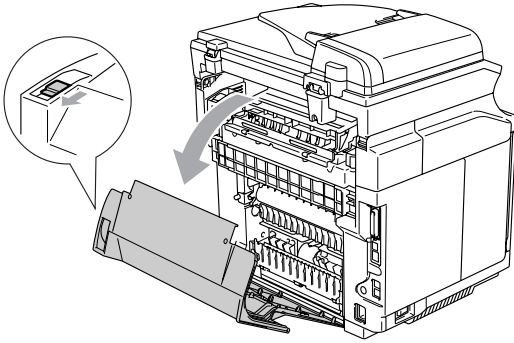


- Be careful not to inhale the toner.

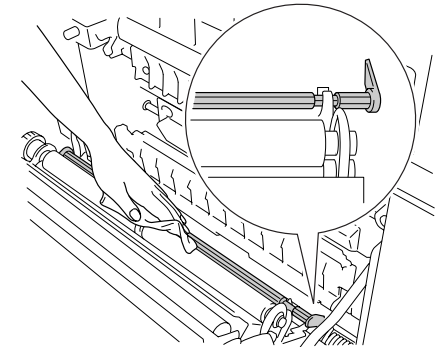
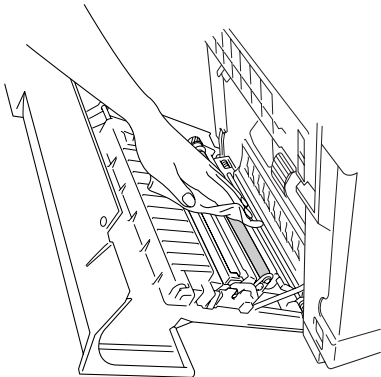
! CAUTION

- 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.

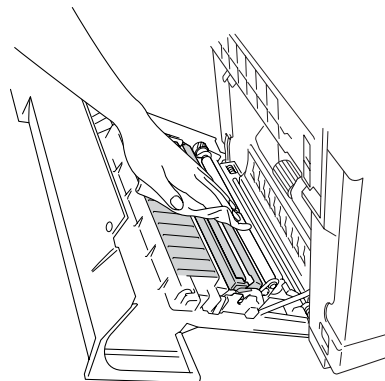
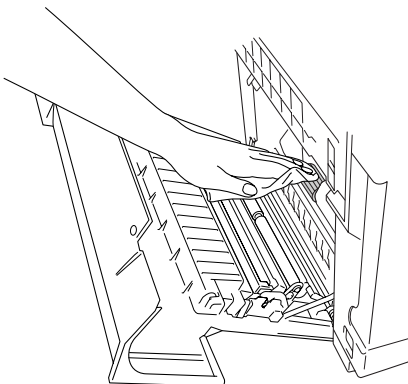
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, and then unplug the power cord from the AC power outlet. Open the back cover of the machine.



- 2 Clean the registration roller and the paper pick-up roller with a dry soft, lint-free cloth to prevent paper jams.



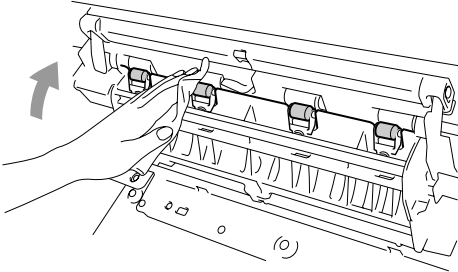
- 3 Clean the transfer roller unit and the transfer roller guide with a dry soft, lint-free cloth to prevent paper jams.



! 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.

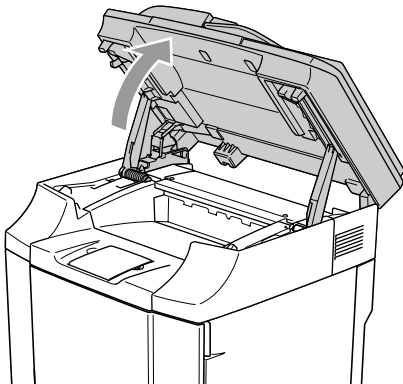
- 4 Clean the exit roller. This will help to prevent paper jams at the paper exit and dirt from appearing on your printouts.



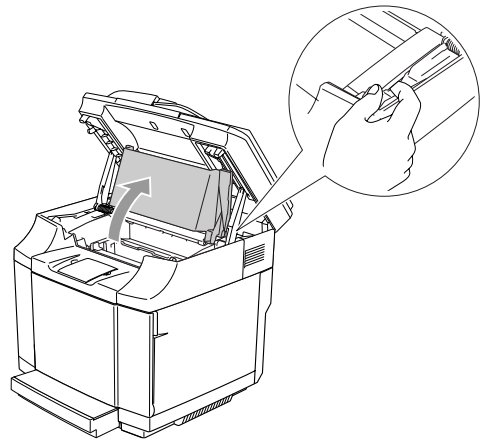
- 5 Close the back cover.
- 6 Plug the machine's power cord back into the AC power outlet first, and then plug in the telephone line cord. Turn on the machine's power switch.

Cleaning the laser glass

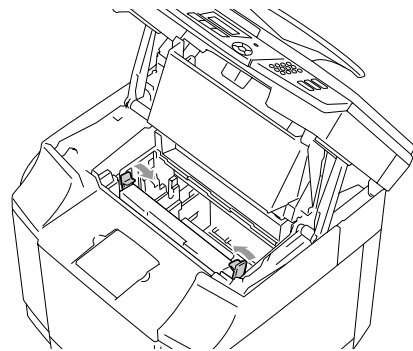
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, and then unplug the power cord from the AC power outlet.
- 2 Open the scanner unit.



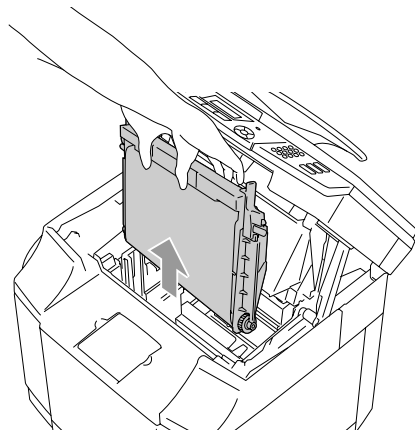
- 3 Open the inside cover so that it latches under the scanner unit.



- 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.

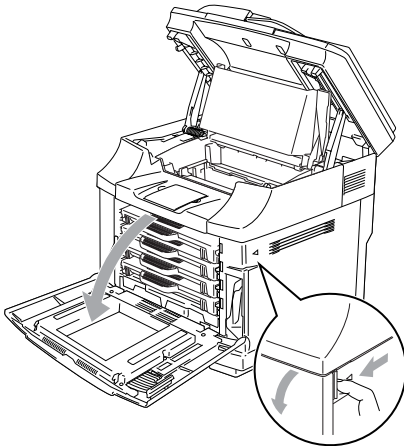


- 6 Place the OPC belt cartridge on a flat surface and cover the shiny green OPC belt with a piece of paper to prevent exposing it to light.

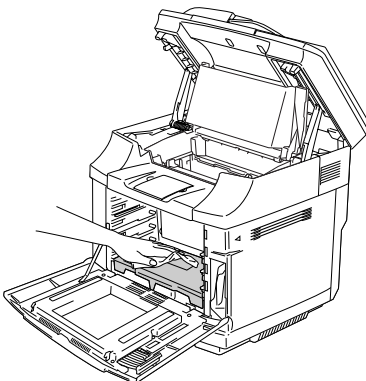
! CAUTION

- Do not touch the OPC belt surface with your hands.
- Do not expose the OPC belt cartridge to bright room light or sunlight (a light source of 74.3 footcandles or 800 lux) for more than two minutes to avoid damaging the belt.

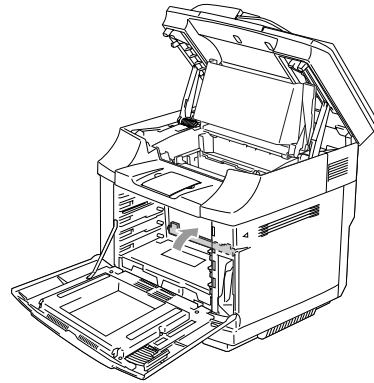
- 7 Open the front cover of the machine.



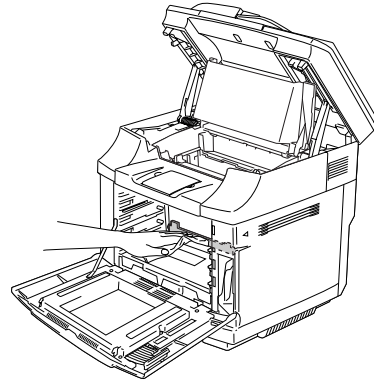
- 8 Take all the toner cartridges out of the machine.
- 9 Clean the surface of the laser unit with a dry soft, lint-free cloth.



