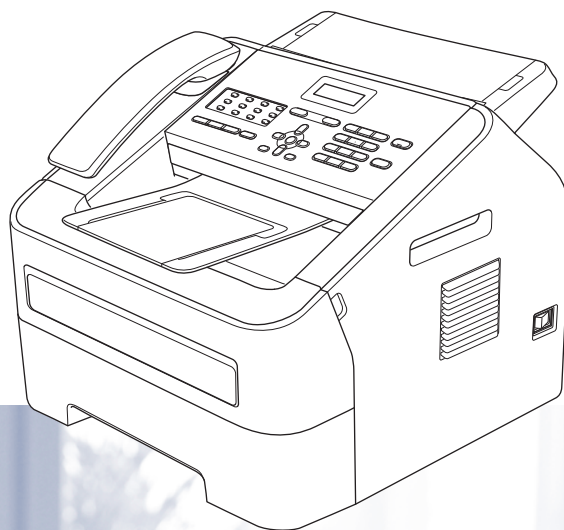


Basic User's Guide

FAX-2840
FAX-2950
MFC-7240
MFC-7290



Not all models are available in all countries.

If you need to call Customer Service

Please complete the following information for future reference:

**Model Number: FAX-2840, FAX-2950, MFC-7240 or
MFC-7290**

(Circle your model number)

Serial Number: ¹ _____

Date of Purchase: _____

Place of Purchase: _____

¹ The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

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

User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the Box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system (for FAX-2950, MFC-7240 and MFC-7290) and connection type you are using.	Printed / In the Box
Basic User's Guide	Learn the basic Fax, Copy and Scan (for FAX-2950, MFC-7240 and MFC-7290) operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM / In the Box
Software User's Guide (For FAX-2950, MFC-7240 and MFC-7290)	Follow these instructions for Printing, Scanning, Remote Setup, PC-Fax and using the Brother ControlCenter utility.	PDF file / CD-ROM / In the Box

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

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

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(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
Set Daylight Saving Time
Ecology features
Toner Settings
LCD Contrast
Mode Timer
Dial Prefix

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
Packing and shipping the machine

B Glossary

C Index

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-2840.

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

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

¹ FAX-2950, MFC-7240 and MFC-7290

Viewing Documentation (For FAX-2840)

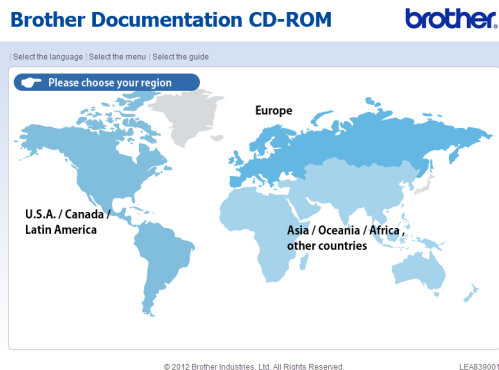
- 1 Turn on your computer. Insert the CD-ROM into your CD-ROM drive. For Windows[®] users, go to step 3.

 **Note**

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

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

- 3 Click your country.



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



Note

- (Windows® users only) Your web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.
- (Windows® users only) ¹ For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

¹ Microsoft® Internet Explorer® 6.0 or greater.

Viewing Documentation (For FAX-2950, MFC-7240 and MFC-7290)

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:

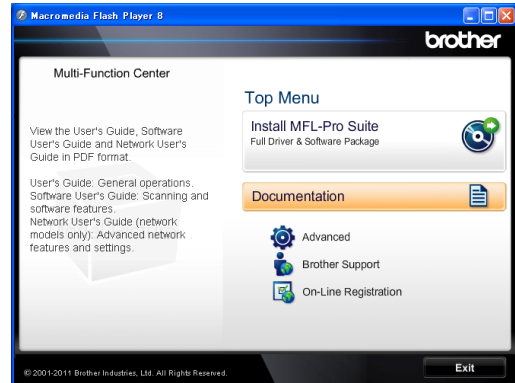
- 1 Turn on your computer. Insert the CD-ROM into your CD-ROM drive.

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-2950, MFC-7240 and MFC-7290)

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

Software User's Guide

- *Scanning*
- *ControlCenter*

Nuance™ PaperPort™ 12SE How-to-Guides

(Windows®)

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

Presto! PageManager User's Guide (Macintosh)



Note

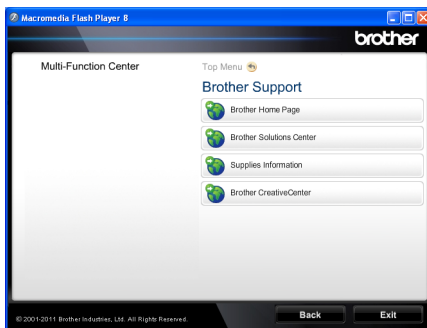
Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh) (For FAX-2950, MFC-7240 and MFC-7290)* >> page 5 for further instructions.

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

Accessing Brother Support (Windows®) (For FAX-2950, MFC-7240 and MFC-7290)

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

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



- To access our Web site (<http://www.brother.com/>) click **Brother Home Page**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our Web site for genuine Brother supplies (<http://www.brother.com/original/>), click **Supplies Information**.
- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

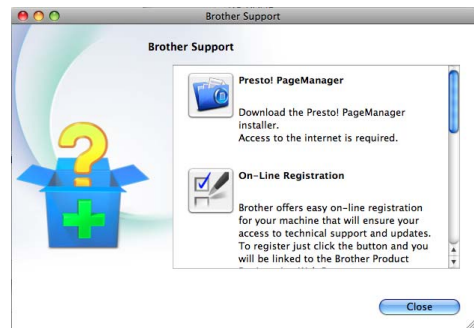
To return to the main page, click **Back**.

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

Accessing Brother Support (Macintosh) (For FAX-2950, MFC-7240 and MFC-7290)

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

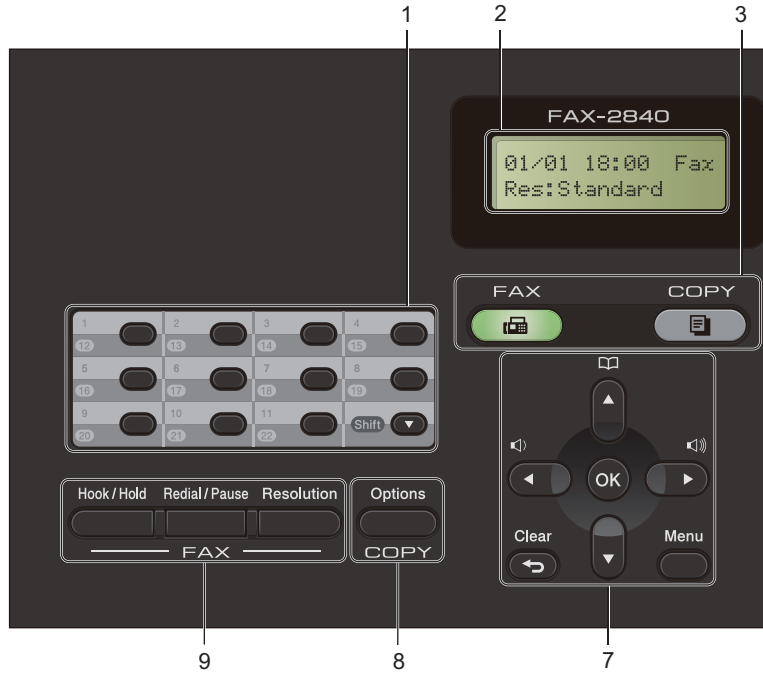
- Double-click the **Brother Support** icon. The following screen will appear:



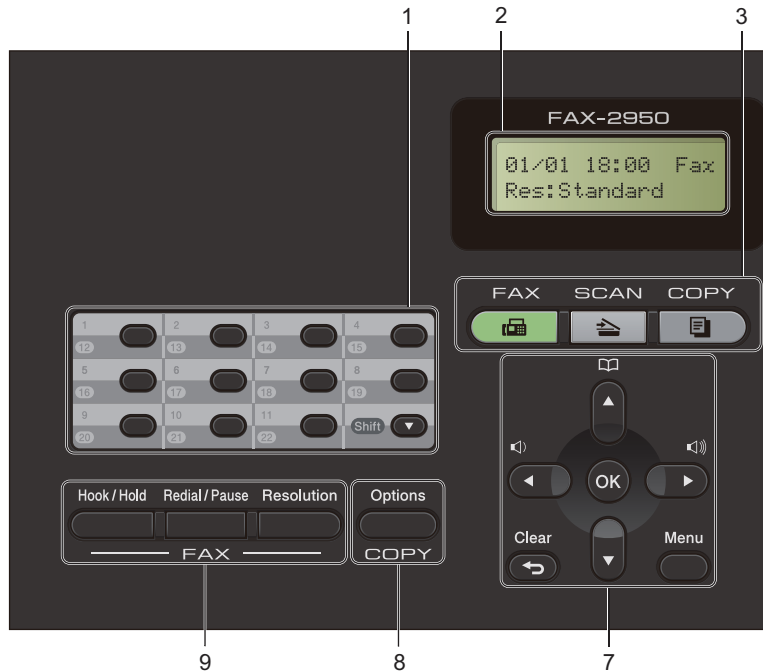
- To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Register Page (<http://www.brother.com/registration/>), click **On-Line Registration**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our Web site for genuine Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.

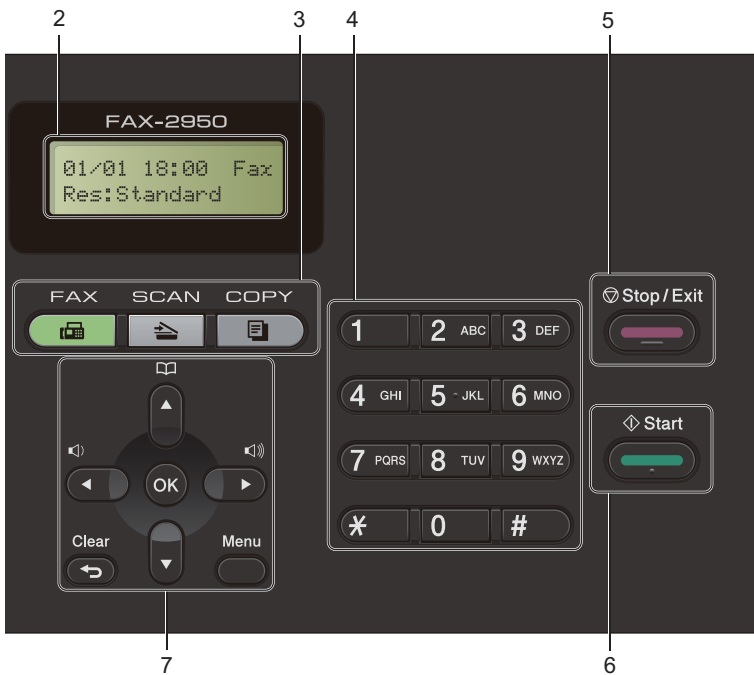
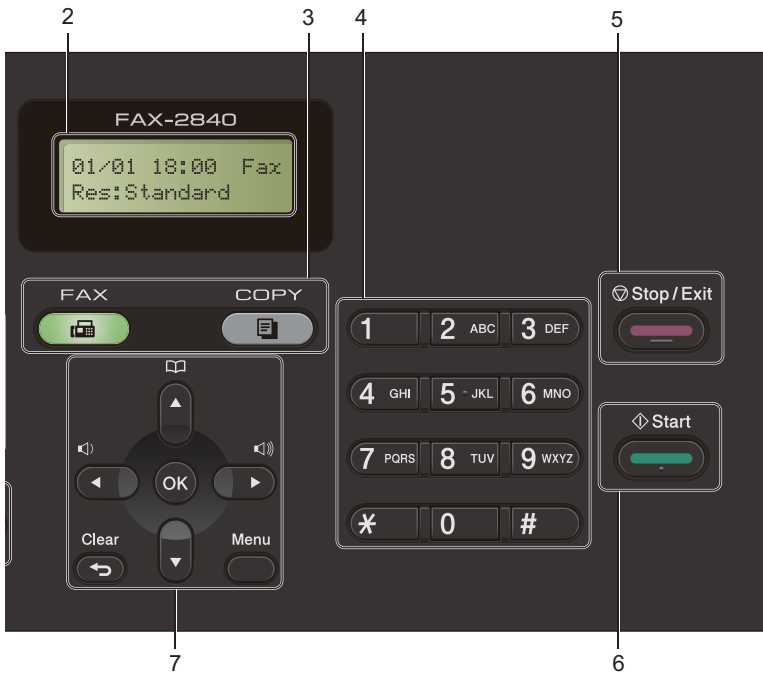
Control panel overview

FAX-2840



FAX-2950, MFC-7240 and MFC-7290 have the same keys.





1 One Touch keys

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

Shift

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

2 LCD

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

3 Mode keys:



FAX

Puts the machine in FAX mode.
(For FAX-2950, MFC-7240 and MFC-7290)



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 (not available in New Zealand).

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.

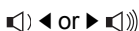
Menu

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.

▲ or ▼

Press to scroll through the menus and options.



Address Book

Lets you access speed dial numbers directly.

8 COPY key:

Options

You can quickly and easily choose temporary settings for copying.

9 FAX keys:

Hook/Hold

Press before dialing 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.

Resolution

Sets the resolution when sending a fax.

Volume settings

Ring volume

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

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

You can also change the ring volume through the menu:

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

Beeper volume

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

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

Speaker volume

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

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

2

Loading paper

Loading paper and print media

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

(For FAX-2950, MFC-7240 and MFC-7290)

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

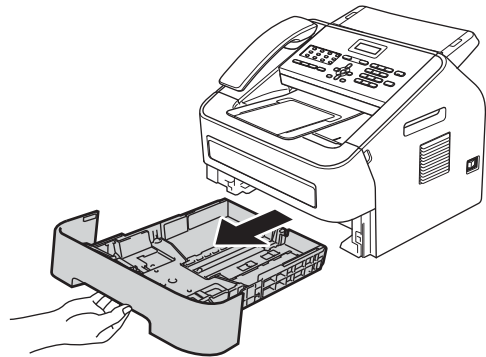
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

Loading paper in the standard paper tray

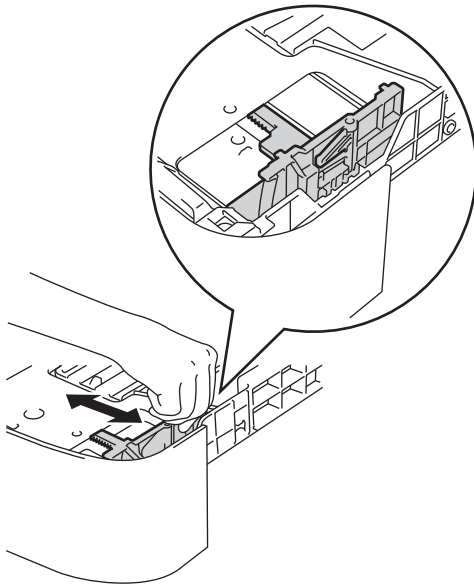
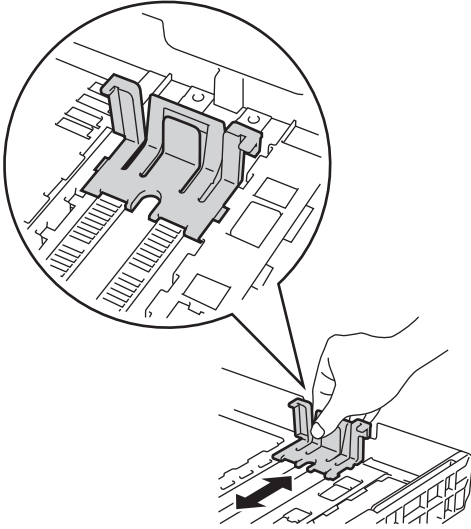
You can load up to 250 sheets. Paper can be loaded up to the maximum paper mark (▼▼▼) on the right-hand side of the paper tray. (For the recommended paper to use, see *Paper capacity of the paper trays* >> page 18.)

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

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

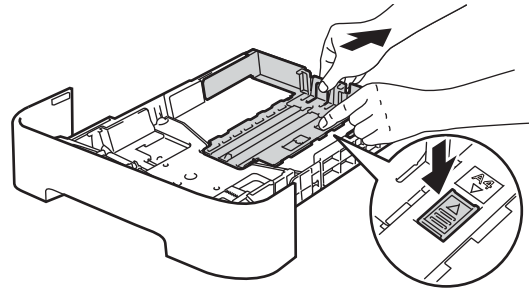


- 2 While pressing the green paper-guide release lever, slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.



 **Note**

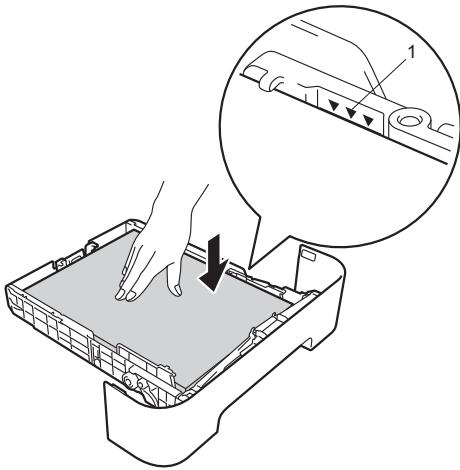
(For Asia) For Legal or Folio size paper, press the release button in the bottom of the paper tray and then pull out the back of the paper tray. (Legal or Folio size paper is not available in some regions.)



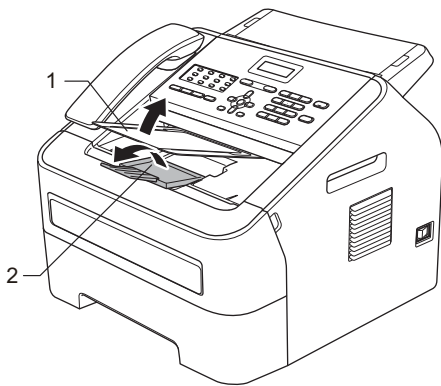
- 3 Fan the stack of paper well to avoid paper jams and misfeeds.



