

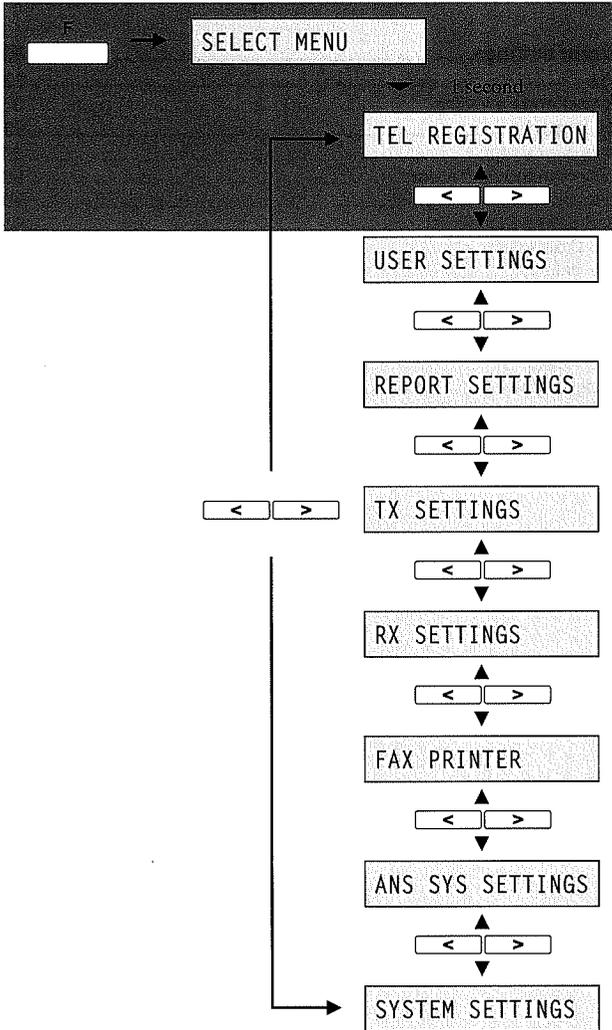
# 7

## ***CUSTOMISING AND ACTIVITY REPORTS***

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# User menu settings

The following illustrates the user menu settings in hierarchical order. The **TEL REGISTRATION, USER SETTINGS, REPORT SETTINGS, TX SETTINGS, RX SETTINGS, FAX PRINTER, ANS SYS SETTINGS** and **SYSTEM SETTINGS** menus comprise the items shown on the following pages. Take a few minutes to familiarise yourself with the user menu settings.



To select the desired menu, complete the procedure as shown in the shaded area. Press [FUNCTION]. SELECT MENU is displayed for approximately 1 second followed by the TEL REGISTRATION menu. Use the arrow buttons to scroll through the menus.

Press **F** to display the SELECT MENU.

Press **>** to go to the next menu.

Press **<** to go to the previous menu.

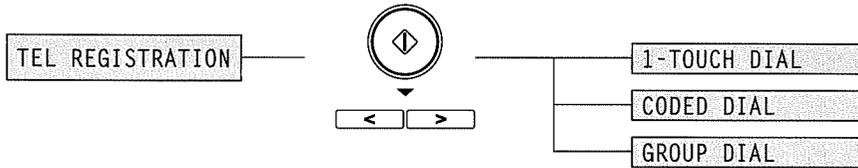
Press **⊕** when you wish to make a change to a setting.

Press **⊗** to exit from the user menu settings.

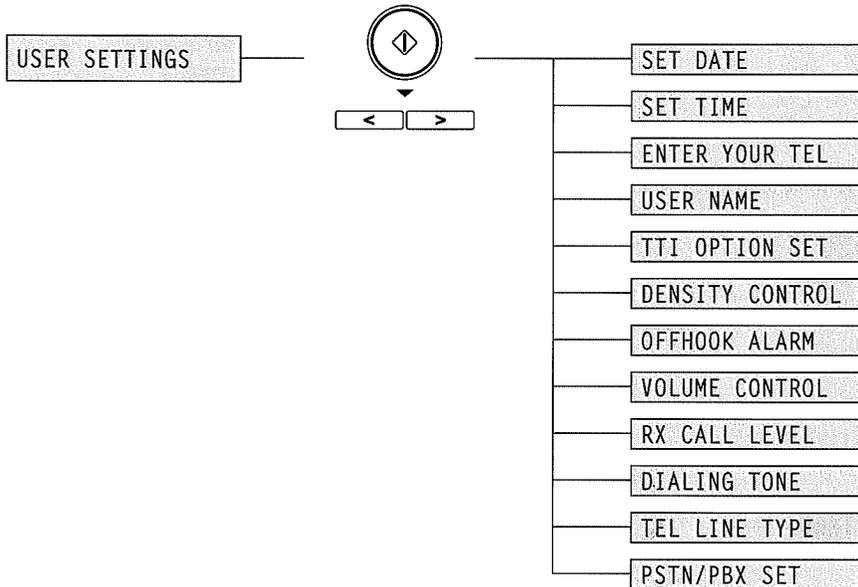
Whenever you make a change to a setting, press [START/COPY] and confirm that DATA ENTRY OK displays on the LCD. Unless this message displays, the setting has not been changed.

Refer to the following section as a comprehensive guide of the user menu settings.

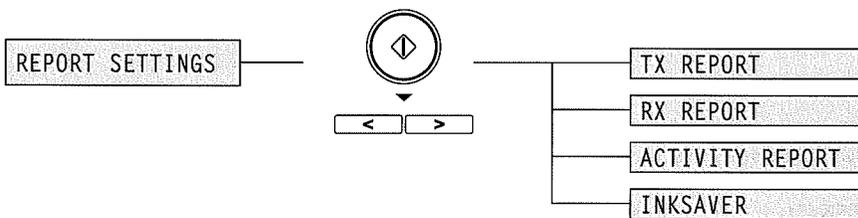
- The **TEL REGISTRATION** menu contains the following settings.



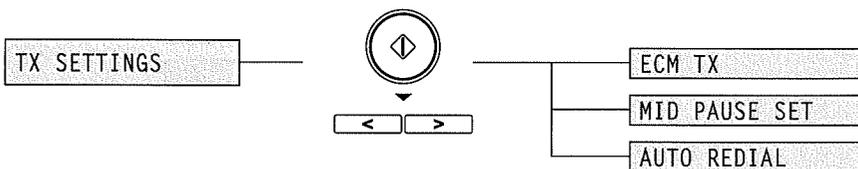
- The **USER SETTINGS** menu contains the following settings.



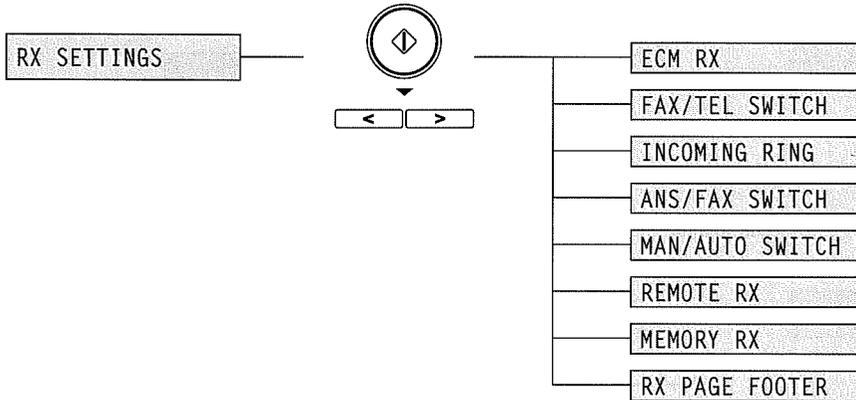
- The **REPORT SETTINGS** menu contains the following settings.



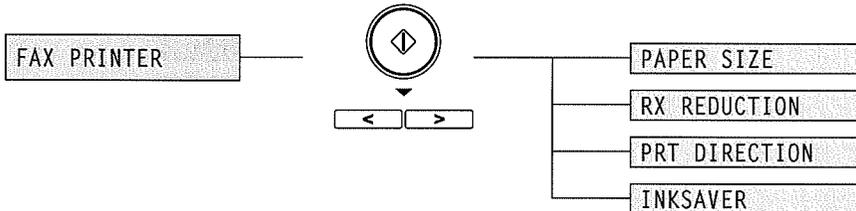
- The **TX SETTINGS** menu contains the following settings.



