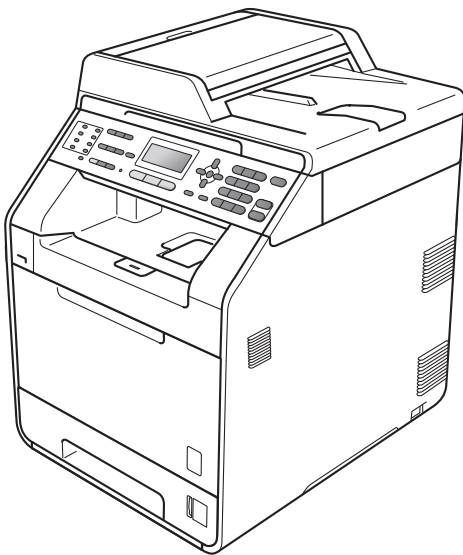


ADVANCED USER'S GUIDE



MFC-9460CDN
MFC-9560CDW

Not all models are available in all countries.

MFC-9560CDW (in USA):

Please go to the Brother Solutions Center at <http://solutions.brother.com/> and click Manuals on your model page to download the other manuals.

User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
Safety and Legal	Please read the Safety Instructions before you set up your machine.	Printed / In the Box
Quick Setup Guide	Read this Guide first. Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the Box
Basic User's Guide	Learn the basic Fax, Copy, Scan and Direct Print operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	For USA: (MFC-9460CDN) PDF file / Documentation CD-ROM / In the Box
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup, PC-Fax, and using the Brother ControlCenter utility.	(MFC-9560CDW) PDF file / Brother Solutions Center at http://solutions.brother.com/
Network Glossary	This Guide provides basic information about advanced network features of Brother machines along general networking and common terms.	
Network User's Guide	This Guide provides useful information of wired and wireless network settings and security settings using Brother machine. You can also find supported protocol information for your machine and the detailed troubleshooting tips.	For Other Countries: PDF file / Documentation CD-ROM / In the Box

Table of Contents

1	General Setup	1
	Memory storage.....	1
	Volume settings.....	1
	Ring volume.....	1
	Beeper volume.....	2
	Speaker volume.....	2
	Automatic daylight savings time.....	3
	Ecology features.....	3
	Toner Save.....	3
	Sleep Mode.....	4
	Deep Sleep mode.....	4
	LCD Contrast.....	4
	Dial Prefix.....	5
	Setting up the prefix number.....	5
	Changing the prefix number.....	5
	Mode Timer.....	6
2	Security features	7
	Secure Function Lock 2.0.....	7
	Setting the password for the administrator.....	8
	Changing the password for the administrator.....	8
	Setting up the public user mode.....	9
	Setting up restricted users.....	9
	Turning Secure Function Lock on/off.....	10
	Switching Users.....	10
	Setting Lock.....	11
	Setting up the password.....	12
	Changing your Setting Lock password.....	12
	Turning Setting Lock on/off.....	13
	Restricting dialing.....	13
	Dial pad restriction.....	13
	One Touch restriction.....	14
	Speed Dial restriction.....	14
3	Sending a fax	15
	Additional sending options.....	15
	Changing a 2-sided fax layout.....	15
	Sending faxes using multiple settings.....	15
	Contrast.....	16
	Changing Fax Resolution.....	16
	Additional sending operations.....	17
	Sending a fax manually.....	17
	Sending a fax at the end of a conversation.....	18
	Dual access (black & white only).....	18
	Broadcasting (black & white only).....	19
	Real Time Transmission.....	20

Overseas Mode	21
Delayed Fax (black & white only)	21
Delayed batch transmission (black & white only)	22
Checking and canceling waiting jobs.....	22
Electronic cover page (black & white only).....	23
Polling overview	25
Polled transmit (black & white only).....	25

4 Receiving a fax 26

Remote Fax Options (black & white only).....	26
Receiving faxes into memory when the paper tray is empty	26
Fax Forwarding.....	26
Paging	27
Fax Storage	27
PC-Fax Receive	28
Changing Remote Fax Options	29
Remote retrieval	30
Remote fax commands.....	33
Additional receiving operations	34
Printing a reduced incoming fax	34
Duplex (2-sided) printing for Fax mode	34
Setting the Fax Receive Stamp (black & white only).....	35
Receiving a fax at the end of a conversation.....	35
Setting the Print Density	35
Printing a fax from the memory	35
Polling overview	36
Polling receive	36
Stop polling	36

