# Basic User's Guide

FAX-2840
FAX-2950
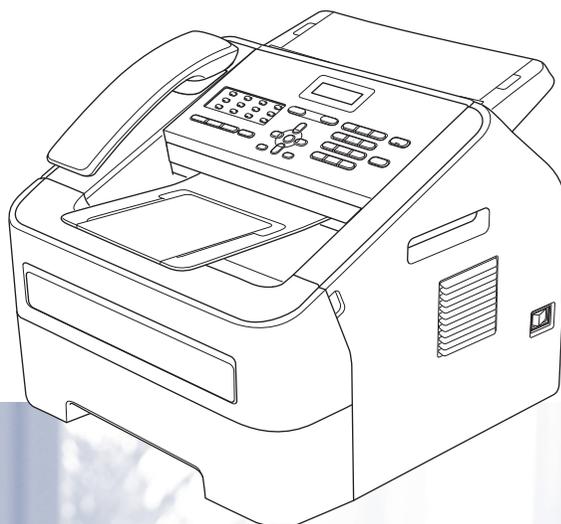
Not all models are available in all countries.

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: FAX-2840, FAX-2950
(Circle your model number)

Serial Number: [1]

Date of Purchase:

Place of Purchase:

[1] **The serial number is on the back of the unit. 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/

User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the Box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system (FAX-2950 only) and connection type you are using.	Printed / In the Box
Basic User's Guide	Learn the basic Fax, Copy and Scan (FAX-2950 only) operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM / In the Box
Software User's Guide (For FAX-2950)	Follow these instructions for Printing, Scanning, Remote Setup, PC-Fax and using the Brother ControlCenter utility.	PDF file / CD-ROM / In the Box

Download optional software from the Brother Solutions Center (FAX-2840 users only)

You can download a printer driver for free from the Brother Solutions Center, enabling you to use your Brother Fax machine as a printer. Visit us at http://solutions.brother.com/.

Table of Contents
(Basic User's Guide)

Table of Contents
(Advanced User's Guide)

The Advanced User's Guide explains the following features and operations.

You can view the Advanced User's Guide on the CD-ROM.

1 General information

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

⚠ WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

❶ Important

Important indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.

🚫 Prohibition icons indicate actions that must not be performed.

⚡ Electrical Hazard icons alert you to a possible electrical shock.

🔥 Fire Hazard icons alert you to the possibility of fire.

🔥 Hot Surface icons warn you not to touch machine parts that are hot.

📝 Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.

Bold	Bold style identifies keys on the machine's control panel or computer screen.
Italics	Italicized style emphasizes an important point or refers you to a related topic.
Courier New	Courier New font identifies the messages shown on the LCD of the machine.

📝 **Note**

Most of the illustrations in this User's Guide show the FAX-2840.

Accessing the Advanced User's Guide and Software User's Guide [1]

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Fax, Copy, Printer [1], Scanner [1] and PC-Fax [1]. When you are ready to learn detailed information about these operations, read the Advanced User's Guide and Software User's Guide [1] that are on the CD-ROM.

[1]   FAX-2950

Viewing Documentation (For FAX-2840)

1. Turn on your computer. Insert the CD-ROM into your CD-ROM drive. For Windows® users, go to step 3.

📝 Note

(Windows® users) If the screen does not appear automatically, go to **My Computer** (**Computer**), double-click the CD-ROM icon, and then double-click **index.html**.

2. (Macintosh users) Double-click the CD-ROM icon, and then double-click **index.html**.

3. Click your country.
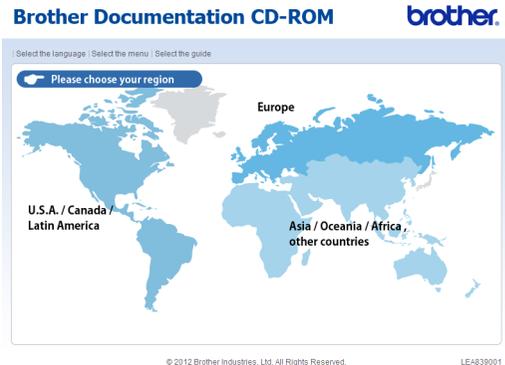
4. Point to your language, point to **View Guide**, and then click the guide you want to read.

1

Note

- (Windows® users only) Your Web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.

- (Windows® users only) [1] For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

   [1] Microsoft® Internet Explorer® 6.0 or greater.

Viewing Documentation (For FAX-2950)

Viewing Documentation (Windows®)

To view the documentation, from the **Start** menu, select **All Programs**, **Brother**, **FAX-XXXX** (where XXXX is your model name) from the programs group, and then choose **User's Guides**.

If you have not installed the software, you can find the documentation on the CD-ROM by following the instructions below:

1. Turn on your computer. Insert the CD-ROM into your CD-ROM drive.

Note

If the Brother screen does not appear automatically, go to **My Computer** (**Computer**), double-click the CD-ROM icon, and then double-click **start.exe**.

2. If the model name screen appears, click your model name.

3. If the language screen appears, click your language. The CD-ROM Top Menu will appear.
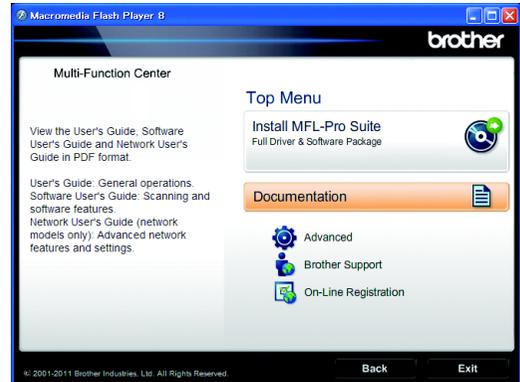
4. Click **Documentation**.

5. Click **PDF documents**. If the country screen appears, choose your country. After the list of User's Guides appears, choose the guide you want to read.

Viewing Documentation (Macintosh)

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

2. Double-click the **Documentation** icon.

3. If the language screen appears, double-click your language folder.

4. Double-click **top.pdf**. If the country screen appears, choose your country.

5 After the list of User's Guides appears, choose the guide you want to read.

How to find Scanning instructions (For FAX-2950)

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

Software User's Guide

- *Scanning*
- *ControlCenter*

Nuance™ PaperPort™ 12SE How-to-Guides

(Windows®)

- The complete Nuance™ PaperPort™ 12SE How-to- Guides can be viewed from the Help selection in the Nuance™ PaperPort™ 12SE application.

Presto! PageManager User's Guide

(Macintosh)

Note

Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh) (For FAX-2950)* ▸▸ page 5 for further instructions.

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

Accessing Brother Support (Windows®) (For FAX-2950)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the CD-ROM.

■ Click **Brother Support** on the main menu. The following screen will appear:

■ To access our Web site (http://www.brother.com/) click **Brother Home Page**.

■ For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.

■ To visit our Web site for genuine Brother supplies (http://www.brother.com/original/), click **Supplies Information**.

■ To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

To return to the main page, click **Back**.

Or, if you have finished, click **Exit**.

Accessing Brother Support (Macintosh) (For FAX-2950)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the CD-ROM.

■ Double-click the **Brother Support** icon. The following screen will appear:

■ To download and install Presto! PageManager, click **Presto! PageManager**.

■ To register your machine from the Brother Product Register Page (http://www.brother.com/registration/), click **On-Line Registration**.

■ For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.

■ To visit our Web site for genuine Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

Control panel overview

FAX-2840

(For South Africa)

(For Middle East)

2   **3**   **4**   **5**

FAX-2840

01/01 18:00 Fax
Res:Standard

FAX   COPY

Stop / Exit

Start

Clear   Menu

OK

7   **6**

2   **3**   **4**   **5**

FAX-2840

01/01 18:00 Fax
Res:Standard

FAX   COPY

Stop / Exit

Start

Clear   Menu

OK

7   **6**

FAX-2950

1

2   3   4   5

FAX-2950

01/01 18:00 Fax
Res:Standard

FAX   SCAN   COPY   Stop / Exit

Start

Clear   Menu

7   6
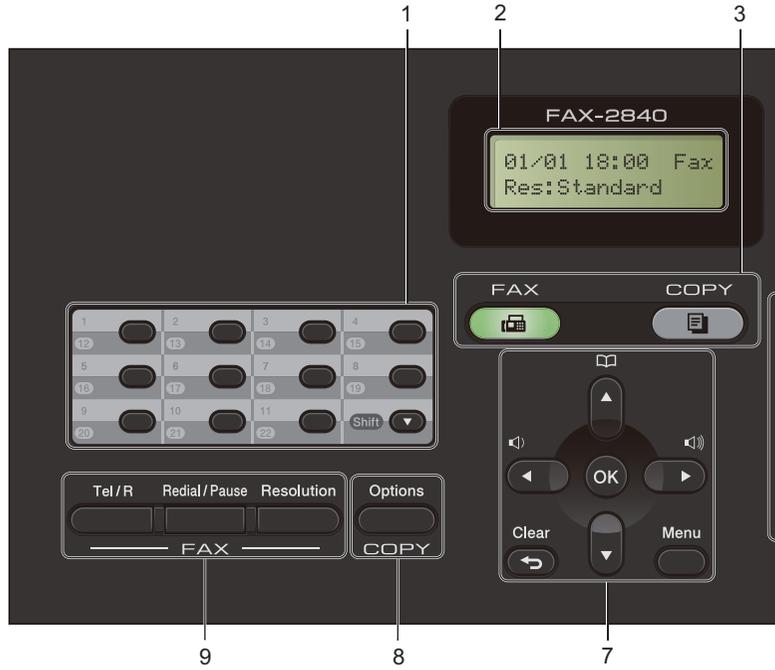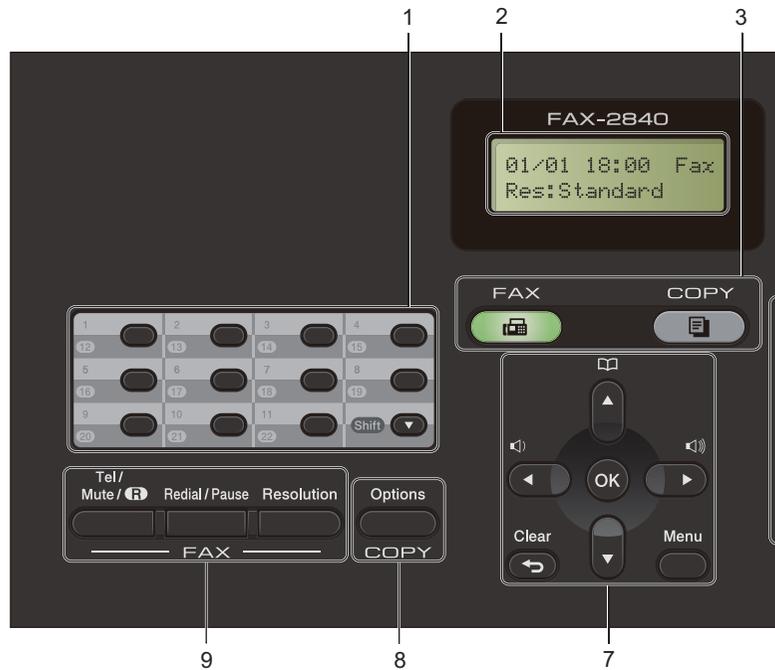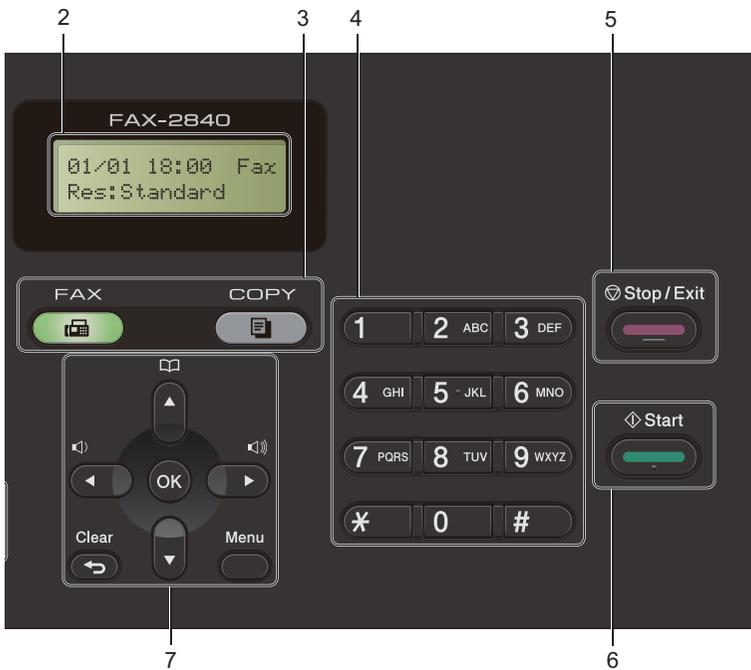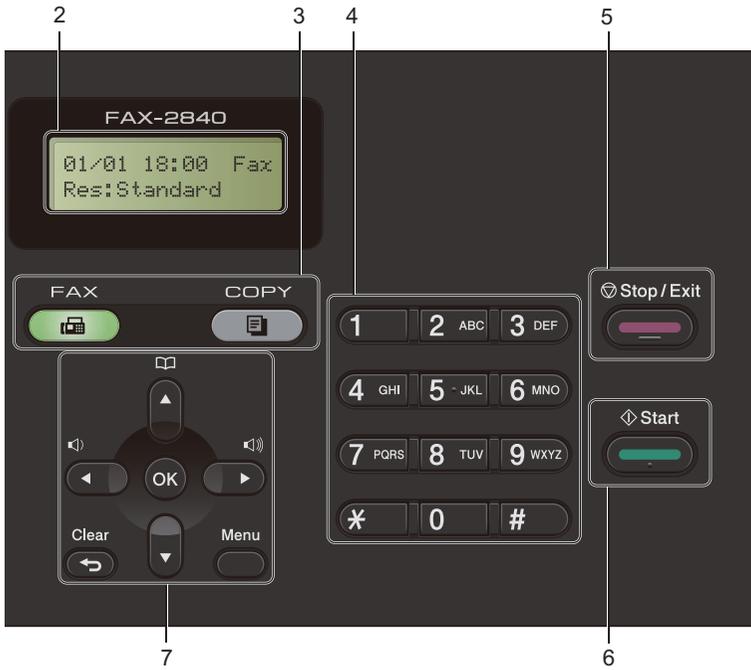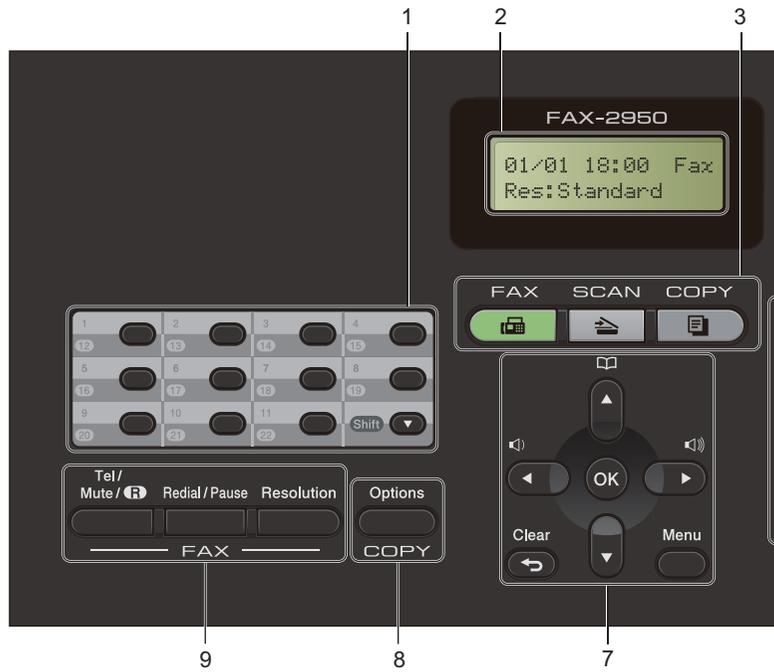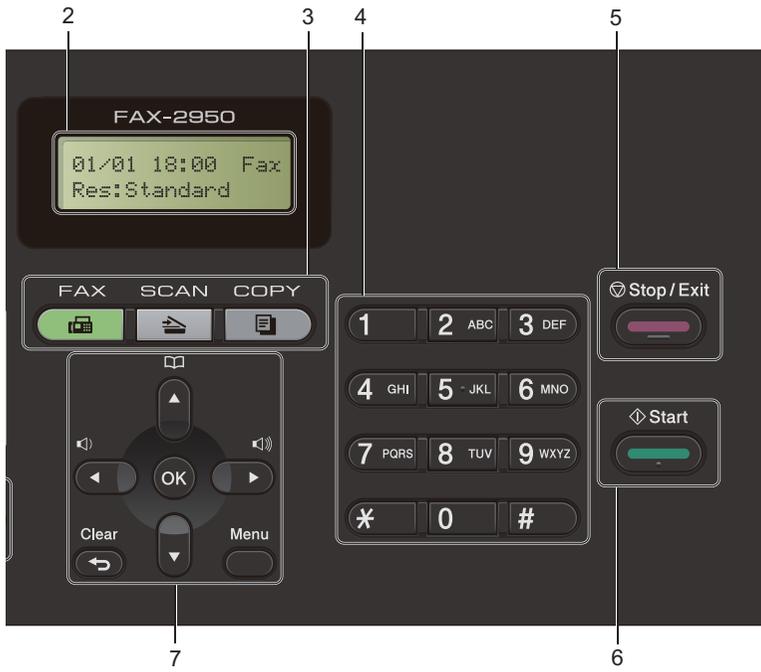
1 One Touch keys

These 11 keys give you instant access to 22 previously stored numbers.

Shift

Lets you access One Touch numbers 12 to 22 when held down.

2 LCD

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

3 Mode keys:

(🔲) FAX

Puts the machine in FAX mode.

(For FAX-2950)

(🔲) SCAN

Puts the machine in SCAN mode.

(🔲) COPY

Puts the machine in COPY mode.

4 Dial pad

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

(For Middle East)

The **#** key temporarily switches the dialling mode from Pulse to Tone during a telephone call.

5 Stop/Exit

Stops an operation or exits from a menu.

6 Start

Lets you start sending faxes or making copies.

7 Menu keys:

Clear

Deletes entered data or lets you cancel the current setting.

Menu

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

OK

Lets you store your settings and confirm LCD messages on the machine.

Volume keys:

◁) ◀ or ▶ ◁))
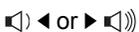
Press to scroll backwards or forwards through menu selections. Press to change the volume when in fax or standby mode.

▲ or ▼

Press to scroll through the menus and options.

🔲Address Book

Lets you access speed dial numbers directly.

8 COPY key:

Options

You can quickly and easily choose temporary settings for copying.

9 FAX keys:

Tel/R or **Tel/Mute/R**

When connected to a PBX, you can use this key to gain access to an outside line, to recall an operator, or to transfer a call to another extension.

This key is used to have a telephone conversation after picking up the external handset during the F/T fast double-ring.

(For Middle East)

Lets you place calls on hold.

Redial/Pause

Redials the last number called. It also inserts a pause when programming quick dial numbers or when dialling a number manually.

Resolution

Sets the resolution when sending a fax.

Volume settings

Ring volume

You can choose a range of ring volume levels, from High to Off.

While in FAX mode press ◁) or ◁)) to adjust the volume level. The LCD will show the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the ring volume through the menu:

1 Press **Menu**, **1**, **3**, **1**.

2 Press ▲ or ▼ to choose Off, Low, Med or High.
Press **OK**.

3 Press **Stop/Exit**.

Beeper volume

When the beeper is on, the machine will beep when you press a key, make a mistake, or after you send or receive a fax. You can choose a range of volume levels, from High to Off.

1 Press **Menu**, **1**, **3**, **2**.

2 Press ▲ or ▼ to choose Off, Low, Med or High.
Press **OK**.

3 Press **Stop/Exit**.

Speaker volume

You can choose a range of speaker volume levels, from High to Off.

1 Press **Menu**, **1**, **3**, **3**.

2 Press ▲ or ▼ to choose Off, Low, Med or High.
Press **OK**.

3 Press **Stop/Exit**.

1

2 Loading paper

Loading paper and print media

The machine can feed paper from the standard paper tray or manual feed slot.

(For FAX-2950)
When you put paper into the paper tray, note the following:

■ 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.

Loading paper in the standard paper tray

You can load up to 250 sheets. Paper can be loaded up to the maximum paper mark (▼ ▼ ▼) on the right-hand side of the paper tray. (For the recommended paper to use, see *Paper capacity of the paper trays* ▶▶ page 20.)