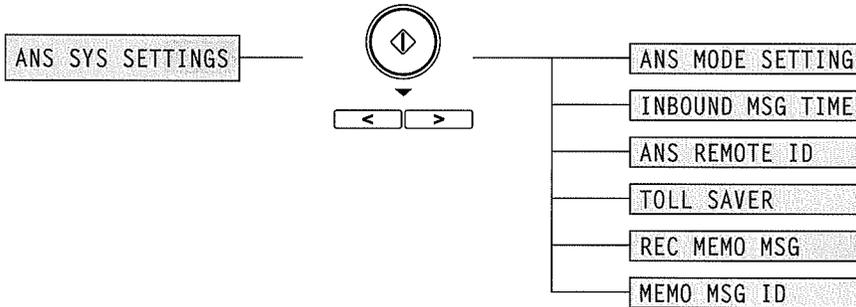
■ The **RX SETTINGS** menu contains the following settings.



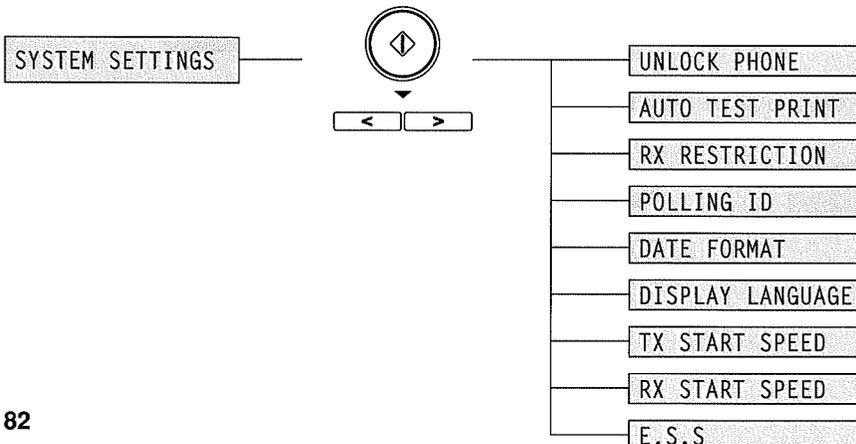
■ The **FAX PRINTER** menu contains the following settings.



■ The **ANS SYS SETTINGS** menu contains the following settings.



■ The **SYSTEM SETTINGS** menu contains the following settings.



# Settings

The fax has seven sets of settings that control its various modes of operation. The settings and how to change them are described below.

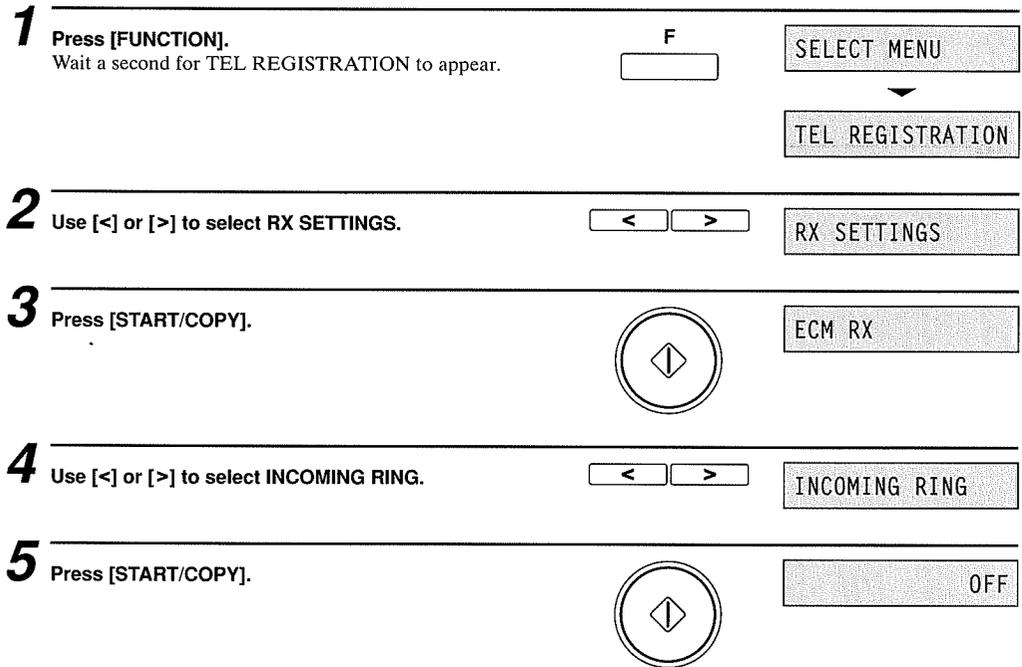
## How to change a setting

There are two basic types of settings, selectable settings and numeric entry settings. The following example shows how to make both types of changes.

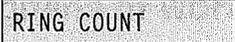
Whenever you make a change to a setting, press [START/COPY] and confirm that DATA ENTRY OK displays on the LCD. Unless this message displays, the setting has not been changed.

**Example:**

**Changing INCOMING RING, the number of rings before the fax answers.**



**6** Use [<] or [>] to select ON.   

**7** Press [START/COPY].    
  
  


**8** Use the numeric buttons to enter a new ring count, for example 3.  ~  

**9** Press [START/COPY].  

**10** Press [STOP] to finish registration and return to standby mode. 

**TEL REGISTRATION**

For instructions on how to change a setting, refer to How to change a setting, pages 83-84.

<i>Name</i>	<i>Description</i>	<i>Settings</i>
<b>1-TOUCH DIAL</b>	See registering One-Touch Speed Dialling numbers and names, page 35.	–
<b>CODED DIAL</b>	See Registering Coded Speed Dialling numbers and names, page 37.	–
<b>GROUP DIAL</b>	See Registering Group Dialling numbers and names, page 38.	–

**USER SETTINGS**

For instructions on how to change a setting, refer to How to change a setting, pages 83-84.

<i>Name</i>	<i>Description</i>	<i>Settings</i>
<b>SET DATE</b>	Set the date using the numeric buttons.	–
<b>SET TIME</b>	Set the time (24-hour clock) using the numeric buttons.	–
<b>ENTER YOUR TEL</b>	Enter your fax number using the numeric buttons.	–
<b>USER NAME</b>	This is the name that appears at the top of each fax page you send. See Entering a name, page 30.	–
<b>TTI OPTION SET</b>	This option sets the parameters for the identification header that appears on every page you send.	
<b>TX TERMINAL ID</b>	Enable/disable the TTI.	ON/OFF
<b>TTI POSITION</b>	Select the position of the TTI. OUTSIDE IMAGE: Position the TTI outside the image area. INSIDE IMAGE: Position the TTI inside the image area.	OUTSIDE IMAGE/ INSIDE IMAGE
<b>TTI MARKER</b>	Select the icon for the fax number. FAX: Sets the fax icon. TEL: Sets the telephone icon.	FAX/TEL
<b>DENSITY CONTROL</b>	Set the density of the reproduction. Set to DARKER for light originals and LIGHTER for dark originals.	STANDARD/LIGHTER/ DARKER
<b>OFFHOOK ALARM</b>	Enable/disable the off hook alarm. The alarm alerts you that the telephone is off hook.	ON/OFF
<b>VOLUME CONTROL</b>	Set the audio level of the line monitor, calling signal and alarm.	–
<b>PHONE VOL LEVEL</b>	Set the volume of the line monitor (sound during off hook and dialling conditions).	VOL MIN/VOL MID/ VOL MAX
<b>CALLING VOLUME</b>	Set the volume of the ring produced when the fax detects a voice call during FAX/TEL switchover.	VOL MIN/VOL MID/ VOL MAX
<b>ALARM VOLUME</b>	Set the volume of the error alarm sound.	VOL MIN/VOL MID/ VOL MAX
<b>RX CALL LEVEL</b>	Set the ring tone.	LOW/HIGH
<b>DIALLING TONE</b>	Turn the dial tone on/off for dialling.	ON/OFF

## Customising and activity reports

Name	Description	Settings
<b>TEL LINE TYPE</b>	Set the dialling method the fax uses to match the type of phone line you have.	ROTARY PULSE/ TOUCHE TONE
<b>PSTN/PBX SET</b>	Sets the type of the PBX through which your fax is connected.	PSTN/PBX
<b>PSTN</b>	Your fax is connected to the outside line.	
<b>PBX</b>	Your fax is connected through a PBX. You can set the type of the PBX among PREFIX, HOOKING and EARTH CONNECTION. If you select PREFIX, you can set the number up to 19-digits that will access the outside line.	

### REPORT SETTINGS

For instructions on how to change a setting, refer to How to change a setting, pages 83-84.