5 Dialing and storing numbers 37

Telephone line services	37
Tone or Pulse (Canada only).....	37
For Fax/Tel mode only.....	37
Special line considerations	37
Additional dialing operations.....	39
Dialing access codes and credit card numbers	39
Additional ways to store numbers.....	39
Setting up Groups for Broadcasting	39
Changing Group numbers	40
Deleting Group numbers	41

6 Printing reports 42

Fax reports.....	42
Transmission verification report.....	42
Fax Journal.....	42
Reports	43
How to print a report	43

7	Making copies	44
	Copy settings	44
	Stop copying	44
	Enlarging or reducing the image copied	44
	Improving copy quality	45
	Using the Options key	46
	Sorting copies using the ADF	47
	Adjusting Contrast, Color and Brightness	47
	Making N in 1 copies (page layout)	49
	2 in 1 ID Copy	50
	Tray selection	51
	Duplex (2-sided) copying	51
	Duplex Copy (long edge flip)	51
	Advanced Duplex Copy (short edge flip)	53
A	Routine maintenance	55
	Cleaning and checking the machine	55
	Cleaning the outside of the machine	55
	Cleaning the scanner	56
	Cleaning the laser scanner windows	57
	Cleaning the corona wires	61
	Cleaning the drum unit	65
	Cleaning the paper pick-up rollers	71
	Calibration	72
	Auto Registration	73
	Manual Registration	73
	Frequency (Color Correction)	74
	Checking the Page Counters	74
	Checking the remaining life of parts	74
	Replacing periodic maintenance parts	75
	Packing and shipping the machine	76
B	Options	84
	Options	84
	Optional paper tray (LT-300CL)	85
	Memory board	85
	SO-DIMM Types	85
	Installing extra memory	86
C	Glossary	88
D	Index	92





Memory storage

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

Volume settings

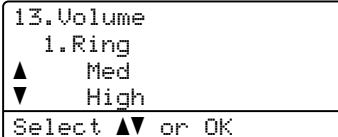
Ring volume

You can choose a ring volume level from a range of settings, 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**.



```
13. Volume
  1. Ring
  ▲   Med
  ▼   High
-----
Select ▲▼ or OK
```

- 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.**

```

13. Volume
  2. Beeper
▲   Med
▼   High
Select ▲▼ or OK

```

- 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.**

```

13. Volume
  3. Speaker
▲   Med
▼   High
Select ▲▼ or OK

```



- 2 Press ▲ or ▼ to choose Off, Low, Med or High.
Press **OK.**

- 3 Press **Stop/Exit.**

You can also adjust the speaker volume with the control panel keys.

- 1 Press  (**FAX**).

- 2 Press **Hook.**

- 3 Press  or .
- This setting will stay until you change it again.

- 4 Press **Hook.**

Automatic daylight savings time

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

- 1 Press **Menu, 0, 2, 2**.

```

02.Date&Time
  2.Auto Daylight
▲      On
▼      Off
Select ▲▼ or OK
  
```

- 2 Press ▲ or ▼ to choose On or Off.
Press **OK**.
- 3 Press **Stop/Exit**.

Ecology features

Toner Save

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

- 1 Press **Menu, 1, 4, 1**.

```

14.Ecology
  1.Toner Save
▲      On
▼      Off
Select ▲▼ or OK
  
```

- 2 Press ▲ or ▼ to choose On or Off.
Press **OK**.
- 3 Press **Stop/Exit**.



Note

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

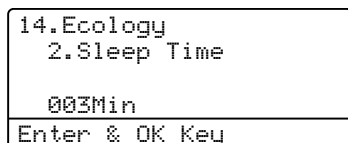
Sleep Mode

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

You can choose how long the machine must be idle before it goes into sleep mode. When the machine receives a fax, computer data or makes a copy, the timer will be reset. The default setting is 3 minutes.

While the machine is in sleep mode the LCD will show *Sleep*.

