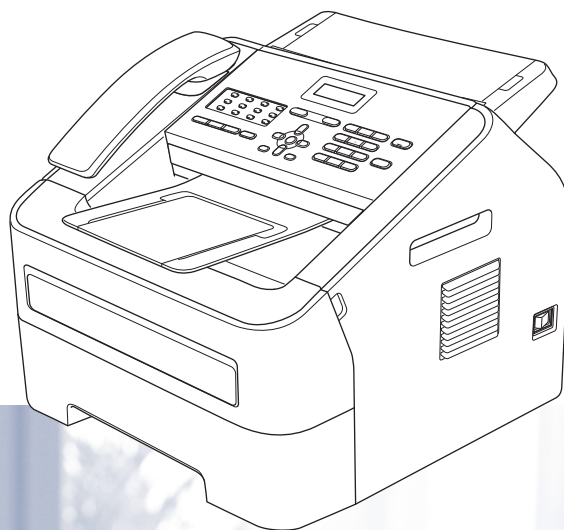


# Basic User's Guide

FAX-2840  
FAX-2845  
FAX-2940



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-2845 or FAX-2940  
(Circle your model number)**

**Serial Number: <sup>1</sup> \_\_\_\_\_**

**Date of Purchase: \_\_\_\_\_**

**Place of Purchase: \_\_\_\_\_**

**<sup>1</sup> 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?
<b>Product Safety Guide</b>	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the Box
<b>Quick Setup Guide</b>	Follow the instructions for setting up your machine and connection type you are using.	Printed / In the Box
<b>Basic User's Guide</b>	Learn the basic Fax and Copy operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box For Czech Republic, Republic of Bulgaria, Republic of Hungary, Republic of Poland, Romania, Slovak Republic, Republic of Croatia, Republic of Slovenia: PDF file / CD-ROM / In the box
<b>Advanced User's Guide</b>	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM / In the Box

## Download optional software from the Brother Solutions Center (FAX-2940 users only)

You can download a printer driver, a scanner driver <sup>1</sup> and PC-Fax Send software for free from the Brother Solutions Center, enabling you to use your Brother Fax machine as a printer or a scanner <sup>1</sup>, or send faxes from your computer. Visit us at <http://solutions.brother.com/>.

<sup>1</sup> Not for Mac OS X 10.5.8 users

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# Table of Contents

## (Advanced User's Guide)

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

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

### **1 General Setup**

---

*IMPORTANT NOTE*  
*Memory Storage*  
*Automatic Daylight Saving Time*  
*Ecology features*  
*Toner Settings*  
*LCD Contrast*  
*Mode Timer*

### **2 Security features**

---

*Security*

### **3 Sending a fax**

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*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-2845.

# Accessing the Advanced User's Guide

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

## Viewing Documentation

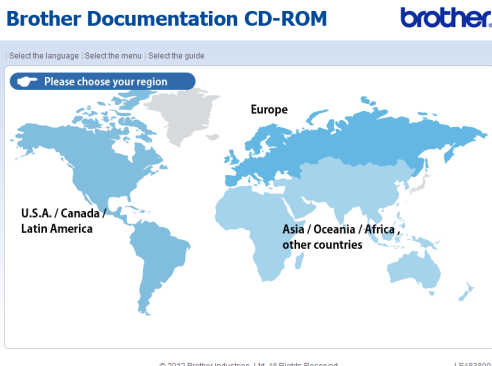
- 1 Turn on your computer. Insert the CD-ROM into your CD-ROM drive.



### 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**.

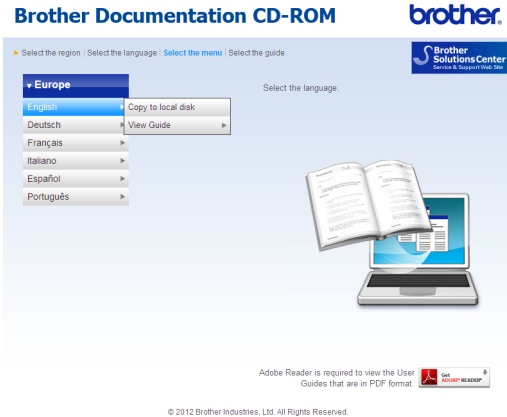
- 2 (Macintosh users) Double-click the CD-ROM icon, and then double-click **index.html**.
- 3 Click your country.



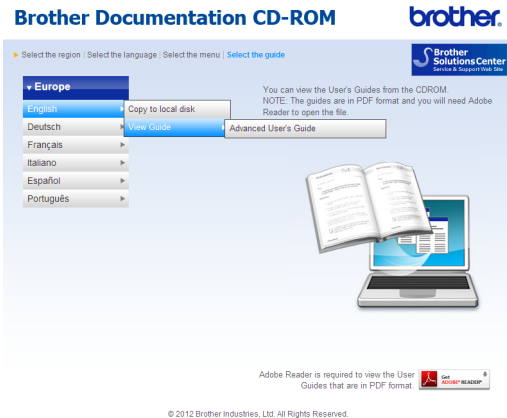
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LE483801

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



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### 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.

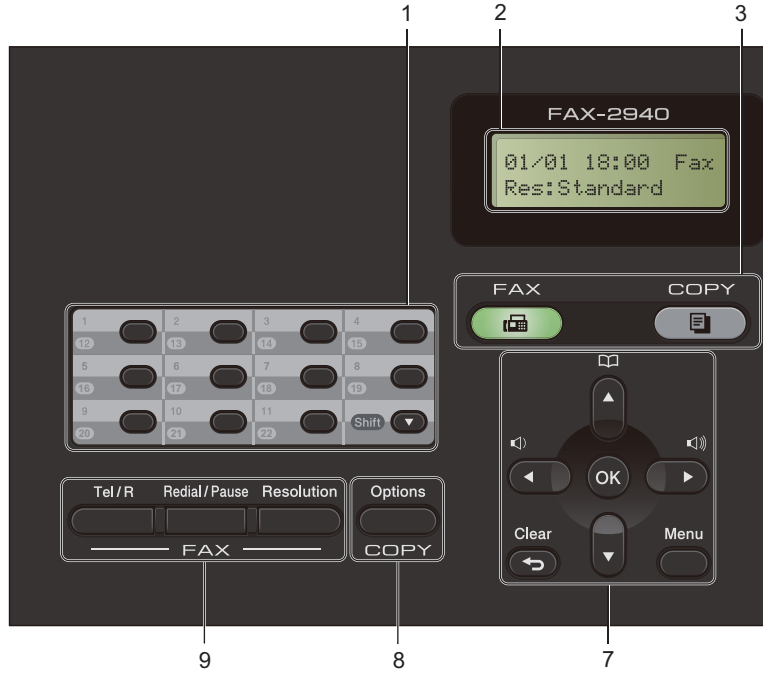
- (Windows® users only) <sup>1</sup> For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

<sup>1</sup> Microsoft® Internet Explorer® 6.0 or greater.

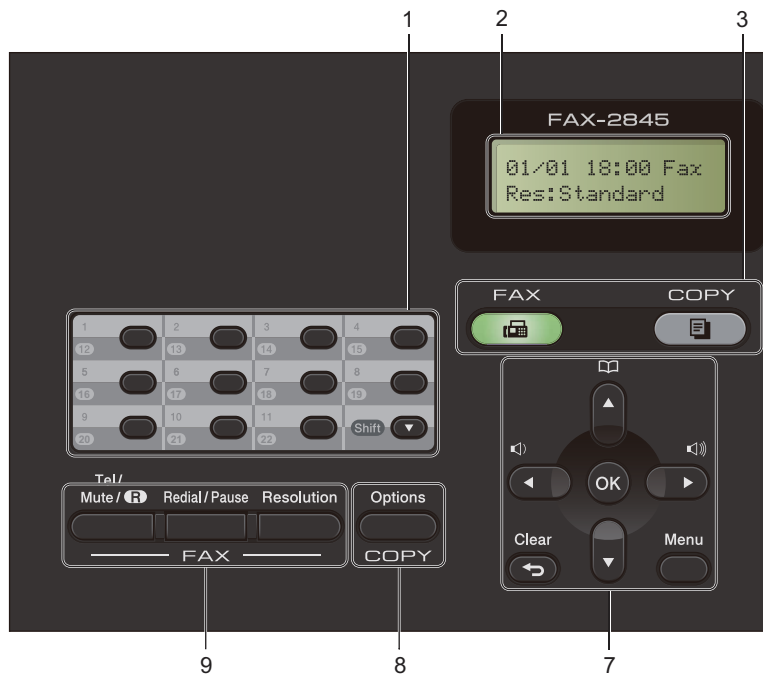
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# Control panel overview

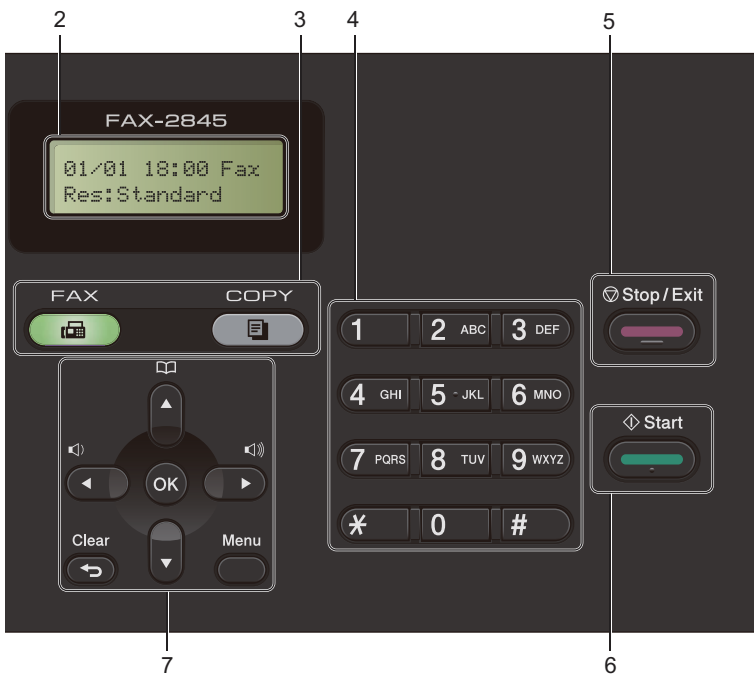
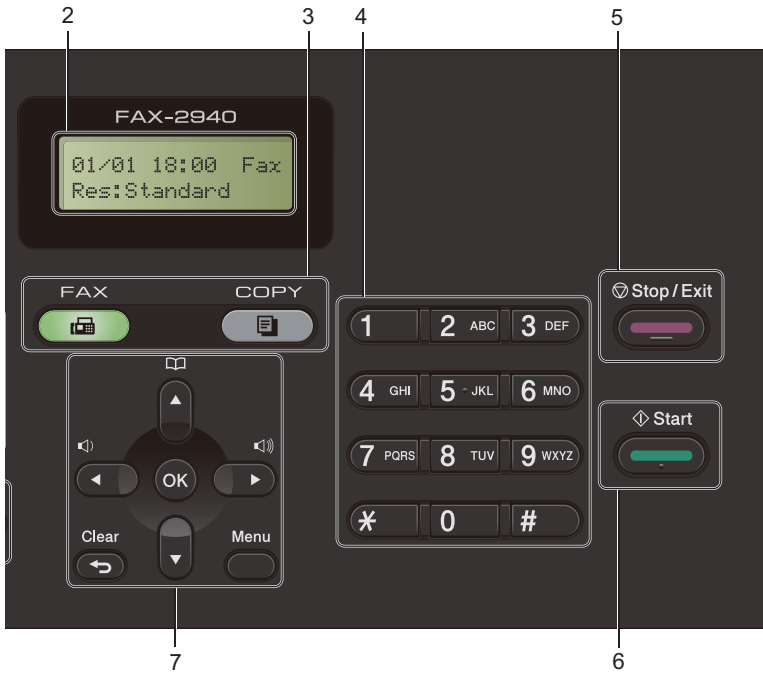
FAX-2840 and FAX-2940 have the same keys.



## FAX-2845







**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.



**COPY**

Puts the machine in COPY mode.

**4 Dial pad**

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

(For FAX-2845)

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

**5 Stop/Exit**

Stops an operation or exits from a menu.

**6 Start**

Lets you start sending faxes or making copies.

**7 Menu keys:**

**Clear**

Deletes entered data or lets you cancel the current setting.

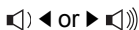
**Menu**

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

**OK**

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

**Volume keys:**



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



Press to scroll through the menus and options.



**Address Book**

Lets you access speed dial numbers directly.

**8 COPY key:**

**Options**

You can quickly and easily choose temporary settings for copying.

**9 FAX keys:**

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

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

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

(FAX-2845 only)

Lets you place calls on hold.

**Redial/Pause**

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

**Resolution**

Sets the resolution when sending a fax.

# Volume settings

## Ring volume

---

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

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

You can also change the ring volume through the menu:

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

## Beeper volume

---

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

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

## Speaker volume

---

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

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

# 2

## Loading paper

### Loading paper and print media

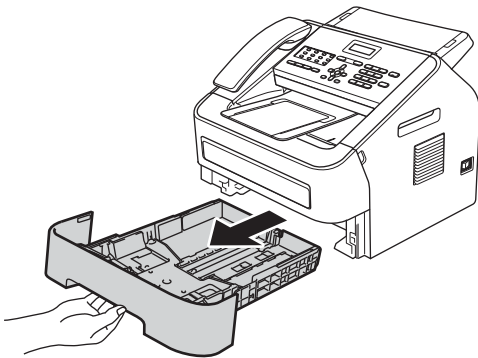
The machine can feed paper from the standard paper tray or manual feed slot.

### Loading paper in the standard paper tray

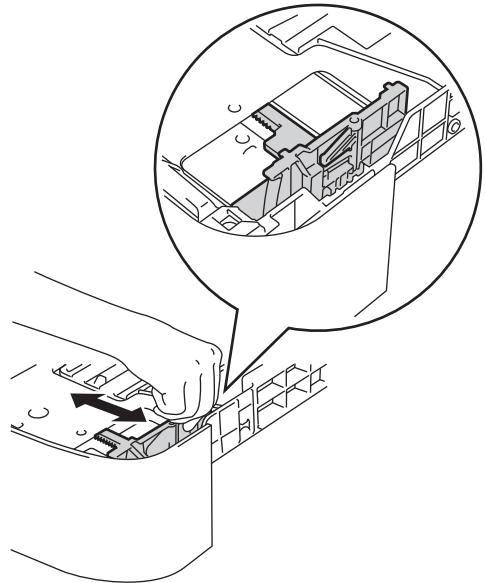
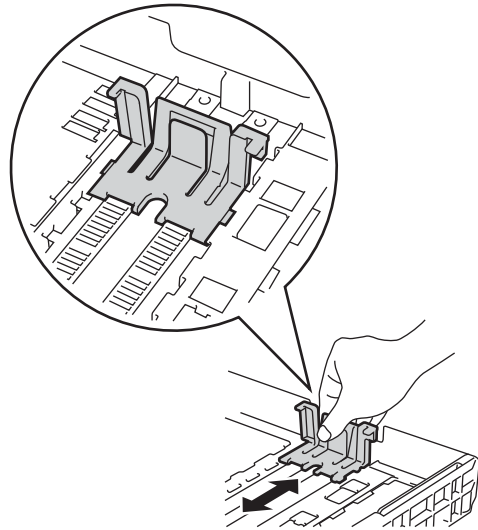
You can load up to 250 sheets. Paper can be loaded up to the maximum paper mark (▼▼▼) on the right-hand side of the paper tray. (For the recommended paper to use, see *Paper capacity of the paper trays* >> page 16.)

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

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



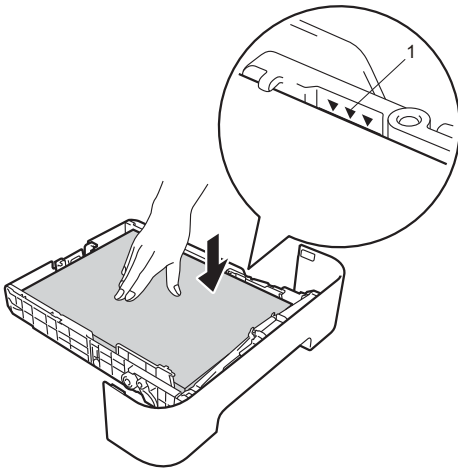
- 2 While pressing the green paper-guide release lever, slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.



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

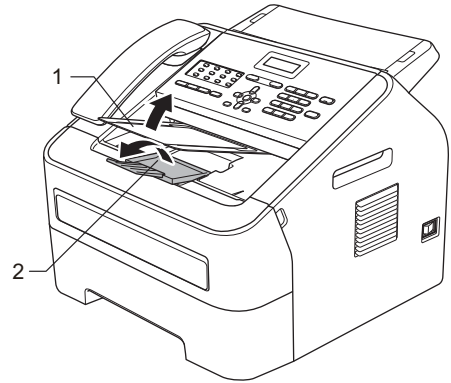


- 4 Put paper in the tray and make sure:
- The paper is below the maximum paper mark (▼▼▼) (1).  
Overfilling the paper tray will cause paper jams.
  - The side to be printed on must be *face down*.
  - The paper guides touch the sides of the paper so it will feed correctly.



