

brother®

# ADVANCED USER'S GUIDE

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MFC-9970CDW

Version A

USA/CAN

# User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
<b>Safety and Legal</b>	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
<b>Quick Setup Guide</b>	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the Box
<b>Basic User's Guide</b>	Learn the basic Fax, Copy, Scan and Direct Print operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box
<b>Advanced User's Guide</b>	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / Documentation CD-ROM / In the Box
<b>Software User's Guide</b>	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup, PC-Fax, and using the Brother ControlCenter utility.	PDF file / Documentation CD-ROM / In the Box
<b>Network Glossary</b>	This Guide provides basic information about advanced network features of Brother machines along with explanations about general networking and common terms.	PDF file / Documentation CD-ROM / In the Box
<b>Network User's Guide</b>	This Guide provides useful information about wired and wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	PDF file / Documentation CD-ROM / In the Box

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## Memory storage

Your menu settings are stored permanently, and in the event of a power failure will *not* be lost. Temporary settings (for example, Contrast, Overseas Mode) *will* be lost. Also, during a power failure the machine will retain the date and time and programmed fax timer jobs (for example, Delayed Fax) for approximately 60 hours. Other fax jobs in the machine memory will not be lost.

## Volume settings

### Ring volume

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

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display General Setup.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display Volume.  
Press **Volume**.
- 4 Press **Ring**.
- 5 Press **Low**, **Med**, **High** or **Off**.
- 6 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**.
- 2 Press ▲ or ▼ to display **General Setup**.  
Press **General Setup**.
- 3 Press ▲ or ▼ to display **Volume**.  
Press **Volume**.
- 4 Press **Beeper**.
- 5 Press **Low, Med, High or Off**.
- 6 Press **Stop/Exit**.

## Speaker volume

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

- 1 Press **MENU**.
- 2 Press ▲ or ▼ to display **General Setup**.  
Press **General Setup**.
- 3 Press ▲ or ▼ to display **Volume**.  
Press **Volume**.
- 4 Press **Speaker**.
- 5 Press **Low, Med, High or Off**.
- 6 Press **Stop/Exit**.

You can also temporarily adjust the speaker volume by pressing **Hook**.

- 1 Press **Hook** on the control panel.
- 2 Press ◀ or ▶ on the Touchscreen to display **Volume**.
- 3 Press **Volume**.
- 4 Press  to decrease or  to increase the speaker volume level. Each button press changes the volume to the next setting.
- 5 Press **Hook** on the control panel.

## Automatic daylight savings time

You can set the machine to change automatically for Daylight Savings Time. It will set itself forward one hour in the Spring, and back one hour in the Fall.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Initial Setup**.  
Press **Initial Setup**.
- 3 Press **▲** or **▼** to display **Date&Time**.  
Press **Date&Time**.
- 4 Press **Auto Daylight**.
- 5 Press **On** or **Off**.
- 6 Press **Stop/Exit**.

## Ecology features

### Toner Save

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

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Ecology**.  
Press **Ecology**.
- 4 Press **Toner Save**.
- 5 Press **On** or **Off**.
- 6 Press **Stop/Exit**.



#### Note

We do not recommend Toner Save for printing Photo or Gray Scale images.

## Sleep mode

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The Sleep Mode Setting can reduce power consumption. When the machine is in Sleep Mode (Power Save mode) it acts as though it were turned off. Receiving data or starting an operation wakes up the machine from Sleep mode to Ready mode.

The timer will restart if any operation is carried out on the machine, such as receiving a fax or computer data or making a copy. The default setting is 3 minutes.

When the machine goes into Sleep mode, the LCD back light turns off.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Ecology**.  
Press **Ecology**.
- 4 Press **Sleep Time**.
- 5 Using the dial pad on the Touchscreen, enter the length of time the machine will remain idle before entering sleep mode.  
Press **OK**.
- 6 Press **Stop/Exit**.

## Deep Sleep mode

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If the machine is in Sleep mode and does not receive any jobs for a certain length of time, the machine will go into Deep Sleep mode automatically. Deep Sleep mode uses less power than Sleep mode. The machine will wake up and start warming up when the machine receives a fax or computer data, or when you press the Touchscreen or a key on the control panel.

When the machine is in Deep Sleep mode, the LCD backlight is Off and the mode keys are dimmed.

If a wireless network is enabled, the machine will not enter Deep Sleep mode. To disable the wireless network, see *Chapter 5* in the *Network User's Guide*.

If the machine has secure print data it will not enter Deep Sleep mode.

## LCD screen

### Setting the backlight brightness

You can adjust the brightness of the LCD backlight. If you are having difficulty reading the LCD, try changing the brightness setting.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **LCD Settings**.  
Press **LCD Settings**.
- 4 Press **Backlight**.
- 5 Press **Light**, **Med** or **Dark**.
- 6 Press **Stop/Exit**.

### Setting the Dim Timer for the backlight

You can set how long the LCD backlight stays on after you go back to the Ready screen.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **LCD Settings**.  
Press **LCD Settings**.
- 4 Press **Dim Timer**.
- 5 Press **Off**, **10 Secs**, **20 Secs** or **30 Secs**.
- 6 Press **Stop/Exit**.

## Dial Prefix

The Dial Prefix setting will automatically dial a predefined number before every fax number you dial. For example: If your telephone system requires a 9 to dial an outside number use this setting to automatically dial 9 for every fax you send.

### Setting up the prefix number

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Initial Setup**.  
Press **Initial Setup**.
- 3 Press **▲** or **▼** to display **Dial Prefix**.  
Press **Dial Prefix**.
- 4 Do one of the following:
  - If you want to set the dial prefix feature to on, press **On**. Go to step 5.
  - If you want to set the dial prefix feature to off, press **Off**. Go to step 7.
- 5 Press **Dial Prefix**.
- 6 Enter the prefix number (up to 5 digits) by pressing the buttons on the Touchscreen.  
Press **OK**.



#### Note

- You can use the numbers and symbols 0 to 9, #, and \*. (You cannot use ! with any other numbers or symbols.)
- If your telephone system requires a time break recall (hookflash), press ! to enter the break.
- (Canada only) If pulse dialing mode is on, # and \* are not available to use.

- 7 Press **Stop/Exit**.

## Changing the prefix number

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Initial Setup**.  
Press **Initial Setup**.
- 3 Press **▲** or **▼** to display **Dial Prefix**.  
Press **Dial Prefix**.
- 4 Press **On** (or **Off**).  
You can turn off the prefix number by pressing **Off**. The prefix number will remain off until you press **On**.
- 5 Press **Dial Prefix**.
- 6 Do one of the following using the buttons on the Touchscreen.
  - To change the prefix number, press **◀** or **▶** to position the cursor under the digit to be deleted and press the **Back Space** button . Then press the correct digit.  
  
Repeat until the prefix number is correct, and then press **OK**.
  - To exit without making a change, press **OK**.



### Note

- You can use the numbers and symbols 0 to 9, #, and \*. (You cannot use ! with any other numbers or symbols.)
- If your telephone system requires a time break recall (hookflash), press ! to enter the break.
- (Canada only) If pulse dialing mode is on, # and \* are not available to use.

- 7 Press **Stop/Exit**.

## Mode Timer

The machine has three mode keys on the control panel: **FAX**, **SCAN**, and **COPY**.

You can set how much time the machine takes after the last Copy or Scan operation to return to Fax mode. If you choose **Off**, the machine will stay in the mode you used last.

This setting also sets the time the machine will change from a restricted user to the Public mode when using Secure Function Lock. (See *Switching Users* on page 12.)



- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Mode Timer**.  
Press **Mode Timer**.
- 4 Press **0 Sec**, **30 Secs**, **1 Min**, **2 Mins**, **5 Mins** or **Off**.
- 5 Press **Stop/Exit**.

## Secure Function Lock 2.0

Secure Function Lock lets you restrict Public access to the following machine functions:

- Fax Tx
- Fax Rx
- Copy
- Scan
- Direct Print
- Print
- Color Print

This feature also prevents users from changing the Default settings of the machine by limiting access to the MENU settings.

Before using the security features you must first enter an administrator password.

Access to restricted operations can be enabled by creating a restricted user. Restricted users must enter a user password to use the machine.

Make a careful note of your password. If you forget it, you will have to reset the password stored in the machine. For information about how to reset the password call Brother Customer Service.



### Note

- Secure Function Lock can be set manually at the control panel or by using Web Based Management. We recommend using Web Based Management to configure this feature. For more information, see the *Network User's Guide*.
- Only administrators can set limitations and make changes for each user.
- Polling Receive is enabled only when both Fax Tx and Fax Rx are enabled.

## Setting and changing the Administrator Password

### Setting up the password

The password you set in these steps is for the administrator. This password is used to set up users and to turn Secure Function Lock on or off. (See *Setting up and changing restricted users* on page 9 and *Turning Secure Function Lock on/off* on page 11.)



#### Note

Make a careful note of the administrator password. If you enter the wrong password, the LCD will show `Wrong Password`. Re-enter the correct password. If you forget it, please call Brother Customer Service.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display `General Setup`.  
Press `General Setup`.
- 3 Press **▲** or **▼** to display `Security`.  
Press `Security`.
- 4 Press `Function Lock`.
- 5 Enter a four-digit number for the password by pressing the buttons on the Touchscreen.  
Press `OK`.
- 6 Re-enter the password when the LCD shows `Verify`.  
Press `OK`.
- 7 Press **Stop/Exit**.

### Changing the password

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display `General Setup`.  
Press `General Setup`.
- 3 Press **▲** or **▼** to display `Security`.  
Press `Security`.
- 4 Press `Function Lock`.
- 5 Press `Set Password`.
- 6 Enter the registered four-digit password by pressing the buttons on the Touchscreen.  
Press `OK`.
- 7 Enter a four-digit number for the new password by pressing the buttons on the Touchscreen.  
Press `OK`.
- 8 Re-enter the password when the LCD shows `Verify`.  
Press `OK`.
- 9 Press **Stop/Exit**.

## Setting up and changing the Public user mode

Public user mode restricts the functions that are available for Public users. Public users do not need to enter a password to access the features made available through this setting. You can set up one Public user.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Security**.  
Press **Security**.
- 4 Press **Function Lock**.
- 5 Press **Setup ID**.
- 6 Enter the administrator password by pressing the buttons on the Touchscreen.  
Press **OK**.
- 7 Press **▲** or **▼** to display **Public**.  
Press **Public**.
- 8 Do one of the following:
  - To set up the Public user, press **Enable** or **Disable** for each operation, as follows: Press **Fax Tx**. Then press **Enable** or **Disable**. After you have set **Fax Tx**, repeat these steps for **Fax Rx**, **Copy**, **Scan**, **Direct Print**, **Print and Color Print**.
  - To change the Public user settings, press **▲** or **▼** to display the setting you want to change. Press the setting and press **Enable** or **Disable**. Repeat this step until you finish changing settings.
- 9 Press **Stop/Exit**.

## Setting up and changing restricted users

You can set up users with restrictions and a password for functions that are available to them. You can set up more advanced restrictions, such as by page count or PC user login name, through Web Based Management. (For more information, see the *Network User's Guide*.) You can set up to 25 restricted users with restrictions and a password.

### Setting up restricted users

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Security**.  
Press **Security**.
- 4 Press **Function Lock**.
- 5 Press **Setup ID**.
- 6 Enter the four-digit administrator password by pressing the buttons on the Touchscreen.  
Press **OK**.
- 7 Press **▲** or **▼** to display **User01**.  
Press **User01**.
- 8 Enter the user name by pressing the buttons on the Touchscreen. (See *Entering text in Appendix C of the Basic User's Guide*.)  
Press **OK**.
- 9 Enter a four-digit user password by pressing the buttons on the Touchscreen.  
Press **OK**.

10 To set up a restricted user, press **Enable** or **Disable** for each operation, as follows: Press **Fax Tx**. Then press **Enable** or **Disable**. After you have set **Fax Tx**, repeat these steps for **Fax Rx**, **Copy**, **Scan**, **Direct Print**, **Print and Color Print**.

11 Repeat steps 7 to 10 for entering each additional user and password.

12 Press **Stop/Exit**.



### Note

You cannot use the same name as another user's name.

## Changing user name, password or settings for restricted users

1 Press **MENU**.

2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.

3 Press **▲** or **▼** to display **Security**.  
Press **Security**.

4 Press **Function Lock**.

5 Press **Setup ID**.

6 Enter the four-digit administrator password by pressing the buttons on the Touchscreen.  
Press **OK**.

7 Press **▲** or **▼** to display the existing restricted user you want to change.  
Press the user name.

8 Press **Change**.  
To change the user name, enter a new user name by pressing the buttons on the Touchscreen. (See *Entering text in Appendix C of the Basic User's Guide*.)  
Press **OK**.

9 To change the password, enter a new four-digit user password by pressing the buttons on the Touchscreen.  
Press **OK**.

10 To change a restricted user's settings, press **▲** or **▼** to display the setting you want to change. Press the setting and then press **Enable** or **Disable**. Repeat this step until you are finished making changes.

11 Press **Stop/Exit**.



### Note

You cannot use the same name as another user's name.

## Reset existing restricted users

1 Press **MENU**.

2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.

3 Press **▲** or **▼** to display **Security**.  
Press **Security**.

4 Press **Function Lock**.

5 Press **Setup ID**.

6 Enter the four-digit administrator password by pressing the buttons on the Touchscreen.  
Press **OK**.

7 Press **▲** or **▼** to display the existing restricted user you want to reset.  
Press the user name.

8 Press **Reset**.

9 Press **Yes** to reset the existing restricted user.

10 Press **Stop/Exit**.

## Turning Secure Function Lock on/off

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### Turning Secure Function Lock on

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Security**.  
Press **Security**.
- 4 Press **Function Lock**.
- 5 Press **Lock Off→On**.
- 6 Enter the registered four-digit administrator password by pressing the buttons on the Touchscreen.  
Press **OK**.

### Turning Secure Function Lock off

- 1 Press **Public** or **xxxxxx** (where **xxxxxx** is the user's name).
- 2 Press **Lock On→Off**.
- 3 Enter the registered four-digit administrator password by pressing the buttons on the Touchscreen.  
Press **OK**.



#### Note

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If you enter the wrong password, the LCD will show **Wrong Password**. Re-enter the correct password.

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## Switching Users

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This setting allows you to switch between registered restricted users or Public mode when Secure Function Lock is turned on.

### Changing to the restricted user Mode

- 1 Press **Public** or **xxxxxx** (where **xxxxxx** is the user's name).  
Press **Change User**.
- 2 Press **▲** or **▼** to display your user name.
- 3 Press your user name.
- 4 Enter the registered four-digit user password by pressing the buttons on the Touchscreen.  
Press **OK**.

### Changing to the Public Mode

- 1 Press **xxxxxx**. (where **xxxxxx** is the user's name.)
- 2 Press **Go to Public**.



#### Note

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- After a restricted user has finished using the machine, it will return to the Public setting within the same time as the Mode Timer setting. (See *Mode Timer* on page 6.)
  - If your ID has set page limit restrictions and already reached the maximum number of pages, the LCD will show **Limit Exceeded** when you print data. Contact your administrator to check your Secure Function Lock Settings.
  - If your ID has set Color Print restrictions to **Disable**, the LCD will show **No Permission** when you try to print colored data. The machine prints the data in black & white only.
-

## Setting Lock

Setting Lock lets you set a password to stop other people from accidentally changing your machine settings.

Make a careful note of your password. If you forget it, you will have to reset the passwords stored in the machine. Please call your administrator or Brother Customer Service.

While Setting Lock is On, you cannot access MENU and Address Book settings.

Also, machine settings cannot be changed through the Remote Setup utility while Setting Lock is On.

## Setting up the password

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Security**.  
Press **Security**.
- 4 Press **Setting Lock**.
- 5 Enter a four-digit number for the password by pressing the buttons on the Touchscreen.  
Press **OK**.
- 6 Re-enter the password when the LCD shows **Verify**.  
Press **OK**.
- 7 Press **Stop/Exit**.

## Changing your Setting Lock password

---

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Security**.  
Press **Security**.
- 4 Press **Setting Lock**.
- 5 Press **Set Password**.
- 6 Enter the registered four-digit password by pressing the buttons on the Touchscreen.  
Press **OK**.
- 7 Enter a four-digit number for the new password by pressing the buttons on the Touchscreen.  
Press **OK**.
- 8 Re-enter the password when the LCD shows **Verify**.  
Press **OK**.
- 9 Press **Stop/Exit**.

## Turning Setting Lock on/off

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If you enter the wrong password when following the instructions below, the LCD will show **Wrong Password**. Re-enter the correct password.

### Turning Setting Lock on

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **General Setup**.  
Press **General Setup**.
- 3 Press **▲** or **▼** to display **Security**.  
Press **Security**.
- 4 Press **Setting Lock**.
- 5 Press **Lock Off→On**.
- 6 Enter the registered four-digit administrator password by pressing the buttons on the Touchscreen.  
Press **OK**.

### Turning Setting Lock off

- 1 Press **Setting Lock** on the LCD.
- 2 Enter the registered four-digit administrator password by pressing the buttons on the Touchscreen.  
Press **OK**.

## Restricting dialing

This feature is to prevent users from sending a fax or call to a wrong number by mistake. You can set the machine to restrict dialing by using the dial pad, One Touch and Speed Dial.

If you choose **Off**, the machine does not restrict the dialing method.

If you choose **Enter # twice**, the machine will prompt you to re-enter the number, and then if you re-enter the same number correctly, the machine will start dialing. If you re-enter the wrong number, the LCD will show an error message.

If you choose **On**, the machine will restrict all fax sending and outbound calls for that dialing method.

### Dial pad restriction

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Dial Restrict**. Press **Dial Restrict**.
- 4 Press **Dial Pad**.
- 5 Press **Off**, **Enter # twice** or **On**.
- 6 Press **Stop/Exit**.

### One Touch restriction

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Dial Restrict**. Press **Dial Restrict**.
- 4 Press **One Touch Dial**.
- 5 Press **Off**, **Enter # twice** or **On**.
- 6 Press **Stop/Exit**.

### Speed Dial restriction

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Dial Restrict**. Press **Dial Restrict**.
- 4 Press **Speed Dial**.
- 5 Press **Off**, **Enter # twice** or **On**.
- 6 Press **Stop/Exit**.

## LDAP server restriction

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- 1 Press MENU.
- 2 Press ▲ or ▼ to display Fax.  
Press Fax.
- 3 Press ▲ or ▼ to display  
Dial Restrict.  
Press Dial Restrict.
- 4 Press LDAP server.
- 5 Press Off, Enter # twice or On.
- 6 Press **Stop/Exit**.



### Note

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- The Enter # twice setting will not work if you use an external phone or press **Hook** before entering the number. You will not be asked to re-enter the number.
  - You can not restrict dialing when you use **Redial/Pause**.
  - If you chose On or Enter # twice, you cannot use the Broadcasting feature and cannot combine quick dial numbers when dialing.
-

## Additional sending options

### Sending faxes using multiple settings

Before you send a fax, you can change any combination of these settings: duplex fax, contrast, resolution, overseas mode, delayed fax timer, polling transmission, real time transmission, broadcast, glass scan size or cover page settings.

- 1 Press  (**FAX**).  
The LCD shows:



- 2 Press **◀** or **▶** to display a setting you want to change and press the setting, then press the option you want.
- 3 Do one of the following:
  - Repeat step 2 to change more settings.
  - If you are finished choosing settings, go to the next step for sending your fax.



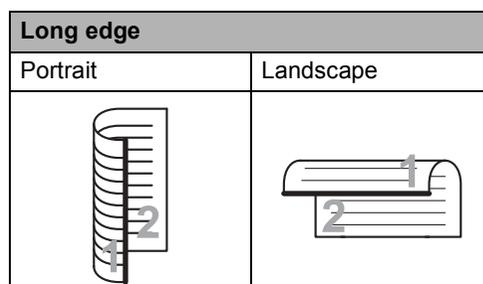
#### Note

- Most settings are temporary and the machine returns to its default settings after you send a fax.
- You can save some of the settings you use most often by setting them as the default. These settings will stay until you change them again. (See *Setting your changes as the new default* on page 24.)

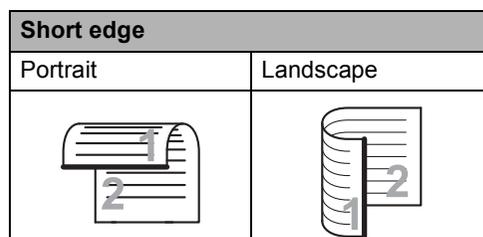
### Changing a 2-sided fax layout

You need to choose the duplex scanning format before you send a 2-sided fax. The format you choose will depend on the layout of your 2-sided document.

- 1 Press  (**FAX**).
- 2 Press **◀** or **▶** to display **Duplex Fax**. Press **Duplex Fax**.
- 3 Do one of the following:
  - If your document is flipped on the Long edge, press  
**DuplexScan :LongEdge**.