- 1 Press **Menu, 1, 4, 2**.



- 2 Enter the length of time the machine is idle before entering sleep mode. Press **OK**.
- 3 Press **Stop/Exit**.

Deep Sleep mode

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

(For MFC-9560CDW only) If a wireless network is enabled, the machine does not enter Deep Sleep mode. To disable the wireless network, see *chapter 5* in the *Network User's Guide*.

LCD Contrast

You can change the contrast to make the LCD look lighter or darker.

- 1 Press **Menu, 1, 6**.



- 2 Press **▶** to make the LCD darker. Or, press **◀** to make the LCD lighter. Press **OK**.
- 3 Press **Stop/Exit**.

Dial Prefix

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

Setting up the prefix number

- 1 (USA) Press **Menu, 0, 5**.
(Canada) Press **Menu, 0, 6**.
- 2 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 **Hook** to display "!".)
You cannot use ! with any other numbers or characters.
If your telephone system requires a timed break recall (hookflash), press **Hook** to enter the break.
- (Canada only) If the pulse dialing mode is on, # and * are not available to use.

- 3 Press **Stop/Exit**.

Changing the prefix number

- 1 (USA) Press **Menu, 0, 5**.
(Canada) Press **Menu, 0, 6**.
- 2 Do one of the following:
 - To change the prefix number, press **1**.
 - To delete the prefix number, press **1**, and then press **Clear** to delete the digits. Press **OK**.
Go to step 4.
 - To exit without making a change, press **2**. Go to step 4.
- 3 Enter a new prefix number using the dial pad (up to 5 digits). Press **OK**.
- 4 Press **Stop/Exit**.

Mode Timer

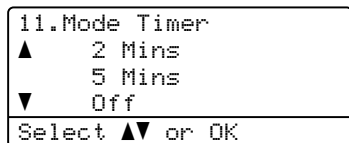
The machine has three mode keys on the control panel: **FAX**, **SCAN**, and **COPY**.

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

This setting also sets the time the machine will change from individual user to the Public mode when using Secure Function Lock. (See *Switching Users* on page 10.)



- 1 Press **Menu**, **1**, **1**.



- 2 Press **▲** or **▼** to choose 0 Sec, 30 Secs, 1 Min, 2 Mins, 5 Mins or Off. Press **OK**.
- 3 Press **Stop/Exit**.

Secure Function Lock 2.0

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

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

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

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

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

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



Note

- Secure Function Lock can be set manually at the control panel or by using Web Based Management. We recommend using Web Based Management to configure this feature. For more information, see the *Network User's Guide*.
- Only administrators can set limitations and make changes for each user.
- When Secure Function Lock is on, you can only use 1. Contrast, 6. Polled TX and 7. Coverpg Setup under 2. Setup Send in the Fax menu.
If Fax Tx is disabled, you cannot use any function in the Fax menu.
- Polling Receive is enabled only when both Fax Tx and Fax Rx are enabled.

Setting the password for the administrator

The password you set in these steps is for the administrator. This password is used to set up users and to turn Secure Function Lock on or off. (See *Setting up restricted users* on page 9 and *Turning Secure Function Lock on/off* on page 10.)

- 1 Press **Menu, 1, 7, 1**.

```
17.Security
 1.Function Lock

New Passwd:XXXX
Enter & OK Key
```

- 2 Enter a four-digit number for the password using numbers 0-9. Press **OK**.
- 3 Re-enter the password when the LCD shows *Verify:.* Press **OK**.
- 4 Press **Stop/Exit**.

Changing the password for the administrator

- 1 Press **Menu, 1, 7, 1**.

```
17.Security
 1.Function Lock
▲ Lock Off-On
▼ Set Password
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose *Set Password*. Press **OK**.
- 3 Enter the registered four-digit password. Press **OK**.
- 4 Enter a four-digit number for the new password. Press **OK**.
- 5 If the LCD shows *Verify:* re-enter the new password. Press **OK**.
- 6 Press **Stop/Exit**.

Setting up the public user mode

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

- 1 Press **Menu, 1, 7, 1**.