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

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



## Loading paper in the manual feed slot

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

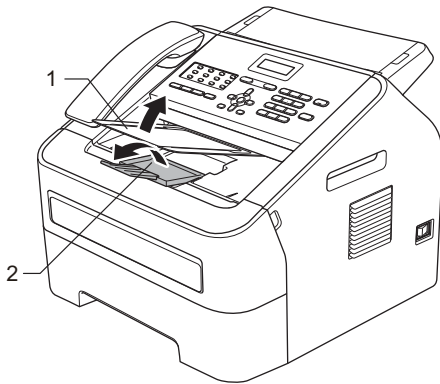


### Note

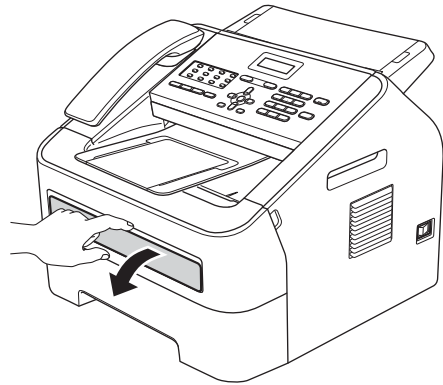
The machine automatically turns on the Manual Feed mode when you put paper in the manual feed slot.

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

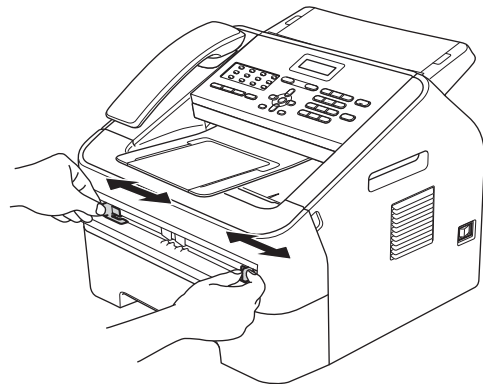
- 1 Raise the ADF document output support flap (1) and unfold the support flap (2) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



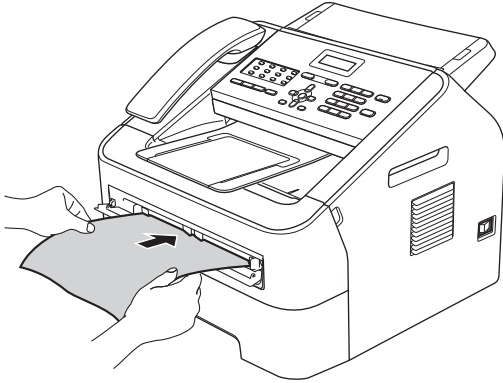
- 2 Open the manual feed slot cover.



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



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



### Printing on thick paper, bond paper, labels and envelopes

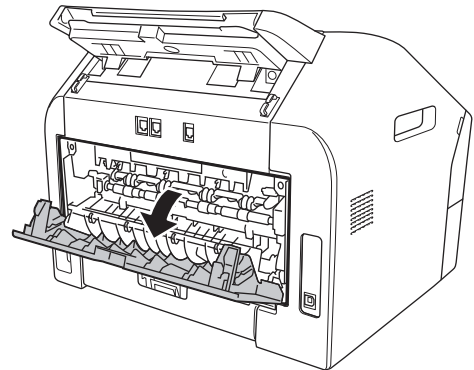
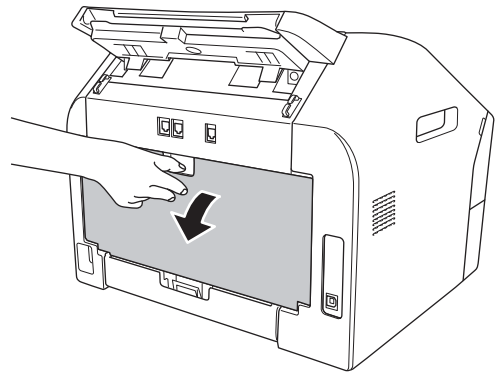
When the back output tray is pulled down, the machine has a straight paper path from the manual feed slot through to the back of the machine. Use this paper feed and output method when you want to print on thick paper, labels or envelopes.



#### Note

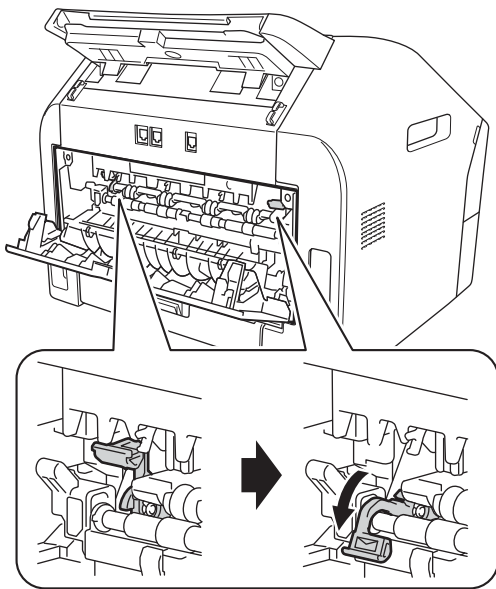
Remove each printed sheet or envelope immediately to prevent a paper jam.

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

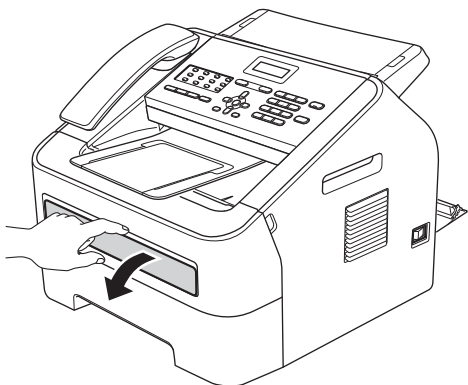


 **Note**

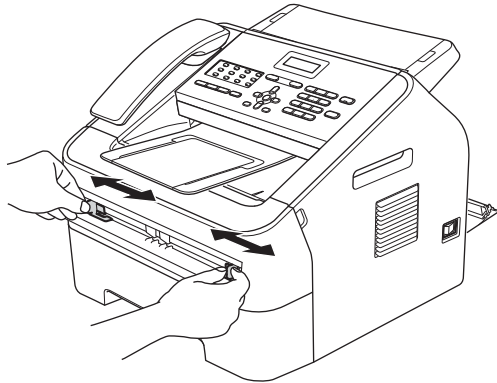
<For envelopes only>  
Pull down the two green levers, one on the left-hand side and one on the right-hand side, as shown in the following illustration.



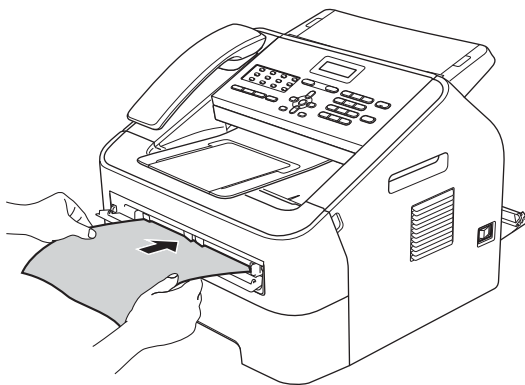
**2** Open the manual feed slot cover.



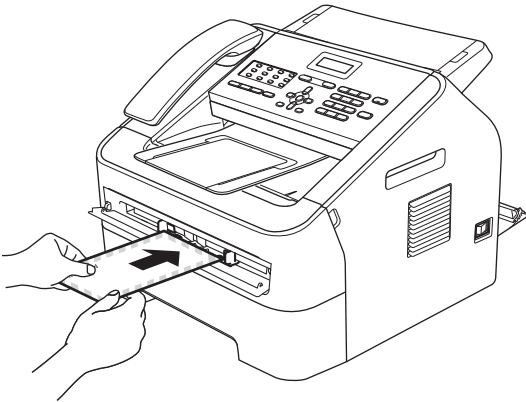
**3** Using both hands, slide the manual feed slot paper guides to the width of the paper that you are going to use.



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



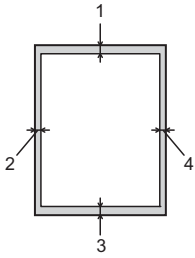


**Note**

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

## Unscannable and unprintable areas

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



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

## Paper settings

### Paper Type

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

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

### Paper Size

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

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

- 1 Press **Menu**, **1**, **2**, **2**.
- 2 Press **▲** or **▼** to choose **A4**, **Letter**, **Executive**, **A5**, **A5 L**, **A6**, **B5**, or **B6**. 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.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

## Recommended paper and print media

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

## Type and size of paper

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

### Paper capacity of the paper trays

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

### Recommended paper specifications

The following paper specifications are suitable for this machine.

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

- Only use paper made for plain paper copying.
- Only use paper that is 75 to 90 g/m<sup>2</sup>.
- 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.

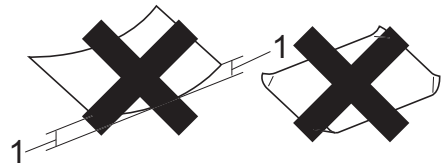
## Types of paper to avoid

### ! 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.

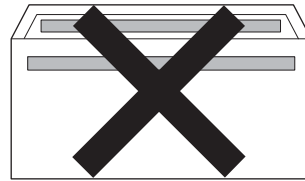
### Types of envelopes to avoid

#### ! Important

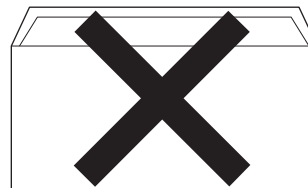
DO NOT use envelopes:

- 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

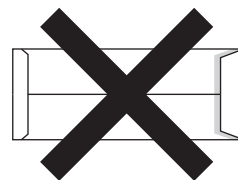
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations
- with glue on the surface as shown in the figure below



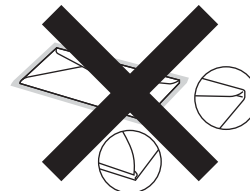
- with double flaps as shown in the figure below



- 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

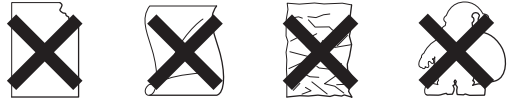
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label 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 and make copies from the ADF (Automatic Document Feeder).

### Using the automatic document feeder (ADF)

The ADF can hold up to 20 pages and feeds each sheet individually. Use standard 80 g/m<sup>2</sup> paper and always fan the pages before putting them in the ADF.

The ADF can hold up to 30 pages, if you stagger the pages and meet the following conditions:

Temperature: 20°C - 30°C

Humidity: 50% - 70%

Paper: 80 g/m<sup>2</sup>

### Document Sizes Supported

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

### Important

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



### Note

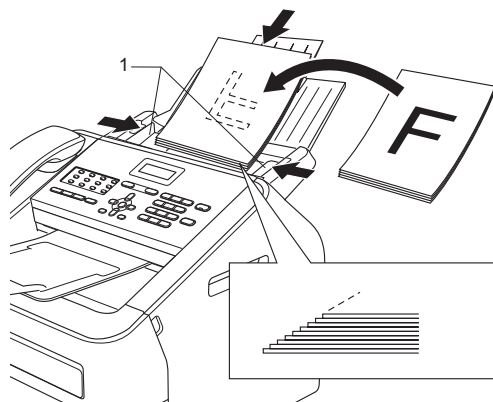
Make sure documents with correction fluid or written with ink are completely dry.

### How to load documents

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



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





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

**!** **Important**


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

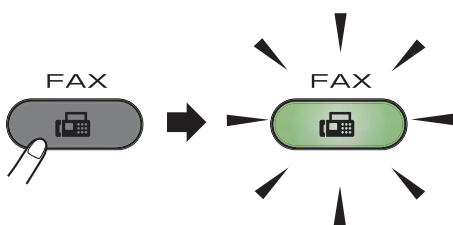
# 4

## 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 20.)
- 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
- Contrast
- Fax Resolution
- Delayed Fax
- Batch TX
- Real Time TX
- Polled TX
- Coverpg Setup
- Coverpage Note
- Overseas Mode

- 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 PXX
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

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- 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



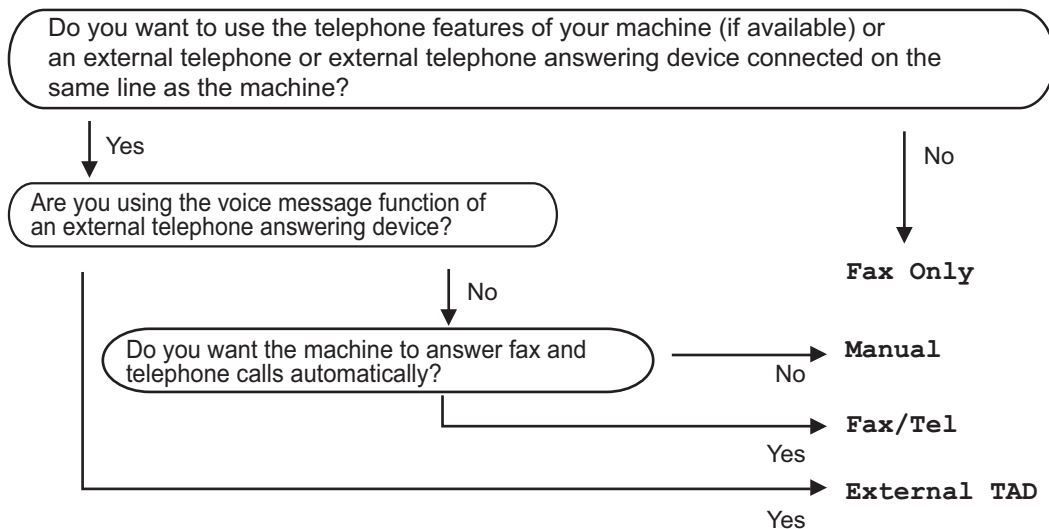
#### Note

You can use two sizes of paper for printing faxes: A4 and Letter.

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 25.)



To set the receive mode follow the instructions below:

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

The LCD will display the current receive mode.

## Using receive modes

Some receive modes answer automatically (**Fax Only** and **Fax/Tel**). You may want to change the Ring Delay before using these modes. (See *Ring Delay* >> page 26.)

### Fax Only

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

### Fax/Tel

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

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

(Also see *Ring Delay* >> page 26 and *F/T Ring Time (Fax/Tel mode only)* >> page 26.)

### Manual

**Manual** mode turns off all automatic answering functions unless you are using the BT Call Sign<sup>1</sup> feature.

<sup>1</sup> BT Call Sign is for U.K. only.

To receive a fax in Manual mode lift the handset of the external telephone or the machine (FAX-2845).

When you hear fax tones (short repeating beeps),

(FAX-2840 and FAX-2940)  
press **Start**.

(FAX-2845)  
press **Tel/Mute/R** and then **Start** if you lift the handset on the external telephone or press **Start** if you lift the handset on the machine.

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

(Also see *Fax Detect* >> page 27.)

### 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 29.)

## 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 31 and *Fax Detect* >> page 27.)


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

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

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

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

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information, see *Using Remote Codes* >> page 33.)

- 1 Make sure you are in FAX mode .
- 2 Press **Menu, 2, 1, 2**.
- 3 Press **▲** or **▼** to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).  
Press **OK**.
- 4 Press **Stop/Exit**.

## Fax Detect

---

### If FaxDetect is On:

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

### (For FAX-2845)

#### If Fax Detect is Semi:

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

If you answered at an extension or external telephone, press \*51. (See *Operation from external or extension telephones* >> page 31.)

#### If Fax Detect is Off:

If you are at the machine and answer a fax call by lifting the handset of an external telephone or the machine (FAX-2845),

(FAX-2840 and FAX-2940)  
press **Start**.

(FAX-2845)  
press **Tel/Mute/R** and then **Start** if you lift the handset on the external telephone or press **Start** if you lift the handset on the machine.


If you answered at an extension or external telephone press \*51. (See *Operation from external or extension telephones* >> page 31.)



### Note

---


- If this feature is set to *On*, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code \*51.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to *Off*.

- 1 Make sure you are in FAX mode .
- 2 Press **Menu**, **2**, **1**, **3**.
- 3 Press **▲** or **▼** to choose *On*, *Semi* (for FAX-2845) or *Off*. Press **OK**.
- 4 Press **Stop/Exit**.

# 6


## Telephone and external devices

### Voice operations (FAX-2845 only)

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

#### Making a telephone call

---

- 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.

#### Mute

---

- 1 Press **Tel/Mute/R** 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

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

---

### Telephone line services

#### Setting the telephone line type

---

If you are connecting the machine to a line that features a PBX or ISDN to send and receive faxes, it is necessary to change the Telephone Line Type accordingly by completing the following steps. If you are using a line that features a PBX, you can set your machine so that it always accesses the outside line (using the prefix you entered), or accesses the outside line when **Tel/R** is pressed or **Tel/Mute/R** and **Shift** are pressed at the same time (FAX-2845 only).

- 1 Press **Menu, 0, 6**.
- 2 Press **▲** or **▼** to choose **PBX, ISDN** (or **Normal**). Press **OK**.
- 3 Do one of the following:
  - If you chose **ISDN** or **Normal**, go to step **7**.
  - If you chose **PBX**, press **OK** and go to step **4**.
- 4 Do one of the following:
  - If you want to change the current prefix number, press **1** and go to step **5**.
  - If you do not want to change the current prefix number, press **1** and then **OK**. Go to step **6**.
- 5 Enter the prefix number (up to 5 digits) on the dial pad. Press **OK**.