Name	Description	Settings
<b>TX REPORT</b>	Enable/disable automatic printing of the transmission report. PRINT ERROR ONLY prints only when a transmission error occurs. OUTPUT YES sets the fax to print an activity report every time you send a document. OUTPUT NO turns off the activity report feature.	OUTPUT YES/ OUTPUT NO/PRINT ERROR ONLY
<b>TX CONFIRM REP.</b>	Add to the TX report half of the first page of the document that was being sent. This can help remind you which document was being sent. Valid only for memory transmissions.	OUTPUT YES/ OUTPUT NO
<b>RX REPORT</b>	Enable/disable automatic printing of the reception report. PRINT ERROR ONLY prints only when an error occurs during receiving. OUTPUT YES sets the fax to print an activity report every time you receive a document. OUTPUT NO turns off activity report feature.	OUTPUT YES/ OUTPUT NO/PRINT ERROR ONLY
<b>ACTIVITY REPORT</b>	Unless you change the setting, your fax is set to print an activity management report for every 20 transactions (sending or receiving).	
<b>AUTO PRINT</b>	Enable/disable automatic printing of the activity report.	OUTPUT YES/ OUTPUT NO
<b>TX/RX SEPARATE</b>	Divide the activity management report into sending and receiving transactions.	ON/OFF
<b>INKSAVER</b>	Enable/disable economy printing (ink saving feature) when printing reports.	ON/OFF

### TX SETTINGS

For instructions on how to change a setting, refer to How to change a setting, pages 83-84.

Name	Description	Settings
<b>ECM TX</b>	Enable/disable error correction during transmission.	ON/OFF
<b>MID PAUSE SET</b>	Set the length of the pause you insert into a dialling sequence.	2 seconds (1 to 15)

<i>Name</i>	<i>Description</i>	<i>Settings</i>
<b>AUTO REDIAL</b>	Set the number of times the fax will redial a number if it fails to get a response on the first attempt, and the interval between redial attempts.	ON/OFF
<b>REDIAL TIMES</b>	Set the number of retries.	2 times (1 to 10)
<b>REDIAL INTERVAL</b>	Set the period of time between redialings.	2 minutes (1 to 60)

**RX SETTINGS**

For instructions on how to change a setting, refer to How to change a setting, pages 83-84.

<i>Name</i>	<i>Description</i>	<i>Settings</i>
<b>ECM RX</b>	Enable/disable error correction during reception.	ON/OFF
<b>FAX/TEL SWITCH</b>	Enable/disable FAX/TEL switchover. When ON, this feature answers calls, and if no fax tone is detected, the fax rings to alert you of an incoming call.	ON/OFF
<b>FAX/TEL OGM</b>	Enable/disable outgoing message to send when a call is received. If you select ON, you can set language: ENGLISH, FRENCH, SPANISH, GERMAN, ITALIAN, DUTCH, FINNISH, NORWEGIAN, SWEDISH, DANISH, PORTUGUESE, GREEK, CHINESE.	ON/OFF
<b>RING START TIME</b>	Set the duration that the fax listens for a fax tone before starting to ring.	8 seconds (0 to 30)
<b>F/T RING TIME</b>	Set the length of time the fax will ring to alert you of an incoming call.	22 seconds (10 to 45)
<b>F/T SW ACTION</b>	Select the action taken after the F/T RING TIME expires.	DISCONNECT/ RECEIVE
<b>INCOMING RING</b>	When the fax is set for automatic receiving, set the fax to ring when it receives a call.	ON/OFF
<b>RING COUNT</b>	Set the number of incoming rings before the fax answers.	2 times (1 to 99)
<b>MAN/AUTO SWITCH</b>	Determine if the fax switches to document receive mode after the fax rings for a specified time when the fax is in the manual receive mode.	ON/OFF
<b>RING TIME</b>	Set the amount of time the fax will ring before switching to document receive mode.	10 seconds (1 to 99)
<b>REMOTE RX</b>	Allow you to dial a number code on the remote extension to start receiving a document.	ON/OFF
<b>REMOTE RX ID</b>	If you set REMOTE RX ON, you can change the remote receiving ID.	25 (00 to 99, * and # included)
<b>MEMORY RX</b>	Turn on/off memory receiving of a document.	ON/OFF
<b>RX PAGE FOOTER</b>	Set the fax to print the time a document is received, the transaction number, page numbers, and other useful information.	ON/OFF

## Customising and activity reports

### FAX PRINTER

For instructions on how to change a setting, refer to How to change a setting, pages 83-84.

Name	Description	Settings
<b>PAPER SIZE</b>	Select the size of the loaded fax paper.	LTR/A4/LEGAL
<b>RX REDUCTION</b>	Select the amount of reduction for received faxes.	ON/OFF
<b>SELECT REDUCE %</b>	Set the reduction factor in percent.	95%/90%/85%/75%
<b>SEL REDUCE DIR</b>	Select reduction in width only or both width and height.	VERTICAL ONLY/ HORIZ.&VERT.
<b>PRT DIRECTION</b>	Select between unidirectional and bi-directional printing.	BI-DIRECTION PRT/ PRT ONE DIRECT.
<b>INKSAVER</b>	Enable/disable economy printing (ink saving feature).	ON/OFF

### ANS SYS SETTINGS

For instructions on how to change a setting, refer to How to change a setting, pages 83-84.

Name	Description	Settings
<b>ANS MODE SETTING</b>	Record, play and delete outgoing messages and concluding messages. See pg. 114.	ANS MODE/ ANS ONLY MODE
<b>ANS MODE</b>	Allow callers to leave a message. REC ANS OGM means to begin recording. REC END MSG means to end recording.	REC ANS OGM/ REC END MSG (Switzerland, Germany, Austria, Italy and Spain only)
<b>ANS ONLY MODE</b>	Do not allow callers to leave a message.	
<b>INBOUND MSG TIME</b>	Limit the length of messages that callers can leave. VARIABLE: The fax stops recording an incoming message after the other party hangs up. Each message can be up to 3 minutes long. FIXED: The fax stops recording an incoming message after 30 seconds, whether or not the other party has finished recording.	VARIABLE/FIXED
<b>ANS REMOTE ID</b>	Set a 4-digit remote password which allows you to do remotely control the answering machine. See pg. 122.	—
<b>TOLL SAVER</b>	Enable/disable the toll saver feature, which allows you to remotely check whether you have received any incoming messages.	ON/OFF
<b>REC MEMO MSG</b>	Record a confidential message. See pg. 119.	—
<b>MEMO MSG ID</b>	Set a 4-digit confidential password that allows callers to listen to your confidential message. See pg. 120.	—

**SYSTEM SETTINGS**

For instructions on how to change a setting, refer to How to change a setting, pages 83-84.

<i>Name</i>	<i>Description</i>	<i>Settings</i>
<b>UN/LOCK PHONE</b>	Restrict sending with a password.	-
<b>PASSWORD</b>	Protect this menu.	-
<b>LOCK PHONE</b>	Let you restrict sending.	ON/OFF
<b>AUTO TEST PRINT</b>	Enable/disable auto test printing whenever the BJ cartridge is replaced.	ON/OFF
<b>RX RESTRICTION</b>	Enable/disable reception that is restricted to only numbers registered for One-touch or Coded Speed Dialling.	ON/OFF
<b>POLLING ID</b>	Set the polling ID. See page 72.	00000000
<b>DATE FORMAT</b>	Set the date format.	MM/DD/YY DD/MM'YY 'YY 'MM/DD
<b>DISPLAY LANGUAGE</b>	Set the language of the LCD messages.	ENGLISH/FRENCH/ SPANISH/GERMAN/ ITALIAN/DUTCH/ FINNISH/ PORTUGUESE/ NORWEGIAN/ SWEDISH/DANISH/ SLOVENIAN
<b>TX START SPEED</b>	Set the speed at which the fax starts transmitting. Set this to a lower speed if you have difficulties connecting over long distance or noisy lines.	9600bps/7200bps/ 4800bps/2400bps
<b>RX START SPEED</b>	Set the speed at which the fax starts receiving. Set this to a lower speed if you have difficulties connecting over long distance or noisy lines.	9600bps/7200bps/ 4800bps/2400bps
<b>E.S.S.</b>	Enable/disable Energy Save Standby mode. When ON, the fax switches to Energy Save Standby mode when you don't use the fax for 5-30 minutes. In this mode, the power consumption is approx. 0.9W. See page 132.	ON/OFF

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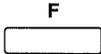
# Activity reports

Your fax keeps track of most of its sending and receiving operations. These operations can be printed out in the form of activity reports that can help you confirm the dates and times of facsimile transmissions and whether or not each transaction was successful.

## How to print a report

Depending on the type of report, you can have the fax print the report automatically, or you can print it directly. See REPORT SETTINGS (page 86) on how and when reports are printed automatically. The fax prints the Send report, Receive report, and Multi activity report automatically only.

You'll find a sample of each report below.

- 1** Press [FUNCTION]. 
- 2** Press [REPORT]. 
- 3** Use [<] or [>] to display the type of report you want to print.   
Press [START/COPY]. 
  - ACTIVITY REPORT
  - 1-TOUCH SPD LIST
  - CODED SPD LIST
  - GROUP DIAL LIST
  - USER'S DATA LIST
  - MSG REPORT

## Activity management report

Summarises the information for the sending and receiving activities of your fax after 20 transactions. For automatic printing see ACTIVITY REPORT in REPORT SETTINGS, page 86.