- 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.

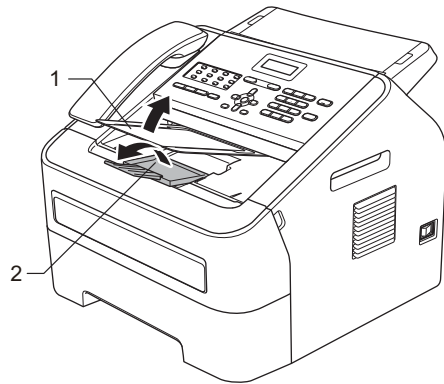


Note

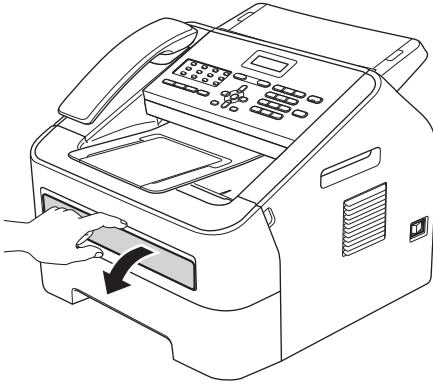
The machine automatically turns on the Manual Feed mode when you put paper in the manual feed slot.

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

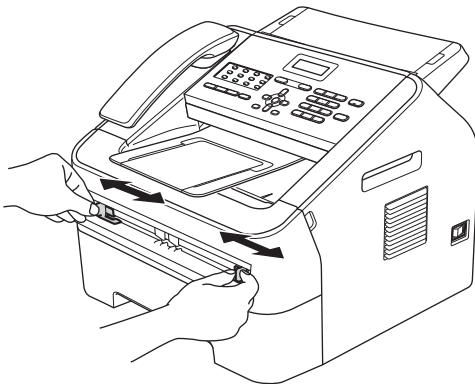
- 1 Raise the ADF document output support flap (1) and unfold the support flap (2) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



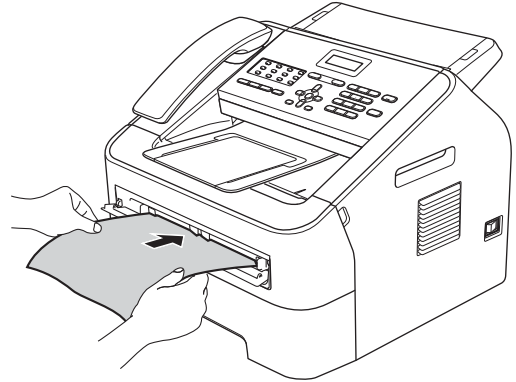
- 2 Open the manual feed slot cover.



- 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

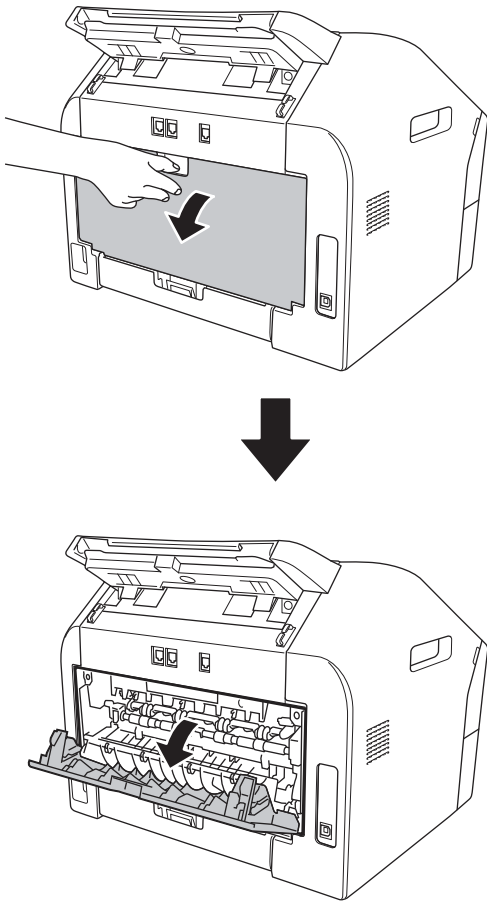
When the back output tray is pulled down, the machine has a straight paper path from the manual feed slot through to the back of the machine. Use this paper feed and output method when you want to print on thick paper, labels or envelopes.



Note

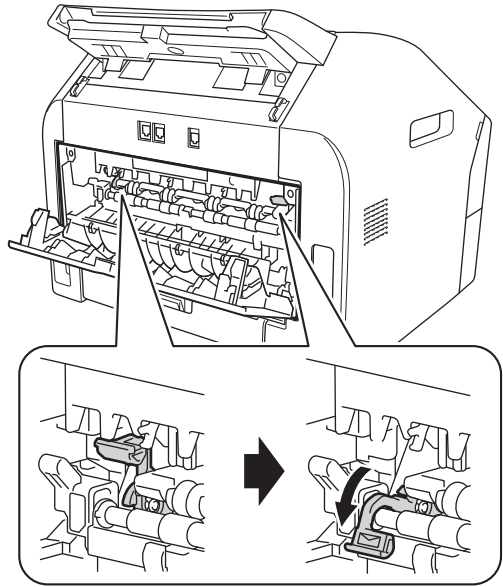
Remove each printed sheet or envelope immediately to prevent a paper jam.

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

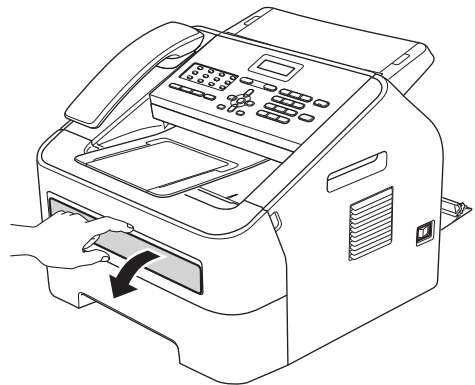


 **Note**

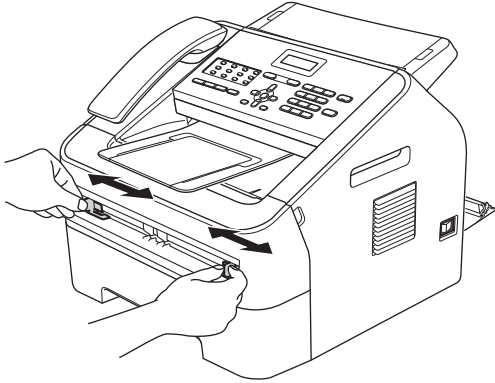
<For envelopes only>
Pull down the two green levers, one on the left-hand side and one on the right-hand side, as shown in the following illustration.



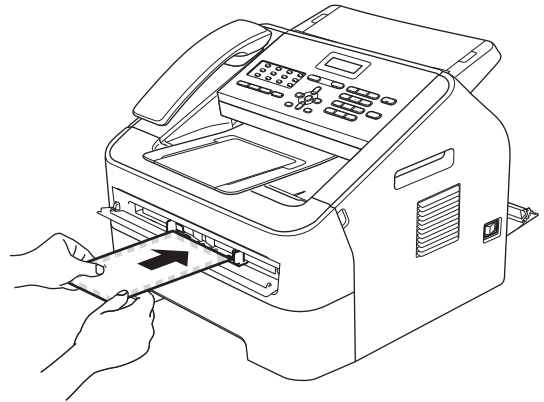
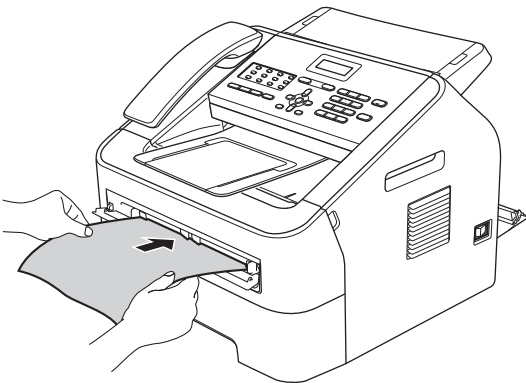
- 2 Open the manual feed slot cover.



- 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.

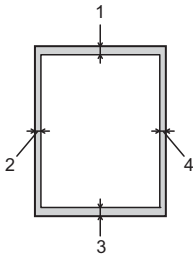


Note

- 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
	Legal ²	3 mm	4 mm
	A4	3 mm	1 mm
Copy *a single copy or a 1 in 1 copy	Letter	3 mm	4 mm
	Legal ²	3 mm	4 mm
	A4	3 mm	3 mm
Scan ¹	Letter	3 mm	3 mm
	Legal ²	3 mm	3 mm
	A4	3 mm	3 mm
Print ¹	Letter	4.23 mm	6.35 mm
	Legal ²	4.23 mm	6.35 mm
	A4	4.23 mm	6.01 mm

¹ For FAX-2950, MFC-7240 and MFC-7290

² For Asia

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

(For Oceania)

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

(For Asia)

You can use several different sizes of paper for printing copies: A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 and Folio and for printing faxes: A4, Letter, Legal or Folio (215.9 mm x 330.2 mm).

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 (For Oceania)
Press **▲** or **▼** to choose **A4**, **Letter**, **Executive**, **A5**, **A5 L**, **A6**, **B5**, or **B6**.
Press **OK**.
(For Asia)
Press **▲** or **▼** to choose **A4**, **Letter**, **Legal**, **Executive**, **A5**, **A5 L**, **A6**, **B5**, **B6** or **Folio**.
Press **OK**.
- 3 Press **Stop/Exit**.

Acceptable paper and other print media

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

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

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray (For FAX-2950, MFC-7240 and MFC-7290).
- 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.

Type and size of paper

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

(For FAX-2950, MFC-7240 and MFC-7290)

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	(For Oceania) A4, Letter, B5, Executive, A5, A5 (Long Edge), A6, B6 (For Asia) A4, Letter, Legal ² , Executive, A5, A5 (Long Edge), A6, B5, B6 and Folio ^{1 2} .	Plain paper, Thin paper and Recycled paper	Up to 250 [80 gsm]
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 gsm]

¹ Folio size is 215.9 mm × 330.2 mm.

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

Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	75-90 gsm
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 $\text{cm}^3/100$
Grain direction	Long grain
Volume resistivity	$10\text{e}^9\text{-}10\text{e}^{11}$ ohm
Surface resistivity	$10\text{e}^9\text{-}10\text{e}^{12}$ ohm-cm
Filler	CaCO_3 (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Only use paper made for plain paper copying.
- Only use paper that is 75 to 90 gsm.
- 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.

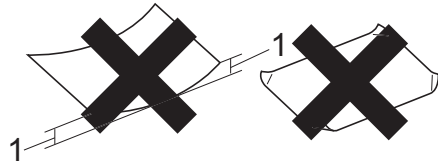
Types of paper to avoid

! 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 and the leading edge should not be thicker than two sheets of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

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

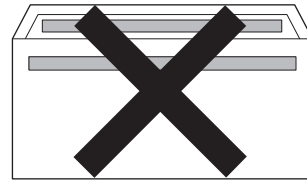
Types of envelopes to avoid

! Important

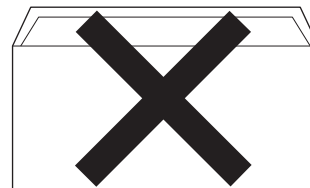
DO NOT use envelopes:

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

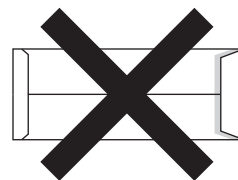
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations
- with glue on the surface as shown in the figure below



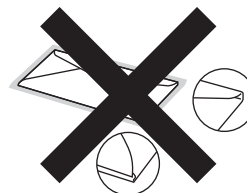
- with double flaps as shown in the figure below



- with sealing flaps that are not folded down when purchased
- with sealing flaps as shown in the figure below



- with each side folded as shown in the figure below



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

Labels

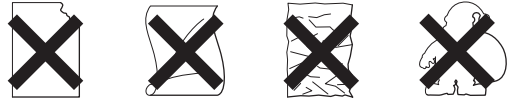
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label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

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

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

Types of labels to avoid

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



❗ Important

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

3

Loading documents

How to load documents

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



Note

The scan feature is available for FAX-2950, MFC-7240 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 gsm 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 gsm



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

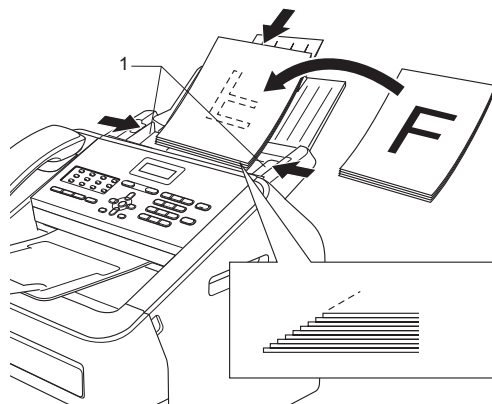
Make sure documents with correction fluid or written with ink are completely dry.

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.

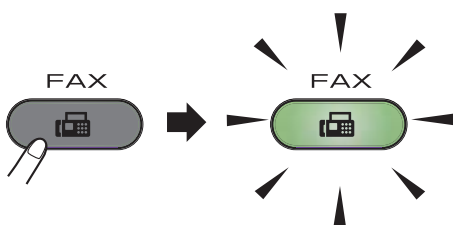
4

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



Note

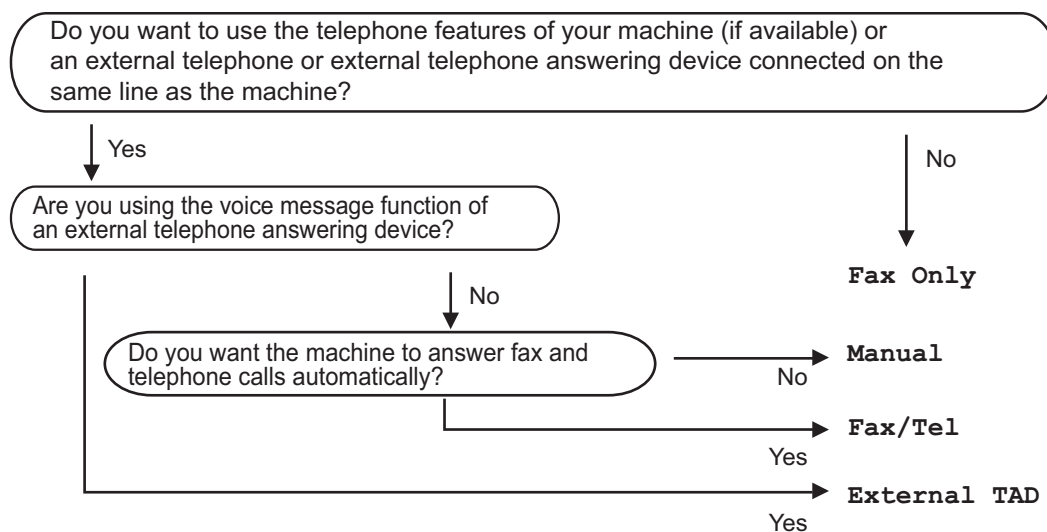
(For Oceania) You can use two sizes of paper for printing faxes: A4 and Letter.

(For Asia) You can use four sizes of paper for printing faxes: A4, Letter, Legal or Folio.

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

Choosing the receive mode

By default, your machine will automatically receive any faxes that are sent to it. The diagrams below will help you choose the correct mode. (For more detailed information about the receive modes, see *Using receive modes* >> page 27.)



To set the receive mode follow the instructions below:

- 1 Press **Menu, 0, 1**.
- 2 Press **▲** or **▼** to choose the receive mode. Press **OK**.
- 3 Press **Stop/Exit**.

The LCD will display the current receive mode.

Using receive modes

Some receive modes answer faxes automatically (*Fax Only* and *Fax/Tel*). You may want to change the Ring Delay before using these modes. (See *Ring Delay* >> page 28.)

Fax Only

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

Fax/Tel

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

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

Use this mode if you receive few voice calls.

(Also see *Ring Delay* >> page 28 and *F/T Ring Time (Fax/Tel mode only)* >> page 28.)

Manual

Manual mode turns off all automatic answering functions unless you are using the Distinctive Ring ¹ feature.

¹ Fax Ability in New Zealand.

To receive a fax in Manual mode lift the machine's handset or press **Hook/Hold**. When you hear fax tones (short repeating beeps), press **Start** to receive a fax. You can also use the Fax Detect feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Fax Detect* >> page 29.)

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

External TAD

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

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.


(For more information, see *Connecting an external TAD* >> page 37.)

Receive Mode settings

Ring Delay

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

If you have external or extension telephones on the same line as the machine, choose the maximum number of rings. (See *Operation from external or extension telephones* >> page 39 and *Fax Detect* >> page 29.)


- 1 Make sure you are in FAX mode .
- 2 Press **Menu, 2, 1, 1**.
- 3 Press **▲** or **▼** to choose how many times the line rings before the machine answers (02-10 for Australia, 01-10 for New Zealand, 00-10 for some countries).
Press **OK**.
- 4 Press **Stop/Exit**.

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

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

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

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

- 1 Make sure you are in FAX mode .
- 2 Press **Menu, 2, 1, 2**.
- 3 Press **▲** or **▼** to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds for Australia and some countries, 20, 30, 40 or 55 seconds for New Zealand.).
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 or external telephone, press *51 (*91 for New Zealand). (See *Operation from external or extension telephones* >> page 39.)

If Fax Detect is Off:

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

If you answered at an extension telephone press *51 (*91 for New Zealand). (See *Operation from external or extension telephones* >> page 39.)




Note

- If this feature is set to *On*, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code *51 (*91 for New Zealand).
- 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.

3 Press ▲ or ▼ to choose *On*, *Semi* or *Off*. Press **OK**.

4 Press **Stop/Exit**.

1 Make sure you are in FAX mode .

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

PC-Fax Receive (For Windows[®] only)

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

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

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

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

- 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*.
- 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.

(MFC-7240 only)

The faxes stored in the machine's memory will be deleted.