**Note**

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

(Press **Tel/R** or **Tel/Mute/R** and **Shift** at the same time (FAX-2845 only) to display “!”.)

- You cannot use ! with any other numbers or characters.
- If you choose **On**, pressing **Tel/R** or **Tel/Mute/R** and **Shift** at the same time (FAX-2845 only) (the screen displays “!”.) will let you access an outside line.
- If you choose **Always**, you can access an outside line without pressing **Tel/R** or **Tel/Mute/R** and **Shift** at the same time (FAX-2845 only).

- Press ▲ or ▼ to choose **On** or **Always**. Press **OK**.

- Press **Stop/Exit**.

**PBX and TRANSFER**

The machine is initially set to **Normal**, which lets the machine connect to a standard PSTN (Public Switched Telephone Network) line. However, many offices use a central telephone system or Private Branch Exchange (PBX). Your machine can be connected to most types of PBX. The machine's recall feature supports timed break recall only (TBR). TBR will work with most PBX systems allowing you to gain access to an outside line, or transfer calls to another extension. The feature works when **Tel/R** is pressed or **Tel/Mute/R** and **Shift** are pressed at the same time (FAX-2845 only).

## Connecting an external TAD

You can connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will “listen” for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the display will show **Telephone** for FAX-2840 and FAX-2940 or **Ext. Tel in Use** for FAX-2845.

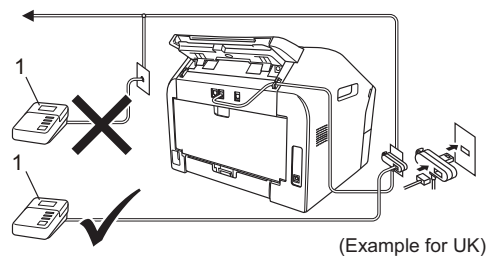
The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will only send CNG tones for eight to ten more seconds. We do not recommend using the toll saver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

**Note**

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

## Connections

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



1 TAD

- 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 24.)

## Recording an outgoing message (OGM)

---

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



### Note

---

- You need to turn the Remote Codes setting to on to use the Fax Activation Code \*51. (See *Using Remote Codes* >> page 33.)
  - We recommend beginning your OGM with an initial 5 second silence because the machine may not hear the fax tones over a voice. You may try leaving out this pause, but if your machine has trouble receiving, then you should re-record the OGM to include it.
- 

## Multi-line connections (PBX)

---

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

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

## External and extension telephones

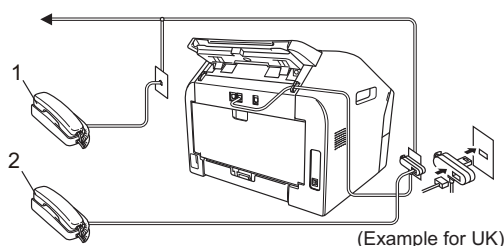


### Note

You need to turn the Remote Codes setting to on to use the Remote Activation Code \*51 and Remote Deactivation Code #51. (See *Using Remote Codes* >> page 33.)

## Connecting an external or extension telephone

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



1 Extension telephone

2 External telephone

When you are using an external telephone, the LCD shows *Telephone* for FAX-2840 and FAX-2940 or *Ext. Tel in Use* for FAX-2845.

## Operation from external or extension telephones

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

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

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

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



### Note

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* >> page 27.)

## For Fax/Tel mode only

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

Lift the external telephone's handset, and then press **Tel/R** or **Tel/Mute/R** to answer.

(For FAX-2845 only)

Lift the machine's handset to answer.

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

## Using extension telephones (U.K. only)

Your premises may already be wired with parallel extension telephones (those connected to sockets in other rooms in the building), or perhaps you intend to add extension telephones to your line. While the simplest arrangement is a parallel connection, there are some reasons why this arrangement may cause problems.

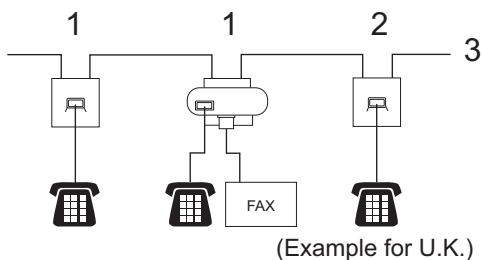
The most common problem is someone picking up an extension telephone while the machine is trying to send a fax.

Such problems can easily be eliminated, if you arrange modification of your extension wiring circuit, such that extension devices are connected “downstream” of your machine, in a master/slave configuration (see *figure 2*). In such a configuration, this machine can always detect whether a telephone is in use, so it will not attempt to seize the line during that time. This is known as “telephone off-hook detection”.

The inadvisable configuration is shown in *figure 1*, and the recommended master/slave configuration is shown in *figure 2*.

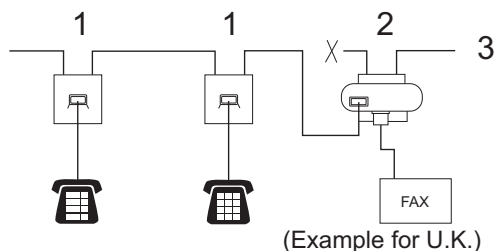
This new connection configuration can be arranged by contacting BT, Kingston upon Hull Telecommunications, your PBX maintainer or a qualified telephone installation company as appropriate. Simply explained, the extension telephone circuit should be terminated on a normal modular plug (BT 431A style), which in turn should be inserted into the modular socket of the white “T”-shaped connector provided as part of the line cord assembly.

**Figure 1: Inadvisable connection**



- 1 Extension socket
- 2 Master socket
- 3 Incoming line

**Figure 2: Recommended connection of extension sockets**



- 1 Extension socket
- 2 Master socket
- 3 Incoming line

These phones are now connected as *external devices* as shown on page 31, because they are connected to the fax machine via the T-connector.

## Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the machine through the T-piece connection (see *Connecting an external or extension telephone* >> page 31) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, lift the cordless handset and then go to the machine so you can press **Tel/R** or **Tel/Mute/R** to transfer the call to the cordless handset.

## Using Remote Codes

### Remote Activation Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by pressing the Remote Activation Code \*51. Wait for the chirping sounds then replace the handset. (See *Fax Detect* >> page 27.)

(For FAX-2840 and FAX-2940)

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

(For FAX-2845)

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

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

### Remote Deactivation Code

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

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


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

(FAX-2845 only)

you can take the call at the machine by lifting the machine's handset.

### Turning on the Remote Codes


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

- 1 Make sure you are in FAX mode .

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

### Changing the Remote Codes

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

- 1 Make sure you are in FAX mode .
- 2 Press **Menu, 2, 1, 4**.
- 3 Press **▲** or **▼** to choose **On** or **Off**. Press **OK**.
- 4 If you chose **On** in step 3, enter the new Remote Activation Code. Press **OK**.
- 5 Enter the new Remote Deactivation Code. Press **OK**.
- 6 Press **Stop/Exit**.

# 7

## Dialling and storing numbers

### How to dial

You can dial in any of the following ways.

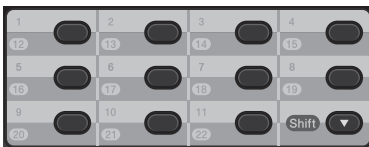
#### Manual dialling

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




#### One Touch dialling

Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* >>> page 35.)



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 36.)



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 35 and *Storing Speed Dial numbers* >> page 36.)

- 1 Press  (**Address Book**) twice.
- 2 Press the dial pad key for the first few letters of the name. (See *Entering text* >> page 104.) 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.

(For FAX-2845)

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 dialed from the control panel.

## Storing numbers

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

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

## Storing a pause

Press **Redial/Pause** to insert a 2.8-second pause between numbers. You can press **Redial/Pause** as many times as needed to increase the length of the pause.

## Storing One Touch Dial numbers


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




- 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 104.  
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 104.  
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**.

## (For FAX-2845) Tone or Pulse

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


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

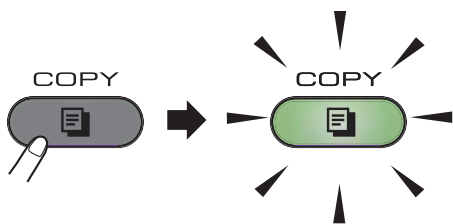
# 8

## Making copies

### How to copy

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

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



- 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 20.)
- 3 Press **Start**.

### Stop copying

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

### Copy settings

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

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

You can change the following copy settings:

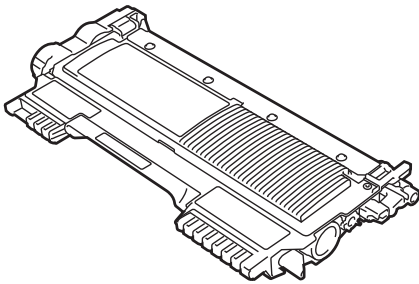
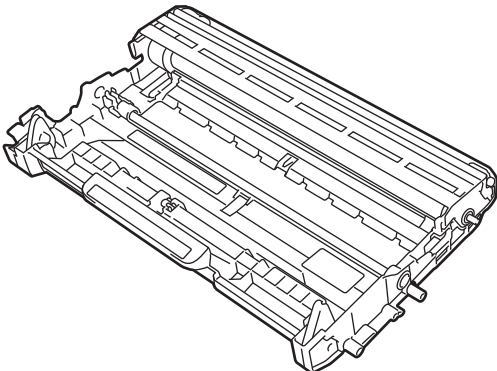
- Quality
- Stack/Sort
- Brightness
- Contrast
- Enlarge/Reduce
- Page Layout
- Manual Duplex (2-sided)

# 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 40 and *Replacing the drum unit* >> page 45.)

Toner cartridge	Drum unit
See <i>Replacing the toner cartridge</i> >> page 40. Model Name: TN-2210, TN-2220	See <i>Replacing the drum unit</i> >> page 45. Model Name: DR-2200
	

#### 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. (See *Product Safety Guide: Recycling information in accordance with the WEEE (2002/96/EC) and Battery (2006/66/EC) Directives.*)
- 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.

## Replacing the toner cartridge

Model Name: For the model name of toner cartridges, see *Replacing the consumable items* >> page 39.

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

The toner cartridge that comes supplied with the machine will need to be replaced after approximately 1,000 pages<sup>1</sup>.

<sup>1</sup> 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 49.
- 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*.)

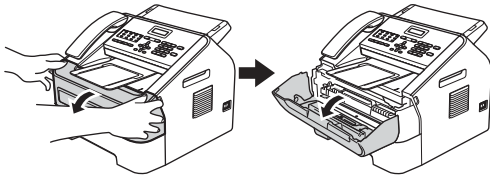
## Toner Ended

`Toner Ended`

The machine stops printing until you replace the toner cartridge with a new one. (See *Replacing the toner cartridge* >> page 41.)

## 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

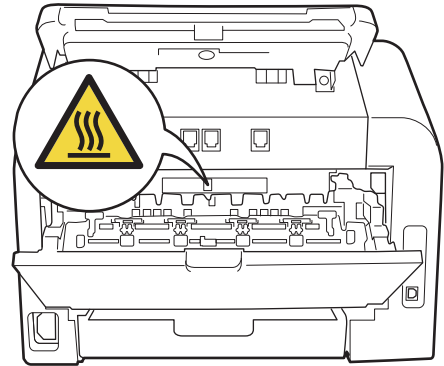
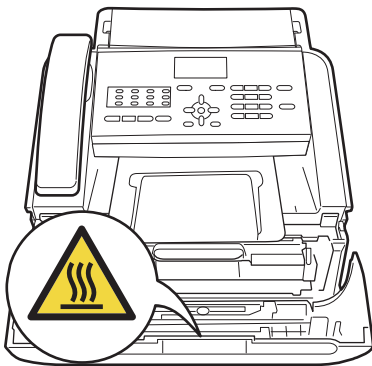
(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

## ⚠ WARNING

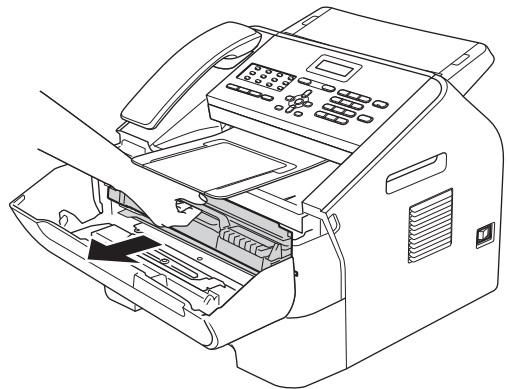


### HOT SURFACE

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.



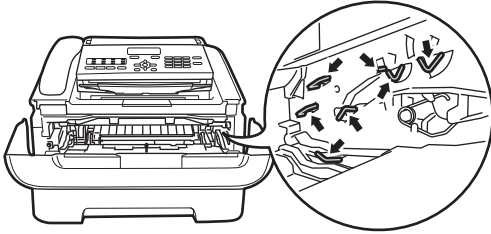
- 3 Take out the drum unit and toner cartridge assembly.



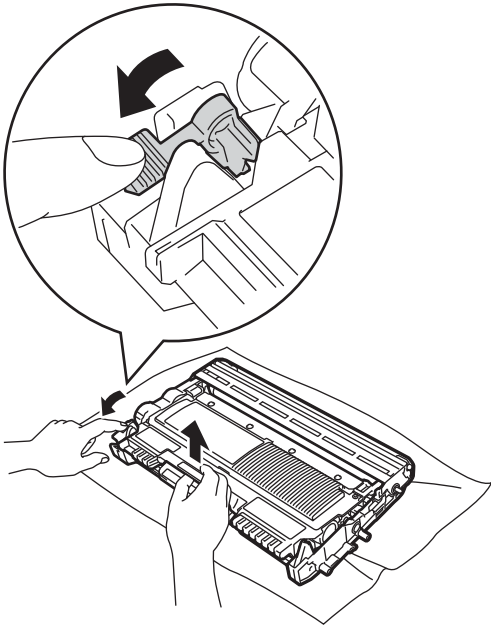
## ⚠ Important

- 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.

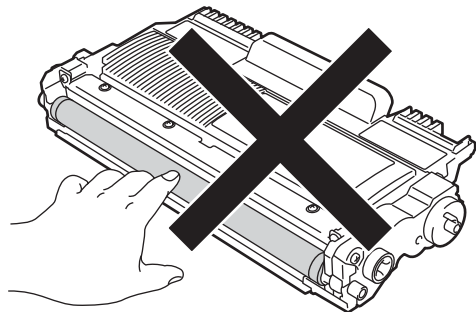
DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.  
(See Product Safety Guide: *General precautions*.)

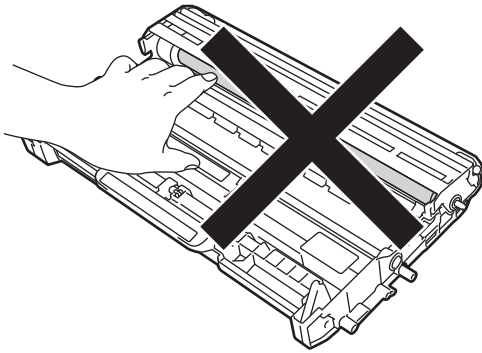


Be careful not to inhale toner.

## **!** Important

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

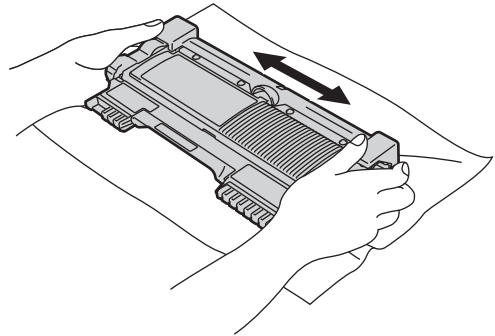




### Note

- 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. (See Product Safety Guide: *Recycling information in accordance with the WEEE (2002/96/EC) and Battery (2006/66/EC) Directives.*)

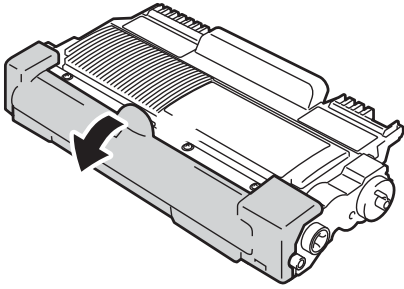
5. **Unpack the new toner cartridge.** Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



### Important

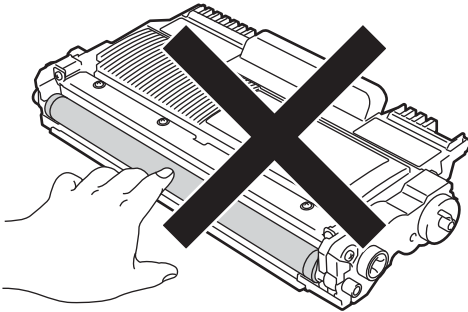
- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.
- Brother machines are designed to work with toner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

- 6 Pull off the protective cover.