Printing on plain paper, thin paper or recycled paper from the standard paper tray

1. Pull the paper tray completely out of the machine.
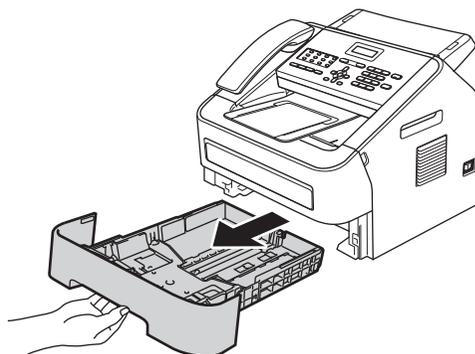
b While pressing the green paper-guide release lever, slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.
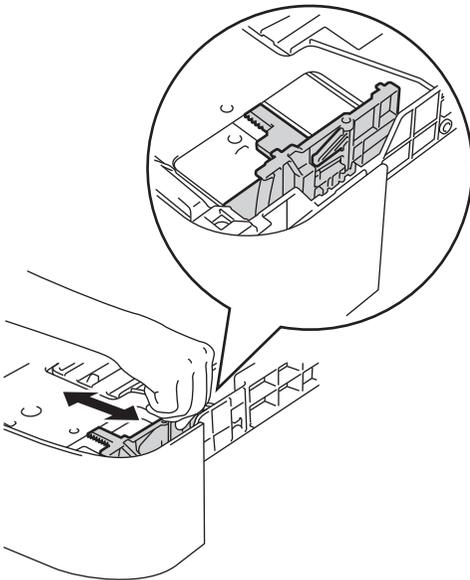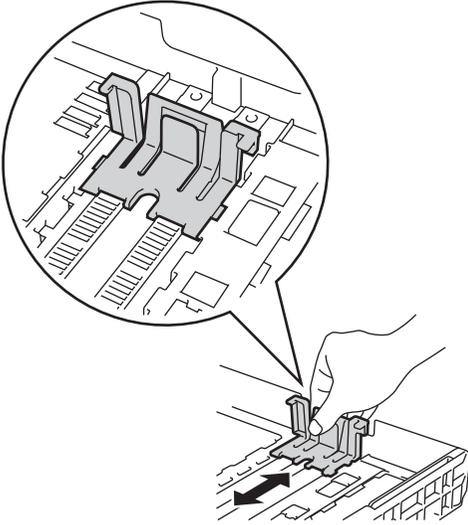
Note

For Legal or Folio size paper, press the release button in the bottom of the paper tray and then pull out the back of the paper tray. (Legal or Folio size paper is not available in some regions.)
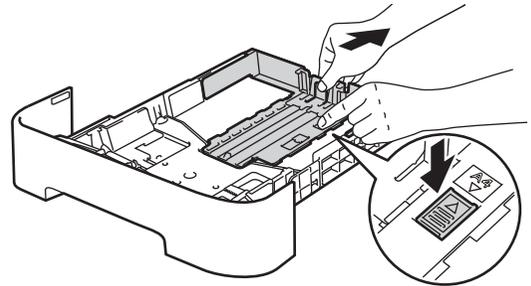
c Fan the stack of paper well to avoid paper jams and misfeeds.
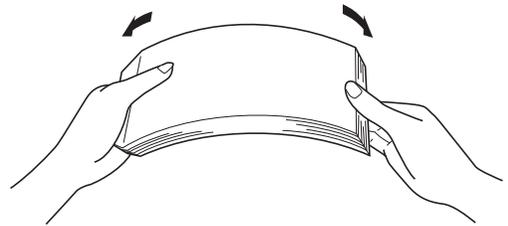
d Put paper in the tray and make sure:

■ The paper is below the maximum paper mark (▼ ▼ ▼) (1).

Overfilling the paper tray will cause paper jams.

■ The side to be printed on must be *face down*.

■ The paper guides touch the sides of the paper so it will feed correctly.

2
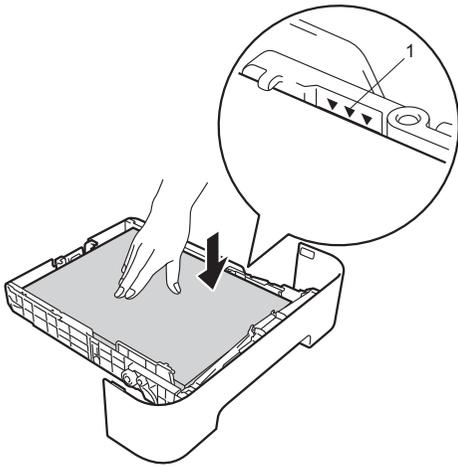
⑤ Put the paper tray firmly back in the machine. Make sure that it is completely inserted into the machine.

⑥ Raise the ADF document output support flap (1) and unfold the support flap (2) to prevent paper from sliding off the face-down output tray.
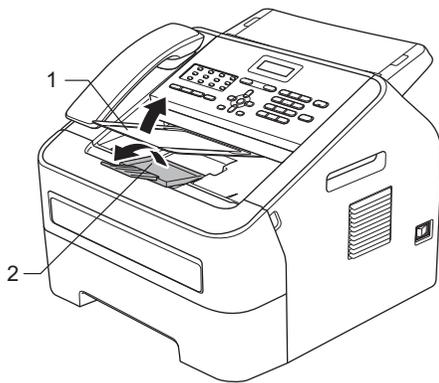
Loading paper in the manual feed slot

You can load envelopes and special print media one at a time into this slot. Use the manual feed slot to print or copy on labels, envelopes or thicker paper.

Note

The machine automatically turns on the Manual Feed mode when you put paper in the manual feed slot.

Printing on plain paper, thin paper or recycled paper from the manual feed slot

① Raise the ADF document output support flap (1) and unfold the support flap (2) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.
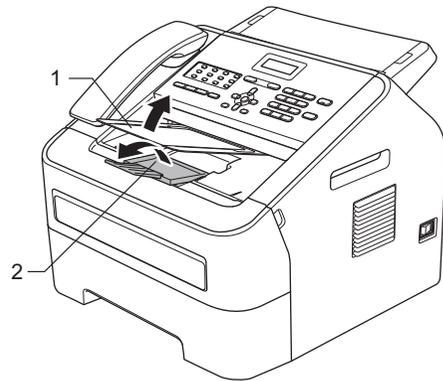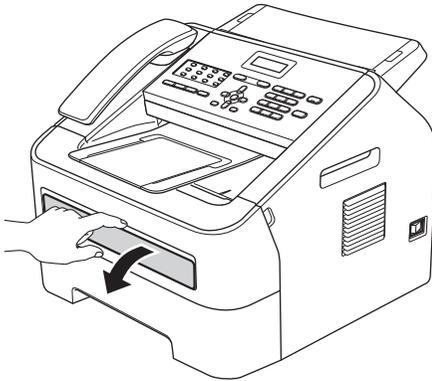
b Open the manual feed slot cover.

c Using both hands, slide the manual feed slot paper guides to the width of the paper that you are going to use.
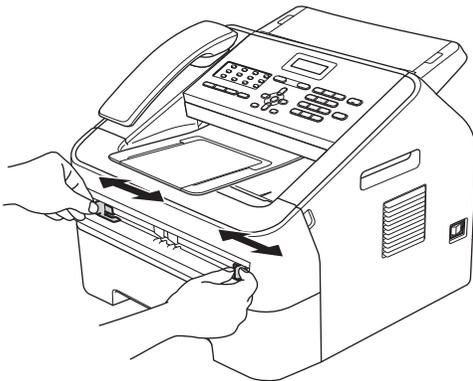
d Using both hands, put one sheet of paper in the manual feed slot until the front edge of the paper touches the paper feed roller. When you feel the machine pull in the paper, let go.
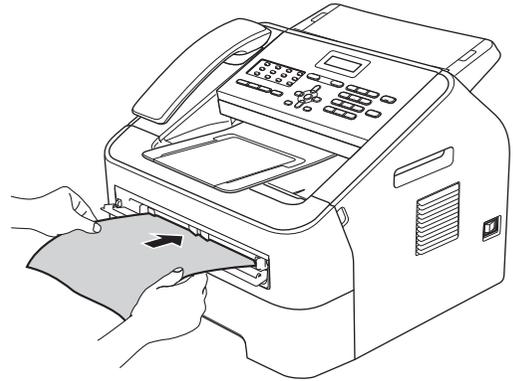
Printing on thick paper, bond paper, labels and envelopes

When the back output tray is pulled down, the machine has a straight paper path from the manual feed slot through to the back of the machine. Use this paper feed and output method when you want to print on thick paper, labels or envelopes.

Note

Remove each printed sheet or envelope immediately to prevent a paper jam.

1 Open the back cover (back output tray).
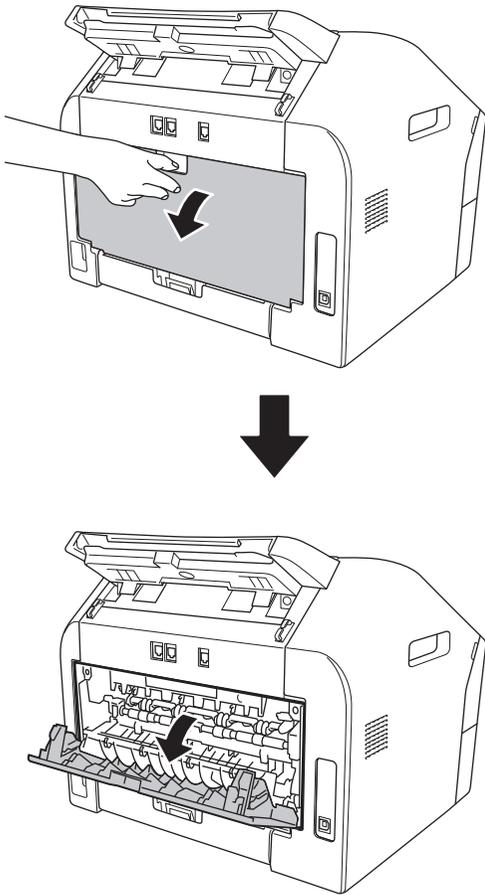
Note

<For envelopes only>
Pull down the two green levers, one on the left-hand side and one on the right-hand side, as shown in the following illustration.
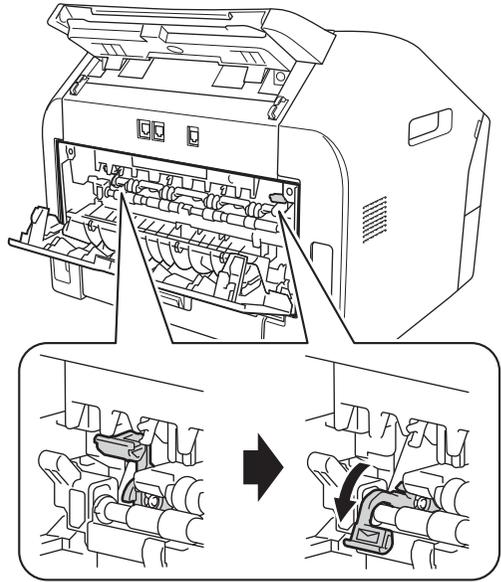
2 Open the manual feed slot cover.
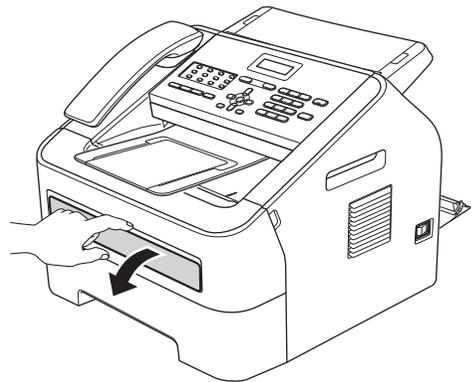
c Using both hands, slide the manual feed slot paper guides to the width of the paper that you are going to use.
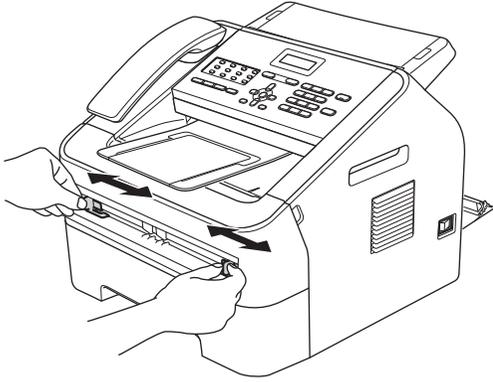
d Using both hands, put one sheet of paper or one envelope in the manual feed slot until the front edge of the paper or envelope touches the paper feed roller. When you feel the machine pull in the paper, let go.
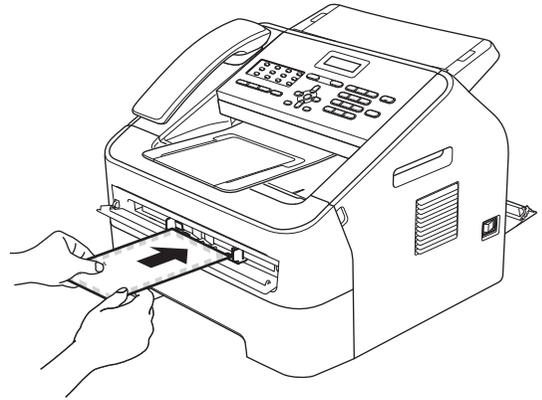
Note

- Put the paper into the manual feed slot with the side to be printed face up.

- Make sure that the print media is straight and in the correct position on the manual feed slot. If it is not, the paper may not be fed correctly, resulting in a skewed printout or a paper jam.

- Do not put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.

- If you put any print media in the manual feed slot before the machine is in Ready mode, the print media may be ejected without being printed on.

Unscannable and unprintable areas

The figures below show the maximum unscannable and unprintable areas. The unscannable and unprintable areas may vary depending on the paper size or settings in the application you are using.
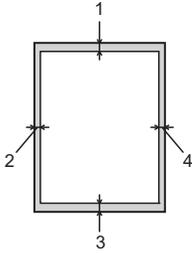
Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax (Send)	Letter	3 mm	4 mm
	Legal	3 mm	4 mm
	A4	3 mm	1 mm
Copy *a single copy or a 1 in 1 copy	Letter	3 mm	4 mm
	Legal	3 mm	4 mm
	A4	3 mm	3 mm
Scan [1]	Letter	3 mm	3 mm
	Legal	3 mm	3 mm
	A4	3 mm	3 mm
Print [1]	Letter	4.23 mm	6.35 mm
	Legal	4.23 mm	6.35 mm
	A4	4.23 mm	6.01 mm

[1]   For FAX-2950

Paper settings

Paper Type

Set up the machine for the type of paper you are using. This will give you the best print quality.

① Press **Menu**, **1**, **2**, **1**.

② Press ▲ or ▼ to choose Thin, Plain, Thick, Thicker, Recycled Paper or Label.
Press **OK**.

③ Press **Stop/Exit**.

Paper Size

You can use several different sizes of paper for printing copies: A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 or Folio and for printing faxes: A4, Letter, Legal or Folio.

When you change the size of paper in the tray, you will also need to change the setting for paper size at the same time so your machine can fit the document or an incoming fax on the page.

① Press **Menu**, **1**, **2**, **2**.

② Press ▲ or ▼ to choose A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 or Folio.
Press **OK**.

③ Press **Stop/Exit**.

Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: thin paper, plain paper, thick paper, bond paper, recycled paper, labels or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.

- For correct printing, you must choose the same paper size from your software application as the paper in the tray.

- Avoid touching the printed surface of the paper immediately after printing.

- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

Recommended paper and print media

Paper Type	Item
Plain Paper	Xerox Premier TCF 80 g/m^2
	Xerox Business 80 g/m^2
Recycled Paper	Xerox Recycled Supreme 80 g/m^2
Labels	Avery laser label L7163
Envelope	Antalis River series (DL)

Type and size of paper

The machine can print on paper loaded from either the standard paper tray or manual feed slot.

(For FAX-2950)
The name for the paper trays in the printer driver in this Guide are as follows:

Trays	Name
Standard Paper Tray	Tray1
Manual Feed Slot	Manual

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Standard Paper Tray	A4, Letter, Legal [2], B5, Executive, A5, A5 (Long Edge), A6, B6 and Folio [1] [2].	Plain paper, Thin paper and Recycled paper	Up to 250 [80 g/m^2]
Manual Feed Slot	Width: 76.2 to 216 mm Length: 116 to 406.4 mm	Plain paper, Thin paper, Thick paper, Bond paper, Recycled paper, Envelopes and Labels	Single sheet [80 g/m^2]

[1]   Folio size is 215.9 mm × 330.2 mm.

[2]   Legal or Folio size paper are not available in some regions.

Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	75-90 g/m^2
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm^3/100
Grain direction	Long grain
Volume resistivity	10e^9-10e^{11} ohm
Surface resistivity	10e^9-10e^{12} ohm-cm
Filler	CaCO$_3$ (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

■ Only use paper made for plain paper copying.

■ Only use paper that is 75 to 90 g/m^2.

■ Only use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.

■ This machine can use recycled paper that meets DIN 19309 specifications.

2

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. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.

- Preprinted paper must use ink that can withstand the temperature of the machine's fusing process of 392 degrees Fahrenheit (200 degrees centigrade).

- If you use bond paper, paper that has a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.

Types of paper to avoid

❗ Important

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
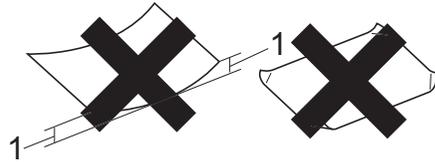
1   A curl of 2 mm or greater may cause jams to occur.

- 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 may not be covered under any Brother warranty or service agreement.

Envelopes

Most envelopes designed for laser printers will be suitable for your machine. However, some envelopes may 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 sheets of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

Envelopes can be fed from the manual feed slot one at a time. We recommend that you print a test envelope to make sure the print results are what you want before you print or purchase a large quantity of envelopes.

Types of envelopes to avoid

❗ Important

DO NOT use envelopes:

- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, 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 glue on the surface as shown in the figure below
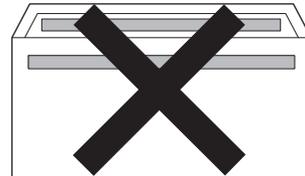
- with double flaps as shown in the figure below
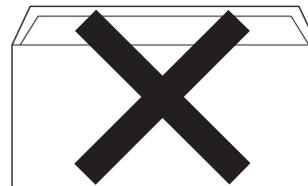
- with sealing flaps that are not folded down when purchased
- with sealing flaps as shown in the figure below
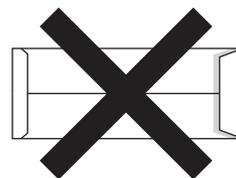
- with each side folded as shown in the figure below
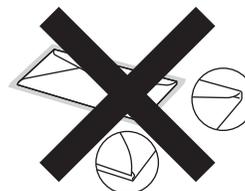
If you use any of the types of envelopes listed in this guide, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

Labels

The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit 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 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.

Do not feed a label sheet through the machine more than one time.

Types of labels to avoid

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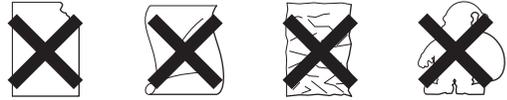
❶ Important

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.

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

- DO NOT reuse or insert labels that have previously been used or are missing any labels on the sheet.

3 Loading documents

How to load documents

You can send a fax, make copies and scan from the ADF (Automatic Document Feeder).

Note

The scan feature is available for FAX-2950.

Using the automatic document feeder (ADF)

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

Document Sizes Supported

Length:	147.3 to 355.6 mm
Width:	147.3 to 215.9 mm
Weight:	64 to 90 g/m²

Important

- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, glued or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

Note

Make sure documents with correction fluid or written with ink are completely dry.

How to load documents

1. Unfold the ADF document support (1) and the ADF document output support flap (2).

2. Fan the pages well.

3. Stagger the pages of your document *face down top edge first*, in the ADF until the LCD display message changes and you feel it touch the feed rollers.
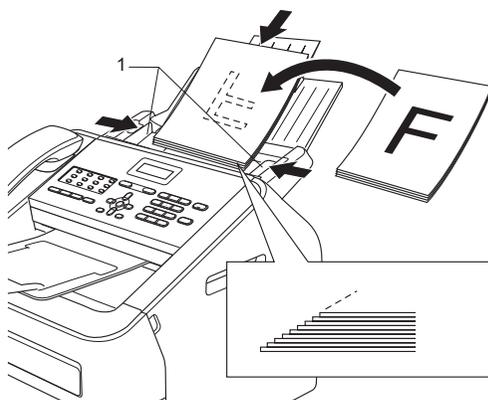
④ Adjust the paper guides (1) to fit the width of your document.

❶ Important

To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

4 Sending a fax

How to send a fax

The following steps show how to send a fax.

a When you want to send a fax, or change fax send or receive settings, press the ⬛ (**FAX**) key to illuminate it in green.
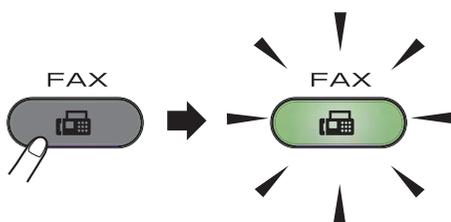
b Place the document *face down* in the ADF. (See *Using the automatic document feeder (ADF)* ▶▶ page 25.)

c Set the fax resolution or contrast if you want to change them.

For more advanced fax sending operations and settings, see Advanced User's Guide: *Sending a fax*.

- ◼ Broadcast
- ◼ Contrast
- ◼ Fax Resolution
- ◼ Delayed Fax
- ◼ Batch TX
- ◼ Real Time TX
- ◼ Polled TX
- ◼ Coverpg Setup
- ◼ Coverpage Note
- ◼ Overseas Mode

d Enter the fax number using the dial pad, a One Touch key or press 📖 **(Address Book)** and enter the three-digit Speed Dial number.

e Press **Start**.
The machine starts scanning and sending the document.

Note

To cancel, press **Stop/Exit**.

Cancelling a fax in progress

Press **Stop/Exit** to cancel the fax. If you press **Stop/Exit** while the machine is dialling or sending, the LCD will ask you to confirm.

```
Dialing #XXX
1.Clear  2.Exit
```

```
Sending #XXX P01
1.Clear  2.Exit
```

Press **1** to cancel the fax.

Transmission verification report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

■ On: Prints a report after every fax you send.

■ On+Image: Prints a report after every fax you send. A portion of the fax's first page appears on the report.

■ Off: Prints a report if your fax is unsuccessful due to a transmission error. Off is the default setting.

■ Off+Image: Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

1 Press **Menu**, **2**, **4**, **1**.

2 Press ▲ or ▼ to choose On, On+Image, Off or Off+Image.
Press **OK**.

3 Press **Stop/Exit**.

Note

• If you choose On+Image or Off+Image, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (See Advanced User's Guide: *Real Time Transmission*.)

• If your transmission is successful, OK will appear next to RESULT on the Transmission Verification Report. If the transmission is not successful, ERROR will appear next to RESULT.

Receiving a fax

Receive modes

> **Note**
>
> You can use two sizes of paper for printing faxes: A4, Letter, Legal and Folio.

You must choose a receive mode depending on the external devices and telephone services you have on your line.

Choosing the receive mode

By default, your machine will automatically receive any faxes that are sent to it. The diagrams below will help you choose the correct mode. (For more detailed information about the receive modes, see *Using receive modes* ▶▶ page 30.)

Do you want to use the telephone features of your machine (if available) or an external telephone or external telephone answering device connected on the same line as the machine?

Yes   No

Are you using the voice message function of an external telephone answering device?