- 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 AC power outlet 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 ¹	How to replace	Order No.
<div style="border: 1px solid black; padding: 5px; display: inline-block;">Toner Empty X</div>	Toner cartridge X = C, M, Y, K C = Cyan, M = Magenta, Y = Yellow, K = Black	10,000 pages (Black) ² 6,600 pages (Cyan, Magenta, Yellow) ²	See <i>Toner empty message</i> on page C-29.	TN-04BK TN-04C TN-04M TN-04Y
<div style="border: 1px solid black; padding: 5px; display: inline-block;">Waste Toner Full</div>	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 ¹	How to replace	Order No.
<div style="border: 1px solid black; padding: 5px; display: inline-block;">Toner Low X</div>	Toner cartridge X = C, M, Y, K C = Cyan, M = Magenta, Y = Yellow, K = Black	10,000 pages (Black) ² 6,600 pages (Cyan, Magenta, Yellow) ²	See <i>Toner nearly empty message</i> on page C-28.	TN-04BK TN-04C TN-04M 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 (Letter/A4 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 ¹	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 (Continuously printed)	See C-33.	OP-4CL
Replace Fuser	Fusing unit	60,000 pages ²	See C-35.	FP-4CL
Replace 120K Kit	Transfer belt cleaner Transfer roller Paper pick-up roller Separator pad Transfer belt	120,000 pages ²	Call Brother Customer Service to replace the 120K kit.	
Replace PF Kit2	Paper feeding kit 2. (Paper pick-up roller Separator pad)		Call Brother Customer Service to replace the paper feeding kit 2.	

¹ Definition of pages: actual output page number.

Definition of images:

If the image on a page contains only one color of either Cyan, Magenta, Yellow or Black => 1 image, two colors => 2 images, three colors => 3 images, four colors => 4 images.

² At 5% coverage print (Letter/A4 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 color 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 Letter/A4-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. Make sure you have a new toner cartridge ready for replacement.

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, you should 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 color 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 strongly recommends that you do not refill the toner cartridges provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement toner cartridges. Use or attempted use of potentially incompatible toner and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. Our warranty coverage does not apply to any problem that is caused by the use of unauthorized third party toner and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.
- Printing with a third-party toner or third-party toner cartridges may reduce not only the print quality but also the quality and life of the machine itself. It may also cause serious damage to the performance and life of a OPC belt cartridge. Warranty coverage does not apply to problems caused by the use of third-party toner or third-party toner cartridges.
- 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.

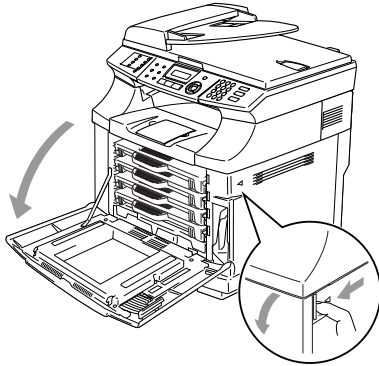


Note

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.

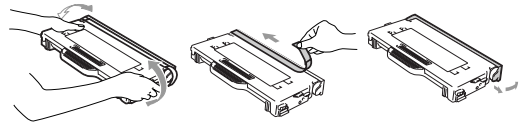
! CAUTION

Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

Note

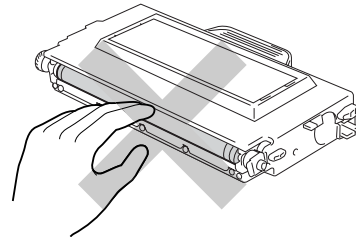
- Discard the used toner cartridge according to local regulations, keeping it separate from domestic waste.
- Be sure to seal the toner cartridge tightly so toner powder does not spill out of the cartridge. If you have questions, call your local waste disposal office.

- 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.

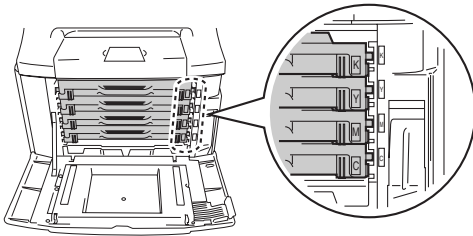
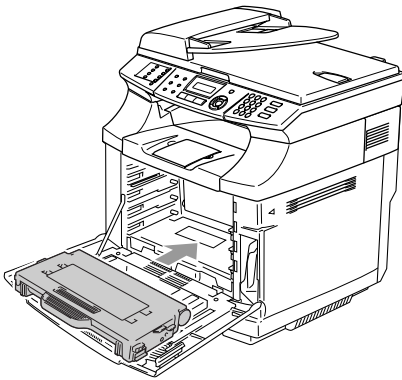


Note

- 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.



- 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 color cartridge is individually keyed to prevent improper installation. Match each cartridge color label to the same color label on the machine.



- Close the front cover.

! CAUTION

- If you use consumable items other than genuine Brother supplies or if you use refilled toner cartridges, the machine could be damaged or might not work properly. This may void your warranty.
- 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

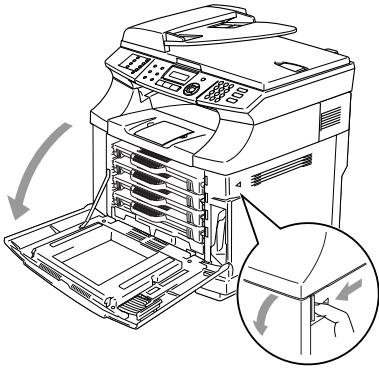
- Do not re-use the waste toner pack.
- Do not put the waste toner pack into a fire. It could explode.
- Be careful not to spill the toner. Do not inhale or allow it to get into your eyes.

Replacing the waste toner pack

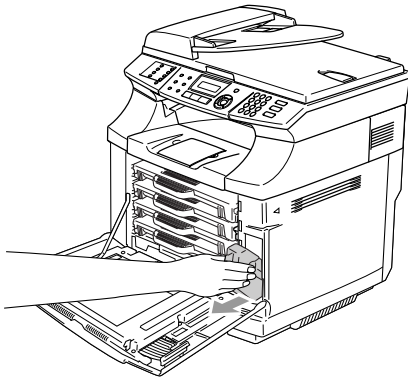
! CAUTION

Handle the waste toner pack carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

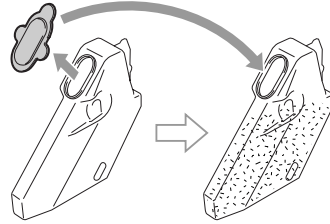
- 1 Open the front cover of the machine.



- 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:

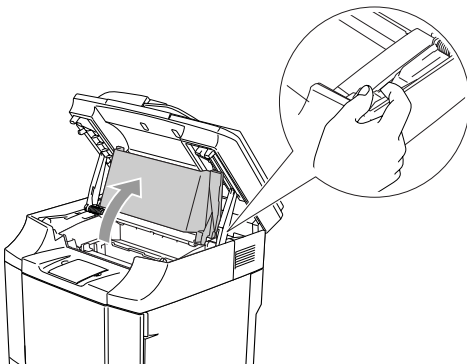
Replace OPC Belt

! WARNING

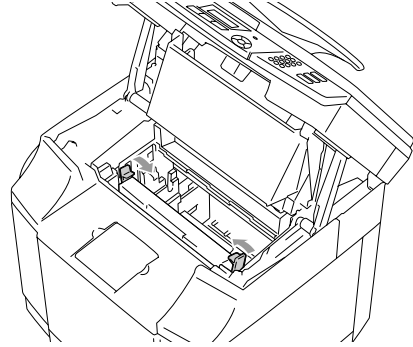
- Do not touch the green film of the OPC belt cartridge. If you touch it, it could degrade print quality.
- Do not expose the OPC belt cartridge to bright room light or sunlight (a light source of 74.3 footcandles or 800 lux) for more than two minutes to avoid damaging the belt.
- Damage caused by improper handling of the OPC belt cartridge may void your warranty.

Replacing the OPC belt cartridge (OP-4CL)

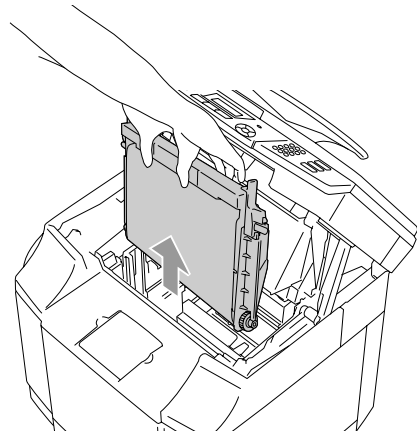
- 1 Turn off the machine's power switch.
- 2 Open the scanner unit.
- 3 Open the inside cover so that it latches under the scanner unit.



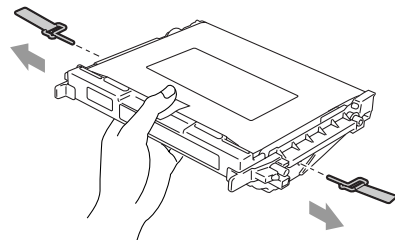
- 4 To release the lock, push the green belt cartridge lock levers on both sides inwards.