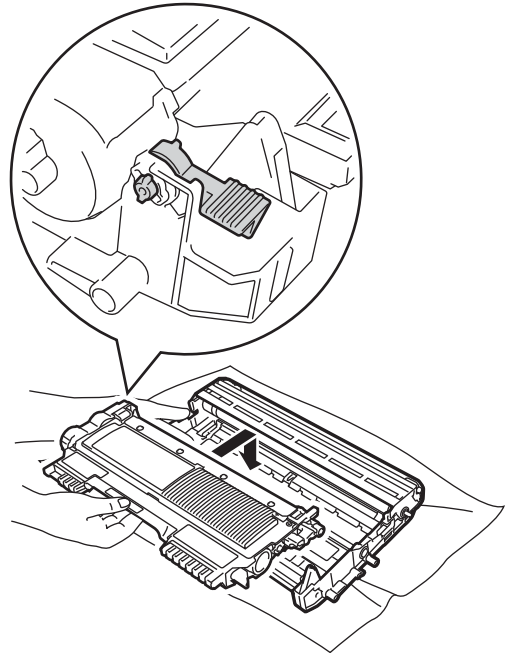
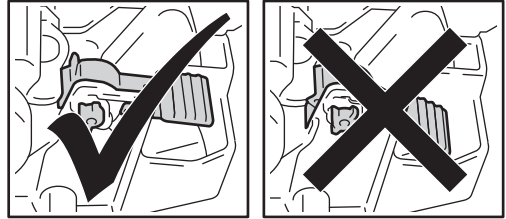


**!** Important

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



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

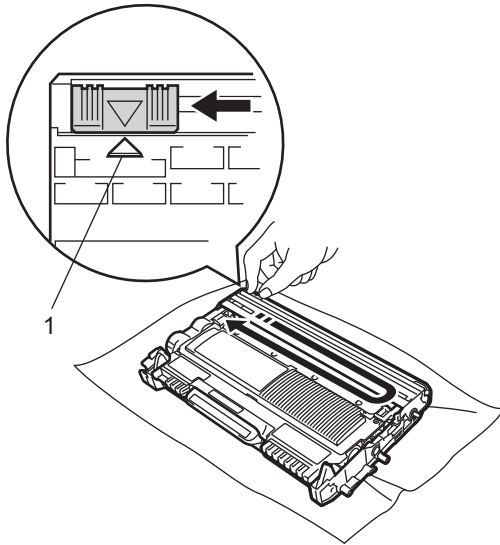


 Note

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



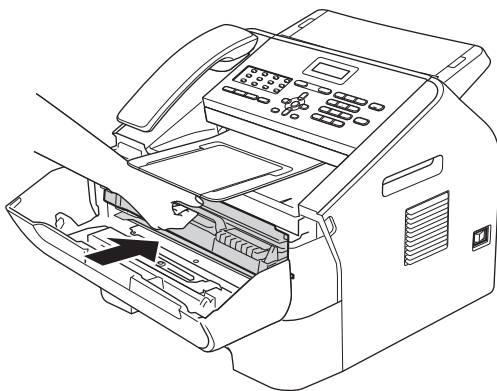
- 8 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



**Note**

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

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



**Note**

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

## Replacing the drum unit

Model name: DR-2200

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 52.)

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.

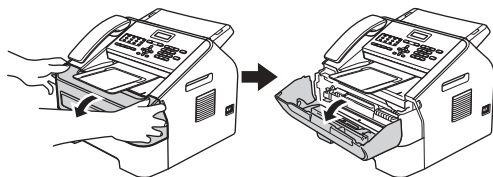
After replacing, reset the drum counter by following the instructions included with the new drum unit.

## 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 49.)
- 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 FAX-2845)

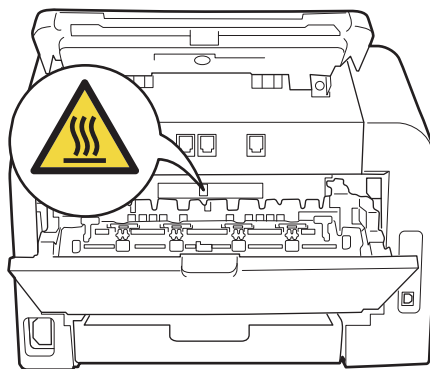
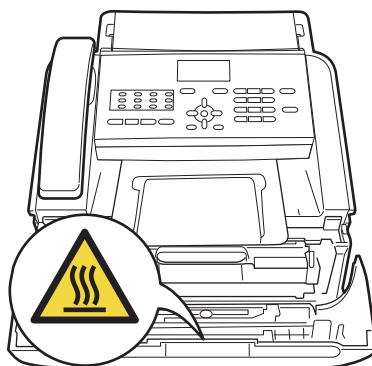
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

## WARNING

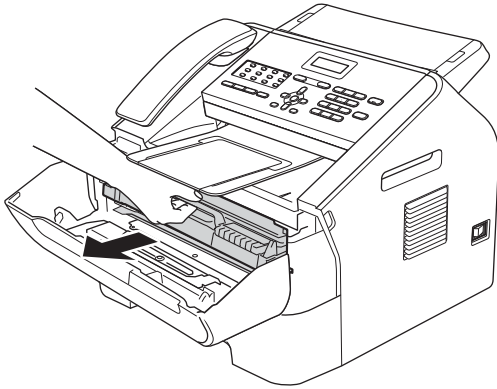


### HOT SURFACE

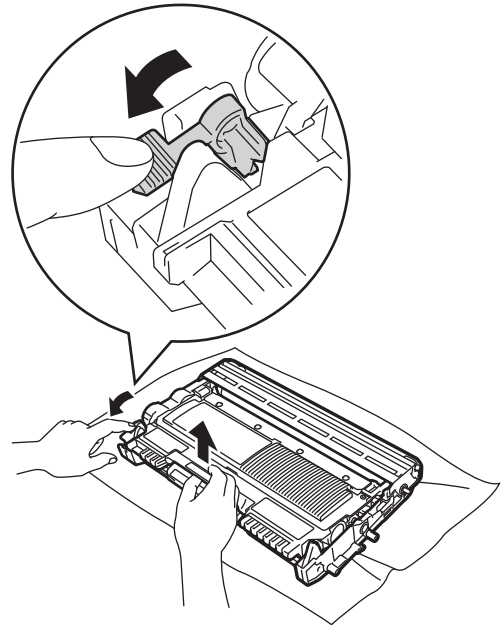
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



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

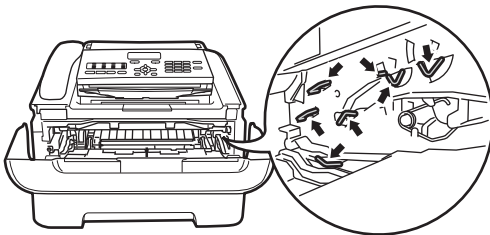


- 4 Push down the green lock lever and take the toner cartridge out of the drum unit.



**! 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.

A

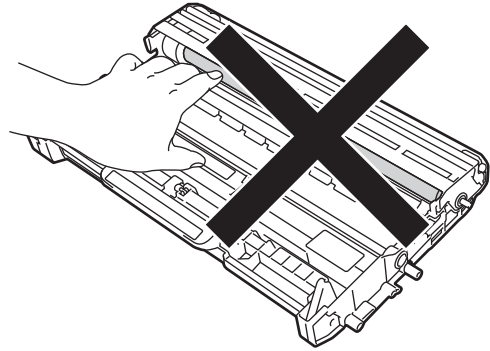
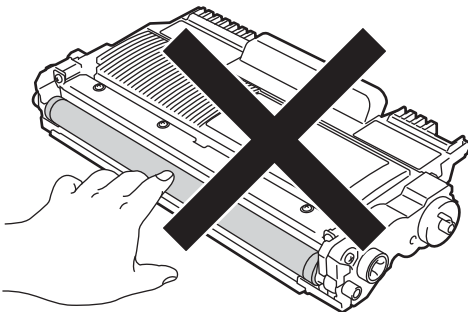
DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.  
(See Product Safety Guide: *General precautions*.)



Be careful not to inhale toner.

### ! Important

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

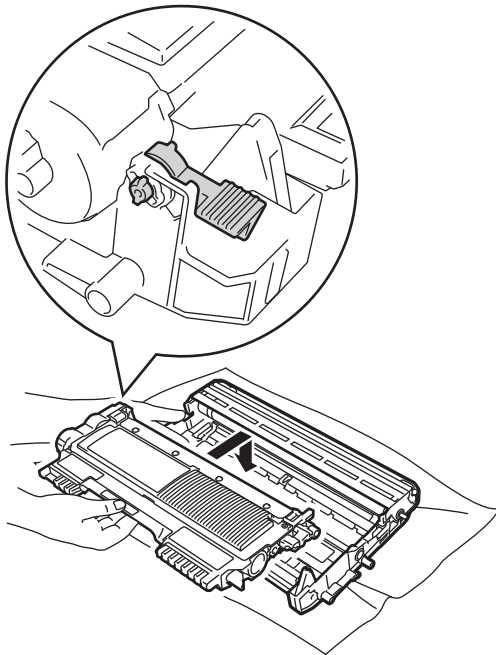
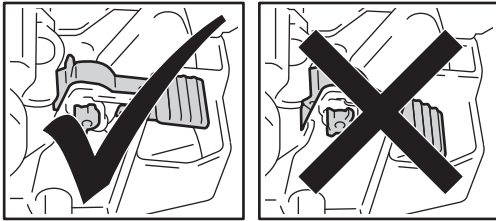


### Note

- 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. (See Product Safety Guide: *Recycling information in accordance with the WEEE (2002/96/EC) and Battery (2006/66/EC) Directives*.)

- 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.

## 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.

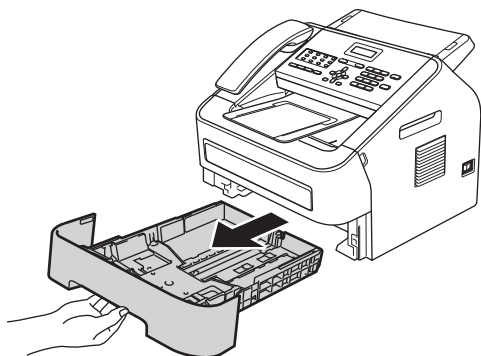
## Cleaning the outside of the machine

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

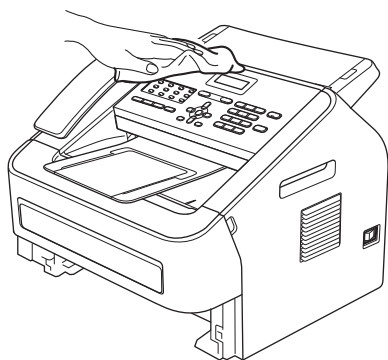
### Note

(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

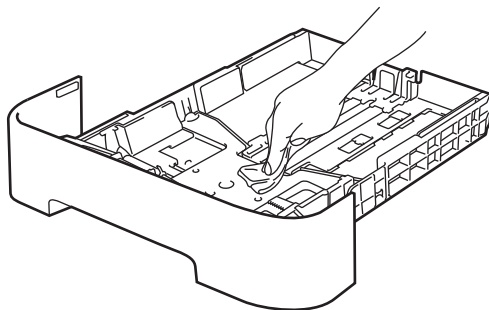
- 2 Pull the paper tray completely out of the machine.



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



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



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

## Cleaning the scanner glass

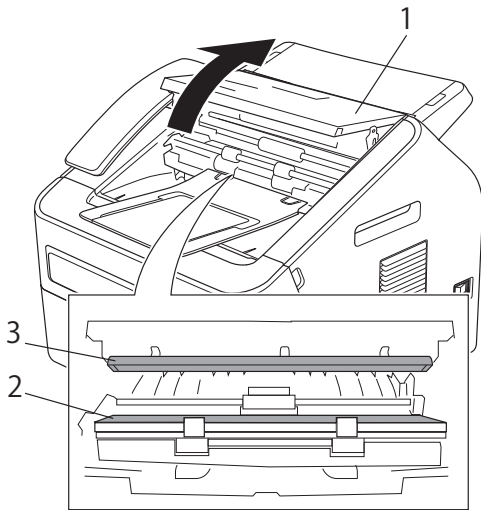
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.

### Note

(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

- 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.

## Cleaning the document feed



- 3 Close the control panel cover.



### Note

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

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

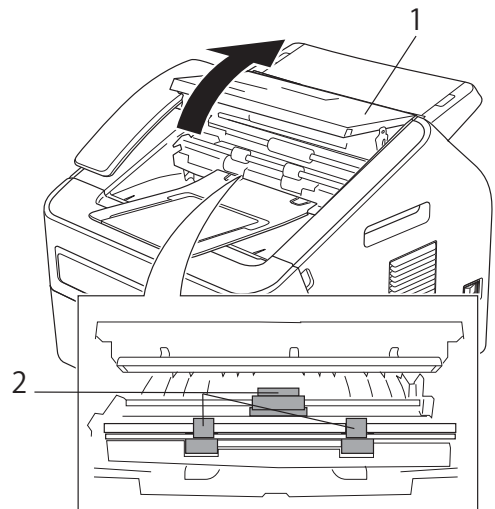
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.



### Note

(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

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

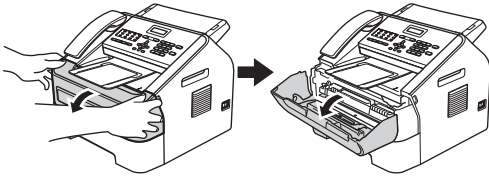


- 3 Close the control panel cover.

## 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

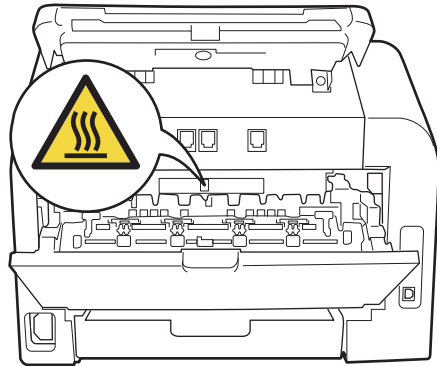
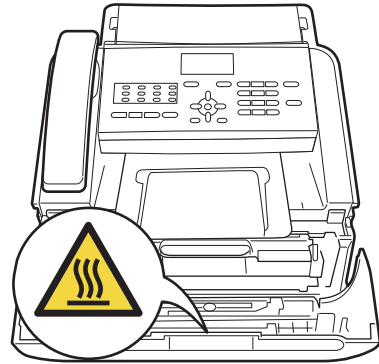
(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

## ⚠ WARNING

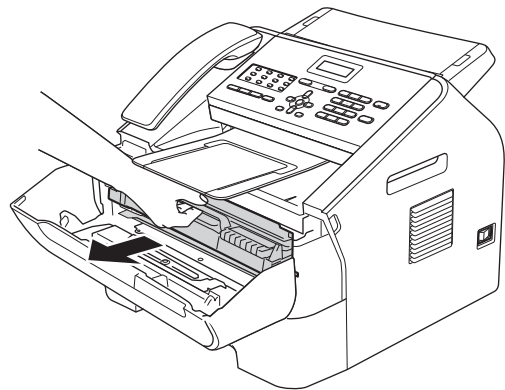


### HOT SURFACE

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



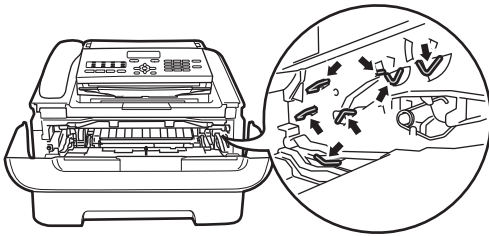
- 3 Slowly take out the drum unit and toner cartridge assembly.





### ! Important

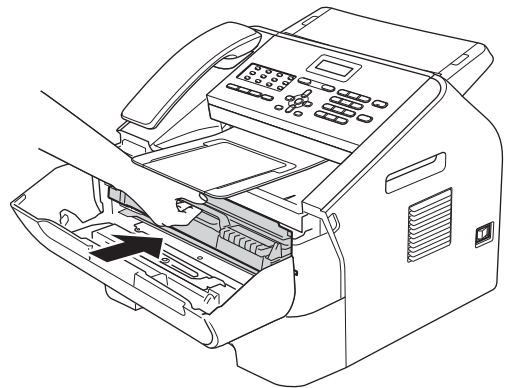
- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it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



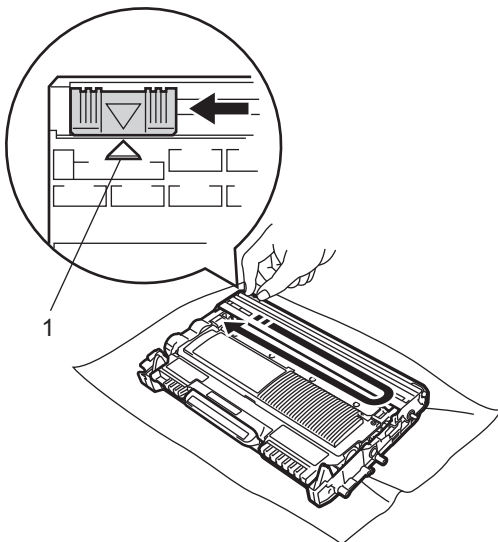
### Note

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.



- 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.