    Fax Only

No

Do you want the machine to answer fax and telephone calls automatically?   **Manual**

No

    Fax/Tel

Yes

    External TAD

Yes

To set the receive mode follow the instructions below:

1. Press **Menu**, **0**, **1**.

2. Press ▲ or ▼ to choose the receive mode.
   Press **OK**.

3. Press **Stop/Exit**.

The LCD will display the current receive mode.

Using receive modes

Some receive modes answer automatically
(Fax Only and Fax/Tel). You may want to
change the Ring Delay before using these
modes. (See *Ring Delay* ▶▶ page 31.)

Fax Only

Fax Only mode will automatically answer
every call as a fax.

Fax/Tel

Fax/Tel mode helps you automatically
manage incoming calls, by recognising
whether they are fax or voice calls and
dealing with them in one of the following
ways:

■ Faxes will be automatically received.

■ Voice calls will start the F/T ring to tell you
to pick up the line. The F/T ring is a fast
double ring made by your machine.

(Also see *Ring Delay* ▶▶ page 31 and *F/T
Ring Time (Fax/Tel mode only)* ▶▶ page 31.)

Manual

Manual mode turns off all automatic
answering functions.

To receive a fax in Manual mode lift the
handset of the external telephone or the
machine (Middle East only). When you hear
fax tones (short repeating beeps),

(For South Africa)
press **Start**.

(For Middle East)
press **Tel/Mute/R** and then **Start** if you lift the
handset on the external telephone or press
Start if you lift the handset on the machine.

You can also use the Fax Detect feature to
receive faxes by lifting a handset on the same
line as the machine.

(Also see *Fax Detect* ▶▶ page 32.)

If you use a computer modem on the same
line, Faxing will not operate correctly.

External TAD

External TAD mode lets an external
answering device manage your incoming
calls. Incoming calls will be dealt with in the
following ways:

■ Faxes will be automatically received.

■ Voice callers can record a message on the
external TAD.

(For more information, see *Connecting an
external TAD* ▶▶ page 36.)

Receive Mode settings

Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in Fax Only and Fax/Tel modes.

If you have external or extension telephones on the same line as the machine, choose the maximum number of rings. (See *Operation from external or extension telephones* ▶▶ page 38 and *Fax Detect* ▶▶ page 32.)

1. Make sure you are in FAX mode 📠.

2. Press **Menu**, **2**, **1**, **1**.

3. Press ▲ or ▼ to choose how many times the line rings before the machine answers.
   Press **OK**.

4. Press **Stop/Exit**.

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

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T ring it means that you have a voice caller on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information, see *Using Remote Codes* ▶▶ page 39.)

1. Make sure you are in FAX mode 📠.

2. Press **Menu**, **2**, **1**, **2**.

3. Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
   Press **OK**.

4. Press **Stop/Exit**.

Fax Detect

If FaxDetect is **On**:

The machine can receive a fax automatically, even if you answer the call. When you see Receiving on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

(For Middle East)
If Fax Detect is **Semi**:

The machine will only receive a fax call automatically if you answered it using the machine's handset.

If you answered at an extension or external telephone, press ∗**51**. (See *Operation from external or extension telephones* ▶▶ page 38.)

If Fax Detect is **Off**:

If you are at the machine and answer a fax call by lifting the handset of an external telephone or the machine (Middle East only),

(For South Africa)
press **Start**.

(For Middle East)
press **Tel/Mute/R** and then **Start** if you lift the handset on the external telephone or press **Start** if you lift the handset on the machine.

If you answered at an extension telephone press ∗**51**. (See *Operation from external or extension telephones* ▶▶ page 38.)

Note

- If this feature is set to On, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code ∗**51**.

- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to Off.

1. Make sure you are in FAX mode.

2. Press **Menu**, **2**, **1**, **3**.

3. Press ▲ or ▼ to choose On, Semi (for Middle East) or Off.
   Press **OK**.

4. Press **Stop/Exit**.

Using PC-FAX (For FAX-2950)

PC-Fax Receive (For Windows® only)

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 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 Software User's Guide: *PC-FAX receiving*.)

a Press **Menu**, **2**, **5**, **1**.

b Press ▲ or ▼ to choose PC Fax Receive.
Press **OK**.

c The LCD shows a reminder to start the PC-FAX Receive program on your computer. If you have started the PC-FAX Receive program, press **OK**. If you have not started the PC-FAX Receive program, see Software User's Guide: *PC-FAX receiving*.

d Press ▲ or ▼ to choose On or Off.

Backup Print
Off

Press **OK**.

e Press **Stop/Exit**.

❶ Important

If you choose 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 if there is a power failure before the fax is forwarded or a problem at the receiving machine.

✎ Note

• Before you can set up PC-Fax Receive you must install the MFL-Pro Suite software on your PC. Make sure your PC is connected and turned on. (For details, see Software User's Guide: *PC-FAX receiving*.)

• If your machine has a problem and is unable to print faxes in memory, you can use this setting to transfer your faxes to a PC. (For details, see *Error and maintenance messages* ▶▶ page 77.)

• PC-Fax Receive is not supported in Mac OS.

PC-Fax Send

The Brother PC-FAX feature lets you use your PC to send a document from an application as a standard fax. You can send a file created in any application on your PC as a PC-FAX. You can even attach a cover page. For details, See Software User's Guide: *PC-FAX sending*.

How to send a PC-FAX:

Contact your application vendor if you need more support.

a From your application select **File**, and then **Print**.
The Print dialog box will be displayed. (The steps may vary depending on your application.)

b Select the **Brother PC-FAX**.

c Click **Print**.
The Brother PC FAX sending dialog will be displayed.

d Enter the recipient's fax number using your computer keyboard or by clicking the numeric keypad of the Brother PC-FAX sending dialog. You can also select a stored number from the Brother PC-FAX **Address Book**.

e Click **Start**.
Your document will be sent to the Brother machine and then faxed to the recipient.

Telephone and external devices

Voice operations (Middle East only)

Voice calls can be made with the handset by using the dial pad, One Touch key or by pressing ⬆ **(Address Book)** and entering a three-digit Speed Dial number.

Making a telephone call

1️⃣ Pick up the handset.

2️⃣ When you hear the dial tone, enter a number using the dial pad, One Touch key or press ⬆ **(Address Book)** and enter a three-digit Speed Dial number.

3️⃣ Replace the handset to hang up.

Mute

1️⃣ Press **Tel/Mute/R** to put a call on Hold. You can replace the handset without disconnecting the call.

2️⃣ Pick up the machine's handset to release the call from Hold.

Note

You can pick up an extension telephone and continue speaking without releasing the call from Hold on the machine.

Telephone line services

Setting the telephone line type

If you are connecting the machine to a line that features a PBX or ISDN to send and receive faxes, it is necessary to change the Telephone Line Type accordingly by completing the following steps. If you are using a line that features a PBX, you can set your machine so that it always accesses the outside line (using the prefix you entered), or accesses the outside line when **Tel/R** is pressed (for South Africa) or **Tel/Mute/R** and **Shift** are pressed at the same time (for Middle East).

1️⃣ Press **Menu**, **0**, **6**.

2️⃣ Press ▲ or ▼ to choose Normal, ISDN or PBX. Press **OK**.

3️⃣ Do one of the following:

■ If you chose ISDN or Normal, go to step 7️⃣.

■ If you chose PBX, press **OK** and go to step 4️⃣.

4️⃣ Do one of the following:

■ If you want to change the current prefix number, press **1** and go to step 7️⃣.

■ If you do not want to change the current prefix number, press **1** and then **OK**. Go to step 6️⃣.

5️⃣ Enter the prefix number (up to 5 digits) on the dial pad. Press **OK**.

Note

- You can use the numbers 0 to 9, #, *
and !.

  (Press **Tel/R** (for South Africa) or
  Tel/Mute/R and **Shift** at the same time
  (for Middle East) to display "!".)

- You cannot use ! with any other
numbers or characters.

- If you choose On, pressing **Tel/R** (for
South Africa) or **Tel/Mute/R** and **Shift**
at the same time (for Middle East) (the
screen displays "!".) will let you access
an outside line.

- If you choose Always, you can access
an outside line without pressing **Tel/R**
(for South Africa) or **Tel/Mute/R** and
Shift at the same time (for Middle
East).

f Press a or b to choose On or Always.
Press **OK**.

g Press **Stop/Exit**.

PBX and TRANSFER

The machine is initially set to Normal, which
lets the machine connect to a standard PSTN
(Public Switched Telephone Network) line.
However, many offices use a central
telephone system or Private Branch
Exchange (PBX). Your machine can be
connected to most types of PBX. The
machine's recall feature supports timed break
recall only (TBR). TBR will work with most
PBX systems allowing you to gain access to
an outside line, or transfer calls to another
extension. The feature works when **Tel/R** is
pressed (for South Africa) or **Tel/Mute/R** and
Shift are pressed at the same time (for
Middle East).

Connecting an external TAD

You can connect an external Telephone
Answering Device (TAD) to the same line as
your machine. When the TAD answers a call,
your machine will "listen" for the CNG (fax
calling) tones sent by a sending fax machine.
If it hears them it will take over the call and
receive the fax. If it does not hear them, it will
let your TAD take a voice message and the
display will show Telephone for South
Africa or Ext. Tel in Use for Middle East.

The external TAD must answer within four
rings (we recommend you set it to two rings).
This is because your machine cannot hear
the CNG tones until the external TAD has
picked up the call. The sending machine will
only send CNG tones for eight to ten more
seconds. We do not recommend using the toll
saver feature on your external TAD if it needs
more than four rings to activate it.

Note

If you have problems receiving faxes,
reduce the ring delay setting on your
external TAD.

Connections

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

Before you connect an external TAD, remove
the protective cap (2) from the EXT. jack on
the machine.
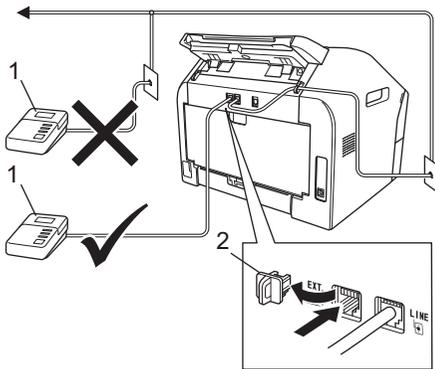
1 TAD

2 Protective Cap

1. Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)

2. Record the outgoing message on your external TAD.

3. Set the TAD to answer calls.

4. Set the Receive Mode to External TAD. (See *Choosing the receive mode* ▶▶ page 29.)

Recording an outgoing message (OGM)

1. Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.

2. Limit your speaking to 20 seconds.

3. End your 20-second message by giving your Remove Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press ✱**51** and **Start** to send a fax."

Note

- You need to turn the Remote Codes setting to on to use the Fax Activation Code ✱51. (See *Using Remote Codes* ▶▶ page 39.)

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

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to Manual.

We cannot guarantee that your machine will operate correctly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

7

External and extension telephones

📝 **Note**

You need to turn the Remote Codes setting to on to use the Remote Activation Code ∗51 and Remote Deactivation Code #51. (See *Using Remote Codes* ▶▶ page 39.)

Connecting an external or extension telephone

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

Before you connect an external telephone, remove the protective cap (3) from the EXT. jack on the machine.
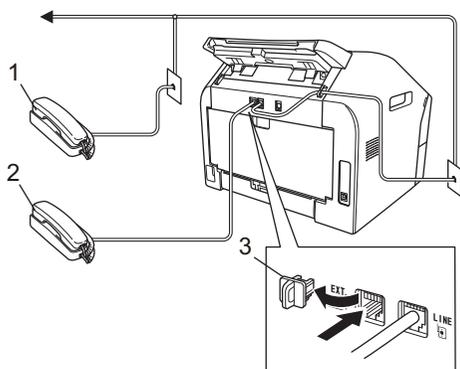
1   Extension telephone

2   External telephone

3   Protective Cap

When you are using an external telephone, the LCD shows Telephone for South Africa or Ext. Tel in Use for Middle East.

Operation from external or extension telephones

If you answer a fax call on an extension telephone, or an external telephone that is correctly connected to the machine through the T-piece connection, you can make your machine take the call by using the Remote Activation code. When you press the Remote Activation code ∗**51** the machine starts to receive the fax.

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 LCD shows Receiving, and then hang up.

📝 **Note**

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* ▶▶ page 32.)

For Fax/Tel mode only

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

If you are at the machine, lift the external telephone's handset, and then press **Tel/R** or **Tel/Mute/R** to answer.

(For Middle East)

If you are at the machine, you can lift the machine's handset to answer.

If you are at an extension telephone, you will need to lift the handset of the extension telephone during the F/T Ring Time and then press **#51** on the extension telephone between the fast/double rings to turn the F/T ring off. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing ∗**51**.

Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the machine through the T-piece connection (see *Connecting an external or extension telephone* ▶▶ page 38) 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, lift the cordless handset and then go to the machine so you can press **Tel/R** or **Tel/Mute/R** to transfer the call to the cordless handset.

Using Remote Codes

Remote Activation Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by pressing the Remote Activation Code ∗**51**. Wait for the chirping sounds then replace the handset. (See *Fax Detect* ▶▶ page 32.)

(For South Africa)
If you answer a fax call on the external telephone, you can make the machine receive the fax by pressing **Start**.

(For Middle East)
If you answer a fax call on the external telephone, you can make the machine receive the fax by pressing **Tel/Mute/R** and then **Start**.

If you answer a fax call on the machine, you can make the machine receive the fax by pressing **Start**.

Remote Deactivation Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T ring (pseudo/double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing **#51** (make sure you press this *between* the rings).

If the machine answers a voice call and pseudo/double-rings for you to take over;

you can take the call at the external telephone by pressing **Tel/R** or **Tel/Mute/R**.

(For Middle East)
you can take the call at the machine by lifting the machine's handset.

Turning on the Remote Codes

You need to turn the Remote Codes setting to on to use the Remote Activation Code and Remote Deactivation Code.

1. Make sure you are in FAX mode.
2. Press **Menu 2**, **1**, **4**.
3. Press ▲ or ▼ to choose On. Press **OK**.
4. If you do not want to change the Remote Activation Code, press **OK**.
5. If you do not want to change the Remote Deactivation Code, press **OK**.
6. Press **Stop/Exit**.

Changing the Remote Codes

The preset Remote Activation Code is ∗**51**. The preset Remote Deactivation Code is **#51**. If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example **###** and 555.

1. Make sure you are in FAX mode.
2. Press **Menu**, **2**, **1**, **4**.
3. Press ▲ or ▼ to choose On or Off. Press **OK**.
4. If you chose On in step ❸, enter the new Remote Activation Code. Press **OK**.

5 Enter the new Remote Deactivation
Code.
Press **OK**.

6 Press **Stop/Exit**.

8

Dialling and storing numbers

How to dial

You can dial in any of the following ways.

Manual dialling

Use the dial pad to enter all the digits of the telephone or fax number.

One Touch dialling

Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* ▶▶ page 42.)
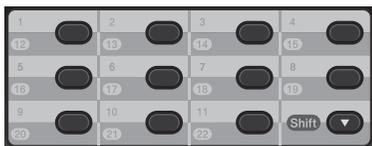
To dial One Touch numbers 12 to 22, hold down **Shift** and then press the One Touch key.

Speed Dialling

Press ▲ **(Address Book)** and enter the three digit Speed Dial number. (See *Storing Speed Dial numbers* ▶▶ page 43.)

Three-digit number

Note

If the LCD shows Register Now? when you enter a One Touch or a Speed Dial number, it means that a number is not stored there.

Search

You can search alphabetically for names you have stored in the One Touch and Speed Dial locations. (See *Storing One Touch Dial numbers* ▶▶ page 42 and *Storing Speed Dial numbers* ▶▶ page 43.)

a Press ▲ (Address Book) twice.

b Press the dial pad key for the first few letters of the name. (See *Entering text* ▶▶ page 121.)
Press **OK**.

c Press ▲ or ▼ to scroll until you find the name you are looking for.
Press **OK**.

d Press **Start**.

Note

- If you do not enter a letter and press **OK** in step b, all registered names will appear. Press ▲ or ▼ to scroll until you find the name you are looking for.

- If the LCD shows No Contact Found when you enter the first few letters of the name, it means that a name for the letter is not stored.

Fax redial

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

(For Middle East)
If you are sending a fax manually and the line is busy, press **Redial/Pause** and try it again. You can call the last number dialled by pressing **Redial/Pause**.

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

Storing numbers

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

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

Storing a pause

Press **Redial/Pause** to insert a 2.8-second pause between numbers. 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 11 One Touch keys where you can store 22 fax or telephone numbers for automatic dialling. To access numbers 12 to 22, hold down **Shift** as you press the One Touch key.
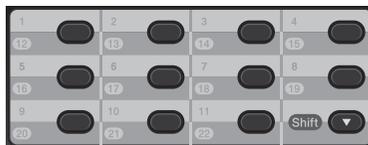
a Press the One Touch key where you want to store the number.
If a number is not stored there, the LCD shows Register Now? Press **1** to choose Yes.

b Enter the telephone or fax number (up to 20 characters).
Press **OK**.

③ Do one of the following:

■ Enter the name using the dial pad (up to 15 characters). See *Entering text* ▸▸ page 121.

Press **OK**.

■ Press **OK** to store the number without a name.

④ To store another One Touch number, go to **①**.

Storing Speed Dial numbers

You can store your frequently used numbers as Speed Dial numbers, so that when you dial you will only have to press a few keys

(📖 **(Address Book)**, the three-digit Speed Dial number and **Start**). The machine can store 200 Speed Dial numbers (001 - 200).

① Press 📖 **(Address Book)** and enter a three-digit Speed Dial location number (001-200). If a number is not stored there, the LCD shows Register Now? Press **1** to choose Yes.

② Enter the telephone or fax number (up to 20 characters). Press **OK**.

③ Do one of the following:

■ Enter the name using the dial pad (up to 15 characters). See *Entering text* ▸▸ page 121.

Press **OK**.

■ Press **OK** to store the number without a name.

④ To store another Speed Dial number, go to **①**.

Changing One Touch and Speed Dial numbers

If you try to change a One Touch or Speed Dial number, the LCD will show the name or number already stored there. If the One Touch or Speed Dial number you are trying to change has a scheduled job or has been set to a fax forwarding number, the LCD will ask you if you want to change the name or number.

① Do one of the following:

■ To change a stored One Touch number, press **Menu**, **2**, **3**, **1**.

```
Address Book
1.One Touch Dial
```

Press the One Touch key you want to change.

■ To change a stored Speed Dial number, press **Menu**, **2**, **3**, **2**.

```
Address Book
2.Speed Dial
```

Enter the Speed Dial number you want to change, then press **OK**.

② Do one of the following:

■ To change the stored data, press **1**. Go to step **③**.

■ To exit without making a change, press **Stop/Exit**.

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

③ Edit the number and name using the following instruction. When you are finished editing, press **OK**.

■ To edit the stored name or number, press ◀ or ▶ to position the cursor under the character you want to change and press **Clear**. Then enter the correct character.

④ Press **Stop/Exit**.

8

43

Deleting One Touch and Speed Dial numbers

If you try to delete a One Touch or Speed Dial number, the LCD will show the name or number already stored there. If the One Touch or Speed Dial number you are trying to delete has a scheduled job or has been set to a fax forwarding number, the LCD will ask you if you want to change the name or number.

1 Do one of the following:

■ To delete a stored One Touch number, press **Menu**, **2**, **3**, **1**.

```
Address Book
1.One Touch Dial
```

Press the One Touch key you want to delete.

■ To delete a stored Speed Dial number, press **Menu**, **2**, **3**, **2**.

```
Address Book
2.Speed Dial
```

Enter the Speed Dial number you want to delete then press **OK**.

2 To delete the stored data, press **2**.

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

3 Do one of the following:

■ To confirm the stored data will be deleted, press **1**.

■ To exit without deleting the stored data, press **2**.

```
Erase This Data?
1.Yes 2.No
```

4 Press **Stop/Exit**.

(For Middle East) Tone or Pulse

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

1 Lift the handset of the machine.

2 Press **#** on the machine's control panel. Any digits dialled after this will send tone signals.
When you hang up, the machine will return to the Pulse dialling service.

9 Making copies

How to copy

The following steps show the basic copy operation. For details about each option, see Advanced User's Guide on the CD-ROM.

1 When you want to make a copy, press ⊟ (**COPY**) to illuminate it in green.

■ Make sure you are in COPY mode.

COPY → COPY
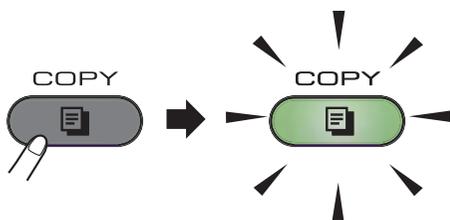
■ The LCD shows:

```
Stack  Copies:01
100%   □□■□□ Auto
```

Note

The default setting is FAX mode. You can change the amount of time that the machine stays in COPY mode after the last copy operation. (See Advanced User's Guide: *Mode Timer*.)

2 Place the document *face down* in the ADF. (See *Using the automatic document feeder (ADF)* ▶▶ page 25.)

3 Press **Start**.

Stop copying

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

Copy settings

Press the COPY **Options** key to temporarily change a copy setting.

For details about changing the following copy settings and how to make two-sided copies, see Advanced User's Guide: *Copy settings*.

You can change the following copy settings:

■ Quality

■ Stack/Sort

■ Brightness

■ Contrast

■ Enlarge/Reduce

■ Page Layout

■ Manual Duplex (2-sided)

10 How to print from a computer (For FAX-2950)

Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver. (See Software User's Guide: *Printing* for Windows® or *Printing and Faxing* for Macintosh in Software User's Guide for details about the print settings.)

1. Install the Brother printer driver from the CD-ROM. (See Quick Setup Guide.)

2. From your application, choose the Print command.

3. Choose the name of your machine in the **Print** dialog box and click **Properties** (or **Preferences**, depending on your operating system).

4. Choose the settings you want in the **Properties** dialog box.

   - **Paper Size**
   - **Orientation**
   - **Copies**
   - **Media Type**
   - **Resolution**
   - **Print Settings**
   - **Multiple Page**
   - **Duplex/Booklet**
   - **Paper Source**

5. Click **OK**.

6. Click **Print** to begin printing.

11 How to scan to a computer (For FAX-2950)

Before scanning

To use the machine as a scanner, install a scanner driver.