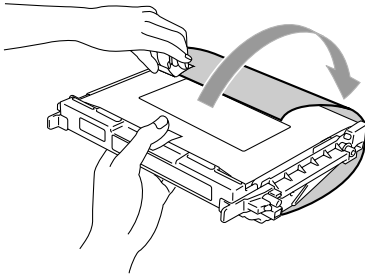
- 5 Remove the OPC belt cartridge from the machine.



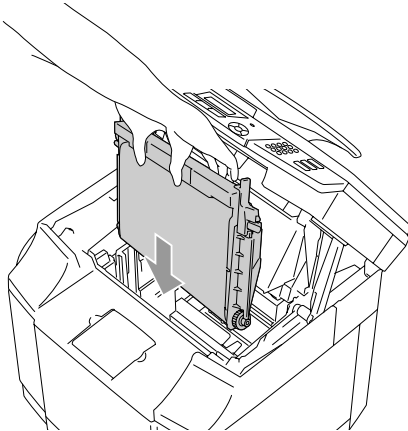
- 6 Remove the tension release pins from both sides of the new OPC belt cartridge.



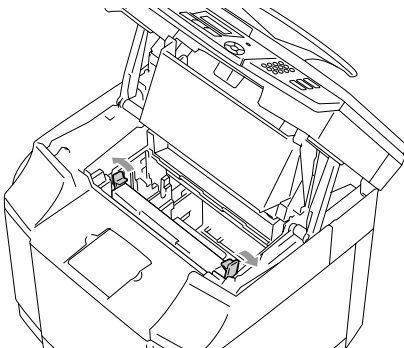
- 7 Remove the protective sheet from the new OPC belt cartridge. Do not touch the green part of the OPC belt cartridge.



- 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

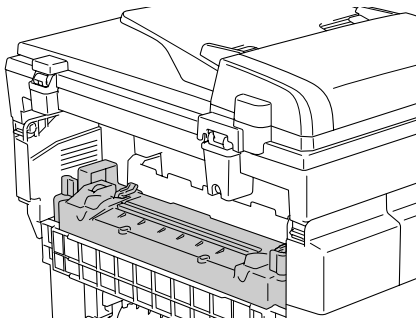
When the following message appears on the LCD, you must replace the fusing unit.

Replace Fuser

WARNING

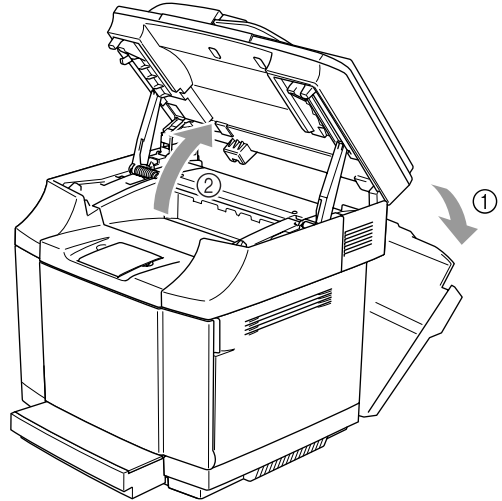


The fusing unit and the parts around it are *hot!* Be sure to wait until the fusing unit has cooled down sufficiently before replacing the fusing unit. If you touch the hot parts, you might get injured.

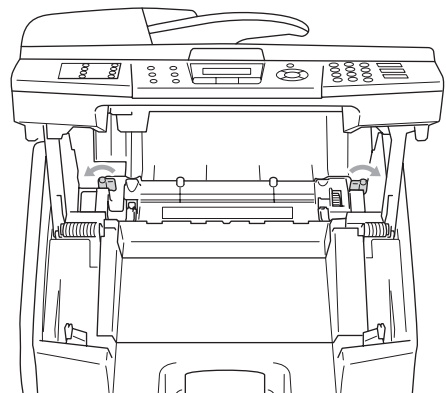


Replacing the fusing unit

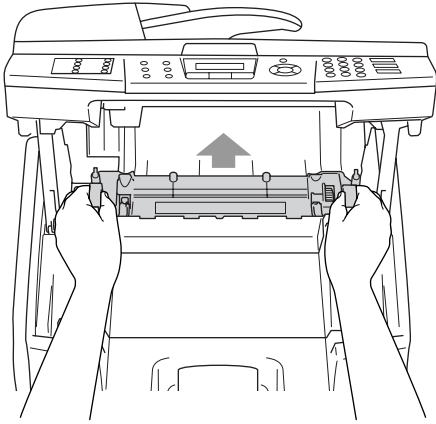
- 1 Turn off the machine's power switch. To avoid injury, wait until the machine has cooled down sufficiently before you replace the fusing unit.
- 2 Open the back cover (1) and the scanner unit (2) of the machine.



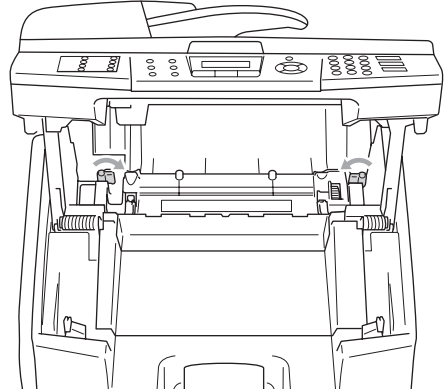
- 3 To release the fusing unit from the machine, release the lock levers that are on both sides of the fusing unit.



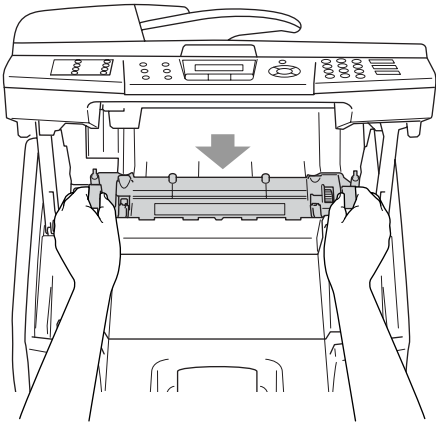
- 4 Hold the handles on both sides as you take the fusing unit out of the machine.



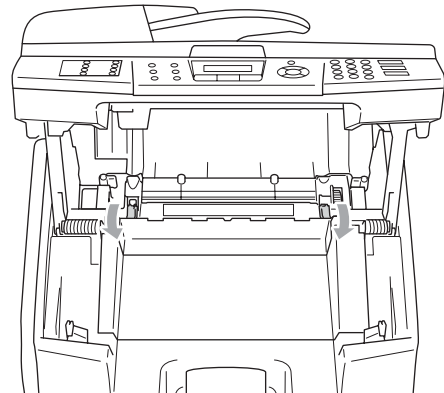
- 6 Secure the fusing unit with the two lock levers that are on both sides of the fusing unit.



- 5 Put the new fusing unit into the machine. Be sure to insert the fusing unit completely into the machine.



- 7 Move the fusing unit pressure release levers to the Set position.



- 8 Close the scanner unit and the back cover.

- 9 Turn the machine's power switch back on.

Reset the Fusing Unit life counter

- 1 Press **Menu/Set**, 7, 4.
- 2 Press **▲** or **▼** to select **Fusing Unit** and press **Menu/Set**.

The confirmation message appears on the LCD.

Fusing Unit
1.Reset 2.Exit

- 3 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.

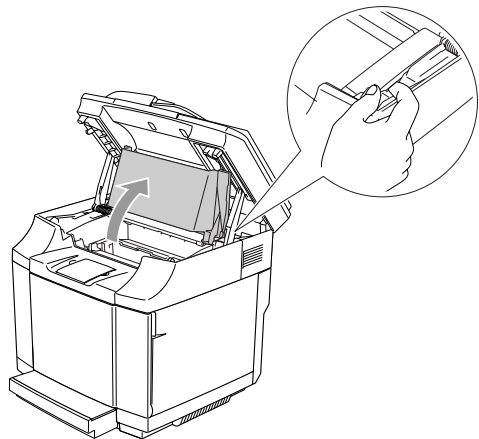
Do not apply force! It could damage both the fusing unit and the machine.

Replacing the transfer belt cleaner

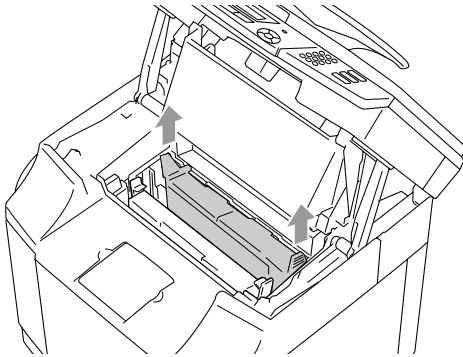
! CAUTION

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.

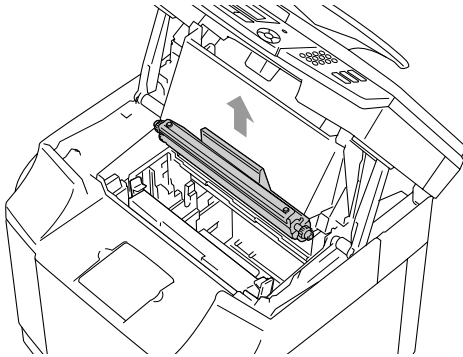
- 1 Turn off the machine's power switch.
- 2 Open the scanner unit.
- 3 Open the inside cover of the machine so that it latches under the scanner unit.