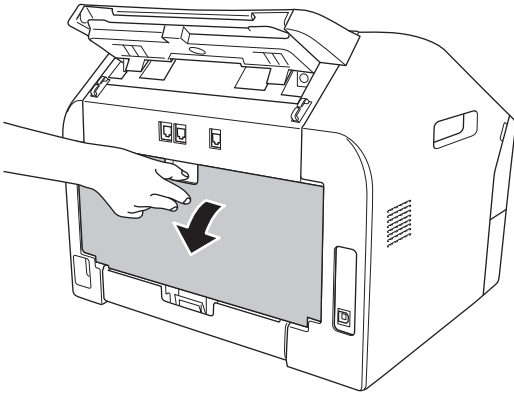


## Cleaning the drum unit

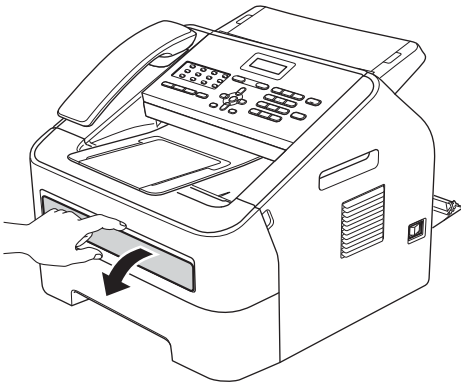
If you have print quality problems, the drum may have foreign material, such as glue from a label stuck on the drum surface. Follow the steps below to solve the problem.

- 1 Prepare a few sheets of A4 or Letter size paper.
- 2 Make sure the machine is in Ready mode.

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

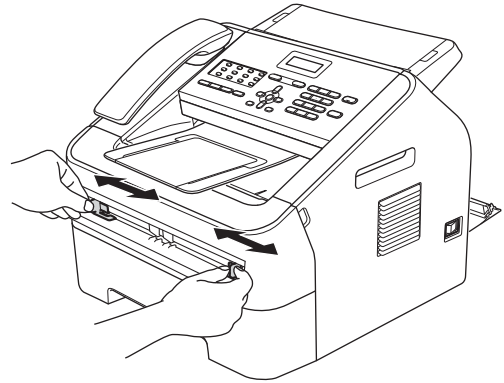


- 4 Open the manual feed slot cover.

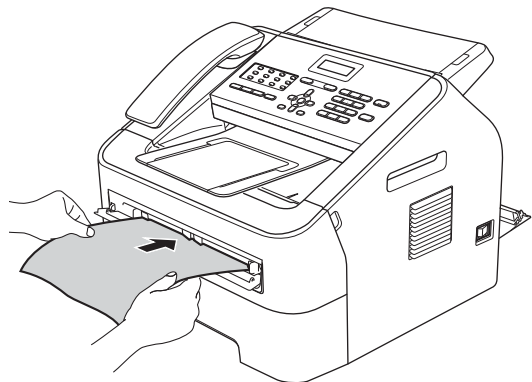


- 5 Press **Clear** and **Menu** at the same time. The Drum Cleaning message will appear on the LCD.

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



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



 **Note**

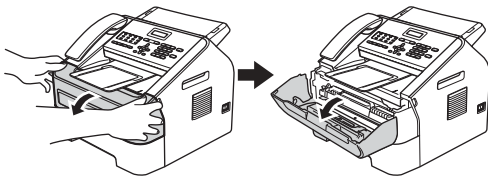
- The machine makes a mechanical noise during the Drum Cleaning process because the machine rotates the drum in reverse. This noise is not due to a malfunction of the machine.
- DO NOT put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.

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

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

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

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



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



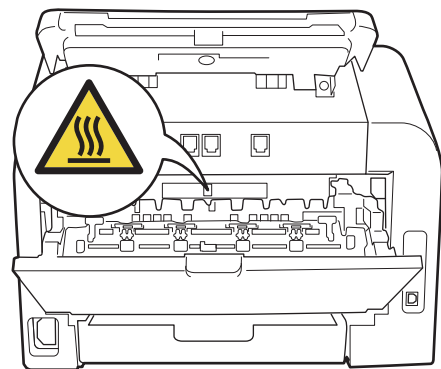
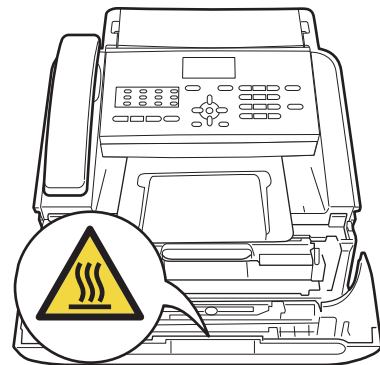
**Note**

(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

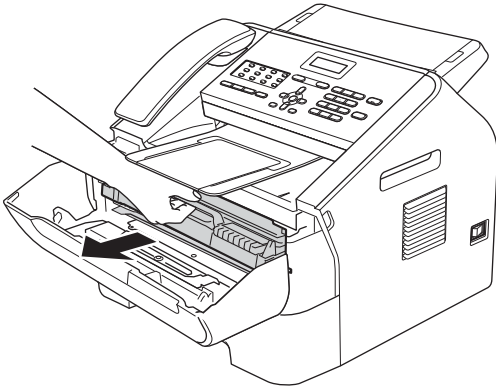
**! WARNING**

**! HOT SURFACE**

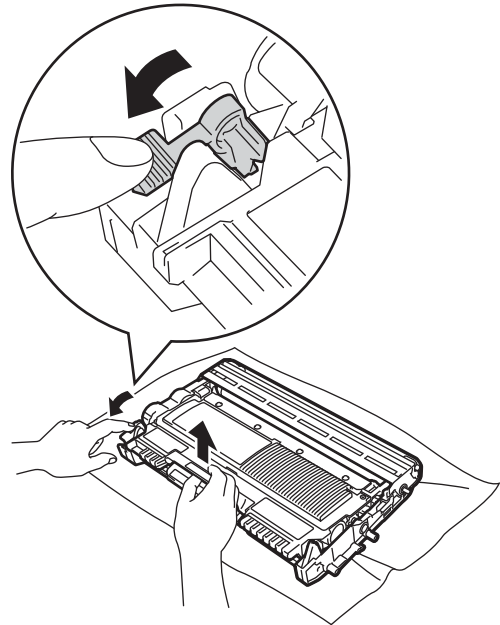
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



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



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

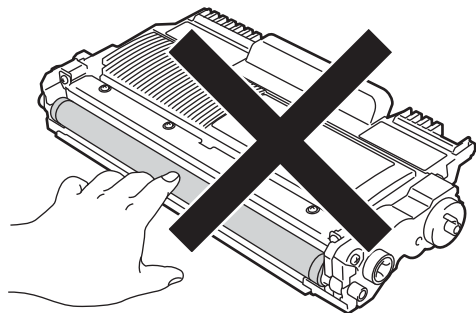
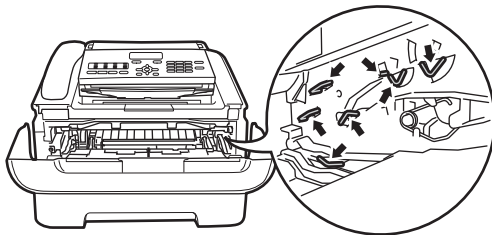


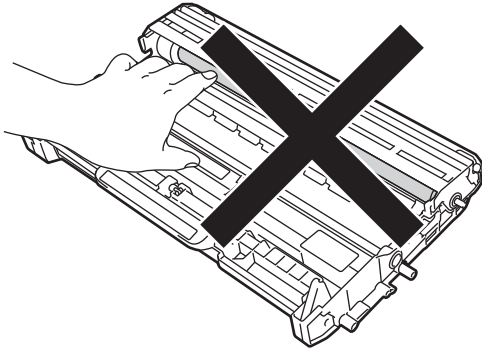
**! Important**

- 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.

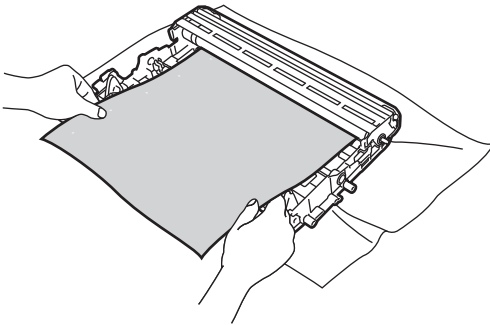
**! Important**

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

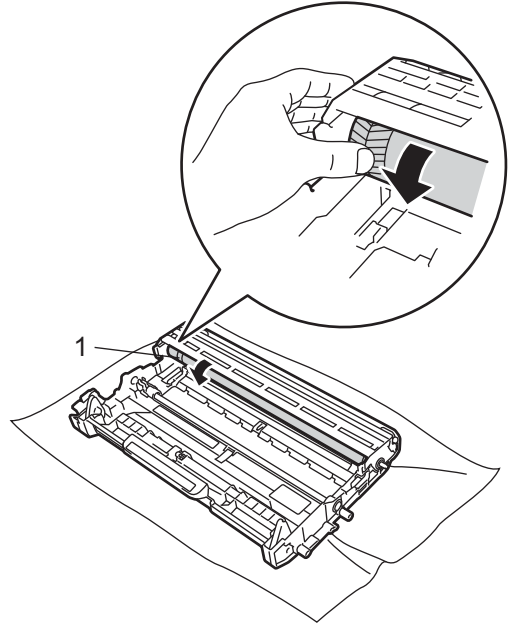




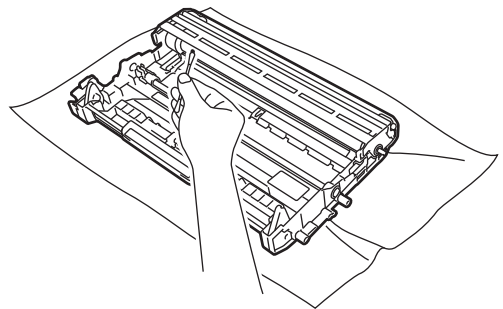
- 5 Put the print sample in front of the drum unit, and find the exact position of the poor print.



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

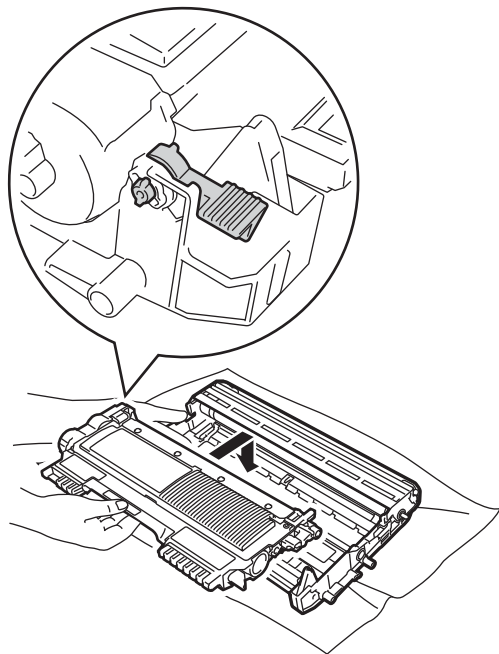


- 7 When you have found the mark on the drum that matches the print sample, wipe the surface of the drum roller with a dry cotton swab until the dust or glue on the surface comes off.

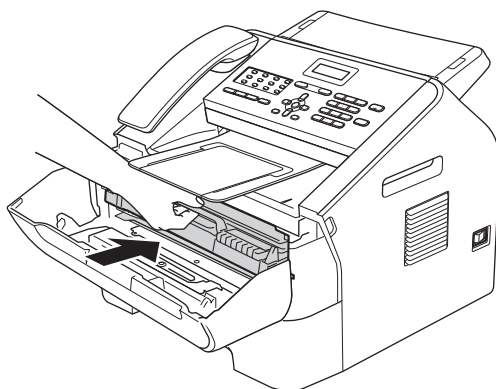


- Important**  
DO NOT clean the surface of the photosensitive drum with a sharp object.

- 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.



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



- 10 Close the front cover.

## Cleaning the paper pick-up rollers

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

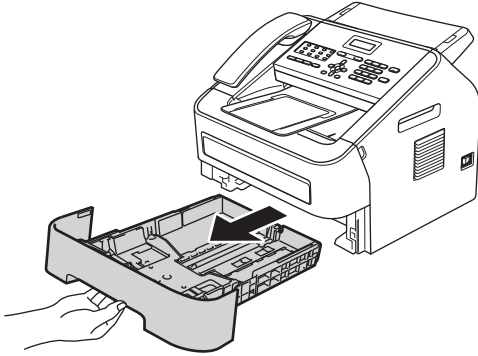
- 1 Turn off the machine. Unplug the power cord from the electrical socket.



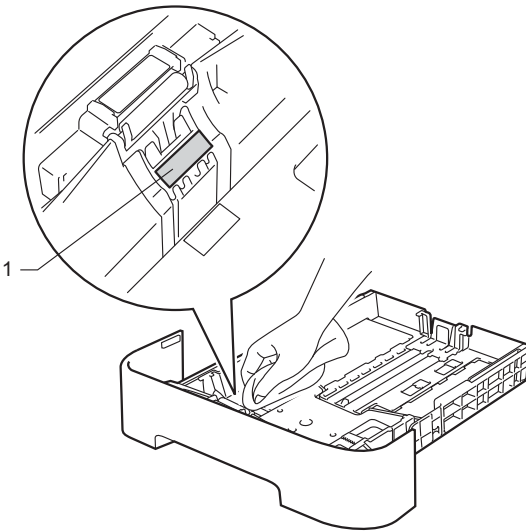
### Note

(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

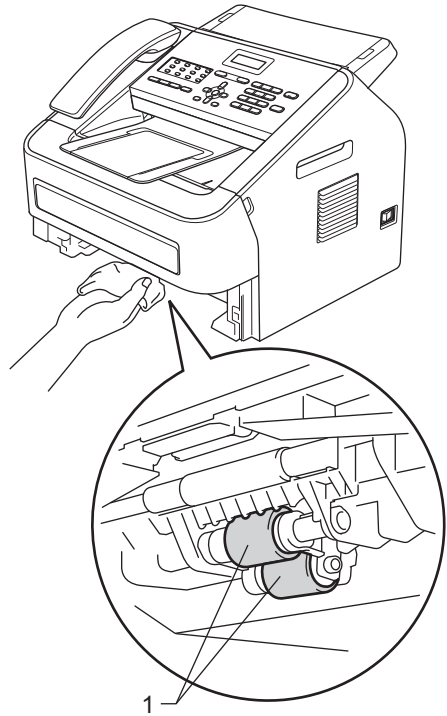
- 2 Pull the paper tray completely out of the machine.



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



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



- 5 Put the paper tray back in the machine.
- 6 Plug the machine's power cord back into the electrical socket. Turn on the machine.

# Checking the machine

## Checking the Page Counters

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

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

## Checking the remaining life of parts

---

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

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



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

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

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

## Identifying your problem

First, check the following:

- The machine's power cord is connected correctly and the machine's power switch is turned on. If the machine does not turn on after connecting the power cord, see *Other difficulties* >> page 81.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- LCD Messages  
(See *Error and maintenance messages* >> page 62.)

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 80
- *Printing received faxes* >> page 77

Telephone and Fax problems:

- *Telephone line or connections* >> page 77
- *Handling incoming calls* >> page 79
- *Receiving Faxes* >> page 78
- *Sending faxes* >> page 79

Copying problems:

- *Copying difficulties* >> page 80

## 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
BT Call Sign On (U.K. only)	BT Call Sign is set to On. You cannot change the Receive Mode from Manual to another mode.	Set BT Call Sign to Off. See Advanced User's Guide: <i>BT Call Sign (U.K. only)</i> .
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>(For FAX-2840 and FAX-2845) See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 67 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-2940) 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.

Error Message	Cause	Action
Cover is Open	The Control panel cover is not completely closed.	Close the Control panel cover of the machine.
Cover is Open	The Control panel cover was open when you loaded a document.	Close the Control panel cover of the machine, then press <b>Stop/Exit</b> .
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"> <li>■ Close the fuser cover of the machine.</li> <li>■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press <b>Start</b>.</li> </ul>
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 68 or <i>Using the automatic document feeder (ADF)</i> >> page 20.
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 52.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> >> page 45.)
EL Error	The machine has a mechanical problem.	Open the front cover and close it again.
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 FAX-2845) 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> &gt;&gt; page 67 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-2940) 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	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>■ (For FAX-2840 and FAX-2845) 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> &gt;&gt; page 67 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.</li> <li>(For FAX-2940) 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.</li> <li>■ If the problem continues, call Brother Customer Service or your local Brother dealer.</li> </ul>
Jam Inside	The paper is jammed inside the machine.	(See <i>Paper is jammed inside the machine</i> >> page 72.)
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 69.)
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 68.)
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"> <li>■ Refill the paper in the paper tray and press <b>Start</b>.</li> <li>■ Remove the paper and load it again. Then press <b>Start</b>.</li> <li>■ 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> &gt;&gt; page 58.)</li> </ul>
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><b>Fax sending or copy operation in process</b></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Press <b>Start</b> to send or copy the scanned pages.</li> <li>■ Press <b>Stop/Exit</b> and wait until the other operations in progress finish, and then try again.</li> <li>■ Clear the faxes from the memory.</li> </ul> <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>
Print Unable XX	The machine has a mechanical problem.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ (For FAX-2840 and FAX-2845) See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 67 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.</li> <li>(For FAX-2940) 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.</li> <li>■ If the problem continues, call Brother Customer Service or your local Brother dealer.</li> </ul>
Replace Drum	It is time to replace the drum unit.	<p>Replace the drum unit.</p> <p>(See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</p>
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 <b>Stop</b>, 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> &gt;&gt; page 40.)</p> <p>If you have set the Toner setting to <b>Continue</b>, the machine will continue to print data until the LCD shows <b>Toner Ended</b>. For how to operate the machine in Continue mode, see <i>Advanced User's Guide: Toner Settings</i>.</p>



Error Message	Cause	Action
Scan Unable XX	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>■ (For FAX-2840 and FAX-2845) See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 67 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.</li> <li>(For FAX-2940) 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.</li> <li>■ If the problem continues, call Brother Customer Service or your local Brother dealer.</li> </ul>
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" ( <b>Menu, 1, 2, 2</b> ). (See <i>Paper Size</i> >> page 15.)
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 40.)
Toner Low	If the LCD shows <b>Toner Low</b> 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 <b>Replace Toner</b> or <b>Toner Ended</b> .