- If your document is flipped on the Short edge, press  
**DuplexScan :ShortEdge**.



- 4 Press **Stop/Exit**.

## Contrast

For most documents the default setting of **Auto** will give the best results.

**Auto** automatically chooses the suitable contrast for your document.

If your document is very light or very dark, changing the contrast may improve the quality of the fax.

Use **Dark** to make the faxed document lighter.

Use **Light** to make the faxed document darker.

- 1 Press  (**FAX**).
- 2 Press ◀ or ▶ to display **Contrast**. Press **Contrast**.
- 3 Press **Auto**, **Light** or **Dark**.



### Note

Even if you choose **Light** or **Dark**, the machine will send the fax using the **Auto** setting if you choose **Photo** as the Fax Resolution.

## Changing Fax Resolution

The quality of a fax can be improved by changing the Fax Resolution. Resolution can be changed for the next fax.

- 1 Press  (**FAX**).
- 2 Press ◀ or ▶ to display Fax Resolution. Press **Fax Resolution**.
- 3 Press **Standard**, **Fine**, **S.Fine** or **Photo**.



### Note

You can choose four different resolution settings for black & white faxes and two for colour.

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

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

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

## Additional sending operations

### Sending a fax manually

#### Manual transmission

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

- 1 Make sure you are in Fax mode  (**FAX**).
- 2 Load your document.
- 3 Press **Hook** and listen for a dial tone. Or pick up the handset of the external telephone and listen for a dial tone.
- 4 Dial the fax number you want to call.
- 5 When you hear the fax tones, press **Black Start** or **Color Start**.
  - If you are using the scanner glass, press **Send**.
- 6 Replace the handset of an external telephone.

### Sending a fax at the end of a conversation

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

- 1 Ask the other party to wait for fax tones (beeps) and then to press the **Start** or **Send** key before hanging up.
- 2 Make sure you are in Fax mode  (**FAX**).
- 3 Load your document.
- 4 Press **Black Start** or **Color Start**.
  - If you are using the scanner glass, press **Send**.
- 5 Replace the handset of an external telephone.

## Dual access (black & white only)

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

The number of pages you can scan into the memory will vary depending on the data that is printed on them.



### Note

---

If you get an *Out of Memory* message while scanning the first page of a fax, press **Stop/Exit** to cancel scanning. If you get an *Out of Memory* message while scanning a subsequent page, you can press **Black Start** to send the pages scanned so far, or press **Stop/Exit** to cancel the operation.

---

## Broadcasting (black & white only)

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Broadcasting lets you send the same fax message to more than one fax number. You can include Groups, One Touch, Speed Dial numbers and up to 50 manually dialed numbers in the same broadcast.

You can broadcast up to 390 different numbers. This will depend on how many groups, access codes or credit card numbers you have stored, and on how many delayed or stored faxes in memory.

### Before you begin the broadcast

One Touch and Speed Dial numbers must be stored in the machine's memory before they can be used in a broadcast. (See *Storing One Touch Dial numbers* and *Storing Speed Dial numbers* in *Chapter 7* of the *Basic User's Guide*.)

Group numbers must also be stored in the machine's memory before they can be used in a broadcast. Group numbers include many stored One Touch Dial and Speed Dial numbers for easier dialing. (See *Setting up Groups for Broadcasting* on page 44.)

## How to broadcast a fax



### Note

To help you choose numbers easily, press **Address Book** or (**Search**).

- 1 Press (**FAX**).
- 2 Load your document.
- 3 Press **◀** or **▶** to display **Broadcasting**. Press **Broadcasting**.
- 4 You can add numbers to the broadcast in the following ways:
  - Press **Manual** and enter a number by pressing the buttons on the Touchscreen. (See *How to dial* in *Chapter 7* of the *Basic User's Guide*.) Press **OK**.
  - Press **Address Book**. Press to search by **Alphabetical Order** or **Numerical Order**. Put a check in the check box beside each number you want to include in the broadcast. Press **OK**.



### Note

One Touch Dial numbers begin with **\***.  
Speed Dial numbers begin with **#**.

- 5 After you have entered all the fax numbers by repeating step 4, press **OK**.
- 6 Press **Black Start**.

After the broadcast is finished the machine will print a broadcast report to let you know the results.



### Note

The scan profile of the One Touch, Speed Dial or Group number you chose *first* will be applied to the broadcast.

## Canceling a Broadcast in progress

While broadcasting you can cancel the fax currently being sent or the whole broadcast job.

- 1 Press **Stop/Exit**.
- 2 Do one of the following:
  - To cancel the entire broadcast, press **Entire Broadcast**. Go to step 3.
  - To cancel the current job, press the button that displays the number being dialed. Go to step 4.
  - To exit without canceling, press **Stop/Exit**.
- 3 When the LCD asks if you want to cancel the entire broadcast, do one of the following:
  - Press **Yes** to confirm.
  - To exit without canceling, press **No** or **Stop/Exit**.
- 4 Do one of the following:
  - To cancel the current job, press **Yes**.
  - To exit without canceling, press **No** or **Stop/Exit**.

## Real Time Transmission

When you are sending a fax, the machine will scan the documents into the memory before sending it. Then, as soon as the telephone line is free, the machine will start dialing and sending.

Sometimes, you may want to send an important document immediately, without waiting for memory transmission. You can turn on **Real Time TX**.



### Note

- If the memory is full and you are sending a black and white fax from the ADF, the machine will send the document in real time (even if Real Time TX is set to Off). If the memory is full, faxes from the scanner glass cannot be sent until you clear some of the memory.
- In Real Time Transmission, the automatic redial feature does not work when using the scanner glass.

- 1 Press  (**FAX**).
- 2 Load your document.
- 3 Press ◀ or ▶ to display **Real Time TX**. Press **Real Time TX**.
- 4 Press **On**.

## Overseas Mode

If you are having difficulty sending a fax overseas due to a bad connection, then turning on **Overseas Mode** may help.

This is a temporary setting, and will only be active for your next fax.

- 1 Press  (**FAX**).
- 2 Load your document.
- 3 Press ◀ or ▶ to display **Overseas Mode**. Press **Overseas Mode**.
- 4 Press **On**.

## Delayed Fax (black & white only)

You can store up to 50 faxes in the memory to be sent within a twenty-four hour period.

- 1 Press  (**FAX**).
- 2 Load your document.
- 3 Press ◀ or ▶ to display **Delayed Fax**. Press **Delayed Fax**.
- 4 Press **On**.
- 5 Enter the time you want the fax to be sent (in 24-hour format) by pressing the buttons on the Touchscreen. (For example, enter 19:45 for 7:45 PM.) Press **OK**.



### Note

The number of pages you can scan into the memory depends on the amount of data printed on each page.

## Delayed batch transmission (black & white only)

Before sending the delayed faxes, your machine will help you economize by sorting all the faxes in the memory by destination and scheduled time.

All delayed faxes that are scheduled to be sent at the same time to the same fax number will be sent as one fax to save transmission time.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**.  
Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Send**.  
Press **Setup Send**.
- 4 Press **Batch TX**.
- 5 Press **On** or **Off**.
- 6 Press **Stop/Exit**.

## Checking and canceling waiting jobs

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

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**.  
Press **Fax**.
- 3 Press **▲** or **▼** to display **Remaining Jobs**.  
Press **Remaining Jobs**.  
Jobs that are waiting will appear on the LCD.
- 4 Press **▲** or **▼** to scroll through the jobs and press the job you want to cancel.  
Press **OK**.
- 5 Do one of the following:
  - To cancel, press **Yes**. If you want to cancel another job repeat step 4.
  - To exit without canceling, press **No**.
- 6 When you have finished canceling jobs, press **Stop/Exit**.

## Setting your changes as the new default

---

You can save the fax settings for Fax Resolution, Contrast, Real Time TX, Glass Scan Size and Coverpage Setup you use most often by setting them as the default. These settings will stay until you change them again.

- 1 Press  (**FAX**).
- 2 Press ◀ or ▶ to choose the setting you want to change, and then press the new option.  
Repeat this step for each setting you want to change.
- 3 After changing the last setting, press ◀ or ▶ to display Set New Default.  
Press Set New Default.
- 4 Press Yes.
- 5 Press **Stop/Exit**.

## Restoring all fax settings to the factory settings

---

You can restore all the fax settings you have changed to the factory settings. These settings will stay until you change them again.

- 1 Press  (**FAX**).
- 2 After changing the last setting, press ◀ or ▶ to display Factory Reset.  
Press Factory Reset.
- 3 Press Yes.
- 4 Press **Stop/Exit**.

## Electronic cover page (black & white only)

This feature will *not* work unless you have already programmed your Station ID. (See the *Quick Setup Guide*.)

You can automatically send a cover page with every fax. Your cover page includes your Station ID, a comment, and the name (or number) stored in the One Touch or Speed Dial memory.

By choosing **On** you can also display the number of pages on the cover page.

You can choose one of the following preset comments.

1. Comment Off
2. Please Call
3. Urgent
4. Confidential

Instead of using one of the preset comments, you can enter two personal messages of your own, up to 27 characters long. Use the chart for *Entering text* in *Appendix C* of the *Basic User's Guide* for help entering characters.

(See *Composing your own comments* on page 25.)

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

## Composing your own comments

You can set up two comments of your own.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Send**. Press **Setup Send**.
- 4 Press **Coverpage Setting**.
- 5 Press **Coverpage Message**.
- 6 Press **5** or **6** to store your own comment.
- 7 Enter your own comment by pressing the buttons on the Touchscreen. Press **OK**.  
Press **A** **1** **@** to choose numbers, letters or special characters. (Use the chart for *Entering text* in *Appendix C* of the *Basic User's Guide* for help entering characters.)
- 8 Press **Stop/Exit**.

### Send a cover page for all faxes

You can set the machine to send a cover page whenever you send a fax.

- 1 Press  (**FAX**).
- 2 Press ◀ or ▶ to display **Coverpage Setup**. Press **Coverpage Setup**.
- 3 Press **On** (or **Off**).
- 4 Press the comment you want to add.
- 5 Enter two digits to show the number of pages you are sending. Press **OK**.  
For example, enter 0 2 for 2 pages or 0 0 to leave the number of pages blank. If you make a mistake, press **Clear** to back up and re-enter the number of pages.

### Using a printed cover page

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

- 1 Press **MENU**.
- 2 Press ▲ or ▼ to display **Fax**. Press **Fax**.
- 3 Press ▲ or ▼ to display **Setup Send**. Press **Setup Send**.
- 4 Press **Coverpage Setting**.
- 5 Press **Print Sample**.
- 6 Press **Black Start** or **Color Start**.
- 7 After the machine prints a copy of your cover page, press **Stop/Exit**.

## Polling overview

Polling lets you set up your machine so other people can receive faxes from you, but they pay for the call. It also lets you call somebody else's fax machine and receive a fax from it, so you pay for the call. The polling feature needs to be set up on both machines for this to work. Not all fax machines support polling.

### Polled transmit (black & white only)

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

#### Setup for polled transmit

- 1 Press  (**FAX**).
- 2 Load your document.
- 3 Press ◀ or ▶ to display **Polled TX**. Press **Polled TX**.
- 4 Press **On**.
- 5 Press **Black Start**.
- 6 If you are using the scanner glass, the LCD will prompt you to choose one of the following options:
  - Press **Yes** to scan another page. Go to step 7.
  - Press **No** or **Black Start** to send the document.
- 7 Place the next page on the scanner glass and press **Black Start**. Repeat steps 6 and 7 for each additional page.
- 8 Your machine will automatically send the fax.



#### Note

The document will be stored and can be retrieved from any other fax machine until you delete the fax from memory.

To delete the fax from memory, press **MENU**, **Fax**, **Remaining Jobs**. (See *Checking and canceling waiting jobs* on page 23.)

# 4

## Receiving a fax

### Remote Fax Options (black & white only)

Remote Fax Options are NOT available for color faxes.

Remote Fax Options let you receive faxes while you are away from the machine.

You can use *only one* Remote Fax Option at a time.

### Receiving faxes into memory when the paper tray is empty

As soon as the paper tray becomes empty during fax reception, the LCD shows **No Paper** and begins receiving faxes into the machine's memory. Put some paper in the paper tray. (See *Loading paper and print media* in *Chapter 2* of the *Basic User's Guide*.)

The machine will carry on receiving the fax, with the remaining pages being stored in memory, if enough memory is available.

Incoming faxes will continue to be stored in the memory until the memory becomes full or paper is loaded in the paper tray. When the memory is full the machine will stop automatically answering calls. To print the faxes, put fresh paper in the tray.

### Fax Forwarding

The Fax Forwarding feature lets you automatically forward your received faxes to another machine.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Receive**. Press **Setup Receive**.
- 4 Press **▲** or **▼** to display **Forward/Page/Store**. Press **Forward/Page/Store**.
- 5 Press **Fax Forward**.
- 6 Do one of the followings:
  - Press **Manual** to enter the forwarding fax number (up to 20 characters) or E-mail address (up to 60 characters) using the buttons on the Touchscreen. (See *Entering text* in *Appendix C* of the *Basic User's Guide*.) Press **OK**.
  - Press **Address Book**. Press **▲** or **▼** to scroll until you find the fax number or E-mail address you want your faxes to be forward to. Press the fax number or E-mail address you want to use.

**Note**

- You can enter an E-mail address by pressing on the Touchscreen.
- You can display your stored numbers and E-mail addresses in alphabetical order by pressing on the Touchscreen.
- You cannot enter a forwarding number using a One Touch key on the control panel.
- Depending on the E-mail address you choose, you will be asked for the File Type. Choose TIFF or PDF and go to step 7.
- If you choose a Group number from the Address Book, the faxes will be forwarded to multiple fax numbers.

- 7 Press Backup Print:On Or  
Backup Print:Off.

**! IMPORTANT**

If you choose Backup Print On, the machine will also print received faxes at your machine so you will have a copy. This is a safety feature in case there is a power failure before the fax is forwarded or a problem at the receiving machine.

- 8 Press **Stop/Exit**.

**Paging**

When Paging is chosen, the machine dials the cell phone or pager number you programmed. This activates your cell phone or pager so you will know that you have a fax message in the machine's memory.

- 1 Press MENU.
- 2 Press ▲ or ▼ to display Fax.  
Press Fax.
- 3 Press ▲ or ▼ to display Setup Receive.  
Press Setup Receive.
- 4 Press ▲ or ▼ to display Forward/Page/Store.  
Press Forward/Page/Store.
- 5 Press Paging.
- 6 Enter your cell phone number followed by ## (up to 20 digits) by pressing the buttons on the Touchscreen.  
Press OK.  
Do not include the area code if it is the same as that of your machine.  
For example, press  
18005551234##.
- 7 Do one of the following:
  - If your pager needs a PIN, enter the PIN, press #, press Pause, enter your fax number followed by ##.  
Press OK. (For example, press:  
1 2 3 4 5 # Pause 1 8 0 0 5 5 5 6 7  
8 9 # #)
  - If you do not need a PIN, press OK.
  - If you are programming a cell phone number, press OK.

- 8 Press **Stop/Exit**.



**Note**

- If you have set Paging, a backup copy will automatically be printed at the machine.
- You cannot change a Paging or PIN number remotely.

## Fax Storage

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The Fax Storage feature lets you store your received faxes in the machine's memory. You can retrieve stored fax messages from a fax machine at another location using the remote retrieval commands. (See *Retrieving fax messages* on page 34.) Your machine will automatically print a copy of the stored fax.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**.  
Press **Fax**.
- 3 Press **▲** or **▼** to display  
**Setup Receive**.  
Press **Setup Receive**.
- 4 Press **▲** or **▼** to display  
**Forward/Page/Store**.  
Press **Forward/Page/Store**.
- 5 Press **Fax Storage**.
- 6 Press **Stop/Exit**.

## PC-Fax Receive

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

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

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

For PC-Fax Receive to work you must have the PC-FAX Receive software running on your PC. (For details, see *PC-FAX Receiving* in the *Software User's Guide*.)

If you choose Backup Print On, the machine will also print the fax.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**.  
Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Receive**.  
Press **Setup Receive**.
- 4 Press **▲** or **▼** to display **Forward/Page/Store**.  
Press **Forward/Page/Store**.
- 5 Press **PC Fax Receive**.
- 6 The LCD gives you options that you have set up in the PC-Fax receiving program on your PC. If you started the PC-FAX Receiving program on your computer, press **OK**. (See *PC-FAX Receiving* in the *Software User's Guide*.)

- 7 Press **▲** or **▼** to choose **<USB>** or your computer name if the machine is connected to a network.  
Press **OK**.
- 8 Press **Backup Print:On** or **Backup Print:Off**.
- 9 Press **Stop/Exit**.

### ! 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 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 *PC-FAX Receiving* in the *Software User's Guide*.)
- 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 *Transferring your faxes or Fax Journal report* in *Appendix B* of the *Basic User's Guide*.)
- PC-Fax Receive is not supported in Mac OS.
- Even if you have turned on the PC-Fax Receive feature, color faxes will not be transferred to your PC. The machine prints received color faxes.

## Changing Remote Fax Options

If received faxes are left in your machine's memory when you change to another Remote Fax Option, the LCD will ask you one of the following questions:

- Erase All Fax?
- Print All Fax?
  - If you press **Yes**, faxes in the memory will be erased or printed before the setting changes. If a backup copy has already been printed it will not be printed again.
  - If you press **No**, faxes in the memory will not be erased or printed and the setting will be unchanged.

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

- Send Fax to PC?
  - If you press **Yes**, faxes in the memory will be sent to your PC before the setting changes. Faxes in the memory will be sent to your PC when the PC-Fax Receive icon is active on your PC. (See the *Software User's Guide*.)
  - If you press **No**, faxes in the memory will not be erased or transferred to your PC and the setting will be unchanged.
- Backup Print:On  
Backup Print:Off  
Press Backup Print:On or  
Backup Print:Off.

### ! IMPORTANT

If you choose Backup Print On, the machine will also print received faxes at your machine so you will have a copy. This is a safety feature in case there is a power failure before the fax is forwarded or a problem at the receiving machine.

### Turning off Remote Fax Options

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**.  
Press **Fax**.
- 3 Press **▲** or **▼** to display  
**Setup Receive**.  
Press **Setup Receive**.
- 4 Press **▲** or **▼** to display  
**Forward/Page/Store**.  
Press **Forward/Page/Store**.
- 5 Press **Off**.



#### Note

The LCD will give you more options if there are received faxes still in your machine's memory. (See *Changing Remote Fax Options* on page 32.)

- 6 Press **Stop/Exit**.

## Remote retrieval

The remote retrieval feature lets you retrieve your stored fax messages when you are not at the machine. You can call your machine from any touch tone telephone or fax machine, then use the Remote Access Code to retrieve your messages.

### Setting a Remote Access Code

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

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Remote Access**. Press **Remote Access**.
- 4 Enter a three-digit code using the numbers 0 – 9, \* or #. Press **OK**.
- 5 Press **Stop/Exit**.



#### Note

DO NOT use the same code used for your Fax Receive Code (\*51) or Telephone Answer Code (#51). (See *Using Remote Codes* in *Chapter 6* of the *Basic User's Guide*.)

You can change your code at any time. If you want to make your code inactive, press **Clear** and then **OK** in 4 to restore the inactive setting -- -\*.

## Using your Remote Access Code

- 1 Dial your fax number from a telephone or another fax machine using touch tone.
- 2 When your machine answers, immediately enter your Remote Access Code (3 digits followed by \*).
- 3 The machine signals if it has received messages:
  - *No beeps*  
No messages received.
  - *1 long beep*  
Fax message received.
- 4 The machine gives two short beeps to tell you to enter a command (See *Remote fax commands* on page 35). The machine will hang up if you wait longer than 30 seconds before entering a command. If you enter an invalid command the machine will beep three times.
- 5 Press **9 0** to reset the machine when you have finished.
- 6 Hang up.



#### Note

If your machine is set to **Manual** mode, you can still access the remote retrieval features. Dial the fax number as normal and let the machine ring. After 100 seconds you will hear a long beep to tell you to enter the remote access code. You will then have 30 seconds to enter the code.

## Retrieving fax messages

- 1 Dial your fax number from a telephone or another fax machine using touch tone.
- 2 When your machine answers, immediately enter your Remote Access Code (3 digits followed by \*). If you hear one long beep, you have messages.
- 3 When you hear two short beeps, use the dial pad to press **9 6 2**.
- 4 Wait for a long beep, and then use the dial pad to enter the number of the remote fax machine where you want your fax messages sent, followed by **##** (up to 20 digits).
- 5 Hang up after you hear your machine beep. Your machine will call the other machine, which will then print your fax messages.



### Note

You can insert a pause in a fax number by using the # key.