```
17.Security
 1.Function Lock
▲  Set Password
▼  Setup ID
-----
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose Setup ID. Press **OK**.
- 3 Enter the administrator password. Press **OK**.
- 4 Press **▲** or **▼** to choose Public. Press **OK**.
- 5 Press **▲** or **▼** to choose Enable or Disable for Fax Tx. Press **OK**.
After you have set Fax Tx, repeat this step for Fax Rx, Copy, Scan, USB Direct, PC Print and Color Print. When the LCD shows Exit, press **OK**.
- 6 Press **Stop/Exit**.

Setting up restricted users

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

- 1 Press **Menu, 1, 7, 1**.

```
17.Security
 1.Function Lock
▲  Set Password
▼  Setup ID
-----
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose Setup ID. Press **OK**.
- 3 Enter the administrator password. Press **OK**.
- 4 Press **▲** or **▼** to choose User01. Press **OK**.
- 5 Use the numeric keys to enter the user name. (See *Entering text* in Appendix C of the *Basic User's Guide*.) Press **OK**.
- 6 Enter a four-digit password for the user. Press **OK**.
- 7 Press **▲** or **▼** to choose Enable or Disable for Fax Tx. Press **OK**.
After you have set Fax Tx, repeat this step for Fax Rx, Copy, Scan, USB Direct, PC Print and Color Print. When the LCD shows Exit, press **OK**.
- 8 Repeat steps 4 to 7 for entering each additional user and password.

- 9 Press **Stop/Exit**.

**Note**

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

Turning Secure Function Lock on/off

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

Turning Secure Function Lock on

- 1 Press **Menu, 1, 7, 1**.

```
17.Security
 1.Function Lock
▲ Lock Off-On
▼ Set Password
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose `Lock Off-On`. Press **OK**.
- 3 Enter your four-digit administrator password. Press **OK**.

Turning Secure Function Lock off

- 1 Press **Menu, 1, 7, 1**.

```
17.Security
 1.Function Lock
▲ Lock On-Off
▼ Change ID
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose `Lock On-Off`. Press **OK**.
- 3 Enter your four-digit administrator password. Press **OK**.

Switching Users

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

Changing to the restricted user Mode

- 1 Hold down **Shift** as you press **Secure**.

```
Function Lock
Change ID
▲ BROTHER
▼ ABC
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose ID. Press **OK**.
- 3 Enter your four-digit password. Press **OK**.

Changing to the Public Mode

After a restricted user has finished using the machine, it will return to the Public setting within the same time as the Mode Timer setting (**Menu, 1, 1**). (See *Mode Timer* on page 6.) You can also exit from the restricted user mode by pressing the current Mode key you are in. Then LCD will ask you `Go to Public?`.

Press **1** to choose `1.Yes`.

**Note**

- If the current ID is restricted to the function you want to use, `Access Denied` will appear on the LCD and then the machine will ask your name. If you are allowed to access the function you want to use, press ▲ or ▼ to choose your name and enter your four-digit password.
- If the function you want to use is restricted for all users, `Not Available` will appear on the LCD and then the machine will go back to the Ready mode. You cannot access to the function you want to use. Contact your administrator to check your Secure Function Lock Settings.
- If your ID has set page limit restrictions and already reached the maximum number of pages, the LCD will show `Limit Exceeded` when you print data. Contact your administrator to check your Secure Function Lock Settings.
- If your ID has set Color Print restrictions to `Disable`, the LCD will show `No Permission` when you print data. The machine prints the data in black & white only.

Setting Lock

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

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

While Setting Lock is On, you cannot change the following settings without a password:

- Mode Timer
- Paper
- Volume
- Ecology
- Tray Use
- LCD Contrast
- Security
- Document Scan
- Address Book
- Dial Restrict
- Printer (Emulation, Duplex, Output Color, Reset Printer, Frequency)
- Network settings (except Status, Mac Address, Scan to FTP, Scan to Network)
- Receive Mode
- Date&Time
- Station ID
- Tone/Pulse (For Can, BZL, CHNARG)
- Dial Tone
- Dial Prefix
- Reset

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

Setting up the password

- 1 Press **Menu, 1, 7, 2**.

```
17.Security
 2.Setting Lock
-----
New Passwd:XXXX
Enter & OK Key
```

- 2 Enter a four-digit number for the password using numbers 0-9. Press **OK**.
- 3 Re-enter your password when the LCD shows *Verify:.* Press **OK**.
- 4 Press **Stop/Exit**.