## Transferring your faxes or Fax Journal report

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If the LCD shows:

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

(For FAX-2840 and FAX-2845)

If it is necessary to disconnect the machine from the AC power outlet, we recommend transferring your faxes to another fax machine before you unplug the machine. (See *Transferring faxes to another fax machine* >> page 67.)

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 67.)



### Note

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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.

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## 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 Fax Journal report to another fax machine

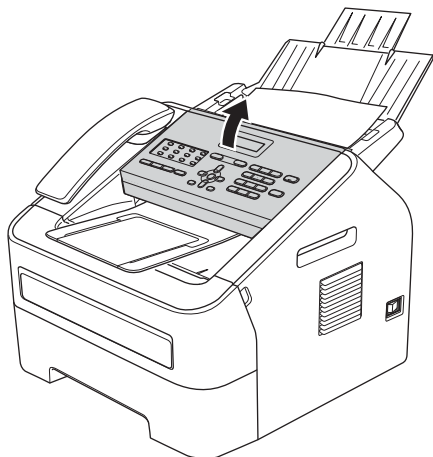
If you have not set up your Station ID, you cannot enter fax transfer mode. (See Quick Setup Guide: *Enter personal information (Station ID)*.)

- 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**.

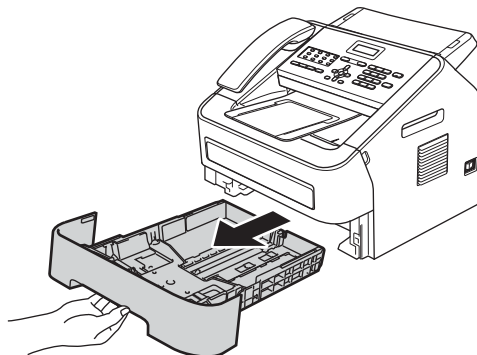
## Paper Jams

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

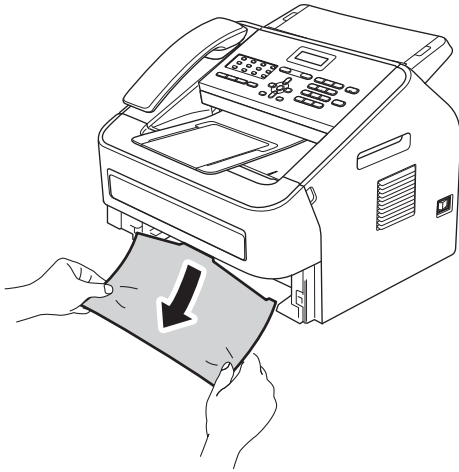
If the LCD shows **Jam Tray**, follow these steps:

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





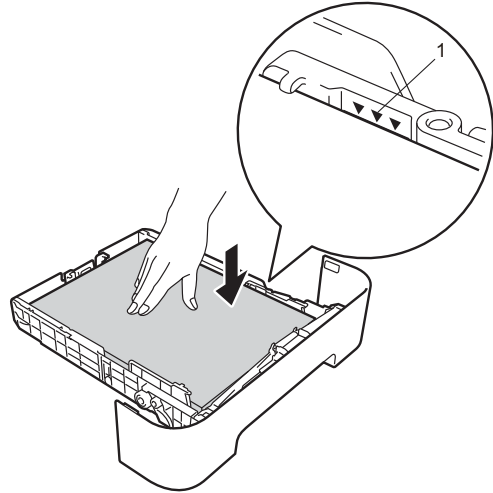
- 2 Use both hands to slowly pull out the jammed paper.



**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 8.)

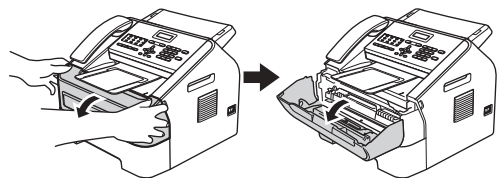


- 4 Put the paper tray firmly back in the machine.

## 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

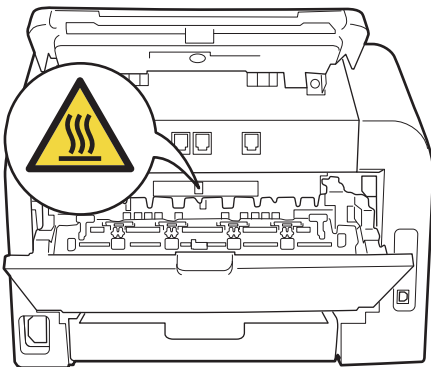
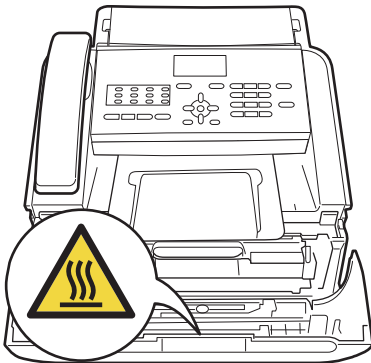
(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

## WARNING

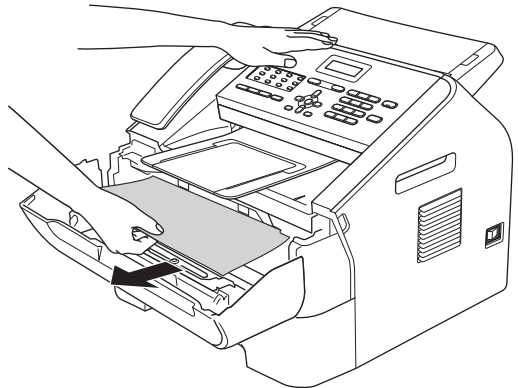
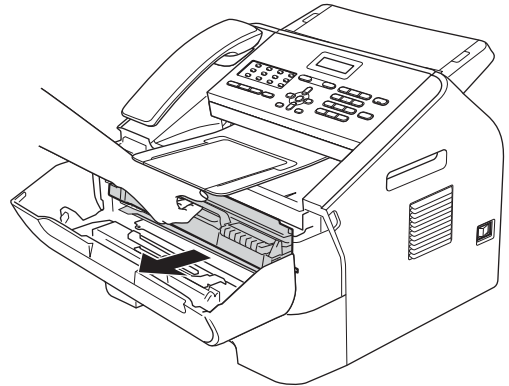


### HOT SURFACE

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.

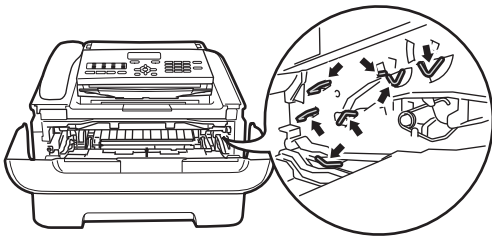


- 3 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.

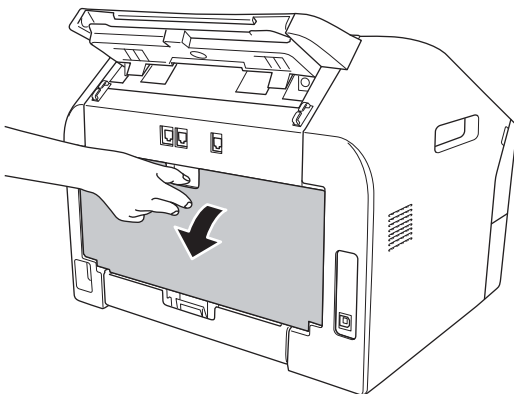


**! Important**

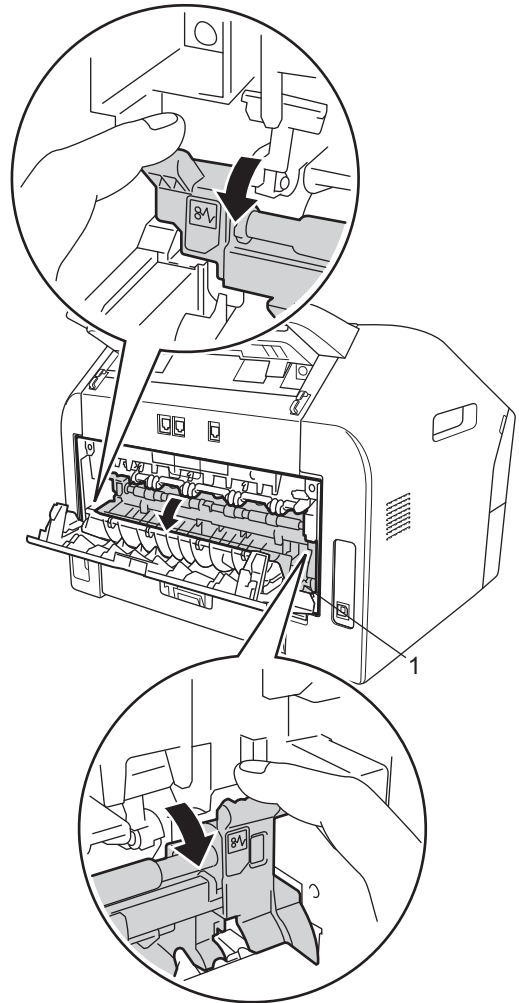
- We recommend that you place the drum unit and the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or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



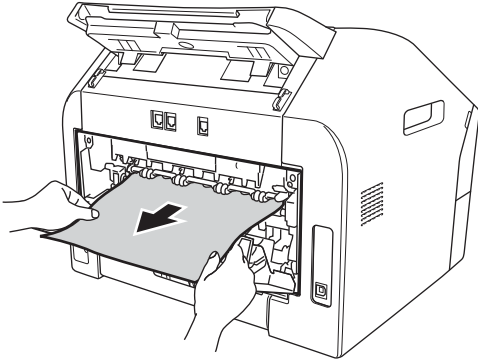
- 4** Open the back cover (face-up output tray).



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

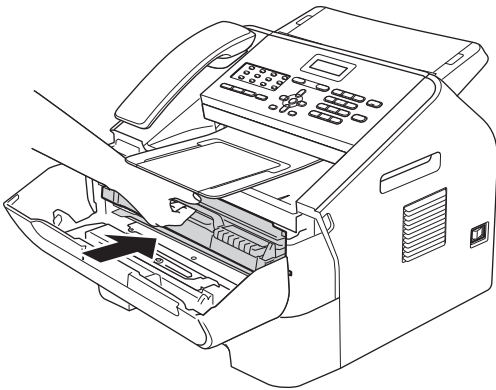


- 6 Using both hands, gently pull the jammed paper out of the fuser unit.



- 7 Close the fuser cover and the back cover (face-up output tray).

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



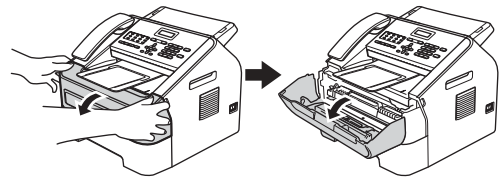
- 9 Close the front cover. If the machine does not start printing automatically, press **Start**.

## Paper is jammed inside the machine

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

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



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



### Note

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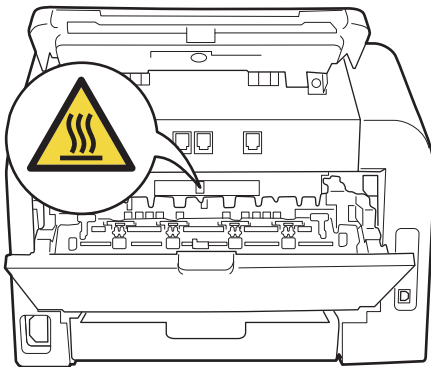
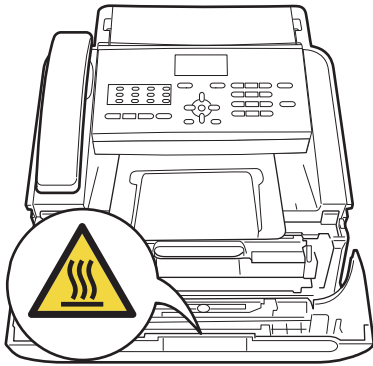
(For FAX-2840 and FAX-2845)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 67.

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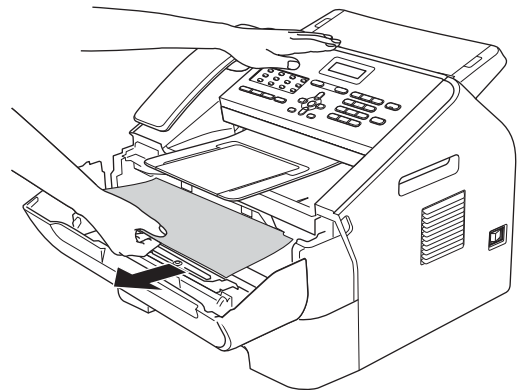
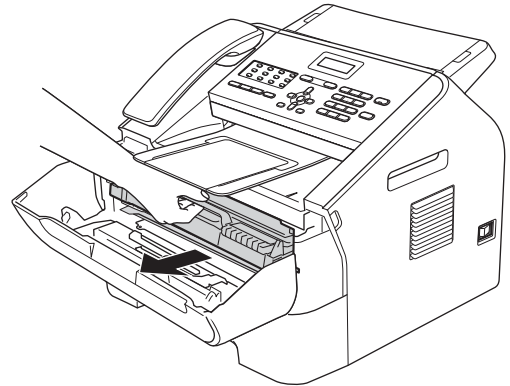
**! WARNING**

**HOT SURFACE**

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



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

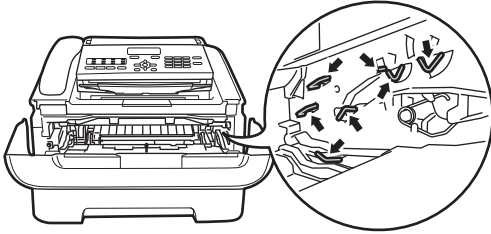


B

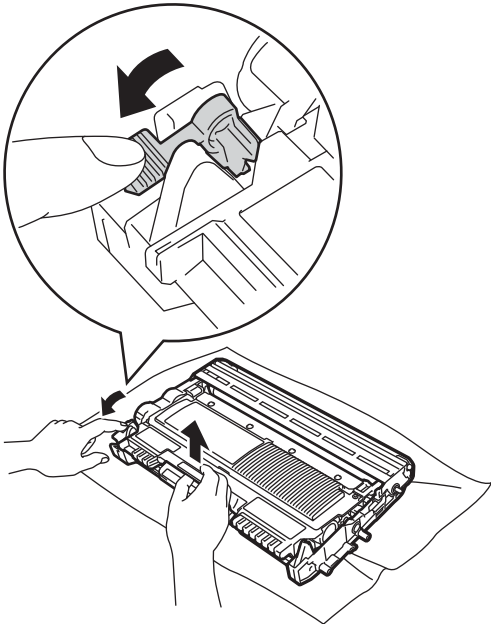
**! Important**

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

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

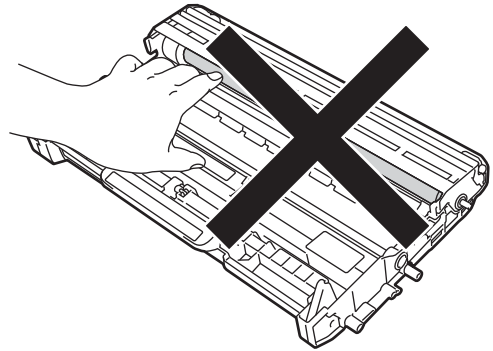
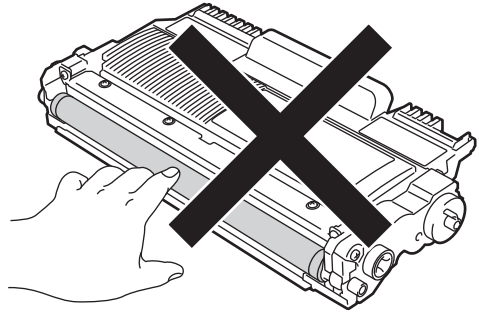


- 4 Push down the green lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.