Note

- Before you can set up PC-Fax Receive you must install the MFL-Pro Suite software on your PC. Make sure your PC is connected and turned on. (For details, see Software User's Guide: *PC-FAX receiving*.)
- If your machine has a problem and is unable to print faxes in memory, you can use this setting to transfer your faxes to a PC. (For details, see *Error and maintenance messages* >> page 78.)
- 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.

Telephone line services

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine.

Do you have Voice Mail?

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

If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions to 'register' the new Distinctive Ring pattern they give you.

This is so your Machine can recognize its incoming calls.

Telephone Service for Australia

Distinctive Ring

Distinctive Ring ¹ is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line.

Brother uses the term “Distinctive Ring”, but telephone companies market the service under a variety of names. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. Only one call can be answered (or made) at any one time and while this call is in progress, incoming calls to either number will be presented with a busy tone.



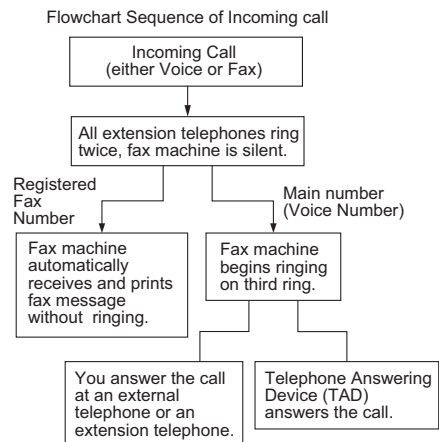
Note

¹ Contact your Telephone Service Provider to determine availability and any other related details.

After you have set the Distinctive Ring feature to **On**, the receive mode is set to **Manual** automatically. Your Distinctive Ring Number does not allow Voice calls - only Faxes. You can not change the receive mode from **Manual** mode while the Distinctive Ring is set to **on**.

How does your telephone company's “Distinctive Ring” service work?

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



What does Brother's “Distinctive Ring” do?

The Brother machine has a Distinctive Ring ¹ feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can just receive faxes.

Set the Distinctive Ring to ON

After you have set the Distinctive Ring feature to ON, the receive mode is set to *Manual* automatically. Your Distinctive Ring Number does not allow Voice Calls - only Faxes.

You cannot change the receive mode to another mode while the Distinctive Ring is set to on.

- 1 Press **Menu, 2, 0, 2**.
- 2 Press **▲** or **▼** to choose *On*.
- 3 Press **OK**.
- 4 Press **Stop/Exit**. Distinctive Ring is now set to on.

Turning off Distinctive Ring

- 1 Press **Menu, 2, 0, 2**.
- 2 Press **▲** or **▼** to choose *Off*.
- 3 Press **OK**.
- 4 Press **Stop/Exit**.



Note

If you turn off Distinctive Ring, the machine will stay in *Manual* receive mode. You will need to set the Receive Mode again. (See *Choosing the receive mode* ►► page 26.)

Telephone Service for New Zealand

FaxAbility

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

How Will the Fax Machine Treat All Other Numbers?

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

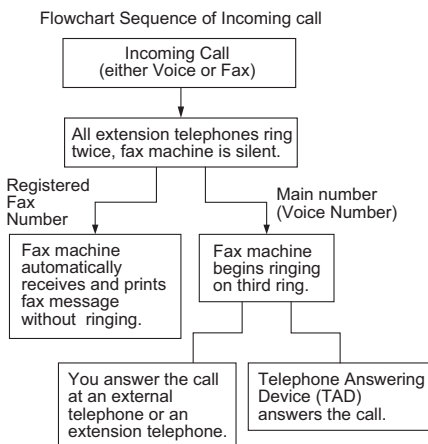
What is the Advantage of Using the FaxAbility Function?

Using FaxAbility is the most efficient way to receive both fax and telephone calls on the same line. It is much easier for your callers who dial manually. The fax machine will answer with receiving tones so they will not have to press an activation code. And the people who call to talk on your main number will not have to talk to your fax machine.

Basically, it gives you two independent numbers without the higher cost of a second line.

How Does FaxAbility Work?

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



Note

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

How to Turn FaxAbility OFF or ON

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

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

- 1 Press **Menu, 2, 0, 2**.
- 2 Press **▲** or **▼** to set FaxAbility to **On** or **Off**.
If you have FaxAbility service, choose **On**.
Press **OK**.
- 3 Press **▲** or **▼** to set Call Waiting to **On** or **Off**.
If you have Call Waiting service, choose **On** to avoid the trouble caused by Call Waiting.
Press **OK**.
- 4 Press **Stop/Exit**.

Telephone Service for Some Countries

Distinctive Ringing (For Singapore and Hong Kong)

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

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

You will need to set Distinctive Ringing to **On**.



Note

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

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

Set the Distinctive Ring to On

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

- 1 Press **Menu, 2, 0, 2**.
- 2 Press **▲** or **▼** to choose **On**.
- 3 Press **OK**.
- 4 Press **Stop/Exit**. Distinctive Ring is now set to on.

Turning off Distinctive Ring

- 1 Press **Menu, 2, 0, 2**.
- 2 Press **▲** or **▼** to choose **Off**.
- 3 Press **OK**.
- 4 Press **Stop/Exit**.



Note

If you turn off Distinctive Ring, the machine will stay in **Manual** receive mode. You will need to set the Receive mode again. (*Choosing the receive mode* >> page 26.)

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.



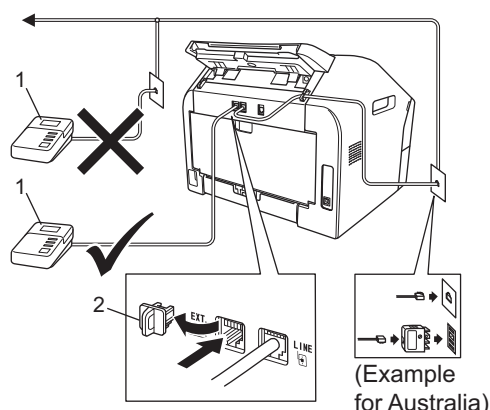
Note

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 *Choosing the receive mode* >> 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 (*91 for New Zealand) and **Start** to send a fax.”

Note

- You need to turn the Remote Codes setting to on to use the Fax Activation Code *51 (*91 for New Zealand). (See *Using Remote Codes* >> page 39.)
- We recommend beginning your OGM with an initial 5 second silence because the machine may not hear the fax tones over a voice. You may try leaving out this pause, but if your machine has trouble receiving 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

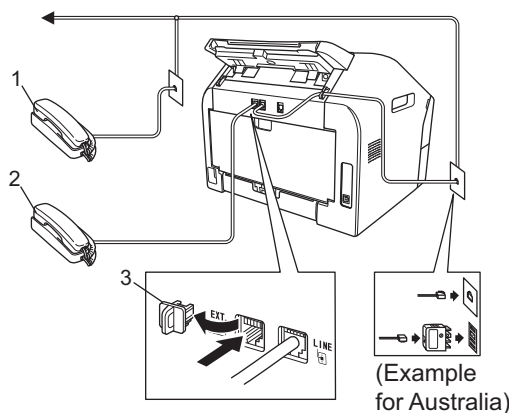
Note

You need to turn the Remote Codes setting to on to use the Remote Activation Code *51 (*91 for New Zealand) and Remote Deactivation Code #51 (#91 for New Zealand). (See *Using Remote Codes* >> page 39.)

Connecting an external or extension telephone

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

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



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

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

Operation from external or extension telephones

If you answer a fax call on an extension telephone, or an external telephone that is correctly connected to the machine through the T-piece connection, you can make your machine take the call by using the Remote Activation code. When you press the Remote Activation code *51 (*91 for New Zealand) 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 (*91 for New Zealand) 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 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 (#91 for New Zealand) on the extension telephone between the fast/double rings to turn the F/T ring off. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing *51 (*91 for New Zealand).

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 38) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

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



Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code using the numbers 0-9, 1, #.
- 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 (*91 for New Zealand). Wait for the chirping sounds then replace the handset. (See *Fax Detect* >> page 29.)

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

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


Remote Deactivation Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T ring (pseudo/double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing **#51** (**#91** for New Zealand) (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 Remote Activation Code setting to on to use the Fax Receive 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** (***91** for New Zealand). The preset Remote Deactivation Code is **#51** (**#91** for New Zealand). 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.

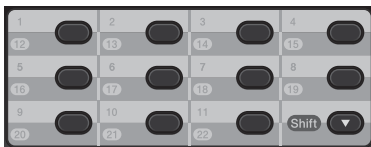
Manual dialling

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 42.)



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

Speed Dialling

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



Three-digit number




Note

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

Search

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

- 1 Press  (**Address Book**) twice.
- 2 Press the dial pad key for the first few letters of the name. (See *Entering text* >> page 123.)
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.

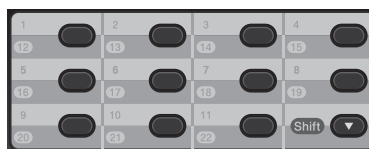
If you lose electrical power, the quick dial numbers stored in the memory will not be lost because they are stored permanently.

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 15 characters). See *Entering text* >> page 123.
Press **OK**.
 - Press **OK** to store the number without a name.
- 4 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 15 characters). See *Entering text* >> page 123.
Press **OK**.
 - Press **OK** to store the number without a name.
- 4 To store another Speed Dial 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 and name using the following instruction. When you are finished editing, press **OK**.
 - To edit the stored name or number, press ◀ or ▶ to position the cursor under the character you want to change and press **Clear**. Then enter the correct character.

- 4 Press **Stop/Exit**.

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 (not available in New Zealand)

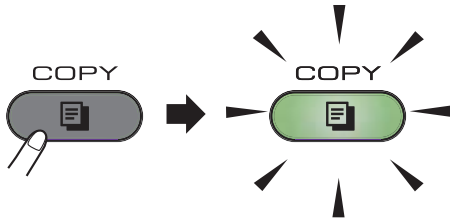
If you have a Pulse dialling service, but need to send Tone signals (for example, for telephone banking), follow the instructions below. If you have a Touch Tone service, you will not need this feature to send tone signals.

- 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* on the CD-ROM.

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



- 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 **COPY Options** key to temporarily change a copy setting.

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

You can change the following copy settings:

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

10

How to print from a computer (For FAX-2950, MFC-7240 and MFC-7290)



Note

(For FAX-2840)

You can download the printer driver from the Brother Solutions Center at <http://solutions.brother.com/>.

- 5 Click **OK**.
- 6 Click **Print** to begin printing.

Printing a document

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

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

How to scan to a computer (For FAX-2950, MFC-7240 and 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*.)



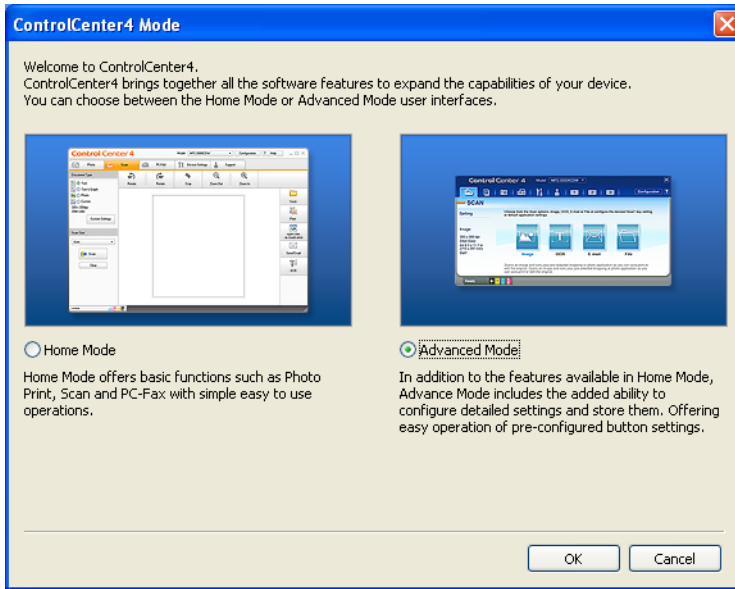
Note

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

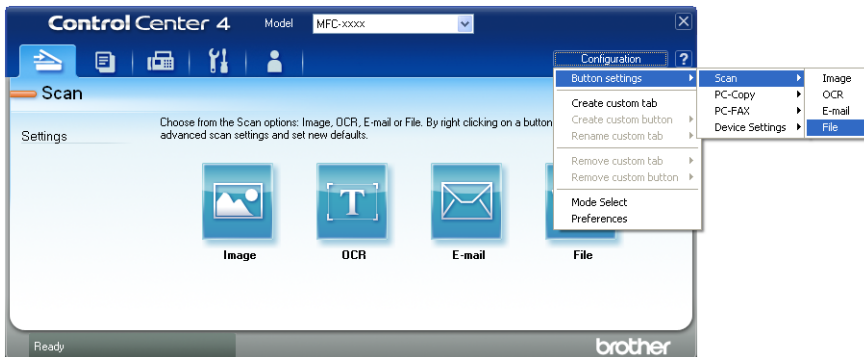
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

- 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.

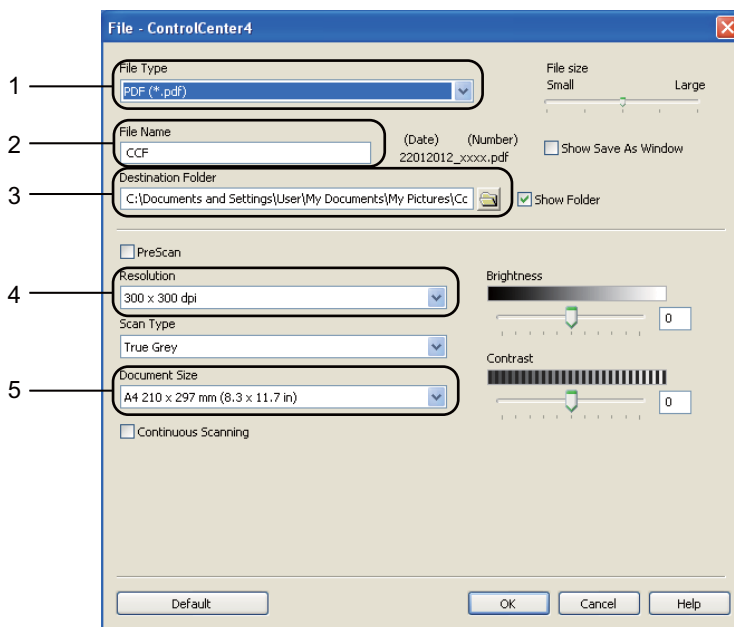
- 3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode** and then click **OK**.




- 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.

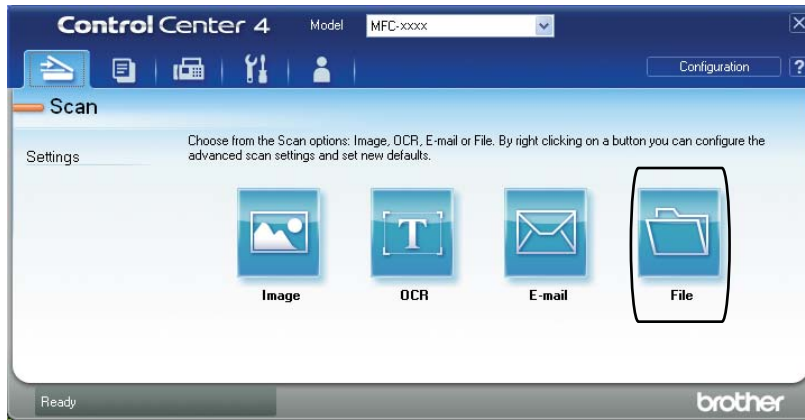


- 1 Choose **PDF (*.pdf)** from the **File Type** pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution**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



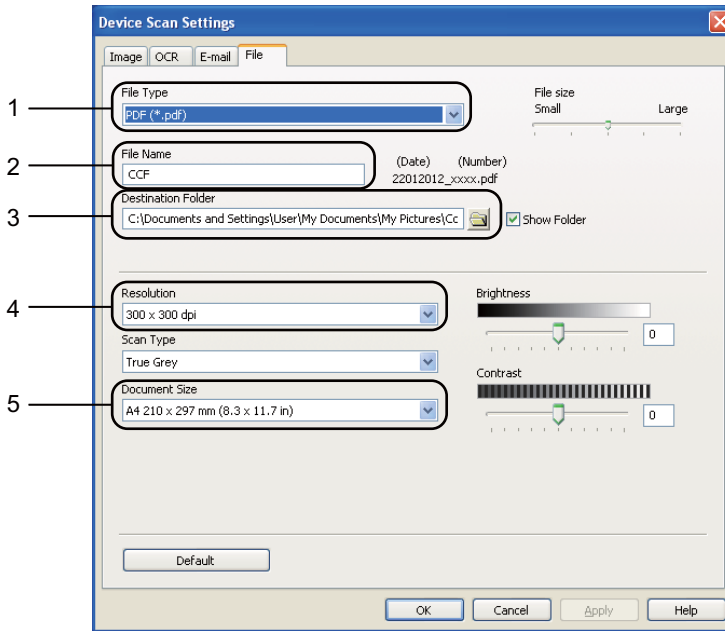
How to change the SCAN key settings for PDF scanning


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:

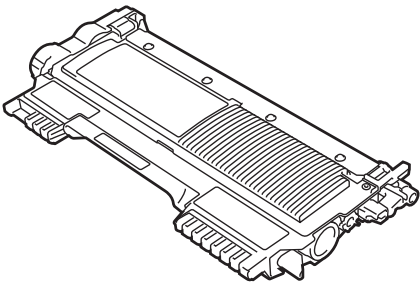
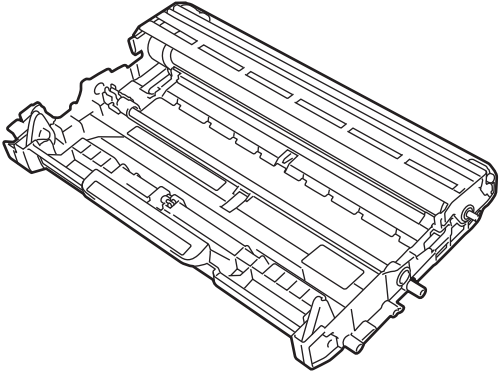
- Image (Scan to PC)
 - OCR (Scan to PC)
 - E-mail (Scan to PC)
 - File (Scan to PC)
-

A

Routine maintenance

Replacing the consumable items

The machine will indicate when it is time to replace the consumable items. (See *Replacing the toner cartridge* >> page 55 and *Replacing the drum unit* >> page 60.)