START TIME	CONNECTION TEL	CONNECTION ID	NO.	MODE	PAGES	RESULT
12/01/95 10:12	FAX 321 456 7777	Canon U.S.A.				P01
***** ***** ACTIVITY REPORT ***** *****						
12/01 11:55 *	3 7390602	CANON HONGKONG	0017	TRANSMISSION	1	OK 00'31
11:57 *	312 228 5700	CANON INC.	0016	TRANSMISSION	1	OK 00'47
12:45 *	0337582111	CANON TOKYO	0018	RECEPTION	1	OK 00'53
12:53 *	321 228 5700	CANON INC.	0019	RECEPTION	1	NG 00'01
						0 #011
12:57 *	356 895 1111	DERIC MAY	0021	TRANSMISSION	1	NG 00'31
						0 #018
12:56 *	37582111	CANON TOKYO	0022	TRANSMISSION	1	OK 00'31
13:55	2 5059	CANON ITALIA	0023	TRANSMISSION	1	OK 00'21
						STOP

If marked with an asterisk, has already been printed out.

Transaction number.

Error Code: See Error Codes messages and solutions, page 109.

[STOP] was pressed during transaction.

The number of the page with an error.

- The fax prints sending and receiving transactions together in the same report. You can also set the fax to print sending and receiving transactions separately. See TX/RX SEPARATE, page 86.

## One-touch Speed Dialling list

Lists the information for each of the registered One-touch Speed Dialling numbers.

SD #	CONNECTION TEL	CONNECTION ID
[ 01]	1 773 3173	CANON UK
[ 02]	312 228 5700	CANON INC.
[ 03]	2 5059	CANON ITALIA
[ 04]	3 7390802	CANON HONGKONG

## Coded Speed Dialling list

Lists information for each of the registered Coded Speed Dialling numbers.

12/01/95	10:12	FAX 321 456 7777	Canon U.S.A.	P01
***** ***** CODED SPD LIST ***** *****				
SD #	CONNECTION TEL		CONNECTION ID	
[ * 01]	356 895 1111		DERIC MAY	
[ * 02]	001 313 5236 7456		CHARLIE PARISEK	
[ * 03]	516 484 1005		ABDUL HISHAM	
[ * 04]	3290 2644		TECHNO GRAPHICS	

## Group Dialling list

Lists the information for each of the registered groups for the Group Dialling function.

12/01/95	10:12	FAX 321 456 7777	Canon U.S.A.	P01
***** ***** GROUP DIAL LIST ***** *****				
SD #	CONNECTION ID	SD #	CONNECTION TEL	CONNECTION ID
[ 05]	CANON GROUP	[ 01]	1 773 3173	CANON UK
		[ 02]	312 226 5700	CANON INC.
		[ 03]	2 5059	CANON ITALIA
		[ 04]	3 7390802	CANON HONGKONG

## User's data list

Lists the name and number you registered during setup and a list of all current settings.

```
12/01/95 10:12 FAX 321 456 7777 Canon U.S.A. P01

*****
***** USER'S DATA LIST *****
*****

USER SETTINGS

USER TEL #          ----- 321 456 7777
USER ID             ----- CANON USA
TTI OPTION SET     -----
TTI POSITION         ----- OUTSIDE IMAGE
TTI MARKER         ----- FAX
DENSITY CONTROL    ----- STANDARD
OFFHOOK ALARM     ----- ON
VOLUME CONTROL     -----
PHONE VOL LEVEL    ----- VOL MID
```

## Activity report (Sending)

Normally the fax does not print an activity report for sending, but you can set the fax to print an activity report every time you send a document. See TX REPORT in REPORT SETTINGS, page 86.

```
12/01/95 10:12 FAX 321 456 7777 Canon U.S.A. P01

*****
***** ACTIVITY REPORT *****
*****

TRANSMISSION OK

TX/RX NO.          0002
CONNECTION TEL     1516334455
CONNECTION ID     CANON USA FAX
START TIME        12/01 10:11
USAGE TIME        00'36
PAGES             1
RESULT            OK
```

- You can set the fax to print an activity report only when an error occurs during sending. See TX REPORT in REPORT SETTINGS, page 86.
- You can set the fax to print the first page of the documents. Valid only for memory transmissions. See TX CONFIRM REP in REPORT SETTINGS, page 86.

## Activity report (Receiving)

Normally the fax does not print an activity report for receiving, but you can set the fax to print an activity report every time you receive a document. See RX REPORT in REPORT SETTINGS, page 86.

12/01/95	10:12	FAX 321 456 7777	Canon U.S.A.	P01
***** ***** ACTIVITY REPORT ***** *****				
RECEPTION OK				
TX/RX NO.		0026		
CONNECTION TEL		0337582111		
CONNECTION ID		CANON TOKYO		
START TIME		12/01 13:49		
USAGE TIME		00'27		
PAGES		1		
RESULT		OK		

- You can set the fax to print an activity report only when an error occurs during receiving. See RX REPORT in REPORT SETTINGS, page 86.

## Multi-activity report

Lists the result of a Sequential broadcast.

12/01/95	10:12	FAX 321 456 7777	Canon U.S.A.	P01
***** ***** MULTI TX/RX REP. ***** *****				
TX/RX NO.		0026		
INCOMPLETE TX/RX		[04]	3 7390602	CANON HONGKONG
TRANSACTION OK		[02]	312 228 5700	CANON INC.
ERROR		[03]	2 5059	CANON ITALIA

- If you set the fax to print activity reports (TX REPORT or RX REPORT) and then use Sequential broadcasting or Polling reception with multiple parties, Multiactivity report will be printed instead of the activity report (Sending or Receiving). See TX REPORT, RX REPORT in REPORT SETTINGS, page 86.

## Memory clear list

The memory clear list summarises the documents in memory.

12/01/95	10:12	FAX 321 456 7777	Canon U.S.A.	P01	
***** ***** MEMORY CLEAR REPORT ***** *****					
TX/RX NO.	MODE	CONNECTION TEL	PAGES	SET TIME	START TIME
0012	TRANSMISSION	312 228 5700	3	12/01 23:00	
0013	RECEPTION	0337582111	2	12/01 12:37	

- If you experience a power failure, every document stored in memory will be saved for approximately an hour. If the power failure occurs for an extended period of time beyond this limit, the documents in the fax memory will be lost.

After you turn on the fax as soon as power is restored, the fax will automatically print out a list of documents that were stored in the memory at the time of the power failure.

## Message report

The message report provides a record of answering machine transactions, such as types of outgoing messages, the number of incoming messages, and telephone conversations and the duration of each call.

01/12'96	10:12	FAX 321 456 7777	Canon U.S.A.	P01	
***** ***** MSG REPORT ***** *****					
OGM					
OGM	START TIME	REC TIME	OGM	START TIME	REC TIME
ANS OGM	01/12'96 10:43	26	MEMO MSG	01/12'96 10:45	180
INCOMING MESSAGE					
MSG #	START TIME	REC TIME	MSG #	START TIME	REC TIME
[01]	01/12'96 11:30	180	[02]	01/12'96 11:45	180
[03]	01/12'96 12:10	30	[04]	01/12'96 12:22	30
[05]	01/12'96 17:25	30	[06]	01/12'96 18:10	30
[07]	01/12'96 19:01	30			
TALK					
MSG #	START TIME	REC TIME	MSG #	START TIME	REC TIME
[01]	01/12'96 20:00	8	[02]	01/12'96 21:03	10
[03]	01/12'96 22:31	11			

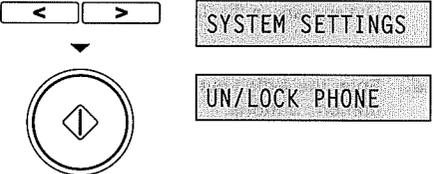
# Restricting use of the fax

This chapter shows you how to prevent unauthorised usage of the fax. You can lock the fax to prevent unauthorised sending of documents. After locking the fax, you have to enter the password to use the fax.

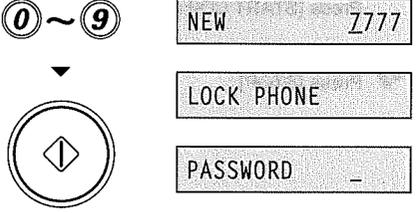
## Setting to lock the fax

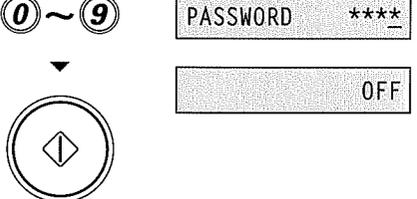
- 1** Press [FUNCTION].  
Wait a second for TEL REGISTRATION to appear.

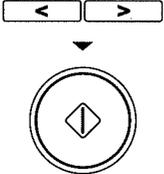

- 2** Use [<] or [>] to select SYSTEM SETTINGS.  
Press [START/COPY].


