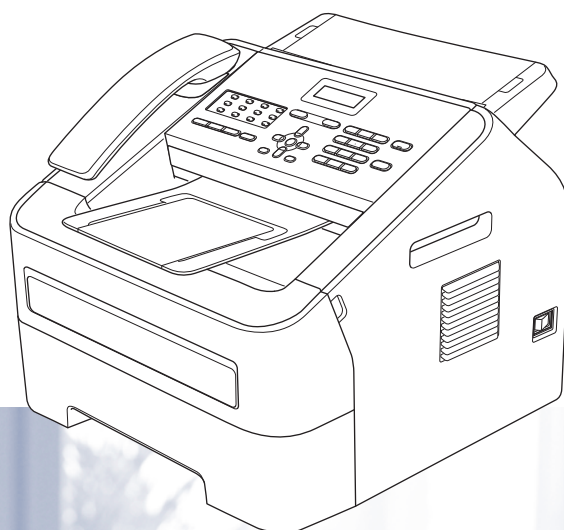


Basic User's Guide

FAX-2890
FAX-2990
MFC-7290



To create a better environment

Please cooperate

Firstly, thank you very much indeed for using our Brother products!

Brother focuses on the earth environment concerned. And make a basic policy which is to concern about the earth environment, including any workflow from product development to discard. The local citizen should be responsible for local society and its environment during these environment protection activities.

Therefore, we hope you'll take part in this environment plan, and pay attention to environment protection points as below while discarding used consumables.

- 1 Please deliver the used package materials to relevant waste disposal office for recycle.
- 2 When you discard used consumables, please follow and carry on relevant local regulations properly.
- 3 When the machine need replacing parts for the maintenance and repair, please discard used circuit boards, used electrical parts and products as disposed electrical materials.
- 4 The power consumption is 0 W after you turn off the machine and unplug it from the AC outlet.
- 5 Some parts in the machine can be used on the same series model machines which produced by the same factory.

Note: If you want to replace the parts, please contact your local Brother repair station.

User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	For Chinese: Printed / In the Box For Chinese English: PDF file / CD-ROM / In the Box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	For Chinese: Printed / In the Box For Chinese English: PDF file / CD-ROM / In the Box
Basic User's Guide	Learn the basic Fax, Copy and Scan (for FAX-2990 and MFC-7290) operations and how to replace consumables. See troubleshooting tips.	For Chinese: Printed / In the Box For Chinese English: PDF file / CD-ROM / In the Box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM / In the Box
Software User's Guide	Follow these instructions for Printing, Scanning, Remote Setup, PC-Fax and using the Brother ControlCenter utility.	PDF file / CD-ROM / In the Box

Table of Contents

(Basic User's Guide)

1	General information	1
	Using the documentation	1
	Symbols and conventions used in the documentation	1
	Accessing the Advanced User's Guide and Software User's Guide.....	2
	Viewing Documentation	2
	Accessing Brother Support (Windows®)	4
	Accessing Brother Support (Macintosh)	5
	Control panel overview	6
	Volume settings	9
	Ring volume.....	9
	Beeper volume	9
	Speaker volume.....	9
2	Loading paper	10
	Loading paper and print media	10
	Loading paper in the standard paper tray.....	10
	Loading paper in the manual feed slot	12
	Unscannable and unprintable areas	16
	Paper settings.....	17
	Paper Type	17
	Paper Size	17
	Acceptable paper and other print media.....	17
	Recommended paper and print media	17
	Type and size of paper	18
	Handling and using special paper	20
3	Loading documents	23
	How to load documents	23
	Using the automatic document feeder (ADF)	23
4	Sending a fax	24
	How to send a fax	24
	Cancelling a fax in progress	24
	Transmission verification report.....	25
5	Receiving a fax	26
	Receive modes	26
	Using receive modes	28
	Receive Mode settings	29
	Ring Delay	29
	Fax Detect	29

6	Using PC-FAX (For FAX-2990 and MFC-7290)	30
	PC-Fax Receive (For Windows® only) (For MFC-7290).....	30
	PC-Fax Send	31
	How to send a PC-FAX:	31
7	Telephone and external devices	32
	Voice operations	32
	Making a telephone call	32
	Hold	32
	Connecting an external TAD	32
	Connections.....	32
	Recording an outgoing message (OGM).....	33
	Multi-line connections (PABX)	33
	External and extension telephones.....	34
	Connecting an external or extension telephone	34
	Operation from external or extension telephones.....	34
	For Fax/Tel mode only.....	34
	Using a non-Brother cordless external handset	35
	Using Remote Codes	35
8	Dialling and storing numbers	37
	How to dial	37
	Manual dialling.....	37
	One Touch dialling.....	37
	Speed Dialling	37
	Search	38
	Fax redial.....	38
	Storing numbers	38
	Storing a pause	38
	Storing One Touch Dial numbers	38
	Storing Speed Dial numbers.....	39
	Changing One Touch and Speed Dial numbers.....	39
	Deleting One Touch and Speed Dial numbers	40
	Tone or Pulse	40
9	Making copies	41
	How to copy	41
	Stop copying.....	41
	Copy settings.....	41
10	How to print from a computer	42
	Printing a document.....	42
11	How to scan to a computer (For MFC-7290)	43
	Before scanning.....	43
	Scanning a document as a PDF file using ControlCenter4 (Windows®)	43

How to change the SCAN key settings for PDF scanning (Windows®)	46
How to scan a document as a PDF file using the SCAN key	48

A Routine maintenance 49

Replacing the consumable items	49
Replacing the toner cartridge	50
Replacing the drum unit.....	55
Cleaning the machine	60
Cleaning the outside of the machine	60
Cleaning the scanner glass	61
Cleaning the document feed.....	62
Cleaning the corona wire	62
Cleaning the drum unit	64
Cleaning the paper pick-up rollers	69
Checking the machine	70
Checking the Page Counters.....	70
Checking the remaining life of parts	70

B Troubleshooting 71

Identifying your problem	71
Error and maintenance messages	73
Transferring your faxes or Fax Journal report	78
Document Jams	79
Document was not inserted or fed properly, or was too long	79
Paper Jams.....	79
Paper is jammed in the standard paper tray.....	79
Paper is jammed at the back of the machine	80
Paper is jammed inside the machine.....	83
If you are having difficulty with your machine	88
Setting Dial Tone detection	95
Telephone line interference/VoIP	95
Improving the print quality.....	96
Machine Information	105
Checking the Serial Number.....	105
Reset functions	105
How to reset the machine	106

C Menu and features 107

On-screen programming.....	107
Menu table	107
How to access the menu mode	107
Menu table	108
Entering text.....	117

D Specifications 119

General	119
Document Size	120
Print media.....	120

Fax.....	121
Copy	122
Scanner (For FAX-2990 and MFC-7290)	122
Printer	123
Interfaces	123
Consumable items	124
Computer requirements	125

E	Index	127
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Table of Contents

(Advanced User's Guide)

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

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

1 General Setup

IMPORTANT NOTE

Memory Storage

Ecology features

Toner Settings

LCD Contrast

Mode Timer

Dial Prefix

Packing and shipping the machine

B Glossary

A Index

2 Security features

Security

3 Sending a fax

Additional sending options

Additional sending operations

Polling overview

4 Receiving a fax

Remote Fax Options

Additional receiving operations

Polling overview

5 Dialling and storing numbers

Telephone line services

Additional dialling operations

Additional ways to store numbers

6 Printing reports

Fax reports

Reports

7 Making copies

Copy settings

A Routine maintenance

Cleaning the machine

Checking the machine

Using the documentation

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

Symbols and conventions used in the documentation


The following symbols and conventions are used throughout the documentation.


WARNING


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


Important


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

 Prohibition icons indicate actions that must not be performed.

 Electrical Hazard icons alert you to a possible electrical shock.

 Fire Hazard icons alert you to the possibility of fire.

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

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

Bold Bold style identifies keys on the machine's control panel or computer screen.

Italics Italicized style emphasizes an important point or refers you to a related topic.

`Courier New` Courier New font identifies the messages shown on the LCD of the machine.



Note

Most of the illustrations in this User's Guide show the FAX-2890.

Accessing the Advanced User's Guide and Software User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Fax, Copy, Printer, Scanner (for FAX-2990 and MFC-7290) and PC-Fax (for FAX-2990 and MFC-7290). When you are ready to learn detailed information about these operations, read the **Advanced User's Guide** and **Software User's Guide** that are on the CD-ROM.

Viewing Documentation

Viewing Documentation (Windows®)

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

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

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

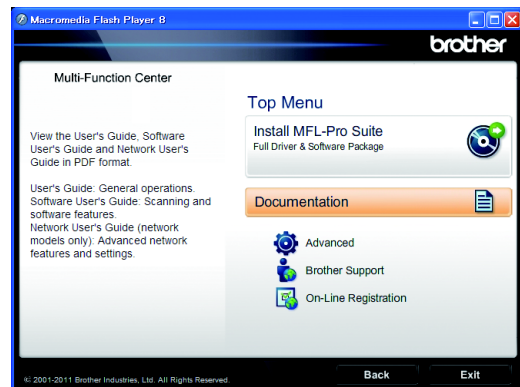


Note

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

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

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



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

Viewing Documentation (Macintosh)

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



- 2 Double-click the **Documentation** icon.
- 3 If the language screen appears, double-click your language folder.
- 4 Double-click **top.pdf**. If the country screen appears, choose your country.

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

How to find Scanning instructions (For FAX-2990 and MFC-7290)

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

Software User's Guide

- *Scanning*
- *ControlCenter* (MFC-7290 only)

Presto! PageManager User's Guide (MFC-7290 only)



Note

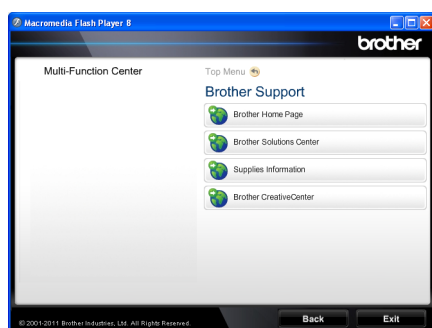
Presto! PageManager must be downloaded and installed before use.

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

Accessing Brother Support (Windows®)

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

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



- To access our Web site click **Brother Home Page**.
- For the latest news and product support information click **Brother Solutions Center**.
- To visit our Web site for genuine Brother supplies click **Supplies Information**.
- To access the Brother CreativeCenter for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

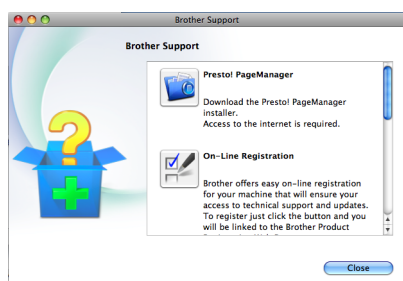
To return to the main page, click **Back**.

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

Accessing Brother Support (Macintosh)

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

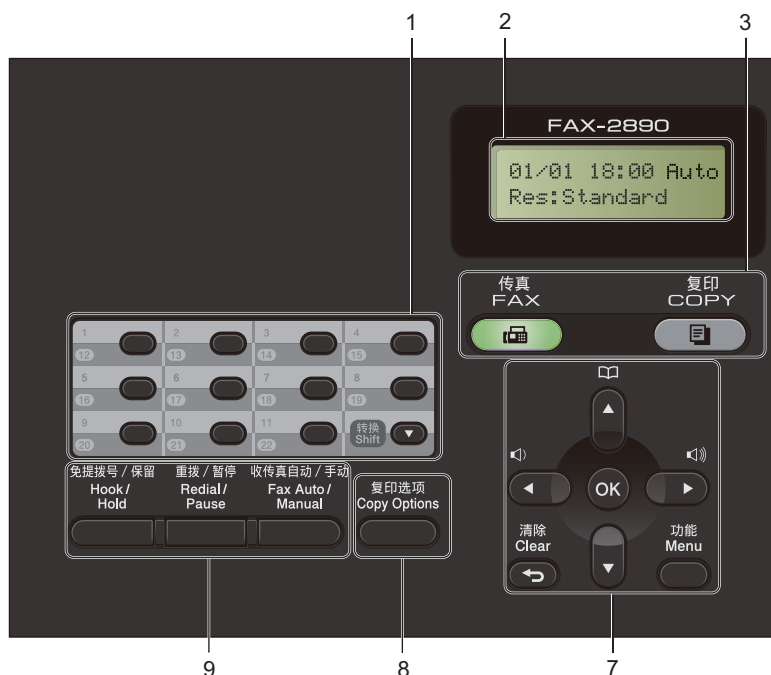
- Double-click the **Brother Support** icon.
The following screen will appear:



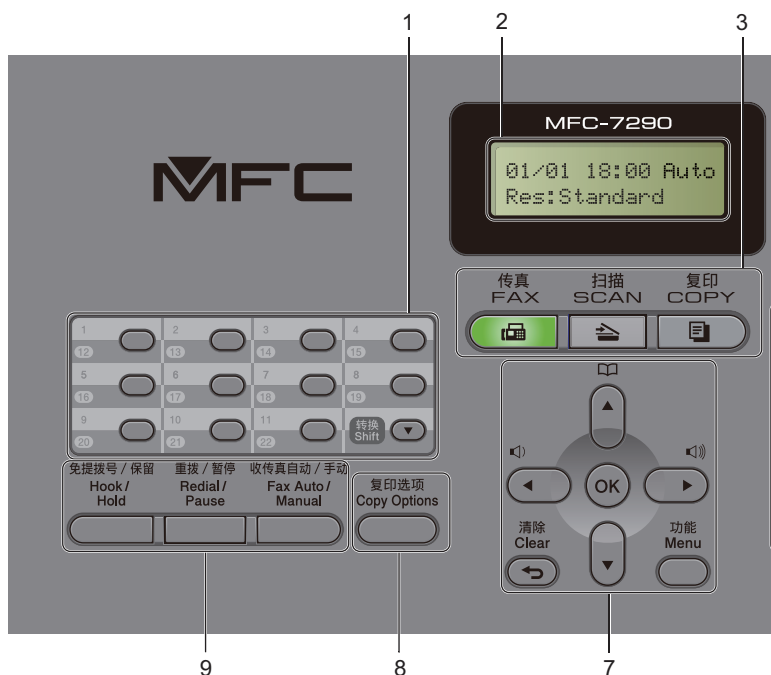
- To download and install Presto! PageManager, click **Presto! PageManager**.
- For the latest news and product support information click **Brother Solutions Center**.
- To visit our Web site for genuine Brother Supplies click **Supplies Information**.

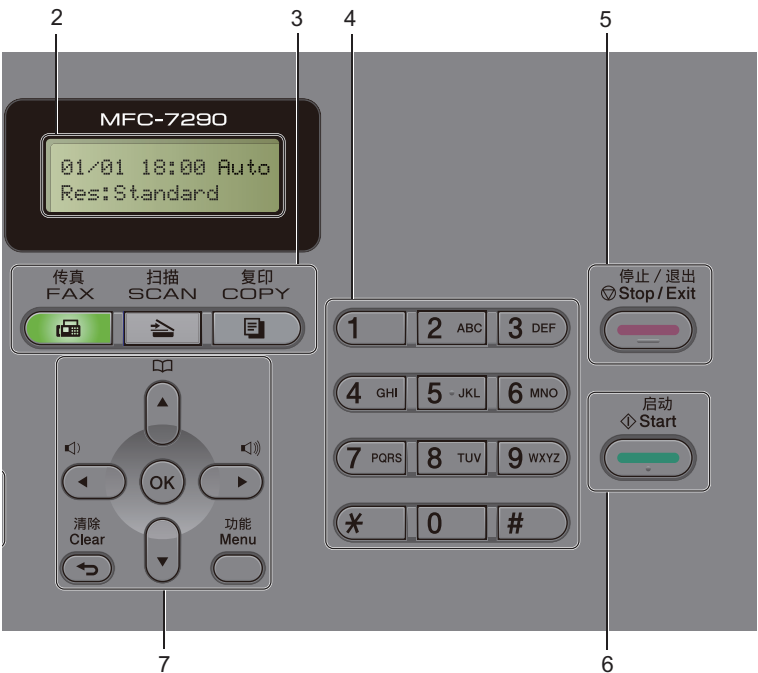
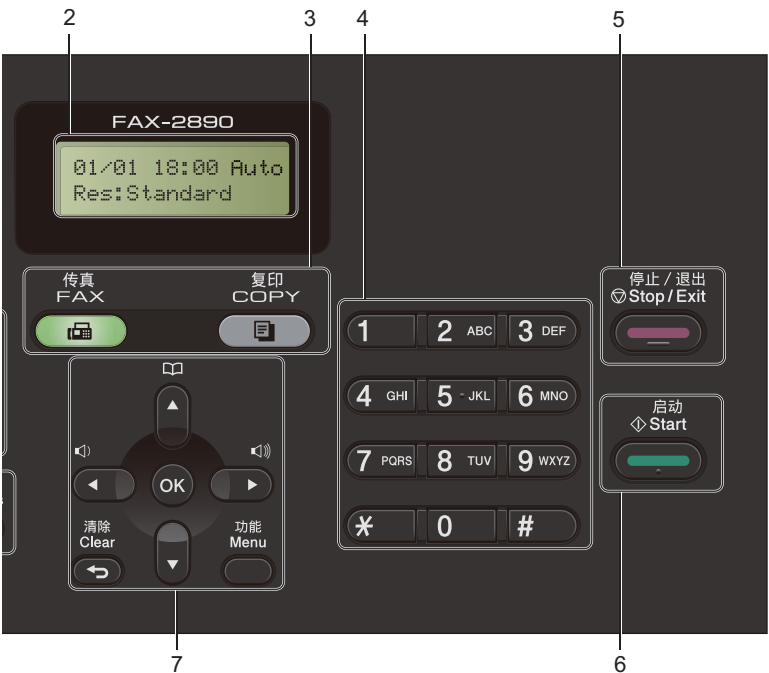
Control panel overview

FAX-2890 and FAX-2990 have the same keys.



MFC-7290





1 One Touch keys

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

Shift

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

2 LCD

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

3 Mode keys:



FAX

Puts the machine in FAX mode.
(For FAX-2990 and MFC-7290 only)



SCAN

Puts the machine in SCAN mode.



COPY

Puts the machine in COPY mode.

4 Dial pad

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

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

5 Stop/Exit

Stops an operation or exits from a menu.

6 Start

Lets you start sending faxes or making copies.

7 Menu keys:

Clear

Deletes entered data or lets you cancel the current setting.

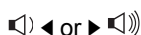
Menu

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

OK

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

Volume keys:



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



Press to scroll through the menus and options.



▲ Address Book

Lets you access speed dial numbers directly.

8 Copy Options

You can quickly and easily choose temporary settings for copying.

9 Hook/Hold

Press before dialling if you want to make sure a fax machine will answer, and then press **Start**.

Lets you place telephone calls on hold.

Redial/Pause

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

Fax Auto/Manual

Switches to **Fax Auto** or **Manual** of the fax receive mode.

Volume settings

Ring volume

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

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

You can also change the ring volume through the menu:

- 1 Press **Menu, 1, 3, 1**.
- 2 Press **▲** or **▼** to choose **Off, Low, Med** or **High**.
Press **OK**.
- 3 Press **Stop/Exit**.

Beeper volume

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

- 1 Press **Menu, 1, 3, 2**.
- 2 Press **▲** or **▼** to choose **Off, Low, Med** or **High**.
Press **OK**.
- 3 Press **Stop/Exit**.

Speaker volume

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

- 1 Press **Menu, 1, 3, 3**.
- 2 Press **▲** or **▼** to choose **Off, Low, Med** or **High**.
Press **OK**.
- 3 Press **Stop/Exit**.

2

Loading paper

Loading paper and print media

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

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

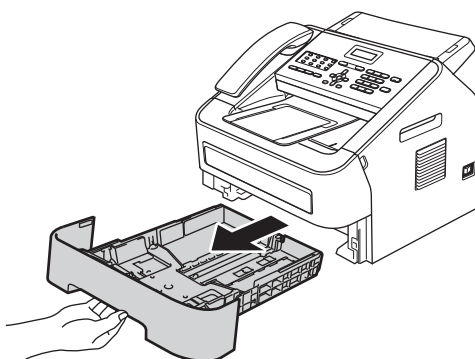
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

Loading paper in the standard paper tray

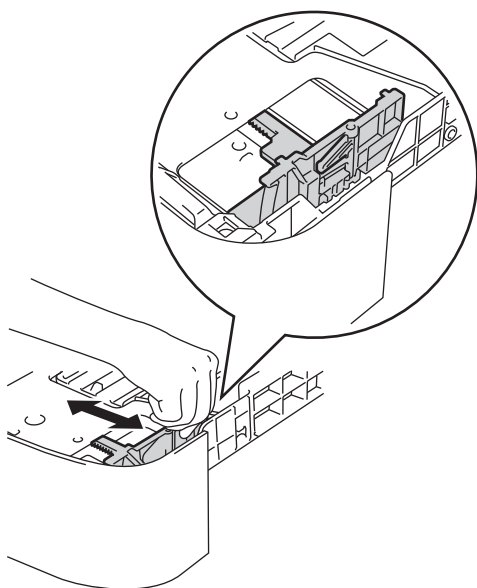
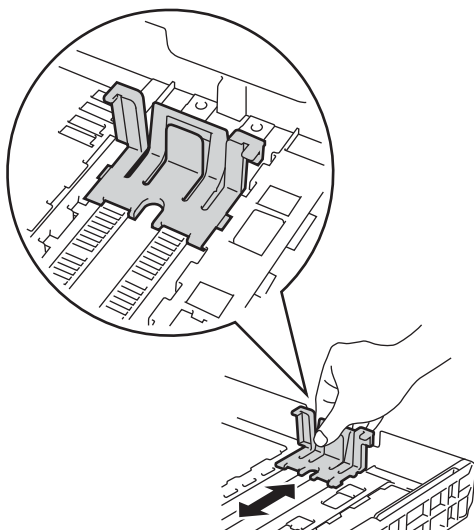
You can load up to 250 sheets. Paper can be loaded up to the maximum paper mark (▼▼▼) on the right-hand side of the paper tray. (For the recommended paper to use, see *Paper capacity of the paper trays* ►► page 18.)

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

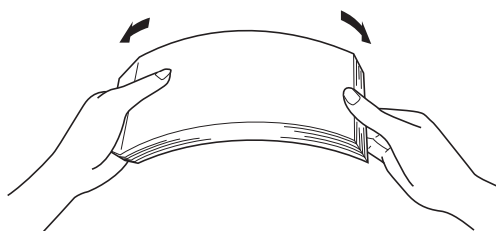
- 1 Pull the paper tray completely out of the machine.