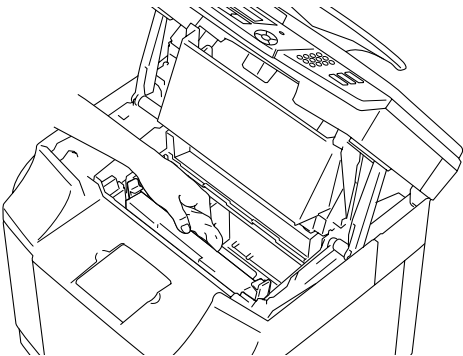
- 4 Remove the transfer belt cover.



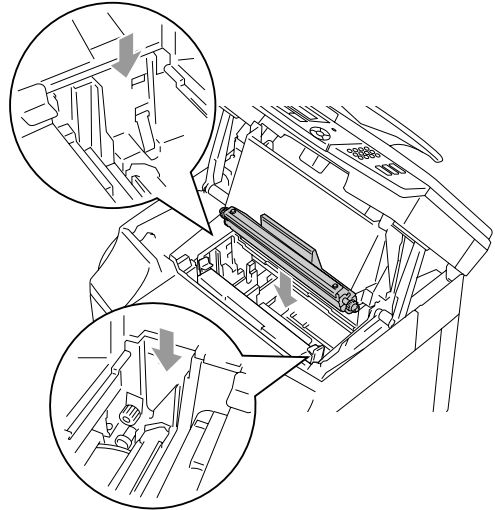
- 5 Remove the transfer belt cleaner by grasping the handle and lifting it up.



- 6 Clean the area where the new transfer belt cleaner is to be installed with a dry cotton cloth.



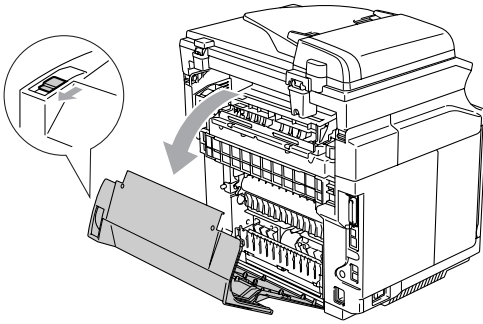
- 7 Put the new transfer belt cleaner into the machine by gently placing the brass bearings into the guides, and then pushing the handle down until the bearings click into place. Make sure the transfer belt cleaner is free to move slightly upwards (rotating slightly around the bearings) in the housing after you have installed it.



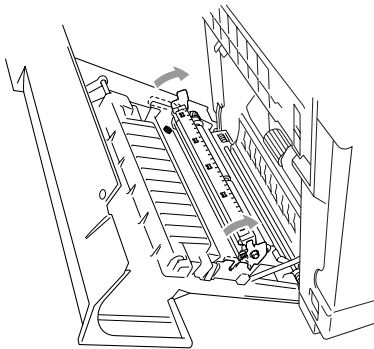
- 8 Put the transfer belt cleaner cover back in, and then close the top cover.
- 9 Close the inside cover, and then close the scanner unit.
- 10 Turn the machine's power switch back on.

Replacing the transfer roller

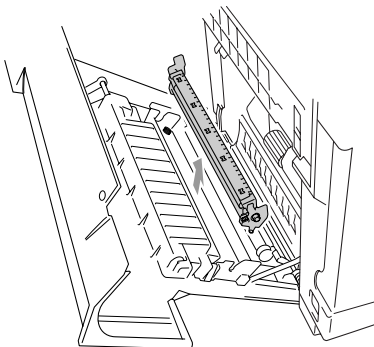
- 1 Turn off the machine's power switch.
- 2 Open the back cover of the machine.



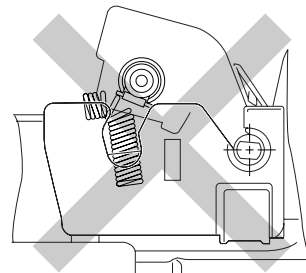
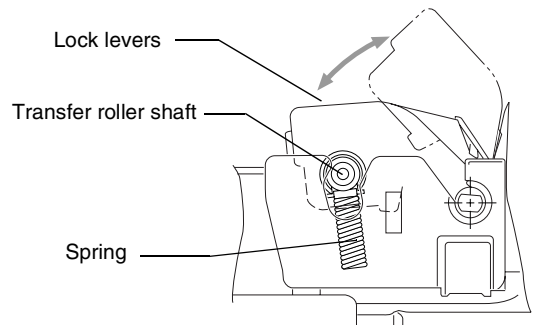
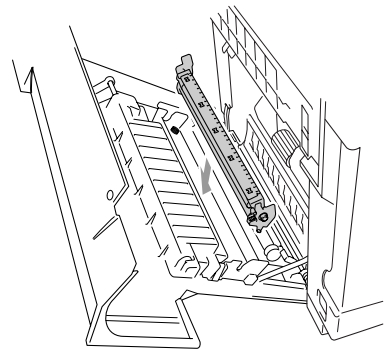
- 3 Release the transfer roller lock levers on the right and left-hand sides, and then lift the levers to release the transfer roller.



- 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

Checking 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, printed 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.
- 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

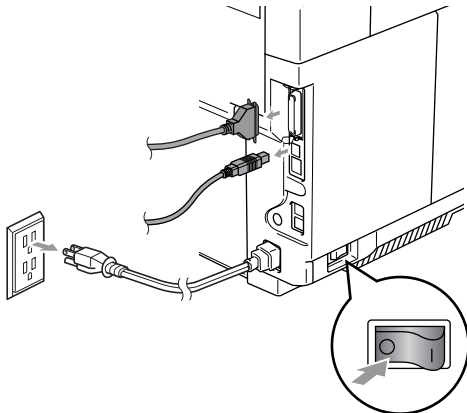
When you transport the machine, use the packing materials that came with your machine. If you do not pack the machine properly, you could void your warranty. The machine should be adequately insured with the carrier.



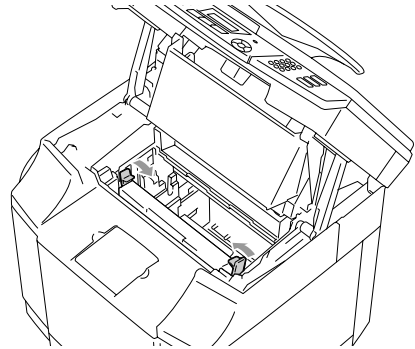
Note

If you are missing the original repacking kit that came with your machine, please call 800-284-4329 **BEFORE REPACKING FOR SHIPMENT.**

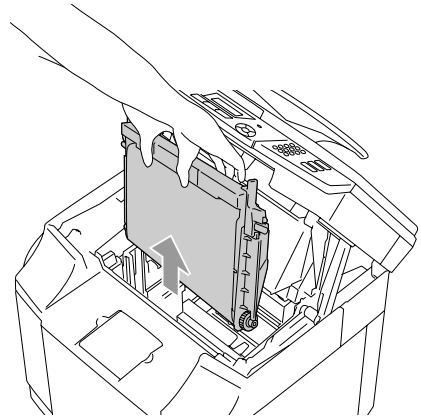
- 1 Turn off the machine's power switch.
- 2 Unplug first the telephone line cord from the telephone wall jack, then any interface cables, and then unplug the power cord from the AC power outlet.



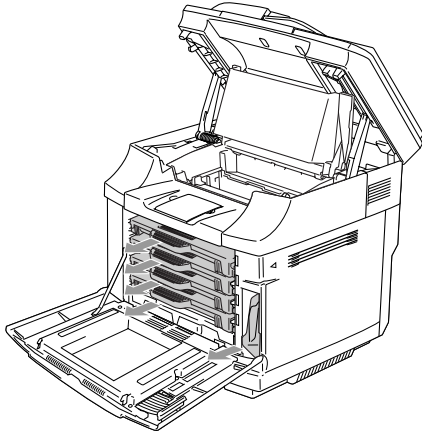
- 3 Open the scanner unit and the inside cover of the machine so that it latches under the scanner unit.
- 4 Push both green OPC belt cartridge lock levers inwards.



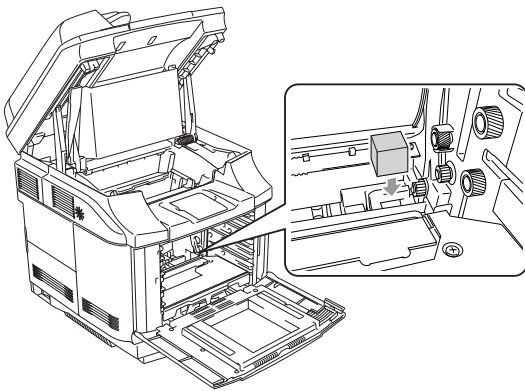
- 5 Remove the OPC belt cartridge from the machine, place it in the original plastic bag.