Changing your Setting Lock password

- 1 Press **Menu, 1, 7, 2**.

```
17.Security
 2.Setting Lock
▲      On
▼      Set Password
-----
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose *Set Password*. Press **OK**.
- 3 Enter your four-digit password. Press **OK**.
- 4 Enter a four-digit number for the new password. Press **OK**.
- 5 Re-enter your new password when the LCD shows *Verify:.* Press **OK**.
- 6 Press **Stop/Exit**.

Turning Setting Lock on/off

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

Turning Setting Lock on

- 1 Press **Menu**, **1**, **7**, **2**.

```

17.Security
 2.Setting Lock
▲   On
▼   Set Password
-----
Select ▲▼ or OK
  
```

- 2 Press **▲** or **▼** to choose `On`. Press **OK**.
- 3 Enter your four-digit password. Press **OK**.
- 4 Press **Stop/Exit**.

Turning Setting Lock off

- 1 Press **Menu**, **1**, **7**, **2**.

```

17.Security
 2.Setting Lock

Password:XXXX
-----
Enter & OK Key
  
```

- 2 Enter your four-digit password. Press **OK** twice.
- 3 Press **Stop/Exit**.

Restricting dialing

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

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

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

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

Dial pad restriction

- 1 Press **Menu**, **2**, **6**, **1**.

```

26.Dial Restrict.
 1.Dial Pad
▲   Off
▼   Enter # twice
-----
Select ▲▼ or OK
  
```

- 2 Press **▲** or **▼** to choose `Off`, `Enter # twice` or `On`. Press **OK**.
- 3 Press **Stop/Exit**.

One Touch restriction

- 1 Press **Menu, 2, 6, 2.**

```

26.Dial Restrict.
 2.One Touch Dial
▲   Off
▼   Enter # twice
-----
Select ▲▼ or OK

```

- 2 Press ▲ or ▼ to choose **Off**,
Enter # twice or **On**.
Press **OK**.
- 3 Press **Stop/Exit**.

Speed Dial restriction

- 1 Press **Menu, 2, 6, 3.**

```

26.Dial Restrict.
 3.Speed Dial
▲   Off
▼   Enter # twice
-----
Select ▲▼ or OK

```

- 2 Press ▲ or ▼ to choose **Off**,
Enter # twice or **On**.
Press **OK**.
- 3 Press **Stop/Exit**.



Note

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

Additional sending options



Changing a 2-sided fax layout

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

- 1 Press **Menu**, **1**, **8**, **3**.

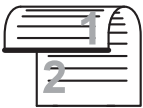

18.Document Scan 3.Duplex Scan ▲ Long edge ▼ Short edge Select ▲▼ or OK

- 2 Do one of the following:
 - If your document is flipped on the Long edge, press ▲ or ▼ to choose Long edge.
Press **OK**.

Long edge	
Portrait	Landscape
	

- If your document is flipped on the Short edge, press ▲ or ▼ to choose Short edge.


Press **OK**.

Short edge	
Portrait	Landscape
	

- 3 Press **Stop/Exit**.

Sending faxes using multiple settings

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

- 1 Make sure you are in Fax mode . After each setting is accepted, the LCD asks if you want to enter more settings:

22.Setup Send Other Settings? ▲ 1.Yes ▼ 2.No Select ▲▼ or OK
--

- 2 Do one of the following:
 - To choose more settings, press **1**. The LCD returns to the **Setup Send** menu so you can choose another setting.
 - If you have finished choosing settings, press **2** and go to the next step for sending your fax.


Contrast

For most documents the default setting of **Auto** will give the best results. It automatically chooses the suitable contrast for your document.

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

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

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

- 1 Make sure you are in Fax mode .
- 2 Load your document.
- 3 Press **Menu, 2, 2, 1**.