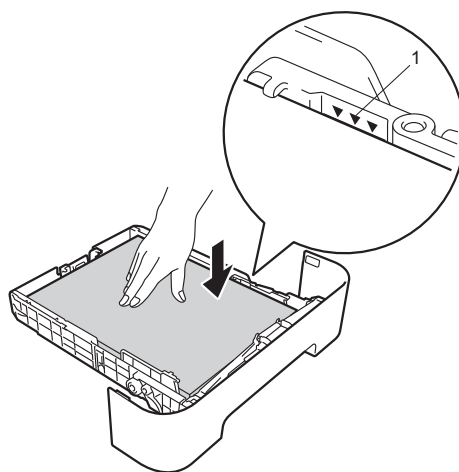
- 2 While pressing the green paper-guide release lever, slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.



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

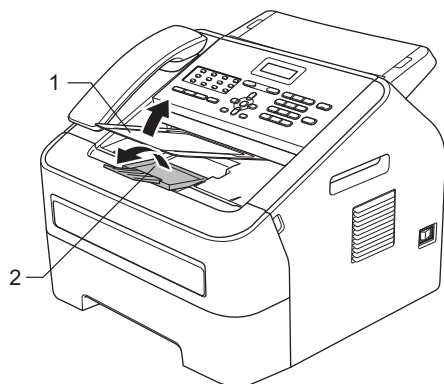


- 4 Put paper in the tray and make sure:
- The paper is below the maximum paper mark (▼▼▼) (1).
 - Overfilling the paper tray will cause paper jams.
 - The side to be printed on must be *face down*.
 - The paper guides touch the sides of the paper so it will feed correctly.



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

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



Loading paper in the manual feed slot

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

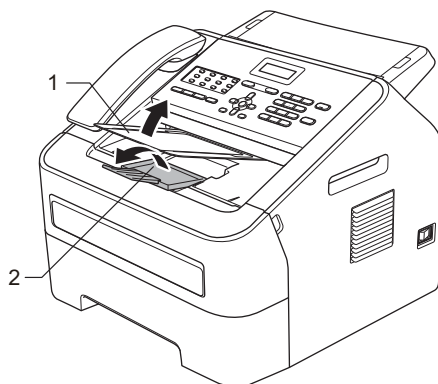


Note

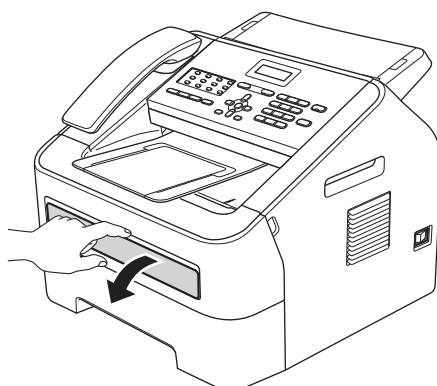
The machine automatically turns on the Manual Feed mode when you put paper in the manual feed slot.

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

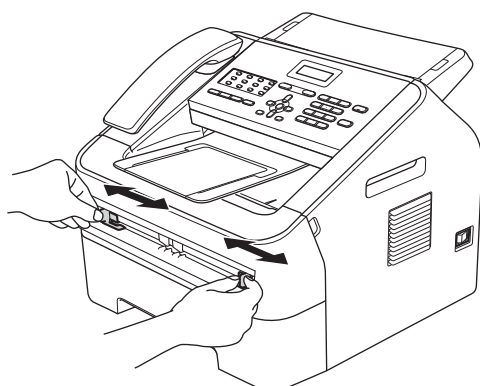
- 1 Raise the ADF document output support flap (1) and unfold the support flap (2) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



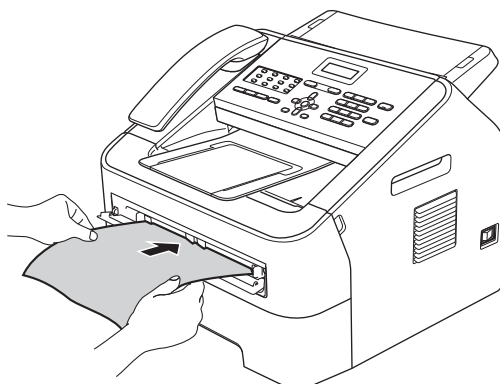
- 2 Open the manual feed slot cover.



- 3 Using both hands, slide the manual feed slot paper guides to the width of the paper that you are going to use.



- 4 Using both hands, put one sheet of paper in the manual feed slot until the front edge of the paper touches the paper feed roller. When you feel the machine pull in the paper, let go.



Printing on thick paper, bond paper, labels and envelopes

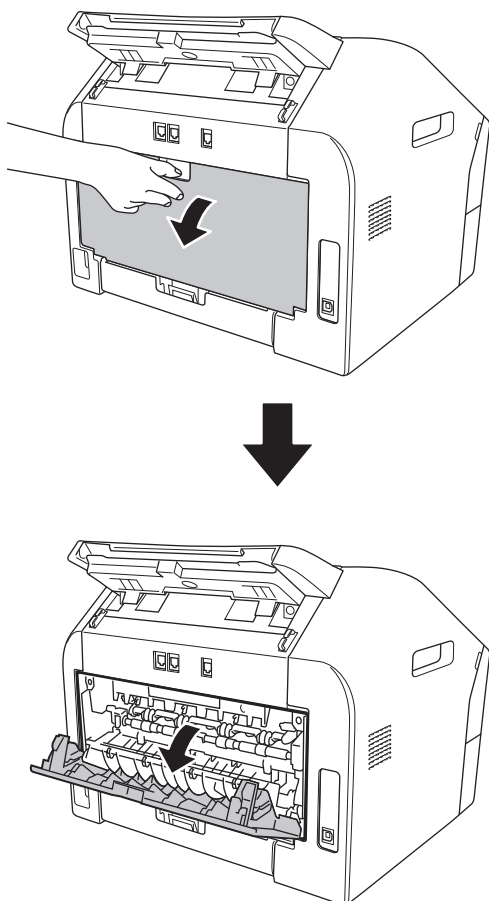
When the back output tray is pulled down, the machine has a straight paper path from the manual feed slot through to the back of the machine. Use this paper feed and output method when you want to print on thick paper, labels or envelopes.



Note

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

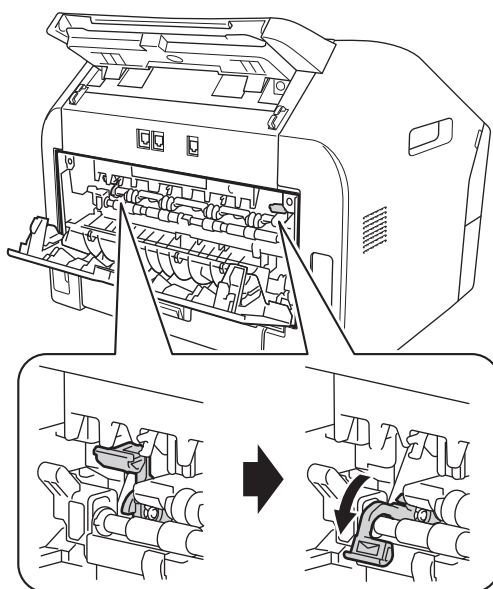
- 1 Open the back cover (back output tray).



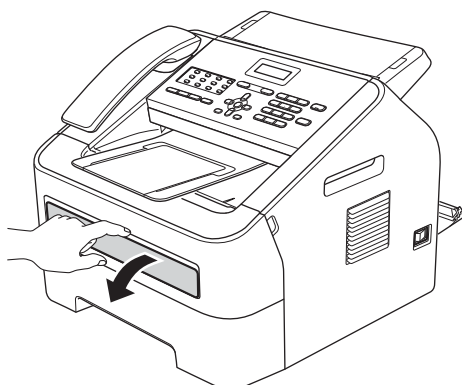
Note

<For envelopes only>

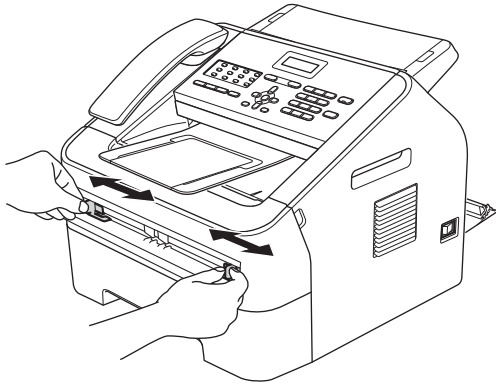
Pull down the two green levers, one on the left-hand side and one on the right-hand side, as shown in the following illustration.



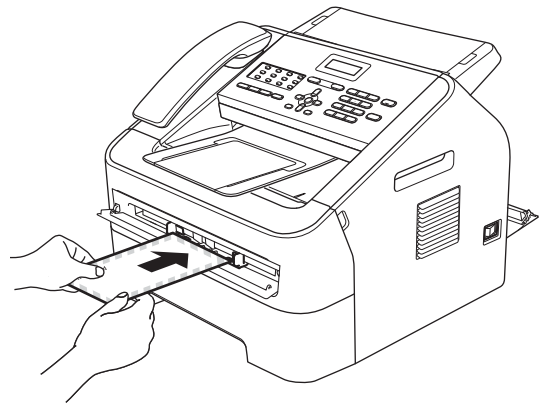
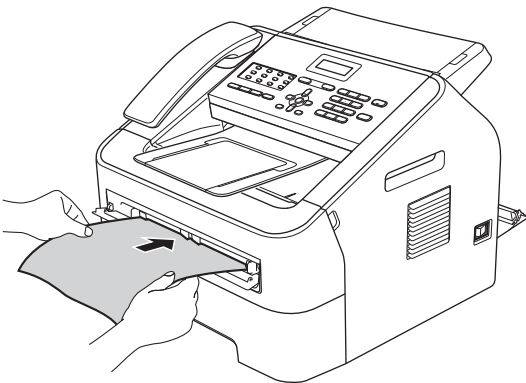
- 2 Open the manual feed slot cover.



- 3 Using both hands, slide the manual feed slot paper guides to the width of the paper that you are going to use.



- 4 Using both hands, put one sheet of paper or one envelope in the manual feed slot until the front edge of the paper or envelope touches the paper feed roller. When you feel the machine pull in the paper, let go.



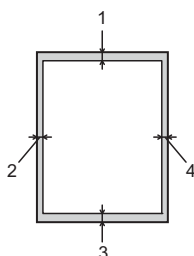
2

**Note**

- Put the paper into the manual feed slot with the side to be printed face up.
- Make sure that the print media is straight and in the correct position on the manual feed slot. If it is not, the paper may not be fed correctly, resulting in a skewed printout or a paper jam.
- Do not put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.
- If you put any print media in the manual feed slot before the machine is in Ready mode, the print media may be ejected without being printed on.

Unscannable and unprintable areas

The figures below show the maximum unscannable and unprintable areas. The unscannable and unprintable areas may vary depending on the paper size you are using.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax (Send)	Letter	3 mm	4 mm
	A4	3 mm	1 mm
Copy *a single copy or a 1 in 1 copy	Letter	3 mm	4 mm
	A4	3 mm	3 mm
Scan ¹	Letter	3 mm	3 mm
	A4	3 mm	3 mm
Print	Letter	4.23 mm	6.35 mm
	A4	4.23 mm	6.01 mm

¹ For FAX-2990 and MFC-7290

Paper settings

Paper Type

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

- 1 Press **Menu**, **1**, **2**, **1**.
- 2 Press **▲** or **▼** to choose **Thin**, **Plain**, **Thick**, **Thicker**, **Recycled Paper** or **Label**. Press **OK**.
- 3 Press **Stop/Exit**.

Paper Size

You can use several different sizes of paper for printing copies: A4, Letter, Executive, A5, A5 L, A6, B5, or B6, 16K(195×270mm), 16K(184×260mm) or 16K(197×273mm) and for printing faxes: A4, Letter.

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

- 1 Press **Menu**, **1**, **2**, **2**.
- 2 Press **▲** or **▼** to choose **A4**, **Letter**, **Executive**, **A5**, **A5 L**, **A6**, **B5**, **B6**, **16K (195×270mm)**, **16K (184×260mm)** or **16K (197×273mm)**. Press **OK**.
- 3 Press **Stop/Exit**.

Acceptable paper and other print media

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

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

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

Recommended paper and print media

Paper Type	Item
Plain Paper	APP Blue Flagship 70 g/m ²
	APP Gold Flagship 80 g/m ²
	Advanced Agro Double A 80 g/m ²

Type and size of paper

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

The name for the paper trays in the printer driver in this Guide are as follows:

Trays	Name
Standard Paper Tray	Tray1
Manual Feed Slot	Manual

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Standard Paper Tray	A4, Letter, B5, Executive, A5, A5 (Long Edge), A6, B6, 16K(195×270mm), 16K(184×260mm) and 16K(197×273mm)	Plain paper, Thin paper and Recycled paper	Up to 250 [80 g/m ²]
Manual Feed Slot	Width: 76.2 to 216 mm Length: 116 to 406.4 mm	Plain paper, Thin paper, Thick paper, Bond paper, Recycled paper, Envelopes and Labels	Single sheet [80 g/m ²]

Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	70-90 g/m ²
Thickness	80-110 µm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm ³ /100
Grain direction	Long grain
Volume resistivity	10e ⁹ -10e ¹¹ ohm
Surface resistivity	10e ⁹ -10e ¹² ohm-cm
Filler	CaCO ₃ (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use paper made for plain paper copying.
- Use paper that is 70 to 90 g/m².
- Only use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the temperature of the machine's fusing process of 392 degrees Fahrenheit (200 degrees centigrade).
- If you use bond paper, paper that has a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.

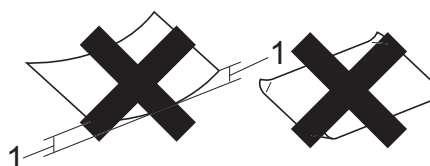
Types of paper to avoid

! Important

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

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



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

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

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

Envelopes

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

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

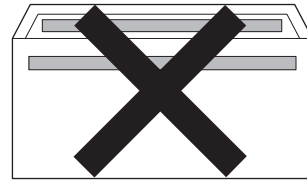
Types of envelopes to avoid

! Important

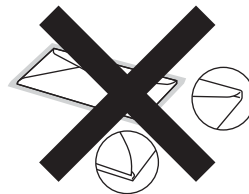
DO NOT use envelopes:

- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square

- with windows, holes, cut-outs or perforations
- with glue on the surface as shown in the figure below



- with double flaps
- with each side folded as shown in the figure below



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

Labels

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

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

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

Types of labels to avoid

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



! Important

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.
 - Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print correctly and may cause damage to your machine.
 - DO NOT reuse or insert labels that have previously been used or are missing any labels on the sheet.
-

How to load documents

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



Note

The scan feature is available for FAX-2990 and MFC-7290.

Using the automatic document feeder (ADF)

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

Document Sizes Supported

Length:	147.3 to 355.6 mm
Width:	147.3 to 215.9 mm
Weight:	64 to 90 g/m ²



Important

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



Note

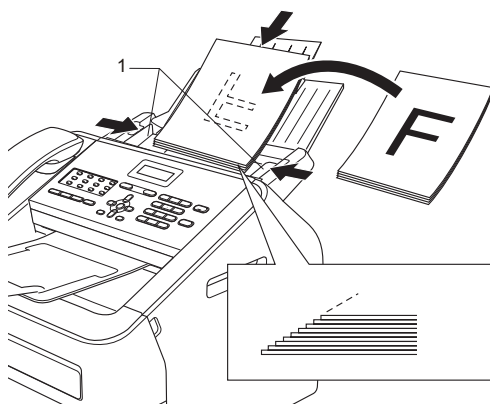
Make sure documents with correction fluid or written with ink are completely dry.

How to load documents

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



- 2 Fan the pages well.
- 3 Stagger the pages of your document *face down top edge first*, in the ADF until the LCD display message changes and you feel it touch the feed rollers.



- 4 Adjust the paper guides (1) to fit the width of your document.



Important


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

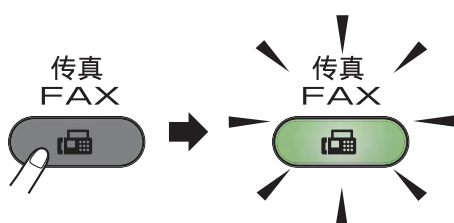
4

Sending a fax

How to send a fax

The following steps show how to send a fax.


- 1 When you want to send a fax, or change fax send or receive settings, press the  (FAX) key to illuminate it in green.



- 2 Place the document *face down* in the ADF. (See *Using the automatic document feeder (ADF)* >> page 23.)
- 3 Set the fax resolution or contrast if you want to change them.

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

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

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

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



Note

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

Cancelling a fax in progress

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

Dialing #XXX
1.Clear 2.Exit

Sending #XXX P01
1.Clear 2.Exit

Press **1** to cancel the fax.

Transmission verification report

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

There are several settings available for the Transmission Verification Report:

- **On:** Prints a report after every fax you send.
- **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off:** Prints a report if your fax is unsuccessful due to a transmission error. Off is the default setting.
- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

- 1 Press **Menu**, **2**, **4**, **1**.
- 2 Press **▲** or **▼** to choose **On**, **On+Image**, **Off** or **Off+Image**. Press **OK**.
- 3 Press **Stop/Exit**.



Note

- If you choose **On+Image** or **Off+Image**, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to **Off**. (See Advanced User's Guide: *Real Time Transmission*.)
 - If your transmission is successful, **OK** will appear next to **RESULT** on the Transmission Verification Report. If the transmission is not successful, **ERROR** will appear next to **RESULT**.
-

5

Receiving a fax

Receive modes

By default, your machine will automatically receive any faxes that are sent to it. There are four receive modes of this machine as below. (For more detailed information about the receive modes, see *Using receive modes* >> page 28.)

LCD Display	Factory Default Ring Delay
Fax Auto	Ring Delay: 4 times Fax detection: On
Fax/Tel	Ring Delay: 4 times F/T Ring Time: 20 seconds
External TAD	
Manual	

To set the receive mode setting, follow the instructions below:

- 1 Press **Menu**, **2**, **1**, **1**.
- 2 Press **▲** or **▼** to choose the receive mode which you want to select.
Press **OK**.




Note

If you choose *Fax Auto* or *Fax/Tel*, the machine will prompt you to set the Ring Delay setting. Choose the number of rings you want by pressing **▲** or **▼** and then press **OK**. (See *Ring Delay* >> page 29.)

- 3 Press **Stop/Exit**.

The LCD will display the current receive mode.

To set the receive mode setting to Fax Auto or Manual directly, follow the instructions below;

- 1 Make sure you are in FAX mode .
- 2 Press **Fax Auto/Manual**.
- 3 Press **▲**, **▼** or **Fax Auto/Manual** to choose *Fax Auto* or *Manual*.
- 4 The setting you chose will be set after two seconds or by pressing **OK**.

The LCD will display the current receive mode.

**Note**

If the receive mode is set to **Fax/Tel** or **External TAD**, it will be changed to **Fax Auto** by pressing **Fax Auto/Manual**.

Using receive modes

Mode	Function	Help
Fax Auto	Each call recognized as fax and send fax signal. However, you can answer the call within the number of rings.	<p>Factory setting of Ring Delay is 4 (0-10 times available, please see <i>Ring Delay</i> >> page 29). After ringing 4 times, the fax machine send fax-receiving signals automatically;</p> <p>Tip: If your machine is connecting an external answering phone device, and often use it to answer incoming calls, you could set the ring time through 4 to 6 times.</p> <p>Within the recommended ringing times, you can use the external answering phone device to answer and talk. ¹</p>
Fax/Tel	<p>Automatically determine whether the incoming call is telephone or fax calls.</p> <p>Non-Fax call will make a fast double-ring to inform you answer the phone.</p>	<p>Factory setting of Ring Delay is 4 (0-10 times available, please see <i>Ring Delay</i> >> page 29). The F/T ring time (a fast double-ring) setting is set at 20 seconds.</p> <p>According to incoming call after the fax machine rings 4 times:</p> <ol style="list-style-type: none"> 1) For the fax call, send fax received signal; 2) For the telephone call, make a fast double-ring, waiting for you answer the phone. ² <p>Tip: If your machine is connecting an external answering phone device, you could set the ringing time through 4 to 6 times to answer the call. ¹</p>
External TAD	The external answering machine (TAD) automatically answers every call. Voice messages are stored on the external TAD. Fax messages are printed.	<p>Use this mode if you have connected an external answering machine to your machine. The TAD setting works only with an external answering machine.</p> <p>Note: Ring Delay and F/T Ring Time do not work in this setting.</p>
Manual	Machine doesn't recognize each call, only as a common phone call that you need to determine after answering the phone.	<p>Answering the call, or if the caller wants to send you a fax, press Start button to receive faxes.</p> <p>Tip: If your machine is connecting an external answering phone device, you can use the external answering phone device to answer and talk. ¹</p>

¹ If the caller wants to send a fax during a call or the caller sends you a fax call, please press **Start** button on the control panel of the machine or press * 5 1 keys on the external answering phone device (you have to turn on the remote codes first, please see *Using Remote Codes* >> page 35 to give fax receiving signals).

² Because the F/T ring is made by the machine, extension and external telephones will not ring; however, you can still answer the call on any telephone.


Receive Mode settings

Ring Delay

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

If you have external or extension telephones on the same line as the machine, choose the maximum number of rings. (See *Operation from external or extension telephones*

➤➤ page 34 and *Fax Detect* ➤➤ page 29.)

- 1 Make sure you are in FAX mode .
- 2 Press **Menu**, **2**, **1**, **2**.
- 3 Press **▲** or **▼** to choose how many times the line rings before the machine answers (00-10). Press **OK**.
- 4 Press **Stop/Exit**.

Fax Detect

If FaxDetect is On:

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

If Fax Detect is Semi:

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

If you answered at an extension telephone, press ***51**.

If Fax Detect is Off:


If you are at the machine and answer a fax call by lifting the machine's handset, press **Start**.

If you answered at an extension telephone, press ***51**.



Note

- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to **Off**.
- We do not recommend having a PC plus fax machine on the same line.

- 1 Make sure you are in FAX mode .
- 2 Press **Menu**, **2**, **1**, **3**.
- 3 Press **▲** or **▼** to choose **On**, **Semi** or **Off**. Press **OK**.
- 4 Press **Stop/Exit**.

Using PC-FAX (For FAX-2990 and MFC-7290)

PC-Fax Receive (For Windows® only) (For MFC-7290)

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

Even if you have turned off your PC (at night or the weekend, for example), your machine will receive and store your faxes in its memory. The LCD will show the number of stored faxes received, for example: PC Fax Msg:001.