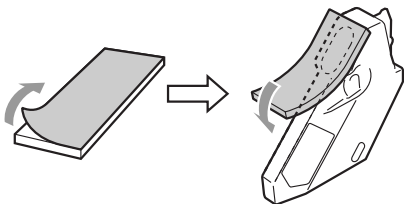
- 6 Open the front cover of the machine. Pull out all the toner cartridges and the waste toner pack from the machine.



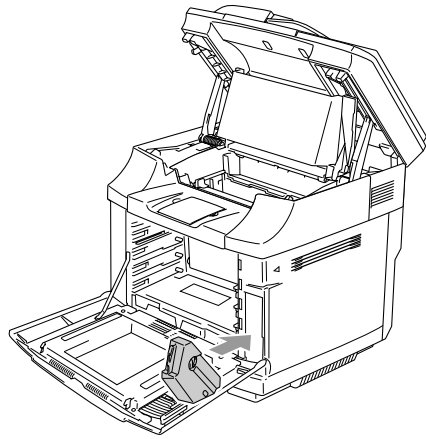
- 7 To avoid any toner spills, plug the waste toner hole located at the bottom right inside of the machine with the supplied protective sponge.



- 8 Remove the tape from the supplied protective sponge and cover the opening of the waste toner pack as shown in the illustration.

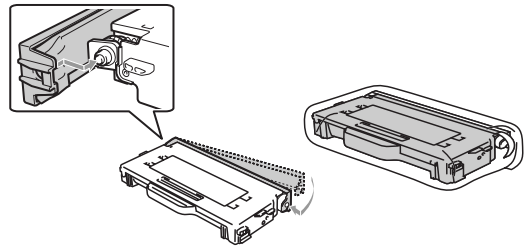


- 9 Put the waste toner pack back into the machine.

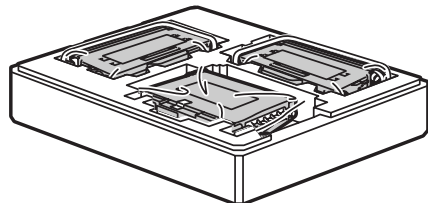


- 10 Close the front cover, inside cover and scanner unit.

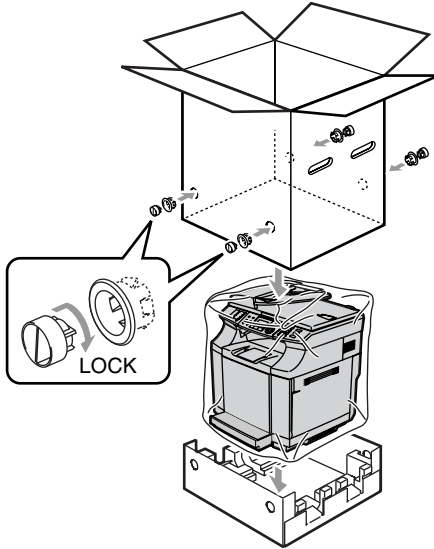
- 11 Attach an original orange protective cover to each of the toner cartridges and secure it with tape. Put each toner cartridge in a separate plastic bag.



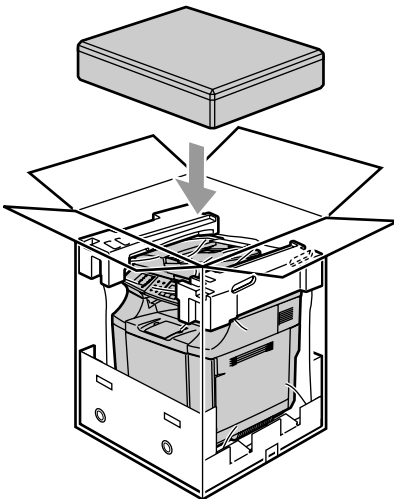
- 12 Put the toner cartridges and the OPC belt cartridge into the accessory box, and then close it.



- 13 Two people should put the machine into the plastic bag, and then put the machine into the original carton.

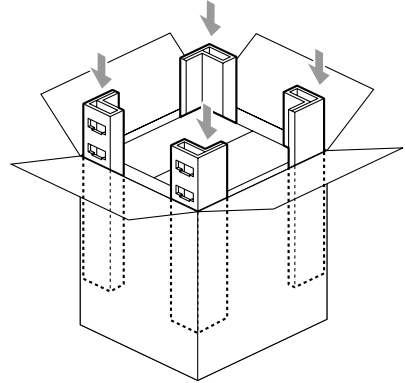


- 14 Put the two Styrofoam pieces on top of the machine and then put the accessory box on top of the Styrofoam.

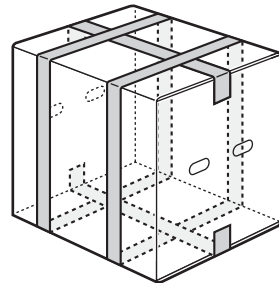


- 15 Close the carton and tape it shut.

- 16 Lift the carton with two people and put it into the outer carton. Put a cushion in each of the four corners.



- 17 Close the outer carton and tape it shut.



D

Optional accessories

Optional accessories

Lower tray unit (LT-27CL)

See *Lower tray unit (LT-27CL)* on page D-1.

SO-DIMM memory

See *SO-DIMM (Memory)* 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 (20 lb (80 g/m²)). 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.

How to install the lower tray unit

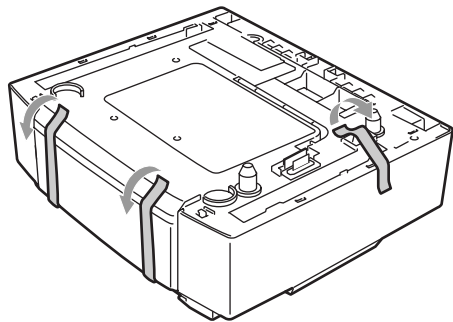
WARNING

- This machine is heavy and weighs approximately 76.7 lb (34.8 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.

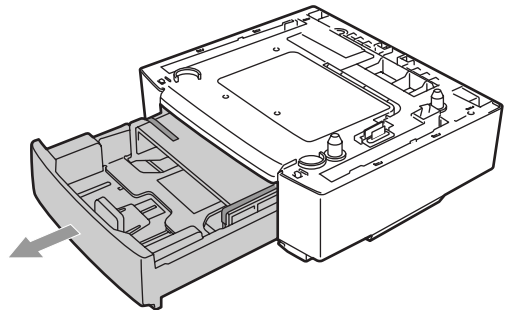
CAUTION

When moving or lifting this machine, keep the machine flat. To avoid spills, you must first remove the toner cartridges and waste toner pack.

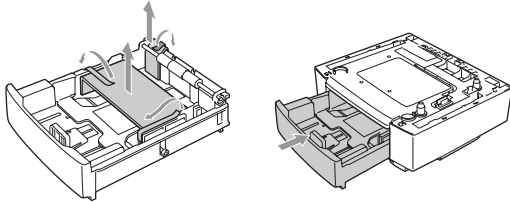
- 1 Turn off the machine's power switch. Then, unplug the telephone line cord from the telephone wall jack.
- 2 Unplug the power cord from the AC power outlet. Disconnect the interface cable from the machine.
- 3 Place the lower tray unit on a flat table, and then remove the protective parts.



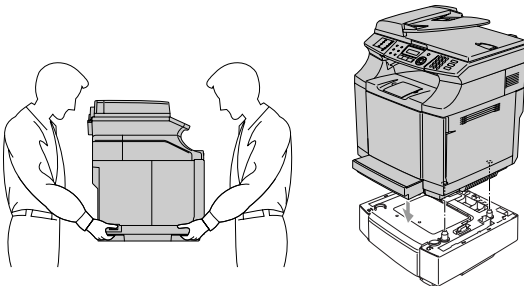
- 4 Remove the paper tray from the lower tray unit.



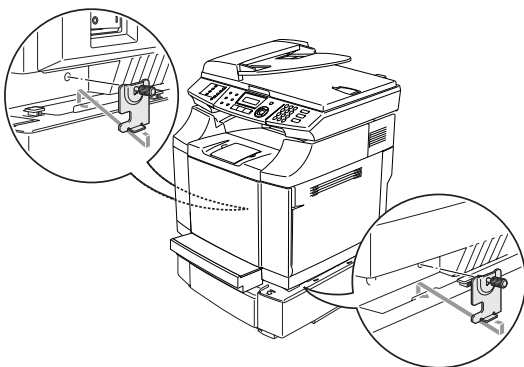
- 5** Remove the protective parts and then put the paper tray back in the lower tray unit.



- 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.

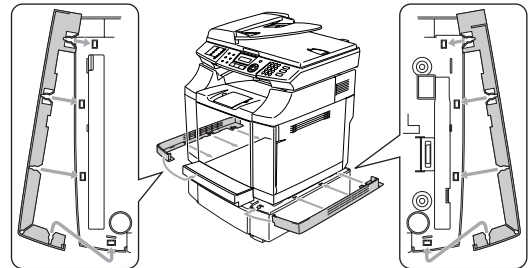


- 7** Install the two stopper fittings on the right and left hand sides of the lower tray unit.