Toner cartridge	Drum unit
<p>See <i>Replacing the toner cartridge</i> >> page 55.</p> <p>Model Name: (For Asia) TN-2260, TN-2280 (For Oceania) TN-2230, TN-2250</p>	<p>See <i>Replacing the drum unit</i> >> page 60.</p> <p>Model Name: (For Asia) DR-2255 (For Oceania) DR-2225</p>
	



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 Asia) TN-2260, TN-2280
(For Oceania) TN-2230, TN-2250

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 will need to be replaced after approximately 700 pages for Oceania; or 1,200 pages for Asia¹.

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 65.
- 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*.)

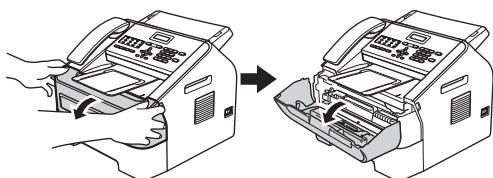
Toner Ended

`Toner Ended`

The machine stops printing until you replace the toner cartridge with a new one. (See *Replacing the toner cartridge* >> page 56.)

Replacing the toner cartridge

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



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



Note

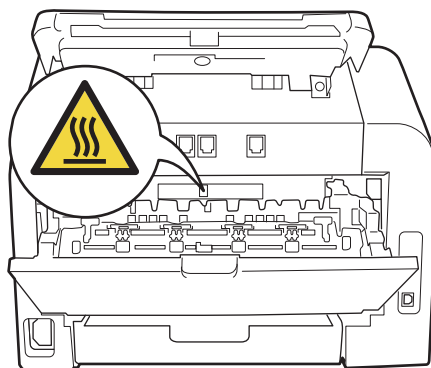
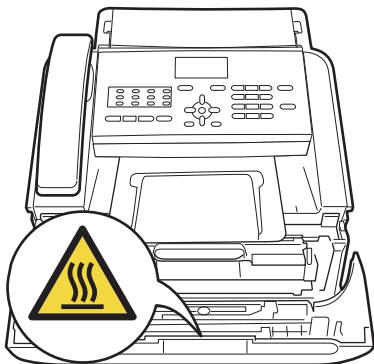
(For FAX-2840 and MFC-7240)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

⚠ WARNING

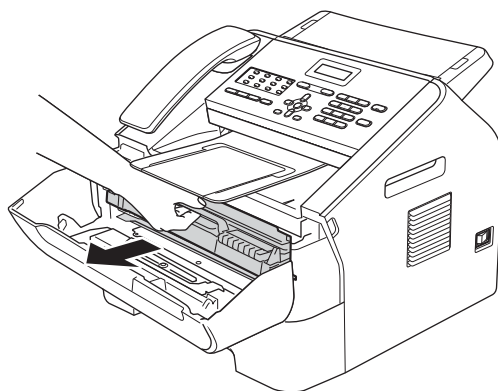


HOT SURFACE

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.



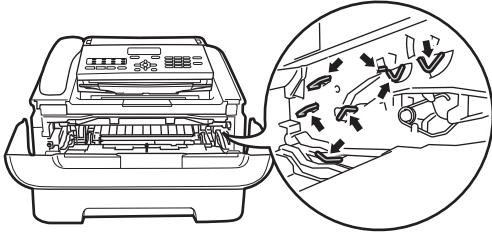
- 3 Take out the drum unit and toner cartridge assembly.



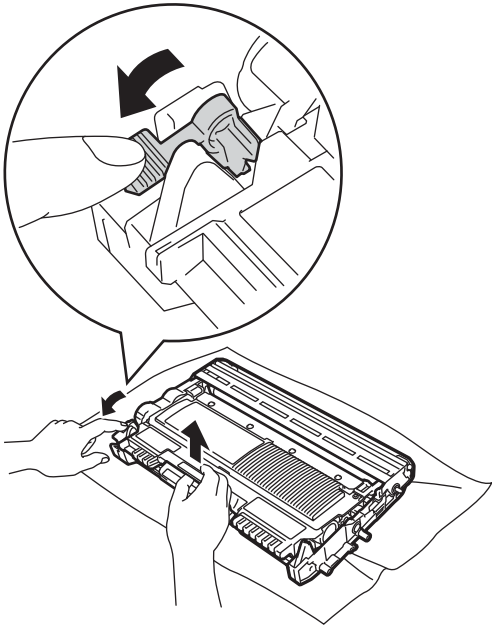
ⓘ Important

- 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.

- 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.

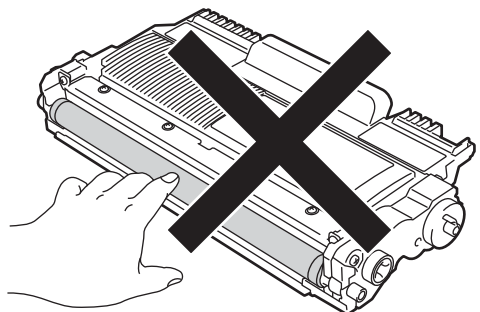
DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.
(See Product Safety Guide: *General precautions*.)



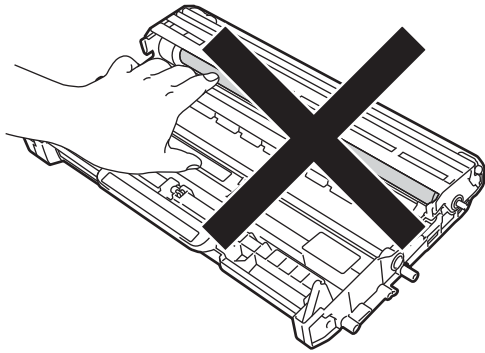
Be careful not to inhale toner.

! Important

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



A



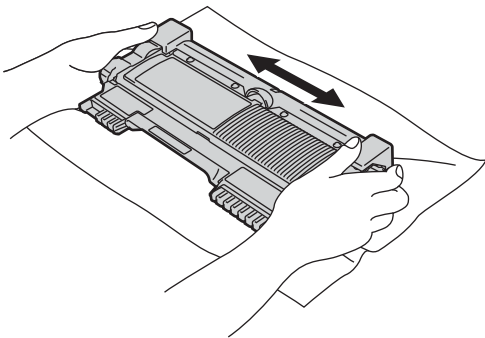
Note

- 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.

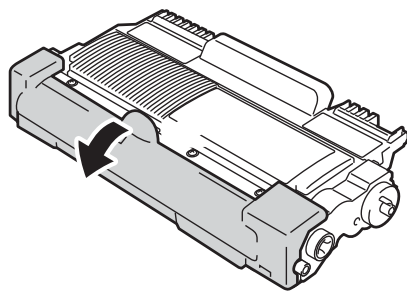
Important

- 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.

- 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.

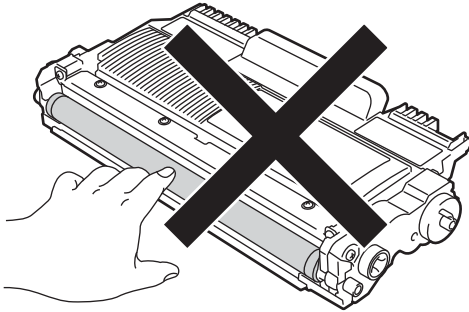


- 6** Pull off the protective cover.

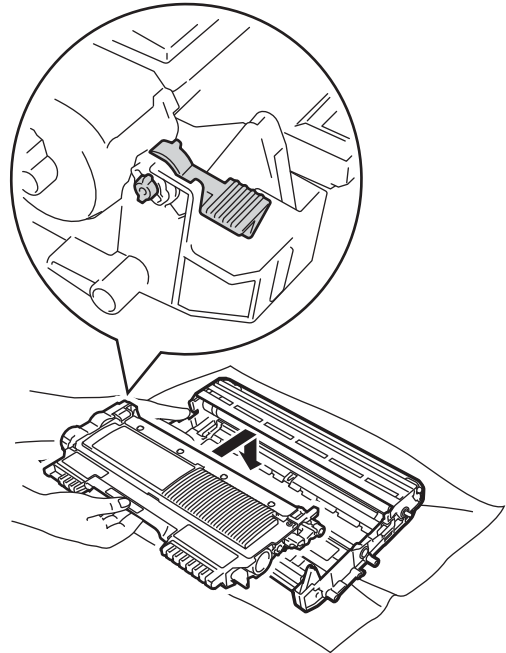
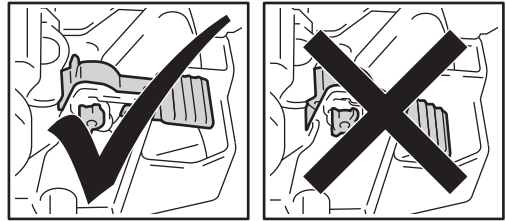


! **Important**

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.



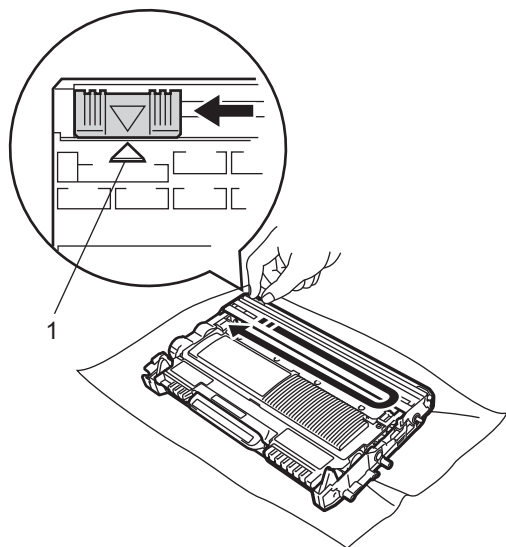
- 7** Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever will lift automatically.



Note

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

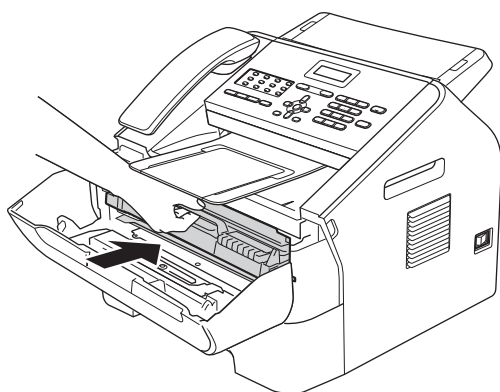
- 8 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



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: (For Asia) DR-2255
(For Oceania) DR-2225

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 67.)

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.

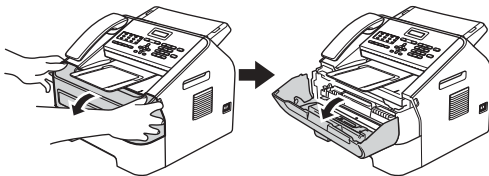
After replacing, reset the drum counter by following the instructions included with the new drum unit.

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 65.)
- 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.



Note

(For FAX-2840 and MFC-7240)

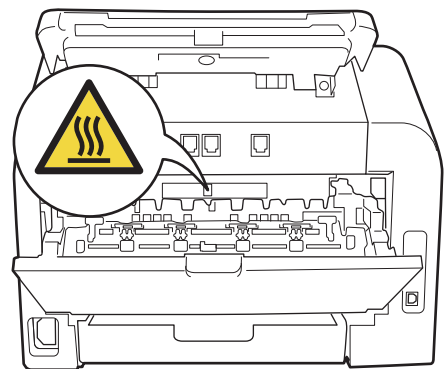
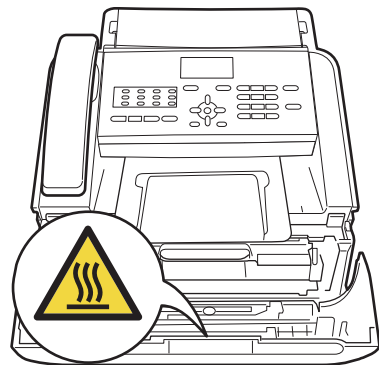
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

! WARNING

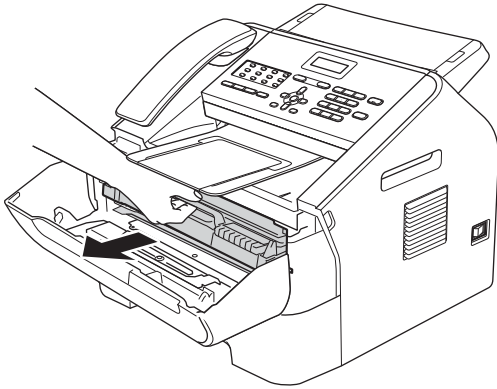


HOT SURFACE

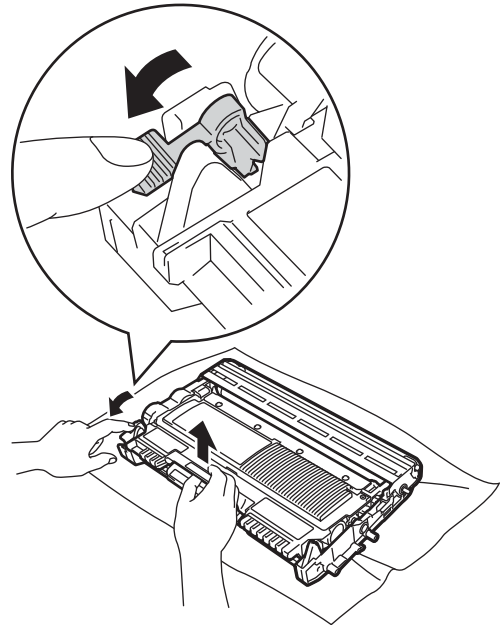
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



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

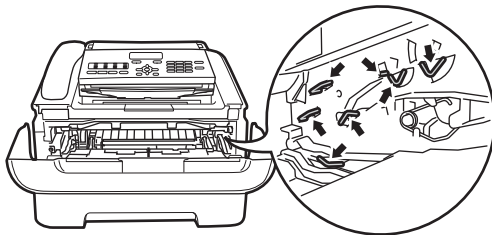


- 4 Push down the green lock lever and take the toner cartridge out of the drum unit.



! 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.

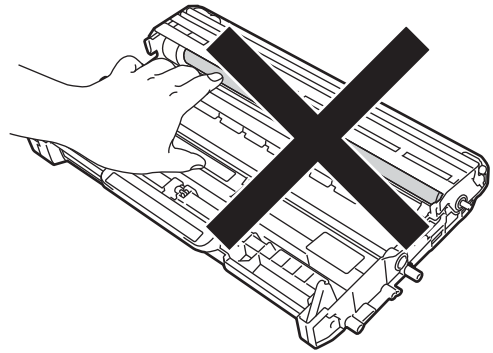
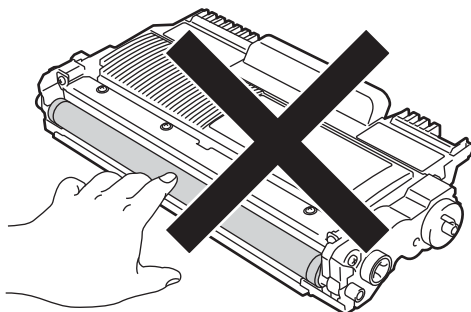
(See Product Safety Guide: *General precautions*.)



Be careful not to inhale toner.

! Important

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

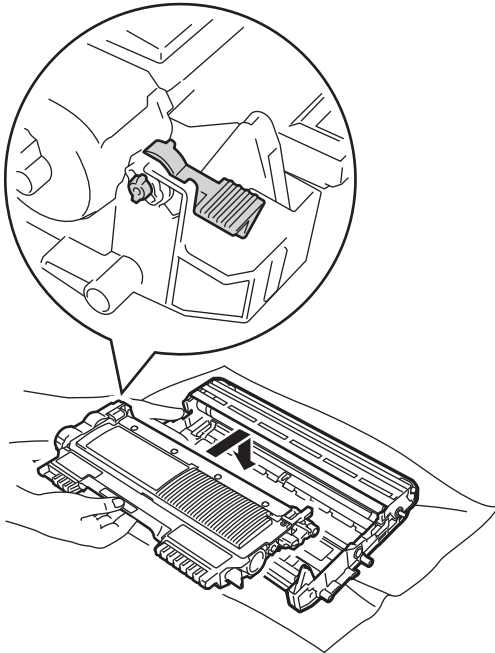
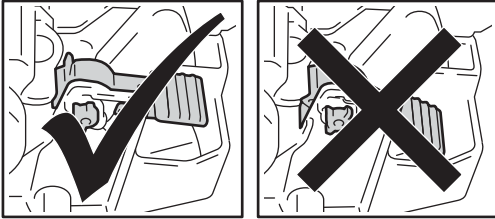


Note

- 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.