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

To transfer the received faxes to your PC you must have the PC-FAX Receiving software running on your PC. (For details, see Software User's Guide: *PC-FAX receiving (For MFC-7290)*.)

- 1 Press **Menu**, **2**, **5**, **1**.
- 2 Press **▲** or **▼** to choose **PC Fax Receive**. Press **OK**.
- 3 The LCD shows a reminder to start the PC-FAX Receive program on your computer. If you have started the PC-FAX Receive program, press **OK**. If you have not started the PC-FAX Receive program, see Software User's Guide: *PC-FAX receiving (For MFC-7290)*.
- 4 Press **▲** or **▼** to choose **On** or **Off**.

Backup Print
Off

Press **OK**.

- 5 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 if there is a power failure before the fax is forwarded or a problem at the receiving machine.



Note

- Before you can set up PC-Fax Receive you must install the MFL-Pro Suite software on your PC. Make sure your PC is connected and turned on. (For details, see Software User's Guide: *PC-FAX receiving (For MFC-7290)*.)
- If your machine has a problem and is unable to print faxes in memory, you can use this setting to transfer your faxes to a PC. (For details, see *Error and maintenance messages* >> page 73.)
- PC-Fax Receive is not supported in Mac OS.

PC-Fax Send


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

How to send a PC-FAX:


Contact your application vendor if you need more support.

- 1 From your application select **File**, and then **Print**.
The Print dialog box will be displayed.
(The steps may vary depending on your application.)
- 2 Select the **Brother PC-FAX**.
- 3 Click **Print**.
The Brother PC FAX sending dialog will be displayed.
- 4 Enter the recipient's fax number using your computer keyboard or by clicking the numeric keypad of the Brother PC-FAX sending dialog. You can also select a stored number from the Brother PC-FAX **Address Book**.
- 5 Click **Start**.
Your document will be sent to the Brother machine and then faxed to the recipient.

Voice operations

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

Making a telephone call

- 1 Pick up the handset.
- 2 When you hear the dial tone, enter a number using the dial pad, One Touch key or press  (**Address Book**) and enter a three-digit Speed Dial number.
- 3 Replace the handset to hang up.

Hold

- 1 Press **Hook/Hold** to put a call on Hold. You can replace the handset without disconnecting the call.
- 2 Pick up the machine's handset to release the call from Hold.



Note

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

Connecting an external TAD

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

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



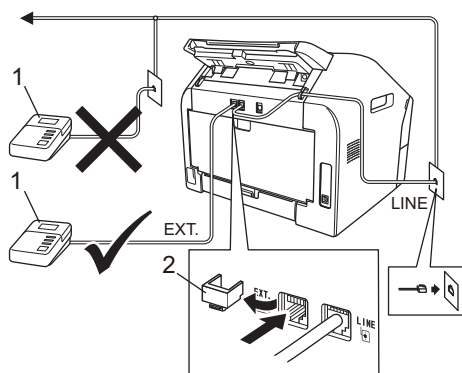
Note

If you have problems receiving faxes, reduce the ring delay setting on your external TAD to one or two rings.

Connections

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

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



1 TAD

2 Protective Cap

- 1 Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
- 2 Record the outgoing message on your external TAD.
- 3 Set the TAD to answer calls.
- 4 Set the Receive Mode to **External TAD**. (See *Receive modes* >> page 26.)

Recording an outgoing message (OGM)

- 1 Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.
- 2 Limit your speaking to 20 seconds.
- 3 End your 20-second message by giving your Remove Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and **Start** to send a fax."



Note

- You need to turn the Remote Codes setting to on to use the Fax Activation Code *51. (See *Using Remote Codes* >> page 35.)
- We recommend beginning your OGM with an initial 5 second silence because the machine may not hear the fax tones over a voice. You may try leaving out this pause, but if your machine has trouble receiving faxes, then you should re-record the OGM to include it.

Multi-line connections (PABX)

Most offices use a central telephone system.

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

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

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

External and extension telephones



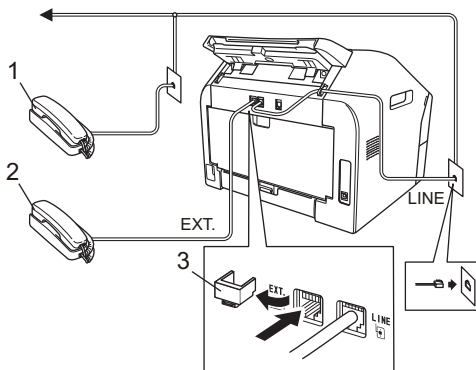
Note

You need to turn the Remote Codes setting to on to use the Remote Activation Code ***51** and Remote Deactivation Code **#51**. (See *Using Remote Codes* >> page 35.)

Connecting an external or extension telephone

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

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



- 1 Extension telephone
- 2 External telephone
- 3 Protective Cap

When you are using an external telephone, the LCD shows *Ext. Tel in Use*.

Operation from external or extension telephones

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

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ***51** and wait for the chirp or until the LCD shows *Receiving*, and then hang up.



Note

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* >> page 29.)

For Fax/Tel mode only

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

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

Lift the machine's handset to answer.

If you are at an extension telephone, you will need to lift the handset of the extension telephone during the F/T Ring Time and then press **#51** on the extension telephone between the fast/double rings to turn the F/T ring off.

Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the telephone line cord (see *Connecting an external or extension telephone* >> page 34) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, lift the cordless handset and then go to the machine so you can press **Hook/Hold** to transfer the call to the cordless handset.



Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Remote Activation and Remote Deactivation Code to another three-digit code using the numbers 0-9, *, #.
- Remote Codes might not work with some telephone systems.
- Not all brands of cordless telephones are compatible for use with your machine.

Using Remote Codes

Remote Activation Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by pressing the Remote Activation Code *51. Wait for the chirping sounds then replace the handset. (See *Fax Detect* >> page 29.)

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Hook/Hold**, and then **Start**.

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


Remote Deactivation Code

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

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the machine by lifting the machine's handset.


Turning on the Remote Codes

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

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

Changing the Remote Codes

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

- 1 Make sure you are in FAX mode .
- 2 Press **Menu, 2, 1, 4**.
- 3 Press **▲** or **▼** to choose **On** or **Off**. Press **OK**.

- 4 If you chose **On** in step 3, enter the new Remote Activation Code.
Press **OK**.
- 5 Enter the new Remote Deactivation Code.
Press **OK**.
- 6 Press **Stop/Exit**.

How to dial

You can dial in any of the following ways.

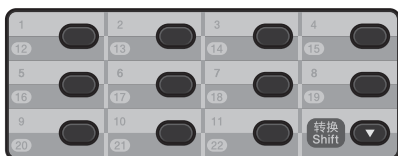
Manual dialling

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




One Touch dialling

Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* >> page 38.)



To dial One Touch numbers 12 to 22, hold down **Shift** and then press the One Touch key.

Speed Dialling

Press  (**Address Book**) and enter the three digit Speed Dial number. (See *Storing Speed Dial numbers* >> page 39.)



Three-digit number




Note

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

Search

You can search alphabetically for names you have stored in the One Touch and Speed Dial locations. (See *Storing One Touch Dial numbers* >> page 38 and *Storing Speed Dial numbers* >> page 39.)

- 1 Press  **(Address Book)** twice.
- 2 Press the dial pad key for the first few letters of the name. (See *Entering text* >> page 117.) Press **OK**.
- 3 Press **▲** or **▼** to scroll until you find the name you are looking for. Press **OK**.
- 4 Press **Start**.



Note

- If you do not enter a letter and press **OK** in step 2, all registered names will appear. Press **▲** or **▼** to scroll until you find the name you are looking for.
- If the LCD shows `No Contact Found` when you enter the first few letters of the name, it means that a name for the letter is not stored.

Fax redial

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

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

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

Storing numbers

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

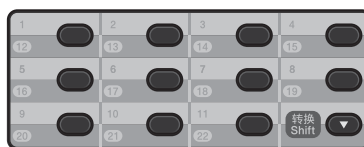
If you lose electrical power, the quick dial numbers stored in the memory will not be lost because they are stored permanently.

Storing a pause

Press **Redial/Pause** to insert a 3.5-second pause between numbers. You can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing One Touch Dial numbers

Your machine has 11 One Touch keys where you can store 22 fax or telephone numbers for automatic dialling. To access numbers 12 to 22, hold down **Shift** as you press the One Touch key.





- 1 Press the One Touch key where you want to store the number. If a number is not stored there, the LCD shows `Register Now?` Press **1** to choose **Yes**.
- 2 Enter the telephone or fax number (up to 20 characters). Press **OK**.

- 3 Do one of the following:
 - Enter the name using the dial pad (up to 10 characters for Chinese or 20 characters for alphanumeric). Use the chart on *Entering text* >> page 117 to help you enter letters.
Press **OK**.
 - Press **OK** to store the number without a name.
- 4 If you want to change the pinyin, you can change it using the dial pad.
- 5 To store another One Touch number, go to ❶.

Storing Speed Dial numbers

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

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

- 1 Press  **(Address Book)** and enter a three-digit Speed Dial location number (001-200). If a number is not stored there, the LCD shows *Register Now?* Press **1** to choose *Yes*.
- 2 Enter the telephone or fax number (up to 20 characters).
Press **OK**.
- 3 Do one of the following:
 - Enter the name using the dial pad (up to 10 characters for Chinese or 20 characters for alphanumeric). Use the chart on *Entering text* >> page 117 to help you enter letters.
Press **OK**.
 - Press **OK** to store the number without a name.

- 4 If you want to change the pinyin, you can change it using the dial pad.
- 5 To store another One Touch number, go to ❶.

Changing One Touch and Speed Dial numbers

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

- 1 Do one of the following:
 - To change a stored One Touch number, press **Menu, 2, 3, 1**.

Address Book
1.One Touch Dial

Press the One Touch key you want to change.

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

Address Book
2.Speed Dial

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

- 2 Do one of the following:
 - To change the stored data, press **1**. Go to step ❸.
 - To exit without making a change, press **Stop/Exit**.

#005:MIKE
1.Change 2.Clear

- 3 Edit the number, name or pinyin by the following the instruction. When you are finished editing, press **OK**.

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

- 4 Press **Stop/Exit**.

Deleting One Touch and Speed Dial numbers

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

- 1 Do one of the following:

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

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

Press the One Touch key you want to delete.

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

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

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

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

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

- 3 Do one of the following:

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

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

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

- 4 Press **Stop/Exit**.


Tone or Pulse

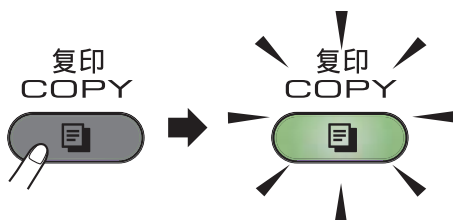
If you have a Pulse dialling service, but need to send Tone signals (for example, for telephone banking), follow the instructions below. If you have a Touch Tone service, you will not need this feature to send tone signals.

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

How to copy

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

- 1 When you want to make a copy, press  (**COPY**) to illuminate it in green.
 - Make sure you are in COPY mode.



- The LCD shows:

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



Note

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

- 2 Place the document *face down* in the ADF. (See *Using the automatic document feeder (ADF)* >> page 23.)
- 3 Press **Start**.

Stop copying

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

Copy settings

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

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

You can change the following copy settings:

- Quality
- Stack/Sort
- Brightness
- Contrast
- Enlarge/Reduce
- Page Layout
- Manual Duplex (2-sided)

Printing a document

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

- 1 Install the Brother printer driver from the CD-ROM. (See Quick Setup Guide.)
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the **Print** dialog box and click **Properties** (or **Preferences**, depending on your operating system).
- 4 Choose the settings you want in the **Properties** (or **Preferences**) dialog box.
 - **Paper Size**
 - **Orientation**
 - **Copies**
 - **Media Type**
 - **Resolution**
 - **Print Settings**
 - **Multiple Page**
 - **Duplex / Booklet**
 - **Paper Source**
- 5 Click **OK**.
- 6 Click **Print** or **OK** to begin printing.

How to scan to a computer (For MFC-7290)

Before scanning

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

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

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

(For detailed information, see Software User's Guide: *Scanning (For FAX-2990/MFC-7290)*.)

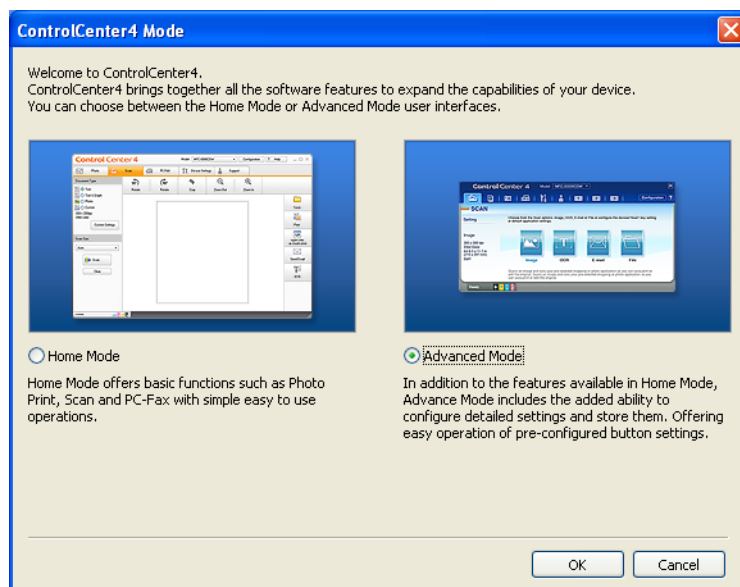


Note

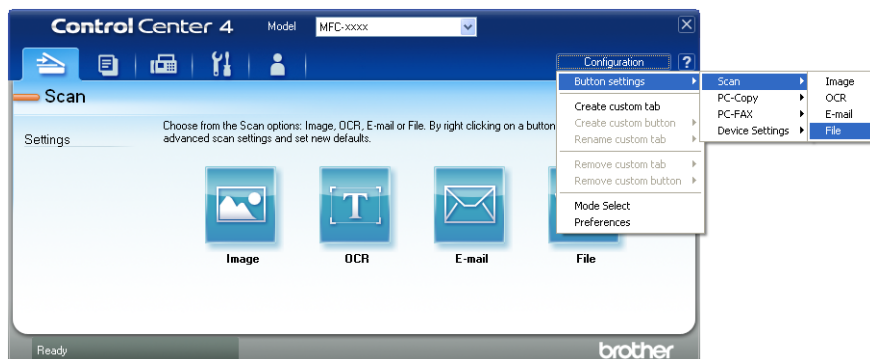
The screens on your PC may vary depending on your model.

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

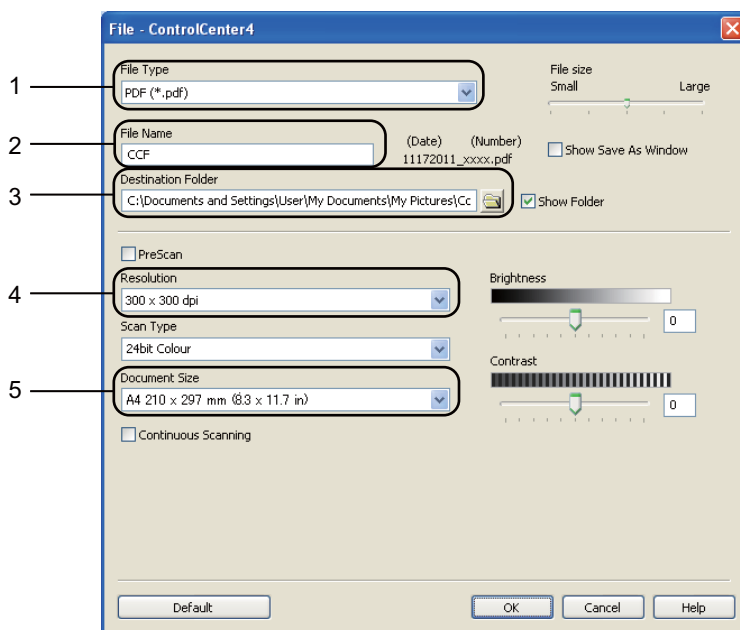
- 1 Load your document. (See *How to load documents* >> page 23.)
- 2 Open ControlCenter4 by clicking **Start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode** and then click **OK**.




- 4 Make sure the machine you want to use is selected from the **Model** pull-down list.
- 5 Set the scanning configuration.
Click **Configuration**, and then select **Button settings**, **Scan** and **File**.



The configuration dialog box appears. You can change the default settings.

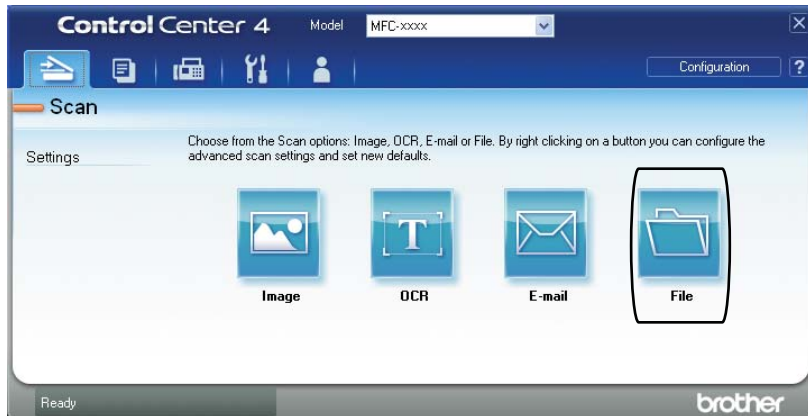


- 1 Choose **PDF (*.pdf)** from the **File Type** pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.

6 Click **OK**.

7 Click **File**.

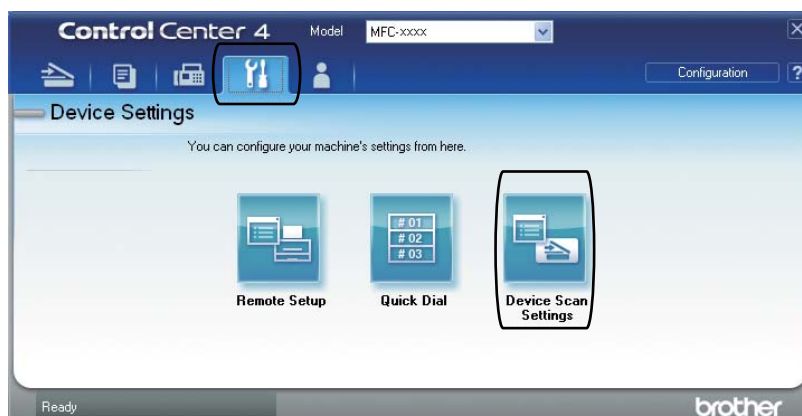
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



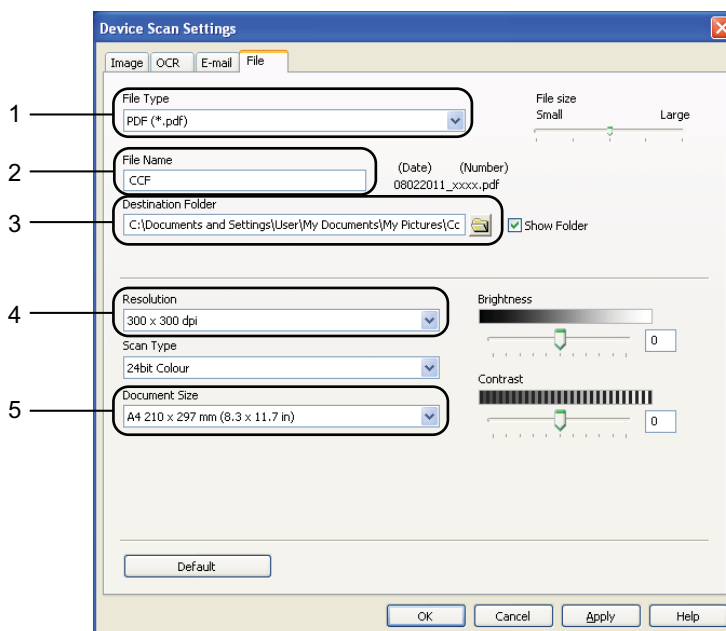
How to change the SCAN key settings for PDF scanning (Windows®)


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

- 1 Open ControlCenter4 by clicking **Start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 2 Make sure the machine you want to use is selected from the **Model** pull-down list.
- 3 Click the **Device Settings** tab.
- 4 Click **Device Scan Settings**.




- 5 Choose the **File** tab. You can change the default settings.



- 1 Choose **PDF (*.pdf)** from the **File Type** pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.

- 6 Click **OK**.

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

- 1 Load your document. (See *How to load documents* >> page 23.)
- 2 Press  (**SCAN**).
- 3 Press ▲ or ▼ to choose `Scan to PC`.
Press **OK**.
- 4 Press ▲ or ▼ to choose `File`.
Press **OK**.
- 5 Press **Start**.
The machine starts the scanning process.



Note

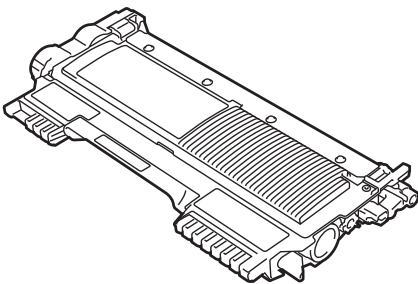
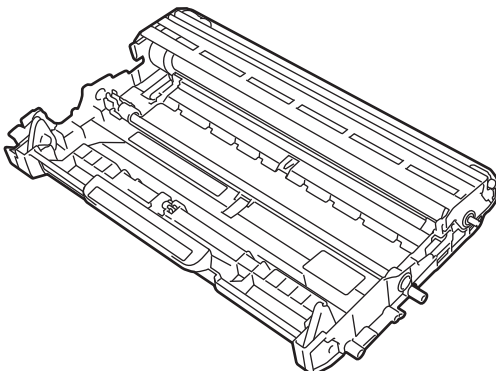
The following scan modes are available:

Scan to:

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

Replacing the consumable items

The machine will indicate when it is time to replace the consumable items. (See *Replacing the toner cartridge* >> page 50 and *Replacing the drum unit* >> page 55.)

Toner cartridge	Drum unit
See <i>Replacing the toner cartridge</i> >> page 50. Model Name: TN-2215, TN-2225	See <i>Replacing the drum unit</i> >> page 55. Model Name: DR-2250
	



Note

- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.
- We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life of the toner cartridge is based on ISO/IEC 19752. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.
- Availability of toner cartridges differs from one country to another. Visit the Brother Solutions Center at <http://solutions.brother.com/> or contact your local Brother office for further details.