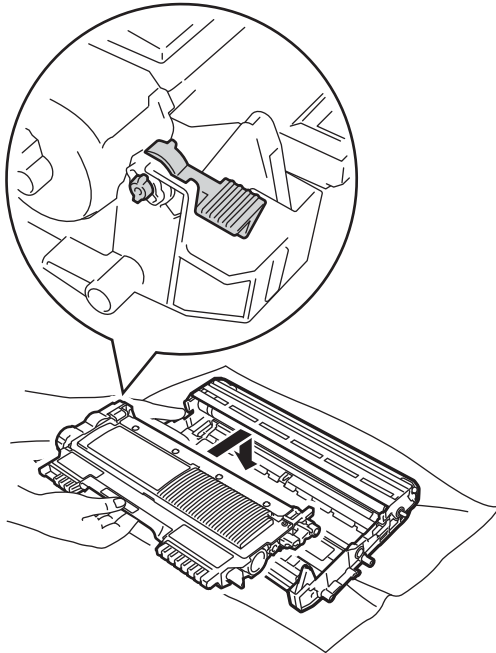
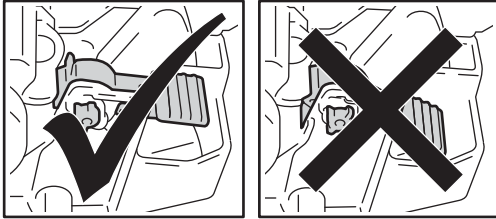


**!** Important

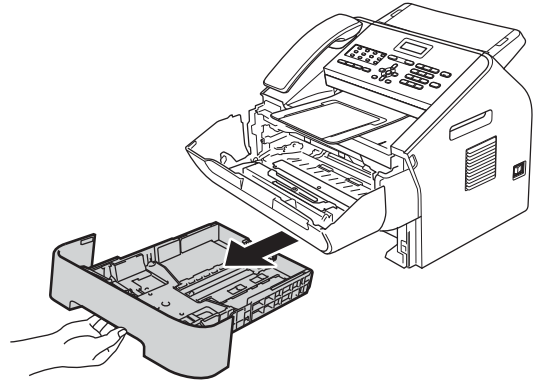
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



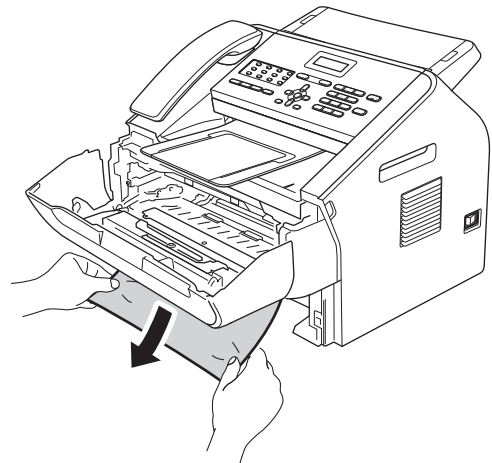
- 5 Put the toner cartridge back into the drum unit until it clicks into place. If you put the cartridge in correctly, the green lock lever will lift automatically.



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



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

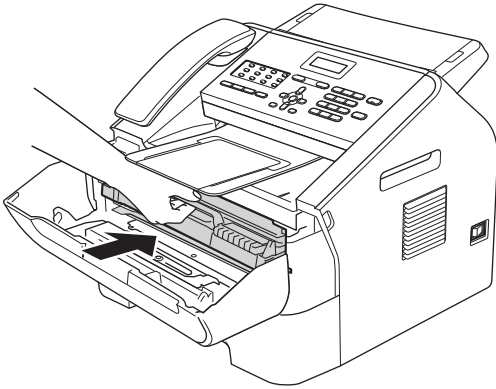


**Note**

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

- 8 Put the paper tray back in the machine.

- 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"> <li>■ Condensed print</li> <li>■ Horizontal streaks</li> <li>■ Top and bottom sentences are cut off</li> <li>■ Missing lines</li> </ul>	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 83.
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 52.)
	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 15.)
	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.
	Change the <b>Tone/Pulse</b> setting. (See <i>Quick Setup Guide.</i> )
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	If an external phone is connected to the machine, send a manual fax by lifting the handset of the external telephone and dialling the number using the external telephone.

B

## 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 26.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.

## Receiving Faxes

Difficulties	Suggestions
Cannot receive a fax.	<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> &gt;&gt; page 26.)</p> <p>If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select <b>Fax Only</b> mode.</p> <p>If your Brother machine shares a line with an external answering machine, you should select the <b>External TAD</b> mode. In <b>External TAD</b> 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 <b>Fax/Tel</b> mode. In <b>Fax/Tel</b> 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 <b>Manual</b> mode. In <b>Manual</b> 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"> <li>■ If the answer mode is set to <b>Fax Only</b> or <b>Fax/Tel</b>, reduce the ring delay to 1 ring. (See <i>Ring Delay</i> &gt;&gt; page 26.)</li> <li>■ If the answer mode is set to <b>External TAD</b>, reduce the number of rings programmed on your answering machine to 2.</li> <li>■ If the answer mode is set to <b>Manual</b>, DO NOT adjust the ring delay setting.</li> </ul> <p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> <li>■ 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.</li> <li>■ 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.</li> </ul>

## 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> &gt;&gt; page 29.)</p> <ol style="list-style-type: none"> <li>1 Connect the external TAD as shown in the illustration on page 29.</li> <li>2 Set your answering machine to answer in one or two rings.</li> <li>3 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> <li>■ Record five seconds of silence at the beginning of your outgoing message.</li> <li>■ Limit your speaking to 20 seconds.</li> <li>■ End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax."</li> </ul> </li> <li>4 Set your answering machine to answer calls.</li> <li>5 Set your Brother machine's Receive Mode to External TAD. (See <i>Receive Mode settings</i> &gt;&gt; page 26.)</li> </ol> <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> &gt;&gt; page 27.)</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> &gt;&gt; page 82.)</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 50.)
Transmission Verification Report says RESULT:ERROR.	There is probably temporary noise or static on the line. Try sending the fax again. 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 82.)
Sent faxes are blank.	Make sure you are loading the document correctly. (See <i>Loading documents</i> >> page 20.)
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 50.)

## 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 <b>Stop/Exit</b> . To avoid this problem you can try Turning Fax Detect Off. (See <i>Fax Detect</i> >> page 27.)
Sending a fax call to the machine.	If you answered on an external or extension telephone, press your Remote Activation Code (default setting is *51). When your machine answers, hang up.




## Handling incoming calls (continued)

Difficulties	Suggestions
Custom features on a single line.	<p>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.</p> <p><b>For Example:</b> 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.</p>

## Menu access difficulties

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

## Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure that <b>COPY</b>  is illuminated. (See <i>How to copy</i> >> page 38.)
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 50 and <i>Cleaning the corona wire</i> >> page 52.)
Copies are blank.	Make sure you are loading the document correctly. (See <i>Using the automatic document feeder (ADF)</i> >> page 20.)

## Paper handling difficulties

Difficulties	Suggestions
<p>The machine does not feed paper.</p> <p>The LCD shows No Paper or a Paper Jam message.</p>	<ul style="list-style-type: none"> <li>■ If there is no paper, load a new stack of paper into the paper tray.</li> <li>■ 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.</li> <li>■ Reduce the amount of paper in the paper tray, and then try again.</li> <li>■ Clean the paper pick-up roller. See <i>Routine maintenance</i> &gt;&gt; page 39.</li> <li>■ If the LCD shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> &gt;&gt; page 62.</li> </ul>
Documents do not feed or document are skewed.	Clean the document feed rollers. See <i>Cleaning the document feed</i> >> page 51.
What paper can I use?	<p>You can use thin paper, plain paper, bond paper, recycled paper, envelopes and labels that are made for laser machines. (For details, see <i>Acceptable paper and other print media</i> &gt;&gt; page 15.)</p> <p>You can load envelopes from the manual feed slot.</p>
There is a paper jam.	Clear the jammed paper. (See <i>Paper Jams</i> >> page 68.)

## Print quality difficulties

Difficulties	Suggestions
Printed pages are curled.	<ul style="list-style-type: none"> <li>■ 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.</li> <li>■ 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> &gt;&gt; page 15.)</li> <li>■ Too little or too much humidity or extreme temperatures can cause the paper to curl. (See <i>General</i> &gt;&gt; page 105.)</li> </ul>
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 15.)
Printouts are too light.	<ul style="list-style-type: none"> <li>■ If this problem occurs when making copies or printing received faxes, set <b>Toner Save</b> to Off in the machine's menu settings. (See Advanced User's Guide: <i>Toner Save</i>.)</li> <li>■ Adjust the Print Density by pressing <b>Menu, 2, 1, 6</b> (for FAX-2940) or <b>Menu, 2, 1, 7</b> (for FAX-2840 and FAX-2845) and then press <b>▶</b> to make the print darker. (See Advanced User's Guide: <i>Setting the Print Density</i>.)</li> </ul>

## 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

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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**.
- 2 Press **▲** or **▼** to choose `Detection` or `No Detection`. Press **OK**.
- 3 Press **Stop/Exit**.

## Telephone line interference/ VoIP

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

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

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

- `Normal` sets the modem speed at 14400 bps.
- `High` sets the modem speed at 33600 bps.

Press **OK**.

- 3 Press **Stop/Exit**.



### Note

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

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# 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.




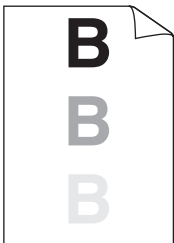
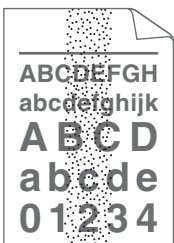
**Note**

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 15.)
- 2 Check that the drum unit and toner cartridge are installed correctly.


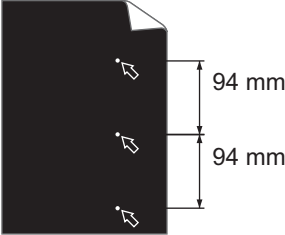
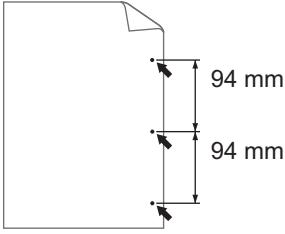

Examples of poor print quality	Recommendation
<div style="text-align: center;">  <p><b>Faint</b></p> </div>	<ul style="list-style-type: none"> <li>■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.</li> <li>■ Check if the <b>Replace Toner Setting</b> is set to <b>Continue</b> (Continue mode) by pressing <b>Menu, 1, 7</b>. (See <i>Advanced User's Guide: Toner settings</i>.)</li> <li>■ Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. (See <i>Product Safety Guide: Choose a safe location for your product</i>.)</li> <li>■ If the whole page is too light, <b>Toner Save</b> mode may be on. Turn off <b>Toner Save</b> in the machine's menu settings.</li> <li>■ Clean the corona wire of the drum unit. (See <i>Cleaning the corona wire</i> &gt;&gt; page 52.)</li> <li>■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 40.)</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> <li>■ Adjust the <b>Print Density</b> by pressing <b>Menu, 2, 1, 6</b> (for FAX-2940) or <b>Menu, 2, 1, 7</b> (for FAX-2840 and FAX-2845) and then press ► to make the print darker. (See <i>Advanced User's Guide: Setting the Print Density</i>.)</li> </ul>

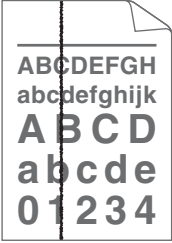


B

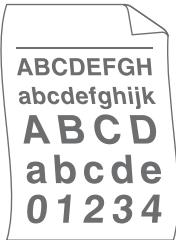
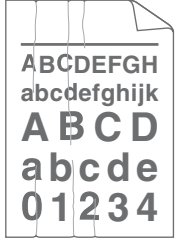
Examples of poor print quality	Recommendation
 <p data-bbox="198 556 397 585"><b>Gray background</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 264 1218 318">■ Make sure that you use paper that meets our specifications. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 15.)</li> <li data-bbox="514 338 1218 454">■ 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> <li data-bbox="514 473 1218 527">■ Clean the drum surface. (See <i>Cleaning the drum unit</i> &gt;&gt; page 53.)</li> <li data-bbox="514 546 1218 600">■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 40.)</li> <li data-bbox="514 620 1218 672">■ Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> </ul>
 <p data-bbox="260 971 336 1000"><b>Ghost</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 680 1218 795">■ 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> &gt;&gt; page 15.)</li> <li data-bbox="514 815 1218 898">■ Make sure that you choose the appropriate media type in the machine's <i>Paper Type</i> menu setting. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 15.)</li> <li data-bbox="514 917 1218 971">■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 40.)</li> <li data-bbox="514 991 1218 1045">■ Clean the drum surface. (See <i>Cleaning the drum unit</i> &gt;&gt; page 53.)</li> <li data-bbox="514 1064 1218 1118">■ Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> <li data-bbox="514 1137 1218 1184">■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.</li> </ul>
 <p data-bbox="219 1483 377 1512"><b>Toner specks</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 1192 1218 1275">■ 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> &gt;&gt; page 15.)</li> <li data-bbox="514 1294 1218 1377">■ Clean the corona wire and the drum unit. (See <i>Cleaning the corona wire</i> &gt;&gt; page 52 and <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> <li data-bbox="514 1396 1218 1450">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> <li data-bbox="514 1470 1218 1518">■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.</li> </ul>




Examples of poor print quality	Recommendation
 <p data-bbox="257 562 401 591"><b>Hollow print</b></p>	<ul style="list-style-type: none"> <li data-bbox="543 266 1255 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> &gt;&gt; page 15.)</li> <li data-bbox="543 369 1255 455">■ Choose <i>Thick</i> in the machine's Paper Type menu setting or use thinner paper than you are currently using. (See <i>Paper Type</i> &gt;&gt; page 15.)</li> <li data-bbox="543 471 1255 558">■ 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> <li data-bbox="543 573 1255 629">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> </ul>
 <p data-bbox="278 935 381 964"><b>All black</b></p>	<ul style="list-style-type: none"> <li data-bbox="543 639 1255 726">■ 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> &gt;&gt; page 52.)</li> <li data-bbox="543 741 1255 797">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> <li data-bbox="543 813 1255 869">■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.</li> </ul>
 <p data-bbox="168 1273 491 1302"><b>White lines across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="543 977 1255 1033">■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause problems.</li> <li data-bbox="543 1049 1255 1136">■ Make sure that you choose the appropriate media type in the machine's Paper Type menu setting. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 15.)</li> <li data-bbox="543 1151 1255 1238">■ 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> <li data-bbox="543 1253 1255 1309">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> </ul>
 <p data-bbox="203 1611 456 1640"><b>Lines across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="543 1315 1255 1371">■ Clean the corona wire of the drum unit. (See <i>Cleaning the corona wire</i> &gt;&gt; page 52.)</li> <li data-bbox="543 1387 1255 1443">■ Clean the drum surface. (See <i>Cleaning the drum unit</i> &gt;&gt; page 53.)</li> <li data-bbox="543 1458 1255 1514">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> </ul>

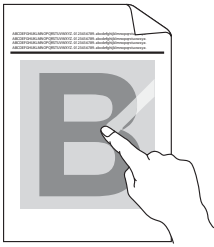
Examples of poor print quality	Recommendation
 <p data-bbox="134 562 463 614"><b>White lines, bands or ribbing across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 266 1218 378">■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. (See Product Safety Guide: <i>Choose a safe location for your product.</i>)</li> <li data-bbox="514 394 1103 446">■ Clean the drum surface. (See <i>Cleaning the drum unit</i> &gt;&gt; page 53.)</li> <li data-bbox="514 461 1218 513">■ If the problem is not solved after printing a few pages, put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> </ul>
 <p data-bbox="127 923 467 975"><b>White Spots on black text and graphics at 94 mm intervals</b></p>  <p data-bbox="127 1277 467 1302"><b>Black Spots at 94 mm intervals</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 633 1218 745">■ Make ten copies of a blank, white sheet of paper. (See <i>How to copy</i> &gt;&gt; page 38.) 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> &gt;&gt; page 53.)</li> <li data-bbox="514 761 1195 813">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> </ul>
 <p data-bbox="134 1611 463 1663"><b>Black toner marks across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 1321 1218 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> &gt;&gt; page 53.)</li> <li data-bbox="514 1418 1218 1470">■ Make sure that you use paper that meets our specifications. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 15.)</li> <li data-bbox="514 1485 1167 1537">■ Do not use paper that has clips or staples because they will scratch the surface of the drum.</li> <li data-bbox="514 1553 1218 1605">■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged.</li> <li data-bbox="514 1620 1157 1673">■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 40.)</li> <li data-bbox="514 1688 1195 1740">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> </ul>

Examples of poor print quality	Recommendation
 <p><b>Black lines down the page</b> <b>Printed pages have toner stains down the page.</b></p>	<ul style="list-style-type: none"> <li>■ Clean the corona wire inside the drum unit by sliding the green tab. (See <i>Cleaning the corona wire</i> &gt;&gt; page 52.)</li> <li>■ Make sure the green tab of the corona wire is at the home position (▲).</li> <li>■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> <li>■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 40.)</li> <li>■ The fuser unit may be contaminated. Call Brother Customer Service or your local Brother dealer.</li> </ul>
 <p><b>White lines down the page</b></p>	<ul style="list-style-type: none"> <li>■ Check if the <b>Replace Toner Setting</b> is set to <b>Continue</b> (Continue mode), by pressing <b>Menu, 1, 7</b>. (See <i>Advanced User's Guide: Toner Settings</i>.)</li> <li>■ 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.</li> <li>■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 40.)</li> <li>■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 45.)</li> </ul>
 <p><b>The print is skewed on the page.</b></p>	<ul style="list-style-type: none"> <li>■ 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.</li> <li>■ Set the paper guides correctly. (See <i>Loading paper</i> &gt;&gt; page 8.)</li> <li>■ If you are using the manual feed slot, see <i>Loading paper in the manual feed slot</i> &gt;&gt; page 10.</li> <li>■ The paper tray may be too full. (See <i>Loading paper</i> &gt;&gt; page 8.)</li> <li>■ Check the paper type and quality. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 15.)</li> <li>■ Check for loose objects such as torn paper inside the machine.</li> <li>■ Verify that the two green envelope levers inside the back cover are set to the same position.</li> <li>■ Verify that the two grey Anti-Curl Levers inside the back cover are set to the same position.</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="211 556 385 581"><b>Curled or wavy</b></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> &gt;&gt; page 15.)</li> <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> <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> </ul>
 <p data-bbox="183 890 412 915"><b>Wrinkles or creases</b></p>	<ul style="list-style-type: none"> <li data-bbox="513 600 1227 660">■ Make sure that the paper is loaded correctly. (See <i>Loading paper</i> &gt;&gt; page 8.)</li> <li data-bbox="513 674 1227 734">■ Check the paper type and quality. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 15.)</li> <li data-bbox="513 747 1227 807">■ Turn over the stack of paper in the tray or try rotating the paper 180° in the input tray.</li> </ul>