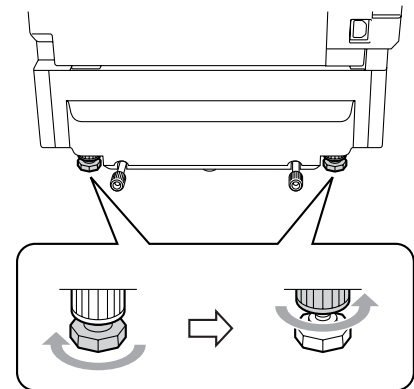
- 8** Cover the gap on the right hand side with the right-hand side cover by first inserting the hook at the back. Cover the gap on the left hand side with the left-hand side cover by first inserting the hook at the back.

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 (Memory)

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 copy and print operations.

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	TechWorks	12345-0001
■ 128 MB	TechWorks	12462-0001
■ 256 MB	TechWorks	12485-0001
■ 512 MB	TechWorks	12475-0001



Note

For more information, visit TechWorks web site at www.techworks.com

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

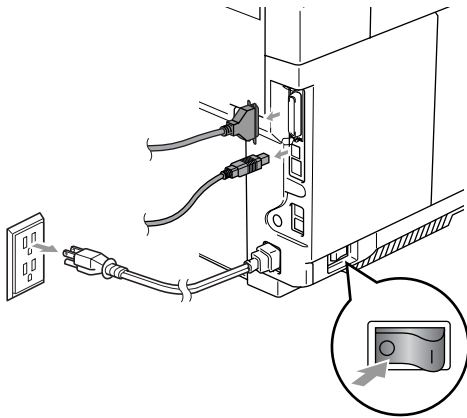
- The machine's standard memory can vary depending on the machine model and the country.
- There might be some SO-DIMMs that will not work with this machine.
- For more information, call the dealer you bought the machine from or Brother Customer Service.
- For the latest information, visit the Brother Solutions Center at <http://solutions.brother.com>

Installing additional memory

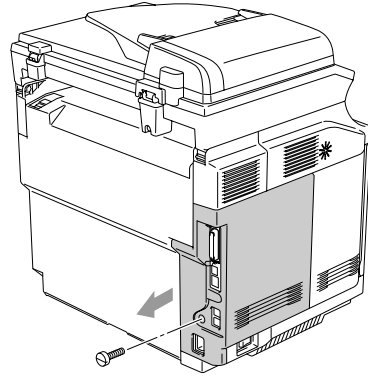
- 1 Turn off the machine's power switch.
- 2 Unplug first the telephone line cord from the telephone wall jack, and then unplug the power cord from the AC power outlet.

! WARNING

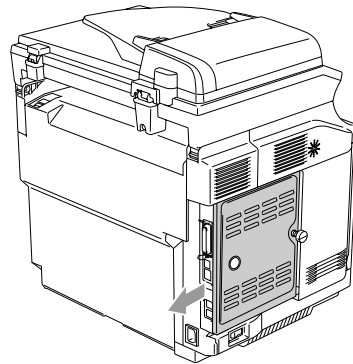
! Make sure you turn the machine OFF and unplug the machine before you install or remove the SO-DIMM. Installing optional accessories without unplugging the machine could result in electric shock hazard.



- 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.

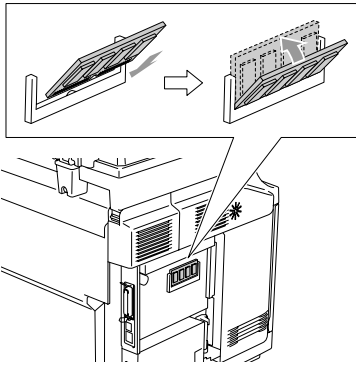


- 5 Unpack the SO-DIMM and hold it by the edges.

! 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.)



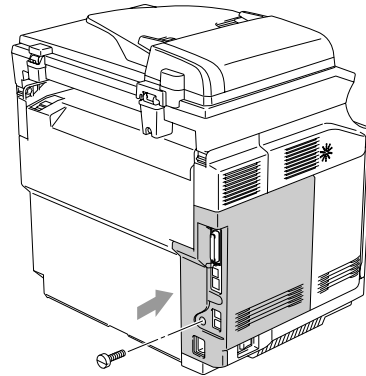
- 7 Press the SO-DIMM straight into the slot (press firmly). Make sure the locks on each side of the SO-DIMM click into place.

 **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 (machine cable) to your computer. Then, plug the machine's power cord back into the AC power outlet first, and then plug in the telephone line cord. Turn on the machine's power switch.

 **Note**

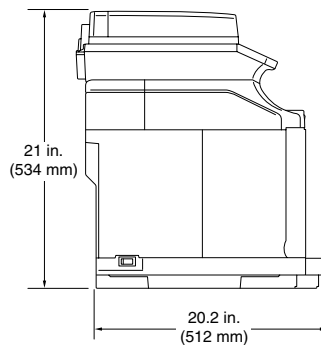
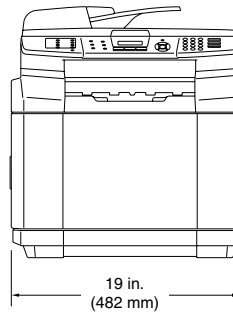
To check that you have installed the SO-DIMM properly, you can print the User Settings listing that shows the current memory size. To print the User Settings listing, see *How to print a report* on page 9-2.

Product description

General

Memory Capacity	64 MB (expandable to 576 MB)
ADF (automatic document feeder)	Up to 35 pages Temperature: 68°F - 86°F (20°C - 30°C) Humidity: 50% - 70% Paper: 20 lb (80 g/m ²) Letter
Paper Tray	250 Sheets (20 lb (80 g/m ²))
Printer Type	Laser
Print Method	Electrophotography by semiconductor laser beam scanning
LCD (Liquid Crystal Display)	16 characters x 2 lines
Power Source	120V AC 50/60Hz
Power Consumption	Copying: Average 615 W Sleep: Average 16 W Standby: Average 155 W

Dimensions



Weight	Without OPC belt/Toner cartridges: 76.7 lb (34.8 kg)
Noise	Operating: LWAd = 6.7 bels or less Standby: LWAd = 5.4 bels or less
Temperature	Operating: 50°F - 90.5°F (10 - 32.5°C) Storage: 32°F - 104°F (0 - 40°C)
Humidity	Operating: 20 to 80% (without condensation) Storage: 10 to 90% (without condensation)

Print media

Paper Input

Paper Tray

- Paper type:
Thin, Plain, Thick, Thicker, Recycled paper or Transparencies¹
- Paper size:
Letter/A4, Legal, Executive, A5, B5, COM10 and DL
For more details, see *Acceptable paper and other media* on page 2-1.
- Paper Weight:
16 - 55 lb (60 - 210 g/m²)
17 - 24 lb (64 - 90 g/m²) for ADF
Maximum paper tray capacity: Up to 250 sheets of 20 lb (80 g/m²) plain paper or up to 50 transparencies

Paper Output

Up to 250 sheets of Letter/A4 size plain paper²
(Face down print delivery to the output paper tray)

¹ 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.

² Based on the Recommended paper on page 2-1. The number of pages will vary depending on the paper being used. Some paper can not be stacked up to 250 sheets.

Fax

Compatibility	ITU-T Group 3
Coding System	MH/MR/MMR/JPEG
Modem Speed	Automatic Fallback: 33600 bps
Document Size	ADF Width: 5.8 to 8.5 in. (147.3 to 215.9 mm) ADF Height: 5.8 to 14 in. (147.3 to 356 mm) Scanner Glass Width: Max. 8.5 in. (215.9 mm) Scanner Glass Height: Max. 11.7 in. (297 mm)
Scanning Width	Max. 8.2 in. (208 mm)
Printing Width	Max. 8.2 in. (208 mm)
Gray Scale	256 levels
Polling Types	Standard, Sequential
Contrast Control	Automatic/Light/Dark (manual setting)
Resolution	<ul style="list-style-type: none"> • Horizontal 203 dot/inch (8 dot/mm) • Vertical <ul style="list-style-type: none"> Standard - 98 line/inch (3.85 line/mm) (Black) 196 line/inch (7.7 line/mm) (Color) Fine - 196 line/inch (7.7 line/mm) (Black) 196 line/inch (7.7 line/mm) (Color) Photo - 196 line/inch (7.7 line/mm) (Black) Superfine - 392 line/inch (15.4 line/mm) (Black)
One-Touch Dial	16 (8 x 2)
Speed-Dial	200 stations
Broadcasting	266 stations
Automatic Redial	1 time after 5 minutes
Auto Answer	0, 1, 2, 3 or 4 rings
Communication Source	Public switched telephone network.
Memory Transmission	Up to 500 ¹ /400 ² pages
Out of Paper Reception	Up to 500 ¹ /400 ² pages

¹ "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.

² "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.