Replacing the toner cartridge

Model Name: For the model name of toner cartridges, see *Replacing the consumable items* >> page 49.

The Standard toner cartridge can print approximately 1,200 pages¹. The High Yield toner cartridge can print approximately 2,600 pages¹. Actual page count will vary depending on your average type of document. When a toner cartridge is running low, the LCD shows `Toner Low`.

The toner cartridge that comes supplied with the machine is Standard toner cartridge.

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



Note

- It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
- To ensure high quality printing, we recommend that you use only Brother Original toner cartridges. When you want to buy toner cartridges, please call Brother Customer Service or your local Brother dealer.
- We recommend that you clean the machine when you replace the toner cartridge. See *Cleaning the machine* >> page 60.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

Toner Low

`Toner Low`

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

Replace Toner

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

`Replace Toner`

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



Note

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

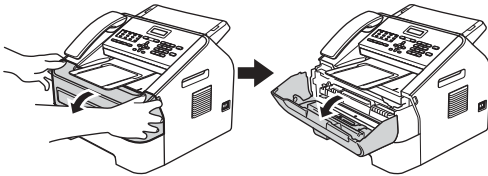
Toner Ended

`Toner Ended`

The machine stops printing until you replace the toner cartridge with a new one. (See *Replacing the toner cartridge* >> page 51.)

Replacing the toner cartridge

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



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



Note

(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

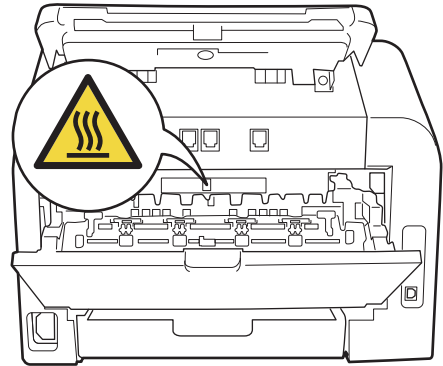
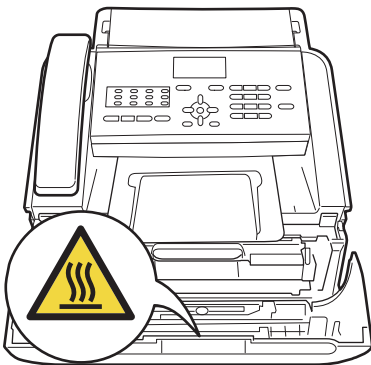


WARNING

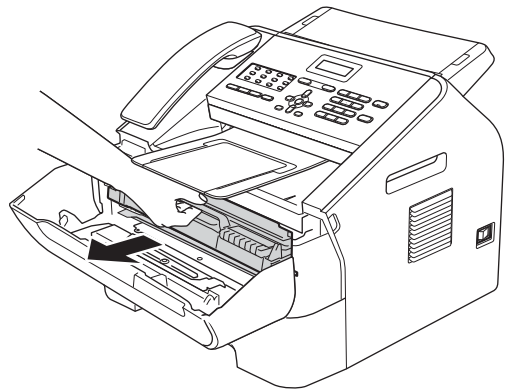


HOT SURFACE

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



- 3 Take out the drum unit and toner cartridge assembly.

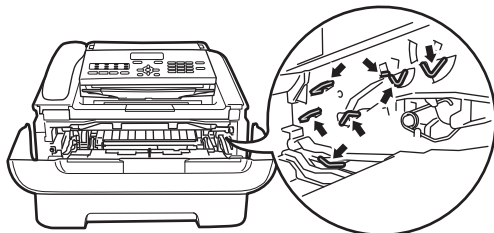


Important

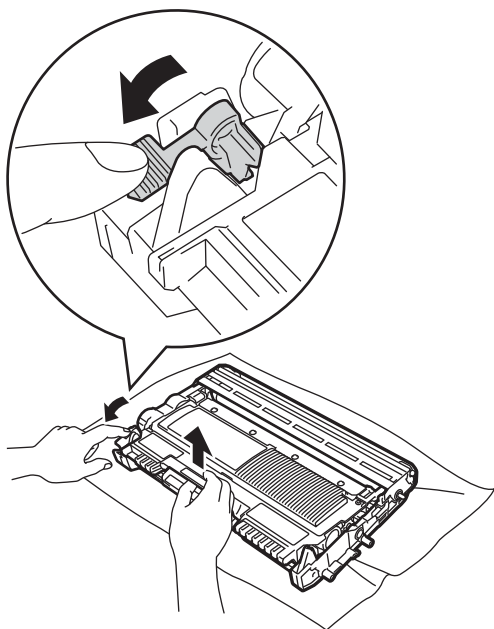
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

A

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



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



WARNING

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

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

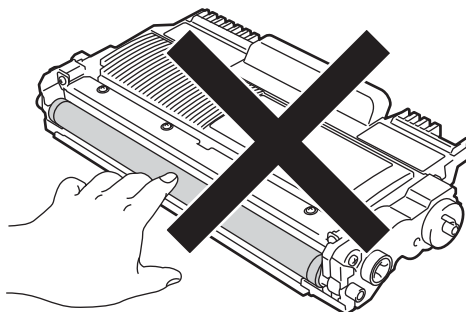
(See Product Safety Guide: *General precautions*.)

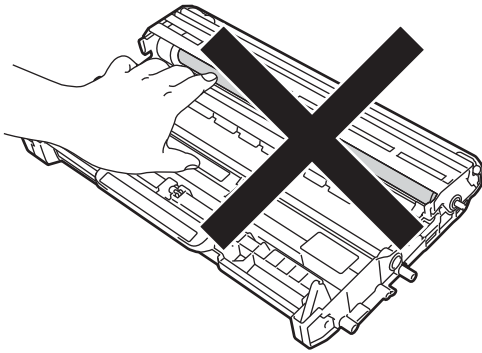


Be careful not to inhale toner.

Important

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

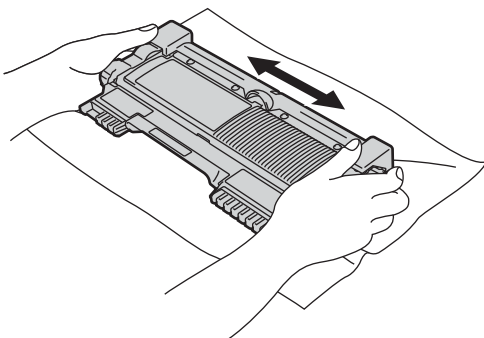




Note

- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

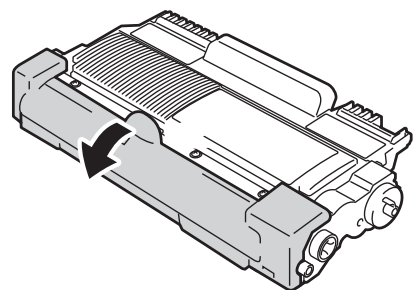
5. Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



! Important

- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.
- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other parts of this machine as a result of the use of toner or toner cartridges other than Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.

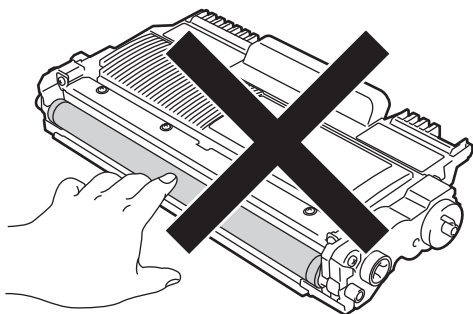
6. Pull off the protective cover.



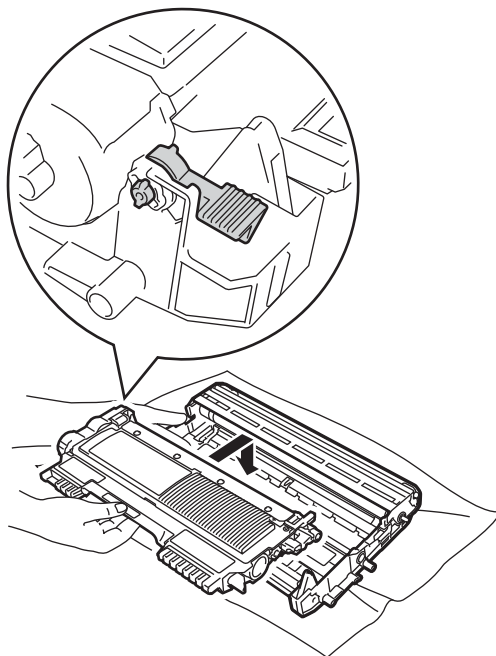
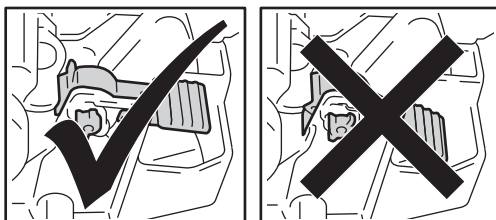
A

❗ Important

Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, **DO NOT** touch the shaded parts shown in the illustration.



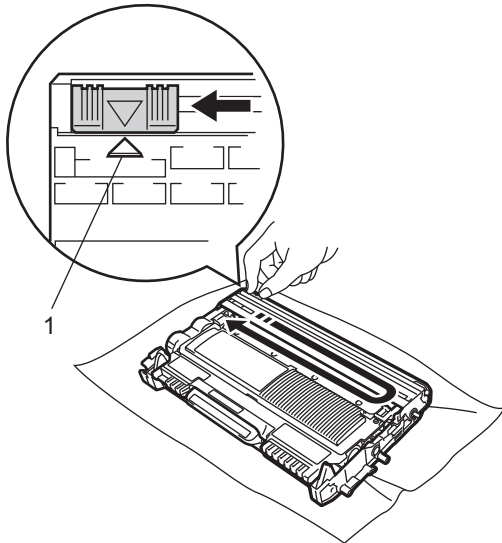
- 7 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever will lift automatically.



Note

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

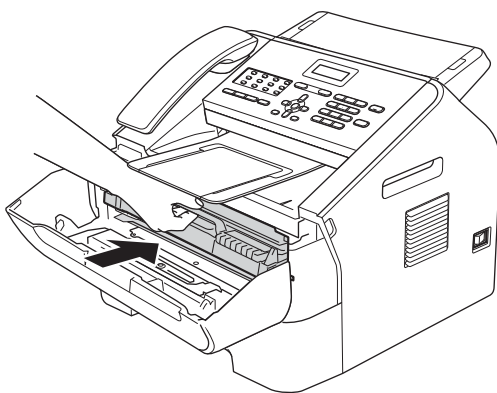
- 8 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

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

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



Note

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

Replacing the drum unit

Model name: DR-2250

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



Important

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

Drum Error

Drum Error

The corona wire has become dirty. Clean the corona wire in the drum unit. (See *Cleaning the corona wire* ►► page 62.)

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

Replace Drum

Replace Drum

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

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

Drum Stop

Drum Stop

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

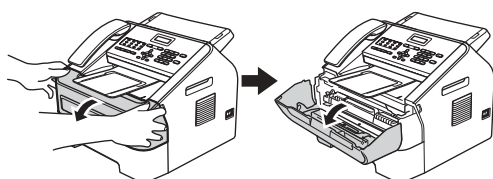
After replacing, reset the drum counter by following the instructions included with the new drum unit.

Replacing the drum unit

! Important

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- Every time you replace the drum unit, clean the inside of the machine. (See *Cleaning the machine* >> page 60.)
- Unpack the drum unit just before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

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

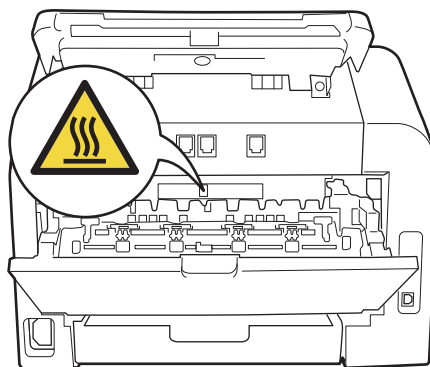
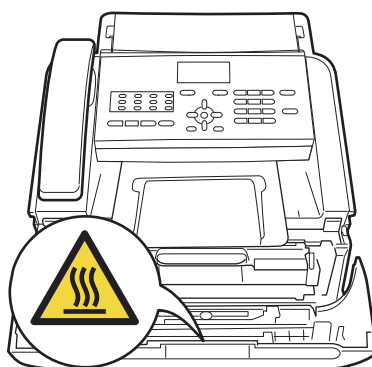


- 2 After the machine has cooled down, turn off the machine's power switch.

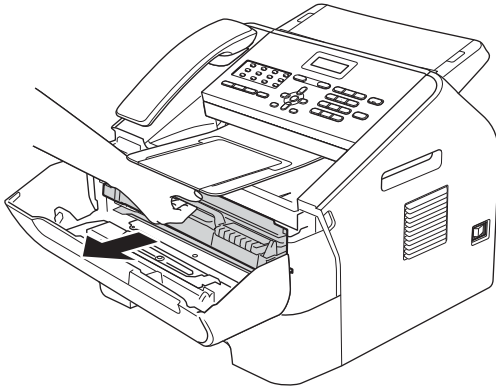
! WARNING

HOT SURFACE

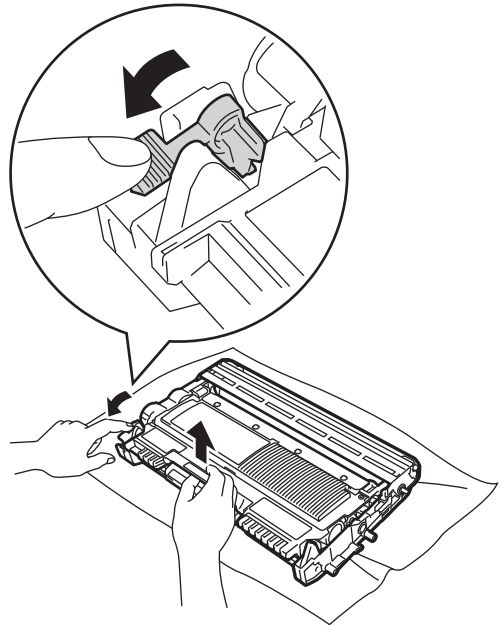
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



- 3 Take out the drum unit and toner cartridge assembly.

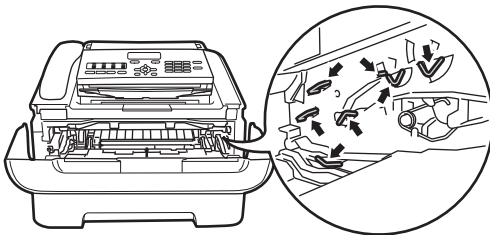


- 4 Push down the green lock lever and take the toner cartridge out of the drum unit.



! Important

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.



! WARNING

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

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

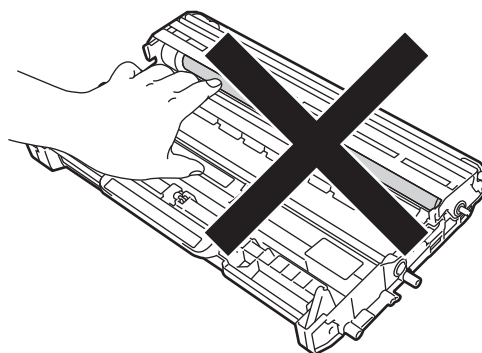
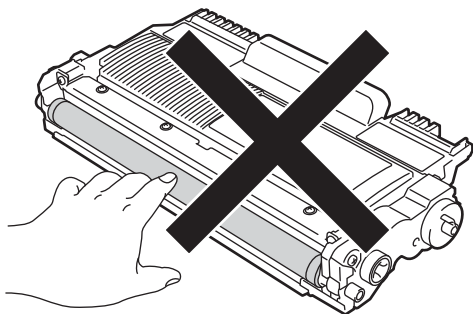
(See Product Safety Guide: *General precautions*.)



Be careful not to inhale toner.

! Important

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

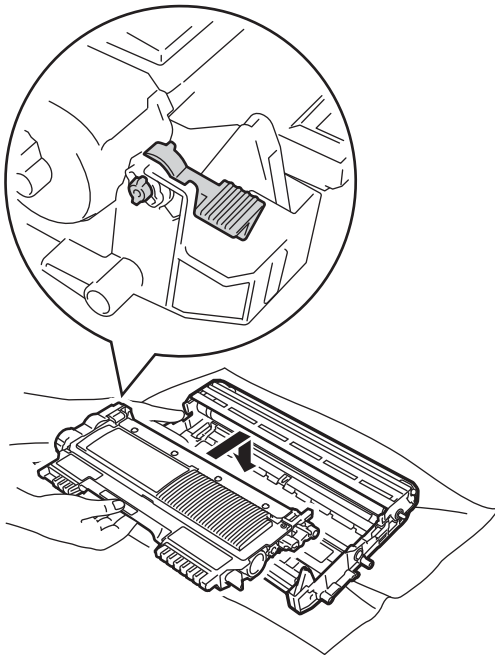
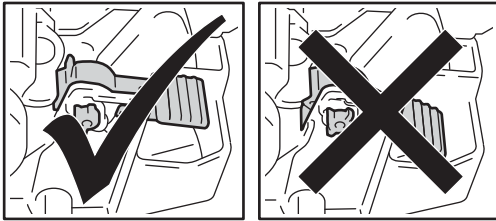


Note

- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the unit.
- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

- 5 Unpack the new drum unit.

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



Note

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

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

Resetting the drum counter

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

- 1 Press **Clear**.
To confirm you are installing a new drum unit, press 1.
- 2 When the LCD shows *Accepted*, close the front cover.

Cleaning the machine

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

WARNING

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

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



Be careful not to inhale toner.

Important

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

Cleaning the outside of the machine

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

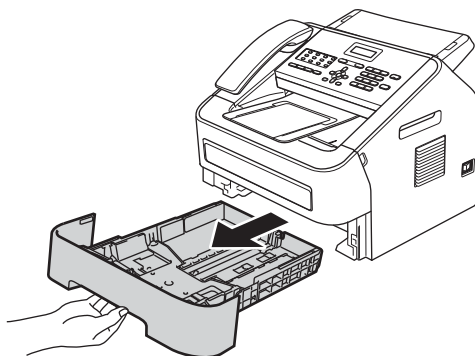


Note

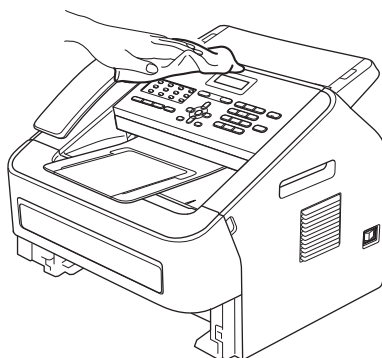
(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

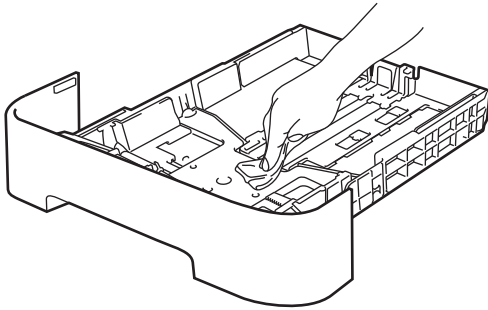
- 2 Pull the paper tray completely out of the machine.



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



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



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

Cleaning the scanner glass

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

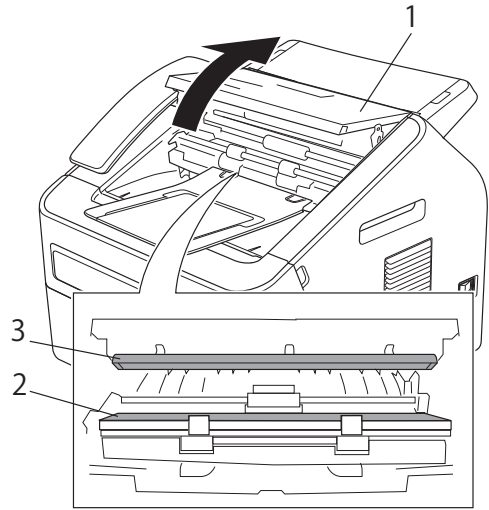


Note

(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

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



- 3 Close the control panel cover.



Note

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

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

Cleaning the document feed

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

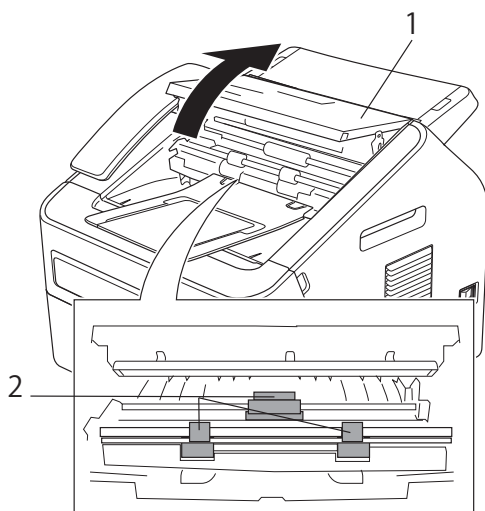


Note

(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

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

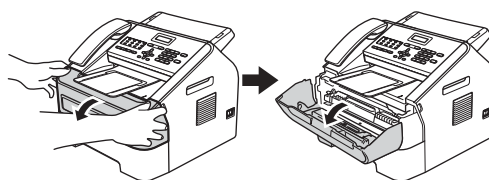


- 3 Close the control panel cover.

Cleaning the corona wire

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

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



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



Note

(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

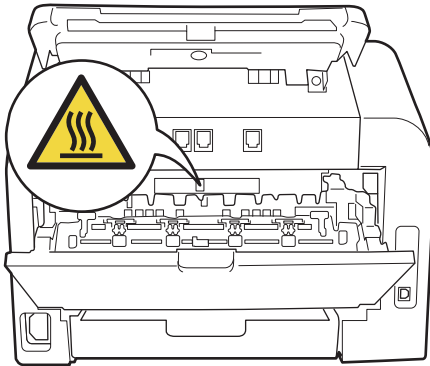
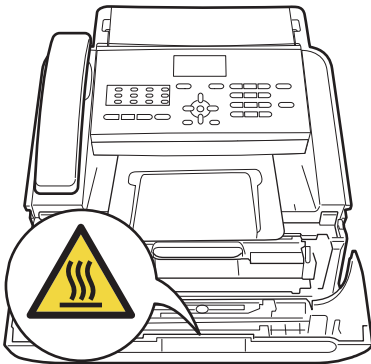


WARNING

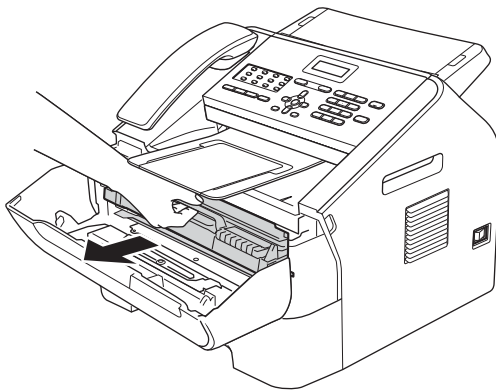


HOT SURFACE

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

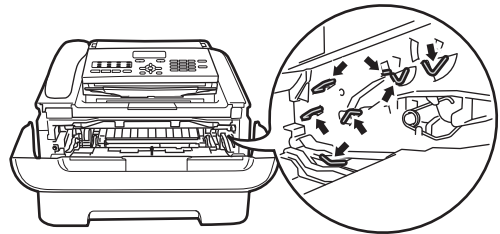


- 3 Slowly take out the drum unit and toner cartridge assembly.