```

22.Setup Send
 1.Contrast
▲   Auto
▼   Light
Select ▲▼ or OK
  
```

- 4 Press **▲** or **▼** to choose **Auto**, **Light** or **Dark**. Press **OK**.




Note

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


Changing Fax Resolution

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

To change the Fax Resolution setting for the *next* fax

- 1 Make sure you are in Fax mode .
- 2 Load your document.
- 3 Press **Resolution**, then **▲** or **▼** to choose the resolution. Press **OK**.

To change the default Fax Resolution setting

- 1 Make sure you are in Fax mode .
 - 2 Press **Menu, 2, 2, 2**.
- ```

22.Setup Send
 2.Fax Resolution
▲ Standard
▼ Fine
Select ▲▼ or OK

```
- 3 Press **▲** or **▼** to choose the resolution you want. Press **OK**.

**Note**

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

**Black & white:**

**Standard:** Suitable for most typed documents.

**Fine:** Good for small print and transmits a little slower than Standard resolution.

**S. Fine:** Good for small print or artwork and transmits slower than Fine resolution.

**Photo:** Use when the document has varying shades of gray or is a photograph. This has the slowest transmission time.

**Color:**

**Standard:** Suitable for most typed documents.

**Fine:** Use when the document is a photograph. The transmission time is slower than Standard resolution.


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

## Additional sending operations

### Sending a fax manually

#### Manual transmission


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

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

## Sending a fax at the end of a conversation

---

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

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

## Dual access (black & white only)

---

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

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



### Note

---

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

---



## Broadcasting (black & white only)

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

You can broadcast up to 366 different numbers. This will depend on how many groups, access codes or credit card numbers you have stored, and on how many delayed or stored faxes in memory.

### Before you begin the broadcast

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


Group numbers must also be stored in the machine's memory before they can be used in a broadcast. Group numbers include many stored One Touch Dial and Speed Dial numbers for easier dialing. (See *Setting up Groups for Broadcasting* on page 39.)

## How to broadcast a fax



### Note

Use **▼ Search** to help you choose numbers easily.

- 1 Make sure you are in Fax mode .
- 2 Load your document.
- 3 Enter a number.  
Press **OK**.  
You can use either a One Touch, Speed Dial, a Group number, or a number manually entered using the dial pad. (See *How to dial* in Chapter 7 of the *Basic User's Guide*.)
- 4 Repeat step 3 until you have entered all the fax numbers you want to broadcast to.
- 5 Press **Black Start**.

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



### Note

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

## Canceling a Broadcast in progress

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

- 1 Press **Menu, 2, 7**.  
The LCD will display the Broadcast job number followed by the fax number or name being dialed (for example, #001 123456789) and the broadcast job number (for example, Broadcast#001).

```

27.Remaining Jobs
▲ #001 0123456789
▼ Broadcast#001

Select ▲▼ or OK

```

- 2 Press **▲** or **▼** to choose one of the following:
  - Choose the fax number being dialed, and press **OK**.
  - Choose the broadcast job number, and press **OK**.
- 3 Press **1** to cancel the fax number or Broadcast job number you chose in step 2, or press **2** to exit without canceling. If you chose to only cancel the fax currently being sent in step 2, the LCD will ask you if you want to cancel the broadcast job. Press **1** to clear the whole broadcast job or **2** to exit.
- 4 Press **Stop/Exit**.

## Real Time Transmission

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


Sometimes, you may want to send an important document immediately, without waiting for memory transmission. You can set Real Time TX to On for all documents or Next Fax:On for the next fax only.



### Note

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

## Sending in real time for all faxes

- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 2, 5**.  


```

22.Setup Send
 5.Real Time TX
▲ On
▼ Off

Select ▲▼ or OK

```
- 3 Press **▲** or **▼** to choose On. Press **OK**.

## Sending in real time for the next fax only

- 1 Make sure you are in Fax mode .

- 2 Press **Menu, 2, 2, 5**.

```
22.Setup Send
 5.Real Time TX
▲ On
▼ Off
Select ▲▼ or OK
```

- 3 Press ▲ or ▼ to choose Next Fax:On. Press **OK**.

## Overseas Mode

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

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

- 1 Make sure you are in Fax mode .

- 2 Load your document.


- 3 Press **Menu, 2, 2, 9**.