Install the scanner drivers from the CD-ROM. (See Quick Setup Guide: *Install MFL-Pro Suite*.)

Scanning a document as a PDF file using ControlCenter4 (Windows®)

(For detailed information) See Software User's Guide: *Scanning*.

> **Note**
> The screens on your PC may vary depending on your model.

ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

a Load your document. (See *How to load documents* >> page 25.)

b Open ControlCenter4 by clicking **Start**/**All Programs**/**Brother**/**XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

c If the ControlCenter4 Mode screen appears, choose the **Advanced Mode** and then click **OK**.
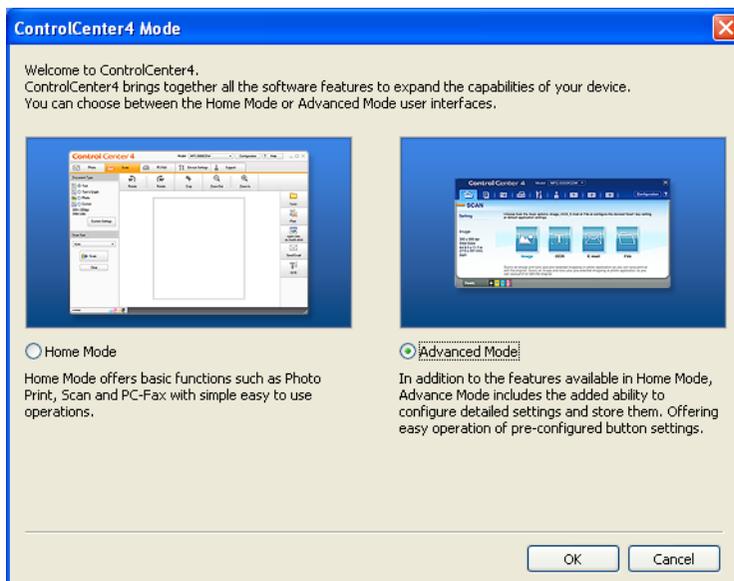
d Make sure the machine you want to use is selected from the **Model** pull-down list.

e Set the scanning configuration.
Click **Configuration**, and then select **Button settings**, **Scan** and **File**.
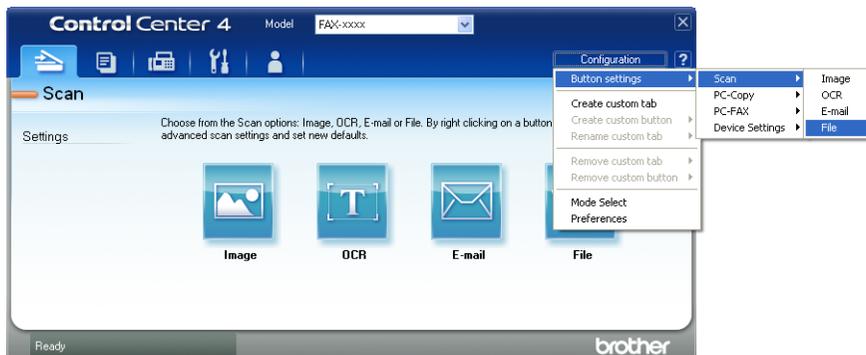
The configuration dialog box appears. You can change the default settings.
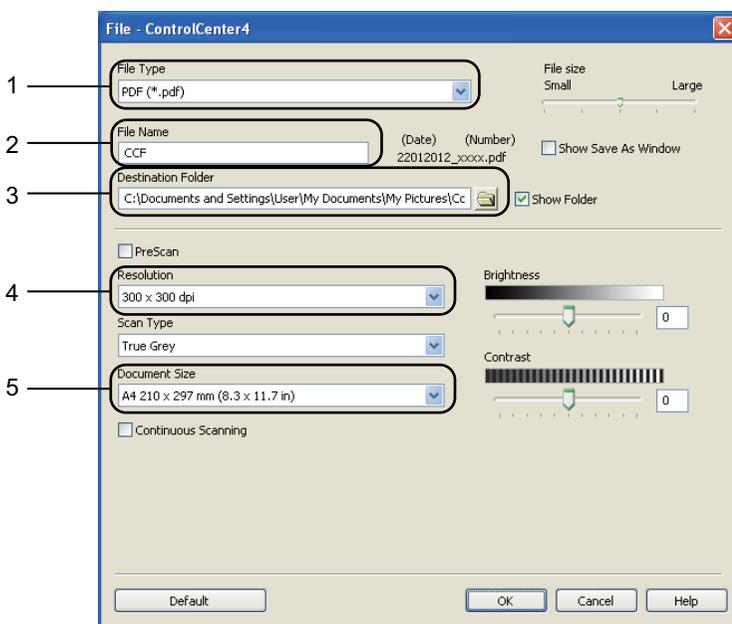
1 Choose **PDF (*.pdf)** from the **File Type** pull-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the

Browse button.

4 You can choose a scanning resolution from the **Resolution** pull-down list.

5 You can choose the document size from the pull-down list.

6 Click **OK**.

7 Click **File**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.
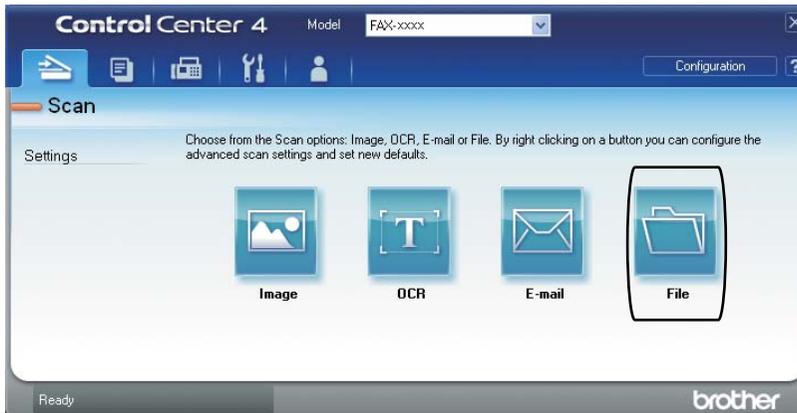
How to change the SCAN key settings for PDF scanning

You can change your machine's **SCAN** key settings using ControlCenter4 (Windows®).

1. Open ControlCenter4 by clicking **Start**/**All Programs**/**Brother**/**XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

2. Make sure the machine you want to use is selected from the **Model** pull-down list.

3. Click the **Device Settings** tab.

4. Click **Device Scan Settings**.

e Choose the **File** tab. You can change the default settings.

1 Choose **PDF (*.pdf)** from the **File Type** pull-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the

Browse button.

4 You can choose a scanning resolution from the **Resolution** pull-down list.

5 You can choose the document size from the pull-down list.

f Click **OK**.

11

How to scan a document as a PDF file using the SCAN key

1 Load your document. (See *How to load documents* ▶▶ page 25.)

2 Press ⬛ (**SCAN**).

3 Press ▲ or ▼ to choose Scan to PC.
Press **OK**.

4 Press ▲ or ▼ to choose File.
Press **OK**.

5 Press **Start**.
The machine starts the scanning process.

Note

The following scan modes are available:

Scan to:

- Image (Scan to PC)
- OCR (Scan to PC)
- E-mail (Scan to PC)
- File (Scan to PC)

A Routine maintenance

Replacing the consumable items

The machine will indicate when it is time to replace the consumable items. (See *Replacing the toner cartridge* ▶▶ page 54 and *Replacing the drum unit* ▶▶ page 59.)

Toner cartridge	Drum unit
See *Replacing the toner cartridge* ▶▶ page 54.	See *Replacing the drum unit* ▶▶ page 59.
Model Name: TN-2260, TN-2280	Model Name: DR-2255
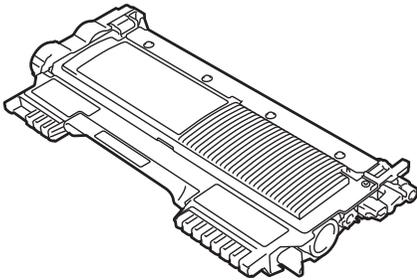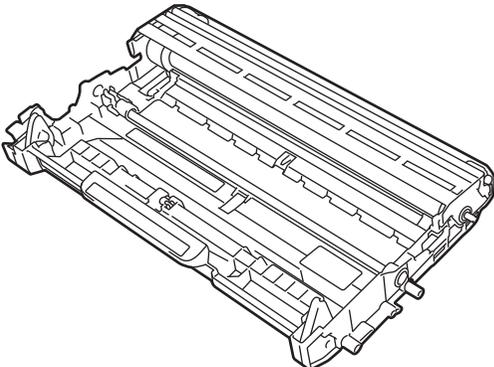
> **Note**
>
> • Go to http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.
>
> • We recommend placing used consumable items on a piece of paper 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 of the toner cartridge is based on ISO/IEC 19752. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

A

Replacing the toner cartridge

Model Name: For the model name of toner cartridges, see *Replacing the consumable items* ▶▶ page 53.

The Standard toner cartridge can print approximately 1,200 pages [1]. The High Yield toner cartridge can print approximately 2,600 pages [1]. Actual page count will vary depending on your average type of document. When a toner cartridge is running low, the LCD shows Toner Low.

The toner cartridge that comes supplied with the machine will need to be replaced after approximately 1,200 pages [1].

[1] Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

✎ Note

- It is a good idea to keep a new toner cartridge ready for use when you see the Toner Low warning.

- To ensure high quality printing, we recommend that you use only Brother Original toner cartridges. When you want to buy toner cartridges, please call Brother Customer Service or your local Brother dealer.

- We recommend that you clean the machine when you replace the toner cartridge. See *Cleaning the machine* ▶▶ page 64.

- If you change the print density setting for lighter or darker printing, the amount of toner used will change.

- Wait to unpack the toner cartridge until immediately before you put it into the machine.

Toner Low

```
Toner Low
```
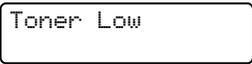
If the LCD shows Toner Low, buy a new toner cartridge and have it ready before you get a Replace Toner message.

Replace Toner

When the following message appears on the LCD, you need to replace the toner cartridge:
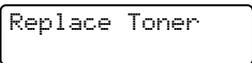
```
Replace Toner
```

The machine will stop printing until you replace the toner cartridge. A new original Brother toner cartridge will reset the Replace Toner mode.

✎ Note

To force the machine to continue printing after the LCD shows Replace Toner, set the machine to Continue mode (**Menu**, **1**, **7**, and choose Continue). The machine will continue printing until the LCD shows Toner Ended. (For details about the Toner settings, see Advanced User's Guide: *Toner Settings*.)

Toner Ended
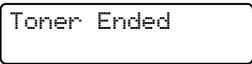
```
Toner Ended
```

The machine stops printing until you replace the toner cartridge with a new one. (See *Replacing the toner cartridge* ▶▶ page 55.)

Replacing the toner cartridge

1. Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

2. After the machine has cooled down, turn off the machine's power switch.

Note

(For FAX-2840)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* ▶▶ page 82.

⚠ WARNING

⚠ HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.
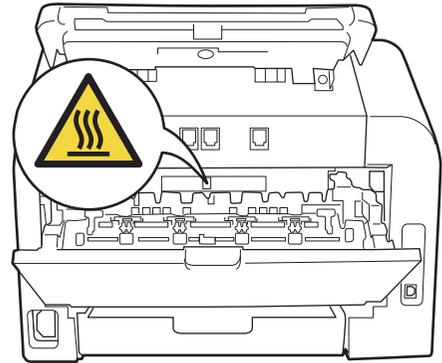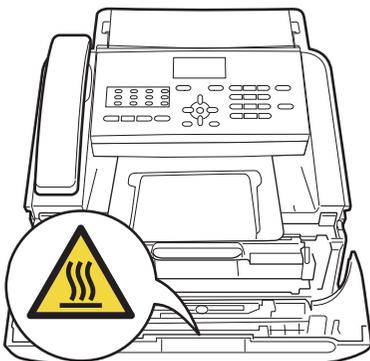
3. Take out the drum unit and toner cartridge assembly.
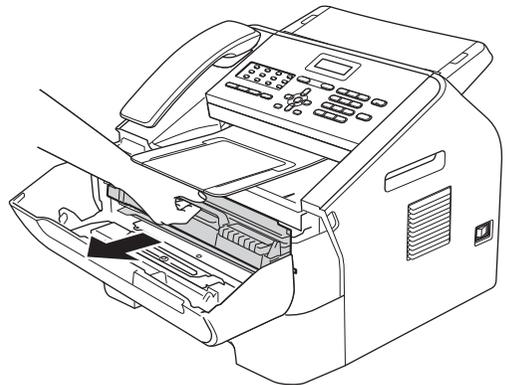
❶ Important

• We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

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

A

• To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.
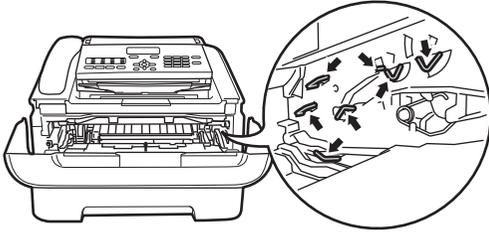
d Push down the green lock lever and take the toner cartridge out of the drum unit.
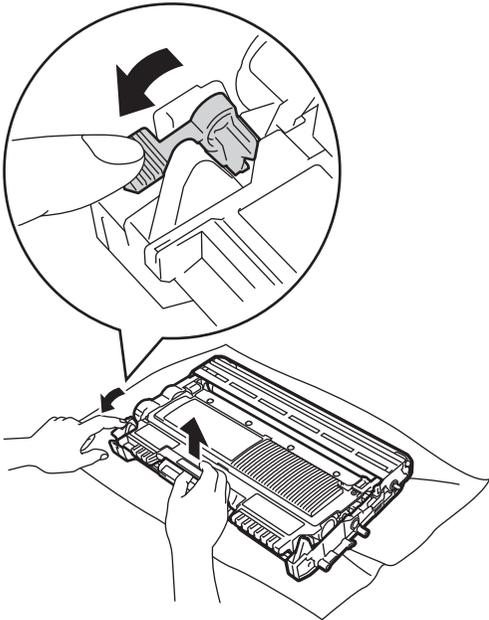
⚠ WARNING

DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.

DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.
(See Product Safety Guide: *General precautions*.)

Be careful not to inhale toner.

❶ Important

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.
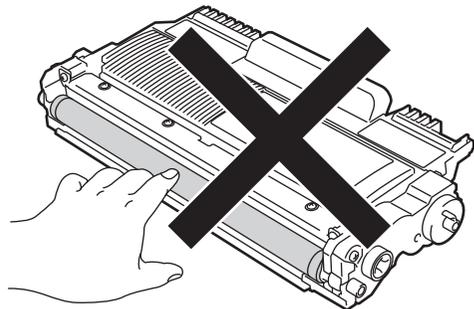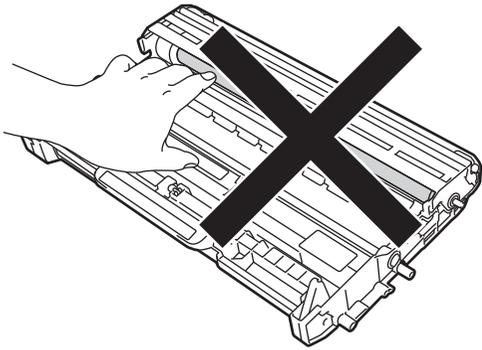
Note

- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.

- Go to http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

5 Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.
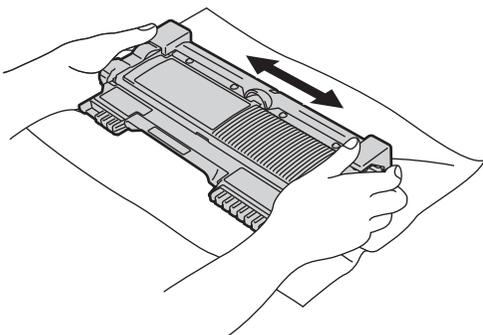
Important

- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.

- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.

- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other parts of this machine as a result of the use of toner or toner cartridges other than Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.

6 Pull off the protective cover.

A

57
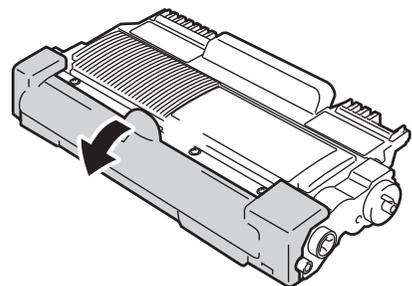
Important

Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, DO NOT touch the shaded parts shown in the illustration.
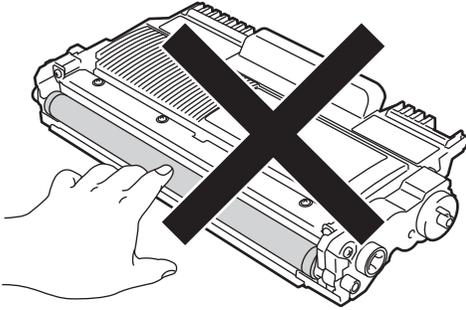
7 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever will lift automatically.
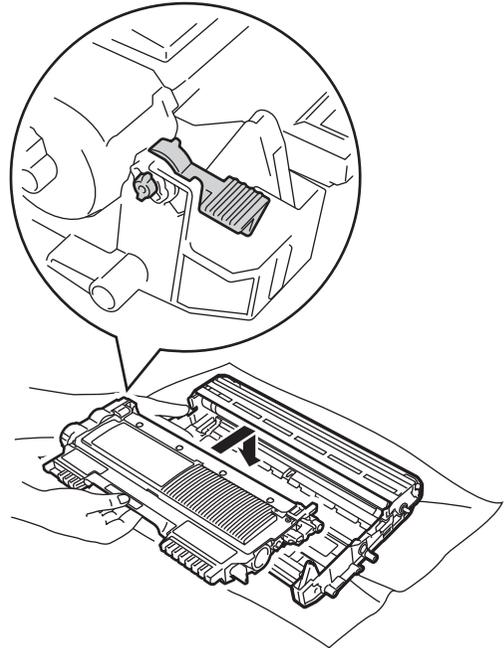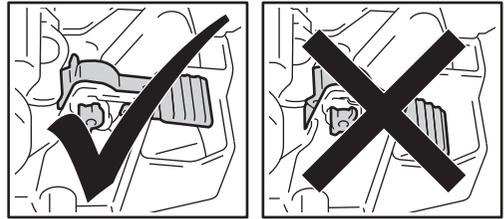
Note

Make sure that you put in the toner cartridge correctly or it may separate from the drum unit.

8 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.
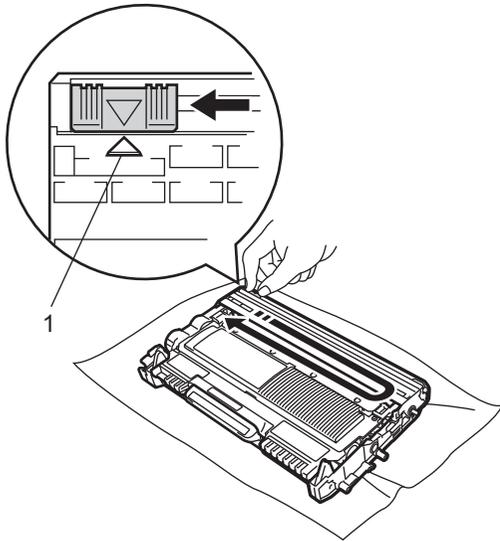
1

Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

9 Put the drum unit and toner cartridge assembly back into the machine. Close the front cover.
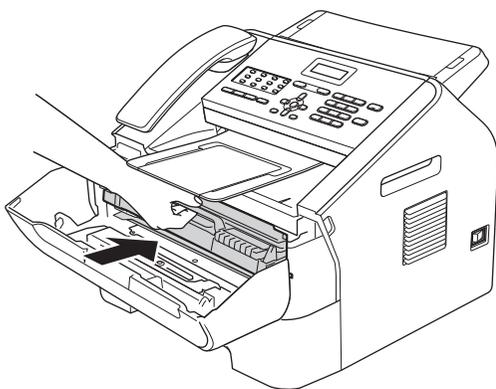
Note

After replacing the toner cartridge, DO NOT turn off the machine's power switch or open the front cover until the LCD clears the Please Wait message and returns to Ready mode.

Replacing the drum unit

Model name: DR-2255

A new drum unit can print approximately 12,000 A4 or Letter size single-sided pages.

🚫 **Important**

For best performance, use only a genuine Brother Original drum unit and genuine Brother Original toner units. Printing with a third-party drum unit or toner unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage may not apply to problems caused by the use of a third-party drum or toner unit.

Drum Error

Drum Error

The corona wire has become dirty. Clean the corona wire in the drum unit. (See *Cleaning the corona wire* ▶▶ page 66.)

If you cleaned the corona wire and Drum Error was not cleared, replace the drum unit with a new one.

Replace Drum

Replace Drum

Please replace the drum unit with a new one. We recommend a genuine Brother Original drum unit be installed at this time.

After replacing, reset the drum counter by following the instructions included with the new drum unit.

A

Drum Stop

```
Drum Stop
```

We cannot guarantee the print quality. Please replace the drum unit with a new one. We recommend a genuine Brother Original drum unit be installed at this time.

After replacing, reset the drum counter by following the instructions included with the new drum unit.

Replacing the drum unit

Important

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

- Every time you replace the drum unit, clean the inside of the machine. (See *Cleaning the machine* ▶▶ page 64.)

- Unpack the drum unit just before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

a Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

b After the machine has cooled down, turn off the machine's power switch.

Note

(For FAX-2840)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* ▶▶ page 82.

⚠ WARNING

HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

c Take out the drum unit and toner cartridge assembly.

Important

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

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

- To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.

d Push down the green lock lever and take the toner cartridge out of the drum unit.

⚠ WARNING

DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.

A

61

DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.

(See Product Safety Guide: *General precautions*.)

Be careful not to inhale toner.

❶ Important

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

✎ Note

• Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the unit.