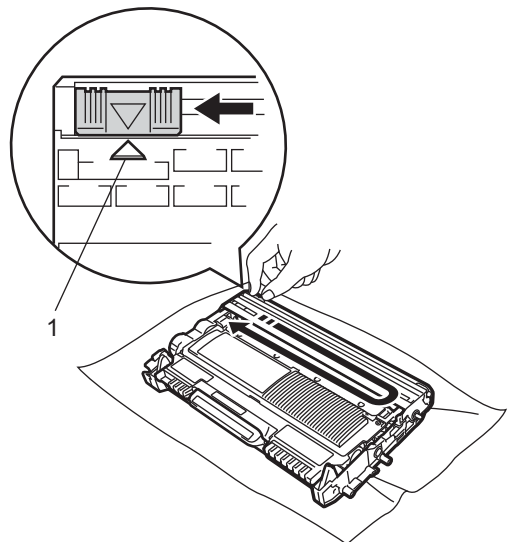


! Important

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- To prevent damage to the machine caused by static electricity, **DO NOT** touch the electrodes shown in the illustration.



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

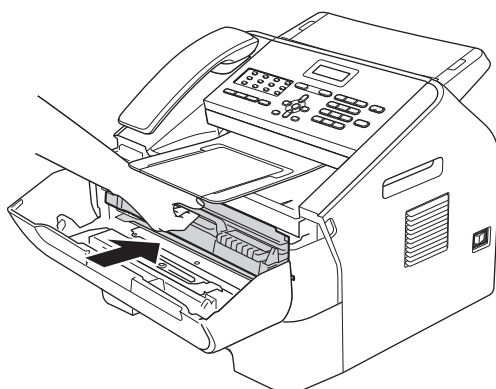




Note

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

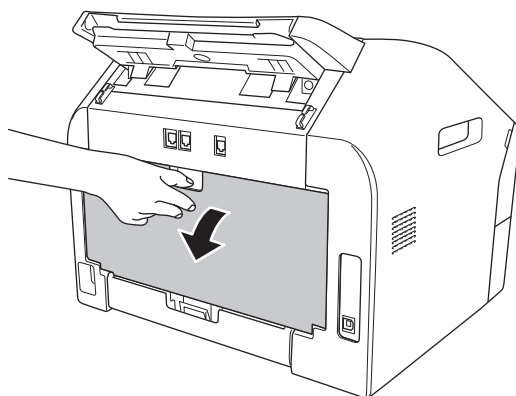
- 5 Put the drum unit and toner cartridge assembly back into the machine. Close the front cover.

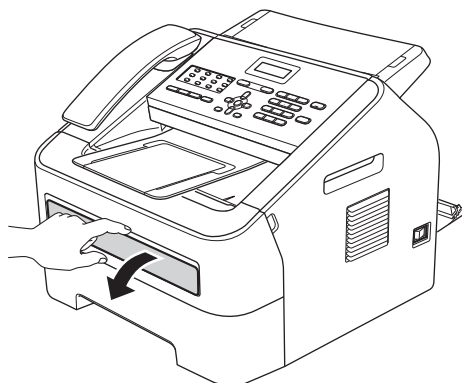


Cleaning the drum unit

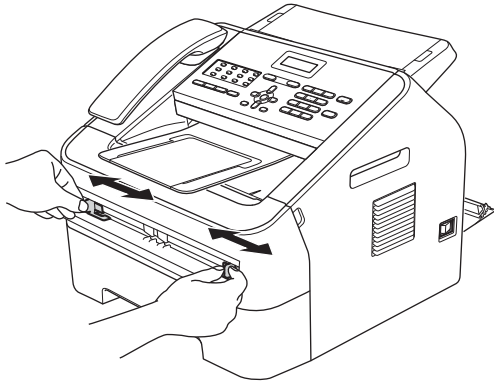
If you have print quality problems, the drum may have foreign material, such as glue from a label stuck on the drum surface. Follow the steps below to solve the problem.

- 1 Prepare a few sheets of A4 or Letter size paper.
- 2 Make sure the machine is in Ready mode.
- 3 Open the back cover (face-up output tray).
- 4 Open the manual feed slot cover.
- 5 Press **Clear** and **Menu** at the same time. The **Drum Cleaning** message will appear on the LCD.





- 6 Using both hands, slide the manual feed paper guides to the width of the paper that you are going to use.



- 7 Using both hands, put one piece of A4 or Letter size paper in the manual feed slot until the top edge of the paper touches the paper feed roller. When you feel the machine pull in the paper, let go. The machine will start the Drum Cleaning process.



Note

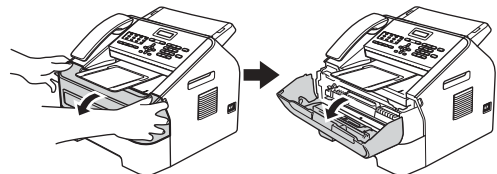
- The machine makes a mechanical noise during the Drum Cleaning process because the machine rotates the drum in reverse. This noise is not due to a malfunction of the machine.
- DO NOT put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.

- If the paper in the manual feed slot is not A4 or Letter size, the machine will stop the Drum Cleaning process and eject the paper.
- Make sure that the paper is straight and in the correct position in the manual feed slot. If it is not, it may not be fed correctly, resulting in a paper jam.
- DO NOT close the back cover (face-up output tray) during the Drum Cleaning process. The machine will stop the Drum Cleaning process and it may cause a paper jam.

- 8 When the machine has finished cleaning, the machine returns to Ready mode.
- 9 Repeat steps 5 to 8 two more times using a new blank sheet of paper each time. Upon completion please discard the used paper.
- 10 Close the back cover (face-up output tray) and the manual feed slot cover.

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

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



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



Note

(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

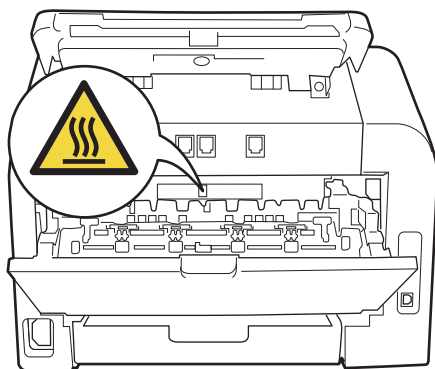
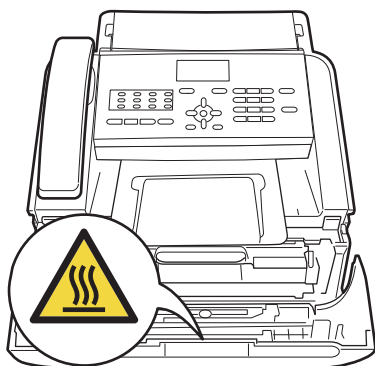


WARNING

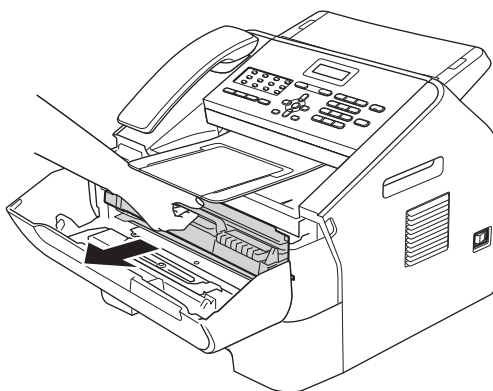


HOT SURFACE

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

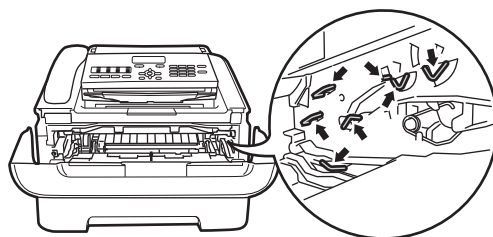


- 3 Slowly take out the drum unit and toner cartridge assembly.

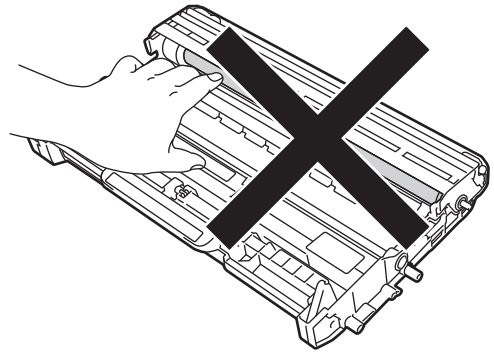
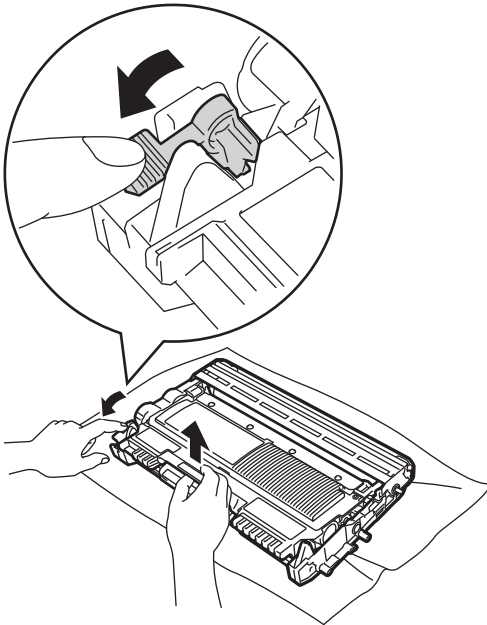


Important

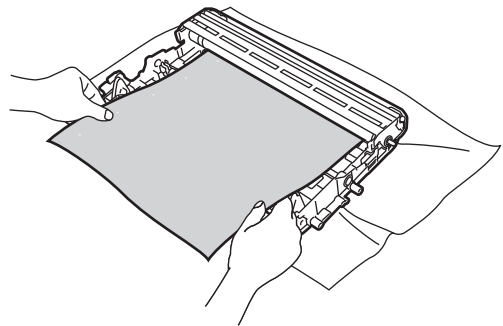
- We recommend that you put the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.



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

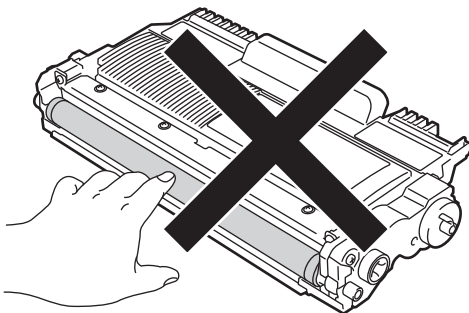


- 5 Put the print sample in front of the drum unit, and find the exact position of the poor print.

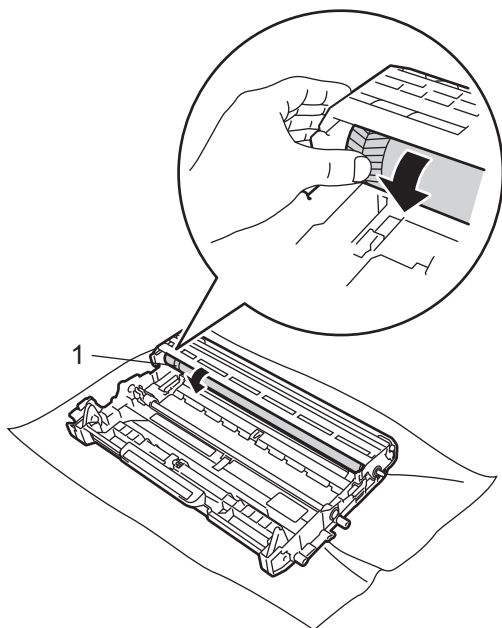


! Important

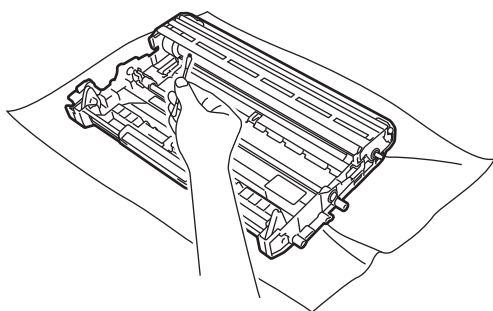
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



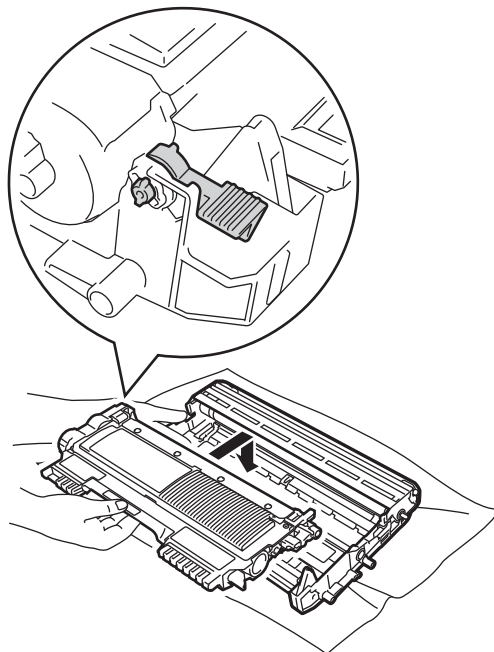
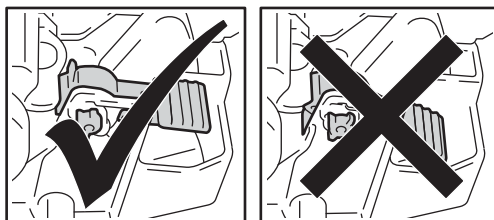
- 6 Turn the drum unit gear by hand while looking at the surface of the drum roller (1).



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

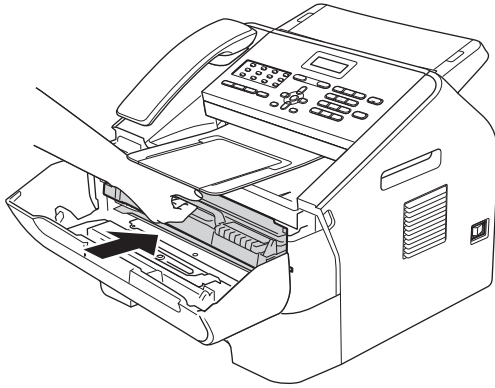


- 8 Put the toner cartridge back into the drum unit until it locks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.

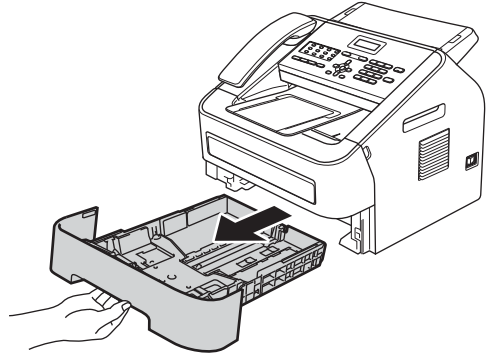


! Important
DO NOT clean the surface of the photosensitive drum with a sharp object.

- 9 Put the drum unit and toner cartridge assembly back in the machine.



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



- 10 Close the front cover.

Cleaning the paper pick-up rollers

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

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

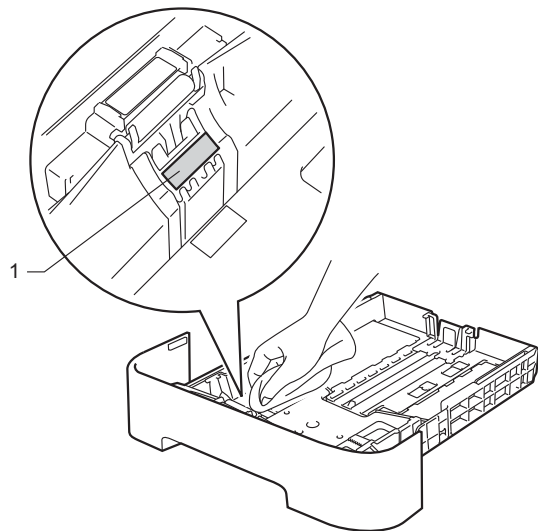


Note

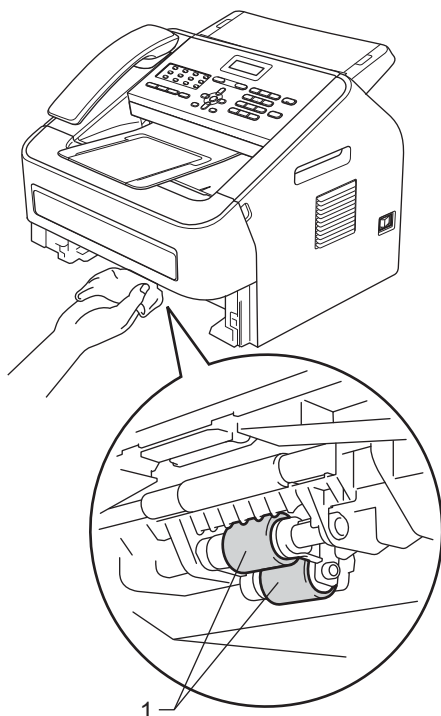
(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

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



- 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 electrical socket. Turn on the machine.

Checking the machine

Checking the Page Counters

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

- 1 Press **Menu**, **5**, **2**.
- 2 Press **▲** or **▼** to see **Total**, **Fax/List**, **Copy** or **Print**.
- 3 Press **Stop/Exit**.

Checking the remaining life of parts

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

- 1 Press **Menu**, **5**, **3**.
- 2 Press **Stop/Exit**.

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

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

<http://solutions.brother.com/>.

Identifying your problem

First, check the following:

- The machine's power cord is connected correctly and the machine's power switch is turned on.
If the machine does not turn on after connecting the power cord, see *Other difficulties* >> page 94.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer.
- LCD Messages
(See *Error and maintenance messages* >> page 73.)

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

Paper handling and Printing problems:

- *Paper handling difficulties* >> page 93
- *Printing received faxes* >> page 88

Telephone and Fax problems:

- *Telephone line or connections* >> page 88
- *Handling incoming calls* >> page 91
- *Receiving Faxes* >> page 89
- *Sending faxes* >> page 90

Copying problems:

- *Copying difficulties* >> page 91

Scanning problems (For FAX-2990 and MFC-7290):

- *Scanning difficulties (For FAX-2990 and MFC-7290)* ►► page 93

Software problems (For FAX-2990 and MFC-7290):

- *Software difficulties (For FAX-2990 and MFC-7290)* ►► page 93

Error and maintenance messages

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

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

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

Error Message	Cause	Action
Cartridge Error	The toner cartridge is not installed correctly.	Pull out the drum unit and remove the toner cartridge, then re-install the toner cartridge in the drum unit.
Comm.Error	Poor telephone line quality caused a communication error.	Try sending the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows Cooling Down, and Wait for a while.	<p>Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something.</p> <p>If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes.</p> <p>If the fan is not spinning do one of the following:</p> <p>(For FAX-2890) See <i>Transferring your faxes or Fax Journal report</i> >> page 78 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</p> <p>(For FAX-2990 and MFC-7290) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</p>
Cover is Open	The front cover is not completely closed.	Close the front cover of the machine.
Cover is Open	The Control panel cover is not completely closed.	Close the Control panel cover of the machine.

Error Message	Cause	Action
Cover is Open	The Control panel cover was open when you loaded a document.	Close the Control panel cover of the machine, then press Stop/Exit .
Cover is Open	The fuser cover is not completely closed or paper was jammed in the back of the machine when the power was turned on.	<ul style="list-style-type: none"> ■ Close the fuser cover of the machine. ■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press Start.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	See <i>Document was not inserted or fed properly, or was too long</i> >> page 79 or <i>Using the automatic document feeder (ADF)</i> >> page 23.
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See <i>Cleaning the corona wire</i> >> page 62.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> >> page 55.)
EL Error	The machine has a mechanical problem.	Open the front cover and close it again.
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	(For FAX-2890) Received fax messages still in memory will be lost when the machine is turned off. See <i>Transferring your faxes or Fax Journal report</i> >> page 78 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2990 and MFC-7290) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.
	The fuser unit is too hot.	

Error Message	Cause	Action
Init Unable XX (XX = Error Code)	The machine has a mechanical problem.	<ul style="list-style-type: none"> ■ (For FAX-2890) Received fax messages still in memory will be lost when the machine is turned off. See <i>Transferring your faxes or Fax Journal report</i> >> page 78 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2990 and MFC-7290) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. ■ If the problem continues, call Brother Customer Service or your local Brother dealer.
Jam Inside	The paper is jammed inside the machine.	(See <i>Paper is jammed inside the machine</i> >> page 83.)
Jam Rear	The paper is jammed in the back of the machine.	(See <i>Paper is jammed at the back of the machine</i> >> page 80.)
Jam Tray	The paper is jammed in the paper tray of the machine.	(See <i>Paper is jammed in the standard paper tray</i> >> page 79.)
Manual Feed	Manual was selected as the paper source when there was no paper in the manual feed slot.	Place a sheet of paper in the manual feed slot. (See <i>Loading paper in the manual feed slot</i> >> page 12.)
No Paper	The machine is out of paper or paper is not correctly loaded in the paper tray.	<p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Refill the paper in the paper tray and press Start. ■ Remove the paper and load it again. Then press Start. ■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See <i>Cleaning the paper pick-up rollers</i> >> page 69.)
No Response/Busy	The number you dialled does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge is not installed correctly.	Pull out the drum unit. Take out the toner cartridge and then put it back into the drum unit.