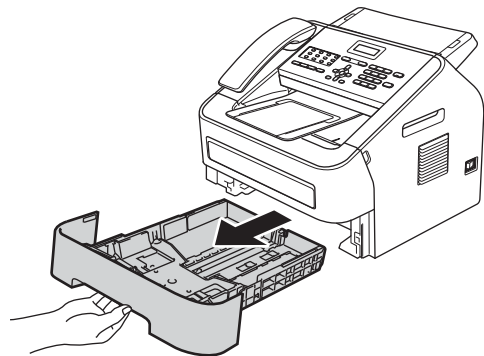


Note

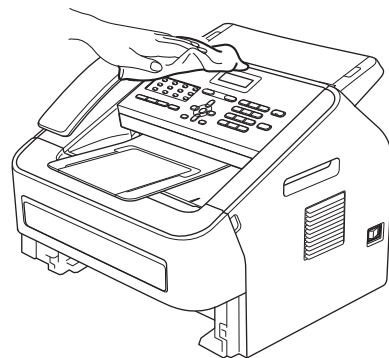
(For FAX-2840 and MFC-7240)

To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

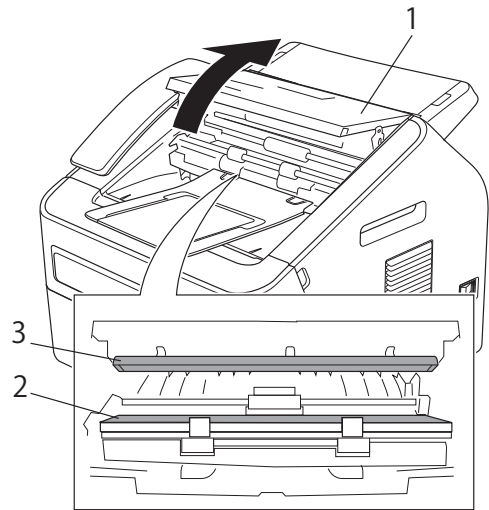
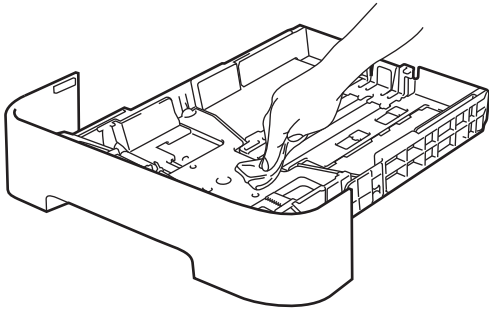
- 2 Pull the paper tray completely out of the machine.



- 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.

- 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.

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-2840 and MFC-7240)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

- 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.

- 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

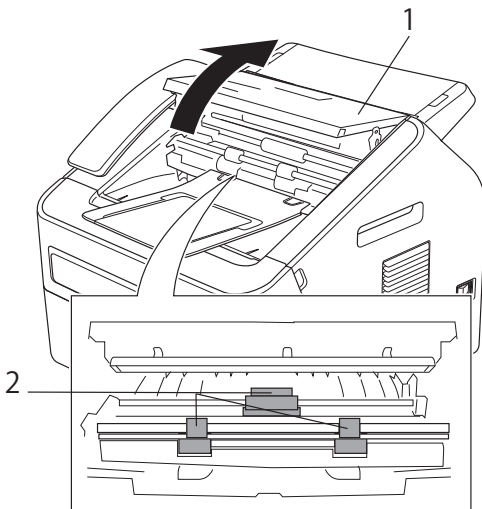
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.



Note

(For FAX-2840 and MFC-7240)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

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

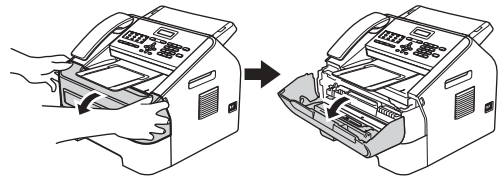


- 3 Close the control panel cover.

Cleaning the corona wire

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

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



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



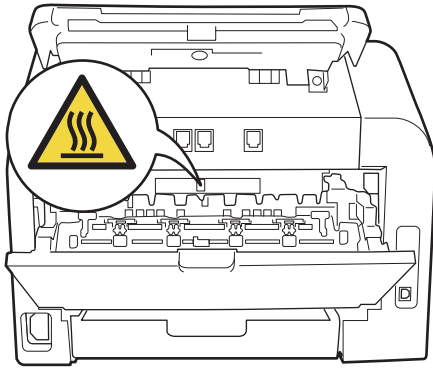
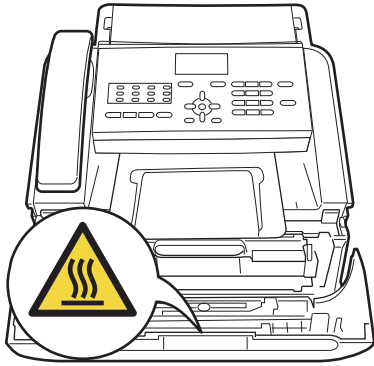
Note

(For FAX-2840 and MFC-7240)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

⚠ WARNING

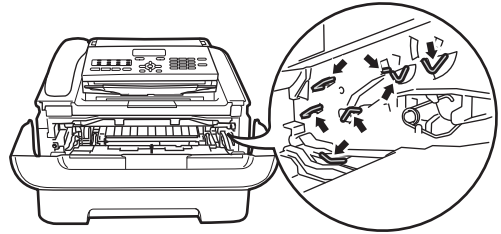
🔥 HOT SURFACE

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.

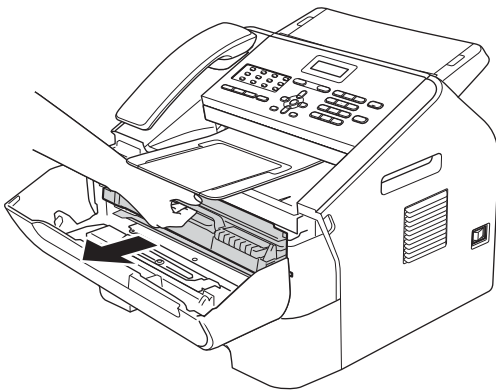


! Important

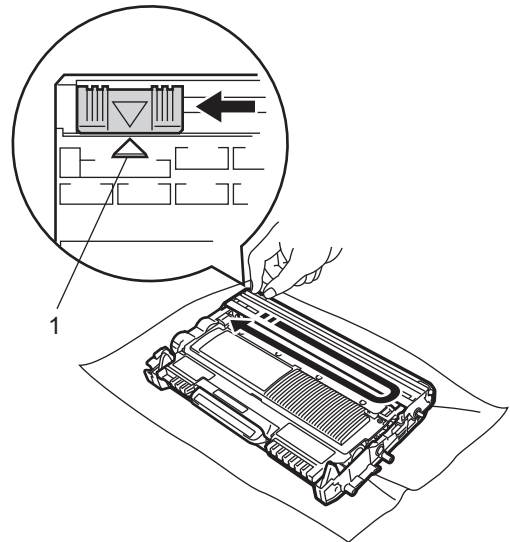
- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it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



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



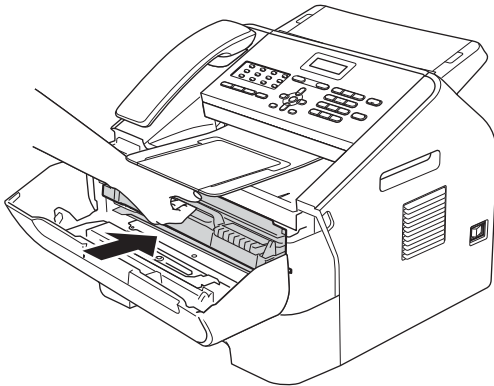
- 4 Clean the corona wire inside the drum unit by gently sliding the green tab from right to left and left to right several times.



**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.

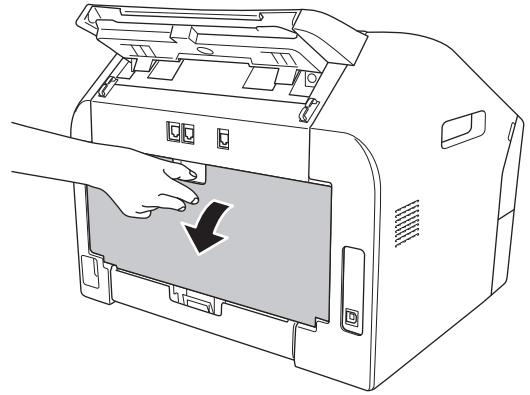


Cleaning the drum unit

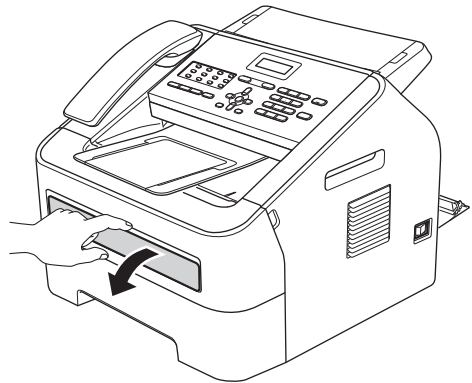
If you have print quality problems, the drum may have foreign material, such as glue from a label stuck on the drum surface. Follow the steps below to solve the problem.

- 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).



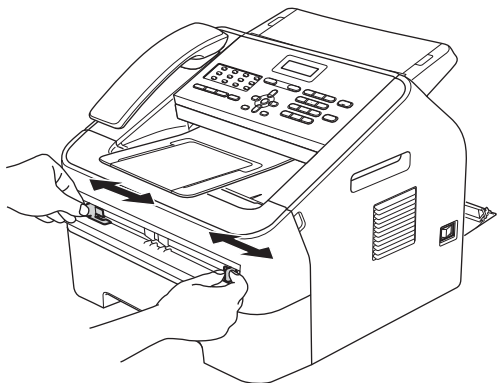
- 4 Open the manual feed slot cover.



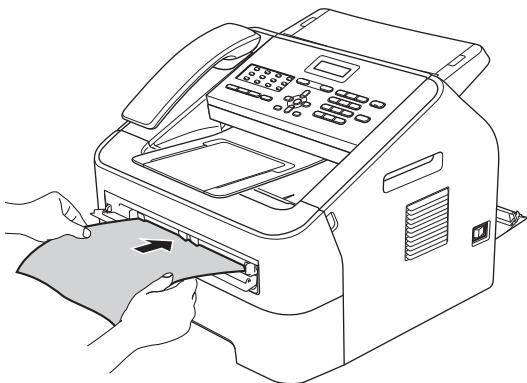
- 5 Press **Clear** and **Menu** at the same time. The Drum Cleaning message will appear on the LCD.

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- 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.

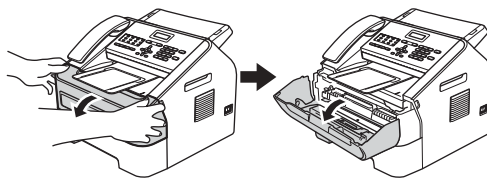
- 8 When the machine has finished cleaning, the machine returns to Ready mode.

- 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-2840 and MFC-7240)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

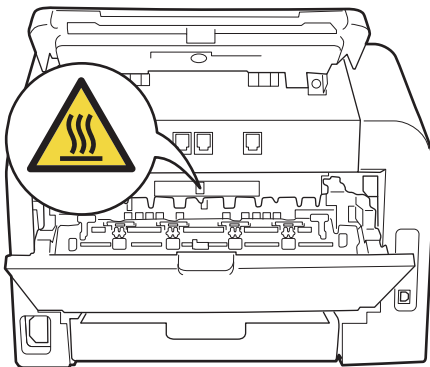
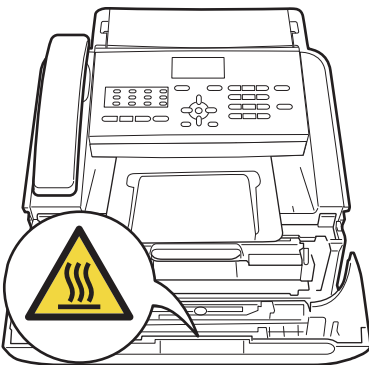


WARNING

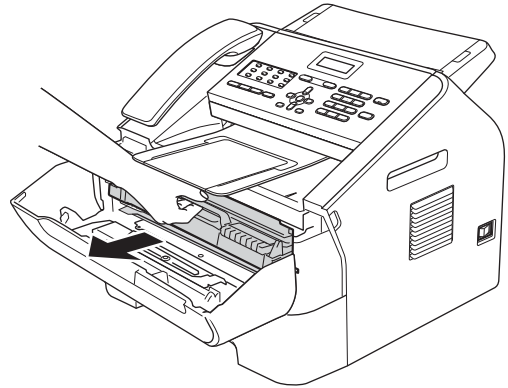


HOT SURFACE

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.

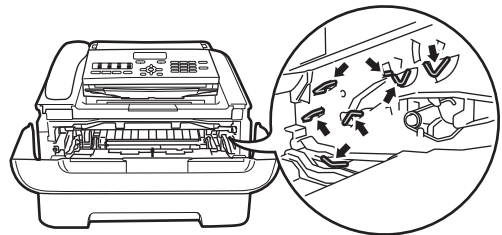


- 3 Slowly take out the drum unit and toner cartridge assembly.



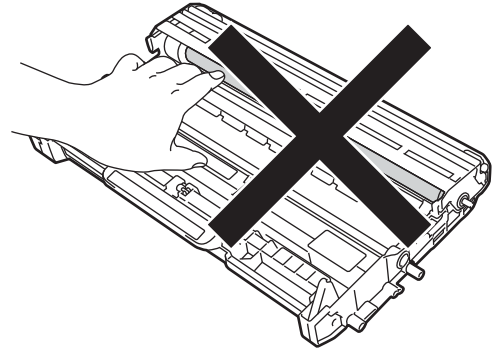
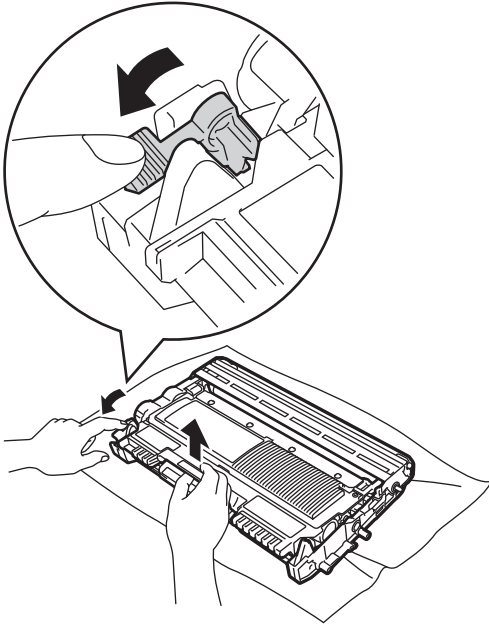
Important

- 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.

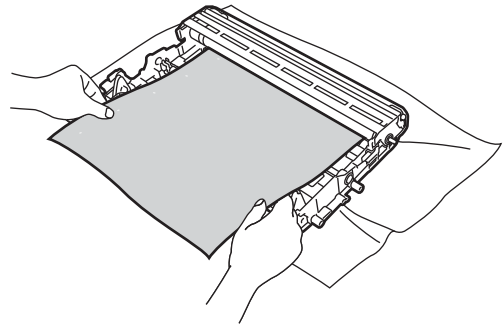


A

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

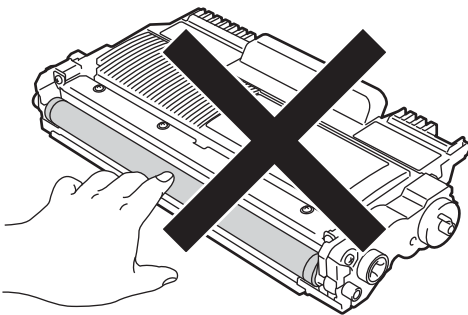


- 5 Put the print sample in front of the drum unit, and find the exact position of the poor print.

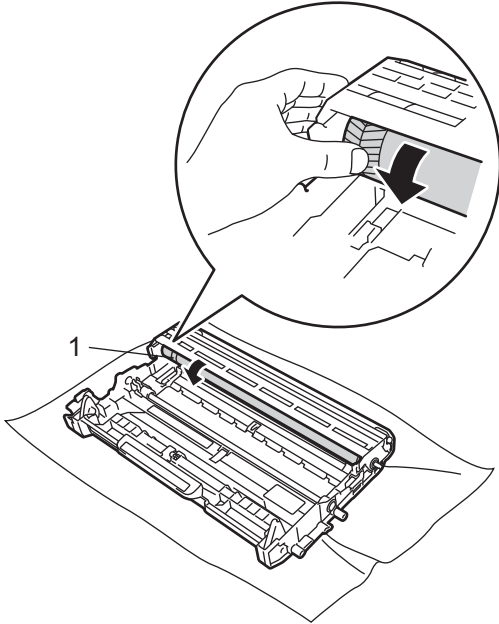


! Important

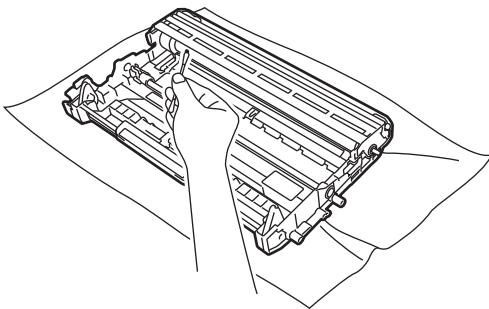
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



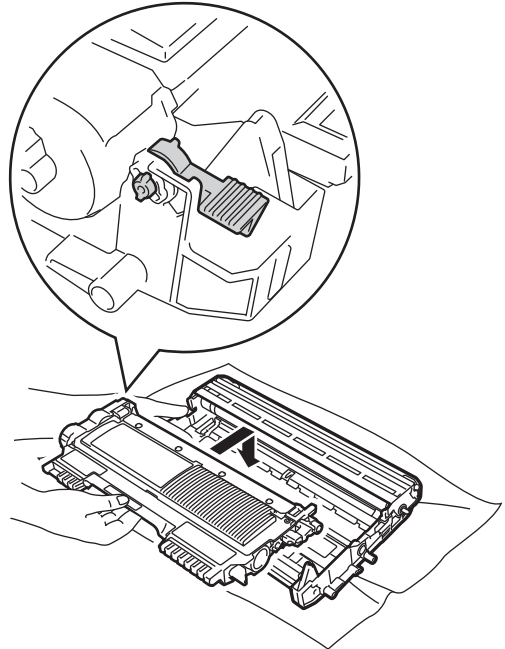
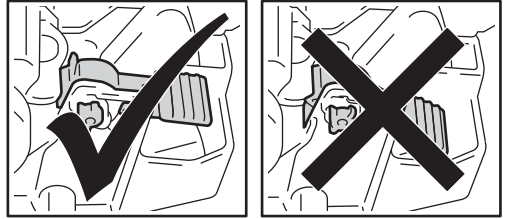
- 6 Turn the drum unit gear by hand while looking at the surface of the drum roller (1).



- 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.