• Go to http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

5 Unpack the new drum unit.

f Put the toner cartridge firmly into the new drum unit until it locks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.
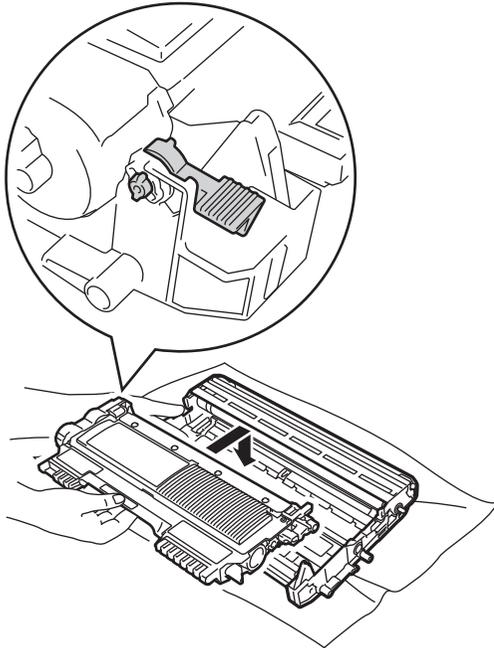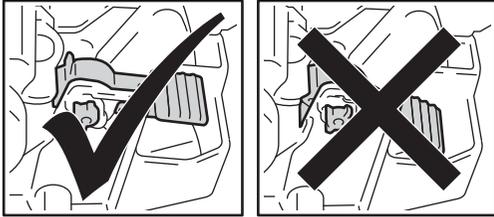
Note

Make sure that you put in the toner cartridge correctly or it may separate from the drum unit.

g Put the new drum unit and toner cartridge assembly in the machine.

Resetting the drum counter

When you replace the drum unit with a new one, you need to reset the drum counter by completing the following steps:

a Press **Clear**.
To confirm you are installing a new drum unit, press **1**.

b When the LCD shows Accepted, close the front cover.

A

Cleaning the machine

Clean the outside and inside of the machine regularly with a dry, lint-free cloth. When you replace the toner cartridge or the drum unit, make sure that you clean the inside of the machine. If printed pages are stained with toner, clean the inside of the machine with a dry, lint-free cloth.

⚠ WARNING

DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.
(See Product Safety Guide: *General precautions*.)

Be careful not to inhale toner.

❗ Important

Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the surface of the machine.

Cleaning the outside of the machine

1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.

📝 Note

(For FAX-2840)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* ▸▸ page 82.

2 Pull the paper tray completely out of the machine.
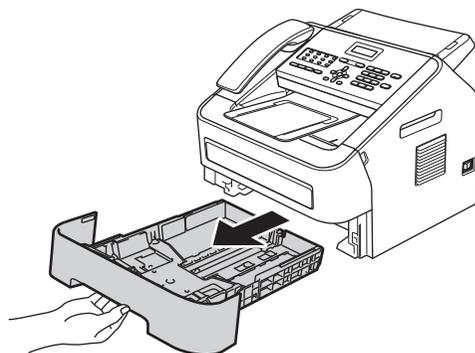
3 Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.
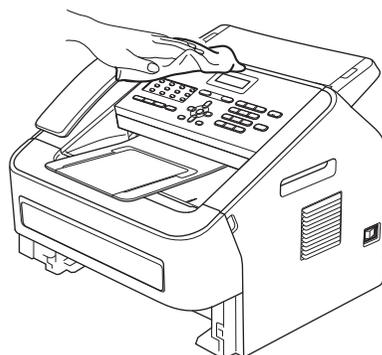
d Remove any paper that is in the paper tray.

e Wipe the inside and the outside of the paper tray with a dry, lint-free soft cloth to remove dust.
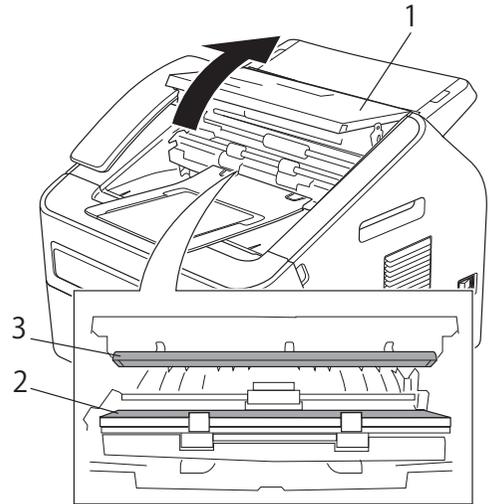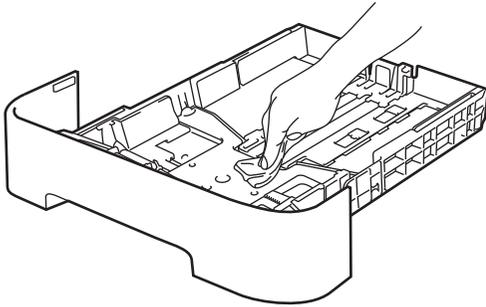
f Re-load the paper and put the paper tray firmly back in the machine.

g Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

Cleaning the scanner glass

a Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.

Note

(For FAX-2840)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* ▶▶ page 82.

b Lift the control panel cover (1). Carefully remove dirt from the glass strip (2) and the white bar (3) above it with a soft lint-free cloth moistened with water.

c Close the control panel cover.

Note

In addition to cleaning the glass strip with a soft lint-free cloth moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning.

d Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

A

Cleaning the document feed

1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.

Note

(For FAX-2840)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* ▶▶ page 82.

2 Lift the control panel cover (1). Carefully remove dirt from the document feed (2) with a soft lint-free cloth.
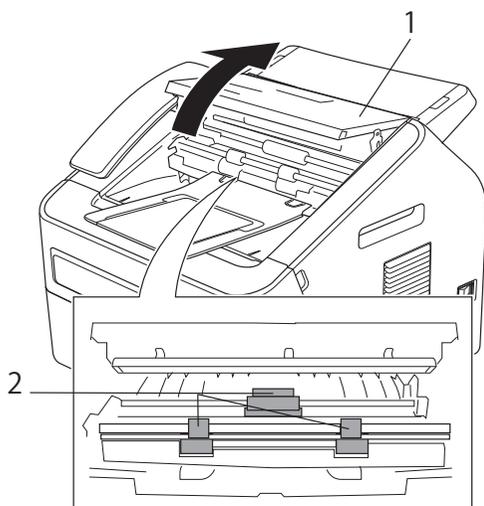
3 Close the control panel cover.

Cleaning the corona wire

If you have print quality problems, clean the corona wire as follows:

1 Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

**2** After the machine has cooled down, turn off the machine's power switch.

Note

(For FAX-2840)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* ▶▶ page 82.

⚠ WARNING

HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

c Slowly take out the drum unit and toner cartridge assembly.

Important

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

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

- To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.
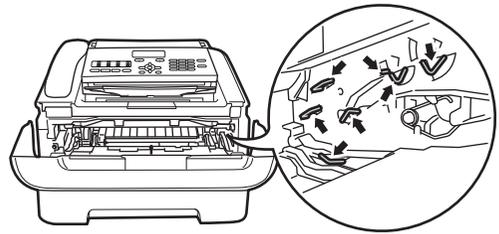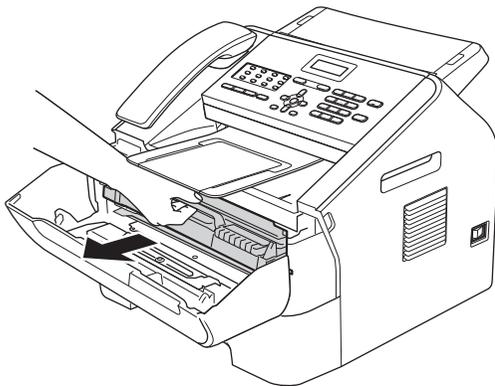
d Clean the corona wire inside the drum unit by gently sliding the green tab from right to left and left to right several times.
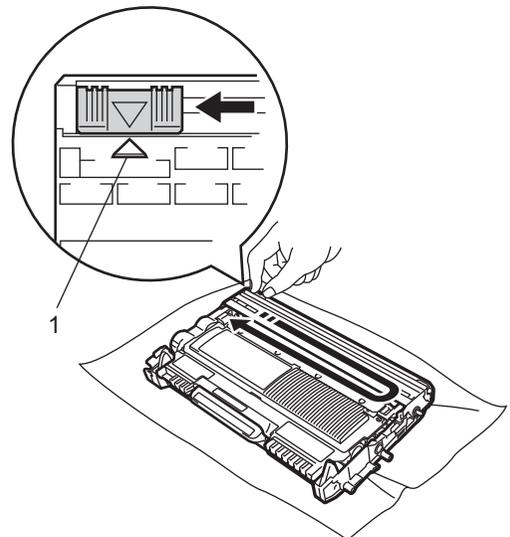
A

67

Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.
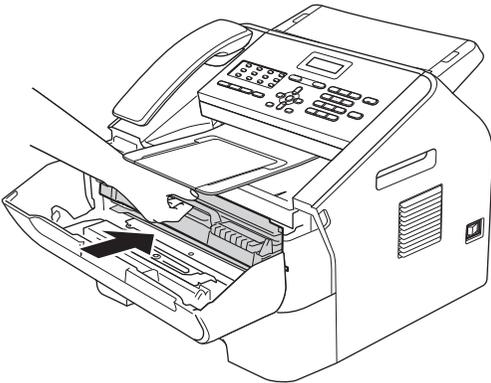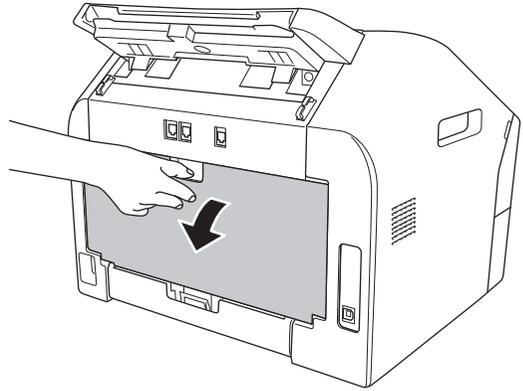
e Put the drum unit and toner cartridge assembly back into the machine. Close the front cover.
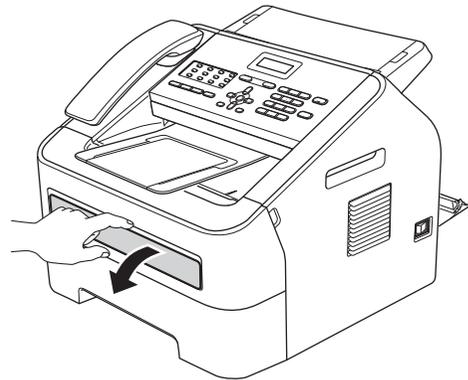
Cleaning the drum unit

If you have print quality problems, the drum may have foreign material, such as glue from a label stuck on the drum surface. Follow the steps below to solve the problem.

a Prepare a few sheets of A4 or Letter size paper.

b Make sure the machine is in Ready mode.

c Open the back cover (face-up output tray).

d Open the manual feed slot cover.

e Press **Clear** and **Menu** at the same time. The Drum Cleaning message will appear on the LCD.

f Using both hands, slide the manual feed paper guides to the width of the paper that you are going to use.
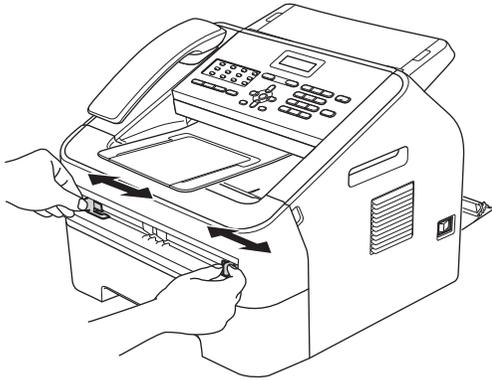
g Using both hands, put one piece of A4 or Letter size paper in the manual feed slot until the top edge of the paper touches the paper feed roller. When you feel the machine pull in the paper, let go. The machine will start the Drum Cleaning process.

Note

• The machine makes a mechanical noise during the Drum Cleaning process because the machine rotates the drum in reverse. This noise is not due to a malfunction of the machine.

• DO NOT put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.

• If the paper in the manual feed slot is not A4 or Letter size, the machine will stop the Drum Cleaning process and eject the paper.

• Make sure that the paper is straight and in the correct position in the manual feed slot. If it is not, it may not be fed correctly, resulting in a paper jam.

• DO NOT close the back cover (face-up output tray) during the Drum Cleaning process. The machine will stop the Drum Cleaning process and it may cause a paper jam.

h When the machine has finished cleaning, the machine returns to Ready mode.

i Repeat steps f to h two more times using a new blank sheet of paper each time. Upon completion please discard the used paper.

j Close the back cover (face-up output tray) and the manual feed slot cover.

If the problem has not been solved, follow the steps below:

a Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the internal parts of the machine that are extremely hot.

A

69

**b** After the machine has cooled down, turn off the machine's power switch.

⚠ WARNING

⚠ HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

c Slowly take out the drum unit and toner cartridge assembly.

❗ Important

• We recommend that you put the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

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

• To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.

d Push down the green lock lever and take the toner cartridge out of the drum unit.

Important

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

e Put the print sample in front of the drum unit, and find the exact position of the poor print.
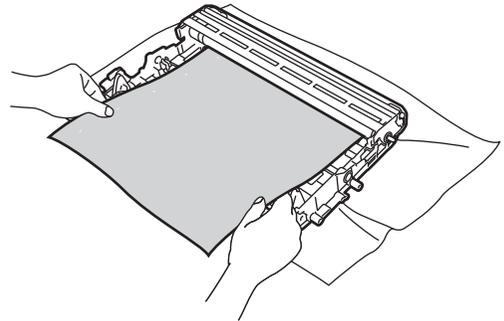
A
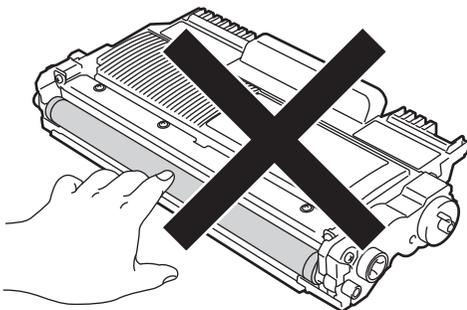
f Turn the drum unit gear by hand while looking at the surface of the drum roller (1).

1
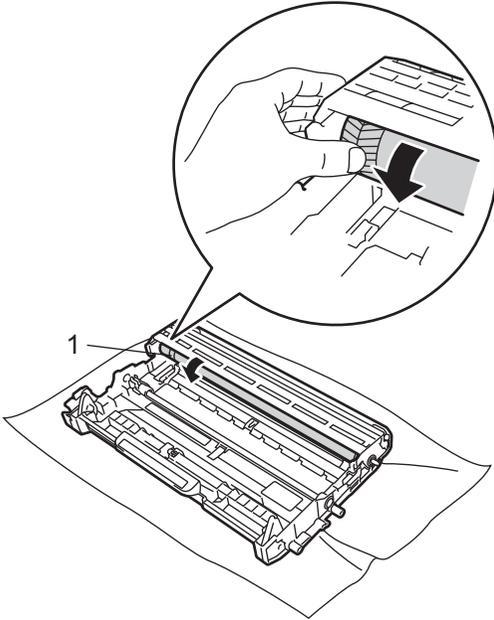
g When you have found the mark on the drum that matches the print sample, wipe the surface of the drum roller with a dry cotton swab until the dust or glue on the surface comes off.
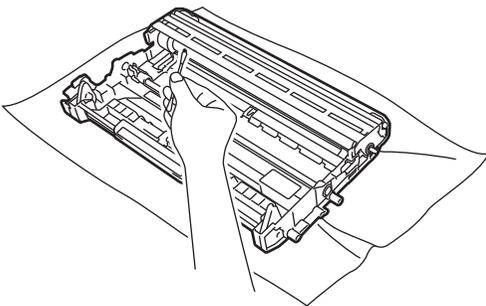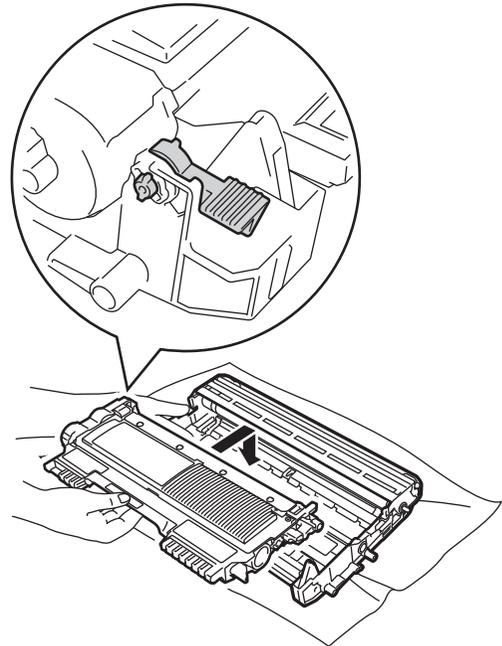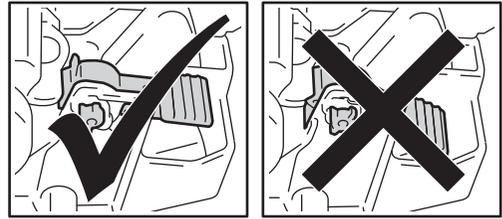
! **Important**

DO NOT clean the surface of the photosensitive drum with a sharp object.

h Put the toner cartridge back into the drum unit until it locks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.

9 Put the drum unit and toner cartridge assembly back in the machine.
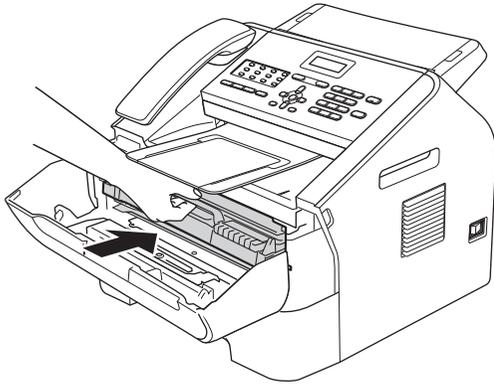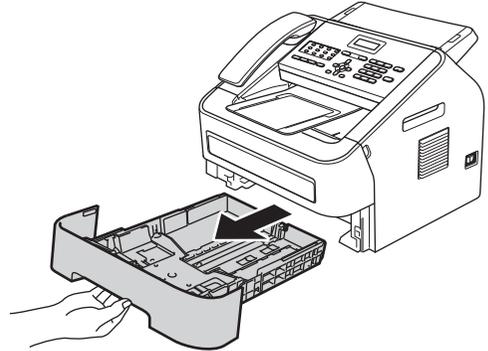
10 Close the front cover.

Cleaning the paper pick-up rollers

If you have paper feed problems, clean the pick-up rollers as follows:

1 Turn off the machine. Unplug the power cord from the electrical socket.

> **Note**
>
> (For FAX-2840)
> To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* ▶▶ page 82.

2 Pull the paper tray completely out of the machine.

3 Tightly wring out a lint-free cloth soaked in lukewarm water, and then wipe the separator pad (1) on the paper tray to remove dust.

A

73
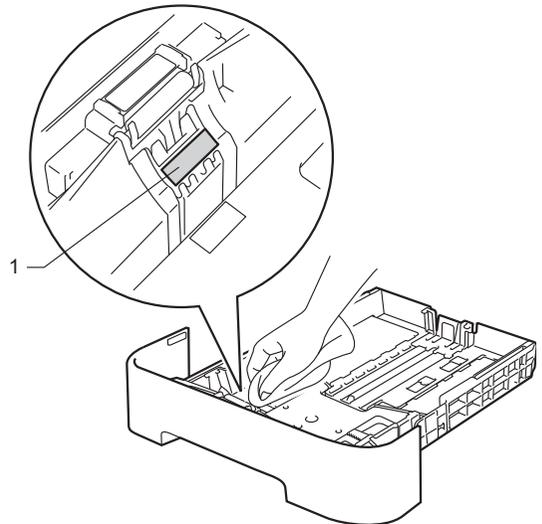
d Wipe the two pick-up rollers (1) inside of the machine to remove dust.
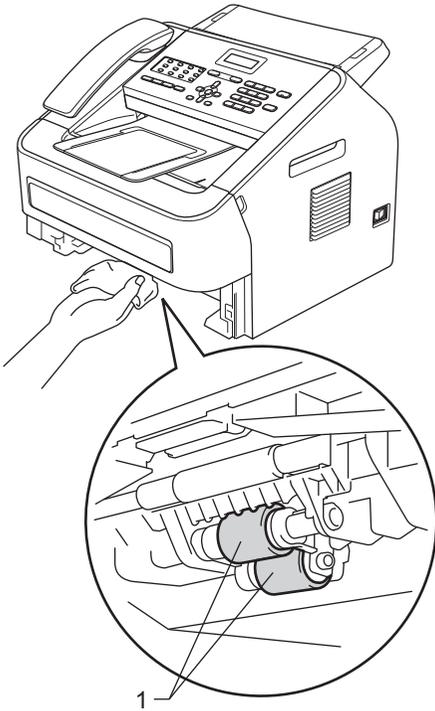
e Put the paper tray back in the machine.

f Plug the machine's power cord back into the electrical socket. Turn on the machine.

Checking the machine

Checking the Page Counters

You can see the machine's Page Counters for copies, printed pages, reports, lists and faxes or a summary total.

a Press **Menu**, **5**, **2**.

b Press ▲ or ▼ to see Total, Fax/List, Copy or Print.

c Press **Stop/Exit**.

Checking the remaining life of parts

You can see the machine's parts life on the LCD.

a Press **Menu**, **5**, **3**.

b Press **Stop/Exit**.

B Troubleshooting

If you think there is a problem with your machine, check each of the items below first and follow the troubleshooting tips.

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

http://solutions.brother.com/.

Identifying your problem

First, check the following:

- The machine's power cord is connected correctly and the machine's power switch is turned on. If the machine does not turn on after connecting the power cord, see *Other difficulties* ▶▶ page 98.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- (For FAX-2950)

  The interface cables are securely connected to the machine and the computer.
- LCD Messages

  (See *Error and maintenance messages* ▶▶ page 77.)

If you did not solve your problem with the above checks, identify your problem and then go to the page suggested below.