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	<p>Fax sending or copy operation in process</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Press Start to send or copy the scanned pages. ■ Press Stop/Exit and wait until the other operations in progress finish, and then try again. ■ Clear the faxes from the memory. <p>Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory. (See <i>Advanced User's Guide: Printing a fax from the memory and Fax Storage.</i>)</p> <p>Print operation in process</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Reduce the print resolution. (See <i>Software User's Guide: Basic tab</i>) ■ Clear the faxes from the memory. (See the above explanation.)
Print Unable XX (XX = Error Code)	The machine has a mechanical problem.	<p>Do one of the following:</p> <ul style="list-style-type: none"> ■ (For FAX-2890) See <i>Transferring your faxes or Fax Journal report</i> >> page 78 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2990 and MFC-7290) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. ■ If the problem continues, call Brother Customer Service or your local Brother dealer.
Replace Drum	It is time to replace the drum unit.	<p>Replace the drum unit.</p> <p>(See <i>Replacing the drum unit</i> >> page 55.)</p>
	The drum unit counter was not reset when a new drum was installed.	<p>Reset the drum unit counter.</p> <p>(See <i>Resetting the drum counter</i> >> page 59.)</p>

Error Message	Cause	Action
Replace Toner	<p>The toner cartridge is at the end of its life. The machine will stop printing until you replace the toner cartridge.</p> <p>While memory is available, faxes will be stored in the memory.</p>	<p>If you have set the Toner setting to Stop, replace the toner cartridge with a new and unused original Brother toner cartridge. This will reset the Replace Toner mode. (See <i>Replacing the toner cartridge</i> >> page 50.)</p> <p>If you have set the Toner setting to Continue, the machine will continue to print data until the LCD shows Toner Ended. For how to operate the machine in Continue mode, see Advanced User's Guide: <i>Toner Settings</i>.</p>
Scan Unable XX (XX = Error Code)	The machine has a mechanical problem.	<p>■ (For FAX-2890) See <i>Transferring your faxes or Fax Journal report</i> >> page 78 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</p> <p>(For FAX-2990 and MFC-7290) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</p> <p>■ If the problem continues, call Brother Customer Service or your local Brother dealer.</p>
Size mismatch	The paper in the tray is not a correct size.	Load an appropriate size of paper in the tray, and re-set the "Paper Size" (Menu, 1, 2, 2). (See <i>Paper Size</i> >> page 17.)
Toner Ended	<p>It is time to replace the toner cartridge.</p> <p>While memory is available, faxes will be stored in the memory.</p>	Replace the toner cartridge with a new one. (See <i>Replacing the toner cartridge</i> >> page 50.)
Toner Low	If the LCD shows Toner Low you can still print; however, the machine is telling you that the toner cartridge is near the end of its life.	Order a new toner cartridge now so a replacement toner cartridge will be available when the LCD shows Replace Toner or Toner Ended .

Transferring your faxes or Fax Journal report

If the LCD shows:

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

(For FAX-2890)

If it is necessary to disconnect the machine from the AC power outlet, we recommend transferring your faxes to another fax machine or to your PC (MFC-7290 only) before you unplug the machine. (See *Transferring faxes to another fax machine* >> page 78 or *Transferring faxes to your PC (For MFC-7290)* >> page 78.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring Fax Journal report to another fax machine* >> page 78.)



Note

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

Transferring faxes to another fax machine

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

- 1 Press **Menu**, **9**, **0**, **1**.
- 2 Do one of the following:
 - If the LCD shows **No Data**, there are no faxes left in the machine's memory. Press **Stop/Exit**.
 - Enter the fax number to which faxes will be forwarded. Press **Start**.

Transferring faxes to your PC (For MFC-7290)

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

- 1 Make sure that you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-FAX Receiving** on the PC. (For details about PC-Fax Receive, see Software User's Guide: *PC-FAX receiving (For MFC-7290)*.)
- 2 Make sure that you have set **PC Fax Receive** on the machine. (See *PC-Fax Receive (For Windows® only) (For MFC-7290)* >> page 30.)
If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.
- 3 Do one of the following:
 - To transfer all faxes to your PC, press **1**. You will be asked if you want a backup print.
 - To exit and leave the faxes in the memory, press **2**.
- 4 Press **Stop/Exit**.

Transferring Fax Journal report to another fax machine

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

- 1 Press **Menu**, **9**, **0**, **2**.
- 2 Enter the fax number to which the Fax Journal report will be forwarded.
- 3 Press **Start**.

Document Jams

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

- 1 Open the control panel cover.



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



- 3 Close the control panel cover.
- 4 Press **Stop/Exit**.

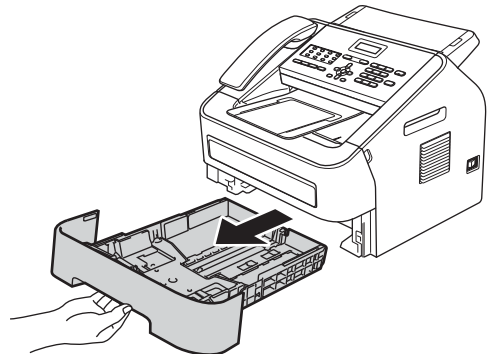
Paper Jams

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

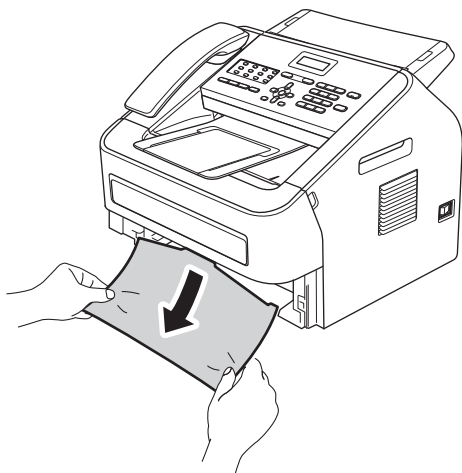
Paper is jammed in the standard paper tray

If the LCD shows **Jam Tray**, follow these steps:

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



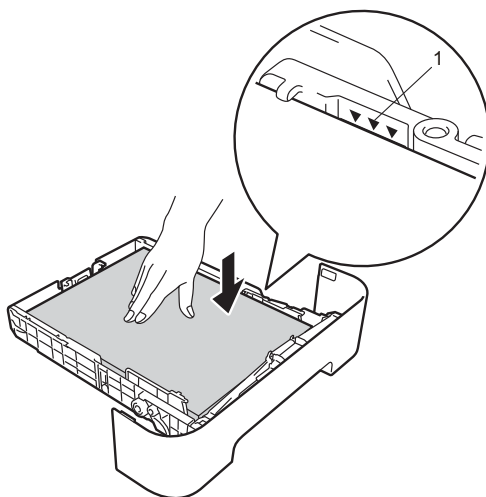
- 2 Use both hands to slowly pull out the jammed paper.



Note

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

- 3 Make sure the paper is below the maximum paper mark (▼▼▼) (1) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See *Loading paper in the standard paper tray* >> page 10.)

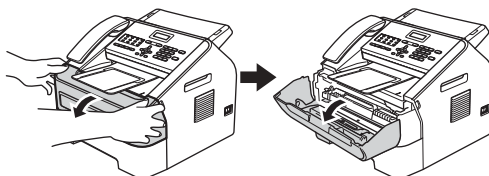


- 4 Put the paper tray firmly back in the machine.

Paper is jammed at the back of the machine

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

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



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



Note

(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

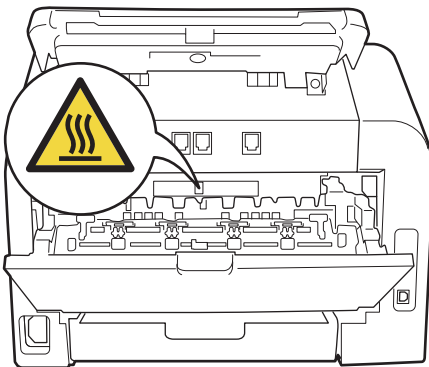
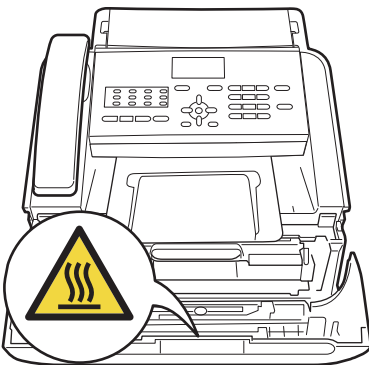


WARNING

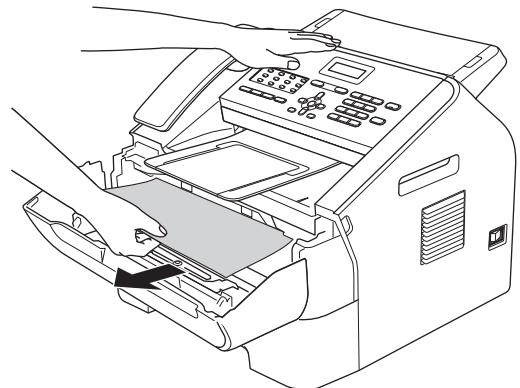
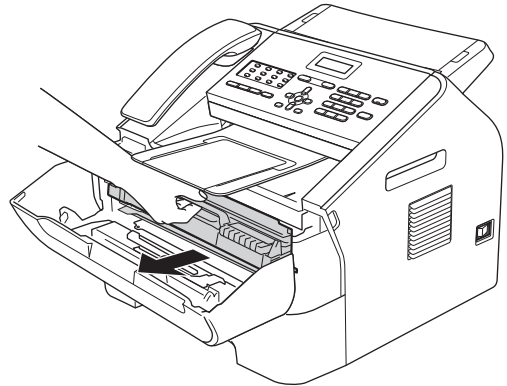


HOT SURFACE

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



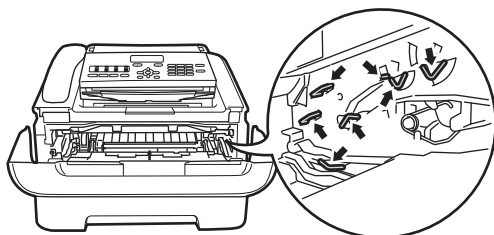
- 3 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.



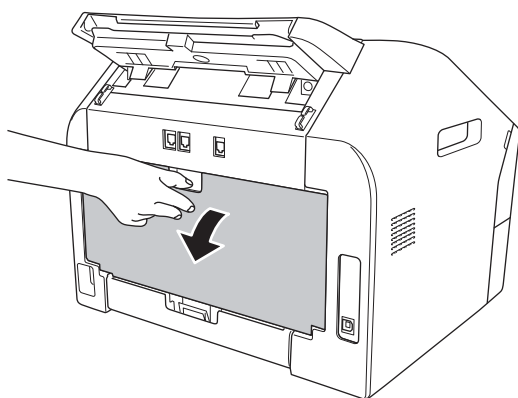
B

! Important

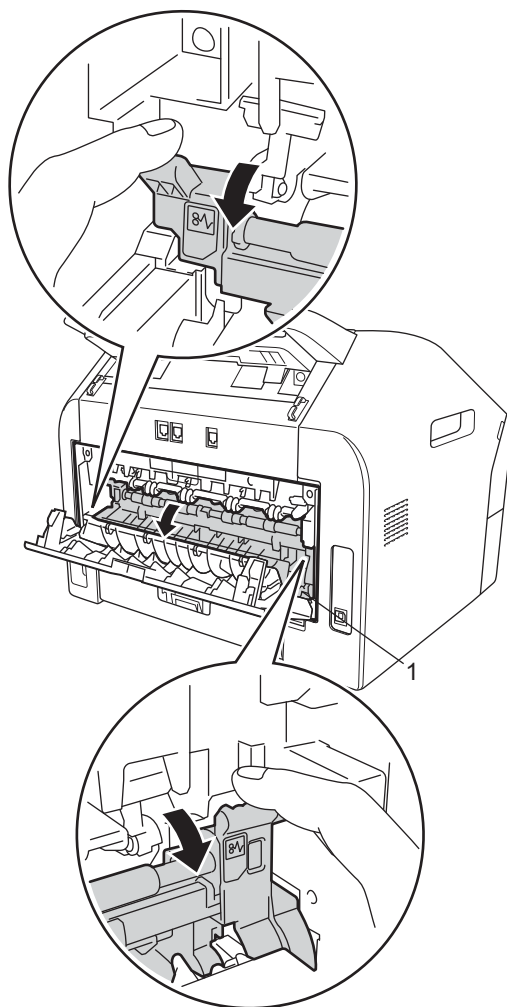
- We recommend that you place the drum unit and the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine caused by static electricity, **DO NOT** touch the electrodes shown in the illustration.



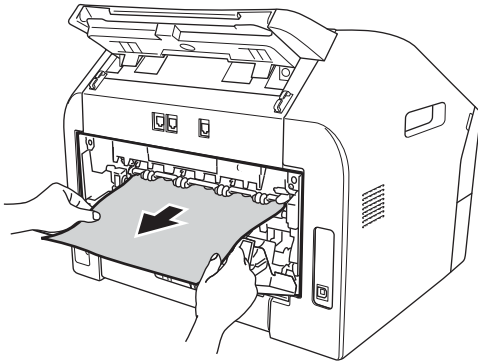
- 4 Open the back cover (face-up output tray).



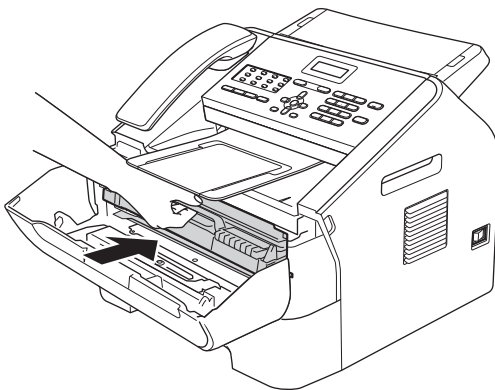
- 5 Pull down the tabs at the left and right hand sides to open the fuser cover (1).



- 6 Using both hands, gently pull the jammed paper out of the fuser unit.



- 7 Close the fuser cover and the back cover (face-up output tray).
- 8 Put the drum unit and toner cartridge assembly back into the machine.

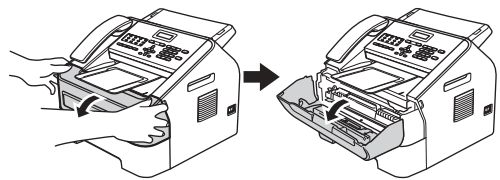


- 9 Close the front cover. If the machine does not start printing automatically, press **Start**.

Paper is jammed inside the machine

If the LCD shows **Jam Inside**, follow these steps:

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



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



Note

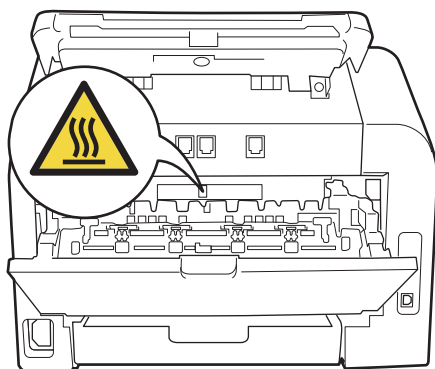
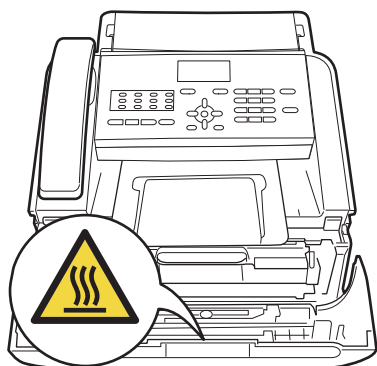
(For FAX-2890)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 78.

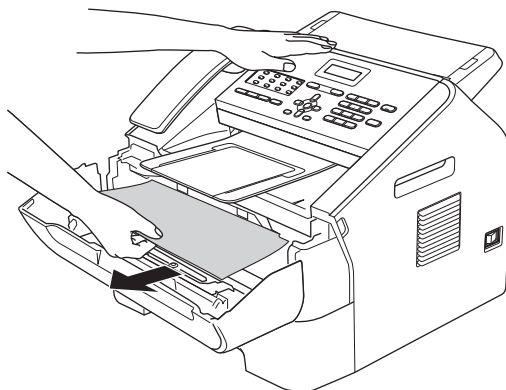
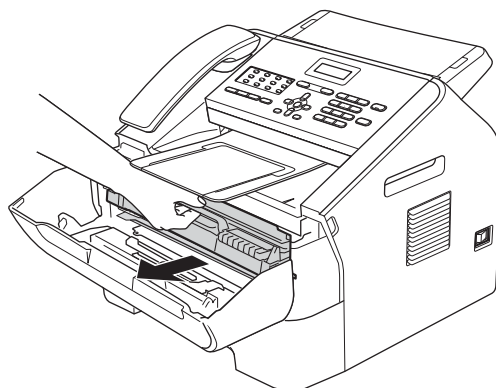
WARNING

HOT SURFACE

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



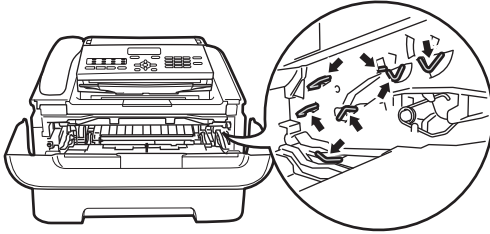
- 3 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.



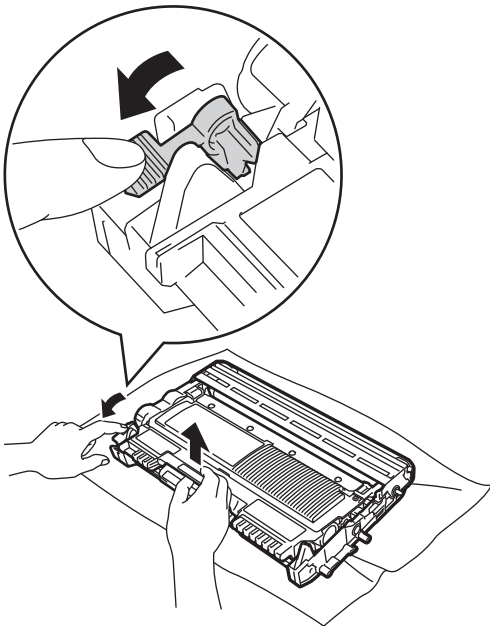
Important

- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

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

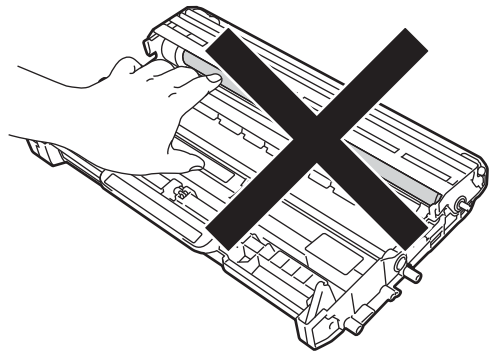
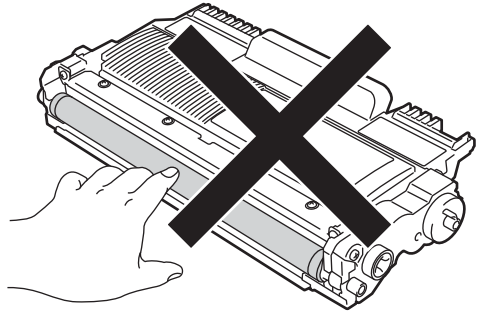


- 4 Push down the green lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.

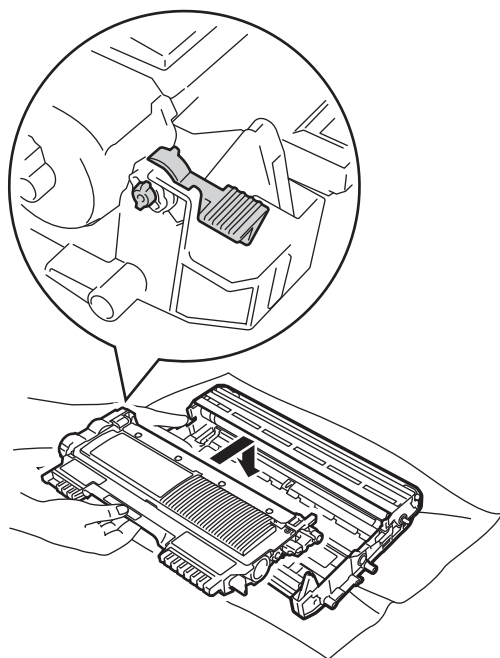
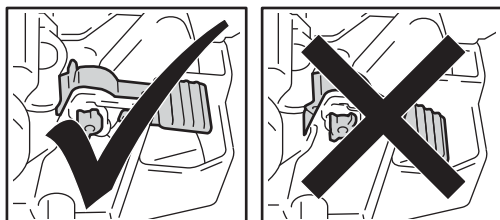


! Important

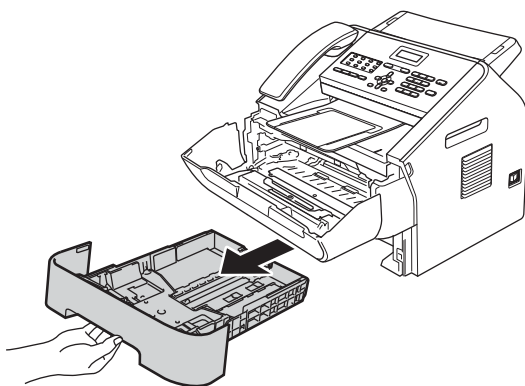
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



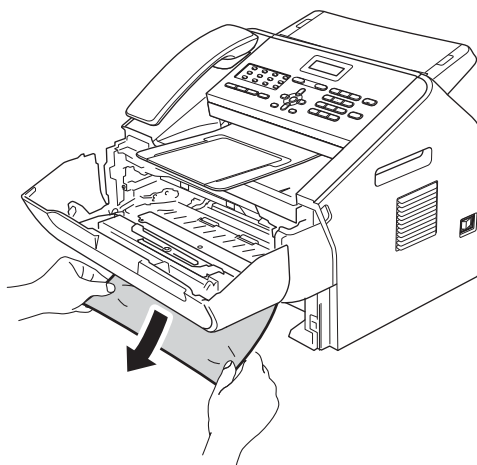
- 5 Put the toner cartridge back into the drum unit until it clicks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.



- 6 If you could not pull the jammed paper out of the inside of the machine, take the paper tray completely out of the machine.



- 7 Pull the jammed paper out of the paper tray opening.

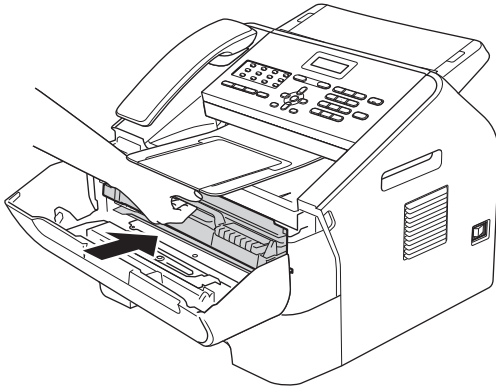


Note

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

- 8 Put the paper tray back in the machine.