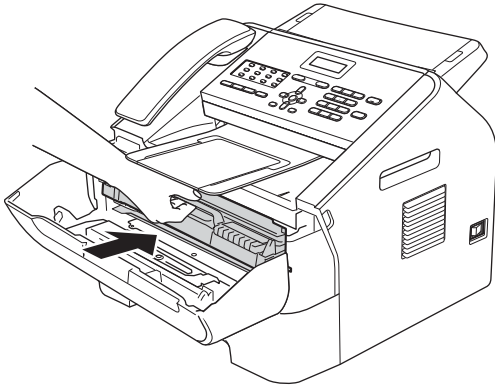


- 8 Put the toner cartridge back into the drum unit until it locks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.

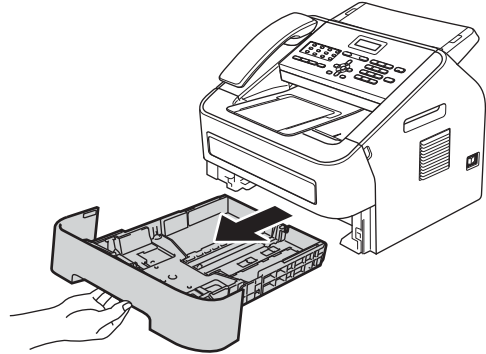


! **Important**
DO NOT clean the surface of the photosensitive drum with a sharp object.

- 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:

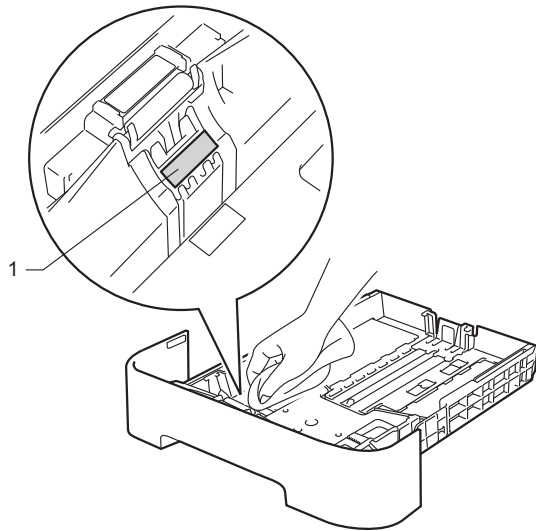
- 1 Turn off the machine. Unplug the power cord from the electrical socket.



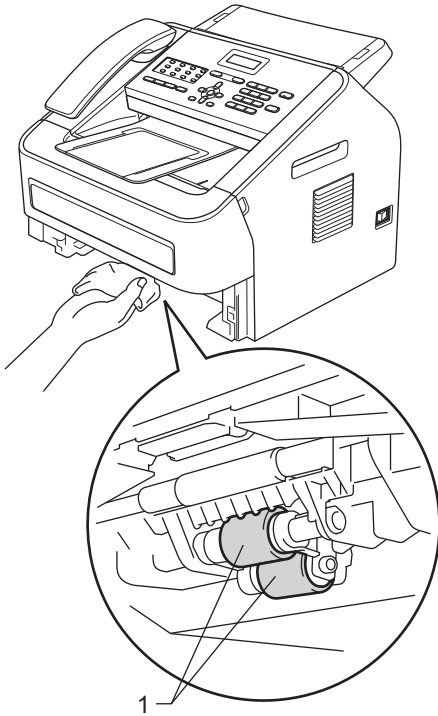
Note

(For FAX-2840 and MFC-7240)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

- 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.



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



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

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

Checking the remaining life of parts

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

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

B

Troubleshooting

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

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

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

Identifying your problem

First, check the following:

- The machine's power cord is connected correctly and the machine's power switch is turned on.
If the machine does not turn on after connecting the power cord, see *Other difficulties* >> page 99.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- (For FAX-2950, MFC-7240 and MFC-7290)
The interface cables are securely connected to the machine and the computer.
- LCD Messages
(See *Error and maintenance messages* >> page 78.)

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 98
- *Printing received faxes* >> page 93

Telephone and Fax problems:

- *Telephone line or connections* >> page 93
- *Handling incoming calls* >> page 96
- *Receiving Faxes* >> page 94
- *Sending faxes* >> page 95

Copying problems:

- *Copying difficulties* >> page 96

Scanning problems (For FAX-2950, MFC-7240 and MFC-7290):

- *Scanning difficulties (For FAX-2950, MFC-7240 and MFC-7290)* ►► page 98

Software problems (For FAX-2950, MFC-7240 and MFC-7290):

- *Software difficulties (For FAX-2950, MFC-7240 and MFC-7290)* ►► page 98

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-2840 and MFC-7240) See <i>Transferring your faxes or Fax Journal report</i> >> page 83 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-2950 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 84 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 67.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> >> page 60.)
DR Mode in Use (except New Zealand)	The machine is set to Distinctive Ring mode. You can not change the Receive Mode from Manual to another mode.	<p>Set Distinctive Ring to Off.</p> <p>For Australia, see <i>Telephone Service for Australia</i> >> page 33.</p> <p>For Other countries, see <i>Distinctive Ringing (For Singapore and Hong Kong)</i> >> page 36.</p>
EL Error	The machine has a mechanical problem.	Open the front cover and close it again.
Faxability On (for New Zealand)	The machine is set to Faxability mode. You can not change the Recieve Mode from Manual to another mode.	<p>Set Faxability to Off.</p> <p>See <i>FaxAbility</i> >> page 34.</p>
Fuser Error	<p>The temperature of the fuser unit does not rise to a specified temperature within the specified time.</p> <p>The fuser unit is too hot.</p>	<p>(For FAX-2840 and MFC-7240) 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 83 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-2950 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>



Error Message	Cause	Action
Init Unable XX (XX = Error Code)	The machine has a mechanical problem.	<ul style="list-style-type: none"> ■ (For FAX-2840 and MFC-7240) 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 83 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2950 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 88.)
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 85.)
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 84.)
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 74.)
No Response/Busy	The number you dialed 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>(For FAX-2950, MFC-7240 and MFC-7290)</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-2840 and MFC-7240) See <i>Transferring your faxes or Fax Journal report</i> >> page 83 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. ■ (For FAX-2950 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 60.)</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 64.)</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 <i>Stop</i>, 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 55.)</p> <p>If you have set the Toner setting to <i>Continue</i>, the machine will continue to print data until the LCD shows <i>Toner Ended</i>. 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.	<ul style="list-style-type: none"> ■ (For FAX-2840 and MFC-7240) See <i>Transferring your faxes or Fax Journal report</i> >> page 83 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. (For FAX-2950 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.
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 55.)
Toner Low	If the LCD shows <i>Toner Low</i> 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 <i>Replace Toner</i> or <i>Toner Ended</i> .

Transferring your faxes or Fax Journal report

If the LCD shows:

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

(For FAX-2840 and MFC-7240)

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-7240 only) before you unplug the machine. (See *Transferring faxes to another fax machine* >> page 83 or *Transferring faxes to your PC (For FAX-2950, MFC-7240 and MFC-7290)* >> page 83.)

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 83.)



Note

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

Transferring faxes to another fax machine

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

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

Transferring faxes to your PC (For FAX-2950, MFC-7240 and 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*.)
- 2 Make sure that you have set **PC Fax Receive** on the machine. (See *PC-Fax Receive (For Windows® only)* >> 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

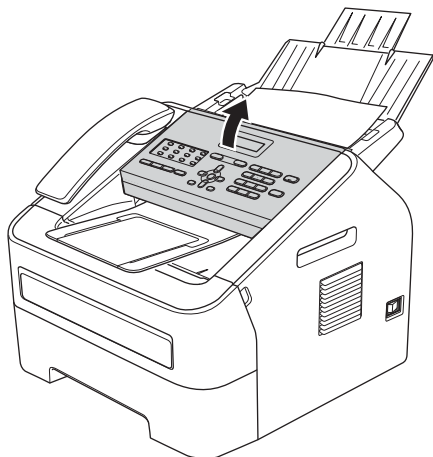
If you have not set up your Station ID, you cannot enter fax transfer mode. (See Quick Setup Guide: *Enter personal information (Station ID)*.)

- 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**.

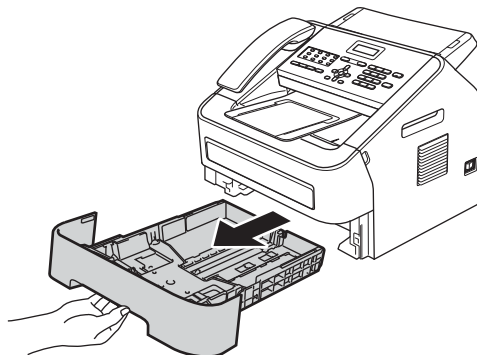
Paper Jams

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.

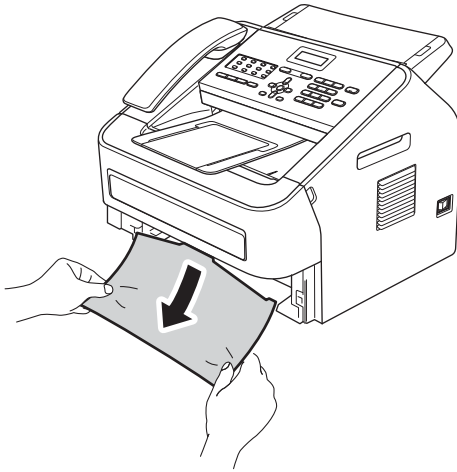
Paper is jammed in the standard paper tray

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

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



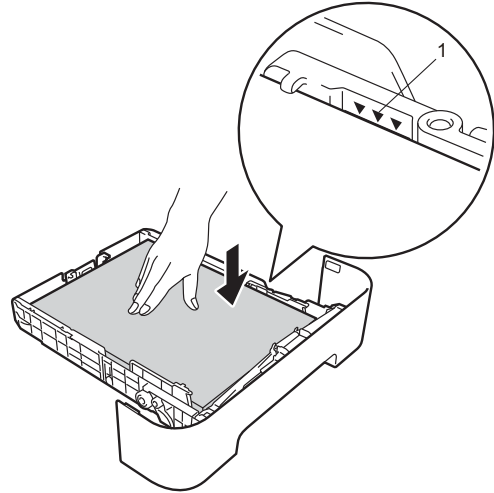
- 2 Use both hands to slowly pull out the jammed paper.



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.)

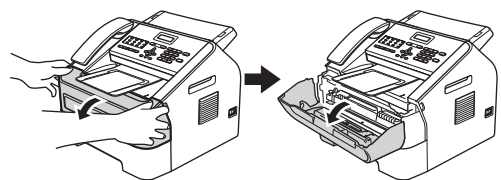


- 4 Put the paper tray firmly back in the machine.

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

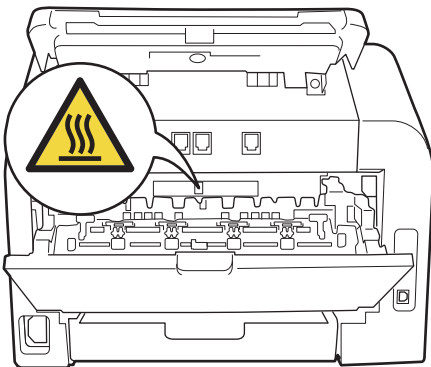
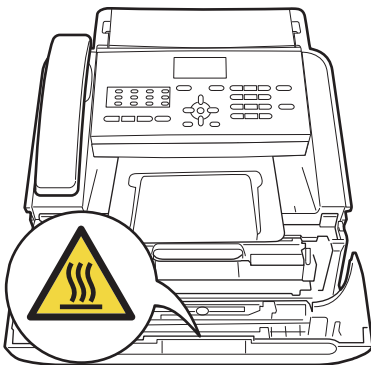
(For FAX-2840 and MFC-7240)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

! WARNING

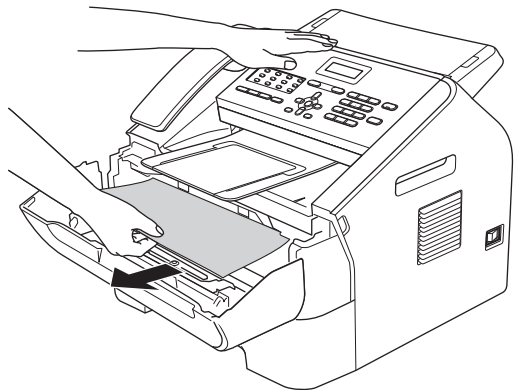
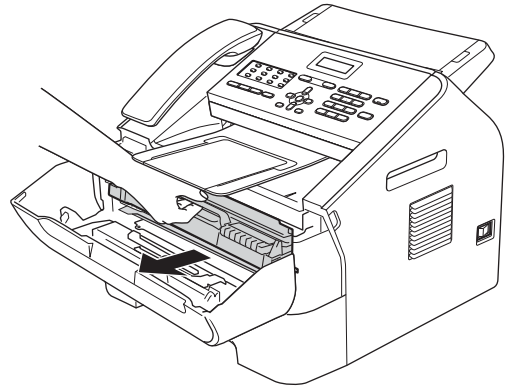


HOT SURFACE

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.

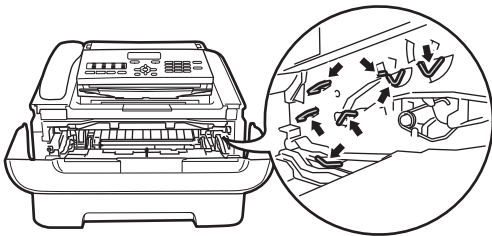


- 3 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.

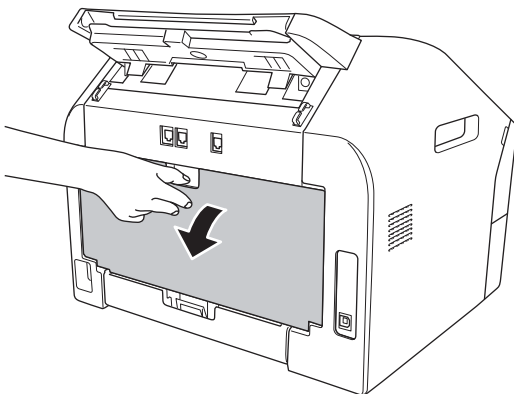


! Important

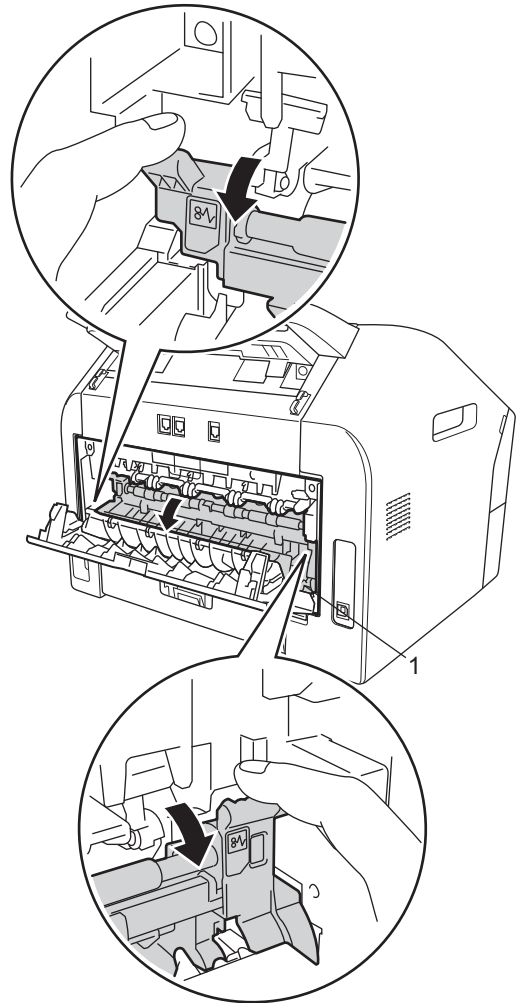
- We recommend that you place the drum unit and the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or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



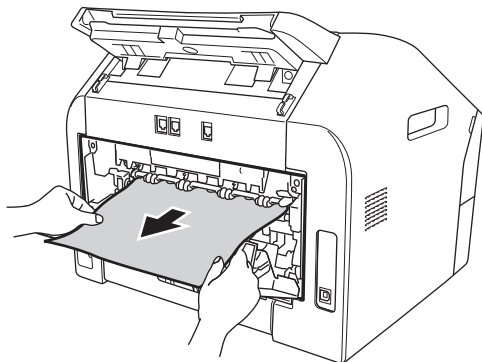
- 4** Open the back cover (face-up output tray).



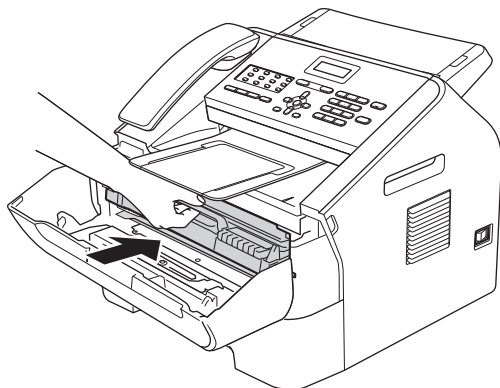
- 5** Pull down the tabs at the left and right hand sides to open the fuser cover (1).



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



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

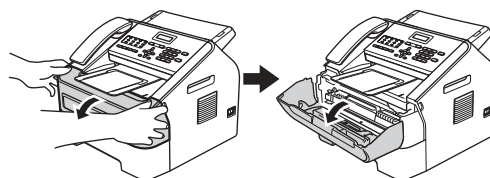


- Close the front cover. If the machine does not start printing automatically, press **Start**.

Paper is jammed inside the machine

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

- 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.



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



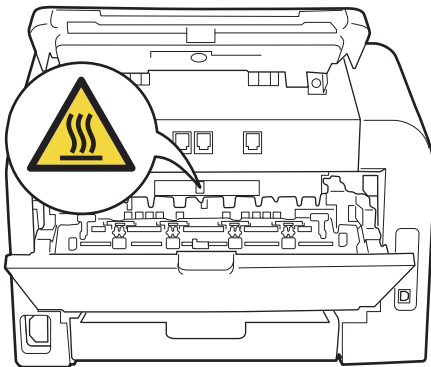
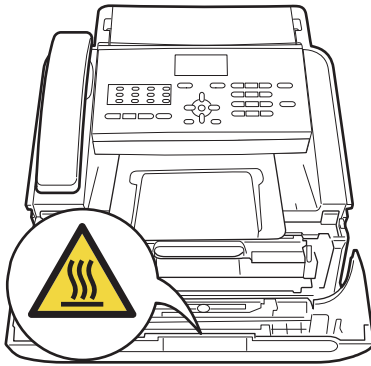
Note

(For FAX-2840 and MFC-7240)
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 83.