- 3** Press [START/COPY] two times.  
NEW appears on the display.  
If OLD appears on the display, a password has already been registered.  
To change the password, enter the 4-digit current password and press [START/COPY].


- 4** Enter the 4-digit access password using the numeric buttons.  
Press [START/COPY] two times.


- 5** Enter the 4-digit current access password using the numeric button.  
The password is not displayed as you enter it.  
Press [START/COPY].



- 6** Use [**<**] or [**>**] to select ON.
- Press [**START/COPY**].
- 
- 
- 
- 7** Press [**STOP**].
- 

## Changing the access password

- 1** Do the first 3 steps on page 95.  
Old appears on the display.
- 
- 
- 2** Enter the 4-digit current access password using the numeric buttons.  
The password is not displayed as you enter it.
- Press [**START/COPY**].  
NEW appears on the display.
-   

- 
- 3** Enter the 4-digit new access password using the numeric buttons.
- Press [**START/COPY**].
- 
- 
- 4** Press [**STOP**].

## Cancelling the restriction setting

- 1** Do the first 2 steps on page 95.

UN/LOCK PHONE
- 2** Press [START/COPY].

PASSWORD
- 3** Use [<] or [>] to select LOCK PHONE.

LOCK PHONE

▼

Press [START/COPY].

PASSWORD \_
- 4** Enter the 4-digit current access password using the numeric buttons.  
The password is not displayed as you enter it.

PASSWORD \*\*\*\*\_

▼

Press [START/COPY].

ON
- 5** Use [<] or [>] to select OFF.

OFF

▼

Press [START/COPY].
- 6** Press [STOP].

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# 8

## **SOLUTIONS TO COMMON PROBLEMS**

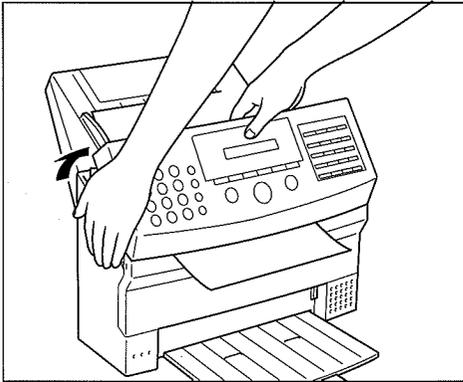
<b>Paper Jams</b> .....	<b>98</b>
Automatic Document Feeder (ADF) jams .....	98
Recording paper jams .....	99
<b>Periodic care</b> .....	<b>100</b>
Cleaning the fax exterior .....	100
Cleaning the glass scanning window .....	100
Cleaning the printer area .....	101
Cleaning the BJ cartridge print head .....	102
Replacing the BJ cartridge .....	103
<b>Troubleshooting</b> .....	<b>104</b>
<b>Print quality problems</b> .....	<b>108</b>
<b>Error codes, messages and solutions</b> .....	<b>109</b>
<b>In case of a power failure</b> .....	<b>112</b>
During a power failure .....	112
Memory backup function .....	112

# Paper Jams

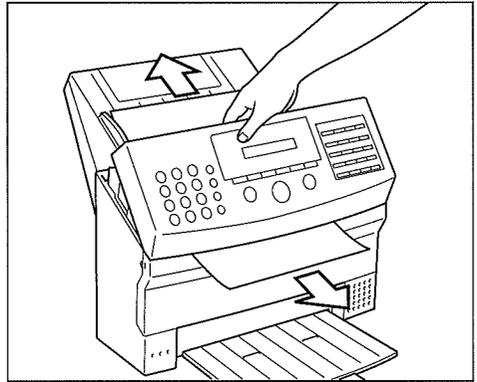
## Automatic Document Feeder (ADF) jams

### ■ To remove a jammed document

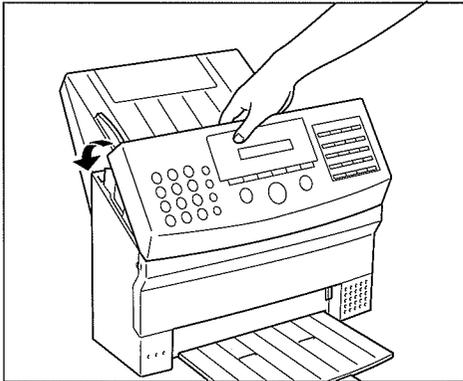
**1** Grip the operation panel with the right hand while holding down the fax with the left hand as shown and gently pull the panel toward you until it opens.



**2** While holding the operation panel open, pull the sheet out from the top or bottom.



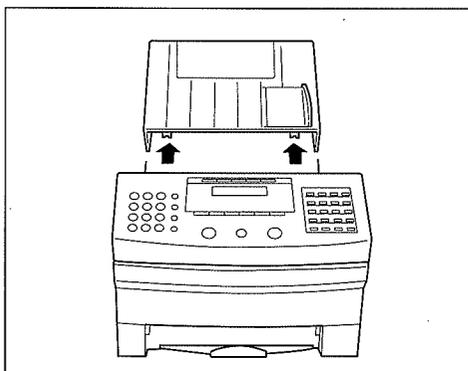
**3** Gently push the operation panel shut until it clicks.



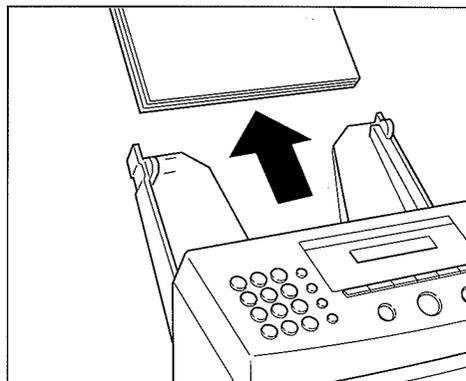
## Recording paper jams

### ■ To remove jammed paper

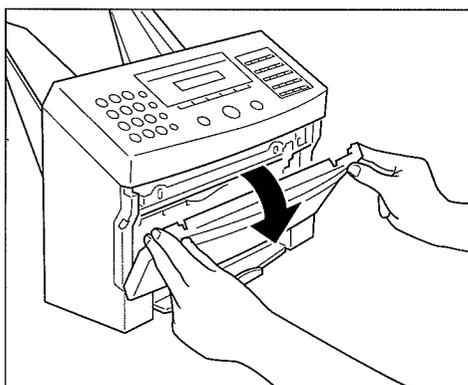
**1** Remove the paper tray cover.



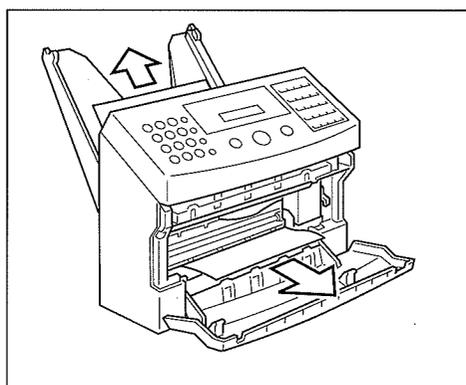
**2** Remove the recording paper.



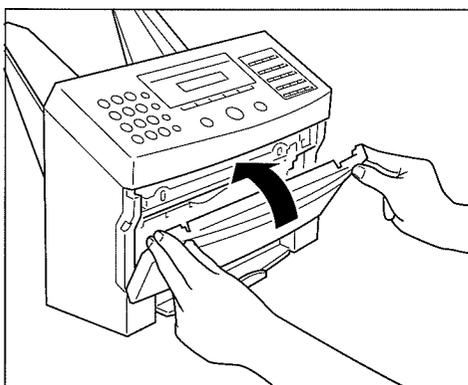
**3** Open the front cover.



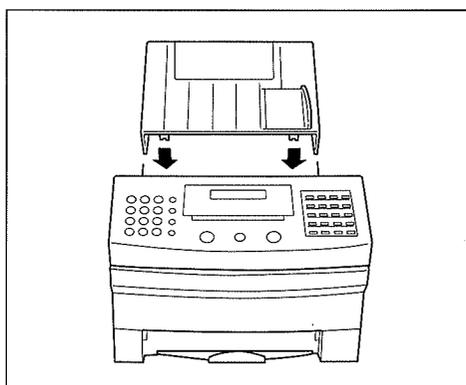
**4** Pull the sheet out slowly.



**5** Close the front cover.



**6** Load the paper (see Loading the paper, page 7), then replace the paper tray cover, and press [STOP].



# Periodic care

## Cleaning the fax exterior

To keep the exterior of the fax clean, gently wipe the fax with a soft cloth lightly moistened with water.