Paper handling and Printing problems:
- *Paper handling difficulties* ▶▶ page 97
- *Printing received faxes* ▶▶ page 92

Telephone and Fax problems:
- *Telephone line or connections* ▶▶ page 92
- *Handling incoming calls* ▶▶ page 95
- *Receiving Faxes* ▶▶ page 93
- *Sending faxes* ▶▶ page 94

Copying problems:
- *Copying difficulties* ▶▶ page 95

Scanning problems (For FAX-2950):

■ *Scanning difficulties (For FAX-2950)* ▶▶ page 97

Software problems (For FAX-2950):

■ *Software difficulties (For FAX-2950)* ▶▶ page 97

Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown below.

You can clear most errors and perform routine maintenance messages by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:

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

Error Message	Cause	Action
Cartridge Error	The toner cartridge is not installed correctly.	Pull out the drum unit and remove the toner cartridge, then re-install the toner cartridge in the drum unit.
Comm.Error	Poor telephone line quality caused a communication error.	Try sending 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 telephone 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.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows Cooling Down, and Wait for a while.	Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something. If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes. If the fan is not spinning do one of the following: (For FAX-2840) See *Transferring your faxes or Fax Journal report* ▶▶ page 82 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2950) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.
Cover is Open	The front cover is not completely closed.	Close the front cover of the machine.
Cover is Open	The Control panel cover is not completely closed.	Close the Control panel cover of the machine.

B

Error Message	Cause	Action
Cover is Open	The Control panel cover was open when you loaded a document.	Close the Control panel cover of the machine, then press **Stop/Exit**.
Cover is Open	The fuser cover is not completely closed or paper was jammed in the back of the machine when the power was turned on.	■ Close the fuser cover of the machine. ■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press **Start**.
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 correctly, or the document scanned from the ADF was too long.	See *Document was not inserted or fed properly, or was too long* ▶▶ page 83 or *Using the automatic document feeder (ADF)* ▶▶ page 25.
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See *Cleaning the corona wire* ▶▶ page 66.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
EL Error	The machine has a mechanical problem.	Open the front cover and close it again.
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	(For FAX-2840) Received fax messages still in memory will be lost when the machine is turned off. See *Transferring your faxes or Fax Journal report* ▶▶ page 82 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.
	The fuser unit is too hot.	(For FAX-2950) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.

Error Message	Cause	Action
Init Unable XX	The machine has a mechanical problem.	■ (For FAX-2840) Received fax messages still in memory will be lost when the machine is turned off. See *Transferring your faxes or Fax Journal report* ▶▶ page 82 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2950) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. ■ If the problem continues, call Brother Customer Service or your local Brother dealer.
Jam Inside	The paper is jammed inside the machine.	(See *Paper is jammed inside the machine* ▶▶ page 87.)
Jam Rear	The paper is jammed in the back of the machine.	(See *Paper is jammed at the back of the machine* ▶▶ page 84.)
Jam Tray	The paper is jammed in the paper tray of the machine.	(See *Paper is jammed in the standard paper tray* ▶▶ page 83.)
Manual Feed	**Manual** was selected as the paper source when there was no paper in the manual feed slot.	Place a sheet of paper in the manual feed slot. (See *Loading paper in the manual feed slot* ▶▶ page 14.)
No Paper	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray and press **Start**. ■ Remove the paper and load it again. Then press **Start**. ■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See *Cleaning the paper pick-up rollers* ▶▶ page 73.)
No Response/Busy	The number you dialled does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge is not installed correctly.	Pull out the drum unit. Take out the toner cartridge and then put it back into the drum unit.

B

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in process** Do one of the following: ■ Press **Start** to send or copy the scanned pages. ■ Press **Stop/Exit** and wait until the other operations in progress finish, and then try again. ■ Clear the faxes from the memory. Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory. (See Advanced User's Guide: *Printing a fax from the memory* and *Fax Storage*.) (For FAX-2950) **Print operation in process** Do one of the following: ■ Reduce the print resolution. (See Software User's Guide: *Basic tab*) ■ Clear the faxes from the memory. (See the above explanation.)
Print Unable XX	The machine has a mechanical problem.	Do one of the following: ■ (For FAX-2840) See *Transferring your faxes or Fax Journal report* ▶▶ page 82 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2950) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. ■ If the problem continues, call Brother Customer Service or your local Brother dealer.
Replace Drum	It is time to replace the drum unit.	Replace the drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (See *Resetting the drum counter* ▶▶ page 63.)

Error Message	Cause	Action
Replace Toner	The toner cartridge is at the end of its life. The machine will stop printing until you replace the toner cartridge. While memory is available, faxes will be stored in the memory.	If you have set the Toner setting to Stop, replace the toner cartridge with a new and unused original Brother toner cartridge. This will reset the Replace Toner mode. (See *Replacing the toner cartridge* ▶▶ page 54.) If you have set the Toner setting to Continue, the machine will continue to print data until the LCD shows Toner Ended. For how to operate the machine in Continue mode, see Advanced User's Guide: *Toner Settings*.
Scan Unable XX	The machine has a mechanical problem.	■ (For FAX-2840) See *Transferring your faxes or Fax Journal report* ▶▶ page 82 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2950) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. ■ If the problem continues, call Brother Customer Service or your local Brother dealer.
Size mismatch	The paper in the tray is not a correct size.	Load an appropriate size of paper in the tray, and re-set the "Paper Size" (**Menu**, **1**, **2**, **2**). (See *Paper Size* ▶▶ page 19.)
Toner Ended	It is time to replace the toner cartridge. While memory is available, faxes will be stored in the memory.	Replace the toner cartridge with a new one. (See *Replacing the toner cartridge* ▶▶ page 54.)
Toner Low	If the LCD shows Toner Low you can still print; however, the machine is telling you that the toner cartridge is near the end of its life.	Order a new toner cartridge now so a replacement toner cartridge will be available when the LCD shows Replace Toner or Toner Ended.

B

Transferring your faxes or Fax Journal report

If the LCD shows:

- Init Unable XX
- Print Unable XX
- Scan Unable XX

(For FAX-2840)
If it is necessary to disconnect the machine from the AC power outlet, we recommend transferring your faxes to another fax machine or to your PC (FAX-2950 only) before you unplug the machine. (See *Transferring faxes to another fax machine* ▶▶ page 82 or *Transferring faxes to your PC (For FAX-2950)* ▶▶ page 82.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring Fax Journal report to another fax machine* ▶▶ page 82.)

Note

If there is an error message 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.

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See Quick Setup Guide: *Enter personal information (Station ID)*.)

1. Press **Menu**, **9**, **0**, **1**.

2. Do one of the following:

   - If the LCD shows No Data, there are no faxes left in the machine's memory. Press **Stop/Exit**.

   - Enter the fax number to which faxes will be forwarded. Press **Start**.

Transferring faxes to your PC (For FAX-2950)

You can transfer the faxes from your machine's memory to your PC.

1. Make sure that 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 Software User's Guide: *PC-FAX Receiving*.)

2. Make sure that you have set PC Fax Receive on the machine. (See *PC-Fax Receive (For Windows® only)* ▶▶ page 33.)
   If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.

3. Do one of the following:

   - To transfer all faxes to your PC, press **1**. You will be asked if you want a backup print.

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

4. Press **Stop/Exit**.

Transferring Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See Quick Setup Guide: *Enter personal information (Station ID)*.)

1. Press **Menu**, **9**, **0**, **2**.

2. Enter the fax number to which the Fax Journal report will be forwarded.

3. Press **Start**.

Document Jams

Document was not inserted or fed properly, or was too long

1 Open the control panel cover.

2 Carefully pull the jammed document toward the front of the machine.

3 Close the control panel cover.

4 Press **Stop/Exit**.

Paper Jams

Always remove all paper from the paper tray and straighten the stack when you add new paper. This helps prevent multiple sheets of paper from feeding through the machine at the same time and prevents paper jams.

Paper is jammed in the standard paper tray

If the LCD shows Jam Tray, follow these steps:

1 Pull the paper tray completely out of the machine.

B
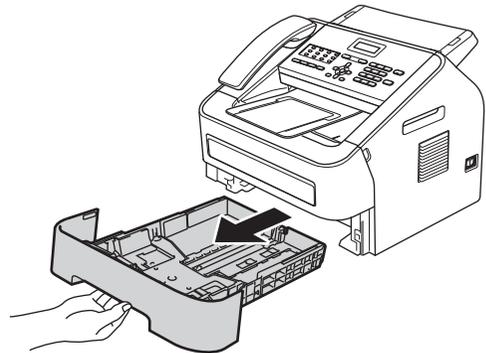
2 Use both hands to slowly pull out the jammed paper.
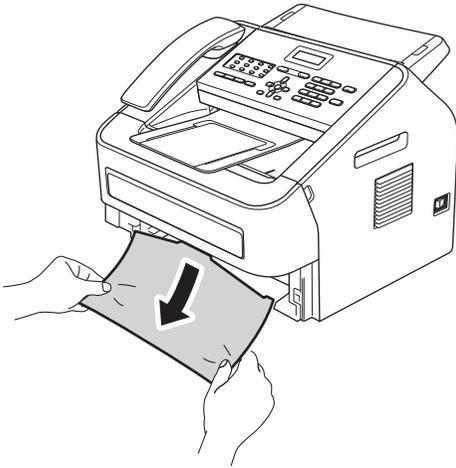
Note

Pulling out the jammed paper downwards allows you to remove the paper more easily.

3 Make sure the paper is below the maximum paper mark (▼ ▼ ▼) (1) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See *Loading paper in the standard paper tray* ▶▶ page 12.)
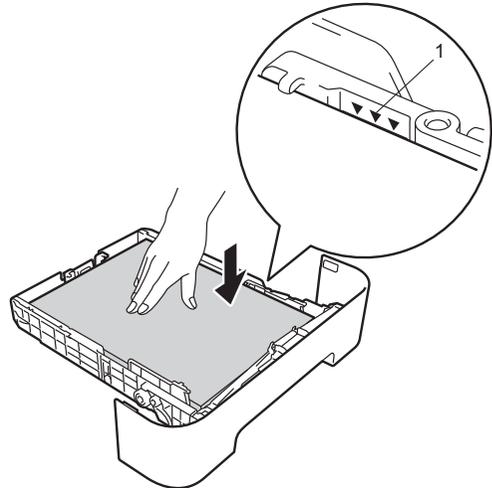
4 Put the paper tray firmly back in the machine.

Paper is jammed at the back of the machine

If the LCD shows Jam Rear, a paper jam occurred behind the back cover. Follow these steps:

1 Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

b After the machine has cooled down, turn off the machine's power switch.

Note

(For FAX-2840)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* ▶▶ page 82.

⚠ WARNING

⚠ HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

c Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.

B

Important

- We recommend that you place the drum unit and the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

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

- To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.
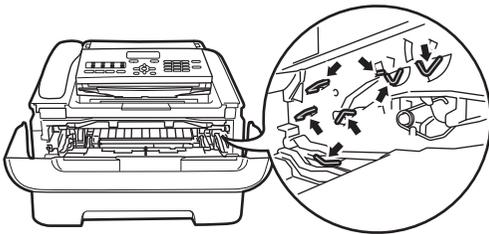
d Open the back cover (face-up output tray).
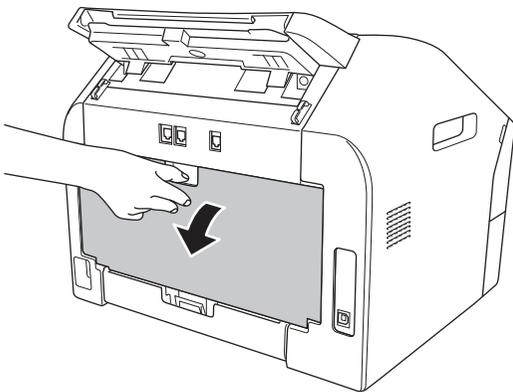
e Pull down the tabs at the left and right hand sides to open the fuser cover (1).
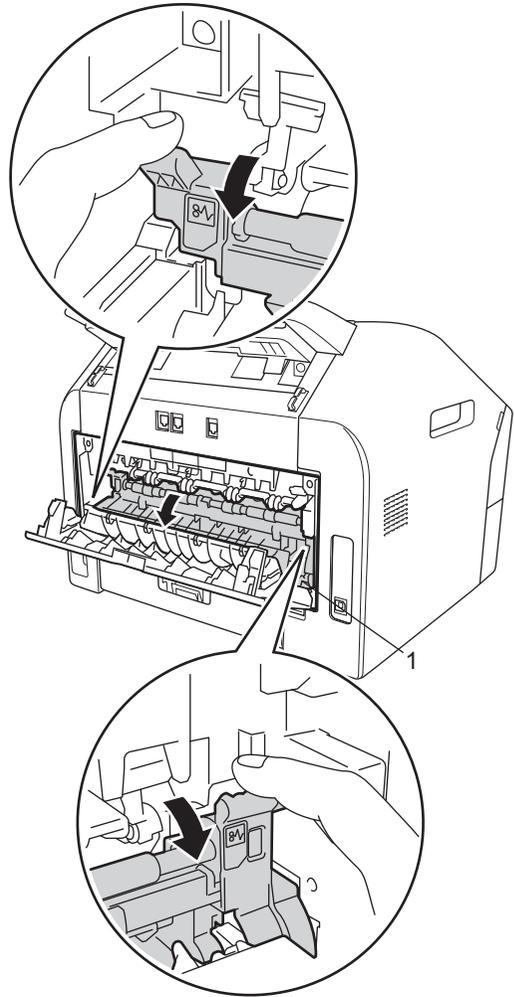
f Using both hands, gently pull the jammed paper out of the fuser unit.
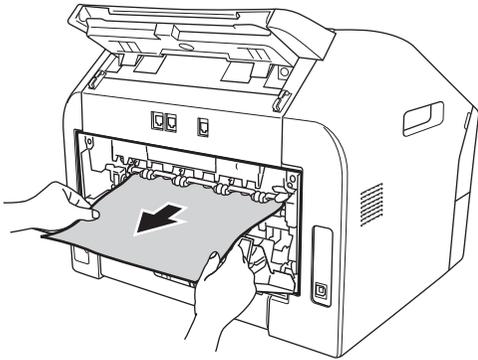
g Close the fuser cover and the back cover (face-up output tray).

h Put the drum unit and toner cartridge assembly back into the machine.
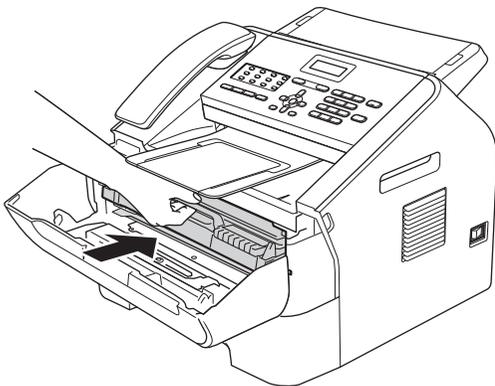
i Close the front cover. If the machine does not start printing automatically, press **Start**.

Paper is jammed inside the machine

If the LCD shows Jam Inside, follow these steps:

a Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

b After the machine has cooled down, turn off the machine's power switch.

Note

(For FAX-2840)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 82.

B

WARNING

⚠ HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

c Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.

Important

• We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.

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

- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.
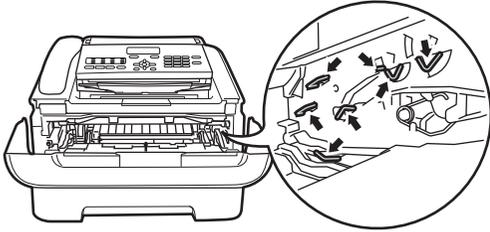
d Push down the green lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.
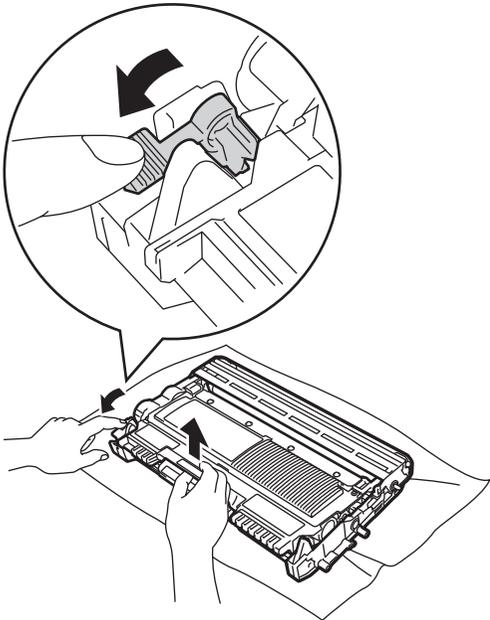
! Important

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

B

89
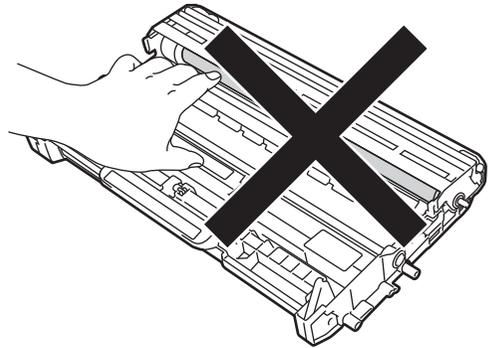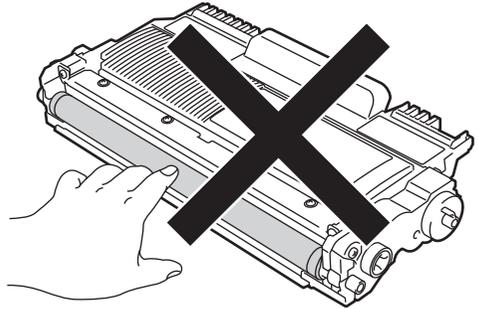
e Put the toner cartridge back into the drum unit until it clicks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.
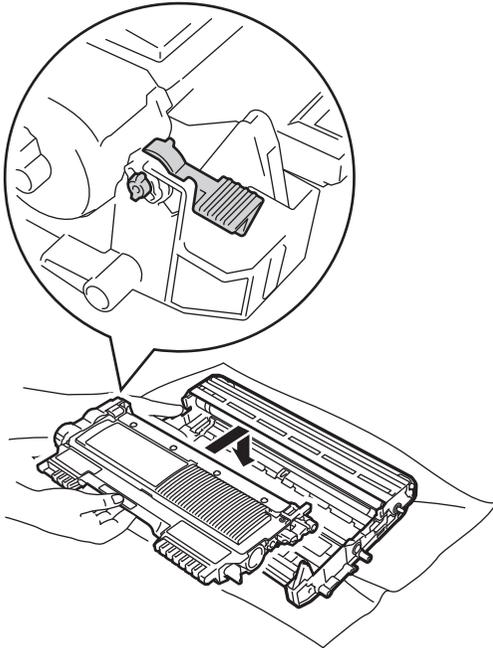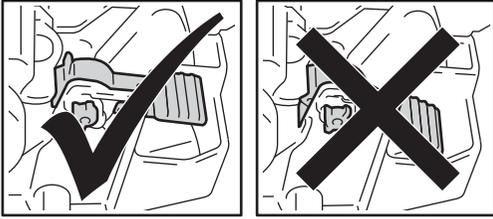
f If you could not pull the jammed paper out of the inside of the machine, take the paper tray completely out of the machine.
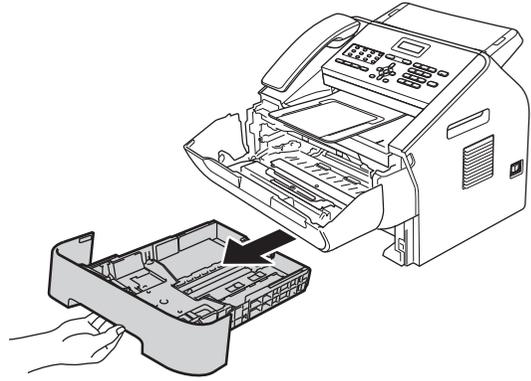
g Pull the jammed paper out of the paper tray opening.
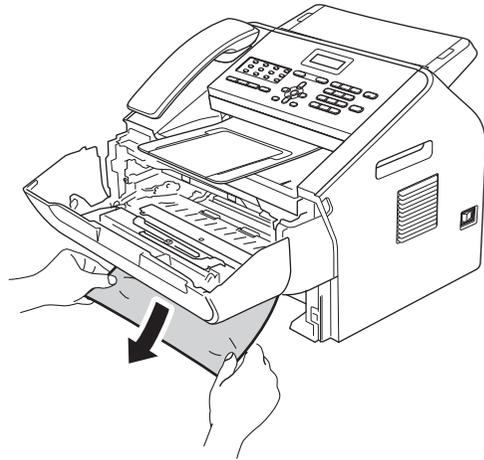
Note

Pulling the jammed paper downward allows you to remove the paper easier.

h Put the paper tray back in the machine.

⑨ Put the drum unit and toner cartridge assembly back in the machine.
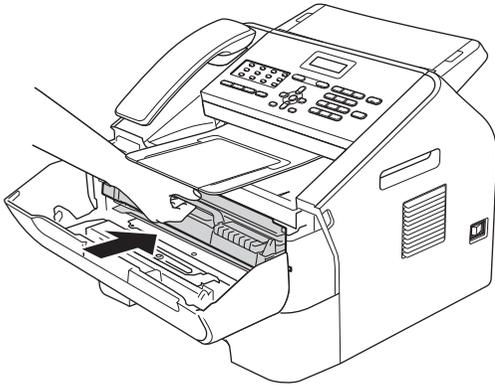
❿ Close the front cover of the machine. If the machine does not start printing automatically, press **Start**.

B

If you are having difficulty with your machine

> ❗ **Important**
> - If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips. You can solve most problems by yourself.
>
> - If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.
> Visit us at http://solutions.brother.com/.
>
> - If you think there is a problem with the way your faxes look, make a copy first. If the copy looks good, the problem may not be your machine. Check the chart below and follow the troubleshooting tips.
>
> - Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

Printing received faxes

Difficulties	Suggestions
■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines	Usually this is caused by a poor telephone connection. If your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Poor print quality	See *Improving the print quality* ▶▶ page 100.
Vertical black lines when receiving	The corona wire for printing may be dirty. Clean the corona wire on the drum unit. (See *Cleaning the corona wire* ▶▶ page 66.)
	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
	If the problem continues, call your dealer for service.
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, your paper size setting may not be correct for the paper you are using. (See *Paper Size* ▶▶ page 19.)
	Turn on Auto Reduction. (See Advanced User's Guide: *Printing a reduced incoming fax*.)