## Changing the Fax Forwarding number

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

- 1 Dial your fax number from a telephone or another fax machine using touch tone.
- 2 When your machine answers, immediately enter your Remote Access Code (3 digits followed by \*). If you hear one long beep, you have messages.
- 3 When you hear two short beeps, use the dial pad to press **9 5 4**.
- 4 Wait for a long beep, and then use the dial pad to enter the new number of the remote fax machine where you want your fax messages forwarded followed by **##** (up to 20 digits).
- 5 Press **9 0** to reset the machine when you have finished.
- 6 Hang up after you hear your machine beep.



### Note

You can insert a pause in a fax number by using the # key.

## Remote fax commands

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

Remote commands		Operation details
95	<b>Change the fax forwarding, paging or fax storage settings</b>	
	1 OFF	You can choose <code>OFF</code> after you have retrieved or erased all your messages.
	2 Fax Forwarding	One long beep means the change is accepted. If you hear three short beeps, you cannot make the change because something has not been set up (for example, a fax forwarding or paging number has not been registered). You can register your fax forwarding number by entering 4. (See <i>Changing the Fax Forwarding number</i> on page 34.) Once you have registered the number, fax forwarding will work.
	3 Paging	
	4 Fax Forwarding number	
6 Fax Storage		
96	<b>Retrieve a fax</b>	
	2 Retrieve all faxes	Enter the number of a remote fax machine to receive stored fax messages. (See <i>Retrieving fax messages</i> on page 34.)
	3 Erase faxes from the memory	If you hear one long beep, fax messages have been erased from the memory.
97	<b>Check the receiving status</b>	
	1 Fax	You can check whether your machine has received any faxes. If yes, you will hear one long beep. If no, you will hear three short beeps.
98	<b>Change the Receive Mode</b>	
	1 External TAD	If you hear one long beep, your change has been accepted.
	2 Fax/Tel	
	3 Fax Only	
90	<b>Exit</b>	Press <b>9 0</b> to exit remote retrieval. Wait for the long beep, then replace the handset.

## Additional receiving operations

### Printing a reduced incoming fax

If you choose **On**, the machine automatically reduces each page of an incoming fax to fit on one page of A4, Letter, Legal or Folio size paper.

The machine calculates the reduction ratio by using the page size of the fax and your Paper Size setting (MENU, General Setup, Tray Setting, Tray Use:Fax). See *Paper Size and Type* in Chapter 2 of the *Basic User's Guide*.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Receive**. Press **Setup Receive**.
- 4 Press **▲** or **▼** to display **Auto Reduction**. Press **Auto Reduction**.
- 5 Press **On** (or **Off**).
- 6 Press **Stop/Exit**.

### Duplex (2-sided) printing for Fax mode

Your machine can automatically print received faxes onto both sides of the paper when Duplex is set to **On**.

You can use Letter, Legal or Folio (8.5 in. × 13 in.) size paper for this function [16 to 28 lb (60 to 105 g/m<sup>2</sup>)]

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Receive**. Press **Setup Receive**.
- 4 Press **▲** or **▼** to display **Duplex**. Press **Duplex**.
- 5 Press **On** (or **Off**).
- 6 Press **Stop/Exit**.



#### Note

- When Duplex is turned on incoming faxes will automatically be reduced to fit the size of paper in the paper tray.
- When Duplex is set to **On**, the LCD displays  (Duplex icon).

## Setting the Fax Receive Stamp (black & white only)

You can set the machine to print the received date and time in the top center of each received fax page.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**. Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Receive**. Press **Setup Receive**.
- 4 Press **▲** or **▼** to display **Fax Rx Stamp**. Press **Fax Rx Stamp**.
- 5 Press **On** or **Off**.
- 6 Press **Stop/Exit**.



### Note

- The received time and date will not appear when using Internet Fax.
- Make sure you have set the current date and time in the machine. (See the *Quick Setup Guide*.)

## Receiving a fax at the end of a conversation

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

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

## Setting the Print Density

---

You can adjust the Print Density setting to make your printed pages darker or lighter.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**.  
Press **Fax**.
- 3 Press **▲** or **▼** to display  
**Setup Receive**.  
Press **Setup Receive**.
- 4 Press **▲** or **▼** to display  
**Print Density**.  
Press **Print Density**.
- 5 Press **▶** to make the print darker.  
Or, press **◀** to make the print lighter.  
Press **OK**.
- 6 Press **Stop/Exit**.

## Printing a fax from the memory

---

If you are using the Fax Storage feature (MENU, Fax, Setup Receive, Forward/Page/Store), you can still print a fax from the memory when you are at your machine. (See *Fax Storage* on page 30.)

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**.  
Press **Fax**.
- 3 Press **▲** or **▼** to display **Print Fax**.  
Press **Print Fax**.
- 4 Press **Black Start**.
- 5 Press **Stop/Exit**.

## Polling overview

Polling lets you set up your machine so other people can receive faxes from you, but they pay for the call. It also lets you call somebody else's fax machine and receive a fax from it, so you pay for the call. The polling feature needs to be set up on both machines for this to work. Not all fax machines support polling.

### Polling receive

Polling receive lets you call another fax machine to receive a fax.

- 1 Press  (**FAX**).
- 2 Press ◀ or ▶ to display **Polling RX**. Press **Polling RX**.
- 3 Press **On**.
- 4 Enter the fax number you are polling using **One Touch**, **Speed Dial**, or the dial pad. Press **Black Start** or **Color Start**.

### Sequential polling

Sequential polling lets you request documents from several fax machines in one operation. Afterwards, a Sequential Polling Report will be printed.

- 1 Press  (**FAX**).
- 2 Press ◀ or ▶ to display **Polling RX**. Press **Polling RX**.
- 3 Press **On**.
- 4 Press ◀ or ▶ to display **Broadcasting**. Press **Broadcasting**.

- 5 Do one of the following:
  - Press **Manual** and enter a number by pressing the buttons on the Touchscreen.  
Press **OK**.
  - Press **Address Book**. Press  to choose **Alphabetical Order** or **Numerical Order**. Press ▲ or ▼ to select a number.  
Press **OK**.



#### Note

One Touch Dial numbers begin with \*.  
Speed Dial numbers begin with #.

- 6 After you have entered all the fax numbers by repeating step 5, press **OK**.
- 7 Press **Black Start**.  
The machine polls each number or Group number in turn for a document.

Press **Stop/Exit** while the machine is dialing to cancel the polling process.

To cancel all sequential polling receive jobs, see *Canceling a Sequential Polling Job* on page 39.

### Canceling a Sequential Polling Job

- 1 Press **Stop/Exit**.
- 2 Do one of the following:
  - To cancel the entire sequential polling job, press **Entire Seq. Poll**. Go to step 3.
  - To cancel the current job, press the button that displays the number being dialed. Go to step 4.
  - To exit without canceling, press **Stop/Exit**.

- 3 When the LCD asks if you want to cancel the entire sequential polling job, do one of the following:
  - Press `Yes` to confirm.
  - To exit without canceling, press `No` or **Stop/Exit**.
- 4 Do one of the following:
  - To cancel the current job, press `Yes`.
  - To exit without canceling, press `No` or **Stop/Exit**.

## Telephone line services

### Tone or Pulse (Canada only)

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

- 1 Pick up the handset of the external telephone or press **Hook**.
- 2 Press **#** on the machine's control panel. Any digits dialed after this will send tone signals.  
When you hang up, the machine will return to the Pulse dialing service.

### For Fax/Tel mode only

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

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

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

## Special line considerations

### Roll over telephone lines

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

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

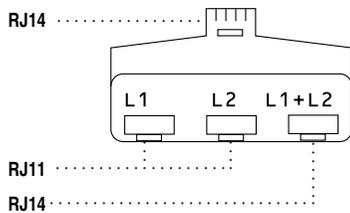
### Two-line telephone system

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

### Converting telephone wall outlets

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

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

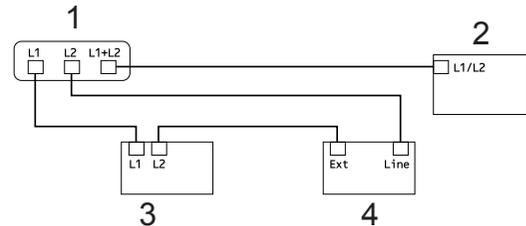


### Installing machine, external two-line TAD and two-line telephone

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

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

- 4 Plug one end of the second telephone line cord for your TAD into the L2 jack of the two-line TAD. Plug the other end into the EXT. jack on the left side of the machine.



- 1 Triplex Adapter
- 2 Two Line Telephone
- 3 External Two Line TAD
- 4 Machine

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

# Additional dialing operations

## Dialing access codes and credit card numbers

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Sometimes you may want to choose from several long distance carriers when you send a fax. Rates may vary depending on the time and destination. To take advantage of low rates, you can store the access codes of long distance carriers and credit card numbers as One Touch and Speed Dial numbers. You can store these long dialing sequences by dividing them and setting them up as separate One Touch and Speed Dial numbers in any combination. You can even include manual dialing using the dial pad. See *Storing numbers* in *Chapter 7* of the *Basic User's Guide*.

For example, you might have stored '555' on Speed Dial #003 and '7000' on Speed Dial #002. You can use them both to dial '555-7000' if you press the following keys:

Press **Address Book**, #003 and  
Send a fax.

Press **Address Book**, #002, Send a fax  
and **Black Start** or **Color Start**.

Numbers can be added manually by entering them on the dial pad:

Press **Address Book**, #003, Send a fax,  
**7001** (on the dial pad), and **Black Start** or  
**Color Start**.

This would dial '555-7001'. You can also add a pause by pressing **Redial/Pause**.

## Additional ways to store numbers

### Setting up Groups for Broadcasting

If you often want to send the same fax message to many fax numbers you can set up a Group.

Groups are stored on a One Touch key or a Speed Dial number. Each Group uses up a One Touch key or a Speed Dial location. You can then send the fax message to all the numbers stored in a Group just by pressing a One Touch key or entering a Speed Dial number, and then pressing **Black Start**.

Before you can add numbers to a Group, you need to store them as One Touch or Speed Dial numbers. You can have up to 20 small Groups, or you can assign up to 339 numbers to one large Group.

- 1 Press Address Book.
- 2 Press More.
- 3 Press Setup Groups.
- 4 Press Set Speed Dial or Set One Touch Dial to choose where you want to store the new Group.



#### Note

The machine automatically allocates an available Speed Dial number or One Touch Dial location to the new Group.

- 5 Do one of the following:
  - Press OK to accept the displayed One Touch or Speed Dial number.
  - Enter a new number using the buttons on the Touchscreen.  
Press OK.

- 6 Enter the Group name (up to 15 characters) by pressing the buttons on the Touchscreen. Press **ATQ** to choose numbers, letters or special characters. (Use the chart for *Entering text* in Appendix C of the *Basic User's Guide* for help entering characters.)  
Press OK.

- 7 Do one of the following:
  - Press OK to accept the displayed Group number.
  - Enter a new Group number using the buttons on the Touchscreen.  
Press OK.

- 8 To select the Registration Type (Dial type) and the file type, press ◀ or ▶ to display
  - Fax/IFAX,
  - E-Mail B&W PDF,
  - E-Mail B&W TIFF,
  - E-Mail Color PDF,
  - E-Mail Color JPEG,
  - E-Mail Color XPS,
  - E-Mail Gray PDF,
  - E-Mail Gray JPEG,
  - E-Mail Gray XPS.

Press the option you want.

- 9 Add One Touch or Speed Dial numbers to the Group by pressing the check box to display a red check mark. If you want to list the numbers in alphabetical order, press **#001 A**.  
Press OK.



#### Note

- One Touch Dial numbers begin with \*. Speed Dial numbers begin with #.
- If the stored Registration Type (Dial type) of a One Touch Dial number or a Speed Dial number is not compatible with the Registration Type (Dial type) selected in step 8, the One Touch Dial number or Speed Dial number will be dimmed on the LCD.

- 10 To choose the fax/scan resolution for the Group number, go to the appropriate next step as shown in the following table.

Option selected in step 8	Go to step
Fax/IFAX	11
E-Mail B&W PDF	12
E-Mail B&W TIFF	
E-Mail Color PDF	13
E-Mail Color JPEG	
E-Mail Color XPS	
E-Mail Gray PDF	14
E-Mail Gray JPEG	
E-Mail Gray XPS	

- 11 Select the resolution from Standard, Fine, S.Fine<sup>1</sup> or Photo and go to step 16.
- <sup>1</sup> S.Fine is available if the Group is constituted by only fax numbers.
- 12 Select the resolution from 200 dpi or 200 x 100 dpi.
- If you chose E-Mail B&W PDF, go to step 15.
  - If you chose E-Mail B&W TIFF, go to step 16.
- 13 Select the resolution from 100 dpi, 200 dpi, 300 dpi or 600 dpi.
- If you chose E-Mail Color PDF, go to step 15.
  - If you chose E-Mail Color JPEG or E-Mail Color XPS, go to step 16.
- 14 Select the resolution from 100 dpi, 200 dpi or 300 dpi.
- If you chose E-Mail Gray PDF, go to step 15.
  - If you chose E-Mail Gray JPEG or E-Mail Gray XPS, go to step 16.

- 15 Select the PDF type from PDF, PDF/A, Secure PDF or Signed PDF that will be used to send E-mail.



### Note

If you choose Secure PDF, the machine will ask you to enter a four-digit password using numbers 0-9 before it starts scanning.

- 16 Press OK to confirm.
- 17 Press **Stop/Exit**.

## Options for Setting Up Groups

The following chart shows the selections for setting up Group numbers. When you store numbers, the LCD instructs you to choose from the options shown in the following steps.

Step 1 Enter Group Location	Step 2 Enter Group Name Press OK	Step 3 Enter Name (1 to 40)	Step 4 Select Registration Type (Dial Type)	Step 5 Add Stored One Touch and Speed Dial Numbers to the Group	Step 6 Select Resolution	Step 7 Select File Type
One Touch or Speed Dial			Fax/IFAX	Fax Number or E-mail Address	Standard, Fine, S.Fine <sup>1</sup> , Photo	-
			E-Mail B&W PDF	E-mail Address	200 dpi, 200 x 100 dpi	PDF, PDF/A, Secure PDF, Signed PDF
			E-Mail B&W TIFF		200 dpi, 200 x 100 dpi	-
			E-Mail Color PDF		100 dpi, 200 dpi, 300 dpi, 600 dpi	PDF, PDF/A, Secure PDF, Signed PDF
			E-Mail Color JPEG		100 dpi, 200 dpi, 300 dpi, 600 dpi	-
			E-Mail Color XPS		100 dpi, 200 dpi, 300 dpi, 600 dpi	-
			E-Mail Gray PDF		100 dpi, 200 dpi, 300 dpi	PDF, PDF/A, Secure PDF, Signed PDF
			E-Mail Gray JPEG		100 dpi, 200 dpi, 300 dpi	-
			E-Mail Gray XPS		100 dpi, 200 dpi, 300 dpi	-

<sup>1</sup> S.Fine does not appear if you add an E-mail address in step 5.



### Note

- If you choose Signed PDF, you must install a certificate to your machine using Web Based Management. Choose **Configure Signed PDF Settings** from **Administrator Settings** in Web Based Management. For how to install a certificate, see the *Network User's Guide*.
- PDF/A is a PDF file format intended for long-term archiving. This format contains all the necessary information to be able to reproduce the document after long-term storage.
- A Signed PDF helps prevent data tampering and the impersonation of an author by including a digital certificate within the document.

## Changing Group numbers

You can change a Group number that has already been stored. If the Group has a fax forwarding number, it will be dimmed on the LCD. You cannot select the number to make changes.

### Changing a Group name, Resolution or PDF type

- 1 Press **Address Book**.
- 2 Press **More**.
- 3 Press **Change**.
- 4 Press **▲** or **▼** to display the Group you want to change.  
Press the Group.
- 5 You can change the Group settings:
  - If you chose Name, enter the name (up to 15 characters) by pressing the buttons on the Touchscreen.  
Press **OK**.
  - If you chose Resolution, press one of the available resolution options displayed on the LCD.
  - If you chose PDF type, press one of the available file type options displayed on the LCD.

The LCD will display your new setting.



### Note

How to change the stored name or number:

If you want to change a character, press **◀** or **▶** to position the cursor under the character you want to change, and then press **✕**. Re-enter the character.

### Adding and deleting numbers in a Group

- 1 Press **Address Book**.
- 2 Press **More**.
- 3 Press **Change**.
- 4 Press **▲** or **▼** to display the Group you want to change.  
Press the Group.
- 5 Press **Add/Delete**.
- 6 Press **▲** or **▼** to display the number you want to add or delete.
- 7 Press the check box of the number you want to add to check it.  
Press the check box of the number you want to delete to uncheck it.  
Press **OK** to confirm.
- 8 Press **OK**.
- 9 Press **Stop/Exit**.

- 6 When you are finished making changes to the Group, press **OK**.
- 7 Press **Stop/Exit**.

## Deleting Group numbers

---

You can delete a Group number that has already been stored. If a Group has a scheduled job or fax forwarding number, it will be dimmed on the LCD. You cannot select the number to delete it.

- 1 Press **Address Book**.
- 2 Press **More**.
- 3 Press **Delete**.
- 4 Press **▲** or **▼** to display the Group you want to delete.  
Press the check box of the Group you want to delete to check it.  
Press **OK**.
- 5 Do one of the following:
  - To Delete the Group, press **Yes**.
  - To exit without deleting the Group, press **No**.
- 6 Press **Stop/Exit**.

## Fax reports

Some fax reports (transmission verification and fax journal) can be printed automatically and manually.

### Transmission verification report

You can use the Transmission Verification Report as proof that you sent a fax. (For details about how to set up the type of report you want, see *Transmission Verification Report* in Chapter 4 of the *Basic User's Guide*.)

### Fax Journal

You can set the machine to print a fax journal (activity report) at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days). The default setting is *Every 50 Faxes*, this means that your machine will print the journal when the machine has stored 50 jobs.

If you set the interval to *OFF*, you can still print the report by following the steps on the next page.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Fax**.  
Press **Fax**.
- 3 Press **▲** or **▼** to display **Report Settings**.  
Press **Report Settings**.
- 4 Press **Journal Period**.
- 5 Press **◀** or **▶** to choose an interval
  - 6, 12, 24 hours, 2 or 7 days  
The machine will print the report at the chosen time and then erase all jobs from its memory.  
If the machine's memory becomes full with 200 jobs before the time you chose has passed, the machine will print the Journal early and then erase all jobs from the memory. If you want an extra report before it is due to print, you can print it without erasing the jobs from the memory.
  - Every 50 Faxes  
The machine will print the Journal when the machine has stored 50 jobs.
- 6 Do one of the following:
  - If you chose **Every 50 Faxes**  
Go to step 7.
  - If you chose **Every 6, 12, 24 hours or 2 Days**  
Enter the time to start printing in 24-hour format. (For example: enter 19:45 for 7:45 PM.)  
Press **OK**.
  - If you chose **Every 7 Days**  
Enter the time to start printing in 24-hour format. (For example: enter 19:45 for 7:45 PM.)  
Press **OK**.  
Press **◀** or **▶** to choose the day of the week.
- 7 Press **Stop/Exit**.

## Reports

The following reports are available:

- 1 **Transmission**  
Displays the Transmission Verification Report for your last outgoing 200 faxes and prints the last report.
- 2 **Help List**  
Prints a list of commonly used functions to help you program your machine.
- 3 **Tel Index List**  
Prints a list of names and numbers stored in the One Touch and Speed Dial memory in numerical or alphabetical order.
- 4 **Fax Journal**  
Prints a list of information about your last 200 incoming and outgoing faxes. (TX: transmit.) (RX: receive.)
- 5 **User Settings**  
Print a list of your current settings.
- 6 **Network Config**  
Lists your network settings.
- 7 **Drum Dot Print**  
Prints the drum dot check sheet to troubleshoot a dotted print problem.
- 8 **WLAN Report**  
Prints the result of wireless LAN connectivity diagnosis.

## How to print a report

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Print Reports**. Press **Print Reports**.
- 3 Press **▲** or **▼** to display the report you want to print. Press the report you want to print.
- 4 Do one of the following:
  - If you chose **Transmission**, press **Print Report**.
  - If you chose **Tel Index List**, press **Numerical Order** or **Alphabetical Order**.
  - If you chose other than **Transmission** or **Tel Index List**, go to 5.
- 5 Press **Black Start** or **Color Start**.
- 6 Press **Stop/Exit**.

## Copy settings

You can change the copy settings temporarily for the next copy.

These settings are temporary, and the machine returns to its default settings one minute after copying, unless you have set the Mode Timer to 30 seconds or less. (See *Mode Timer* on page 6.)

To change a setting, press  (**COPY**) and then press ◀ or ▶ to scroll through the copy settings. When the setting you want is displayed, press the button.

When you are finished choosing settings, press **Black Start** or **Color Start**.

## Stop copying

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

## Improving copy quality

You can choose from a range of quality settings. The default setting is *Auto*.