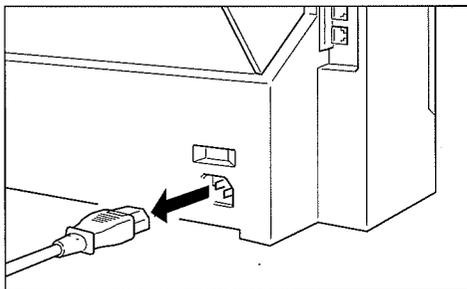
Never use thinner, benzene, alcohol or any other organic solvent, as it may damage the surface of the fax.

## Cleaning the glass scanning window

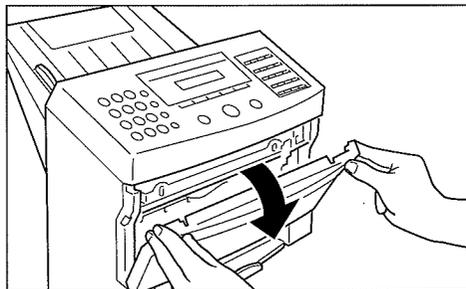
The glass scanning window can accumulate dirt with continued use, resulting in spots on faxes and copies.

### ■ To clean the glass scanning window

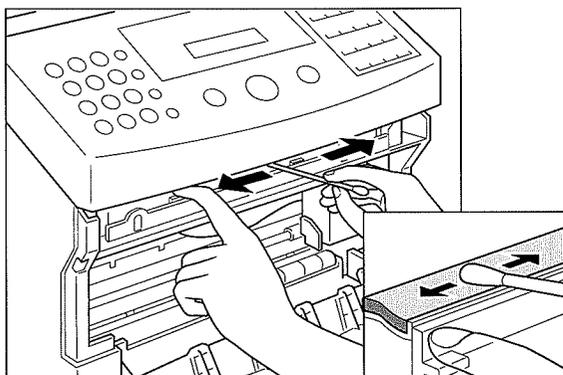
**1** Disconnect the power cord.



**2** Open the front cover.



**3** Press down on the scanning window assembly and clean the glass window with a dry cotton swab.

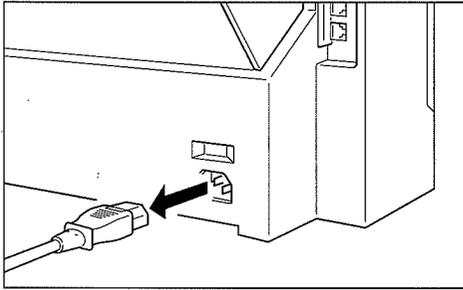


## Cleaning the printer area

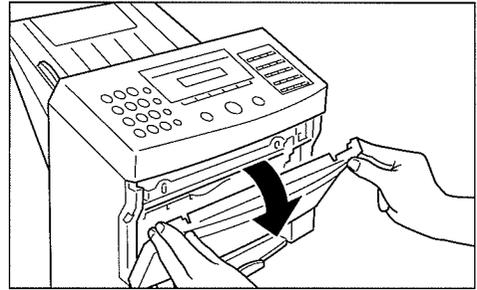
Clean the printer area regularly to prevent accumulation of paper dust and ink spots.

### ■ To clean the printer area

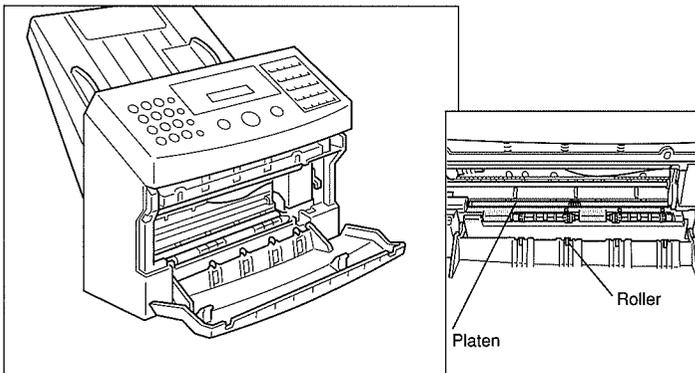
**1** Disconnect the power cord.



**2** Open the front cover.



**3** Clean the printer area with a soft, dry cloth.



- Remove any ink mist or paper debris from the interior of the printer using a soft cloth. Clean especially well around the platen area. If the rollers become dirty, you can clean them using a small, soft brush.
- Never use a solvent, such as thinner or benzene, to clean the printer area.
- Do not remove the BJ cartridge or attempt to wipe the cartridge print head.

## Cleaning the BJ cartridge print head

To maintain the best possible print quality, the BJ cartridge print head needs to be cleaned from time to time. If you notice some degradation in the print quality, try cleaning the print head.

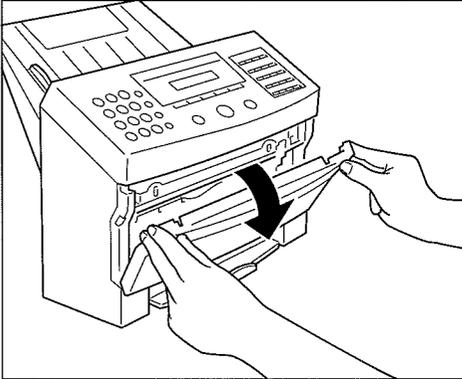
Cleaning the print head consumes a small amount of ink. Cleaning too often significantly reduces the amount ink in the cartridge.

- 
- 1** Press [FUNCTION].  
Wait a second for TEL REGISTRATION to appear.
- F
- SELECT MENU  
▼  
TEL REGISTRATION
- 
- 2** Press [CLEANING].
- CLEANING  
03
- HEAD CLEANING

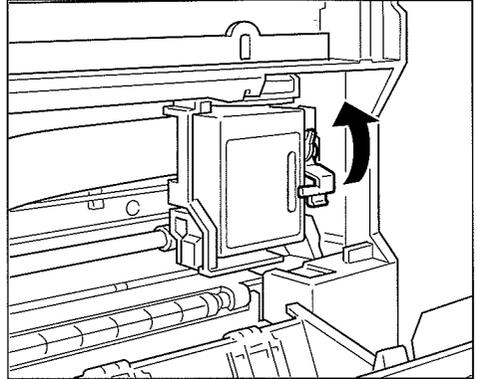
## Replacing the BJ cartridge

Replace the BJ cartridge when you see the message CHANGE CARTRIDGE displayed.

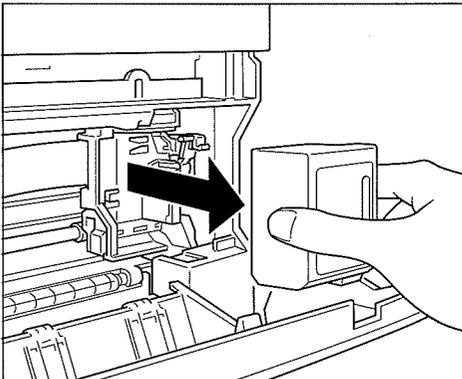
**1** Open the front cover of the fax.



**2** Raise the green cartridge release lever up.



**3** Remove the cartridge.



**4** Insert a new cartridge.  
See *Installing the BJ cartridge*, steps 3 to 8, page 11.

Dispose of the BJ cartridge properly.  
You may want to place it in a plastic bag to keep from  
spilling any residual ink.

# Troubleshooting

---

Refer to this section if you experience trouble operating your fax.

## **TRANSMITTING**

### **❑ Can not send a document?**

- *Is the fax set for the type of telephone line in use (pulse/tone)?*  
If you have a tone line, be sure the fax is set for tone dialling. If you are not sure about what type of line you have, contact your local telephone company. See page 16.
- *Has the document been fed correctly into the fax?*  
Remove the document, stack it and feed it into the fax correctly. See page 47.
- *Is the One-touch or Coded Speed Dialling number you used registered for the feature you want to use?*  
Check the content of the One-touch or Coded Speed Dialling button and be sure it was registered correctly. See page 35, 37.
- *Is the other party's fax out of paper?*  
Call the other party and be sure paper is installed in the other party's fax unit.
- *Are there any other documents being sent from memory?*  
Allow time for the current document to finish sending.
- Print an activity report and check for an error code. See page 89, 109.
- Make sure there is a dial tone when you lift the handset.

### **❑ Are the images you send or copy spotted or dirty?**

- *Is the document scanning glass clean?*  
If the scanning glass is dirty, clean it. See page 100.
- *Is the other party's fax working properly?*  
To confirm correct operation of your own fax, make a copy. If the copy is clear, the other party's fax may have a problem.
- *Is the document fed correctly into the Automatic Document Feeder?*  
Remove the document and feed it correctly into the feeder. See page 47.

### **❑ Can not send using Error Correction Mode (ECM)?**

- *Does the other party's fax support ECM?*  
Some fax units do not support ECM transmission. If the other party's fax does not support ECM transmission, then the document is sent in the normal mode without error checking.
- *Is your fax set for ECM sending?*  
ECM sending for your fax can be turned off and on. Check the current setting. See page 86.