Copier

Color/Black	Color/Black
Document Size	ADF Width: 5.8 to 8.5 in. (147.3 to 215.9 mm) ADF Height: 5.8 to 14 in. (147.3 to 356 mm) Scanner Glass Width: Max. 8.5 in. (215.9 mm) Scanner Glass Height: Max. 11.7 in. (297 mm)
Copy Speed	Color Up to 8 pages/minute (Letter/A4 paper) ¹ Black Up to 31 pages/minute (Letter/A4 paper) ¹
First Copy	Approx. 20 seconds (Black) Approx. 30 seconds (Color)
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

¹ Does not include the warm up time for the 1st printed page.
Based on Brother standard pattern. (Stack Copy)
Copy speeds vary with the complexity of the document.

Scanner

Color/Black	Color/Black
TWAIN Compliant	Yes (Windows® 98/98SE/Me/2000 Professional/XP/Windows NT® Workstation Version 4.0) Mac OS® 9.1 - 9.2/Mac OS® X 10.2.4 or greater
WIA Compliant	Yes (Windows® XP) ¹
Color Depth	48 bit color processing (Input) 24 bit color processing (Output)
Resolution	Up to 9600 x 9600 dpi (interpolated) Scanner glass: Up to 1200 x 2400 dpi (optical) ADF: Up to 1200 x 600 dpi (optical)
Document Size	ADF Width: 5.8 to 8.5 in. (147.3 to 215.9 mm) ADF Height: 5.8 to 14 in. (147.3 to 356 mm) Scanner Glass Width: Max. 8.5 in. (215.9 mm) Scanner Glass Height: Max. 11.7 in. (297 mm)
Scanning Width	Max. 8.5 in. (215.9 mm)
Gray Scale	256 levels

¹ 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

Emulations	Brother Printing System for Windows® PCL6 BR-Script 3 (PostScript® 3™ Emulation)
Printer Driver	Windows® 98/98SE/Me/2000 Professional/XP/Windows NT® Workstation Version 4.0 driver supporting Brother Native Compression mode and bi-directional capability Brother Color Driver for Mac OS® 9.1 - 9.2/Mac OS® X 10.2.4 or greater
Resolution	600 x 600 dpi (Max. 2400 dpi class)
Print Quality	Normal printing mode Economy printing mode (Toner Save mode)
Print Speed	Up to 31 pages/minute (Letter/A4 size) (Black) ¹ Up to 8 pages/minute (Letter/A4 size) (Color) ¹
First Print	Average 13 seconds (Black) Average 19 seconds (Color)

¹ Based on Brother standard pattern.

Does not include the warm up time for the 1st printed page.

Interfaces

Interface	Recommended Cable
Parallel	A bi-directional shielded parallel cable that is IEEE 1284 compliant and no longer than 6 feet (2.0 m).
USB	A USB 2.0 cable that is no longer than 6 feet (2.0 m). Your machine has a High-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.
LAN cable (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 ¹ , PC Fax ^{2,4}	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 XP Professional		USB, Parallel, Ethernet		128 MB	256 MB	150 MB	220 MB
	XP Professional x64 Edition (Download from http://solutions.brother.com)		USB, Parallel, Ethernet		256 MB	512 MB	150 MB	220 MB
Macintosh® Operating System	OS 9.1 - 9.2	Printing, Scanning ^{1,3} , PC Fax send ⁴	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 ⁴	USB, Ethernet		128 MB			160 MB
¹ Network Scanning not supported in Windows NT® Workstation 4.0 and Mac OS® 9.1 - 9.2. ² PC Fax send only for network users. ³ Dedicated Scan to key not available for Mac OS® 9.1 - 9.2. ⁴ PC Fax supports black & white faxing only.						For the latest driver updates, access the Brother Solutions Center at http://solutions.brother.com		
<i>All registered trademarks referenced herein are the property of their respective companies.</i>								

Consumable items

Toner Cartridge Life

Starter Toner Cartridges

Black: Approx. 5,000 pages¹

Yellow, Cyan and Magenta: Approx. 3,000 pages^{1,2}

Replacement Toner Cartridges (TN-04BK, TN-04Y, TN-04C, TN-04M)

Black: Approx. 10,000 pages¹

Yellow, Cyan and Magenta: Approx. 6,600 pages^{1,2}

Waste Toner Pack Life Expectancy (WT-4CL)

Up to 12,000 images²

OPC Belt Life Expectancy (OP-4CL)

Approx. 60,000 images by continuous printing²

Fusing Unit Life Expectancy (FP-4CL)

Approx. 60,000 pages

Replacement Parts

Transfer belt cleaner (LM0590001)

Approx. 120,000 pages²

Transfer roller (LM0660001)

Approx. 120,000 pages²

¹ When printing on letter or Letter/A4 size paper at 5% print coverage

² Definition of pages: actual output page number.

Definition of images:

If the image on a page contains only one color of either Cyan, Magenta, Yellow or Black => 1 image,
two colors => 2 images, three colors => 3 images, four colors => 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.

Network (LAN)

LAN	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.
Support for	Windows® 98/98SE/Me/2000/XP/ Windows NT® Workstation Version 4.0 ¹ Mac OS® 9.1 - 9.2/Mac OS® X 10.2.4 or greater ² Ethernet 10/100 BASE-TX Auto Negotiation
Protocols	TCP/IP ARP, RARP, BOOTP, DHCP, APIPA (Auto IP), NetBIOS, WINS, DNS Resolver, LPR/LPD, Custom Raw Port/Port9100, POP3, SMTP Client, IPP, FTP Server, mDNS, TELNET, SNMP, HTTP, TFTP Included Utilities: BRAdmin Professional (Windows®)



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>)

¹ Network Scanning is not available for Windows NT® Workstation Version 4.0.

² Network Scanning is available for Mac OS® X 10.2.4 or greater.

F

Glossary

ADF (automatic document feeder)

The document 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 print jobs and programmed fax jobs, such as Delayed Fax or Polling, from the machine's memory.

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.

Easy Receive

Enables your machine to respond to CNG tones if you interrupt a fax call by answering it.

ECM (Error Correction Mode)

Detects errors during fax transmission and resends the pages of the fax that had an error.

Extension phone

A telephone on the fax number that is plugged into a separate wall jack.

External phone

A telephone that is plugged into the EXT jack of 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.

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.

Gray scale

The shades of gray 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 **Black Start** or **Color 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 dialing.

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.

Paging

This feature enables your machine to call your pager when a fax is received into its memory.

Pause

Allows you to place a 3.5 second delay in the dialing 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 gray for the best representation of photographs.

Polling

The process of a fax machine calling another fax machine to retrieve waiting fax messages.

Pulse

A form of rotary dialing 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 dialing. You must press the **Search/Speed Dial** key, #, and the three-digit code, and **Black Start** or **Color Start** to start the dialing 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 device or answering machine to the EXT. jack of 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

A form of dialing 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.

- A**
- Access codes, storing and dialing 7-6
 - Accessories and suppliesii
 - ADF (automatic document feeder) 2-10
 - ADF cover C-6
 - Answering machine (TAD) 3-5
 - connecting 3-6
 - Apple® Macintosh®
 - See Software User's Guide on the CD-ROM.
 - Automatic
 - fax receive 6-1
 - Easy Receive 6-5
 - fax redial 7-2
- B**
- Broadcasting 5-4
 - setting up Groups for 7-5
 - Brother
 - accessories and suppliesii
 - Brother numbers i
 - Customer Service i
 - FAQs (frequently asked questions) i
 - fax back systemii
 - product support i
 - register your product i
 - warrantiesiii, iv, vi
- C**
- Caller ID 7-8
 - Out of Area 7-8
 - print list 7-9
 - view list 7-9
 - Canceling
 - Fax Forwarding 8-1
 - jobs awaiting redial 5-9
 - Paging 8-6
 - Checking
 - machine information C-40
 - Cleaning
 - outside of machine C-21
 - scanner glass C-22
 - CNG tones 1-7
 - Connecting
 - external TAD 3-5
 - external telephone 3-5
 - two-line external TAD or telephone 3-4
 - Consumable items C-26, E-8
 - Control panel overview 1-4, 1-5
 - ControlCenter2
 - See Software User's Guide on the CD-ROM.
 - Copy
 - brightness 11-7
 - color 11-7
 - color adjust 11-8
 - contrast 11-7
 - Enlarge/Reduce key 11-4
 - enter Copy mode 11-1
 - multiple copies 11-2
 - Options key B-14
 - Out of Memory 11-9
 - page layout 11-5
 - poster 11-5
 - printable area 11-1
 - quality 11-3
 - single copy 11-1
 - sort 11-7
 - speed 11-3
 - Cordless phone 6-6
 - Cover page
 - custom comments 5-10
 - for all faxes 5-10
 - for next fax only 5-10
 - printed form 5-11
 - Credit card numbers 7-6
- D**
- Date and Time 3-1
 - Delayed Batch Transmission 5-8
 - Dialing
 - a pause 7-3
 - access codes and credit card numbers 7-6
 - automatic fax redial 7-2
 - Groups 5-4
 - manual 7-1
 - One-Touch 7-1
 - Speed-Dial 7-1