Telephone line or connections

Difficulties	Suggestions
Dialling does not work.	Check for a dial tone.
	Change the `Tone/Pulse` setting. (See Quick Setup Guide.)
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	If an external phone is connected to the machine, send a manual fax by lifting the handset of the external telephone and dialling the number using the external telephone.

Telephone line or connections (continued)

Difficulties	Suggestions
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. (See *Receive Mode settings* ▶▶ page 31.) 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 you do not hear ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulties	Suggestions
Cannot receive a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See *Receive Mode settings* ▶▶ page 31.)
	If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select Fax Only mode.
	If your Brother machine shares a line with an external answering machine, you should select the External TAD mode. In External TAD mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.
	If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the Fax/Tel mode. In Fax/Tel mode, your Brother machine will automatically receive faxes and produce a fast/double-ring to alert you to answer voice calls.
	If you do not want your Brother machine to automatically answer any incoming faxes, you should select the Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.
	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting: ■ If the answer mode is set to Fax Only or Fax/Tel, reduce the ring delay to 1 ring. (See *Ring Delay* ▶▶ page 31.) ■ If the answer mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2. ■ If the answer mode is set to Manual, DO NOT adjust the ring delay setting. Have someone send you a test fax: ■ If you received the test fax successfully, your machine is operating correctly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.

B

Receiving Faxes (continued)

Difficulties	Suggestions
Cannot receive a fax. (continued)	If you are using a telephone answering machine (`External TAD` mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See *Connecting an external TAD* >> page 36.)
	1 Connect the external TAD as shown in the illustration on page 36.
	2 Set your answering machine to answer in one or two rings.

	3 Record the outgoing message on your answering machine.
	
	    ■ Record five seconds of silence at the beginning of your outgoing message.
	
	    ■ Limit your speaking to 20 seconds.
	
	    ■ End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press ＊**51** and Start to send a fax."

	4 Set your answering machine to answer calls.
	5 Set your Brother machine's Receive Mode to `External TAD`. (See *Receive Mode settings* >> page 31.)
	Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See *Fax Detect* >> page 32.)
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference/ VoIP* >> page 99.)

Sending faxes

Difficulties	Suggestions
Poor sending quality.	Try changing your resolution to `Fine` or `S.Fine`. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner glass* >> page 65.)
Transmission Verification Report says `RESULT:ERROR`.	There is probably temporary noise or static on the line. Try sending the fax again. (FAX-2950 only) If you are sending a PC-Fax message and get *RESULT:NG* on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see Advanced User's Guide: *Changing Remote Fax Options*), print fax messages in memory (see Advanced User's Guide: *Printing a fax from the memory*) or cancel a delayed fax or polling job (see Advanced User's Guide: *Checking and cancelling waiting jobs*). If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference/ VoIP* >> page 99.)
Sent faxes are blank.	Make sure you are loading the document correctly. (See *Loading documents* >> page 25.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. (See *Cleaning the scanner glass* >> page 65.)

Handling incoming calls

Difficulties	Suggestions
The machine 'hears' a voice as a CNG tone.	If Fax Detect is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing **Stop/Exit**. To avoid this problem you can try Turning Fax Detect Off. (See *Fax Detect* >> page 32.)
Sending a fax call to the machine.	If you answered on an external or extension telephone, press your Remote Activation 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, Caller ID, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes.
	For Example: 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 fax. 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 access difficulties

Difficulties	Suggestions
The machine beeps when you try to access the Setup Receive and Setup Send menus.	If **FAX** is not illuminated, press it to turn on FAX mode. The Setup Receive settings (**Menu**, **2**, **1**) and Setup Send settings (**Menu**, **2**, **2**) are available only when the machine is in FAX mode.

Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure that **COPY** is illuminated. (See *How to copy* >> page 45.)
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. (See *Cleaning the scanner glass* >> page 65 and *Cleaning the corona wire* >> page 66.)
Copies are blank.	Make sure you are loading the document correctly. (See *Using the automatic document feeder (ADF)* >> page 25.)

B

Printing difficulties (For FAX-2950)

Difficulties	Suggestions
No printout.	■ Check that the machine is plugged in and the power switch is turned on.
	■ Check that the toner cartridge and drum unit are installed properly. (See *Replacing the drum unit* ▶▶ page 59.)
	■ Check the interface cable connection on both the machine and your computer. (See Quick Setup Guide.)
	■ Check that the correct printer driver has been installed and chosen.
	■ Check to see if the LCD is showing an error message. (See *Error and maintenance messages* ▶▶ page 77.)
	■ Check that the machine is online: (Windows® 7) Click the **Start** button and **Devices and Printers**. Right-click **Brother FAX-XXXX Printer** and click **See what's printing**. Click **Printer** in the menu bar. Make sure that **Use Printer Offline** is unchecked. (Windows Vista®) Click the **Start** button, **Control Panel**, **Hardware and Sound**, and then **Printers**. Right-click **Brother FAX-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. (Windows® XP) Click the **Start** button and choose **Printers and Faxes**. Right-click **Brother FAX-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked.
The machine prints unexpectedly or it prints garbage.	■ Press **Stop/Exit** to cancel print jobs.
	■ Check the settings in your application to make sure it is set up to work with your machine.
	■ Pull out the paper tray and wait until the machine stops printing. Then turn off the machine's power switch and disconnect from the power for several minutes. The faxes stored in the machine memory will be deleted. See *Transferring your faxes or Fax Journal report* ▶▶ page 82 before disconnecting the machine so you will not lose any important messages.
The machine prints the first couple of pages correctly, then some pages have text missing.	■ Check the settings in your application to make sure that it is set up to work with your machine.
	■ Your computer is not recognizing the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See Quick Setup Guide.)
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See *Unscannable and unprintable areas* ▶▶ page 18.)
The machine is not printing or has stopped printing.	Press **Stop/Exit** to cancel print jobs. As the machine cancels the job and clears it from the memory it may produce an incomplete printout.

Scanning difficulties (For FAX-2950)

Difficulties	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®).	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click **Scan Settings**, **Scan or Get Photo** and click **Select** to choose the Brother TWAIN or WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click **File**, **Select Source** and choose the Brother TWAIN driver.
	Mac OS X 10.6.x and 10.7.x users can also scan documents using the ICA Scanner Driver.
	See Software User's Guide: *Scanning a document using the ICA driver (Mac OS X 10.6.x - 10.7.x).*
OCR does not work.	Try increasing the scanning resolution.
	(Macintosh users) Make sure you have downloaded and installed Presto! PageManager from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg

Software difficulties (For FAX-2950)

Difficulties	Suggestions
Cannot install software or print.	**(Windows® only)** 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.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See Software User's Guide: *Basic tab*.)

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper. The LCD shows No Paper or a Paper Jam message.	■ 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.
	■ (For FAX-2950) Make sure that manual feed mode is not chosen in the printer driver.
	■ Clean the paper pick-up roller. See *Routine maintenance* ▶▶ page 53.
	■ If the LCD shows the Paper Jam message and you still have a problem, see *Error and maintenance messages* ▶▶ page 77.
Documents do not feed or document are skewed.	Clean the document feed rollers. See *Cleaning the document feed* ▶▶ page 66.
What paper can I use?	You can use thin paper, plain paper, bond paper, recycled paper, envelopes and labels that are made for laser machines. (For details, see *Acceptable paper and other print media* ▶▶ page 19.)
	You can load envelopes from the manual feed slot.

B

Paper handling difficulties (continued)

Difficulties	Suggestions
There is a paper jam.	Clear the jammed paper. (See *Paper Jams* ▶▶ page 83.)

Print quality difficulties

Difficulties	Suggestions
Printed pages are curled.	■ Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray. ■ Make sure that you choose the Paper Type that suits the print media type you are using. (See *Acceptable paper and other print media* ▶▶ page 19.) ■ Too little or too much humidity or extreme temperatures can cause the paper to curl. (See *General* ▶▶ page 122.)
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 *Acceptable paper and other print media* ▶▶ page 19 and Software User's Guide: *Basic tab* (for FAX-2950).)
Printouts are too light.	■ If this problem occurs when making copies or printing received faxes, set `Toner Save` to Off in the machine's menu settings. (See Advanced User's Guide: *Toner Save*.) ■ (For FAX-2950) Uncheck **Toner Save mode** in the **Advanced** tab in the printer driver. (See Software User's Guide: *Advanced tab*.) ■ Adjust the Print Density by pressing **Menu**, **2**, **1**, **6** (for FAX-2950) or **Menu**, **2**, **1**, **7** (for FAX-2840) and then press ▶ to make the print darker. (See Advanced User's Guide: *Setting the Print Density*.)

Other difficulties

Difficulties	Suggestions
The machine will not turn on.	Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on. If the problem is not solved, turn off the machine. Plug the power cord into a different known working outlet and turn on the machine.

Setting Dial Tone detection

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to Detection you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the default No Detection setting.

a Press **Menu**, **0**, **5**.

b Press ▲ or ▼ to choose Detection or No Detection.
Press **OK**.

c Press **Stop/Exit**.

Telephone line interference/ VoIP

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the equalization for compatibility to reduce the modem speed for fax operations.

a Press **Menu**, **2**, **0**, **1**.

b Press ▲ or ▼ to choose High, Normal or Basic(for VoIP).

■ Basic(for VoIP) cuts the modem speed to 9600 bps. When you change the Compatibility to Basic(for VoIP), the ECM feature is only available for fax sending.

For a standard telephone line: If you regularly experience interference on your standard telephone line try this setting.

If you are using VoIP: VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors try this setting.

■ Normal sets the modem speed at 14400 bps.

■ High sets the modem speed at 33600 bps.

Press **OK**.

c Press **Stop/Exit**.

Note

VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.

B

Improving the print quality

If the printout has a quality problem, make a copy. If the copy looks good, the problem is probably not the machine. Check the interface cable connections and the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.

Note

Brother does not recommend the use of cartridges other than genuine Brother Original cartridges or the refilling of used cartridges with toner from other sources.

1 To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* ▶▶ page 19.)

2 Check that the drum unit and toner cartridge are installed correctly.

Examples of poor print quality	Recommendation
Faint	■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.
	■ Check if the Replace Toner Setting is set to Continue (Continue mode) by pressing **Menu**, **1**, **7**. (See Advanced User's Guide: *Toner settings*.)
	■ Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. (See Product Safety Guide: *Choose a safe location for your product*.)
	■ If the whole page is too light, Toner Save mode may be on. Turn off Toner Save in the machine's menu settings or (for FAX-2950) **Toner Save Mode** in the printer **Properties** (or **Preferences**) of the driver. (See Advanced User's Guide: *Toner save* or Software User's Guide: *Advanced tab*.)
	■ Clean the corona wire of the drum unit. (See *Cleaning the corona wire* ▶▶ page 66.)
	■ Put in a new toner cartridge. (See *Replacing the toner cartridge* ▶▶ page 54.)
	■ Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
	■ Adjust the Print Density by pressing **Menu**, **2**, **1**, **6** (for FAX-2950) or **Menu**, **2**, **1**, **7** (for FAX-2840) and then press ▶ to make the print darker. (See Advanced User's Guide: *Setting the Print Density*.)

Examples of poor print quality	Recommendation
ABCDEFGH **abcdefghijk** **A B C D** **a b c d e** **0 1 2 3 4** **Gray background**	■ Make sure that you use paper that meets our specifications. (See *Acceptable paper and other print media* ▶▶ page 19.) ■ Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. (See Product Safety Guide: *Choose a safe location for your product*.) ■ Clean the drum surface. (See *Cleaning the drum unit* ▶▶ page 68.) ■ Put in a new toner cartridge. (See *Replacing the toner cartridge* ▶▶ page 54.) ■ Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
B **B** **B** **Ghost**	■ Make sure that you use paper that meets our specifications. Rough-surfaced paper or thick print media may cause this problem. (See *Acceptable paper and other print media* ▶▶ page 19.) ■ Make sure that you choose the appropriate media type in the printer driver (for FAX-2950) or in the machine's Paper Type menu setting. (See *Acceptable paper and other print media* ▶▶ page 19 and Software User's Guide: *Basic Tab*.) ■ (For FAX-2950) Choose **Reduce Ghosting** mode in the printer driver. (See Software User's Guide: *Ghost Reduction Setting*.) ■ Put in a new toner cartridge. (See *Replacing the toner cartridge* ▶▶ page 54.) ■ Clean the drum surface. (See *Cleaning the drum unit* ▶▶ page 68.) ■ Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.) ■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.
ABCDEFGH **abcdefghijk** **A B C D** **a b c d e** **0 1 2 3 4** **Toner specks**	■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. (See *Acceptable paper and other print media* ▶▶ page 19.) ■ Clean the corona wire and the drum unit. (See *Cleaning the corona wire* ▶▶ page 66 and *Replacing the drum unit* ▶▶ page 59.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.) ■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.

B

Examples of poor print quality	Recommendation
Hollow print	■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. (See *Acceptable paper and other print media* ▶▶ page 19.)
	■ Choose **Thick Paper** mode in the printer driver (FAX-2950), choose Thick in the machine's Paper Type menu setting or use thinner paper than you are currently using. (See *Paper Type* ▶▶ page 19 and Software User's Guide: *Basic Tab*.)
	■ Check the machine's environment. Conditions such as high humidity can cause hollow print. (See Product Safety Guide: *Choose a safe location for your product*.)
	■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
All black	■ Clean the corona wire inside the drum unit by sliding the green tab. Be sure to return the green tab to the home position (▲). (See *Cleaning the corona wire* ▶▶ page 66.)
	■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
	■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.
White lines across the page	■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause problems.
	■ Make sure that you choose the appropriate media type in the printer driver (for FAX-2950) or in the machine's Paper Type menu setting. (See *Acceptable paper and other print media* ▶▶ page 19 and Software User's Guide: *Basic Tab*.)
	■ The problem may disappear by itself. Print multiple pages to clear this problem, especially if the machine has not been used for a long time.
	■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
Lines across the page	■ Clean the corona wire of the drum unit. (See *Cleaning the corona wire* ▶▶ page 66.)
	■ Clean the drum surface. (See *Cleaning the drum unit* ▶▶ page 68.)
	■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)

Examples of poor print quality	Recommendation
  White lines, bands or ribbing across the page	■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem (See Product Safety Guide: *Choose a safe location for your product*.) ■ Clean the drum surface. (See *Cleaning the drum unit* ▶▶ page 68.) ■ If the problem is not solved after printing a few pages, put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
 94 mm 94 mm **White Spots on black text and graphics at 94 mm intervals** 94 mm 94 mm **Black Spots at 94 mm intervals**	■ Make ten copies of a blank, white sheet of paper. (See *How to copy* ▶▶ page 45.) If the problem is not solved, the drum unit may have glue from a label stuck on the surface of the drum roller. Clean the drum unit. (See *Cleaning the drum unit* ▶▶ page 68.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
  Black toner marks across the page	■ If you use label sheets for laser printers, the glue from the sheets may sometimes stick to the surface of the drum roller. Clean the drum unit. (See *Cleaning the drum unit* ▶▶ page 68.) ■ Make sure that you use paper that meets our specifications. (See *Acceptable paper and other print media* ▶▶ page 19.) ■ Do not use paper that has clips or staples because they will scratch the surface of the drum. ■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged. ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See *Replacing the toner cartridge* ▶▶ page 54.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
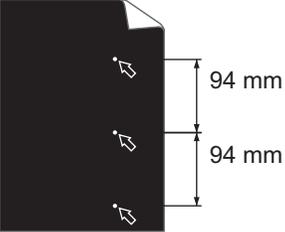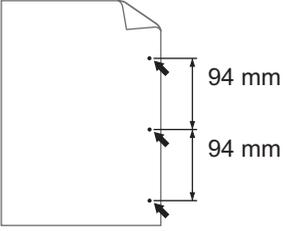
B

Examples of poor print quality	Recommendation
Black lines down the page **Printed pages have toner stains down the page.**	■ Clean the corona wire inside the drum unit by sliding the green tab. (See *Cleaning the corona wire* ▶▶ page 66.) ■ Make sure the green tab of the corona wire is at the home position (▲). ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.) ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See *Replacing the toner cartridge* ▶▶ page 54.) ■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.
White lines down the page	■ Check if the Replace Toner Setting is set to Continue (Continue mode), by pressing **Menu**, **1**, **7**. (See Advanced User's Guide: *Toner Settings*.) ■ Make sure that foreign material such as a torn piece of paper, sticky notes or dust are not inside the machine or around the drum unit and toner cartridge. ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See *Replacing the toner cartridge* ▶▶ page 54.) ■ The drum unit may be damaged. Put in a new drum unit. (See *Replacing the drum unit* ▶▶ page 59.)
The print is skewed on the page.	■ Make sure that the paper or other print media is loaded correctly in the paper tray and that the guides are not too tight or too loose against the paper stack. ■ Set the paper guides correctly. (See *Loading paper* ▶▶ page 12.) ■ If you are using the manual feed slot, see *Loading paper in the manual feed slot* ▶▶ page 14. ■ The paper tray may be too full. (See *Loading paper* ▶▶ page 12.) ■ Check the paper type and quality. (See *Acceptable paper and other print media* ▶▶ page 19.) ■ Check for loose objects such as torn paper inside the machine. ■ Verify that the two green envelope levers inside the back cover are set to the same position. ■ Verify that the two grey Anti-Curl Levers inside the back cover are set to the same position.

Examples of poor print quality	Recommendation
ABCDEFGH abcdefghijk A B C D a b c d e 0 1 2 3 4 **Curled or wavy**	■ Check the paper type and quality. High temperatures and high humidity will cause paper to curl. (See *Acceptable paper and other print media* ▶▶ page 19.) ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. ■ Open the back cover (face-up output tray) for the machine to eject printed pages onto the face-up output tray. ■ (For FAX-2950) Choose **Reduce Paper Curl** mode in the printer driver when you do not use our recommended paper. (See Software User's Guide: *Other Print Options* (for Windows®) or *Print Settings* (for Macintosh).)
ABCDEFGH abcdefghijk A B C D a b c d e 0 1 2 3 4 **Wrinkles or creases**	■ Make sure that the paper is loaded correctly. (See *Loading paper* ▶▶ page 12.) ■ Check the paper type and quality. (See *Acceptable paper and other print media* ▶▶ page 19.) ■ Turn over the stack of paper in the tray or try rotating the paper 180° in the input tray.
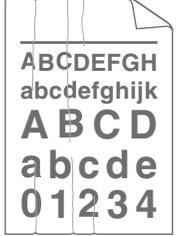
B

Examples of poor print quality	Recommendation
Envelope creases	■ Make sure that the two green envelope levers inside the back cover are pulled down when you are printing on envelopes. **📝 Note** When you have finished printing, open the back cover and reset the two green levers back to their original position.
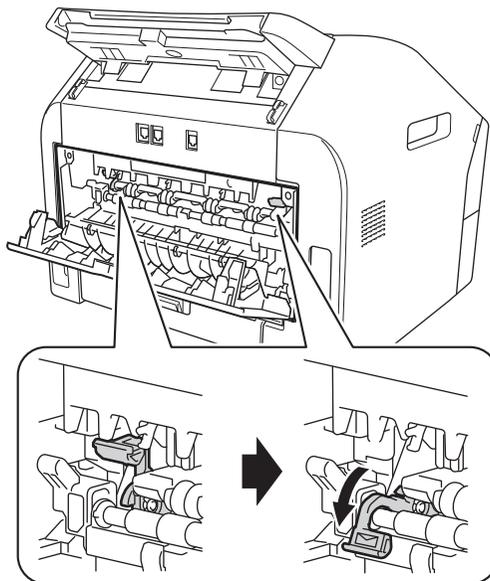
Examples of poor print quality	Recommendation
Poor fixing	■ Open the back cover and make sure that the two green envelope levers on the left and right hand sides are in the up position. ■ (For FAX-2950) Choose **Improve Toner Fixing** mode in the printer driver. (See Software User's Guide: *Other Print Options* (for Windows®) or *Print Settings* (for Macintosh).) If this selection does not provide enough improvement, select **Thicker Paper** in **Media Type** settings.
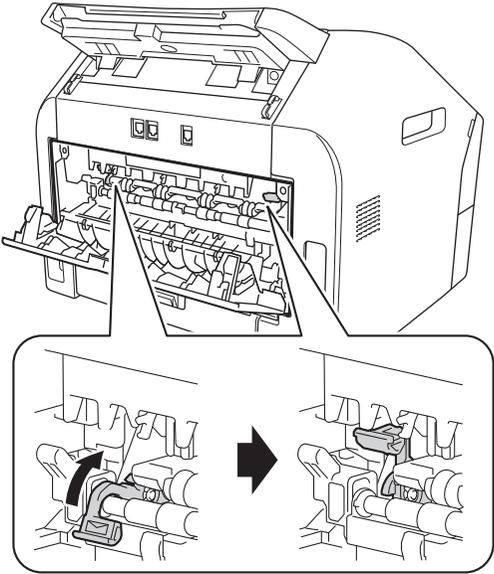
Examples of poor print quality	Recommendation
ABCDEFGH abcdefghijk A B C D a b c d e 0 1 2 3 4 **Curled**	■ (For FAX-2950) Choose **Reduce Paper Curl** mode in the printer driver when you do not use our recommended paper. (See Software User's Guide: *Other Print Options* (for Windows®) or *Print Settings* (for Macintosh).) ■ Turn the paper over in the paper tray, and print again. (Excluding letterhead paper) If the problems remains, switch the Anti-Curl Levers as follows: 1 Open the back cover. 2 Lift the levers (1) and slide the two grey levers (2) in the direction of the arrow.
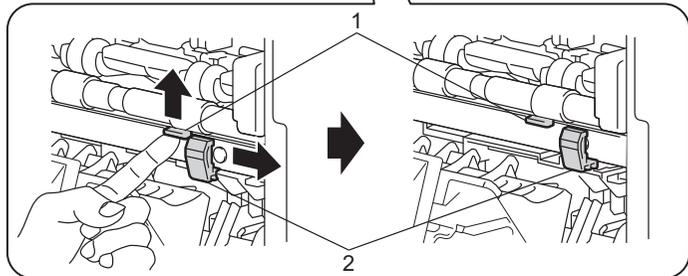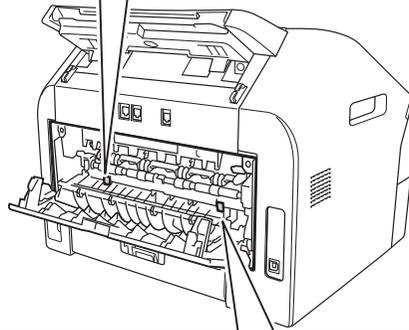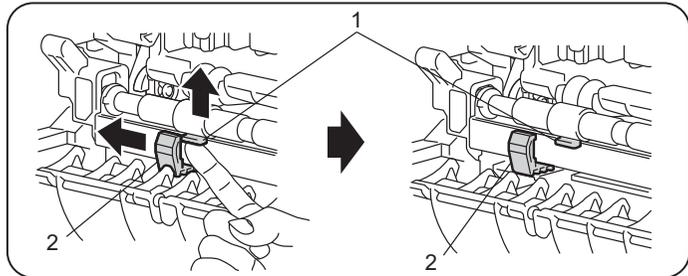
Machine Information

Checking the Serial Number

You can see the machine's Serial Number on the LCD.