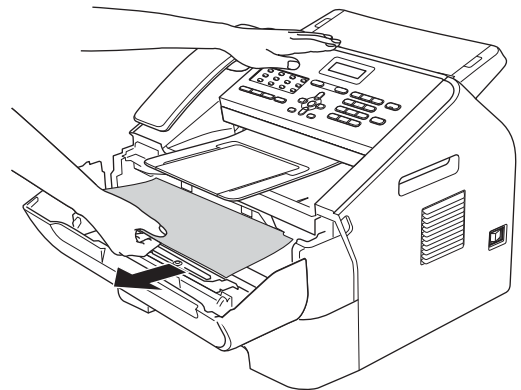
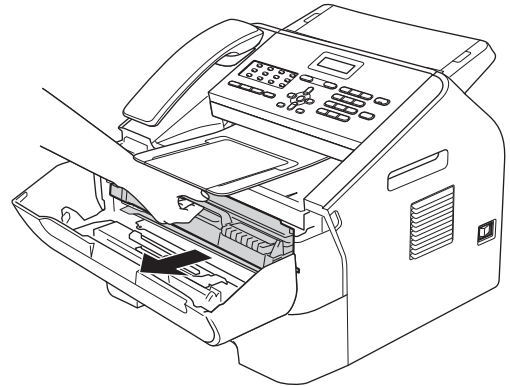
! WARNING

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.



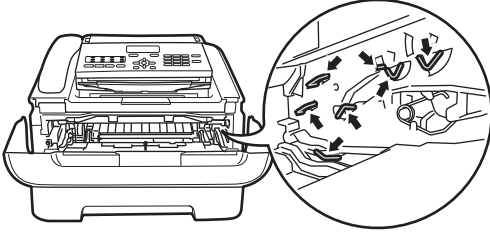
- 3 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.



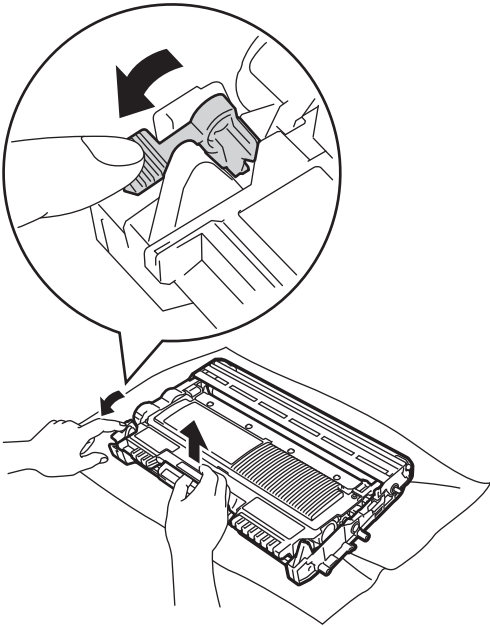
! Important

- 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.

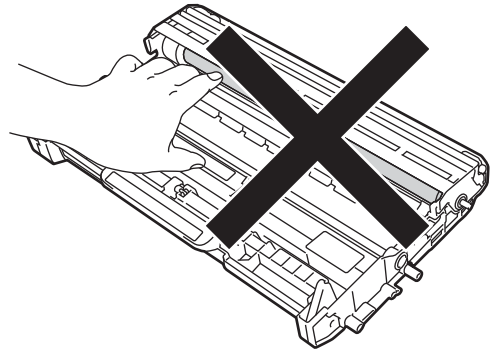
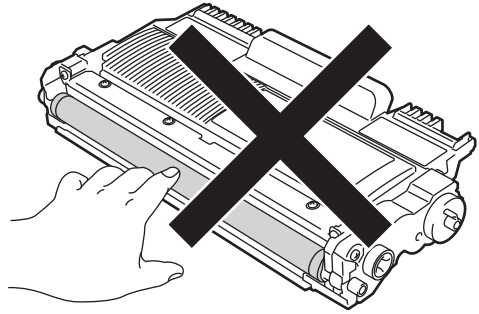


- 4 Push down the green lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.

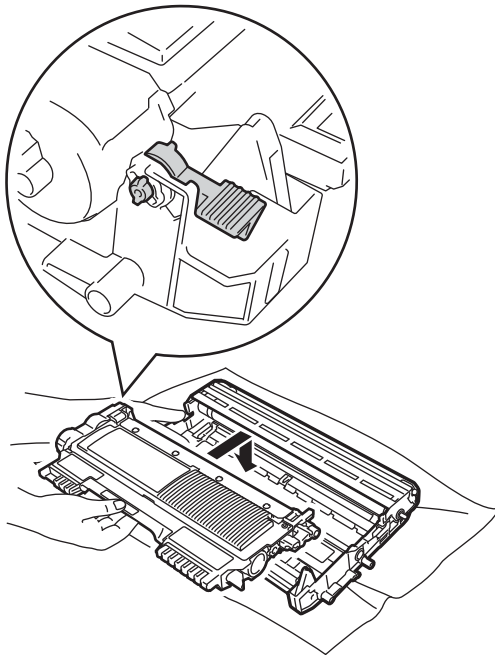
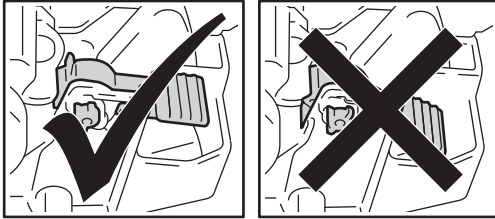


! **Important**

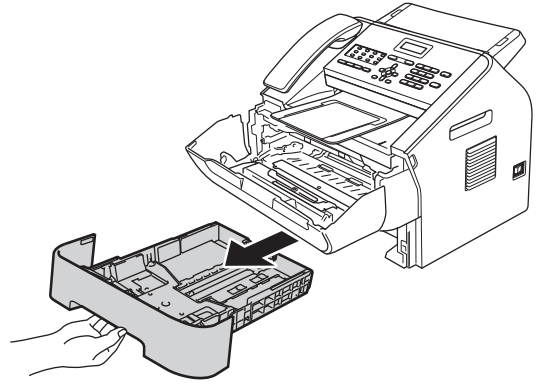
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



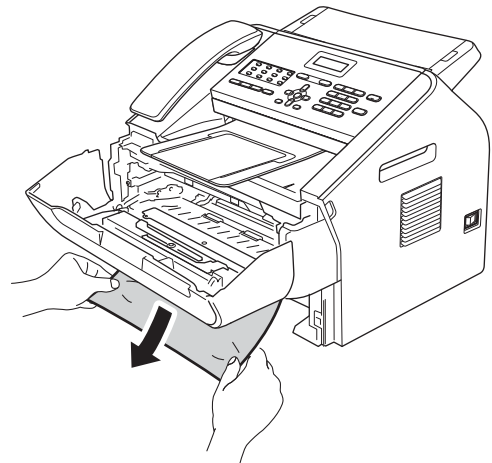
- Put the toner cartridge back into the drum unit until it clicks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.



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



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

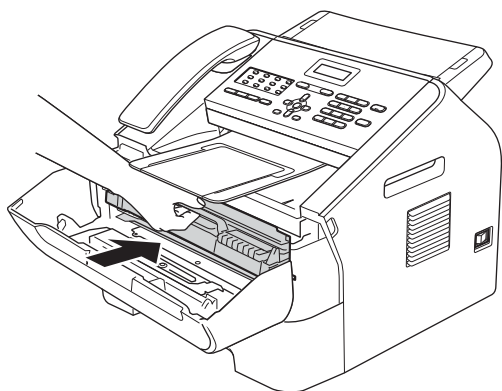


Note

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

- Put the paper tray back in the machine.

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



- 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 101.
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 67.)
	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 <i>Advanced User's Guide: Printing a reduced incoming fax.</i>)

Telephone line or connections

Difficulties	Suggestions
Dialling does not work.	Check for a dial tone.
	(Not available in New Zealand) Change the Tone/Pulse setting. (See <i>Quick Setup Guide</i> .)
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	Send a manual fax by pressing Hook/Hold and dialing 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 Mode settings</i> >> page 28.) 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.	<p>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.</p> <p>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.</p> <p>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 Mode settings</i> >> page 28.)</p> <p>If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select Fax Only mode.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> ■ If the answer mode is set to Fax Only or Fax/Tel, reduce the ring delay to 1 ring. (See <i>Ring Delay</i> >> page 28.) ■ 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. <p>Have someone send you a test fax:</p> <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 37.)</p> <ol style="list-style-type: none"> 1 Connect the external TAD as shown in the illustration on page 37. 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 (*91 for New Zealand) 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 Mode settings</i> >> page 28.) <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 100.)</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 66.)
Transmission Verification Report says RESULT:ERROR.	<p>There is probably temporary noise or static on the line. Try sending the fax again. (FAX-2940, MFC-7240 and MFC-7240 only)</p> <p>If you are sending a PC-Fax message and get <i>RESULT:NG</i> 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 100.)</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 66.)


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 (*91 for New Zealand)). 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 45.)
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. (See <i>Cleaning the scanner glass</i> >> page 66 and <i>Cleaning the corona wire</i> >> page 67.)
Copies are blank.	Make sure you are loading the document correctly. (See <i>Using the automatic document feeder (ADF)</i> >> page 23.)

Printing difficulties (For FAX-2950, MFC-7240 and MFC-7290)

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 60.) ■ 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 78.) ■ Check that the machine is online: (Windows[®] 7) Click the Start 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 Start 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 83 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.	<p>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.)</p>
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-2950, MFC-7240 and MFC-7290)

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

Software difficulties (For FAX-2950, MFC-7240 and MFC-7290)

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

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper. The LCD shows No Paper or a Paper Jam message.	<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. ■ (For FAX-2950, MFC-7240 and MFC-7290) 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 54. ■ If the LCD shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> >> page 78.
Documents do not feed or document are skewed.	Clean the document feed rollers. See <i>Cleaning the document feed</i> >> page 67.
What paper can I use?	You can use thin paper, plain paper, bond paper, recycled paper, envelopes and labels that are made for laser machines. (For details, see <i>Acceptable paper and other print media</i> >> page 17.) You can load envelopes from the manual feed slot.

Paper handling difficulties (continued)

Difficulties	Suggestions
There is a paper jam.	Clear the jammed paper. (See <i>Paper Jams</i> >> page 84.)

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 124.)
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> (for FAX-2950, MFC-7240 and MFC-7290).)
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>.) ■ (For FAX-2950, MFC-7240 and MFC-7290) 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 (for FAX-2950 and MFC-7290) or Menu, 2, 1, 7 (for FAX-2840 and MFC-7240) 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, 5**.
Press **Menu, 0, 4** (for New Zealand).
- 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-2840, FAX-2950 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-2840, FAX-2950 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.


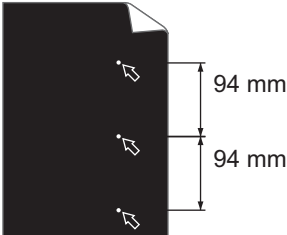
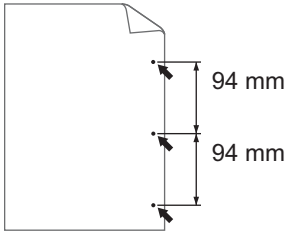
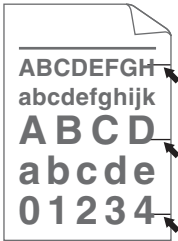
- 1 To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* >> page 17.)
- 2 Check that the drum unit and toner cartridge are installed correctly.

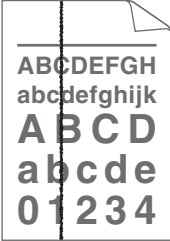


Examples of poor print quality	Recommendation
<div style="text-align: center;">  <p>Faint</p> </div>	<ul style="list-style-type: none"> ■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner 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 (for FAX-2950, MFC-7240 and MFC-7290) 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 67.) ■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 55.) ■ Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.) ■ Adjust the Print Density by pressing Menu, 2, 1, 6 (for FAX-2950 and MFC-7290) or Menu, 2, 1, 7 (for FAX-2840 and MFC-7240) and then press ► to make the print darker. (See Advanced User's Guide: <i>Setting the Print Density</i>.)

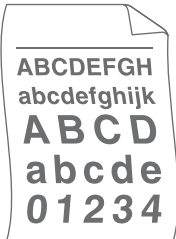
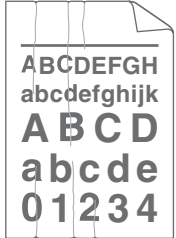


Examples of poor print quality	Recommendation
 <p data-bbox="200 562 396 587">Gray background</p>	<ul style="list-style-type: none"> <li data-bbox="515 266 1216 320">■ Make sure that you use paper that meets our specifications. (See <i>Acceptable paper and other print media</i> >> page 17.) <li data-bbox="515 340 1216 452">■ Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. (See <i>Product Safety Guide: Choose a safe location for your product.</i>) <li data-bbox="515 471 1216 525">■ Clean the drum surface. (See <i>Cleaning the drum unit</i> >> page 69.) <li data-bbox="515 544 1216 598">■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 55.) <li data-bbox="515 618 1216 672">■ Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.)
 <p data-bbox="264 977 332 1002">Ghost</p>	<ul style="list-style-type: none"> <li data-bbox="515 681 1216 794">■ 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.) <li data-bbox="515 813 1216 952">■ Make sure that you choose the appropriate media type in the printer driver (for FAX-2950, MFC-7240 and MFC-7290) or in the machine's <i>Paper Type</i> menu setting. (See <i>Acceptable paper and other print media</i> >> page 17 and <i>Software User's Guide: Basic Tab.</i>) <li data-bbox="515 971 1216 1052">■ (For FAX-2950, MFC-7240 and MFC-7290) Choose Reduce Ghosting mode in the printer driver. (See <i>Software User's Guide: Ghost Reduction Setting.</i>) <li data-bbox="515 1072 1216 1126">■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 55.) <li data-bbox="515 1145 1216 1199">■ Clean the drum surface. (See <i>Cleaning the drum unit</i> >> page 69.) <li data-bbox="515 1219 1216 1273">■ Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.) <li data-bbox="515 1292 1216 1348">■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.
 <p data-bbox="220 1653 375 1678">Toner specks</p>	<ul style="list-style-type: none"> <li data-bbox="515 1358 1216 1439">■ 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.) <li data-bbox="515 1458 1216 1539">■ Clean the corona wire and the drum unit. (See <i>Cleaning the corona wire</i> >> page 67 and <i>Replacing the drum unit</i> >> page 60.) <li data-bbox="515 1559 1216 1613">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.) <li data-bbox="515 1632 1216 1675">■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.

Examples of poor print quality	Recommendation
 <p data-bbox="257 562 401 591">Hollow print</p>	<ul style="list-style-type: none"> <li data-bbox="543 266 1258 353">■ 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.) <li data-bbox="543 363 1258 517">■ Choose Thick Paper mode in the printer driver (FAX-2950, MFC-7240 and MFC-7290), choose Thick 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>) <li data-bbox="543 527 1258 624">■ 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>) <li data-bbox="543 633 1258 691">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.)
 <p data-bbox="278 996 381 1025">All black</p>	<ul style="list-style-type: none"> <li data-bbox="543 701 1258 788">■ 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 67.) <li data-bbox="543 797 1258 855">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.) <li data-bbox="543 865 1258 923">■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.
 <p data-bbox="168 1335 491 1363">White lines across the page</p>	<ul style="list-style-type: none"> <li data-bbox="543 1039 1258 1097">■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause problems. <li data-bbox="543 1107 1258 1261">■ Make sure that you choose the appropriate media type in the printer driver (for FAX-2950, MFC-7240 and MFC-7290) 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>) <li data-bbox="543 1271 1258 1367">■ 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. <li data-bbox="543 1377 1258 1435">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.)
 <p data-bbox="203 1731 456 1760">Lines across the page</p>	<ul style="list-style-type: none"> <li data-bbox="543 1445 1258 1503">■ Clean the corona wire of the drum unit. (See <i>Cleaning the corona wire</i> >> page 67.) <li data-bbox="543 1512 1258 1570">■ Clean the drum surface. (See <i>Cleaning the drum unit</i> >> page 69.) <li data-bbox="543 1580 1258 1638">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.)

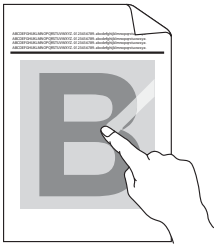
Examples of poor print quality	Recommendation
 <p data-bbox="134 562 463 614">White lines, bands or ribbing across the page</p>	<ul style="list-style-type: none"> <li data-bbox="514 264 1214 378">■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem (See Product Safety Guide: <i>Choose a safe location for your product.</i>). <li data-bbox="514 392 1104 450">■ Clean the drum surface. (See <i>Cleaning the drum unit</i> >> page 69.) <li data-bbox="514 463 1214 521">■ 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 60.)
 <p data-bbox="127 921 467 973">White Spots on black text and graphics at 94 mm intervals</p>  <p data-bbox="123 1277 471 1302">Black Spots at 94 mm intervals</p>	<ul style="list-style-type: none"> <li data-bbox="514 627 1214 741">■ Make ten copies of a blank, white sheet of paper. (See <i>How to copy</i> >> page 45.) If the problem is not solved, the drum unit may have glue from a label stuck on the surface of the drum roller. Clean the drum unit. (See <i>Cleaning the drum unit</i> >> page 69.) <li data-bbox="514 755 1195 813">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.)
 <p data-bbox="131 1611 466 1663">Black toner marks across the page</p>	<ul style="list-style-type: none"> <li data-bbox="514 1317 1214 1402">■ 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 69.) <li data-bbox="514 1416 1214 1474">■ Make sure that you use paper that meets our specifications. (See <i>Acceptable paper and other print media</i> >> page 17.) <li data-bbox="514 1487 1167 1545">■ Do not use paper that has clips or staples because they will scratch the surface of the drum. <li data-bbox="514 1559 1214 1617">■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged. <li data-bbox="514 1630 1159 1688">■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 55.) <li data-bbox="514 1702 1195 1760">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.)