- **Auto**  
Auto is the recommended mode for ordinary printouts. Suitable for documents that contain both text and photographs.
- **Text**  
Suitable for documents containing only text.
- **Photo**  
Suitable for copying photographs.
- **Graph**  
Suitable for copying receipts.

- 1 Press  (**COPY**).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display *Quality*. Press *Quality*.
- 5 Press *Auto*, *Text*, *Photo* or *Graph*.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.

## Enlarging or reducing the image copied

To enlarge or reduce the next copy follow the instructions below:

- 1 Press  (**COPY**).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display Enlarge/Reduce.  
Press Enlarge/Reduce.
- 5 Press 100%, Enlarge, Reduce or Custom (25-400%).
- 6 Do one of the following:
  - If you chose Enlarge or Reduce, press the enlargement or reduction ratio button you want.
  - If you chose Custom (25-400%), enter an enlargement or reduction ratio from 25% to 400%.  
Press OK.
  - If you chose 100%, go to step 7.

100%*
104% EXE → LTR
141% A5 → A4
200%
50%
70% A4 → A5
78% LGL → LTR
83% LGL → A4
85% LTR → EXE
91% Full Page
94% A4 → LTR
97% LTR → A4
Custom (25-400%)

- 7 If you do not want to change additional settings, press **Black Start** or **Color Start**.



### Note

Page Layout Options 2 in 1 (P), 2 in 1 (L), 2 in 1 (ID), 4 in 1 (P) and 4 in 1 (L) are *not* available with Enlarge/Reduce.

## Duplex (2-sided) Copying

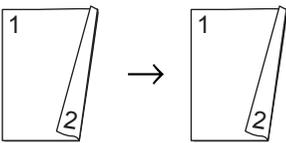
If you want to use the automatic duplex copy feature, load your document in the ADF.

If you get an Out of Memory message while you are making duplex copies, try installing extra memory. (See *Installing extra memory* on page 95.)

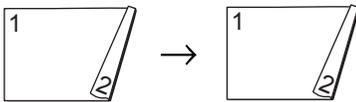
You must choose a 2-sided copy layout from the following options before you can start duplex copying. The layout of your document determines which 2-sided copy layout you should choose.

### ■ 2side→2side

Portrait

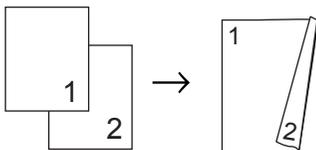


Landscape

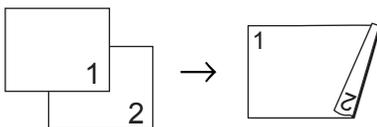


### ■ 1side→2side Long Edge Flip

Portrait

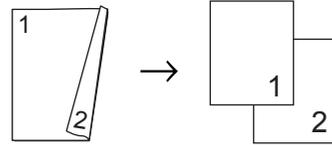


Landscape

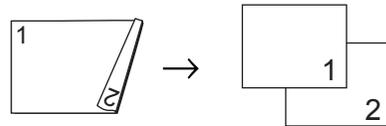


### ■ 2side→1side Long Edge Flip

Portrait

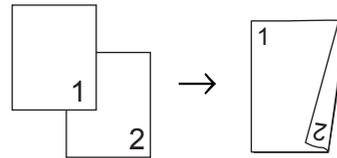


Landscape

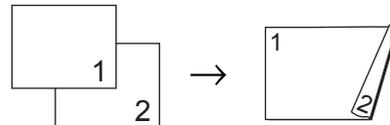


### ■ 1side→2side Short Edge Flip

Portrait

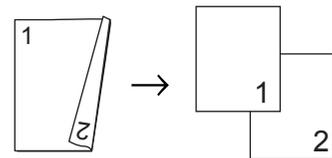


Landscape

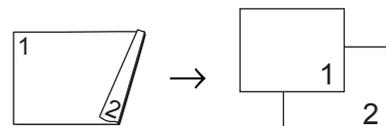


### ■ 2side→1side Short Edge Flip

Portrait



Landscape



- 1 Press  (COPY).
- 2 Load your document.
- 3 Enter the number of copies you want.

- 4 Press ◀ or ▶ to display Duplex Copy. Press Duplex Copy.
- 5 Press ◀ or ▶ to display the following layout options:  
2side-2side,  
1side-2side LongEdgeFlip,  
2side-1side LongEdgeFlip,  
1side-2side ShortEdgeFlip,  
2side-1side ShortEdgeFlip,  
Off  
  
Press the option you want.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.

## Tray selection

You can change the Tray Use option for the next copy.

- 1 Press  (**COPY**).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display Tray Use. Press Tray Use.
- 5 Press MP>T1, MP>T1>T2<sup>1</sup>, T1>MP, T1>T2>MP<sup>1</sup>, Tray#1 Only, Tray#2 Only<sup>1</sup> or MP Only.  
  
<sup>1</sup> T2 and Tray#2 Only appears only if the optional lower tray is installed.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.



### Note

To change the default setting for Tray Use, see *Tray Use in copy mode* in Chapter 2 of the *Basic User's Guide*.

## Adjusting Brightness and Contrast

### Brightness

Adjust the copy brightness to make copies darker or lighter.

- 1 Press  (**COPY**).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display Brightness. Press Brightness.
- 5 Press ◀ to make a darker copy or press ▶ to make a lighter copy. Press OK.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.

### Contrast

Adjust the contrast to help an image look sharper and more vivid.

- 1 Press  (**COPY**).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display Contrast. Press Contrast.
- 5 Press ◀ to decrease the contrast or press ▶ to increase the contrast. Press OK.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.

## Sorting copies using the ADF

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

- 1 Press  (**COPY**).
- 2 Load your document in the ADF.
- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display *Stack/Sort*. Press *Stack/Sort*.
- 5 Press *Sort*.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.



### Note

Sort is available only when the document is in the ADF.

## Making N in 1 copies (page layout)

You can reduce the amount of paper used when copying by using the N in 1 copy feature. This allows you to copy two or four pages onto one page. If you want to copy both sides of an ID card onto one page, see *2 in 1 ID Copy* on page 57.

### ! IMPORTANT

- Please make sure the paper size is set to *Letter*, *A4*, *Legal* or *Folio*.
- You cannot use the *Enlarge/Reduce* setting with the N in 1 feature.
- (P) means *Portrait* and (L) means *Landscape*.

7

- 1 Press  (**COPY**).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display *Page Layout*. Press *Page Layout*.
- 5 Press ◀ or ▶ to display *Off (1in1)*, *2in1 (P)*, *2in1 (L)*, *2in1 (ID)*<sup>1</sup>, *4in1 (P)* or *4in1 (L)*. Press the button you want.
 

<sup>1</sup> For details about *2in1 (ID)*, see *2 in 1 ID Copy* on page 57.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start** to scan the page. If you placed the document in the ADF, the machine scans the pages and starts printing.

**If you are using the scanner glass, go to step 7.**

- 7 After the machine scans the page, press *Yes* to scan the next page.

- 8 Place the next page on the scanner glass. Press **Black Start** or **Color Start**. Repeat steps 7 and 8 for each page of the layout.

- 9 After all the pages have been scanned, press **No** in step 7 to finish.

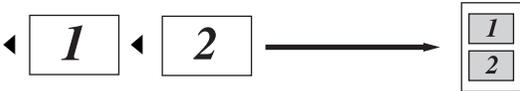
**If you are copying from the ADF:**

Insert your document *face up* in the direction shown below:

■ 2 in 1 (P)



■ 2 in 1 (L)



■ 4 in 1 (P)



■ 4 in 1 (L)



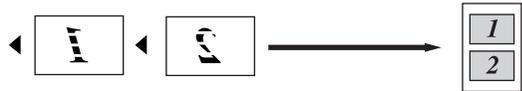
**If you are copying from the scanner glass:**

Insert your document *face down* in the direction shown below:

■ 2 in 1 (P)



■ 2 in 1 (L)



■ 4 in 1 (P)



■ 4 in 1 (L)



## 2 in 1 ID Copy

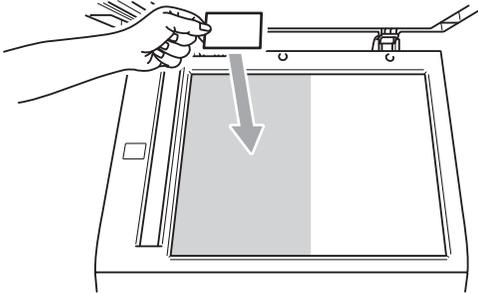
You can copy both sides of your identification card onto one page, keeping the original card size.



### Note

You can copy an identification card to the extent permitted under applicable laws. See *Legal limitations for copying* in the *Safety and Legal Booklet*.

- 1 Press  (**COPY**).
- 2 Place your identification card *face down* on the left side of the scanner glass.



- Even if a document is placed on the ADF, the machine scans the data from the scanner glass.

- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display `Page Layout`. Press `Page Layout`.
- 5 Press ◀ or ▶ to display `2in1 (ID)`. Press `2in1 (ID)`.
- 6 Press **Black Start** or **Color Start**. After the machine scans the first side of the card, the LCD will display `Turn over the ID Card`  
`Then Press Start`.
- 7 Turn over your identification card and place it on the left side of the scanner glass.

- 8 Press **Black Start** or **Color Start**. The machine scans the other side of the card and prints the page.



### Note

When 2 in 1 ID Copy is chosen, the machine sets the quality to `Photo` and the contrast to `+2`.

## Adjusting Color (Saturation)

You can change the default setting for color saturation.

- 1 Press  (**COPY**).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ◀ or ▶ to display **Color Adjust**. Press **Color Adjust**.
- 5 Press **Red**, **Green** Or **Blue**.
- 6 Press ◀ to decrease or ▶ to increase the color saturation. Press **OK**.
- 7 Repeat steps 5 and 6 if you want to adjust the next color. Press .
- 8 If you do not want to change additional settings, press **Black Start** or **Color Start**.

## Setting your changes as the new default

You can save the copy settings for **Quality**, **Brightness**, **Contrast** and **Color Adjust** you use most often by setting them as the default. These settings will stay until you change them again.

- 1 Press  (**COPY**).
- 2 Press ◀ or ▶ to choose the setting you want to change, and then press the new option. Repeat this step for each setting you want to change.
- 3 After changing the last setting, press ◀ or ▶ to display **Set New Default**. Press **Set New Default**.
- 4 Press **Yes**.
- 5 Press **Stop/Exit**.

## Restoring all copy settings to the factory settings

You can restore all the copy settings you have changed to the factory settings. These settings will stay until you change them again.

- 1 Press  (**COPY**).
- 2 After changing the last setting, press ◀ or ▶ to display **Factory Reset**. Press **Factory Reset**.
- 3 Press **Yes**.
- 4 Press **Stop/Exit**.

## Setting your favorites

You can store the copy settings that you use most often by setting them as a favorite. You can set up to three favorites.

- 1 Press  (**COPY**).
- 2 Choose the copy option and settings you want to store.
- 3 Press ◀ or ▶ to display Favorite Settings.  
Press Favorite Settings.
- 4 Press Store.
- 5 Press the location where you want to store your setting for Favorite:1, Favorite:2 or Favorite:3.
- 6 Do one of the following:
  - If you want to rename your setting, press  to delete characters. Then enter the new name (up to 12 characters). Press OK.
  - If you do not want to rename your setting, press OK.
- 7 Press **Stop/Exit**.

## Retrieving your favorite setting

When you are ready to use one of your favorite set of settings, you can recall it.

- 1 Press  (**COPY**).
- 2 Press Favorite.
- 3 Press the favorite setting you want to retrieve.
- 4 Press **Black Start** or **Color Start**.

## Rename your favorite setting

After you stored your favorite setting, you can rename it.

- 1 Press  (**COPY**).
- 2 Press ◀ or ▶ to display Favorite Settings.  
Press Favorite Settings.
- 3 Press Rename.
- 4 Press the favorite setting you want to rename.
- 5 Enter the new name (up to 12 characters).
- 6 Press OK.
- 7 Press **Stop/Exit**.

# A

## Routine maintenance

### Cleaning and checking 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 cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock.

See *To use the product safely* in the *Safety and Legal Booklet* for how to clean the machine.



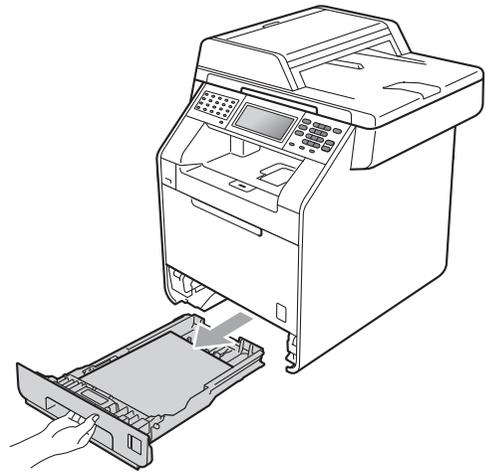
Be careful not to inhale toner.

#### IMPORTANT

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

### Cleaning the outside of the machine

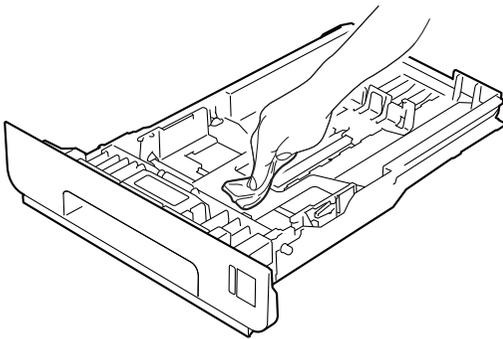
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.
- 2 Pull the paper tray completely out of the machine.



- Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.



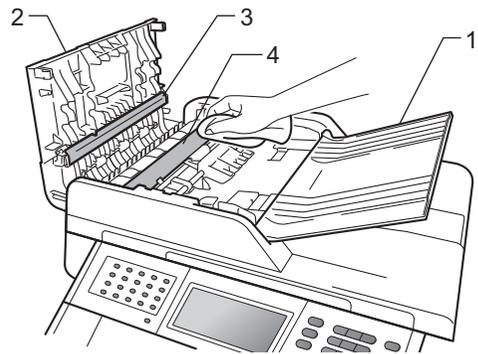
- Remove any paper that is in the paper tray.
- Wipe the inside and the outside of the paper tray with a dry, lint-free soft cloth to remove dust.



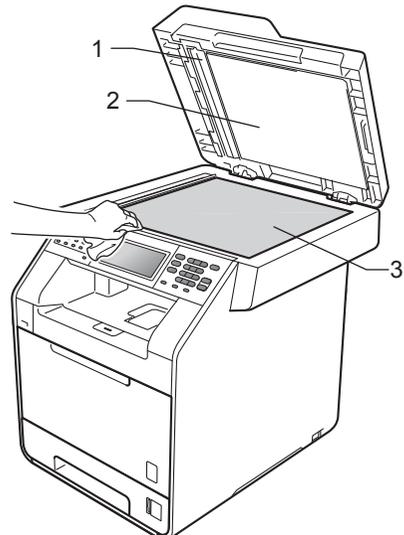
- Re-load the paper and put the paper tray firmly back in the machine.
- Plug the machine's power cord back into the AC power outlet first, connect all cables, and then plug in the telephone line cord. Turn on the machine's power switch.

## Cleaning the scanner

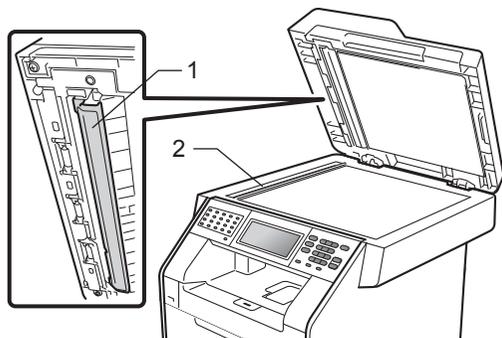
- Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.
- Unfold the ADF document support (1) and then open the ADF cover (2). Clean the white bar (3) and the scanner glass strip (4) underneath it with a soft lint-free cloth moistened with water. Close the ADF cover (2) and fold the ADF document support (1).



- Lift the document cover (1). Clean the white plastic surface (2) and scanner glass (3) underneath it with a soft lint-free cloth moistened with water.



- 4 In the ADF unit, clean the white bar (1) and the glass strip (2) underneath it with a soft lint-free cloth moistened with water.



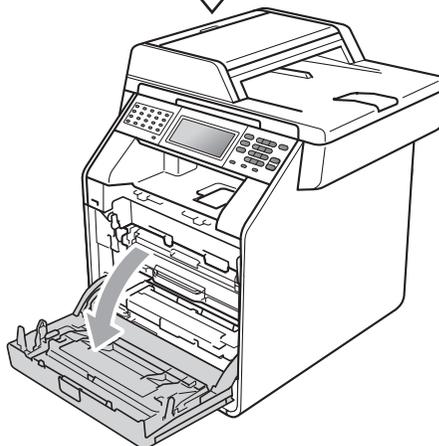
 **Note**

In addition to cleaning the scanner glass and 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.

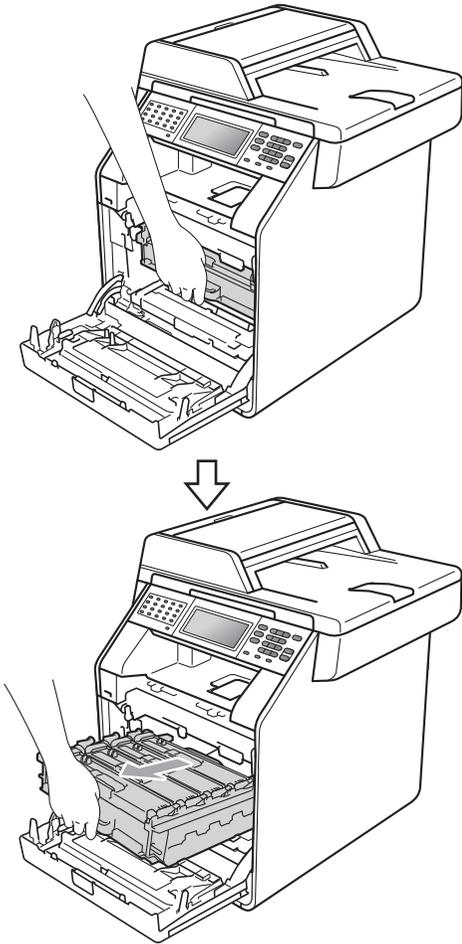
- 5 Plug the machine's power cord back into the AC power outlet first, connect all cables, and then plug in the telephone line cord. Turn on the machine's power switch.

## Cleaning the laser scanner windows

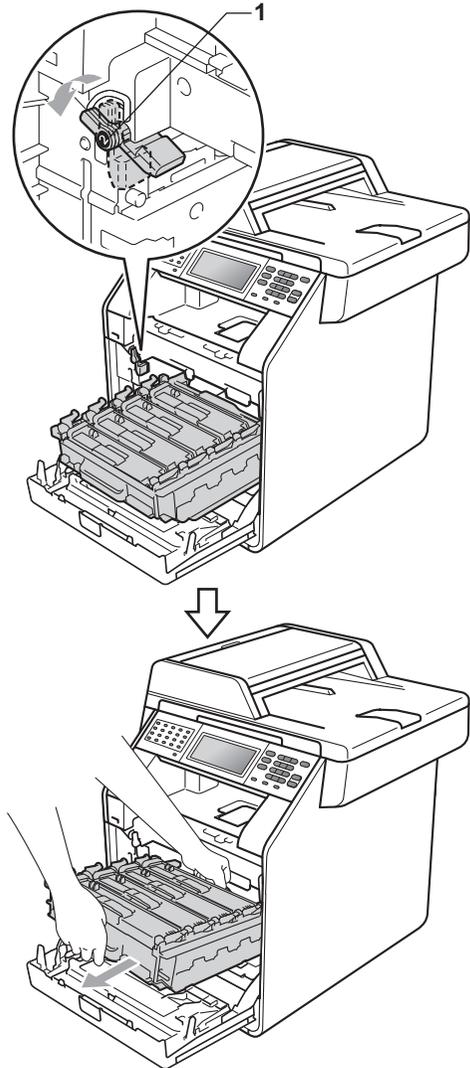
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.
- 2 Press the front cover release button and then open the front cover.



- 3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

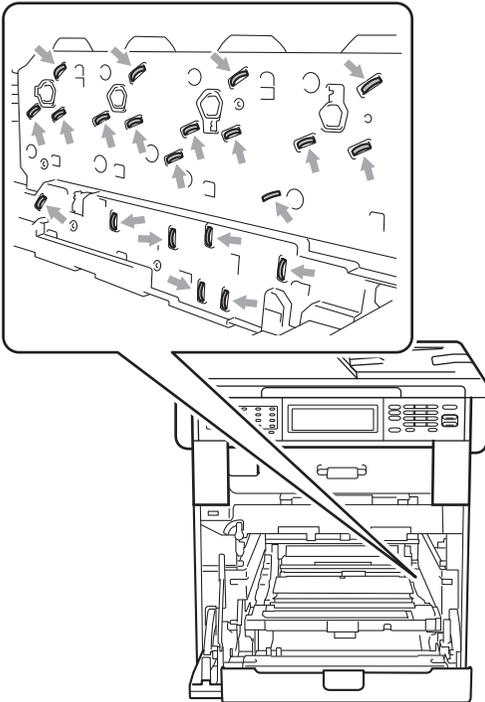


- 4 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.