Examples of poor print quality	Recommendation
<div data-bbox="255 289 401 542" data-label="Image"> </div> <p data-bbox="226 571 430 600">Envelope creases</p>	<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.</li> </ul> <div data-bbox="642 401 1136 981" data-label="Image"> </div> <p data-bbox="536 1025 653 1074"> <b>Note</b></p> <p data-bbox="568 1078 1249 1136">When you have finished printing, open the back cover and reset the two green levers back to their original position.</p>

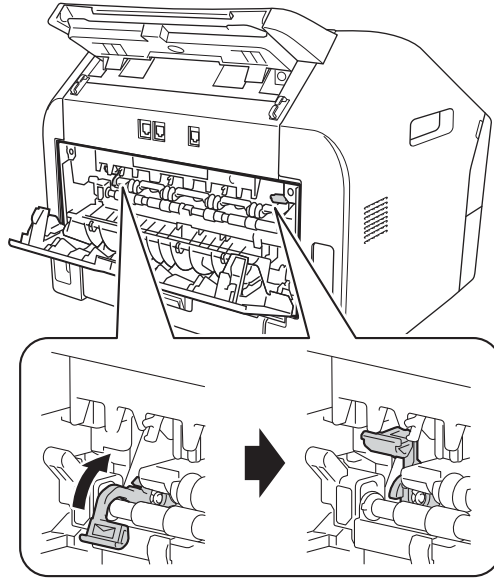
**Examples of poor print quality**



**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.



Examples of poor print quality	Recommendation
<div data-bbox="252 287 406 533" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>ABCDEF GH                      abcdefghijk                      ABCD                      abcde                      01234</p> </div> <p data-bbox="289 566 367 595" style="text-align: center;"><b>Curled</b></p>	<ul style="list-style-type: none"> <li data-bbox="543 262 1252 349">■ 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="573 369 858 407">1 Open the back cover.</li> <li data-bbox="573 426 1222 494">2 Lift the levers (1) and slide the two grey levers (2) in the direction of the arrow.</li> </ol> </li> </ul> <div data-bbox="554 533 1240 1476" style="border: 1px solid black; padding: 10px;"> <p>The diagram illustrates the process of adjusting the anti-curl levers. It consists of three parts: a top-down view of the lever mechanism showing levers 1 and 2 being moved, a side view of the printer with the back cover open, and a bottom-up view of the lever mechanism showing levers 1 and 2 being moved.</p> </div>

# Machine Information

## Checking the Serial Number

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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 and Fax Forwarding)
- Report settings  
(Transmission Verification Report/  
Tel Index List/Fax Journal)
- Setting Lock password

## 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

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

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## How to reset the machine

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- 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 95. 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.<sup>1</sup>
  - Press **0** for Initial Setup menu.

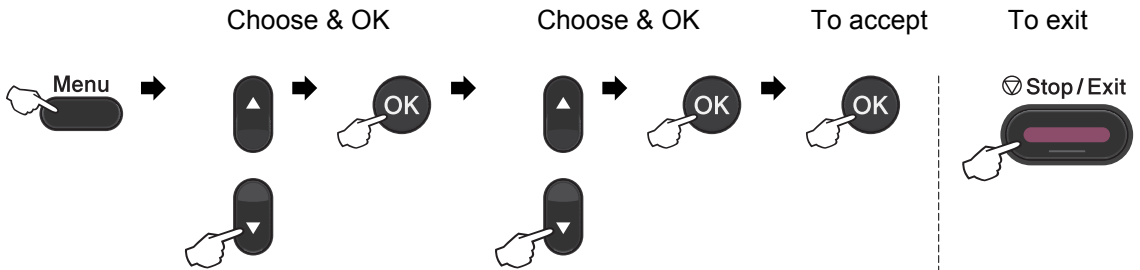
<sup>1</sup> This will appear only when the LCD shows an error message.


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 <b>2 Mins*</b> 5 Mins Off	Sets the time to return to Fax mode.	See ♦.
	2. Paper	1. Paper Type	—	Thin <b>Plain*</b> Thick Thicker Recycled Paper Label	Sets the type of paper in the paper tray.	15
		2. Paper Size	—	<b>A4*</b> Letter Executive A5 A5 L A6 B5 B6	Sets the size of the paper in the paper tray.	15
♦ 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 <b>Med*</b> High	Adjusts the ring volume.	7
		2. Beeper	—	Off Low <b>Med*</b> High	Adjusts the volume level of the beeper.	7
		3. Speaker	—	Off Low <b>Med*</b> High	Adjusts the speaker volume.	7
	4. Ecology	1. Toner Save	—	On <b>Off*</b>	Increases the page yield of the toner cartridge.	See ♦.
		2. Sleep Time	—	Range varies depending on models.  (For FAX-2940) <b>03Min*</b>  (For FAX-2840/2845) <b>05Min*</b>	Conserves power.	
	5. LCD Contrast	—	—	-□□□■+ -□□■□+ -□■□□+* -□■□□+ -■□□□+	Adjusts the contrast of the LCD.	
	6. Security	1. TX Lock (FAX-2840 and FAX-2845)	—	—	Prohibits most operations except receiving faxes.	
		1. Mem Security (FAX-2940)	—	—	Prohibits most operations except receiving faxes into the memory.	
		2. Setting Lock	—	—	Stops unauthorized users from changing the machine's current settings.	
	♦ 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
<b>1. General Setup</b> (Continued)	<b>7. Replace Toner</b>	—	—	Continue <b>Stop*</b>	Sets the machine to continue printing until the machine's LCD shows <b>Toner Ended.</b>	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
<b>2. Fax</b>	<b>1. Setup Receive</b> (In Fax mode only)	<b>1. Ring Delay</b>	(00 - 08) <b>02*</b> (Example for the UK)	Sets the number of rings before the machine answers in <b>Fax Only</b> or <b>Fax/Tel</b> mode.	26
		<b>2. F/T Ring Time</b>	20 Secs <b>30 Secs*</b> 40 Secs 70 Secs	Sets the fast/doubling time in <b>Fax/Tel</b> mode.	26
		<b>3. Fax Detect</b>	<b>On*</b> Semi** Off (**For FAX-2845)	Receives fax messages without pressing <b>Start</b> .	27
		<b>4. Remote Codes</b>	On (*51, #51) <b>Off*</b>	Allows you to answer all calls at extension telephones and use codes to turn the machine on or off. You can personalize these codes.	33
		<b>5. Auto Reduction</b>	<b>On*</b> Off	Cuts the size of incoming faxes.	See  .
		<b>6. Memory Receive</b> (FAX-2840 and FAX-2845)	<b>On*</b> Off	Automatically stores any incoming faxes in its memory if it runs out of paper.	
		<b>7. Print Density</b> (FAX-2840 and FAX-2845) <b>6. Print Density</b> (FAX-2940)	-□□□■+ -□□□■+ -□■□□+* -□■□□+ -■□□□+	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 FAX-2845)	<b>Standard*</b> Secure Timer	Sets up your machine to poll another fax machine.	See  .
		7. Polling RX (FAX-2940)			
		9. Fax Rx Stamp (FAX-2840 and FAX-2845) 8. Fax Rx Stamp (FAX-2940)	On <b>Off*</b>	Prints the received time and date on the top of the received faxes.	
	2. Setup Send (In Fax mode only)	1. Contrast	<b>Auto*</b> Light Dark	Changes the lightness or darkness of faxes you send.	
		2. Fax Resolution	<b>Standard*</b> 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 <b>Off*</b>	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 <b>Off*</b>	Sends a fax without using the memory.	
		6. Polled TX	<b>Standard*</b> 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 <b>Off*</b> 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. Coverage Note	—	Sets up your own comments for the fax cover page.	See ♦.
		9. Overseas Mode	On <b>Off*</b>	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 <b>Start.</b> )	34
		2. Speed Dial	—	Stores up to 200 Speed Dial numbers, so you can dial by pressing only a few keys (and <b>Start.</b> )	34
		3. Setup Groups	—	Sets up to 8 Group numbers for Broadcasting.	See ♦.
	4. Report Setting	1. XMIT Report	On On+Image <b>Off*</b> Off+Image	Turns the Transmission Verification Report On or Off.	23
		2. Journal Period	<b>Every 50 Faxes*</b> Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days Off	Sets the interval for automatic printing of the Fax Journal.	See ♦.
	5. Remote Fax Opt	1. Forward/Stor e	Fax Forward Fax Storage <b>Off*</b>	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).	
		(Backup Print)		If you choose Fax Forward, you can turn on the safety feature Backup Print.	
	♦ 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 (Continued)	2. Remote Access	---*	Sets your own code for Remote Retrieval.	See ♦.	
		3. Print Document	—	Prints incoming faxes stored in the memory.		
	6. Dial Restrict.	1. Dial Pad	Enter # twice On <b>Off*</b>	You can set the machine to restrict dialling when using the dial pad.		
		2. One Touch Dial	Enter # twice On <b>Off*</b>	You can set the machine to restrict the dialling of One Touch numbers.		
		3. Speed Dial	Enter # twice On <b>Off*</b>	You can set the machine to restrict the dialling of Speed Dial numbers.		
	7. Remaining Jobs	—	—	You can check which jobs are in the memory and lets you cancel scheduled jobs.		
	0. Miscellaneous	1. Compatibility		<b>High*</b> 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 <i>Basic (for VoIP)</i> .	82
			2. BT Call Sign (UK only)	On <b>Off*</b>	Use with BT Call Sign.	See ♦.
			3. Caller ID	<b>On*</b> Off Display ID Print Report	View or print a list of the last 30 Caller IDs stored in the memory.	
	♦ See Advanced User's Guide.					
 The default settings are shown in Bold with an asterisk.						




Level 1	Level 2	Level 3	Options	Descriptions	Page
3. Copy	1. Quality	—	<b>Auto*</b> 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.	92
	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	—	<b>Fax Only*</b> Fax/Tel External TAD Manual	You can choose the receive mode that best suits your needs.	24	
	2. Date&Time	1. Date&Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See ‡.
		2. Auto Daylight	<b>On*</b> Off	On* Off	Changes for Daylight Savings Time automatically.	See ◆.
	3. Station ID	—	Fax: Tel: Name:	Sets your name and fax number to appear on each page you fax.	See ‡.	
	4. Tone/Pulse	—	<b>Tone*</b> Pulse	Chooses the dialling mode.		
	5. Dial Tone	—	Detection <b>No Detection*</b>	Detection <b>No Detection*</b>	You can shorten the dial tone detect pause.	82
	6. Phone Line Set	—	<b>Normal*</b> ISDN PBX	<b>Normal*</b> ISDN PBX	Chooses the phone line type.	28
◆ 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)	7. Reset	1. Address & Fax	1. Reset 2. Exit	Restores all stored phone numbers and fax settings.	92
		2. All Settings	1. Reset 2. Exit	Restores all the machine's settings to factory default.	
<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
<b>2</b>	A	B	C	2	A
<b>3</b>	D	E	F	3	D
<b>4</b>	G	H	I	4	G
<b>5</b>	J	K	L	5	J
<b>6</b>	M	N	O	6	M
<b>7</b>	P	Q	R	S	7
<b>8</b>	T	U	V	8	T
<b>9</b>	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 <b>*</b>	for	(space) ! " # \$ % & ' ( ) * + , - . / €
Press <b>#</b>	for	: ; < = > ? @ [ ] ^ _
Press <b>0</b>	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-2845	FAX-2940
<b>Printer Type</b>		Laser		
<b>Print Method</b>		Electrophotographic Laser Printer		
<b>Memory Capacity</b>		16 MB		
<b>LCD (liquid crystal display)</b>		16 characters × 2 lines		
<b>Power Source</b>		220 - 240 V AC 50/60Hz		
<b>Power Consumption<sup>1</sup> (Average)</b>	Peak	Approx. 1080 W at 25 °C		
	Copying <sup>2</sup>	Approx. 360 W at 25 °C		
	Ready	Approx. 55 W at 25 °C		
	Deep Sleep	Approx. 1.5 W		
<b>Dimensions</b>				
<b>Weights (with consumables)</b>		8.8 kg	9.0 kg	8.8 kg
<b>Noise level</b>	Sound power <sup>3,4</sup>	Operating (Copying)	LWAd = 6.16 B (A)	
		Standby	LWAd = 4.25 B (A)	
	Sound pressure	Operating (Printing)	LPAM = 53 dB (A)	
		Standby	LPAM = 30 dB (A)	
<b>Temperature</b>		Operating	10 to 32.5 °C	
		Storage	0 to 40 °C	

<sup>1</sup> USB connection to PC for FAX-2940

<sup>2</sup> When making a copy from one sheet

<sup>3</sup> Measured in accordance with the method described in RAL-UZ122.

<sup>4</sup> Office equipment with LWAd>6.30 B (A) is not suitable for use in rooms where people require high levels of concentration. Such equipment should be placed in separate rooms because of the noise emission.

Model		FAX-2840	FAX-2845	FAX-2940
Humidity	Operating	20 to 80% (without condensation)		
	Storage	10 to 90% (without condensation)		
ADF (automatic document feeder)		Up to 20 pages (80 g/m <sup>2</sup> ) Up to 30 pages (staggered) Recommended Environment: Temperature: 20°C - 30°C Humidity: 50% - 70% Paper: 80 g/m <sup>2</sup>		

## Document Size

Model		FAX-2840	FAX-2845	FAX-2940
Document Size (Single-sided)	Width	147.3 to 215.9 mm		
	Length	147.3 to 355.6 mm		

## Print media

Model		FAX-2840	FAX-2845	FAX-2940
Paper Input	Paper Tray	Paper Type	Plain paper, Thin paper or Recycled paper	
		Paper Size	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive	
		Paper Weight	60 to 105 g/m <sup>2</sup>	
		Maximum Paper Tray Capacity	Up to 250 sheets of 80 g/m <sup>2</sup> Plain paper	
	Manual Feed Slot (Manual)	Paper Type	Envelope, Labels <sup>1</sup> , Thin paper, Thick paper, Recycled paper, Bond paper or Plain paper	
		Paper Size	Width: 76.2 to 216 mm Length: 116 to 406.4 mm	
		Paper Weight	60 to 163 g/m <sup>2</sup>	
		Maximum Paper Tray Capacity	One sheet at a time of 80 g/m <sup>2</sup> Plain paper	
Paper Output	Face-Down Output Tray	Up to 100 sheets of 80 g/m <sup>2</sup> Plain paper		
	Face-Up Output Tray	One sheet ( <i>face up</i> print delivery to the <i>Face up</i> output tray)		

<sup>1</sup> 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-2845	FAX-2940
<b>Compatibility</b>		ITU-T Super Group 3		
<b>Modem Speed</b>		33,600 bps (with Automatic Fallback)		
<b>Scanning Width</b>		Max. 208 mm		
<b>Printing Width</b>		Max. 208 mm		
<b>Greyscale</b>		8 bit/256 levels		
<b>Resolution</b>	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		
<b>One Touch Dial</b>		22 (11 × 2)		
<b>Speed Dial</b>		200 stations		
<b>Groups</b>		Up to 8		
<b>Broadcasting</b>		272 stations		
<b>Automatic Redial</b>		3 times at 5 minute intervals		
<b>Memory Transmission</b>		Up to 400 <sup>1</sup> pages	Up to 400 <sup>1</sup> pages	Up to 500 <sup>1</sup> pages
<b>Out of Paper Reception</b>		Up to 400 <sup>1</sup> pages	Up to 400 <sup>1</sup> pages	Up to 500 <sup>1</sup> pages

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

## Copy

Model	FAX-2840	FAX-2845	FAX-2940
<b>Colour/Monochrome</b>	Monochrome		
<b>Copy Width</b>	Max. 204 mm (A4 size)		
<b>Multiple Copies</b>	Stacks or Sorts up to 99 pages		
<b>Reduce/Enlarge</b>	25% to 400% (in increments of 1%)		
<b>Resolution</b>	Up to 300 × 600 dpi		
<b>First Copy Out Time</b>	Less than 12 seconds (from the Ready mode and standard tray)		

# Interfaces

Model	FAX-2840	FAX-2845	FAX-2940
USB		—	Hi-Speed USB 2.0 <sup>1 2</sup> Use a USB 2.0 cable (Type A/B) that is no longer than 6 feet (2.0 meters) long.

- <sup>1</sup> 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.
- <sup>2</sup> Third party USB ports are not supported.

## Consumable items

Model		FAX-2840	FAX-2845	FAX-2940	Order No.
Toner Cartridge	Inbox	Approx. 1,000 pages (A4) <sup>1</sup>			—
	Standard	Approx. 1,200 pages (A4) <sup>1</sup>			TN-2210
	High Yield	Approx. 2,600 pages (A4) <sup>1</sup>			TN-2220
Drum Unit		Approx. 12,000 pages (A4) <sup>2</sup>			DR-2200

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

<sup>2</sup> Drum yield is approximate, and may vary by type of use.

# E

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