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 67.) ■ 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 60.) ■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> >> page 55.) ■ 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 55.) ■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> >> page 60.)
 <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 data-bbox="211 556 385 581">Curled or wavy</p>	<ul style="list-style-type: none"> <li data-bbox="513 262 1227 349">■ 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.) <li data-bbox="513 363 1227 479">■ 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. <li data-bbox="513 492 1227 552">■ Open the back cover (face-up output tray) for the machine to eject printed pages onto the face-up output tray. <li data-bbox="513 566 1227 720">■ (For FAX-2950, MFC-7240 and MFC-7290) 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 data-bbox="183 1020 412 1045">Wrinkles or creases</p>	<ul style="list-style-type: none"> <li data-bbox="513 730 1227 790">■ Make sure that the paper is loaded correctly. (See <i>Loading paper</i> >> page 10.) <li data-bbox="513 803 1227 863">■ Check the paper type and quality. (See <i>Acceptable paper and other print media</i> >> page 17.) <li data-bbox="513 877 1227 937">■ 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="255 289 401 542" data-label="Image"> </div> <div data-bbox="223 569 433 602" data-label="Caption"> <p>Envelope creases</p> </div>	<ul style="list-style-type: none"> <li data-bbox="543 266 1225 324">■ Make sure that the two green envelope levers inside the back cover are pulled down when you are printing on envelopes. <div data-bbox="642 401 1136 981" data-label="Image"> </div> <div data-bbox="532 1025 581 1074" data-label="Image"> </div> <div data-bbox="581 1039 655 1072" data-label="Section-Header"> <p>Note</p> </div> <div data-bbox="563 1076 1259 1137" data-label="Text"> <p>When you have finished printing, open the back cover and reset the two green levers back to their original position.</p> </div>

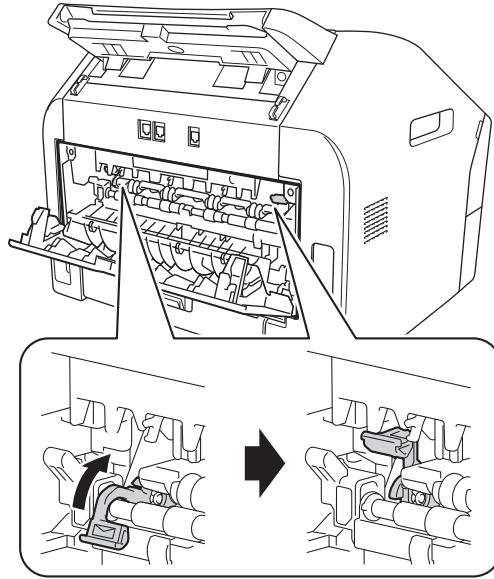
Examples of poor print quality



Poor fixing

Recommendation

- Open the back cover and make sure that the two green envelope levers on the left and right hand sides are in the up position.



- (For FAX-2950, MFC-7240 and MFC-7290)
Choose **Improve Toner Fixing** mode in the printer driver. (See Software User's Guide: *Other Print Options* (for Windows®) or *Print Settings* (for Macintosh).) If this selection does not provide enough improvement, select **Thicker Paper** in **Media Type** settings.

Examples of poor print quality	Recommendation
<div data-bbox="252 287 406 533" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>ABCDEFGH abcdefghijk ABCD abcde 01234</p> </div> <p data-bbox="289 566 369 593" style="text-align: center;">Curled</p>	<ul style="list-style-type: none"> <li data-bbox="543 266 1249 413">■ (For FAX-2950, MFC-7240 and MFC-7290) 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).) <li data-bbox="543 432 1249 513">■ 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"> <li data-bbox="573 533 858 571">1 Open the back cover. <li data-bbox="573 591 1222 658">2 Lift the levers (1) and slide the two grey levers (2) in the direction of the arrow. <div data-bbox="554 701 1240 973" style="border: 1px solid black; padding: 5px;"> <p>This diagram shows the back cover of the printer being opened. A hand is shown lifting lever 1 upwards. Simultaneously, two grey levers labeled 2 are being slid to the left, as indicated by the arrows.</p> </div> <div data-bbox="691 1035 1103 1363" style="border: 1px solid black; padding: 5px;"> <p>This diagram shows the printer with its back cover open, providing a view of the internal paper path and the location of the anti-curl levers.</p> </div> <div data-bbox="554 1363 1240 1636" style="border: 1px solid black; padding: 5px;"> <p>This diagram shows a close-up of the anti-curl mechanism. A hand is shown lifting lever 1 and sliding the grey levers 2 to the right, as indicated by the arrows.</p> </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 FAX-2950, MFC-7240 and 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 113. 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.

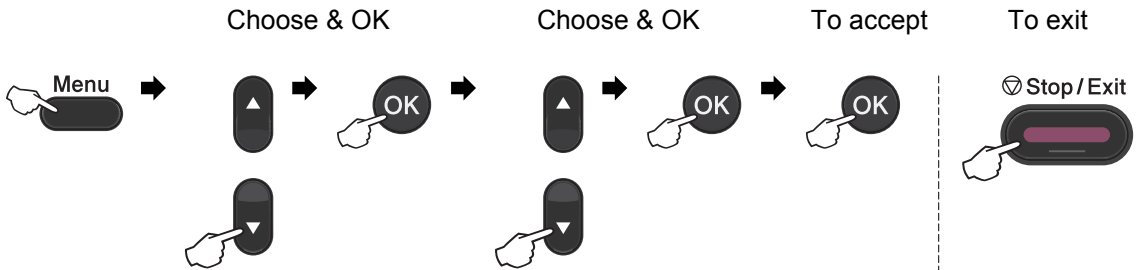
¹ This will appear only when the LCD shows an error message.

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
		2. Paper Size	—	A4* Letter (Letter* for Philippines) Legal (for Asia) Executive A5 A5 L A6 B5 B6 Folio (for Asia)	Sets the size of the paper in the paper tray.	17

♦ See Advanced User's Guide.




The default settings are shown in Bold with an asterisk.


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1. General Setup (Continued)	3. Volume	1. Ring	—	Off Low Med* High	Adjusts the ring volume.	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.	
	6. Security	1. TX Lock (FAX-2840 and MFC-7240)	—	—	Prohibits most operations except receiving faxes.	
		1. Mem Security (FAX-2950 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 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. Ring Delay	(02 - 10) 02* (Example for Australia)	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	28
		2. F/T Ring Time	20 Secs 30 Secs* 40 Secs 70 Secs (For New Zealand) 20 Secs 30 Secs* 40 Secs 55 Secs	Sets the fast/doubling time in Fax/Tel mode.	28
		3. Fax Detect	On* Semi Off	Receives fax messages without pressing Start .	29
		4. Remote Codes	On (*51, #51) Off* (*91, #91 for New Zealand)	Allows you to answer all calls at extension telephones and use codes to turn the machine on or off. You can personalize these codes.	39
		5. Auto Reduction	On* Off	Cuts the size of incoming faxes.	See ♦.
		6. Memory Receive (FAX-2840 and MFC-7240)	On* Off	Automatically stores any incoming faxes in its memory if it runs out of paper.	
		7. Print Density (FAX-2840 and MFC-7240) 6. Print Density (FAX-2950 and MFC-7290)	-□□□■+ -□□□□+ -□□■□+* -□■□□+ -■□□□+	Makes printouts darker or lighter.	
♦ 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)	8. Polling RX (FAX-2840 and MFC-7240)	Standard* Secure Timer	Sets up your machine to poll another fax machine.	See  .
		7. Polling RX (FAX-2950 and MFC-7290)			
		9. Fax Rx Stamp (FAX-2840 and MFC-7240) 8. Fax Rx Stamp (FAX-2950 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.	
		6. Polled TX	Standard* Secure	Sets up your machine with a document to be retrieved by another fax machine.	
		7. Coverpg Setup	Next Fax:On Next Fax:Off On Off* Print Sample	Automatically sends a cover page you have programmed.	

◆ 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)	8. Coverpage Note	—	Sets up your own comments for the fax cover page.	See ♦.
		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 .)	41
		2. Speed Dial	—	Stores up to 200 Speed Dial numbers, so you can dial by pressing only a few keys (and Start .)	41
		3. Setup Groups	—	Sets up to 8 Group numbers for Broadcasting.	See ♦.
	4. Report Setting	1. 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 FAX-2950, MFC-7240 and 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-2840, FAX-2950 and MFC-7290) High* Normal Basic (for VoIP) (MFC-7240) 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).	100
		2. Distinctive (Not available in New Zealand)	On Off*	Use with telephone company distinctive ringing service allows you to have a voice number and fax number on the one telephone line.	33 36
		2. Faxability (For New Zealand only)	On Off*	If you have FaxAbility from Telecom, you can use this function to store the ringing pattern of your fax number. And if you set in to ON, you should use the registered number only.	34
		3. Caller ID	Display# Print Report	View or print a list of the last 30 Caller IDs stored in the memory.	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
3. Copy	1. Quality	—	Auto* Text Photo Graph	You can choose the Copy resolution for your type of document.	See  .
	2. Brightness	—	-□□□□■+ -□□□■□+ -□□■□□+* -□■□□□+ -■□□□□+	Adjust the brightness for copies.	
	3. Contrast	—	-□□□□■+ -□□□■□+ -□□■□□+* -□■□□□+ -■□□□□+	Adjusts the contrast for copies.	
◆ See Advanced User's Guide.					
 The default settings are shown in Bold with an asterisk.					

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

Level 1	Level 2	Level 3	Options	Descriptions	Page
5. Machine Info.	1. Serial No.	—	—	You can check the serial number of your machine.	110
	2. Page Counter	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See ◆.
	3. Drum Life	—	—	You can check the percentage of a Drum life that remains available.	
◆ See Advanced User's Guide.					
 The default settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page	
0. Initial Setup	1. Receive Mode	—	Fax Only* Fax/Tel External TAD Manual	You can choose the receive mode that best suits your needs.	26	
	2. Date&Time	1. Date&Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See ‡.
		2. Daylight Save	On Off	On Off	Changes for Daylight Savings Time manually.	See ◆.
	3. Station ID	—	Fax: Tel: Name:	Sets your name and fax number to appear on each page you fax.	See ‡.	
	4. Tone/Pulse (not available in New Zealand)	—	Tone* Pulse	Chooses the dialling mode.		
	4. Dial Tone (for New Zealand) 5. Dial Tone	—	Detection No Detection*	You can shorten the dial tone detect pause.	100	
◆ See Advanced User's Guide.						
‡ See Quick Setup Guide.						
 The default settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Options	Descriptions	Page
0. Initial Setup (Continued)	5. Dial Prefix (for New Zealand) 6. Dial Prefix	—	—	Sets a prefix number that will always be added before the fax number every time you dial.	See  .
	6. Reset (for New Zealand) 7. Reset	1. Address & Fax	1. Reset 2. Exit	Restores all stored phone numbers and fax settings.	110
		2. All Settings	1. Reset 2. Exit	Restores all the machine's settings to factory default.	110
<p> See Advanced User's Guide.</p> <p> See Quick Setup Guide.</p>					
<p> The default settings are shown in Bold with an asterisk.</p>					

Entering text

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

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

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

Inserting spaces

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

Making corrections

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

Repeating letters

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

Special characters and symbols

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

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

D

Specifications

General



Note

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

Model		FAX-2840	FAX-2950	MFC-7240	MFC-7290
Printer Type		Laser			
Print Method		Electrophotographic Laser Printer			
Memory Capacity		16 MB			
LCD (liquid crystal display)		16 characters × 2 lines			
Power Source		220 - 240 V AC 50/60Hz			
Power Consumption ¹ (Average)	Peak	Approx. 1080 W at 25 °C			
	Copying ²	Approx. 420 W at 25 °C			
	Ready	Approx. 55 W at 25 °C			
	Deep Sleep	Approx. 1.5 W			
Dimensions					
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 gsm)			

¹ USB connection to PC

² When making a copy from one sheet

Document Size

Model		FAX-2840	FAX-2950	MFC-7240	MFC-7290
Document Size (Single-sided)	Width	147.3 to 215.9 mm			
	Length	147.3 to 355.6 mm			

Print media

Model		FAX-2840	FAX-2950	MFC-7240	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 (Legal ¹ or Folio ¹ for Asia)		
		Paper Weight	60 to 105 gsm		
		Maximum Paper Tray Capacity	Up to 250 sheets of 80 gsm Plain paper		
	Manual Feed Slot (Manual)	Paper Type	Envelope, Labels ² , 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 gsm		
		Maximum Paper Tray Capacity	One sheet at a time 80 gsm Plain paper		
Paper Output	Face-Down Output Tray	Up to 100 sheets of 80 gsm Plain paper			
	Face-Up Output Tray	One sheet (<i>face up</i> print delivery to the <i>Face up</i> output tray)			

¹ Legal or Folio size paper is not available in some regions.

² For labels, we recommend removing each printed label sheet from the output paper tray immediately after it exits the machine to avoid the possibility of smudging.

Fax

Model		FAX-2840	FAX-2950	MFC-7240	MFC-7290
Compatibility		ITU-T Super Group 3		ITU-T Group 3	ITU-T Super Group 3
Modem Speed		33,600 bps (with Automatic Fallback)		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 ¹ pages	Up to 400 ² pages	Up to 500 ¹ pages
Out of Paper Reception		Up to 400 ¹ pages	Up to 500 ¹ pages	Up to 400 ² pages	Up to 500 ¹ pages

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

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

Copy

Model	FAX-2840	FAX-2950	MFC-7240	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 12 seconds (from the Ready mode and standard tray)	Less than 11 seconds (from the Ready mode and standard tray)	Less than 12 seconds (from the Ready mode and standard tray)	Less than 11 seconds (from the Ready mode and standard tray)

Scanner (For FAX-2950, MFC-7240 and MFC-7290)

Model	FAX-2950	MFC-7240	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, 10.6.x, 10.7.x ¹)		
WIA Compliant	Yes (Windows® XP / Windows Vista® / Windows® 7)		
ICA Compliant	Yes (Mac OS X 10.6.x and 10.7.x ¹)		
Resolution	Up to 19200 × 19200 dpi (interpolated) ² Up to 600 × 600 dpi (optical) ²		
Scanning Width	Max. 204 mm		
Gray Scale	256 levels		

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

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

Printer (For FAX-2950, MFC-7240 and MFC-7290)

Model	FAX-2950	MFC-7240	MFC-7290
Resolution	HQ1200 (2400 × 600 dpi) quality, 600 dpi × 600 dpi		
Print Speed	Up to 24 pages/minute (A4 size) ¹	Up to 20 pages/minute (A4 size) ¹	Up to 24 pages/minute (A4 size) ¹
First Print Out Time	Less than 8.5 seconds (from Ready mode and standard tray)	Less than 10.0 seconds (from Ready mode and standard tray)	Less than 8.5 seconds (from Ready mode and standard tray)

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



Note

(FAX-2840 only)

You can download the printer driver from the Brother Solutions Center at <http://solutions.brother.com/>.

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

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

Interfaces

Model	FAX-2840	FAX-2950	MFC-7240	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-2840	FAX-2950	MFC-7240	MFC-7290	Order No.
Toner Cartridge	Inbox	Approx. 700 pages (A4) ¹ (For Oceania) Approx. 1,200 pages (A4) ¹ (For Asia)		Approx. 700 pages (A4) ¹	Approx. 1,200 pages (A4) ¹	—
	Standard	Approx. 1,200 pages (A4) ¹				TN-2230 (For Oceania) TN-2260 (For Asia)
	High Yield	Approx. 2,600 pages (A4) ¹				TN-2250 (For Oceania) TN-2280 (For Asia)
Drum Unit		Approx. 12,000 pages (A4) ²				DR-2225 (For Oceania) DR-2255 (For Asia)

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

(For FAX-2950, MFC-7240 and MFC-7290)

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

- ¹ For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.
- ² Third-party USB ports are not supported.
- ³ PC-Fax supports black and white only.
- ⁴ Nuance™ PaperPort™ 12SE supports Microsoft® SP3 or higher for Windows® XP and SP2 or higher for Windows Vista® and Windows® 7.

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

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For Australia Only:

Support – For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our Web Site or Solutions Web Site (see below) to find an answer to FAQs/Troubleshooting, locating Drivers & Software.

Alternatively, please contact the Product Support Centre for any customer care/technical support enquiry.

To contact Brother International (Aust) Pty Ltd for support on a Brother product please see the details listed below:

Product Support Centre: **Australia**

Brother International (Aust) Pty Ltd

Phone: 02 8875 6000

Fax: 02 9870 7223

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

Web Site: www.brother.com.au

Email: To submit an e-mail enquiry, visit www.brother.com.au go to **Service and Support** area and follow the prompts.

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm (EST/EDST) Monday to Friday.

For New Zealand Only:

To contact Brother International (NZ) Limited for support with a Brother product please use the following methods.

Support – For technical support for your Brother Product other than what you can resolve through the User's Guide, please visit our website or our solutions website for FAQs/Troubleshooting, Drivers & Software, or contact the Product Support Centre for any technical or customer care/support enquiry.

Phone:

Premium End User Assistance 0900 552 152

Auto Attendant Self Help 0800 652 152

Brother Recycle Assistance 0800 632 467

Fax Assistance 0800 837 822

Email Assistance Please visit www.brother.co.nz and submit a helpdesk enquiry from Online Help.

Web Assistance Please visit www.brother.co.nz under Online Help for Frequently Asked Questions, Driver downloads, Warranty information and Service Centres.

Our Technical Support Consultants are available 7 days a week by phone during the hours of 8.30am to 5pm Monday to Friday and 9am to 5pm Saturday and Sunday.

Outside of these hours you can find assistance from our Auto Attendant Self Help and our Website www.brother.co.nz under Online Help.

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