- 9 Put the drum unit and toner cartridge assembly back in the machine.



- 10 Close the front cover of the machine. If the machine does not start printing automatically, press **Start**.

If you are having difficulty with your machine

❗ Important

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

Printing received faxes

Difficulties	Suggestions
<ul style="list-style-type: none">■ Condensed print■ Horizontal streaks■ Top and bottom sentences are cut off■ Missing lines	Usually this is caused by a poor telephone connection. If your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Poor print quality	See <i>Improving the print quality</i> >> page 96.
Vertical black lines when receiving	The corona wire for printing may be dirty. Clean the corona wire on the drum unit. (See <i>Cleaning the corona wire</i> >> page 62.)
	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
	If the problem continues, call your dealer for service.
Received faxes appear as split or blank pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using. (See <i>Paper Size</i> >> page 17.)
	Turn on Auto Reduction. (See Advanced User's Guide: <i>Printing a reduced incoming fax</i> .)

Telephone line or connections

Difficulties	Suggestions
Dialling does not work.	Check for a dial tone.
	Change the Tone/Pulse setting. (See Quick Setup Guide.)
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	Send a manual fax by pressing Hook/Hold and dialling the number. Wait to hear fax receiving tones before pressing Start .

Telephone line or connections (continued)

Difficulties	Suggestions
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. (See <i>Receive modes</i> >> page 26.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulties	Suggestions
Cannot receive a fax.	Make sure your machine has a dial tone by pressing the Hook/Hold key. If you hear static or interference on your fax line, please contact your local telephone company.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See <i>Receive modes</i> >> page 26.)
	If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select Fax Auto mode.
	If your Brother machine shares a line with an external answering machine, you should select the External TAD mode. In External TAD mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.
	If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the Fax/Tel mode. In Fax/Tel mode, your Brother machine will automatically receive faxes and produce a fast/double-ring to alert you to answer voice calls.
	If you do not want your Brother machine to automatically answer any incoming faxes, you should select the Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.
	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting: <ul style="list-style-type: none"> ■ If the answer mode is set to Fax Auto or Fax/Tel, reduce the ring delay to 1 ring. (See <i>Ring Delay</i> >> page 29.) ■ If the answer mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2. ■ If the answer mode is set to Manual, DO NOT adjust the ring delay setting.
	Have someone send you a test fax: <ul style="list-style-type: none"> ■ If you received the test fax successfully, your machine is operating correctly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.

Receiving Faxes (continued)

Difficulties	Suggestions
Cannot receive a fax. (continued)	<p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See <i>Connecting an external TAD</i> >> page 32.)</p> <ol style="list-style-type: none"> 1 Connect the external TAD as shown in the illustration on page 32. 2 Set your answering machine to answer in one or two rings. 3 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> ■ Record five seconds of silence at the beginning of your outgoing message. ■ Limit your speaking to 20 seconds. ■ End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax." 4 Set your answering machine to answer calls. 5 Set your Brother machine's Receive Mode to External TAD. (See <i>Receive modes</i> >> page 26.) <p>Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See <i>Fax Detect</i> >> page 29.)</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP). (See <i>Telephone line interference/ VoIP</i> >> page 95.)</p>


Sending faxes

Difficulties	Suggestions
Poor sending quality.	Try changing your resolution to Fine or S.Fine . Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See <i>Cleaning the scanner glass</i> >> page 61.)
Transmission Verification Report says RESULT:ERROR .	<p>There is probably temporary noise or static on the line. Try sending the fax again. (MFC-7290 only)</p> <p>If you are sending a PC-Fax message and get RESULT:ERROR on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see Advanced User's Guide: <i>Changing Remote Fax Options</i>), print fax messages in memory (see Advanced User's Guide: <i>Printing a fax from the memory</i>) or cancel a delayed fax or polling job (see Advanced User's Guide: <i>Checking and cancelling waiting jobs</i>). If the problem continues, ask the telephone company to check your telephone line.</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP). (See <i>Telephone line interference/ VoIP</i> >> page 95.)</p>
Sent faxes are blank.	Make sure you are loading the document correctly. (See <i>Loading documents</i> >> page 23.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. (See <i>Cleaning the scanner glass</i> >> page 61.)


Handling incoming calls

Difficulties	Suggestions
The machine 'hears' a voice as a CNG tone.	If Fax Detect is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing Stop/Exit . To avoid this problem you can try Turning Fax Detect Off. (See <i>Fax Detect</i> >> page 29.)
Sending a fax call to the machine.	If you answered on an external or extension telephone, press your Remote Activation Code (default setting is *51). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes. For Example: If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the fax. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate line with no custom features is recommended.



Menu access difficulties

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

Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure that COPY  is illuminated. (See <i>How to copy</i> >> page 41.)
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. (See <i>Cleaning the scanner glass</i> >> page 61 and <i>Cleaning the corona wire</i> >> page 62.)
Copies are blank.	Make sure you are loading the document correctly. (See <i>Using the automatic document feeder (ADF)</i> >> page 23.)

Printing difficulties

Difficulties	Suggestions
No printout.	<ul style="list-style-type: none"> ■ Check that the machine is plugged in and the power switch is turned on. ■ Check that the toner cartridge and drum unit are installed properly. (See <i>Replacing the drum unit</i> >> page 55.) ■ Check the interface cable connection on both the machine and your computer. (See Quick Setup Guide.) ■ Check that the correct printer driver has been installed and chosen. ■ Check to see if the LCD is showing an error message. (See <i>Error and maintenance messages</i> >> page 73.) ■ Check that the machine is online: (Windows® 7) Click the  button and Devices and Printers. Right-click Brother MFC-XXXX Printer and click See what's printing. Click Printer in the menu bar. Make sure that Use Printer Offline is unchecked. (Windows Vista®) Click the  button, Control Panel, Hardware and Sound, and then Printers. Right-click Brother MFC-XXXX Printer. Make sure that Use Printer Offline is unchecked. (Windows® XP) Click the Start button and choose Printers and Faxes. Right-click Brother MFC-XXXX Printer. Make sure that Use Printer Offline is unchecked.
The machine prints unexpectedly or it prints garbage.	<ul style="list-style-type: none"> ■ Press Stop/Exit to cancel print jobs. ■ Check the settings in your application to make sure it is set up to work with your machine. ■ Pull out the paper tray and wait until the machine stops printing. Then turn off the machine's power switch and disconnect from the power for several minutes. The faxes stored in the machine memory will be deleted. See <i>Transferring your faxes or Fax Journal report</i> >> page 78 before disconnecting the machine so you will not lose any important messages.
The machine prints the first couple of pages correctly, then some pages have text missing.	<ul style="list-style-type: none"> ■ Check the settings in your application to make sure that it is set up to work with your machine. ■ Your computer is not recognizing the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See Quick Setup Guide.)
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See <i>Unscannable and unprintable areas</i> >> page 16.)
The machine is not printing or has stopped printing.	<p>Press Stop/Exit to cancel print jobs.</p> <p>As the machine cancels the job and clears it from the memory it may produce an incomplete printout.</p>

Scanning difficulties (For FAX-2990 and MFC-7290)

Difficulties	Suggestions
TWAIN or ICA errors appear when starting to scan.	<p>Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click File, Select Source and choose the Brother TWAIN driver.</p> <p>Mac OS X 10.6.x and 10.7.x users can also scan documents using the ICA Scanner Driver.</p> <p>See Software User's Guide: <i>Scanning a document using the ICA driver (Mac OS X 10.6.x - 10.7.x).</i></p>
OCR does not work.	<p>Try increasing the scanning resolution.</p> <p>(Macintosh users) Make sure you have downloaded and installed Presto! PageManager from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg</p>

Software difficulties (For FAX-2990 and MFC-7290)

Difficulties	Suggestions
Cannot install software or print.	<p>(Windows® only) Run the Repair MFL-Pro Suite program on the CD-ROM. This program will repair and reinstall the software.</p>
Cannot perform '2 in 1' or '4 in 1' printing.	Check that the paper size setting in the application and in the printer driver are the same.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See Software User's Guide: <i>Basic tab.</i>)

Paper handling difficulties

Difficulties	Suggestions
<p>The machine does not feed paper.</p> <p>The LCD shows No Paper or a Paper Jam message.</p>	<ul style="list-style-type: none"> ■ If there is no paper, load a new stack of paper into the paper tray. ■ If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray. ■ Reduce the amount of paper in the paper tray, and then try again. ■ Make sure that manual feed mode is not chosen in the printer driver. ■ Clean the paper pick-up roller. See <i>Routine maintenance</i> >> page 49. ■ If the LCD shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> >> page 73.
Documents do not feed or document are skewed.	Clean the document feed rollers. See <i>Cleaning the document feed</i> >> page 62.
What paper can I use?	<p>You can use thin paper, plain paper, bond paper, recycled paper, envelopes and labels that are made for laser machines. (For details, see <i>Acceptable paper and other print media</i> >> page 17.)</p> <p>You can load envelopes from the manual feed slot.</p>
There is a paper jam.	Clear the jammed paper. (See <i>Paper Jams</i> >> page 79.)

Print quality difficulties

Difficulties	Suggestions
Printed pages are curled.	<ul style="list-style-type: none"> ■ Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray. ■ Make sure that you choose the Paper Type that suits the print media type you are using. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ Too little or too much humidity or extreme temperatures can cause the paper to curl. (See <i>General</i> >> page 119.)
Printed pages are smeared.	The Paper Type setting may be incorrect for the type of print media you are using, or the print media may be too thick or have a rough surface. (See <i>Acceptable paper and other print media</i> >> page 17 and Software User's Guide: <i>Basic tab</i> .)
Printouts are too light.	<ul style="list-style-type: none"> ■ If this problem occurs when making copies or printing received faxes, set Toner Save to Off in the machine menu settings. (See Advanced User's Guide: <i>Toner Save</i>.) ■ Uncheck Toner Save Mode in the Advanced tab in the printer driver. (See Software User's Guide: <i>Advanced tab</i>.) ■ Adjust the Print Density by pressing Menu, 2, 1, 6 and then press ► to make the print darker. (See Advanced User's Guide: <i>Setting the Print Density</i>.)

Other difficulties

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

Setting Dial Tone detection

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

- 1 Press **Menu**, **0**, **4**.
- 2 Press **▲** or **▼** to choose `Detection` or `No Detection`. Press **OK**.
- 3 Press **Stop/Exit**.

Telephone line interference/ VoIP

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

- 1 Press **Menu**, **2**, **0**, **1**.
- 2 Press **▲** or **▼** to choose `Basic (for VoIP)`, `Normal` or `High (FAX-2990 and MFC-7290)`.

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

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

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

- `Normal` sets the modem speed at 14400 bps.
- `High` sets the modem speed at 33600 bps (FAX-2990 and MFC-7290).

Press **OK**.

- 3 Press **Stop/Exit**.



Note

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

Improving the print quality


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


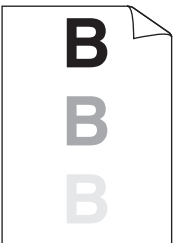
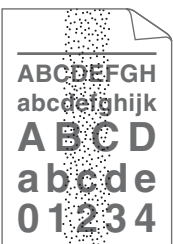






Note


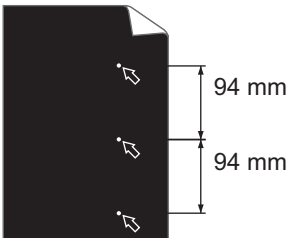
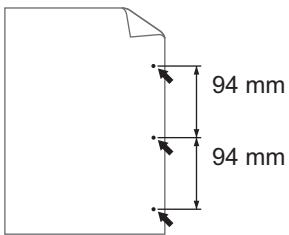
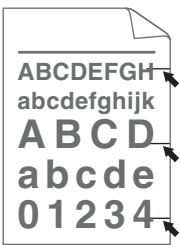
Brother does not recommend the use of cartridges other than genuine Brother Original cartridges or the refilling of used cartridges with toner from other sources.

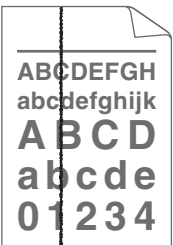


- 1 To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* >> page 17.)
- 2 Check that the drum unit and toner cartridge are installed correctly.

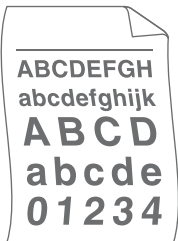
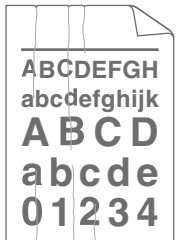
Examples of poor print quality	Recommendation
 <p>Faint</p>	<ul style="list-style-type: none"> ■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge. ■ Check if the Replace Toner Setting is set to Continue (Continue mode) by pressing Menu, 1, 7. (See Advanced User's Guide: <i>Toner Settings</i>.) ■ Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. (See Product Safety Guide: <i>Choose a safe location for your product</i>.) ■ If the whole page is too light, Toner Save mode may be on. Turn off Toner Save in the machine's menu settings or Toner Save Mode in the printer Properties (or Preferences) of the driver. (See Advanced User's Guide: <i>Toner Save</i> or Software User's Guide: <i>Advanced tab</i>.) ■ Clean the corona wire of the drum unit. (See <i>Cleaning the corona wire</i> >> page 62.) ■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 50.) ■ Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.) ■ Adjust the Print Density by pressing Menu, 2, 1, 6 (for FAX-2990 and MFC-7290) or Menu, 2, 1, 7 (for FAX-2890) and then press ► to make the print darker. (See Advanced User's Guide: <i>Setting the Print Density</i>.)


Examples of poor print quality	Recommendation
 <p data-bbox="230 556 429 585">Gray background</p>	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. (See Product Safety Guide: <i>Choose a safe location for your product.</i>) ■ Clean the drum surface. (See <i>Cleaning the drum unit</i> >> page 64.) ■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 50.) ■ Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.)
 <p data-bbox="292 971 367 1000">Ghost</p>	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. Rough-surfaced paper or thick print media may cause this problem. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ Make sure that you choose the appropriate media type in the printer driver or in the machine's <i>Paper Type</i> menu setting. (See <i>Acceptable paper and other print media</i> >> page 17 and Software User's Guide: <i>Basic Tab.</i>) ■ Choose Reduce Ghosting mode in the printer driver. (See Software User's Guide: <i>Ghost Reduction Setting.</i>) ■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 50.) ■ Clean the drum surface. (See <i>Cleaning the drum unit</i> >> page 64.) ■ Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.) ■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.
 <p data-bbox="251 1584 408 1613">Toner specks</p>	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ Clean the corona wire and the drum unit. (See <i>Cleaning the corona wire</i> >> page 62 and <i>Replacing the drum unit</i> >> page 55.) ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.) ■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.

Examples of poor print quality	Recommendation
 <p data-bbox="230 556 369 585">Hollow print</p>	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ Choose Thick Paper mode in the printer driver, choose <i>Thick</i> in the machine's Paper Type menu setting or use thinner paper than you are currently using. (See <i>Paper Type</i> >> page 17 and Software User's Guide: <i>Basic Tab.</i>) ■ Check the machine's environment. Conditions such as high humidity can cause hollow print. (See Product Safety Guide: <i>Choose a safe location for your product.</i>) ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.)
 <p data-bbox="248 962 351 991">All black</p>	<ul style="list-style-type: none"> ■ Clean the corona wire inside the drum unit by sliding the green tab. Be sure to return the green tab to the home position (▲). (See <i>Cleaning the corona wire</i> >> page 62.) ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.) ■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.
 <p data-bbox="141 1300 458 1329">White lines across the page</p>	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause problems. ■ Make sure that you choose the appropriate media type in the printer driver or in the machine's Paper Type menu setting. (See <i>Acceptable paper and other print media</i> >> page 17 and Software User's Guide: <i>Basic Tab.</i>) ■ The problem may disappear by itself. Print multiple pages to clear this problem, especially if the machine has not been used for a long time. ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.)
 <p data-bbox="172 1676 426 1705">Lines across the page</p>	<ul style="list-style-type: none"> ■ Clean the corona wire of the drum unit. (See <i>Cleaning the corona wire</i> >> page 62.) ■ Clean the drum surface. (See <i>Cleaning the drum unit</i> >> page 64.) ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.)

Examples of poor print quality	Recommendation
 <p>White lines, bands or ribbing across the page</p>	<ul style="list-style-type: none"> ■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem (See Product Safety Guide: <i>Choose a safe location for your product.</i>). ■ Clean the drum surface. (See <i>Cleaning the drum unit</i> >> page 64.) ■ If the problem is not solved after printing a few pages, put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.)
 <p>White Spots on black text and graphics at 94 mm intervals</p>  <p>Black Spots at 94 mm intervals</p>	<ul style="list-style-type: none"> ■ Make ten copies of a blank, white sheet of paper. (See <i>How to copy</i> >> page 41.) If the problem is not solved, the drum unit may have glue from a label stuck on the surface of the drum roller. Clean the drum unit. (See <i>Cleaning the drum unit</i> >> page 64.) ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.)
 <p>Black toner marks across the page</p>	<ul style="list-style-type: none"> ■ If you use label sheets for laser printers, the glue from the sheets may sometimes stick to the surface of the drum roller. Clean the drum unit. (See <i>Cleaning the drum unit</i> >> page 64.) ■ Make sure that you use paper that meets our specifications. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ Do not use paper that has clips or staples because they will scratch the surface of the drum. ■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged. ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 50.) ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.)

Examples of poor print quality	Recommendation
 <p>Black lines down the page Printed pages have toner stains down the page.</p>	<ul style="list-style-type: none"> ■ Clean the corona wire inside the drum unit by sliding the green tab. (See <i>Cleaning the corona wire</i> >> page 62.) ■ Make sure the green tab of the corona wire is at the home position (▲). ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.) ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 50.) ■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.
 <p>White lines down the page</p>	<ul style="list-style-type: none"> ■ Check if the Replace Toner Setting is set to Continue (Continue mode), by pressing Menu, 1, 7. (See <i>Advanced User's Guide: Toner Settings</i>.) ■ Make sure that foreign material such as a torn piece of paper, sticky notes or dust are not inside the machine or around the drum unit and toner cartridge. ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 50.) ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 55.)
 <p>The print is skewed on the page.</p>	<ul style="list-style-type: none"> ■ Make sure that the paper or other print media is loaded correctly in the paper tray and that the guides are not too tight or too loose against the paper stack. ■ Set the paper guides correctly. (See <i>Loading paper</i> >> page 10.) ■ If you are using the manual feed slot, see <i>Loading paper in the manual feed slot</i> >> page 12. ■ The paper tray may be too full. (See <i>Loading paper</i> >> page 10.) ■ Check the paper type and quality. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ Check for loose objects such as torn paper inside the machine. ■ Verify that the two green envelope levers inside the back cover are set to the same position. ■ Verify that the two grey Anti-Curl Levers inside the back cover are set to the same position.

Examples of poor print quality	Recommendation
 <p>Curled or wavy</p>	<ul style="list-style-type: none"> ■ Check the paper type and quality. High temperatures and high humidity will cause paper to curl. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. ■ Open the back cover (face-up output tray) for the machine to eject printed pages onto the face-up output tray. ■ Choose Reduce Paper Curl mode in the printer driver when you do not use our recommended paper. (See Software User's Guide: <i>Other Print Options</i> (for Windows®) or <i>Print Settings</i> (for Macintosh).)
 <p>Wrinkles or creases</p>	<ul style="list-style-type: none"> ■ Make sure that the paper is loaded correctly. (See <i>Loading paper</i> >> page 10.) ■ Check the paper type and quality. (See <i>Acceptable paper and other print media</i> >> page 17.) ■ Turn over the stack of paper in the tray or try rotating the paper 180° in the input tray.

Examples of poor print quality	Recommendation
<div data-bbox="223 285 371 537" data-label="Image"> </div> <p data-bbox="197 569 400 596">Envelope creases</p>	<ul style="list-style-type: none"> <li data-bbox="514 262 1195 318">■ Make sure that the two green envelope levers inside the back cover are pulled down when you are printing on envelopes. <div data-bbox="610 397 1105 979" data-label="Image"> </div> <div data-bbox="504 1023 622 1070" data-label="Section-Header"> <p> Note</p> </div> <p data-bbox="537 1076 1218 1132">When you have finished printing, open the back cover and reset the two green levers back to their original position.</p>

Examples of poor print quality	Recommendation
<div data-bbox="222 285 436 529" data-label="Image"> </div> <div data-bbox="260 556 393 589" data-label="Caption"> <p>Poor fixing</p> </div>	<ul style="list-style-type: none"> ■ Open the back cover and make sure that the two green envelope levers on the left and right hand sides are in the up position. <div data-bbox="639 407 1133 979" data-label="Image"> </div> <ul style="list-style-type: none"> ■ Choose Improve Toner Fixing mode in the printer driver. (See Software User's Guide: <i>Other Print Options</i> (for Windows®) or <i>Print Settings</i> (for Macintosh).) If this selection does not provide enough improvement, select Thicker Paper in Media Type settings.

Examples of poor print quality	Recommendation
<div data-bbox="220 285 375 529" data-label="Image"> </div> <p data-bbox="262 566 337 591">Curled</p>	<ul style="list-style-type: none"> ■ Choose Reduce Paper Curl mode in the printer driver when you do not use our recommended paper. (See Software User's Guide: <i>Other Print Options</i> (for Windows®) or <i>Print Settings</i> (for Macintosh).) ■ Turn the paper over in the paper tray, and print again. (Excluding letterhead paper) If the problems remains, switch the Anti-Curl Levers as follows: <ol style="list-style-type: none"> ❶ Open the back cover. ❷ Lift the levers (1) and slide the two grey levers (2) in the direction of the arrow. <div data-bbox="524 672 1208 1613" data-label="Image"> </div>

Machine Information

Checking the Serial Number

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

- 1 Press **Menu**, **5**, **1**.
- 2 The machine will display the machine's Serial Number on the LCD.
- 3 Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1 Address & Fax

Address & Fax resets the following settings:

- Address Book
(One Touch Dial/Speed Dial/Setup Groups)
- Programmed fax jobs in the memory
(Polled TX, Delayed Fax)
- Station ID
(name and numbers)
- Coverpage Note
(comments)
- Remote Fax Options
(Remote Access Code, Fax Storage, Fax Forwarding and PC-FAX ¹)
- Report settings
(Transmission Verification Report/ Tel Index List/Fax Journal)
- Setting Lock password

¹ For MFC-7290

2 All Settings

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

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



Note

Unplug the interface cable before you choose **All Settings**.