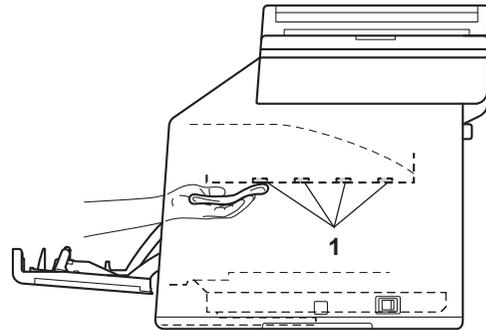
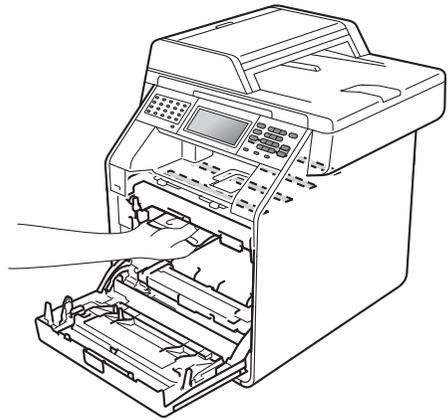
## ! IMPORTANT

- We recommend that you place the drum unit and/or 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.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

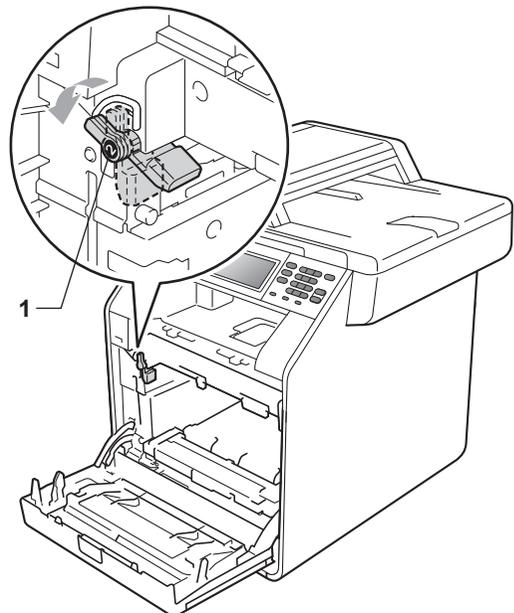


- Hold the green handles of the drum unit when you carry it. DO NOT hold the sides of the drum unit.

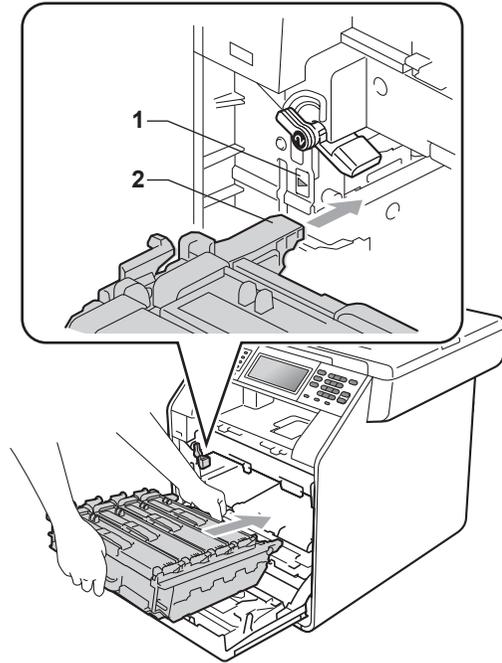
- 5 Wipe the four scanner windows (1) with a dry, lint-free cloth.



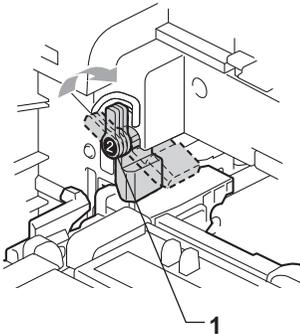
- 6 Make sure the green lock lever (1) is in the release position as shown in the illustration.



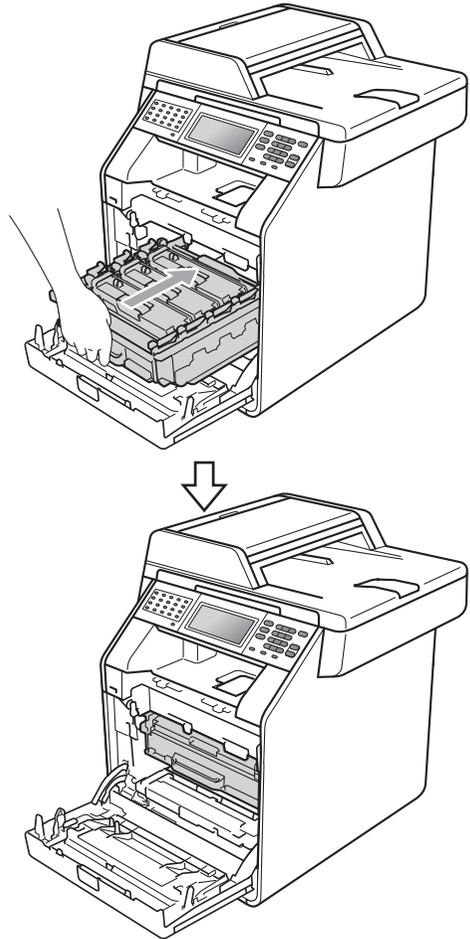
- 7** Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



- 8** Turn the green lock lever (1) clockwise to the lock position.



- 9** Push the drum unit in until it stops.



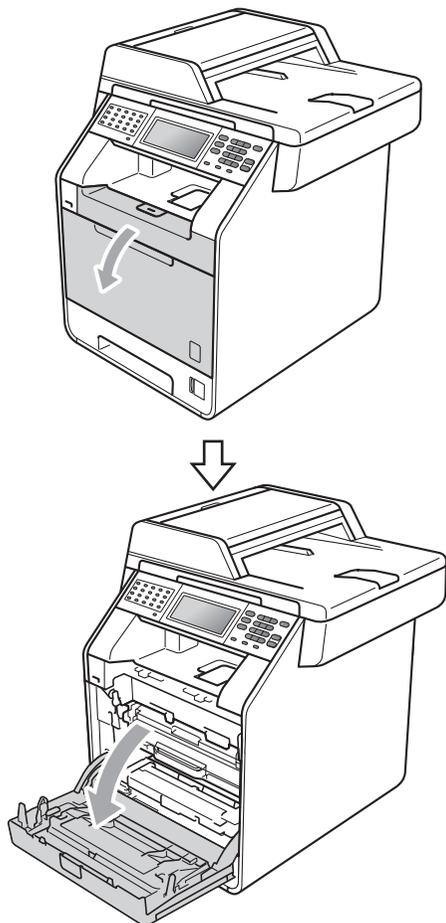
- 10** Close the front cover of the machine.

- 11** Plug the machine's power cord back into the AC power outlet first, connect all cables, and then plug in the telephone line cord. Turn on the machine's power switch.

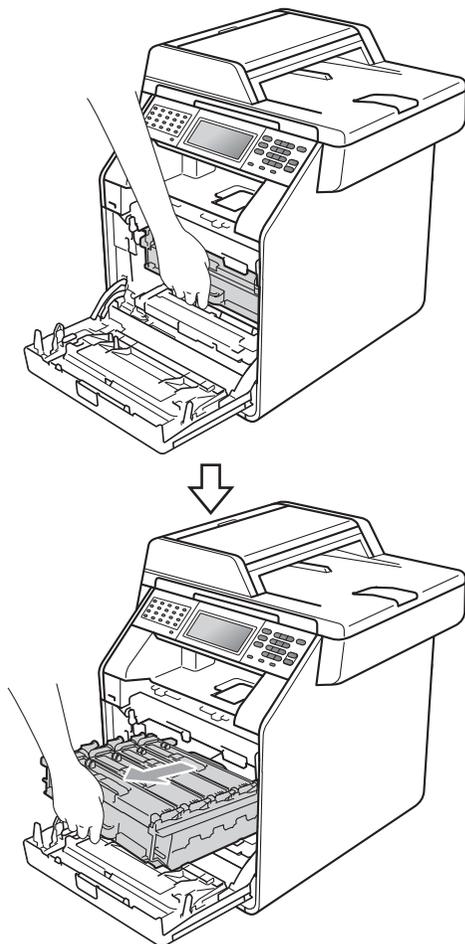
## Cleaning the corona wires

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

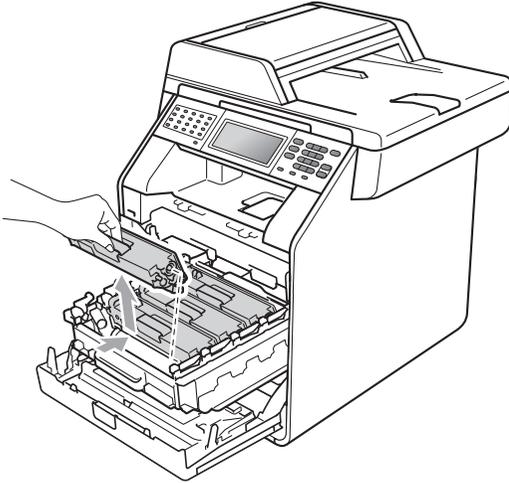
- 1 Press the front cover release button and then open the front cover.



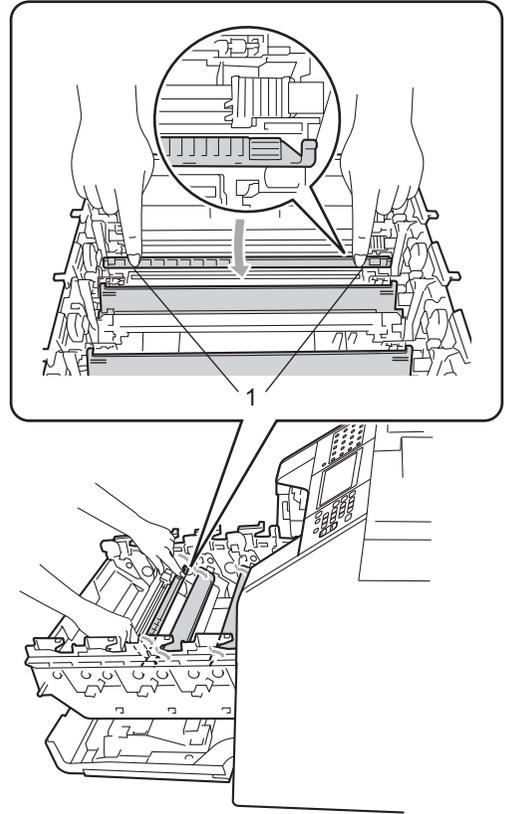
- 2 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



- 3 Hold the handle of the toner cartridge and slightly push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.

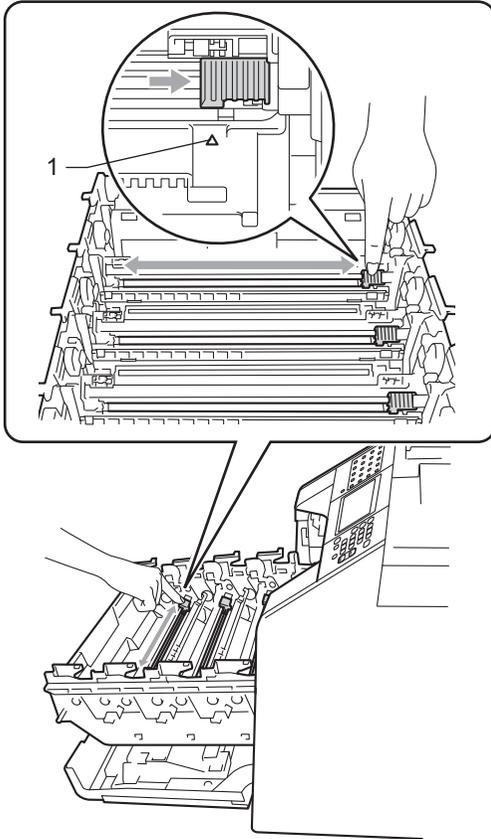


- 4 Push to release the latches of the corona wire cover (1), and then open the cover.



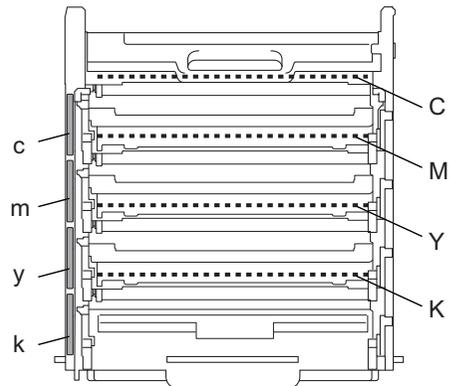
A

- 5 Clean the corona wires inside the drum unit by gently sliding the green tabs from left to right and right to left several times.



**Note**

- Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.
- We recommend that you clean the corona wire for each color. If you want to clean only the corona wire of the color that caused the print quality problem, see the illustration below to identify the position of each of the corona wires.

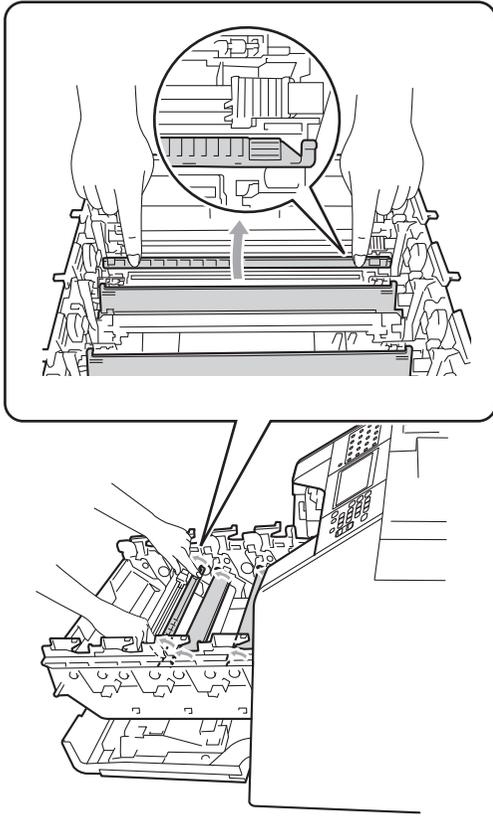


- C: Corona wire for Cyan
- M: Corona wire for Magenta
- Y: Corona wire for Yellow
- K: Corona wire for Black

- c: Cyan toner position label
- m: Magenta toner position label
- y: Yellow toner position label
- k: Black toner position label

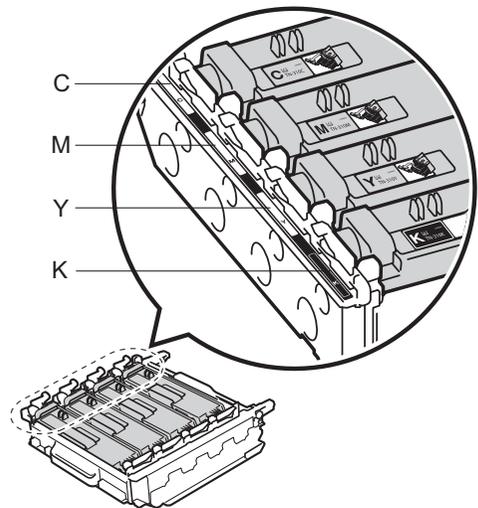
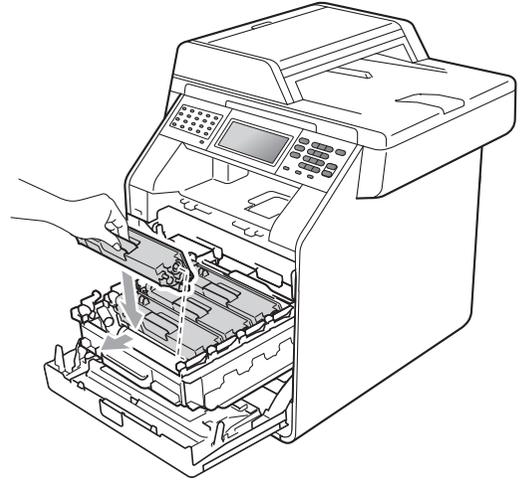
The corona wires for black, yellow and magenta are located under the next toner cartridge. For example, when you clean the corona wire for black, you need to remove the yellow toner cartridge to access the corona wire for black.

- 6 Close the corona wire cover.



- 7 Repeat steps 4 to 6 to clean each of three remaining corona wires.

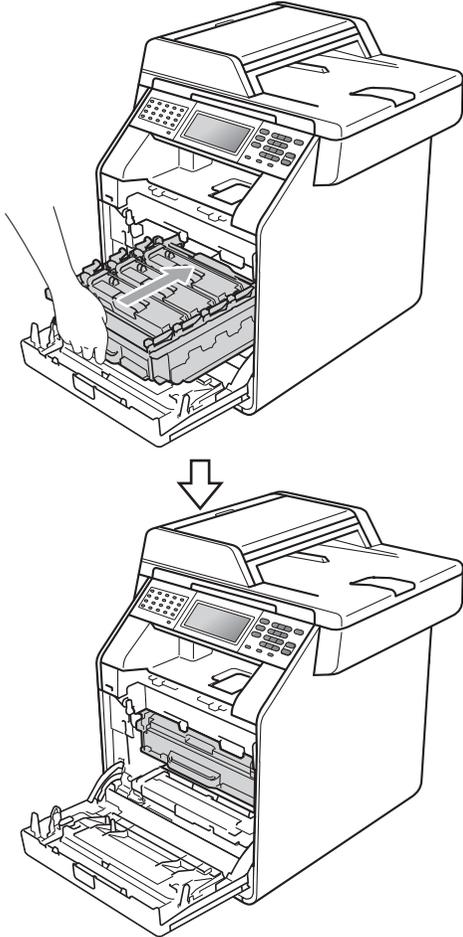
- 8 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge color to the same color label on the drum unit. Repeat this for all the toner cartridges.



C - Cyan  
Y - Yellow

M - Magenta  
K - Black

- 9 Push the drum unit in until it stops.



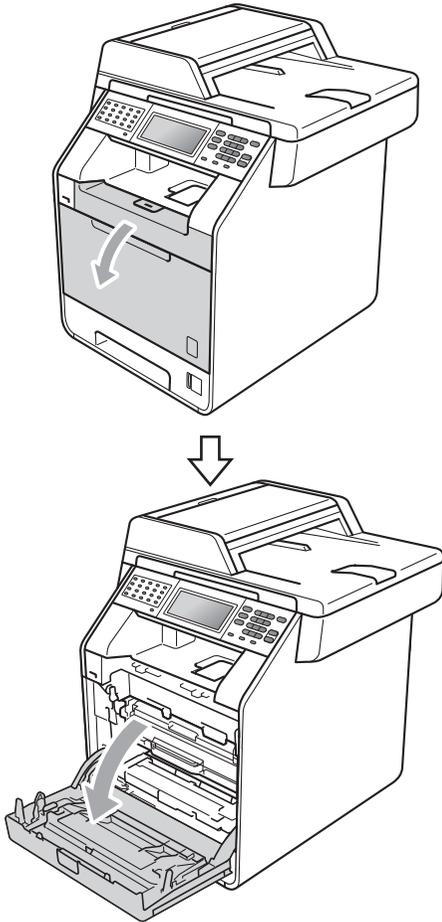
- 10 Close the front cover of the machine.

## Cleaning the drum unit

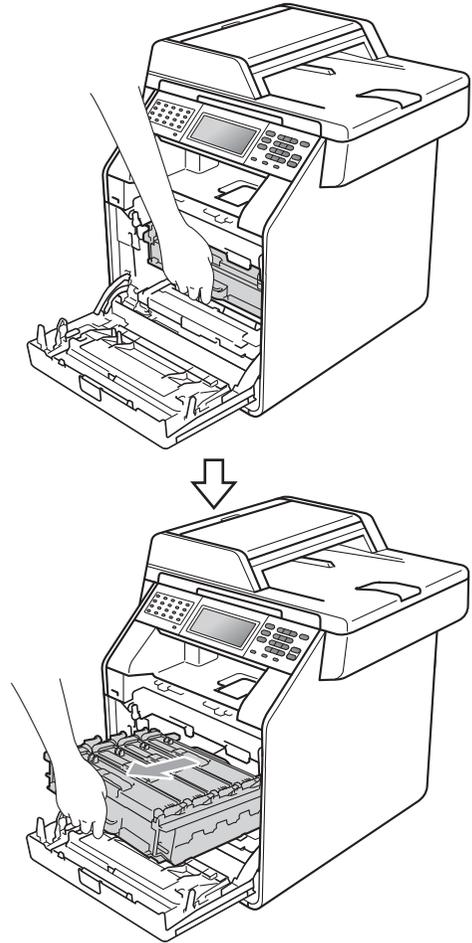
If your printout has colored dots or other repeating marks at 3.7 in. (94 mm) intervals, the drum may have foreign material, such as glue from a label stuck on the drum surface. Follow the steps below to solve the problem.