1 Press **Menu**, **5**, **1**.

2 The machine will display the machine's Serial Number on the LCD.

3 Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1 Address & Fax

Address & Fax resets the following settings:

■ Address Book

(One Touch Dial/Speed Dial/Setup Groups)

■ Programmed fax jobs in the memory

(Polled TX, Delayed Fax)

■ Station ID

(name and numbers)

■ Coverpage Note

(comments)

■ Remote Fax Options

(Remote Access Code, Fax Storage, Fax Forwarding and PC-FAX [1])

■ Report settings

(Transmission Verification Report/ Tel Index List/Fax Journal)

■ Setting Lock password

[1] For FAX-2950

2 All Settings

You can reset all the machine's settings back to the factory default.

Brother strongly recommends you perform this operation when you dispose of the machine.

Note

Unplug the interface cable before you choose All Settings.

B

How to reset the machine

1. Press **Menu**, **0**.

2. Press ▲ or ▼ to display Reset.
   Press **OK**.

3. Press ▲ or ▼ to choose the type of reset
   function - Address & Fax or All
   Settings.
   Press **OK**.

4. Do one of the following:

   ■ To reset the settings, press **1** and go
     to step ⑤.

   ■ To exit without making changes,
     press **2** and go to step ⑥.

5. You will be asked to confirm you want to
   reboot the machine. Do one of the
   following:

   ■ To reboot the machine press **1**. The
     machine will begin the reset.

   ■ To exit without rebooting the
     machine, press **2**. Go to step ⑥.

6. Press **Stop/Exit**.

Menu and features

On-screen programming

Your machine has been designed to be easy to use. The LCD provides on-screen programming using the menu keys.

We have created step by step on-screen instructions to help you program your machine. Simply follow the steps as they guide you through the menu selections and programming options.

Menu table

You can program your machine by using the *Menu table* ▶▶ page 112. These pages list the menu selections and options. Press **Menu** followed by the menu numbers to program your machine. For example, to set Beeper volume to Low:

1. Press **Menu**, **1**, **3**, **2**.

2. Press ▲ or ▼ to choose Low.

3. Press **OK**.

4. Press **Stop/Exit**.

How to access the menu mode

1. Press **Menu**.

2. Choose an option.
   - Press **1** for General Setup menu.
   - Press **2** for Fax menu.
   - Press **3** for Copy menu.
   - Press **4** for Print Reports menu.
   - Press **5** for Machine Info. menu.
   - Press **9** for Service menu.[1]
   - Press **0** for Initial Setup menu.

   [1] This will appear only when the LCD shows an error message.
   You can also scroll through each menu level by pressing ▲ or ▼ for the direction you want.

3. Press **OK** when the option you want appears on the LCD.
   The LCD will then show the next menu level.

4. Press ▲ or ▼ to scroll to your next menu selection.

5. Press **OK**.
   When you have finished setting an option, the LCD will show Accepted.

6. Press **Stop/Exit** to exit Menu mode.

Menu table

The default settings are shown in Bold with an asterisk.

| Choose & OK | Choose & OK | To accept | To exit |

Menu ➡ ▲▼ ➡ OK ➡ ▲▼ ➡ OK ➡ OK | Stop/Exit

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup	**1.Mode Timer**	—	—	0 Sec 30 Secs 1 Min **2 Mins*** 5 Mins Off	Sets the time to return to Fax mode.	See ◆.
	2.Paper	**1.Paper Type**	—	Thin **Plain*** Thick Thicker Recycled Paper Label	Sets the type of paper in the paper tray.	19
		2.Paper Size	—	**A4*** Letter Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the size of the paper in the paper tray.	19
◆ See Advanced User's Guide.						
📝 The default settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	**3.Volume**	**1.Ring**	—	Off Low **Med*** High	Adjusts the ring volume.	11
		2.Beeper	—	Off Low **Med*** High	Adjusts the volume level of the beeper.	11
		3.Speaker	—	Off Low **Med*** High	Adjusts the speaker volume.	11
	4.Ecology	**1.Toner Save**	—	On **Off***	Increases the page yield of the toner cartridge.	See ◆.
		2.Sleep Time	—	Range varies depending on models. **03Min***	Conserves power.	
	5.LCD Contrast	—	—	–□□□□■+ –□□□■□+ –□□■□□+* –□■□□□+ –■□□□□+	Adjusts the contrast of the LCD.	
	6.Security	**1.TX Lock** (FAX-2840)	—	—	Prohibits most operations except receiving faxes.	
		1.Mem Security (FAX-2950)	—	—	Prohibits most operations except receiving faxes into the memory.	
		2.Setting Lock	—	—	Stops unauthorized users from changing the machine's current settings.	
	7.Replace Toner	—	—	Continue **Stop***	Sets the machine to continue printing until the machine's LCD shows Toner Ended.	
	◆See Advanced User's Guide.					
	📝 The default settings are shown in Bold with an asterisk.					

C

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax	**1.Setup Receive** (In Fax mode only)	**1.Ring Delay**	(02 – 08) **02***	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	31
		2.F/T Ring Time	20 Secs **30 Secs*** 40 Secs 70 Secs	Sets the fast/double-ring time in Fax/Tel mode.	31
		3.Fax Detect	**On*** Semi** Off (**For Middle East)	Receives fax messages without pressing **Start**.	32
		4.Remote Codes	On (✲51, #51) **Off***	Allows you to answer all calls at extension telephones and use codes to turn the machine on or off. You can personalize these codes.	39
		5.Auto Reduction	**On*** Off	Cuts the size of incoming faxes.	See ◆.
		6.Memory Receive (FAX-2840)	**On*** Off	Automatically stores any incoming faxes in its memory if it runs out of paper.	
		7.Print Density (FAX-2840) **6.Print Density** (FAX-2950)	–☐☐☐☐■+ –☐☐☐■☐+ –☐☐■☐☐+* –☐■☐☐☐+ –■☐☐☐☐+	Makes printouts darker or lighter.	
		8.Polling RX (FAX-2840) **7.Polling RX** (FAX-2950)	**Standard*** Secure Timer	Sets up your machine to poll another fax machine.	
		9.Fax Rx Stamp (FAX-2840) **8.Fax Rx Stamp** (FAX-2940)	On **Off***	Prints the received time and date on the top of the received faxes.	
◆ See Advanced User's Guide.					
✎ The default settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	**2.Setup Send** (In Fax mode only)	**1.Contrast**	**Auto*** Light Dark	Changes the lightness or darkness of faxes you send.	See ◆.
		2.Fax Resolution	**Standard*** Fine S.Fine Photo	Sets the default resolution for outgoing faxes.	
		3.Delayed Fax	Set Time=00:00	Sets the time of day in 24 hour format that the delayed faxes will be sent.	
		4.Batch TX	On **Off***	Combines delayed faxes going to the same fax number at the same time of day into one transmission.	
		5.Real Time TX	Next Fax:On Next Fax:Off On **Off***	Sends a fax without using the memory.	
		6.Polled TX	**Standard*** Secure	Sets up your machine with a document to be retrieved by another fax machine.	
		7.Coverpg Setup	Next Fax:On Next Fax:Off On **Off*** Print Sample	Automatically sends a cover page you have programmed.	
		8.Coverpage Note	—	Sets up your own comments for the fax cover page.	
		9.Overseas Mode	On **Off***	If you are having difficulty sending faxes overseas, set this to On.	
	◆See Advanced User's Guide.				
	📝 The default settings are shown in Bold with an asterisk.				

C

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	**3.Address Book**	**1.One Touch Dial**	—	Stores up to 22 One Touch Dial numbers, so you can dial by pressing one key (and **Start**.)	41
		2.Speed Dial	—	Stores up to 200 Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**.)	41
		3.Setup Groups	—	Sets up to 8 Group numbers for Broadcasting.	See ◆.
	4.Report Setting	**1.XMIT Report**	On On+Image **Off*** Off+Image	Turns the Transmission Verification Report On or Off.	28
		2.Journal Period	**Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days Off	Sets the interval for automatic printing of the Fax Journal.	See ◆.
	5.Remote Fax Opt	**1.Forward/Store**	Fax Forward Fax Storage PC Fax Receive (for FAX-2950) **Off***	Sets the machine to forward fax messages, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC.	
		(Backup Print)		If you choose Fax Forward, you can turn on the safety feature Backup Print.	
		2.Remote Access	---*	Sets your own code for Remote Retrieval.	
		3.Print Document	—	Prints incoming faxes stored in the memory.	
	◆See Advanced User's Guide.				
	📝 The default settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	**6.Dial Restrict.**	**1.Dial Pad**	Enter # twice On **Off***	You can set the machine to restrict dialling when using the dial pad.	See ◆.
		2.One Touch Dial	Enter # twice On **Off***	You can set the machine to restrict the dialling of One Touch numbers.	
		3.Speed Dial	Enter # twice On **Off***	You can set the machine to restrict the dialling of Speed Dial numbers.	
	7.Remaining Jobs	—	—	You can check which jobs are in the memory and lets you cancel scheduled jobs.	
	0.Miscellaneous	**1.Compatibility**	**High*** Normal Basic(for VoIP)	Adjusts the equalization for transmission difficulties. VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic(for VoIP).	99
◆ See Advanced User's Guide.					
📝 The default settings are shown in Bold with an asterisk.					

C

Level 1	Level 2	Level 3	Options	Descriptions	Page
3.Copy	**1.Quality**	—	**Auto*** Text Photo Graph	You can choose the Copy resolution for your type of document.	See ◆.
	2.Brightness	—	–□□□□■+ –□□□■□+ –□□■□□+* –□■□□□+ –■□□□□+	Adjust the brightness for copies.	
	3.Contrast	—	–□□□□■+ –□□□■□+ –□□■□□+* –□■□□□+ –■□□□□+	Adjusts the contrast for copies.	
	◆ See Advanced User's Guide.				
	📝 The default settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	Page
4.Print Reports	**1.XMIT Verify**	**1.View on LCD**	—	You can view the Transmission Verification Report for your last 200 outgoing faxes and print the last report.	See ◆.
		2.Print Report	—		
	2.Tel Index List	**1.Numeric**	—	Lists names and numbers stored in the One Touch and Speed Dial memory, in numerical or alphabetical order.	
		2.Alphabetic	—		
	3.Fax Journal	—	—	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)	
	4.User Settings	—	—	Lists your settings.	
	◆ See Advanced User's Guide.				
	📝 The default settings are shown in Bold with an asterisk.				

118

Level 1	Level 2	Level 3	Options	Descriptions	Page
5.Machine Info.	**1.Serial No.**	—	—	You can check the serial number of your machine.	109
	2.Page Counter	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See ◆.
	3.Drum Life	—	—	You can check the percentage of a Drum life that remains available.	
◆ See Advanced User's Guide.					
✎ The default settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
0.Initial Setup	**1.Receive Mode**	—	**Fax Only*** Fax/Tel External TAD Manual	You can choose the receive mode that best suits your needs.	29
	2.Date&Time	**1.Date&Time**	—	Puts the date and time on the LCD and in headings of faxes you send.	See ‡.
		2.Auto Daylight	On **Off***	Changes for Daylight Savings Time automatically.	See ◆.
	3.Station ID	—	Fax: Tel: Name:	Sets your name and fax number to appear on each page you fax.	See ‡.
	4.Tone/Pulse	—	**Tone*** Pulse	Chooses the dialling mode.	
	5.Dial Tone	—	Detection **No Detection***	You can shorten the dial tone detect pause.	99
	6.Phone Line Set	—	**Normal*** ISDN PBX	Chooses the phone line type.	35
◆ See Advanced User's Guide.					
‡ See Quick Setup Guide.					
✎ The default settings are shown in Bold with an asterisk.					

C

Level 1	Level 2	Level 3	Options	Descriptions	Page
0.Initial Setup (Continued)	**7.Reset**	**1.Address & Fax**	1.Reset 2.Exit	Restores all stored phone numbers and fax settings.	109
		2.All Settings	1.Reset 2.Exit	Restores all the machine's settings to factory default.	109

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The default settings are shown in Bold with an asterisk.

Entering text

When setting certain menu selections, such as the Station ID, you will need to type text characters. The dial pad keys have letters printed on them. The keys: **0**, **#** and ✳ do *not* have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

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

Inserting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between letters.

Making corrections

If you entered a character incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and then press **Clear**.

Repeating letters

To enter a letter on the same key as the previous letter, press ▶ to move the cursor right before pressing the key again.

Special characters and symbols

Press ✳, **#** or **0**, then press ◀ or ▶ to move the cursor to the symbol or character you want. Press **OK** to choose it. The symbols and characters below will appear depending on your menu selection.

|		
Press ✳	for	(space) ! " # $ % & ' ( ) ✳ + , - . / €
Press **#**	for	: ; < = > ? @ [ ] ^ _
Press **0**	for	Ä Ë Ö Ü À Ç È É 0

D Specifications

General

Note

This chapter provides a summary of the machines' specifications. For additional specifications visit us at http://www.brother.com/ for details.

Model		FAX-2840	FAX-2950
Printer Type		Laser	
Print Method		Electrophotographic Laser Printer	
Memory Capacity		16 MB	
LCD (liquid crystal display)		16 characters × 2 lines	
Power Source		220 - 240 V AC 50/60Hz	
Power Consumption [1] **(Average)**	Peak	Approx. 1080 W at 25 °C	
	Copying [2]	Approx. 420 W at 25 °C	
	Ready	Approx. 55 W at 25 °C	
	Deep Sleep	Approx. 1.5 W	
Dimensions		311 mm 368 mm 360 mm	
Weights (with consumables)		(For South Africa) 8.8 kg (For Middle East) 9.0 kg	9.0 kg
Noise level	Sound power	Operating (Printing)	L_{WAd} = 6.18 B (A)	
		Standby	L_{WAd} = 4.25 B (A)	
	Sound pressure	Operating (Printing)	L_{PAm} = 53 dB (A)	
		Standby	L_{PAm} = 30 dB (A)	
Temperature	Operating	10 to 32.5 °C	
	Storage	0 to 40 °C	
Humidity	Operating	20 to 80% (without condensation)	
	Storage	10 to 90% (without condensation)	

[1] USB connection to PC

[2] When making a copy from one sheet

Model	FAX-2840	FAX-2950
ADF (automatic document feeder)	Up to 20 pages (80 g/m^2)	

Document Size

Model		FAX-2840	FAX-2950
Document Size (Single-sided)	Width	147.3 to 215.9 mm	
	Length	147.3 to 355.6 mm	

Print media

Model			FAX-2840	FAX-2950
Paper Input	Paper Tray	Paper Type	Plain paper, Thin paper or Recycled paper	
		Paper Size	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive, Legal, Folio	
		Paper Weight	60 to 105 g/m^2	
		Maximum Paper Tray Capacity	Up to 250 sheets of 80 g/m^2 Plain paper	
	Manual Feed Slot (Manual)	Paper Type	Envelope, Labels [1], Thin paper, Thick paper, Recycled paper, Bond paper or Plain paper	
		Paper Size	Width: 76.2 to 216 mm Length: 116 to 406.4 mm	
		Paper Weight	60 to 163 g/m^2	
		Maximum Paper Tray Capacity	One sheet at a time of 80 g/m^2 Plain paper	
Paper Output	Face-Down Output Tray		Up to 100 sheets of 80 g/m^2 Plain paper	
	Face-Up Output Tray		One sheet (*face up* print delivery to the *Face up* output tray)	

[1] For labels, we recommend removing each printed label sheet from the output paper tray immediately after it exits the machine to avoid the possibility of smudging.

Fax

Model		FAX-2840	FAX-2950
Compatibility		ITU-T Super Group 3	
Modem Speed		33,600 bps (with Automatic Fallback)	
Scanning Width		Max. 208 mm	
Printing Width		Max. 208 mm	
Greyscale		8 bit/256 levels	
Resolution	Horizontal	8 dot/mm	
	Vertical	Standard: 3.85 line/mm	
		Fine: 7.7 line/mm	
		Photo: 7.7 line/mm	
		Superfine: 15.4 line/mm	
One Touch Dial		22 (11 $\times$ 2)	
Speed Dial		200 stations	
Groups		Up to 8	
Broadcasting		272 stations	
Automatic Redial		3 times at 5 minute intervals	
Memory Transmission		Up to 400 [1] pages	Up to 500 [1] pages
Out of Paper Reception		Up to 400 [1] pages	Up to 500 [1] pages

[1]   'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

D

Copy

Model	FAX-2840	FAX-2950
Colour/Monochrome	Monochrome	
Copy Width	Max. 204 mm (A4 size)	
Multiple Copies	Stacks or Sorts up to 99 pages	
Reduce/Enlarge	25% to 400% (in increments of 1%)	
Resolution	Up to 300 $\times$ 600 dpi	
First Copy Out Time	Less than 12 seconds (from the Ready mode and standard tray)	Less than 11 seconds (from the Ready mode and standard tray)

Scanner (For FAX-2950)

Model	FAX-2950
Color/Monochrome	Monochrome
TWAIN Compliant	Yes (Windows® XP / Windows® XP Professional x64 Edition / Windows Vista® / Windows® 7 / Mac OS X 10.5.8, 10.6.x, 10.7.x [1])
WIA Compliant	Yes (Windows® XP / Windows Vista® / Windows® 7)
ICA Compliant	Yes (Mac OS X 10.6.x and 10.7.x [1])
Resolution	Up to 19200 × 19200 dpi (interpolated) [2]
	Up to 600 × 600 dpi (optical) [2]
Scanning Width	Max. 204 mm
Gray Scale	256 levels

[1]   For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com/.

[2]   Maximum 1200 x 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)

D

Printer (For FAX-2950)

Model	FAX-2950
Resolution	HQ1200 (2400 × 600 dpi) quality, 600 dpi × 600 dpi
Print Speed	Up to 24 pages/minute (A4 size) [1]
First Print Out Time	Less than 8.5 seconds (from Ready mode and standard tray)

[1] The print speed may vary depending on the type of document you print.

📝 Note

(FAX-2840 only)
You can download the printer driver from the Brother Solutions Center at
http://solutions.brother.com/.

Model	FAX-2840
Resolution	HQ1200 (2400 × 600 dpi) quality, 600 dpi × 600 dpi
Print Speed	Up to 20 pages/minute (A4 size) [1]
First Print Out Time	Less than 10.0 seconds (from Ready mode and standard tray)

[1] The print speed may vary depending on the type of document you print.

Interfaces

Model	FAX-2840	FAX-2950
USB	Hi-Speed USB 2.0 [1] [2]	
	Use a USB 2.0 cable (Type A/B) that is no longer than 6 feet (2.0 meters) long.	

[1]   Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

[2]   Third party USB ports are not supported.

Consumable items

Model		FAX-2840	FAX-2950	Order No.
Toner Cartridge	Inbox	Approx. 1,200 pages (A4) [1]		—
	Standard	Approx. 1,200 pages (A4) [1]		TN-2260
	High Yield	Approx. 2,600 pages (A4) [1]		TN-2280
Drum Unit		Approx. 12,000 pages (A4) [2]		DR-2255

[1]   Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

[2]   Drum yield is approximate, and may vary by type of use.

Note

• Brother does not recommend the use of consumables other than genuine Brother consumables.

• Your machine warranty may not cover any damage arising from the use of non genuine Brother consumables.

D

Computer requirements (For FAX-2950)

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		**Processor Minimum Speed**	**Minimum RAM**	Recommended **RAM**	**Hard Disk Space to install**		**Supported PC Software Functions**	**Supported PC Interface** [2]
					For Drivers	**For** Applications		
Windows® Operating System	Windows® XP Home [1] [4] Windows® XP Professional [1] [4]	Intel® Pentium® II or equivalent	128 MB	256 MB	150 MB	500 MB	Printing, PC-Fax [3], Scanning	USB
	Windows® XP Professional x64 Edition [1] [4]	64-bit (Intel®64 or AMD64) supported CPU	256 MB	512 MB				
	Windows Vista® [1] [4]	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.2 GB		
	Windows® 7 [1] [4]	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)	650 MB			
Macintosh Operating System	Mac OS X 10.5.8	PowerPC G4/G5 Intel® Processor	512 MB	1 GB	80 MB	400 MB	Printing, PC-Fax Send [3], Scanning	USB
	Mac OS X 10.6.x	Intel® Processor	1 GB	2 GB				
	Mac OS X 10.7.x	Intel® Processor	2 GB	2 GB				

[1]   For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

²   Third-party USB ports are not supported.

³   PC-Fax supports black and white only.

⁴   Nuance™ PaperPort™ 12SE supports Microsoft® SP3 or higher for Windows® XP and SP2 or higher for Windows Vista® and Windows® 7.

For the latest driver updates, visit us at http://solutions.brother.com/.

All trademarks, brand and product names are the property of their respective companies.

D

E Index

E

brother

These machines are approved for use in the country of purchase only. Local Brother companies or their dealers will only support machines purchased in their own countries.