## RECEIVING

### ❑ Can not receive a document automatically?

- *Is the fax set to receive automatically?*  
For the fax to automatically switch from telephone to fax document reception,  and  icons must be off. Press the [/] to turn them off. See page 69.
- *Is RX RESTRICTION set to ON?*  
If *RX RESTRICTION* is set to ON, the fax will only receive faxes from numbers which have been registered for One-touch Speed Dialling and Coded Speed Dialling. See page 88a.
- Make sure you have printed out any document received in memory. See page 71.
- Check the LCD for an error message. See page 109.
- Print an activity report and look for an error code. See page 89, 109.

### ❑ The fax won't switch automatically between telephone and fax transmissions.

- *Does the  or  icon appear?*  
For the fax to switch automatically between telephone and fax reception, the  and  icons must both be off. Press [/] below these icons on the operation panel to turn them off. See page 69.
- *Is the FAX/TEL SWITCH set to OFF?*  
Check this setting and turn it on. See page 20.
- Make sure you have printed out any documents in memory. See page 71.
- Check the LCD for an error message. See page 109.
- Some fax units can not send the CNG signal that tells your fax the incoming signal is from a fax. In such cases, you will have to receive the document manually.

### ❑ Can not receive a document manually?

- *Is a document fed into the fax?*  
Remove the document. You can not receive when there is a document fed into your fax.
- *Did you press [START/COPY] after hanging up the handset?*  
Always press [START/COPY] before hanging up the handset. Don't press [START/COPY] after you hang up the handset.

### ❑ Can not poll and receive from other units?

- *Is a document fed into the fax?*  
Remove the document. You can not receive when there is a document fed into your fax.
- *Do the polling IDs match?*  
Be sure the polling IDs on both fax units are the same. See page 72.
- *Has the other party fed the document into the fax correctly?*  
Be sure the other party has fed the document correctly.
- Make sure paper is loaded in the paper tray. See page 7.

### ❑ Print quality poor?

- *Are you using the correct type of paper?*  
Be sure you are using stock paper that meets the paper requirements for this fax. See page 7.
- *Is the fax unit's BJ cartridge out of ink?*  
Change the BJ cartridge. See page 103.
- Make a copy on your fax. If the image is OK, then your fax is operating properly. Contact the other party and have them check their machine.

**❑ Can not receive using Error Correction Mode (ECM)?**

- *Does the other party's fax support ECM?*  
Some fax units do not support ECM transmission. If the other party's fax does not support ECM, the document is sent in the normal mode without error checking.
- *Is your fax set for ECM receiving?*  
ECM receiving can be turned off and on. Check the current setting. See page 87.

**❑ Nothing prints?**

- *Did you remove the orange tape from the BJ cartridge before you installed it in the fax?*  
Be sure to remove the orange tape from the BJ cartridge before you install it in the fax. See page 11.
- Make sure the BJ cartridge is installed correctly. See page 11.
- Clean the print head several times. See page 102.
- Try another BJ cartridge.

**❑ Are the images you print blotched or uneven?**

- *Are you using ECM sending/receiving?*  
ECM sending/receiving should eliminate such problems. However, if the telephone lines are in poor condition, you may have to try again.
- *How is the quality of the other party's fax?*  
Remember, the sending fax usually determines document quality. Be sure the other party's the back of top cover and scanning glass are clean.

## **TELEPHONE**

**❑ Can not dial?**

- *Is the telephone line connected to the fax?*  
Be sure the telephone line is correctly connected to the fax. See page 14.
- *Is the fax set for the type of telephone line in use (pulse/tone)?*  
If you have a tone line, be sure the fax is set for tone dialling. If you are not sure about what type of line you have, contact your local telephone company. See page 15.

**❑ Does the phone disconnect while you are talking on the line?**

- *Is the  icon on?*  
If the  icon is on, press the [ ] button to turn it off. The  icon *should be on* only when an answering machine is connected and turned on and ready to take messages from telephone callers.

## ANSWERING MACHINE

### Can not turn on the answering machine?

- *Have you recorded an outgoing message?*  
Make sure you have recorded an outgoing message. See pg. 94, 114.
- *Is the handset of the hook?*  
Make sure the handset is on the hook.
- *Is the [ON HOOK] button depressed?*  
Release the [ON HOOK] button if it is depressed.
- *Are you sending or receiving documents, or registering information?*  
You can not turn on the answering machine during facsimile transaction or while registering information.
- *Have you recorded an ending message?*  
If you select ANS MODE, you must record an ending message as well as an outgoing message.

### Can not incoming messages be recorded?

- *Is the memory full?*  
Print received documents in memory, or listen to and erase recorded incoming messages. See pg. 71, 118.

### Callers are limited to only 30 seconds for their incoming messages?

- *Is INBOUND MSG TIME in ANS SYS SETTINGS set to FIXED?*  
Set INBOUND MSG TIME to VARIABLE. The fax doesn't stop recording an incoming message until after the caller hangs up. See pg. 88.

### Can not use remote control?

- *Did you call from a rotary-dial (pulse) telephone?*  
Make sure you call from a touch-tone telephone.
- *Did you enter the wrong password?*  
Make sure you enter the correct password.
- *Is the answering machine of the fax set to ON?*  
You can set the answering machine ON by remote control if you have recorded a message. See pg. 126.

### Can not listen to the confidential message?

- *Did you enter the wrong confidential message password?*  
Make sure you enter the correct confidential message password.
- *Did you call from a rotary-dial (pulse) telephone?*  
Make sure you call from a touch-tone telephone.

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## COPYING

### ❑ Can not make a copy?

- *Was the [ON HOOK] button pressed?*  
You can not make copies if [ON HOOK] was pressed. Press [ON HOOK] to release it.
- Make sure the telephone is on the hook.
- Make sure a document is set in the Automatic Document Feeder and the LCD displays DOCUMENT READY.
- Print an activity report to ensure the fax is working properly.

## PAPER LOADING PROBLEMS

### ❑ Multiple sheets feed into the fax.

- Make sure the paper is not sticking together. Fan the paper before loading it into the paper tray. Always fan a stack of paper along the edge that will feed into the machine first.
- Make sure the paper tray does not contain too much paper. Remove a few sheets of paper from the paper tray.
- If different paper types are loaded in the paper tray, load just one paper type. See Loading the paper, page 7.

### ❑ Paper is loaded skewed (Printing is skewed).

- Make sure the paper is loaded properly in the paper tray: the right side of the paper is aligned against the right side of the paper tray and the paper guide rests against the left side of the paper stack, see Loading the paper, page 7.

## GENERAL

### ❑ Don't you see the date on the display?

- *Do you see the time on the display?*  
When E.S.S. setting is ON, the fax switches to Energy Save Standby mode if you don't use the fax for 5-30 minutes. In this mode, the power consumption is approx. 0.9W. If someone sends you documents, the fax can receive them as usual. If you touch any keys or feed the document into the fax, the fax works normally.

### ❑ Nothing shows on the display?

- *Is the power plug firmly plugged in?*  
Check the plug and be sure it is firmly plugged into the socket.
- *Can not solve the problem?*  
Disconnect the power. Wait five seconds and reconnect the power again.  
Check the other party's fax and be sure that it is compatible with your fax. There are some compatibility problems between certain types of faxes.  
Still can not solve the problem?  
Call for service.

# Print Quality Problems

If the printout is unsatisfactory, consider the following suggestions:

- Most paper has a right side and a wrong side. If the print quality is poor, try turning the paper over and printing on the other side.
- If characters and images are blurred, check that you are using the correct kind of paper, see page 7.
- If ink gets on the printer's platen, the reverse side of the printed page will have smudges. In this case, clean the platen area with a soft dry cloth, see page 101.
- If white streaks or missing dots appear on printed pages, perform the print head cleaning operation. See page 102.
- If the quality is not crisp and clear after cleaning the print head, repeat the head cleaning procedure again. If output still is not satisfactory after cleaning the print head five consecutive times, replace the BJ cartridge. See page 103.
- If the following print quality problems occur in the entire printing area, check for the most probable cause and remedy as listed below.

<b>Print Results</b>	<b>Most Probable Cause</b>	<b>Remedy</b>
Smudged	Paper type	Try a different type. See page 7.
Blurred	Paper type	Try a different type. See page 7.
Faded	Print head is clogged or out of ink.	Perform head cleaning or replace the BJ cartridge. See page 102, 103.
White Streaks	Print head is clogged.	Perform head cleaning or reinstalling the BJ cartridge. See page 11, 102, 103.
Dots Missing	Print head is clogged.	Perform head cleaning. See page 102.
Irregular Dots	Print head is clogged.	Perform head cleaning. See page 102.

# Error codes, messages and solutions

The following table summarizes the error codes that appear on Activity reports (see page 92), the displayed messages and what to do for each error.