Distinctive Ring	7-6
setting ring pattern	7-8
turning off	7-8
Dual Access	5-2

E

Easy Receive	6-5
ECM (Error Correction Mode)	1-7
Envelopes	2-4, 2-5
Equalization	C-20
Error messages on LCD	
Comm. Error	C-1
Not Registered	7-1, C-2
Out of Memory	C-3
while scanning a document	11-9
Unable to Init.	C-4
Unable to Print	C-4
Unable to Scan	C-4
Extension telephone, using	6-6
External telephone, connecting	3-5

F

Fax codes	
changing	6-5
Fax Receive Code	6-6
Remote Access Code	8-5
setting	8-5
Telephone Answer Code	6-6
Fax Forwarding	
changing remotely	8-6, 8-7
programming a number	8-1
Fax Storage	8-2
printing from memory	6-6
turning on	8-2
Fax, stand-alone	
receiving	6-1
at the end of a conversation	6-4
compatibility	C-20
Fax Forwarding	8-1
from extension phone	6-6
Paging	8-2
Polling Receive	10-1
reducing to fit on paper	6-4
retrieving from a remote site	8-7
Ring Delay, setting	6-2
Sequential Polling	10-1

sending	5-1
at the end of a conversation	5-3
Broadcasting	5-4
canceling fax jobs in memory	5-9
color fax	5-2
compatibility	C-20
contrast	5-5
delayed	5-8
Easy Receive	6-5
enter Fax mode	5-1
from ADF	5-1
from memory (Dual Access)	5-2, 7-2
from PC	
See Software User's Guide on the	
CD-ROM.	
from scanner glass	5-1
Out of Memory	5-3
overseas	5-7
Polled Transmit	10-2
printing a fax from the memory	6-6
Real Time Transmission	5-6
redial	7-2
resolution	5-5
Station ID (fax header)	3-2
Fax/Tel mode	
answering at extension phones	6-6
double-ringing (voice calls)	6-3
F/T Ring Time	6-3
Fax Receive Code	6-6
receiving faxes	6-7
Ring Delay	6-2
Telephone Answer Code	6-6
FCC notices	A-1
Fusing unit	C-35

G

Gray scale	E-3, E-5
Groups for Broadcasting	7-5

H

HELP	
LCD messages	B-1
using menu keys	B-2
Menu Table	B-1, B-3
Hook key	1-5

J

Jacks	
convert to RJ11 jack	
triplex adapter	3-3
EXT	
external telephone	3-5
TAD (answering machine)	3-5
Jams	
document	C-6
paper	C-7

L

Labels	2-6
LCD (liquid crystal display)	B-1, B-2
Lower tray (option)	D-1
loading paper	D-3

M

Machine information	C-40
Macintosh®	
See Software User's Guide on the CD-ROM.	
Maintenance, routine	C-20
replacing	
fusing unit	C-35
OPC belt cartridge	C-33
toner cartridges	C-28, C-29
transfer belt cleaner	C-37
transfer roller	C-39
waste toner pack	C-31
Manual	
dialing	7-1
receive	6-1
Manual transmission	5-3
Memory	
adding SO-DIMM (option)	D-3
installing	D-4
Memory Security	4-3
Memory Storage	B-1
Menu Table	B-1
Mode, entering	
Copy	11-1
Fax	5-1
Scan	1-4
Multi-line connections (PBX)	3-5

N

Networking	
printing	
See Network User's Guide on the CD-ROM.	
scanning	
See Network User's Guide on the CD-ROM.	

O

One-Touch	
changing	7-4
setting up	7-3
using	7-1
Options (accessories)	
lower tray unit	D-1
SO-DIMM	D-3
Options key	B-14
Out of Memory message	5-3

P

Packing and shipping the machine	C-41
Paging	8-2
programming your pager number	8-1
Paper	2-1, E-2
how to load	2-8
size	3-9
size of document	2-10
type	3-9
PaperPort®	
See Software User's Guide on the CD-ROM.	
PC Faxing	
See Software User's Guide on the CD-ROM.	
Phone Line	
connections	3-6
difficulties	C-11
multi-line (PBX)	3-5
roll over lines	3-3
two-line phone system	3-3
Polling	10-1
Polled Transmit	10-2
Polling Receive	10-1
Sequential Polling	10-1
Poster	11-5
Power failure	B-1

- Print
- difficulties C-11
 - drivers E-6
 - fax from memory 6-6
 - from PC
 - See Software User's Guide on the CD-ROM.
 - paper jams C-7
 - quality 2-1, 3-9, C-16
 - report 9-2
 - resolution E-6
 - specifications E-6
 - Programming your machine B-1, B-2
- Q**
- Quick-Dial
- Access codes and credit card numbers
 - setting up 7-6
 - Broadcasting 5-4
 - using Groups 5-4
 - Group dial
 - changing 7-4
 - setting up Groups for Broadcasting ... 7-5
 - One-Touch dial
 - changing 7-4
 - setting up 7-3
 - using 7-1
 - Search 7-2
 - Speed-Dial
 - changing 7-4
 - setting up 7-4
 - using 7-1
- R**
- Receive Mode 6-1
 - External TAD 6-1
 - Fax Only 6-1
 - Fax/Tel 6-1
 - Manual 6-1
 - Redial/Pause key 7-2, 7-3
 - Reducing
 - copies 11-4
 - incoming faxes 6-4
 - Remote Retrieval 8-5
 - access code 8-5
 - commands 8-6
 - getting your faxes 8-7
 - Remote Setup
 - See Software User's Guide on the CD-ROM.
 - Reports 9-1
 - Caller ID List 7-9
 - Fax Journal 9-2
 - Journal Period 9-1
 - Help List 9-2
 - how to print 9-2
 - Network Configuration 9-2
 - Quick-Dial List 9-2
 - Transmission Verification 9-1
 - User Settings 9-2
 - Resolution
 - copy E-4
 - fax (Standard, Fine, SuperFine, Photo) E-3
 - print E-6
 - scan E-5
 - setting for next fax 5-5
 - Ring Delay, setting 6-2
- S**
- Safety Instructions A-4, A-7
 - Scanning
 - See Software User's Guide on the CD-ROM.
 - Setting Lock 4-1
 - Sleep Time 3-8
 - Speed-Dial
 - changing 7-4
 - setting up 7-4
 - using 7-1
- T**
- TAD (telephone answering device),
 - external 3-4, 3-5, 6-1
 - connecting 3-5, 3-6
 - receive mode 6-1
 - recording OGM 3-7
 - with two-line jack 3-4
 - Text, entering B-15
 - special characters B-15
 - Transfer roller C-39
 - Transparency 2-6
 - Tray use, setting
 - copy 11-2
 - fax 6-3

Troubleshooting	C-1
document jam	C-6
if you are having difficulty	
incoming calls	C-12
Network	C-15
paper handling	C-14
phone line	C-20
printing	C-11
printing difficulties	C-13
paper jam	C-7
Two-line phone system	3-3

V

Volume, setting	3-10
beeper	3-10
ring	3-10
speaker	3-10

W

Warranties	iii
Canada	vi
Notice-Disclaimer	iii
USA	iv
Waste toner pack	C-31
Windows®	
See Software User's Guide on the CD-ROM.	
World Wide Web	i

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 Paging, Fax Forwarding and Remote Retrieval features.

REMOTE RETRIEVAL ACCESS CARD	
<p>CHECK RECEIVING STATUS Press 9 7 1 1 long beep — Fax messages 3 short beeps — No messages</p> <p>CHANGE RECEIVE MODE Press 9 8 <i>then for</i> External TAD, press 1. Fax/Tel, press 2. Fax Only, press 3.</p> <p>EXIT REMOTE OPERATION Press 9 0.</p>	<p>Using Remote Access Code</p> <ol style="list-style-type: none"> 1 Dial your fax number from a telephone or fax machine using touch tone. 2 When your machine answers, immediately enter your Remote Access Code (3 digits followed by *). 3 Your machine signals the kinds of messages it received: 1 long beep — Fax messages No beeps — No messages. 4 After 2 short beeps, enter a command. 5 Press 9 0 to reset your machine when you finish. 6 Hang up.

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 PAGING/FAX FORWARDING SETTING

- Press **9 5.**
then to Turn feature **Off**, press **1.**
Select Fax Forwarding, press **2.**
Select Paging, press **3.**

Fold →

Program Fax Forwarding Number, press 4. Enter the new fax number where you want your fax messages forwarded followed by **# #.**
Select Fax Storage, 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

EQUIPMENT ATTACHMENT LIMITATIONS (Canada only)

NOTICE

This product meets the applicable Industry Canada technical specifications.

NOTICE

The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

Brother International Corporation
100 Somerset Corporate Boulevard
P.O. Box 6911
Bridgewater, NJ 08807-0911 USA

Brother International Corporation (Canada) Ltd.
1 rue Hôtel de Ville,
Dollard-des-Ormeaux, QC, Canada H9B 3H6



Visit us on the World Wide Web
<http://www.brother.com>

This machine is made for use in the USA and Canada only. We cannot recommend using them overseas because it may violate the Telecommunications Regulations of that country and the power requirements of your multi-function center may not be compatible with the power available in foreign countries. **Using USA or Canada models overseas is at your own risk and may void your warranty.**

USA