- 1 Make sure that the machine is in the Ready mode.
- 2 Press MENU.
- 3 Press ▲ or ▼ to display Print Reports.  
Press Print Reports.
- 4 Press ▲ or ▼ to display Drum Dot Print.  
Press Drum Dot Print.
- 5 The machine will display Press Start.  
Press **Black Start** or **Color Start**.
- 6 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.

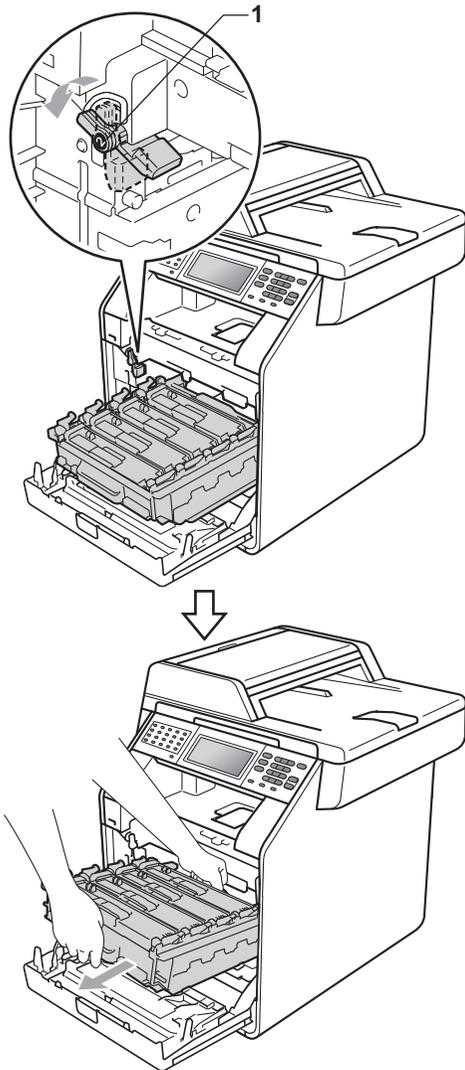
- 7 Press the front cover release button and then open the front cover.



- 8 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

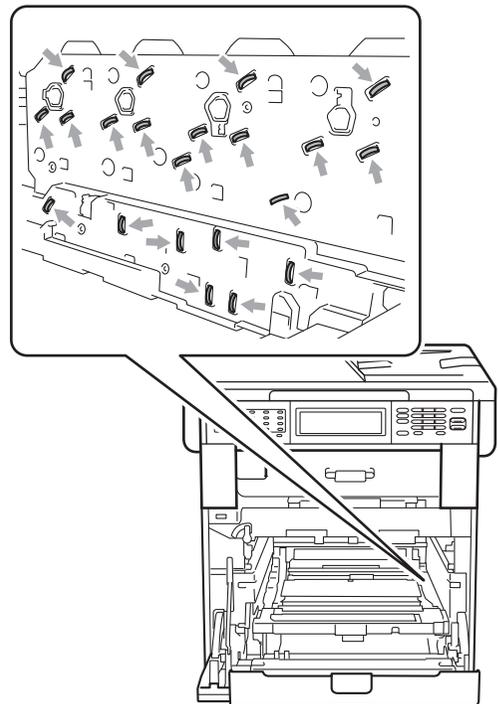


- 9 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.



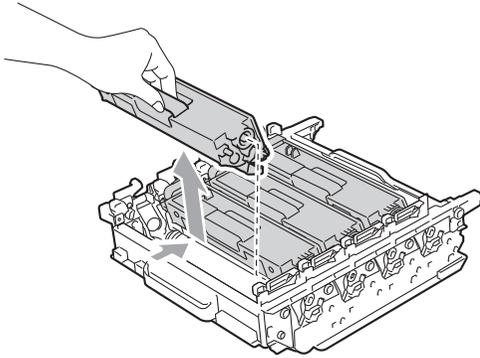
## ! IMPORTANT

- We recommend that you place the drum unit on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, **DO NOT** touch the electrodes shown in the illustration.



- Hold the green handles of the drum unit when you carry it. **DO NOT** hold the sides of the drum unit.

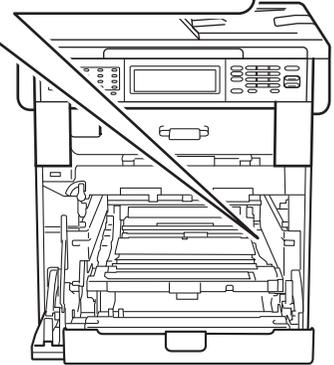
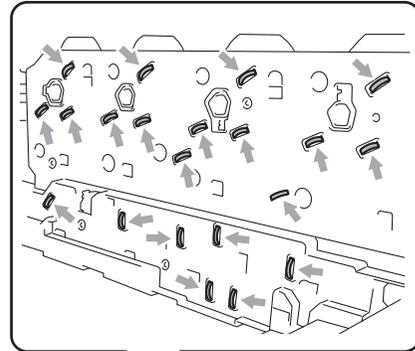
- 10 Hold the handle of the toner cartridge and slightly push it to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



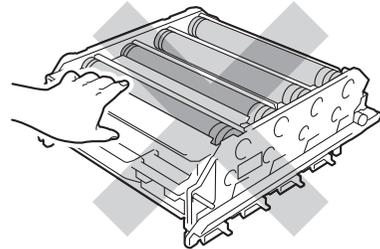
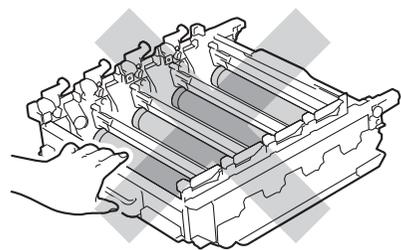
**! IMPORTANT**

- We recommend that you place the toner cartridges 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.

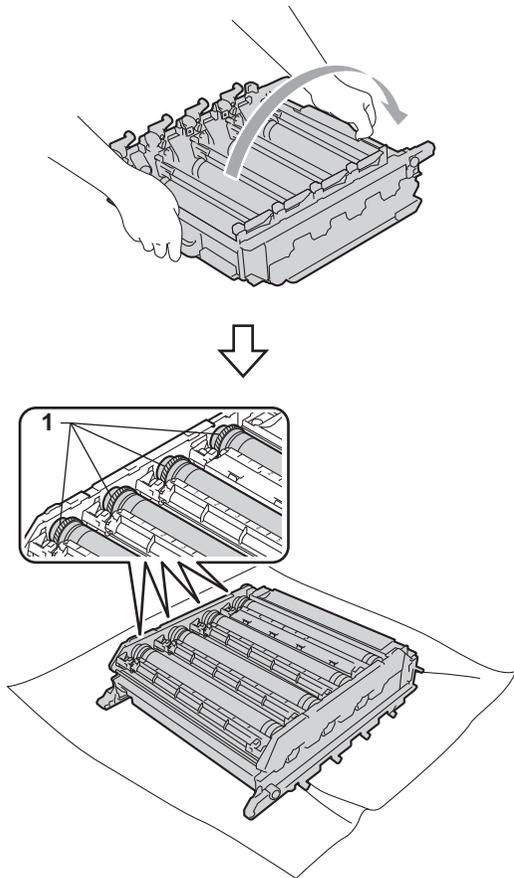
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



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



- 11 Turn the drum unit over by holding the green handles. Make sure that the drum unit gears (1) are on the left hand side.



- 12 Read following information from the drum dot check sheet.

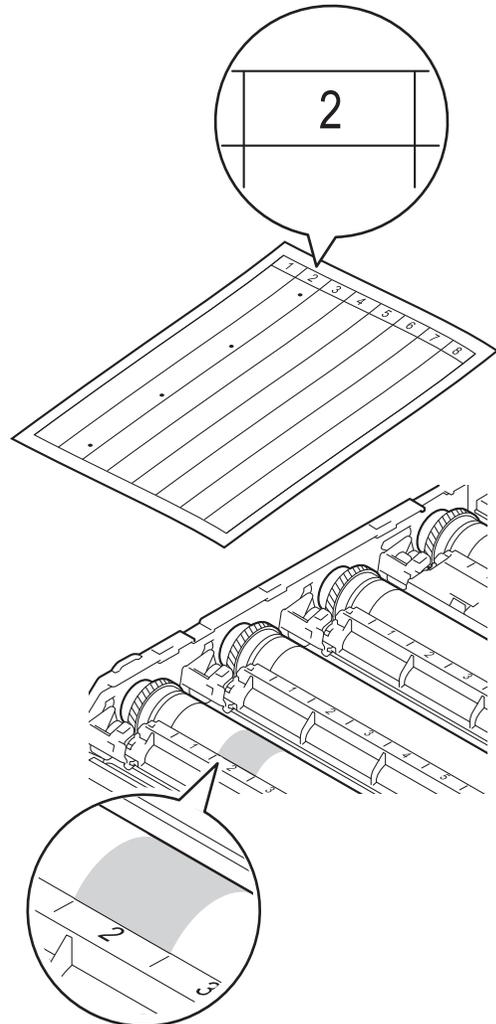
■ Dot color:

The color of printed dots is the color of the drum you should clean.

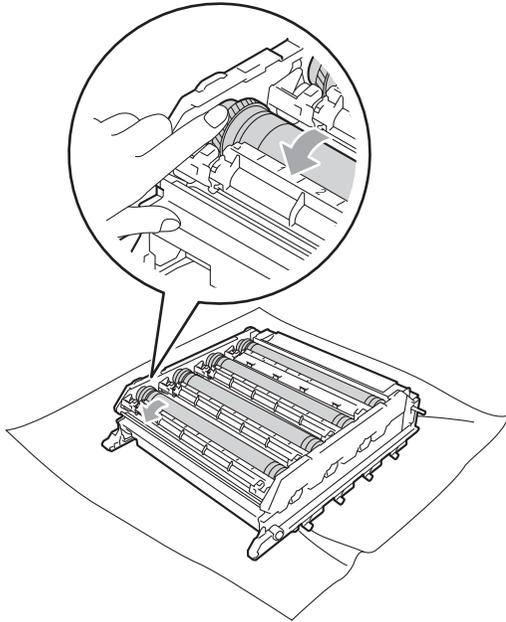
■ Dot location:

The sheet has eight numbered columns. The number of the column with the printed dots in it is used to find the dot position on the drum.

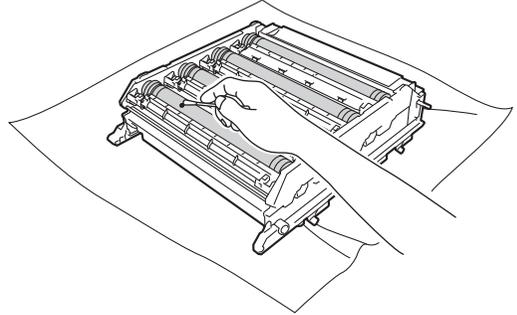
- 13 Confirm suspected area of the appropriate color drum by using the numbers beside the drum which relate to the column numbers.



- 14 Turn the drum unit gear toward you by hand while looking at the surface of the suspected area.



- 15 When you have found the mark on the drum that matches the drum dot check sheet, wipe the surface of the drum gently with a cotton swab until the mark on the surface comes off.

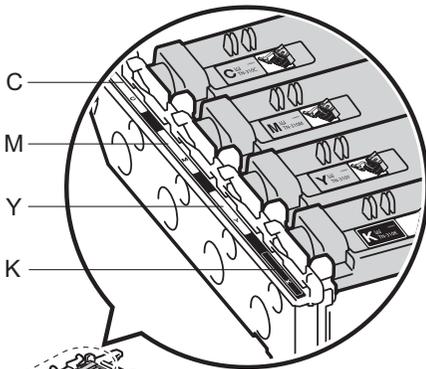
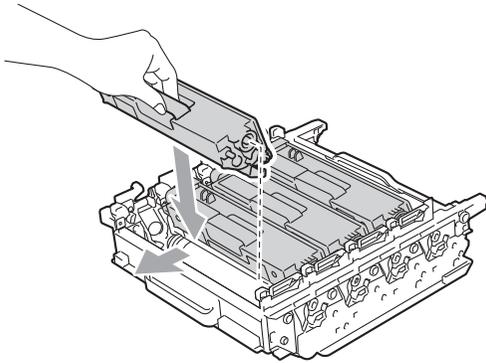


### ! IMPORTANT

- The drum is photosensitive so **DO NOT** touch it with your fingers.
- **DO NOT** clean the surface of the photosensitive drum with a sharp object or any liquids.
- **DO NOT** use a scrubbing or wiping motion because this might damage the drum.

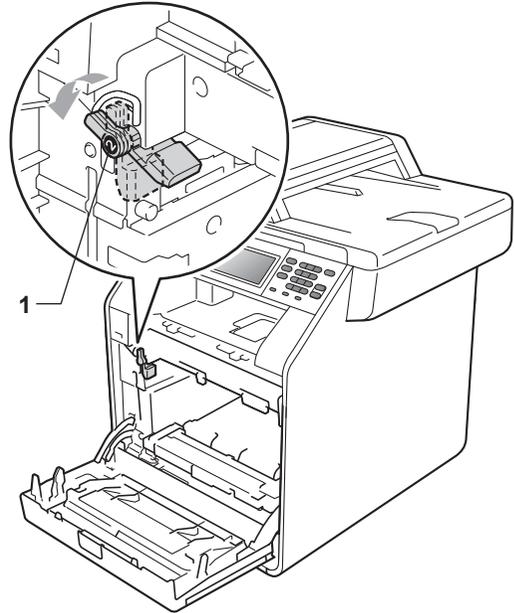
- 16 Turn the drum unit over by holding the green handles.

- 17 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge color to the same color label on the drum unit. Repeat this for all the toner cartridges.

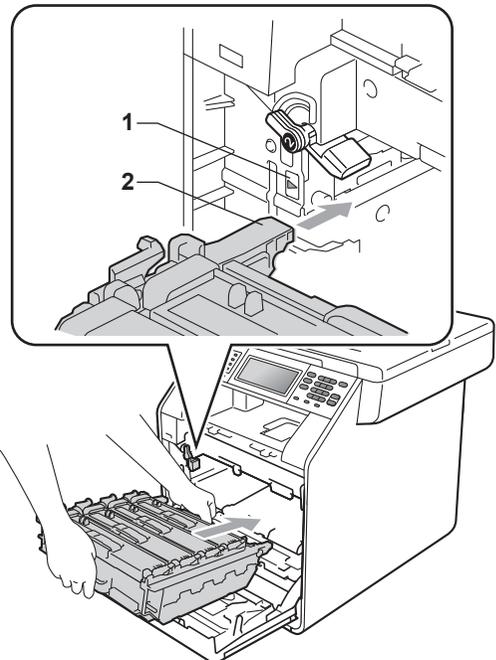


C - Cyan  
M - Magenta  
Y - Yellow  
K - Black

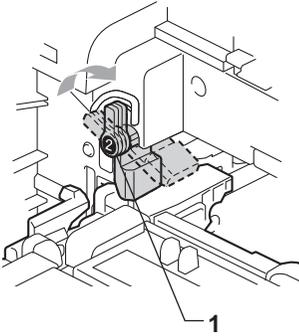
- 18 Make sure the green lock lever (1) is in the release position as shown in the illustration.



- 19 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.

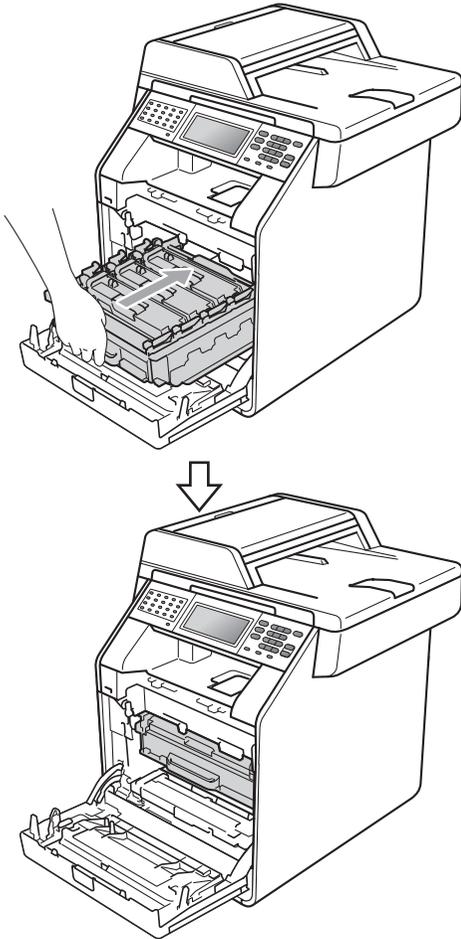


- 20 Turn the green lock lever (1) clockwise to the lock position.



- 23 Plug the machine's power cord back into the AC power outlet first, connect all cables, and then plug in the telephone line cord. Turn on the machine's power switch.

- 21 Push the drum unit in until it stops.

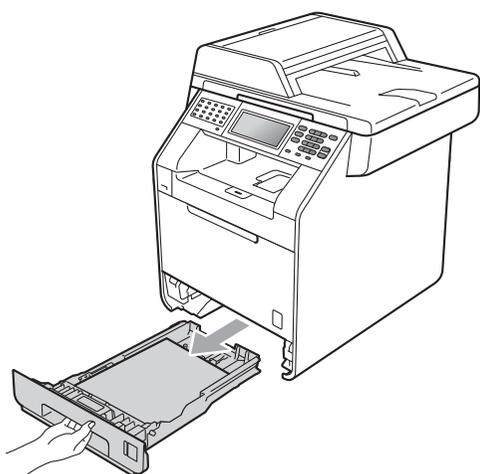


- 22 Close the front cover of the machine.

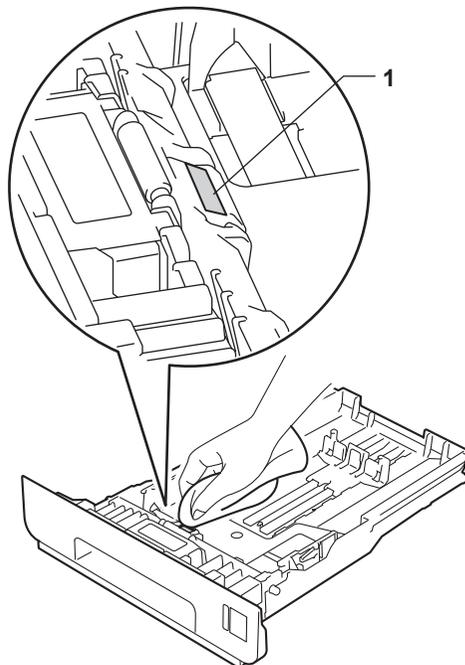
## Cleaning the paper pick-up rollers

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

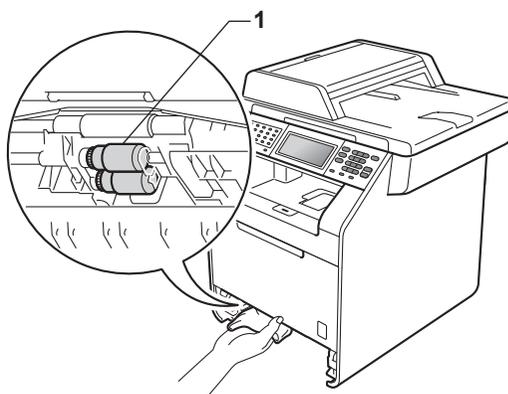
- 1 Turn off the machine's power switch. Unplug the power cord from the AC power outlet.
- 2 Pull the paper tray completely out of the machine.



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



- 4 Wipe the two pick-up rollers (1) inside of the machine to remove dust.



- 5 Put the paper tray back in the machine.
- 6 Plug the machine's power cord back into the AC power outlet. Turn on the machine's power switch.

## Calibration

The output density for each color may vary depending on the environment the machine is in, such as temperature and humidity. Calibration helps you to improve the color density.

- 1 Press MENU.
- 2 Press ▲ or ▼ to display **Printer**. Press **Printer**.
- 3 Press ▲ or ▼ to display **Calibration**. Press **Calibration**.
- 4 Press **Calibrate**.
- 5 The machine will display **Calibrate?**. Press **Yes** to confirm.
- 6 The machine will display **Completed**.
- 7 Press **Stop/Exit**.

You can reset the calibration parameters back to those set at the factory.