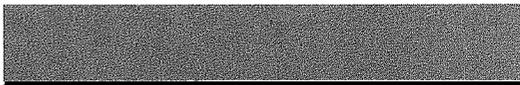
<b>Message</b>	<b>Error Code</b>	<b>Cause</b>	<b>Action</b>
BUSY/NO SIGNAL	#005/018	The telephone number you dialled is busy.	Try sending the document at a later time.
		The other party's fax is not working.	Contact the other party and have them check their fax.
		The other party is not using a G3 machine.	Contact the other party and have them send or receive the document using a G3 machine.
		The touch tone/rotary pulse setting on your fax is incorrect.	Set your fax to the setting that matches your telephone line. (See page 16)
		The receiving fax did not answer within 35 seconds.	Contact the other party and have them check their fax. You can try to send the document manually. For an overseas call, add pauses to the registered number. (See page 29)
CHANGE CARTRIDGE	–	The BJ cartridge is empty or the ink has dried out.	Replace the BJ cartridge. (See page 103)
CHECK REC PAPER	#009	No paper in the fax or there is a paper jam.	Add paper or clear the jam, then press [STOP]. (See page 7, 99)
CHK. FRONT COVER	–	The front cover is open.	Close the front cover.

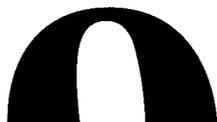
## **Solutions to common problems**

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<b>Message</b>	<b>Error Code</b>	<b>Cause</b>	<b>Action</b>
CHECK DOCUMENT	#001	Document is jammed.	Remove the document you are trying to send or copy and start again. (See page 98)
	#011	The fax tried to poll another unit but the other fax unit did not have a document to send.	Contact the other party and have them set the document for polling.
CHECK PRINTER	–	An error occurred in the printer.	Press [STOP]. Try your operation again.
DOC. TOO LONG	#003	It took more than 32 minutes to send or copy a document.	Divide the document and send or copy each part separately.
		It took more than 32 minutes to receive a document.	Contact the other party. Have them divide the document and send each part separately.
		The document is longer than 1m.	Use a copy machine to make a reduced copy of the document and send the copy.
HANG UP PHONE	–	The telephone is off hook.	Place the telephone properly into its cradle.
MEMORY FULL	#037	The memory of the fax is full because it has received too many documents.	Print out any documents that are stored in memory. Then start the operation again. (See page 71)
		The memory is full because you tried to send too many pages at once.	Divide the documents and send each part separately.
MSG AREA FULL	–	The memory for messages is full.	Listen to incoming messages and recorded conversations, then erase them. (See pg. 71)
MULTI TRANS. ON	–	Sequential broadcasting is in progress, with a pause between calls.	If you want the fax to continue, do nothing. If you want to stop sending, wait until the fax starts to dial the number, then press [STOP].
NO RX PAPER	#012	The other party's fax is out of paper.	Contact the other party and have them install paper in their fax.

<b>Message</b>	<b>Error Code</b>	<b>Cause</b>	<b>Action</b>
NO TEL #	#022	The One-touch Dialling or Coded Speed Dialling number has not been registered.	Register the number. (See page 35, 37)
NOT AVAILABLE	–	You tried to register the number which had been registered for a One-touch or Coded Speed Dialling number as a group.	Start the procedure again from the beginning and try again.
POLLING ID ERROR	#021	You can not poll the other party's fax because the polling IDs do not match.	Register your polling ID so that it matches that of the other fax unit, or have the other party set their polling ID to 11111111. (See page 72)
PUT IN CARTRIDGE	–	The BJ cartridge is not set.	Set the BJ cartridge. (See page 11)
REC'D IN MEMORY	–	The paper or ink ran out, or a paper jam occurred, so the fax received the document in memory.	Add paper to the paper tray, change the BJ cartridge, or clear the paper jam. Print out the document from memory. (See page 71)
RECORDING	–	No outgoing message has been recorded.	Record an outgoing message. (See pg. 114)
REC PAPER JAM	#009	There is a paper jam.	Clear the jam, then press [STOP]. (See page 99)
REDIALING	–	The fax is waiting to redial the other party's number because the line was busy or the other party did not answer when you tried to send the document.	Wait for the fax to try redialling. If that doesn't work, wait until the fax starts to dial the number, then press [STOP] to cancel redialling. Try to send the document again at a later time.
START AGAIN	–	An error has occurred.	Start the procedure again from the beginning and try again.
STOP KEY PRESSED	–	[STOP] is pressed.	Start the procedure again from the beginning and try again.
TALK	–	The FAX/TEL switch is set for the fax to ring.	Answer the call.
TIMER	–	Delayed Sending is set and will send at the preset time.	





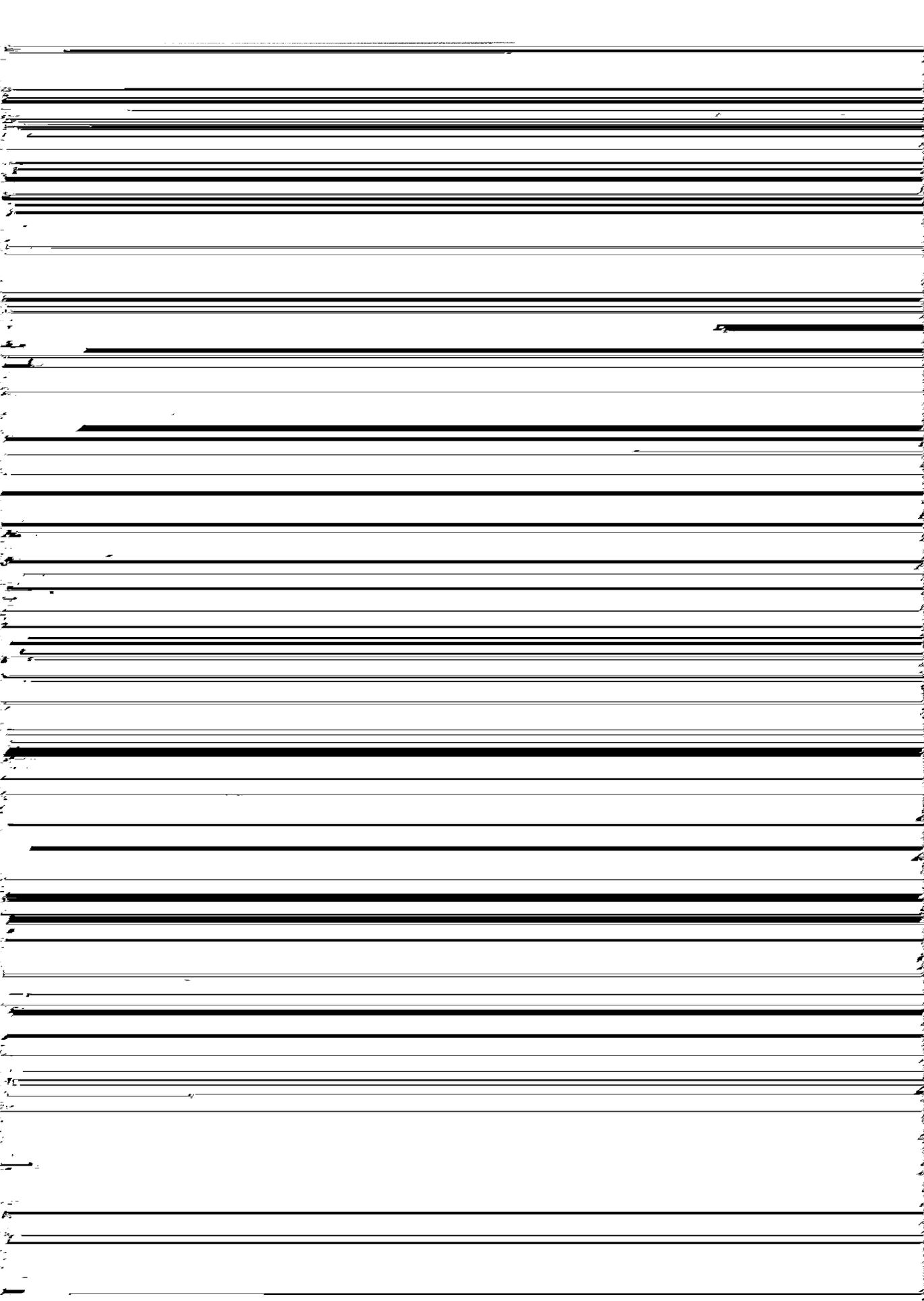
**THE BUREAU**

[REDACTED]

**SECRET**

[REDACTED]

[REDACTED]





*The built-in answering machine*

5



[The main body of the page contains several lines of text that are almost entirely obscured by heavy horizontal black bars, likely due to scanning artifacts or redaction.]

*Using the built-in answering machine*

**Recording telephone conversations\***

*The built-in answering machine*

**Using the built-in answering machine**