How to reset the machine

- 1 Press **Menu**, 0.
- 2 Press ▲ or ▼ to display **Reset**.
Press **OK**.
- 3 Press ▲ or ▼ to choose the type of reset function - **Address & Fax** or **All Settings**.
Press **OK**.
- 4 Do one of the following:
 - To reset the settings, press **1** and go to step 5.
 - To exit without making changes, press **2** and go to step 6.
- 5 You will be asked to confirm you want to reboot the machine. Do one of the following:
 - To reboot the machine press **1**. The machine will begin the reset.
 - To exit without rebooting the machine, press **2**. Go to step 6.
- 6 Press **Stop/Exit**.

On-screen programming

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

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

Menu table

You can program your machine by using the *Menu table* ►► page 108. These pages list the menu selections and options. Press **Menu** followed by the menu numbers to program your machine. For example, to set *Beeper* volume to *Low*:

- 1 Press **Menu**, **1**, **3**, **2**.
- 2 Press ▲ or ▼ to choose *Low*.
- 3 Press **OK**.
- 4 Press **Stop/Exit**.

How to access the menu mode

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

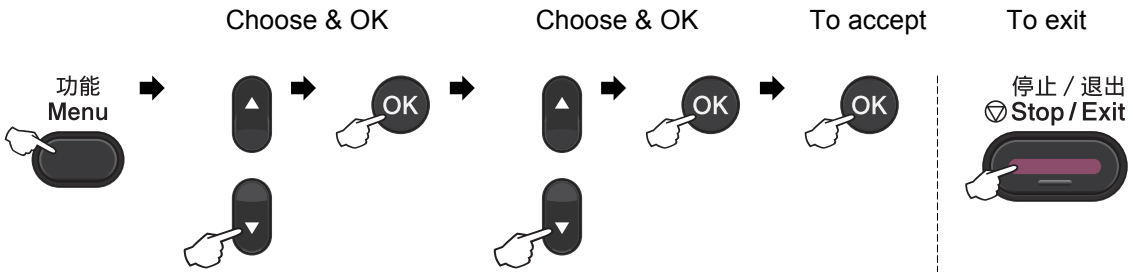
¹ This will appear only when the LCD shows an error message.


You can also scroll through each menu level by pressing ▲ or ▼ for the direction you want.


- 3 Press **OK** when the option you want appears on the LCD. The LCD will then show the next menu level.
- 4 Press ▲ or ▼ to scroll to your next menu selection.
- 5 Press **OK**. When you have finished setting an option, the LCD will show *Accepted*.
- 6 Press **Stop/Exit** to exit Menu mode.


Menu table


The default settings are shown in Bold with an asterisk.





Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup	1.Mode Timer	—	—	0 Sec 30 Secs 1 Min 2 Mins* 5 Mins Off	Sets the time to return to Fax mode.	See ♦.
	2.Paper	1.Paper Type	—	Thin Plain* Thick Thicker Recycled Paper Label	Sets the type of paper in the paper tray.	17
♦ See Advanced User's Guide.						
<div>  The default settings are shown in Bold with an asterisk. </div>						



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page	
1. General Setup (Continued)	2. Paper (Continued)	2. Paper Size	—	A4*	Sets the size of the paper in the paper tray.	17	
				Letter			
				Executive			
				A5			
				A5 L			
				A6			
				B5			
				B6			
				16K (195×270mm)			
				16K (184×260mm)			
16K (197×273mm)							
	3. Volume	1. Ring	—	Off Low Med* High	Adjusts the ring volume.	9	
		2. Beeper	—	Off Low Med* High	Adjusts the volume level of the beeper.	9	
		3. Speaker	—	Off Low Med* High	Adjusts the speaker volume.	9	
	4. Ecology	1. Toner Save	—	On Off*	Increases the page yield of the toner cartridge.	See ♦.	
		2. Sleep Time	—	Range varies depending on models. 03Min*	Conserves power.		
	5. LCD Contrast	—	—	-□□□■+ -□□□■+ -□□■□+* -□■□□+ -■□□□+	Adjusts the contrast of the LCD.		
	♦ See Advanced User's Guide.						
	<div> The default settings are shown in Bold with an asterisk.</div>						


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	6.Security	1.TX Lock (FAX-2890)	—	—	Prohibits most operations except receiving faxes.	See ◆ .
		1.Mem Security (FAX-2990 and MFC-7290)	—	—	Prohibits most operations except receiving faxes into the memory.	
		2.Setting Lock	—	—	Stops unauthorized users from changing the machine's current settings.	
	7.Replace Toner	—	—	Continue Stop*	Sets the machine to continue printing until the machine's LCD shows Toner Ended .	See ◆ .
◆ See Advanced User's Guide.						
 The default settings are shown in Bold with an asterisk.						


Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax	1.Setup Receive (In Fax mode only)	1.Receive Mode	Fax Auto* Fax/Tel External TAD Manual	You can choose the receive mode that best suits your needs.	26
		2.Ring Delay	(00 - 10) 04*	Sets the number of rings before the machine answers in Fax Auto or Fax/Tel mode.	29
		3.Fax Detect	On* Semi Off	Receives fax messages without pressing Start .	29
		4.Remote Codes	On (*51, #51) Off*	Allows you to answer all calls at extension telephones and use codes to turn the machine on or off. You can personalize these codes.	35
		5.Auto Reduction	On* Off	Cuts the size of incoming faxes.	See ♦.
♦ See Advanced User's Guide.					
 The default settings are shown in Bold with an asterisk.					


Level 1	Level 2	Level 3	Options	Descriptions	Page		
2.Fax (Continued)	1.Setup Receive (In Fax mode only) (Continued)	6.Memory Receive (FAX-2890)	On* Off	Automatically stores any incoming faxes in its memory if it runs out of paper.	See ◆.		
		7.Print Density (FAX-2890) 6.Print Density (FAX-2990 and MFC-7290)	-□□□■+ -□□□■+ -□□■□+* -□■□□+ -■□□□+	Makes printouts darker or lighter.			
		8.Polling RX (FAX-2890) 7.Polling RX (FAX-2990 and MFC-7290)	Standard* Secure Timer	Sets up your machine to poll another fax machine.			
		9.Fax Rx Stamp (FAX-2890) 8.Fax Rx Stamp (FAX-2990 and MFC-7290)	On Off*	Prints the received time and date on the top of the received faxes.			
	2.Setup Send (In Fax mode only)	1.Contrast	Auto* Light Dark	Changes the lightness or darkness of faxes you send.			
		2.Fax Resolution	Standard* Fine S.Fine Photo	Sets the default resolution for outgoing faxes.			
		3.Delayed Fax	Set Time=00:00	Sets the time of day in 24 hour format that the delayed faxes will be sent.			
		4.Batch TX	On Off*	Combines delayed faxes going to the same fax number at the same time of day into one transmission.			
		5.Real Time TX	Next Fax:On Next Fax:Off On Off*	Sends a fax without using the memory.			
	◆ See Advanced User's Guide.						
	 The default settings are shown in Bold with an asterisk.						


Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	2.Setup Send (In Fax mode only) (Continued)	6.Polled TX	Standard* Secure	Sets up your machine with a document to be retrieved by another fax machine.	See ♦.
		7.Coverpg Setup	Next Fax:On Next Fax:Off On Off* Print Sample	Automatically sends a cover page you have programmed.	
		8.Coverpage Note	—	Sets up your own comments for the fax cover page.	
		9.Overseas Mode	On Off*	If you are having difficulty sending faxes overseas, set this to On.	
	3.Address Book	1.One Touch Dial	—	Stores up to 22 One Touch Dial numbers, so you can dial by pressing one key (and Start.)	37
		2.Speed Dial	—	Stores up to 200 Speed Dial numbers, so you can dial by pressing only a few keys (and Start.)	37
		3.Setup Groups	—	Sets up to 8 Group numbers for Broadcasting.	See ♦.
	4.Report Setting	1.Transmission	On On+Image Off* Off+Image	Turns the Transmission Verification Report On or Off.	25
		2.Journal Period	Every 50 Faxes* Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days Off	Sets the interval for automatic printing of the Fax Journal.	See ♦.
	♦ See Advanced User's Guide.				
 The default settings are shown in Bold with an asterisk.					


Level 1	Level 2	Level 3	Options	Descriptions	Page	
2. Fax (Continued)	5. Remote Fax Opt	1. Forward/Store	Fax Forward Fax Storage PC Fax Receive (For MFC-7290) off*	Sets the machine to forward fax messages, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC.	See  .	
		(Backup Print)		If you choose Fax Forward, you can turn on the safety feature Backup Print.		
		2. Remote Access	---*	Sets your own code for Remote Retrieval.		
		3. Print Document	—	Prints incoming faxes stored in the memory.		
	6. Dial Restrict.	1. Dial Pad	Enter # twice On off*	You can set the machine to restrict dialling when using the dial pad.		
		2. One Touch Dial	Enter # twice On off*	You can set the machine to restrict the dialling of One Touch numbers.		
		3. Speed Dial	Enter # twice On off*	You can set the machine to restrict the dialling of Speed Dial numbers.		
	7. Remaining Jobs	—	—	You can check which jobs are in the memory and lets you cancel scheduled jobs.		
	◆ See Advanced User's Guide.					
	 The default settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	0.Miscellaneous	1.Compatibility	(For FAX-2990 and MFC-7290) High* Normal Basic (for VoIP) (For FAX-2890) Normal* Basic (for VoIP)	Adjusts the equalization for transmission difficulties. VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic (for VoIP).	95
		2.Caller ID Type	Auto* FSK DTMF	You can switch the mode if Caller ID cannot be displayed normally.	See ♦.
		3.Caller ID	Display# Print Report	View or print a list of the last 30 Caller IDs stored in the memory.	
♦ See Advanced User's Guide.					
 The default settings are shown in Bold with an asterisk.					

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

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

Level 1	Level 2	Level 3	Options	Descriptions	Page
5. Machine Info.	1. Serial No.	—	—	You can check the serial number of your machine.	105
	2. Page Counter	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See ♦.
	3. Drum Life	—	—	You can check the percentage of a Drum life that remains available.	
♦ See Advanced User's Guide.					
 The default settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
0. Initial Setup	1. Date & Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See ‡.
	2. Station ID	—	Fax: Tel: Name:	Sets your name and fax number to appear on each page you fax.	See ‡.
	3. Tone/Pulse	—	Tone* Pulse	Chooses the dialling mode.	
	4. Dial Tone	—	Detection No Detection*	You can shorten the dial tone detect pause.	95
	5. Dial Prefix	—	—	Sets a prefix number that will always be added before the fax number every time you dial.	See ◆.
	6. Reset	1. Address & Fax	1. Reset 2. Exit	Restores all stored phone numbers and fax settings.	105
		2. All Settings	1. Reset 2. Exit	Restores all the machine's settings to factory default.	105
	0. Local Language	—	中文* English	Allows you to change the LCD language.	See ‡.
◆ See Advanced User's Guide.					
‡ See Quick Setup Guide.					
 The default settings are shown in Bold with an asterisk.					

Entering text

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

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

Press Key	one time	two times	three times	four times	five times	six times	seven times	eight times	nine times
2	a	b	c	A	B	C	2	a	b
3	d	e	f	D	E	F	3	d	e
4	g	h	i	G	H	I	4	g	h
5	j	k	l	J	K	L	5	j	k
6	m	n	o	M	N	O	6	m	n
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8	t	u
9	w	x	y	z	W	X	Y	Z	9

Inserting spaces

To enter a space in a fax number, press ► once between numbers. To enter a space in a name, press ► once for a Chinese character or twice for an alphabetical character between letters.

Making corrections

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

Repeating letters

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

Special characters and symbols















Press *****, **#** or **0** repeatedly until the LCD shows the symbol or character you want. The symbols and characters below will appear depending on your menu selection.

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

Conversion and Enter Characters

You can register your name in Chinese or English in this machine, you can switch between the alphabet input mode and the Chinese-entry mode by pressing ▲ button, the current input mode will appear in the lower right corner of LCD. Simplified Chinese can be converted from Pinyin entry.

For example, if you want to enter “Good 公司”, follow the below procedures:

- 1 Make sure you are in the alphabet input mode.
 will appear in the lower right corner.
Press [] repeatedly until showing G, and press .
By pressing the correct button repeatedly, you can access the character you want, and press .
If you need to enter a letter that is NOT on the same button as the letter before it, you needn't press , just press the correct button.
- 2 Press  to enter the Chinese-entry mode.
 will appear in the lower right corner.
Press [] one time until showing Pinyin g, and press , the cursor move to the next.
By pressing the correct button repeatedly, you can access the Pinyin you want.
In actual operation of entering Pinyin, some Chinese words and phrases appear in the lower part of LCD, then press , the cursor come to this lower part.
- 3 Press , ,  or  to move the cursor to choose “ 公司 ” which you exactly want.
Press **OK** to complete.

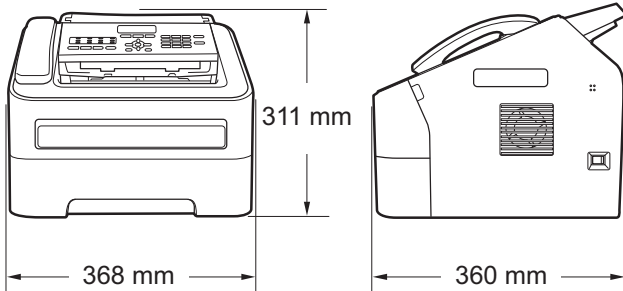
During the above operation, you can press 
清除
Clear
 to erase the character above the cursor.

General



Note

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

Model		FAX-2890	FAX-2990	MFC-7290
Printer Type		Laser		
Print Method		Electrophotographic Laser Printer		
Memory Capacity		16 MB		
LCD (liquid crystal display)		10 characters × 2 lines (2 byte)		
Power Source		220 - 240 V AC 50/60Hz		
Power Consumption ¹ (Average)	Peak	Approx. 1080 W at 25 °C		
	Copying ²	Approx. 420 W at 25 °C		
	Ready	Approx. 55 W at 25 °C		
	Deep Sleep	Approx. 1.5 W		
Dimensions				
Weights (with consumables)		9.0 kg		
Noise level	Sound power	Operating (Printing)	LWAd = 6.18 B (A)	
		Standby	LWAd = 4.25 B (A)	
	Sound pressure	Operating (Printing)	LPAM = 53 dB (A)	
		Standby	LPAM = 30 dB (A)	
Temperature	Operating	10 to 32.5 °C		
	Storage	0 to 40 °C		
Humidity	Operating	20 to 80% (without condensation)		
	Storage	10 to 90% (without condensation)		
ADF (automatic document feeder)		Up to 20 pages (80 g/m ²)		

¹ USB connection to PC

² When making a copy from one sheet

Document Size

Model		FAX-2890	FAX-2990	MFC-7290
Document Size (Single-sided)	Width	147.3 to 215.9 mm		
	Length	147.3 to 355.6 mm		

Print media

Model			FAX-2890	FAX-2990	MFC-7290
Paper Input	Paper Tray	Paper Type	Plain paper, Thin paper or Recycled paper		
		Paper Size	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive		
		Paper Weight	60 to 105 g/m ²		
		Maximum Paper Tray Capacity	Up to 250 sheets of 80 g/m ² Plain paper		
	Manual Feed Slot (Manual)	Paper Type	Envelope, Labels ¹ , Thin paper, Thick paper, Recycled paper, Bond paper or Plain paper		
		Paper Size	Width: 76.2 to 216 mm Length: 116 to 406.4 mm		
		Paper Weight	60 to 163 g/m ²		
		Maximum Paper Tray Capacity	One sheet at a time 80 g/m ² Plain paper		
Paper Output	Face-Down Output Tray		Up to 100 sheets of 80 g/m ² Plain paper		
	Face-Up Output Tray		One sheet (<i>face up</i> print delivery to the <i>Face up</i> output tray)		

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

Fax

Model		FAX-2890	FAX-2990	MFC-7290
Compatibility		ITU-T Group 3	ITU-T Super Group 3	
Modem Speed		14,400 bps (with Automatic Fallback)	33,600 bps (with Automatic Fallback)	
Scanning Width		Max. 208 mm		
Printing Width		Max. 208 mm		
Greyscale		8 bit/256 levels		
Resolution	Horizontal	8 dot/mm		
	Vertical	Standard: 3.85 line/mm		
		Fine: 7.7 line/mm		
		Photo: 7.7 line/mm		
		Superfine: 15.4 line/mm		
One Touch Dial		22 (11 × 2)		
Speed Dial		200 stations		
Groups		Up to 8		
Broadcasting		272 stations		
Automatic Redial		3 times at 5 minute intervals		
Memory Transmission		Up to 400 ¹ pages	Up to 500 ² pages	Up to 500 ² pages
Out of Paper Reception		Up to 400 ¹ pages	Up to 500 ² pages	Up to 500 ² pages

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

² 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

Copy

Model	FAX-2890	FAX-2990	MFC-7290
Colour/Monochrome	Monochrome		
Copy Width	Max. 204 mm (A4 size)		
Multiple Copies	Stacks or Sorts up to 99 pages		
Reduce/Enlarge	25% to 400% (in increments of 1%)		
Resolution	Up to 300 × 600 dpi		
First Copy Out Time	Less than 11 seconds (from the Ready mode and standard tray)		

Scanner (For FAX-2990 and MFC-7290)

Model	FAX-2990	MFC-7290
Color/Monochrome	Monochrome	
TWAIN Compliant	Yes (Windows® XP / Windows® XP Professional x64 Edition / Windows Vista® / Windows® 7 / Mac OS X 10.5.8 ¹ , 10.6.x, 10.7.x ²)	
WIA Compliant	Yes (Windows® XP / Windows Vista® / Windows® 7)	
ICA Compliant	Yes (Mac OS X 10.6.x and 10.7.x ²)	
Resolution	Up to 19200 × 19200 dpi (interpolated) ³ Up to 600 × 600 dpi (optical) ³	
Scanning Width	Max. 204 mm	
Gray Scale	256 levels	

¹ FAX-2990 does not support the scanning function for Mac OS X 10.5.8 users.

² For the latest driver updates for the Mac OS X you are using, visit us at <http://solutions.brother.com/>.

³ Maximum 1200 x 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)

Printer

Model	FAX-2890	FAX-2990	MFC-7290
Resolution	HQ1200 ¹ quality, 600 dpi × 600 dpi		
Print Speed	Up to 24 pages/minute (A4 size) ²		
First Print Out Time	Less than 8.5 seconds (from Ready mode and standard tray)		

¹ HQ1200 is a Brother image processing technology that enables vivid, sharp and smooth quality of printing.

² The print speed may vary depending on the type of document you print.

Interfaces

Model	FAX-2890	FAX-2990	MFC-7290
USB	Hi-Speed USB 2.0 ^{1 2} Use a USB 2.0 cable (Type A/B) that is no longer than 6 feet (2.0 meters) long.		

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

² Third party USB ports are not supported.

Consumable items

Model		FAX-2890	FAX-2990	MFC-7290	Order No.
Toner Cartridge	Inbox	Approx. 1,200 pages (A4) ¹			—
	Standard	Approx. 1,200 pages (A4) ¹			TN-2215
	High Yield	Approx. 2,600 pages (A4) ¹			TN-2225
Drum Unit		Approx. 12,000 pages (A4) ²			DR-2250

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

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



Note

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

Computer requirements

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

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

² Third-party USB ports are not supported.

³ PC-Fax supports black and white only.

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A

Address Book	8
ADF (automatic document feeder)	
using	23
Answering machine (TAD)	
connecting	32
Automatic	
fax receive	28
Fax Detect	29
fax redial	38

C

Cleaning	
corona wire	62
drum unit	64
scanner	61
Connecting	
external TAD (answering machine)	32
external telephone	34
Consumable items	49
Control panel overview	6
Copy	41
keys	8
Cordless telephone (non-Brother)	35

D

Dialling	
a pause	38
automatic fax redial	38
manual	37
one touch	37
speed dial	37
using the Address Book key	38
Document	
how to load	23
Drum unit	
checking (remaining life)	70
cleaning	62, 64
replacing	55

E

Envelopes	13, 18, 21
Equalization	95

Error messages on LCD	73
Comm. Error	73
Drum Error	55
Drum Stop	56
Init Unable XX	75
No Paper	75
Out of Memory	76
Print Unable XX	76
Replace Drum	55
Replace Toner	50
Scan Unable XX	77
Toner Ended	50
Toner Low	50
Extension telephone, using	35
External telephone, connecting	34

F

Fax codes	
changing	35
remote activation code	35
remote deactivation code	35
Fax, stand-alone	
receiving	
Fax Detect	29
from extension telephone	34, 35
ring delay, setting	29
telephone line interference	95
sending	24
telephone line interference	95
Fax/Tel mode	
answering at extension telephones	35
Fax Detect	29
receiving faxes	34
remote activation code	35
remote deactivation code	35
ring delay	29

H

HELP	
LCD messages	107
Menu Table	108

L

Labels	12, 18, 21
--------------	------------

LCD (liquid crystal display) 8, 107

M

Machine information

checking remaining life of parts70
how to reset the machine106
page counts70
reset functions105
serial number105

Maintenance, routine

checking remaining life of parts70
replacing
drum unit55
toner cartridge50

Manual

dialling37

Menu Table108

Mode, entering

copy41
fax24

Multi-line connections (PBX)33

O

One touch

changing39
setting up38
using37

Out of Memory message76

P

Paper17

how to load10
in manual feed slot12
in paper tray10
recommended17, 19
size18
tray capacity18
type18

Print

difficulties88, 92
quality94
specifications123

Print quality96

Programming your machine107

Q

Quality

printing94

Quick dial38

group dial

changing39

one touch dial

changing39

setting up38

using37

Search38

speed dial

changing39

setting up39

using37

R

Redial/Pause key38

Replacing

drum unit55

toner cartridge50

Reports

Transmission Verification25

Resolution

copy122

fax (standard, fine, superfine, photo) ..121

print123

scan122

Ring delay, setting29

S

Safety Instructionsi

Speed dial

changing39

setting up39

using37

T

TAD (telephone answering device), external

connecting32

recording OGM33

Telephone line

connections32

difficulties88

interference95

multi-line (PBX)	33
Text, entering	117
Toner cartridge	
replacing	50
Troubleshooting	71
document jam	79
error messages on LCD	73
if you are having difficulty	
copy quality	91
incoming calls	91
paper handling	93
print quality	94
printing	88, 92
receiving faxes	89
scanning	93
sending faxes	90
software	93
telephone line	95
maintenance messages on LCD	73
paper jam	79, 80, 83

V

VoIP	95
Volume, setting	
beeper	9
ring	9
speaker	9

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