- 1 Press MENU.
- 2 Press ▲ or ▼ to display **Printer**. Press **Printer**.
- 3 Press ▲ or ▼ to display **Calibration**. Press **Calibration**.
- 4 Press **Reset**.
- 5 The machine will display **Reset?**. Press **Yes** to confirm.
- 6 The machine will display **Completed**.
- 7 Press **Stop/Exit**.



### Note

- If an error message is displayed, press **Black Start** or **Color Start** and try again. (For more information, see *Error and maintenance messages* in *Appendix B* of the *Basic User's Guide*.)
- If you print using the Windows® printer driver, the driver will get the calibration data automatically if both **Use Calibration Data** and **Get Device Data Automatically** are on. (The default settings are on. See *Advanced tab* in the *Software User's Guide*.)
- If you print using the Macintosh printer driver, you need to perform the calibration using the **Status Monitor**. After turning the **Status Monitor** on, choose **Color Calibration** from the Control menu. (See *Status Monitor* in the *Software User's Guide*. When the **Status Monitor** is open, choose **Control / Color Calibration** from the menu bar.)

## Auto Registration

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### Registration

If solid areas of color or images have cyan, magenta or yellow fringes, you can use the auto-registration feature to correct the problem.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Printer**. Press **Printer**.
- 3 Press **▲** or **▼** to display **Auto Regist..** Press **Auto Regist..**
- 4 The machine will display **Registration?.** Press **Yes**.
- 5 The machine will display **Completed**.
- 6 Press **Stop/Exit**.

## Manual Registration

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If color still appears incorrectly after auto-registration, you will need to perform manual registration.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Printer**. Press **Printer**.
- 3 Press **▲** or **▼** to display **Manual Regist..** Press **Manual Regist..**
- 4 Press **Print Chart**.
- 5 Press **Mono Start** or **Color Start**.
- 6 When the machine has finished printing the registration chart, press **Set Regist.** to correct the color manually.
- 7 Starting at 1 Magenta Left on the chart, check which colored bar has the most uniform print density. Press 1 Magenta Left and choose the number on the Touchscreen, using **◀** or **▶** to display more numbers if necessary.  
Repeat for 2 Cyan Left, 3 Yellow Left, 4 Magenta Center, 5 Cyan Center, 6 Yellow Center, 7 Magenta Right, 8 Cyan Right, and 9 Yellow Right, using **▲** or **▼** to display all the options to set.
- 8 Press **OK** if you finished entering the numbers.
- 9 Press **Stop/Exit**.

## Frequency (Color Correction)

You can set how often the color correction (Color Calibration and Auto Registration) occurs. The default setting is Normal. The color correction process consumes some amount of the toner.

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Printer**.  
Press **Printer**.
- 3 Press **▲** or **▼** to display **Frequency**.  
Press **Frequency**.
- 4 Press **Normal**, **Low** or **Off**.
- 5 Press **Stop/Exit**.

## Checking the Page Counters

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

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display **Machine Info..**  
Press **Machine Info..**
- 3 Press **Page Counter**.  
The LCD shows number of pages for **Total**, **Fax/List**, **Copy** or **Print**.
- 4 Press **Total**, **Fax/List**, **Copy** or **Print** to see the page counters for **Color** and **Black & White**.
- 5 Do one of the following:
  - To see the other options, press **↵**.
  - To exit, press **Stop/Exit**.

## Checking the remaining life of parts

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

- 1 Press **MENU**.
- 2 Press **▲** or **▼** to display Machine Info..  
Press Machine Info..
- 3 Press **Parts Life**.
- 4 Press **▲** or **▼** to see the approximate remaining parts life of the Drum, Belt Unit, Fuser, Laser, PF Kit MP, PF Kit 1 and PF Kit 2.
- 5 Press **Stop/Exit**.



### Note

The life check will be accurate only if you have reset the part counter when you installed a new part. It will not be accurate if that part's life counter was reset during the life of the used part.

## Replacing periodic maintenance parts

The periodic maintenance parts will need to be replaced regularly to maintain the print quality. The parts listed below will have to be replaced after printing approximately 50,000 pages<sup>1</sup> for PF Kit MP and 100,000 pages<sup>1</sup> for PF Kit 1, PF Kit 2, Fuser and Laser. Please call Brother Customer Service when the following messages appear on the LCD.

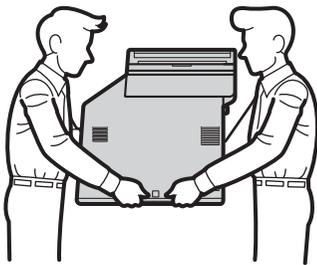
<sup>1</sup> Letter or A4 size single-sided pages.

LCD message	Description
Replace Parts Fuser Unit	Replace the fuser unit.
Replace Parts Laser Unit	Replace the laser unit.
Replace Parts PF Kit 1	Replace the paper feeding kit for the paper tray.
Replace Parts PF Kit 2	Replace the paper feeding kit for the lower tray (option).
Replace Parts PF Kit MP	Replace the paper feeding kit for the multi-purpose tray.

## Packing and shipping the machine

### **⚠ WARNING**

This machine is heavy and weighs approximately 62.8 lb (28.5 kg). To prevent possible injuries at least two people should lift the machine. Be careful not to pinch your fingers when you put the machine down.



If you use a Lower Tray, carry it separately from your machine.

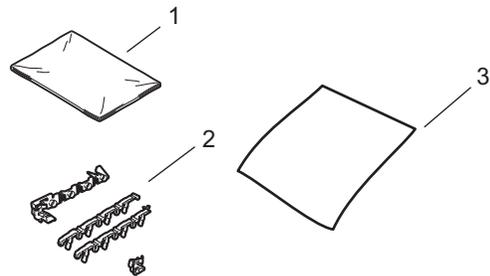
### **! IMPORTANT**

When shipping the machine, the waste toner box must be removed from the machine and put in a plastic bag, and then sealed. Failure to remove it and put it in a plastic bag before shipping may cause severe damage to the machine and may void the warranty.

### **Note**

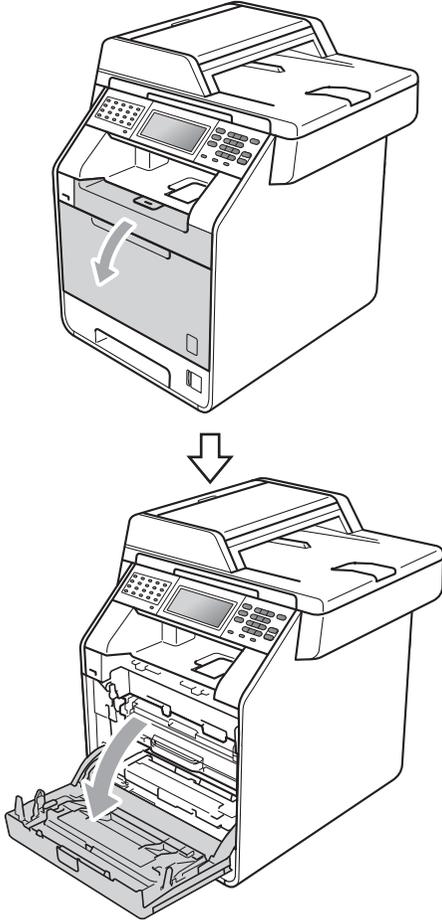
- If for any reason you must ship your machine, carefully repack the machine in the original packaging to avoid any damage during transit. The machine should be adequately insured with the carrier.
- If you are returning your machine to Brother as part of the Exchange Service, pack only the machine. Keep all separate parts, including the drum unit, the toner cartridges, and printed materials to use with your 'Exchange' machine.

Make sure that you have the following parts for repacking:

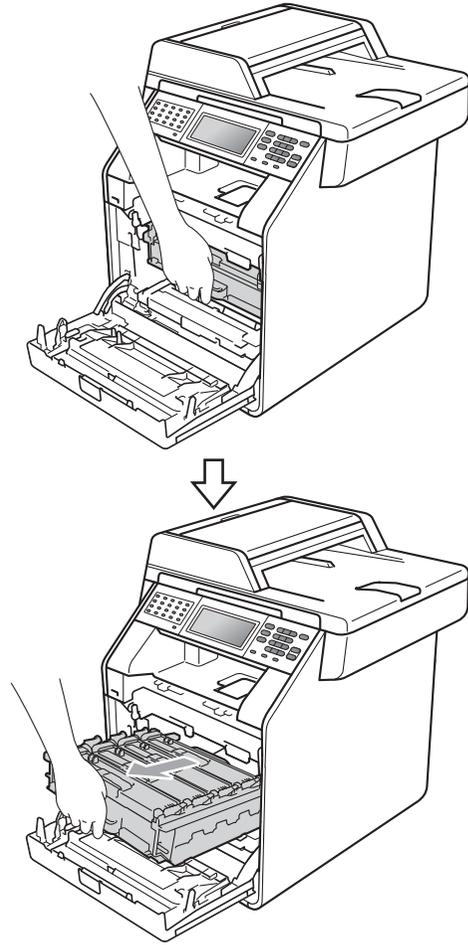


- 1 **Plastic bag for the waste toner box**
- 2 **Orange packing materials for locking the internal parts (4 pieces)**
- 3 **A piece of paper (Letter or A4) to protect the belt unit (Please supply this yourself)**

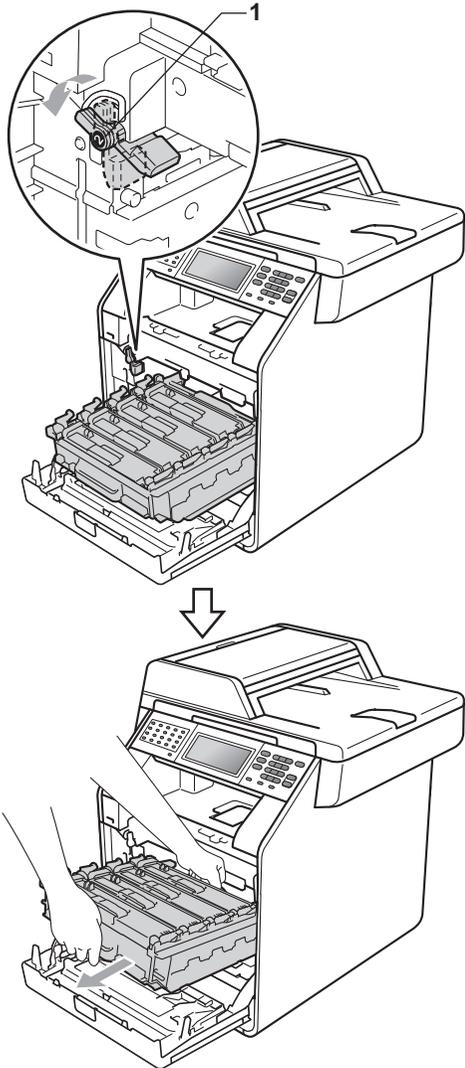
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.
- 2 Press the front cover release button and then open the front cover.



- 3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

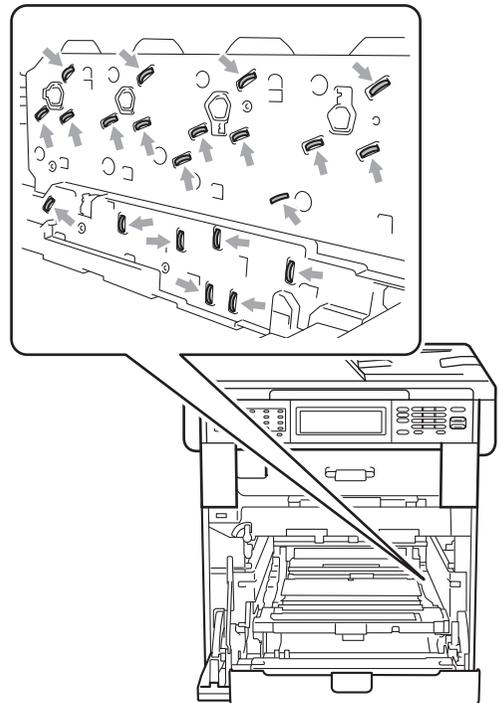


- 4 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

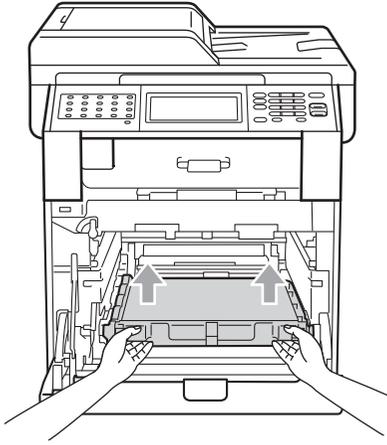


## ! IMPORTANT

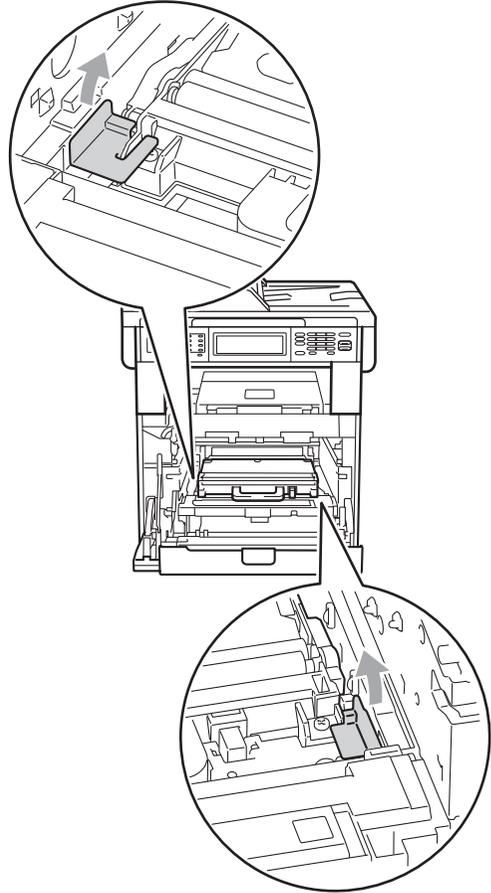
- Hold the green handles of the drum unit when you carry it. **DO NOT** hold the sides of the drum unit.
- We recommend that you place the drum unit on a clean, flat surface with a piece of disposable paper underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge and the waste toner box 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.



- 5 Hold the green handle of the belt unit with both hands and lift the belt unit up, then pull it out.



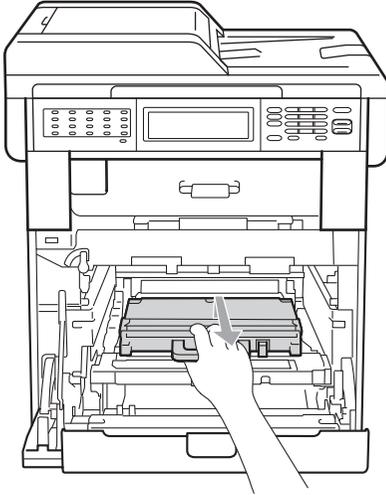
- 6 Remove the two pieces of orange packing material and discard them.



 **Note**

This step is only necessary when you are replacing the waste toner box for the first time, and is not required for the replacement waste toner box. The orange packing pieces are installed at the factory to protect your machine during shipment from the factory.

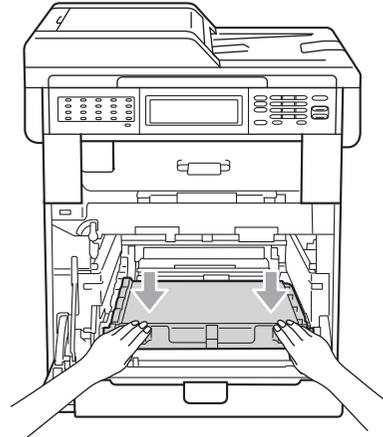
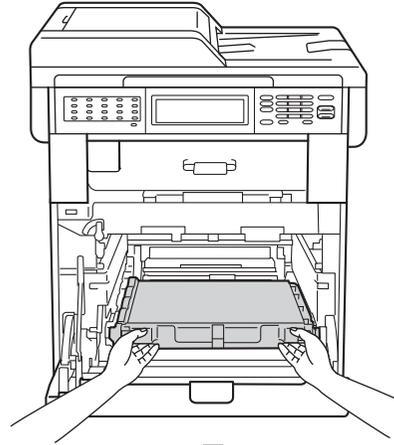
- 7 Remove the waste toner box from the machine using the green handle, and then put it in a plastic bag and seal the bag completely.



**! IMPORTANT**

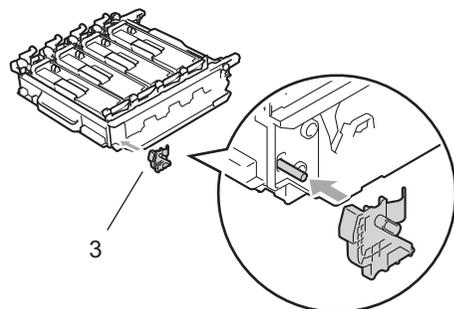
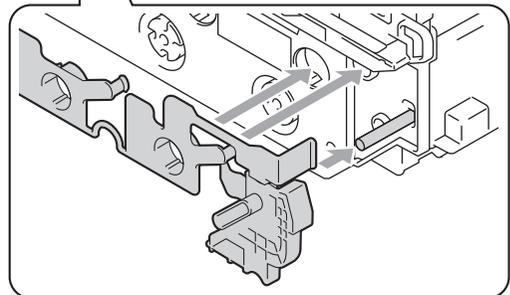
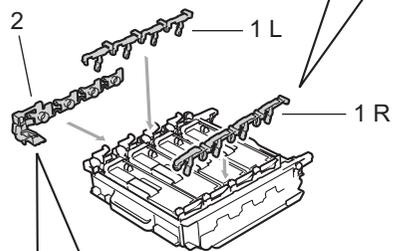
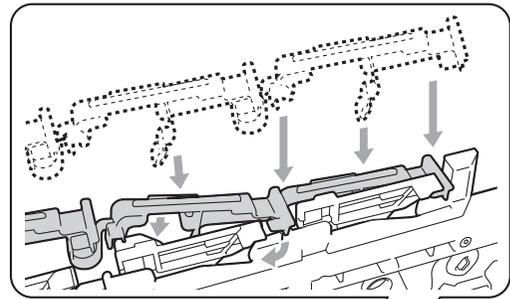
Handle the waste toner box carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

- 8 Put the belt unit back into the machine. Make sure the belt unit is level and fits firmly into place.

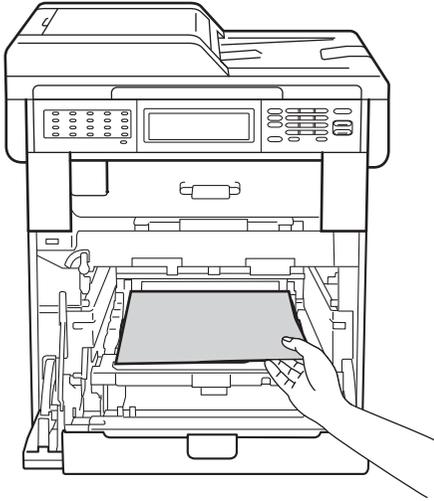


9 Install orange packing materials to the drum unit as follows:

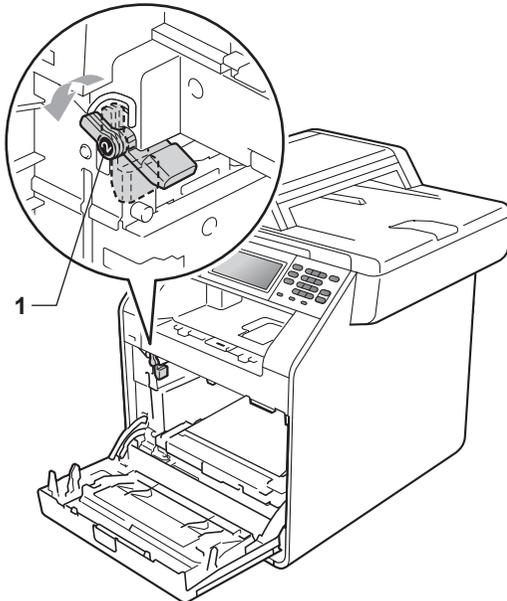
- To secure the toner cartridges, install the matching orange packing strips (1) (marked L and R) to the drum unit on the left and right sides, as shown in the illustration.
- Attach the orange packing strip (2) to the left side of the drum unit, as shown in the illustration.
- Slide the small orange packing material (3) onto the metal shaft on the right side of the drum unit, as shown in the illustration.



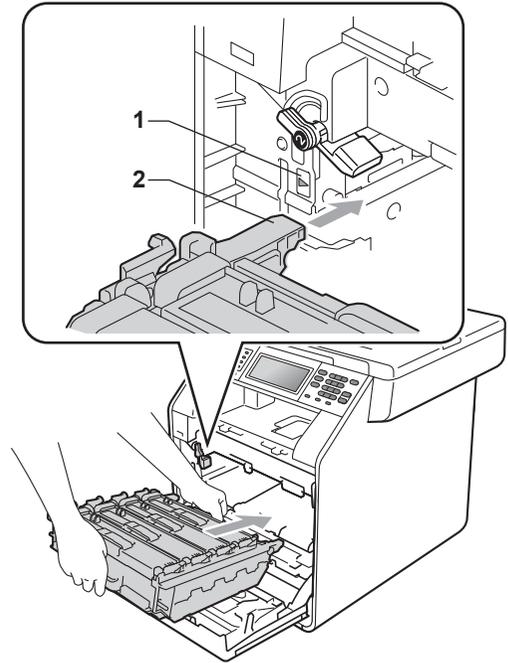
- 10 Put a piece of paper (Letter or A4) on the belt unit to prevent damage to the belt unit.



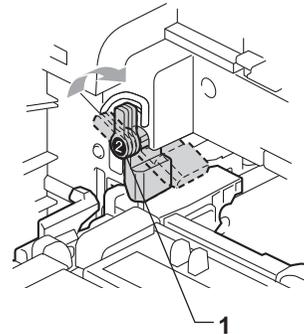
- 11 Make sure the green lock lever (1) is in the release position as shown in the illustration.



- 12 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.

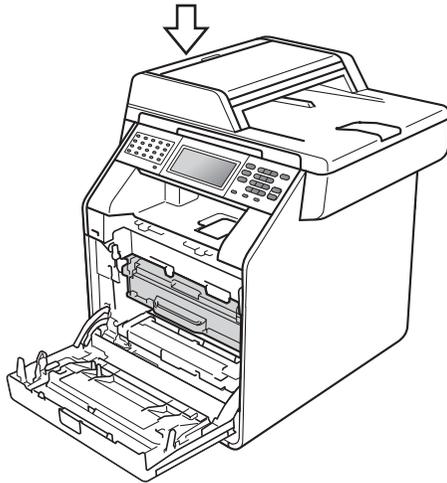
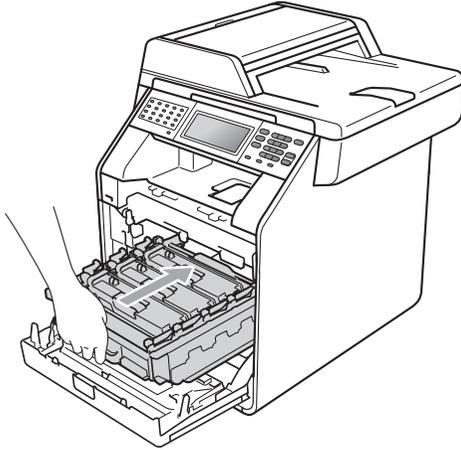


- 13 Turn the green lock lever (1) clockwise to the lock position.



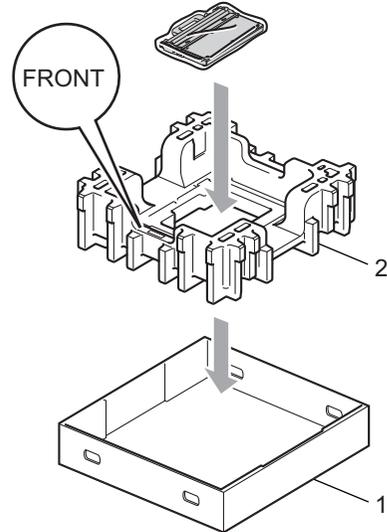
A

- 14 Push the drum unit in until it stops.

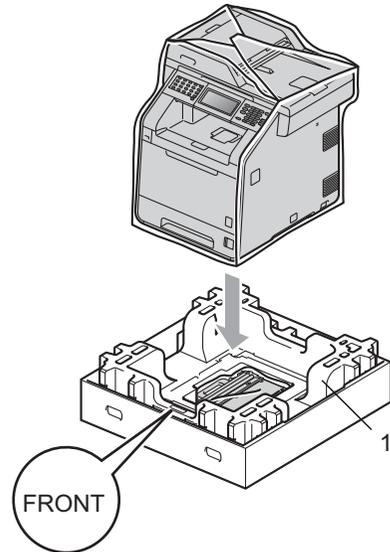


- 15 Close the front cover of the machine.

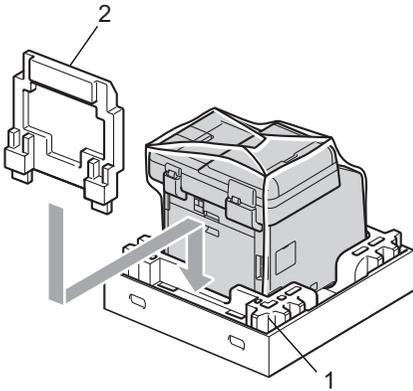
- 16 Put the Styrofoam piece (2) into the lower carton (1). Then put the waste toner box in the Styrofoam piece.



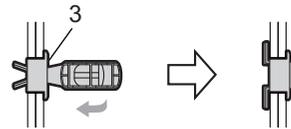
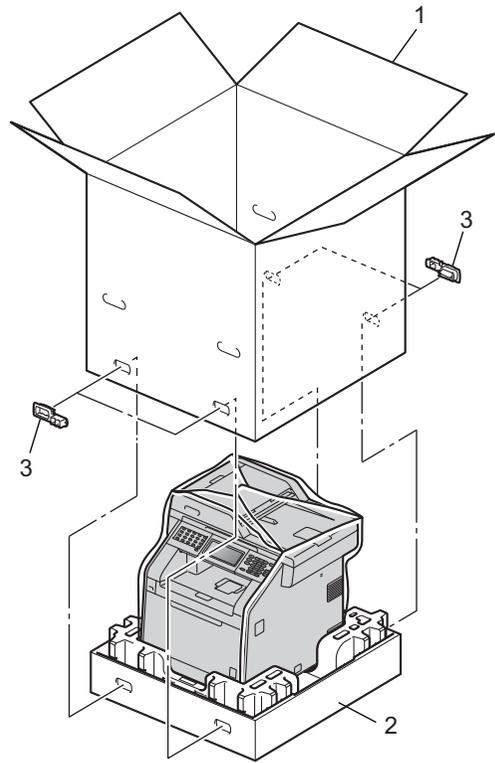
- 17 Wrap the machine with a plastic bag. Put the machine on the Styrofoam piece (1).



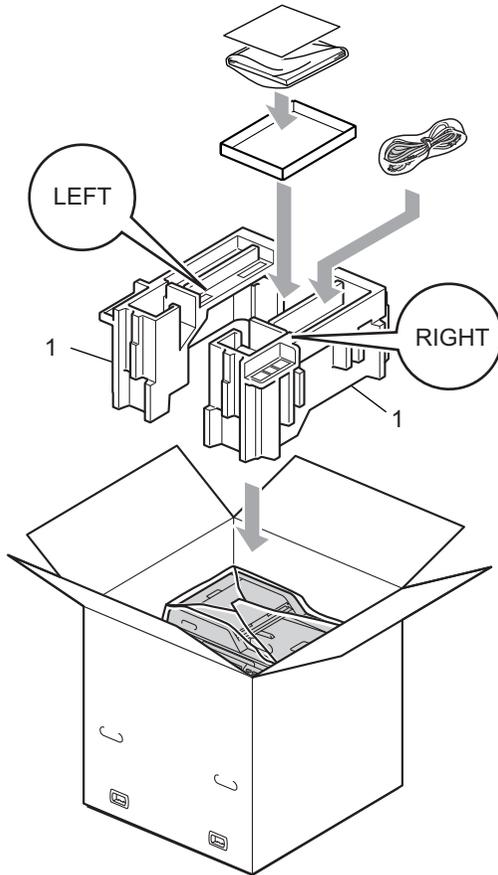
- 18 Put the Styrofoam piece (2) into the back side of Styrofoam piece (1) as shown in the illustration.



- 19 Place the upper carton (1) over the machine and the lower carton (2). Align the joint holes of the upper carton with the joint holes of the lower carton. Secure the upper carton to the lower carton using the four plastic joints (3) as shown in the illustration.



- 20 Put the two Styrofoam pieces (1) into the carton matching the right of the machine to the "RIGHT" mark on one of the Styrofoam pieces, and the left of the machine to the "LEFT" mark on the other Styrofoam piece. Put the AC power cord and printed materials in the original carton as shown in the illustration.



**Note**

If you are returning your machine to Brother as part of the Exchange Service, pack only the machine. Keep all separate parts, including the drum unit, toner cartridges, and printed materials to use with your 'Exchange' machine.

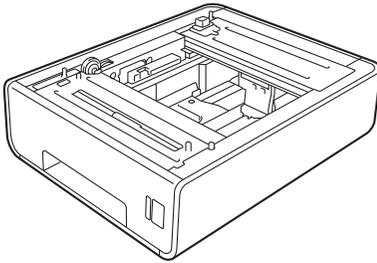
- 21 Close the carton and tape it shut.

## Options

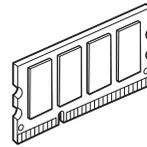
This machine has the following optional accessories. You can increase the capabilities of the machine with these items.

### Lower tray unit

LT-300CL



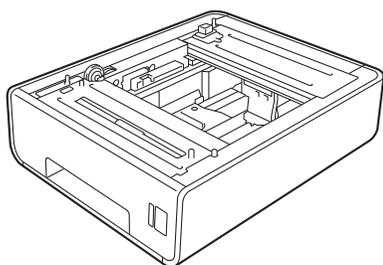
### SO-DIMM memory



## Optional paper tray (LT-300CL)

An optional lower tray can be installed, and it can hold up to 500 sheets of 20 lb (80 g/m<sup>2</sup>) paper.

When an optional tray is installed, the machine can hold up to 800 sheets of plain paper.



For setup, see the Instructions that we have supplied with the lower tray unit.

## Memory board

MFC-9970CDW has 256 MB of standard memory. The machine has one slot for optional memory expansion. You can increase the memory up to maximum of 512 MB by installing one SO-DIMM (Small Outline Dual In-line Memory Module).

### SO-DIMM Types

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You can install the following SO-DIMMs:

- 128 MB Kingston KTH-LJ2015/128
- 256 MB Kingston KTH-LJ2015/256
- 128 MB Transcend TS128MHP422A
- 256 MB Transcend TS256MHP423A



#### Note

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- For more information, visit the Kingston Technology Web site at <http://www.kingston.com/>.
- For more information, visit the Transcend Web site at <http://www.transcend.com.tw/>.

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In general, the SO-DIMM must have the following specifications:

Type: 144-pin and 16-bit output

CAS latency: 4

Clock frequency: 267 MHz (533 Mb/S/Pin) or more

Capacity: 64, 128 or 256 MB

Height: 30.0 mm (1.18 in.)

DRAM type: DDR2 SDRAM



#### Note

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- There might be some SO-DIMMs that will not work with the machine.
  - For more information, call the dealer you bought the machine from or Brother Customer Service.
-

## Installing extra memory

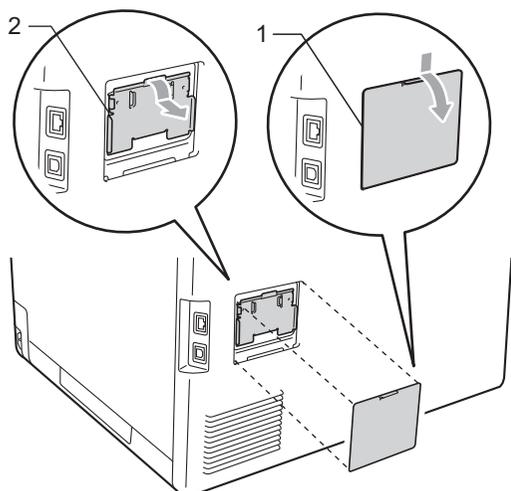
- 1 Turn off the machine's power switch. Unplug the telephone line cord.
- 2 Disconnect the interface cable from the machine, and then unplug the power cord from the AC power outlet.



### Note

Be sure to turn off the machine's power switch before you install or remove the SO-DIMM.

- 3 Remove the plastic (1) and then metal (2) SO-DIMM covers.

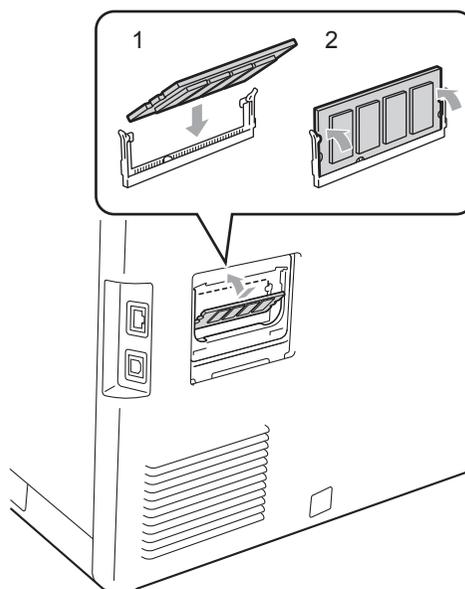


- 4 Unpack the SO-DIMM and hold it by its edges.

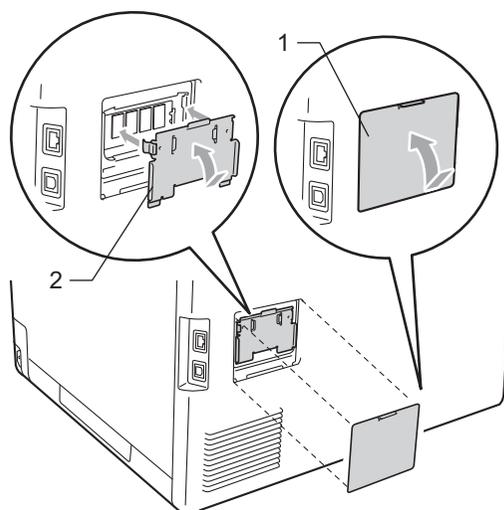
### ! IMPORTANT

To prevent damage to the machine from static electricity, DO NOT touch the memory chips or the board surface.

- 5 Hold the SO-DIMM by the edges and align the notches in the SO-DIMM with the protrusions in the slot. Insert the SO-DIMM diagonally (1), then tilt it toward the interface board until it clicks into place (2).



- 6 Put the metal (2) and then the plastic (1) SO-DIMM covers back on.



- 7 Plug the machine's power cord back into the AC power outlet first, and then connect the interface cable.

- 8 Plug in the telephone line cord. Turn on the machine's power switch.



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**Note**

To make sure that you have installed the SO-DIMM properly, you can print the user settings page that shows the current memory size. (See *How to print a report* on page 50.)

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This is a comprehensive list of features and terms that appear in Brother manuals. Availability of these features depends on the model you purchased.

**ADF (automatic document feeder)**

The document can be placed in the ADF and scanned one page at a time automatically.

**Auto Reduction**

Reduces the size of incoming faxes.

**Automatic fax transmission**

Sending a fax without picking up the handset of the external telephone or pressing **Hook**.

**Automatic Redial**

A feature that enables your machine to redial the last fax number after five minutes if the fax did not go through because the line was busy.

**Backup Print**

Your machine prints a copy of every fax that is received and stored in memory. This is a safety feature so you will not lose messages during a power failure.

**Batch Transmission**

As a cost saving feature, all delayed faxes to the same fax number will be sent as one transmission.

**Beeper Volume**

Volume setting for the beep when you press a key or make an error.

**Broadcasting**

The ability to send the same fax message to more than one location.

**Cancel Job**

Cancels a programmed print job and clears the machine's memory.

**CNG tones**

The special tones (beeps) sent by fax machines during automatic transmission to tell the receiving machine that a fax machine is calling.

**Coding method**

Method of coding the information contained in the document. All fax machines must use a minimum standard of Modified Huffman (MH). Your machine is capable of greater compression methods, Modified Read (MR), Modified Modified Read (MMR) and JBIG, if the receiving machine has the same capability.

**Communication error (or Comm. Error)**

An error during fax sending or receiving, usually caused by line noise or static.

**Compatibility group**

The ability of one fax unit to communicate with another. Compatibility is assured between ITU-T Groups.

**Contrast**

Setting to compensate for dark or light documents, by making faxes or copies of dark documents lighter and light documents darker.

**Delayed Fax**

Sends your fax at a specified later time that day.

**Distinctive Ring**

A subscriber service purchased from the telephone company that gives you another telephone number on an existing telephone line. The Brother machine uses the new number to simulate a dedicated fax line.

**Dual Access**

Your machine can scan outgoing faxes or scheduled jobs into memory at the same time it is sending a fax or receiving or printing an incoming fax.

### **Easy Receive**

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

### **ECM (Error Correction Mode)**

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

### **Extension telephone**

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

### **External telephone**

A telephone that is plugged into the EXT jack of your machine.

### **F/T Ring Time**

The length of time that the Brother machine pseudo/double-rings (when the Receive Mode setting is Fax/Tel) to notify you to pick up a voice call that it answered.

### **Fax Forwarding**

Sends a fax received into the memory to another pre-programmed fax number.

### **Fax Journal**

Lists information about the last 200 incoming and outgoing faxes. TX means Transmit. RX means Receive.

### **Fax Receive Code**

Press this code (\*51) when you answer a fax call on an extension or external telephone.

### **Fax Storage**

You can store faxes in the memory.

### **Fax tones**

The signals sent by sending and receiving fax machines while communicating information.

### **Fax/Tel**

You can receive faxes and telephone calls. Do not use this mode if you are using a telephone answering device (TAD).

### **Fine resolution**

Resolution is 203 × 196 dpi. It is used for small print and graphs.

### **Gray Scale**

The shades of gray available for copying and faxing photographs.

### **Group number**

A combination of One Touch and Speed Dial numbers that are stored on an One Touch key or in a Speed Dial location for Broadcasting.

### **Help List**

A printout of the complete Menu table that you can use to program your machine when you do not have the User's Guides with you.

### **Journal Period**

The pre-programmed time period between automatically printed Fax Journal Reports. You can print the Fax Journal on demand without interrupting the cycle.

### **LCD (liquid crystal display)**

The display screen on the machine that shows interactive messages during On-Screen Programming and shows the date and time when the machine is idle.

### **Manual fax**

When you lift the handset of your external telephone or press **Hook** so you can hear the receiving fax machine answer before you press **Black Start** or **Color Start** to begin transmission.

### **Menu mode**

Programming mode for changing your machine's settings.

### **OCR (optical character recognition)**

ScanSoft™ PaperPort™ 12SE with OCR or Presto! PageManager software application converts an image of text to text you can edit.

**One Touch**

Keys on the machine's control panel where you can store numbers for easy dialing. You can store a second number on each key if you press **21-40** and the One Touch key together.

**Out of Paper Reception**

Receives faxes into the machine's memory when the machine is out of paper.

**Overseas Mode**

Makes temporary changes to the fax tones to accommodate noise and static on overseas telephone lines.

**Paging**

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

**Pause**

Allows you to place a 3.5 second delay in the dialing sequence while you are dialing using the dial pad or while you are storing One Touch and Speed Dial numbers. Press **Redial/Pause** as many times as needed for longer pauses.

**Polling**

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

**Pulse (Canada only)**

A form of rotary dialing on a telephone line.

**Real Time Transmission**

When memory is full, you can send faxes in real time.

**Remaining Jobs**

You can check which programmed fax jobs are waiting in the memory and cancel the jobs individually.

**Remote Access Code**

Your own four-digit code (— — —\*) that allows you to call and access your machine from a remote location.

**Remote Retrieval Access**

The ability to access your machine remotely from a touch tone telephone.

**Resolution**

The number of vertical and horizontal lines per inch.

**Ring Delay**

The number of rings before the machine answers in *Fax Only* and *Fax/Tel* modes.

**Ring Volume**

Volume setting for the machine's ring.

**Scanning**

The process of sending an electronic image of a paper document into your computer.

**Search**

An electronic, alphabetical listing of stored One Touch, Speed Dial, Group numbers and LDAP.

**Speed Dial**

A pre-programmed number for easy dialing.

**Station ID**

The stored information that appears on the top of faxed pages. It includes the sender's name and fax number.

**TAD (telephone answering device)**

You can connect an external device or answering machine to the EXT. jack of your machine.

**Telephone Answer Code (Fax/Tel mode only)**

When the machine answers a voice call, it pseudo/double-rings. You can pick up at an extension telephone by pressing this code (**#51**).

**Tel Index List**

A listing of names and numbers stored in One Touch and Speed Dial memory, in numerical order.

### **Temporary settings**

You can choose certain options for each fax transmission and copy without changing the default settings.

### **Tone**

A form of dialing on the telephone line used for Touch Tone telephones.

### **Transmission**

The process of sending faxes over the telephone lines from your machine to the receiving fax machine.

### **Transmission Verification Report**

A report for each transmission, that shows its date, time and number.

### **User Settings List**

A printed report that shows the current settings of the machine.

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

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

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