```
22.Setup Send
 9.Overseas Mode
▲ On
▼ Off
Select ▲▼ or OK
```

- 4 Press ▲ or ▼ to choose On or Off. Press **OK**.

## Delayed Fax (black & white only)

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

- 1 Make sure you are in Fax mode .

- 2 Load your document.

- 3 Press **Menu, 2, 2, 3**.

```
22.Setup Send
 3.Delayed Fax

Set Time=00:00
Enter & OK Key
```

- 4 Enter the time you want the fax to be sent (in 24-hour format).  
(For example, enter 19:45 for 7:45 PM)  
Press **OK**.




### Note

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

## Delayed batch transmission (black & white only)

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

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

1 Make sure you are in Fax mode .

2 Press **Menu, 2, 2, 4**.

```

22.Setup Send
 4.Batch TX
▲ On
▼ Off
Select ▲▼ or OK

```

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

4 Press **Stop/Exit**.

## Checking and canceling waiting jobs

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

1 Press **Menu, 2, 7**.  
The number of jobs still to be sent will be displayed.

2 Do one of the following:

- Press ▲ or ▼ to scroll through the waiting jobs, press **OK** to choose a job, and then press **1** to cancel it.
- Press **2** to exit without canceling.

3 When you have finished, press **Stop/Exit**.

## Electronic cover page (black & white only)

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

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

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

You can choose one of the following preset comments.

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


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

(See *Composing your own comments* on page 23.)

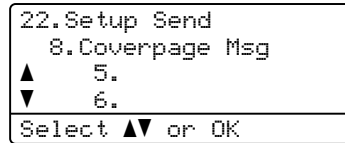
5. (User Defined)
6. (User Defined)

## Composing your own comments

You can set up two comments of your own.

- 1 Make sure you are in Fax mode .

- 2 Press **Menu, 2, 2, 8**.




- 3 Press **▲** or **▼** to choose 5. or 6. to store your own comment.  
Press **OK**.

- 4 Enter your own comment using the dial pad.  
Press **OK**.

Use the chart on *Entering text* in *Appendix C* of the *Basic User's Guide* for help entering characters.

## Send a cover page for the next fax

If you want to send a cover page only for the next fax, your machine will ask you to enter the number of pages you are sending so it can be printed on the cover page.


- 1 Make sure you are in Fax mode .
- 2 Load your document.
- 3 Press **Menu, 2, 2, 7**.

```
22.Setup Send
 7.Coverpg Setup
▲ Next Fax:On
▼ Next Fax:Off
Select ▲▼ or OK
```

- 4 Press **▲** or **▼** to choose Next Fax:On (or Next Fax:Off). Press **OK**.
- 5 Press **▲** or **▼** to choose a comment. Press **OK**.
- 6 Enter two digits to show the number of pages you are sending. Press **OK**.  
For example, enter **0, 2** for 2 pages or **0, 0** to leave the number of pages blank. If you make a mistake, press **◀** or **Clear** to back up and re-enter the number of pages.

## Send a cover page for all faxes

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


- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 2, 7**.

```
22.Setup Send
 7.Coverpg Setup
▲ Next Fax:On
▼ Next Fax:Off
Select ▲▼ or OK
```

- 3 Press **▲** or **▼** to choose On (or Off). Press **OK**.
- 4 Press **▲** or **▼** to choose a comment. Press **OK**.

## Using a printed cover page

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

- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 2, 7**.

```
22.Setup Send
 7.Coverpg Setup
▲ Next Fax:On
▼ Next Fax:Off
Select ▲▼ or OK
```

- 3 Press **▲** or **▼** to choose Print Sample. Press **OK**.
- 4 Press **Black Start** or **Color Start**.
- 5 After the machine prints a copy of your cover page, press **Stop/Exit**.


## Polling overview

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

### Polled transmit (black & white only)

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

#### Setup for polled transmit

- 1 Make sure you are in Fax mode .
- 2 Load your document.
- 3 Press **Menu, 2, 2, 6**.

```
22.Setup Send
 6.Polled TX
▲ On
▼ Off
Select ▲▼ or OK
```

- 4 Press ▲ or ▼ to choose On (or Off). Press **OK**.
- 5 Press **2** to choose 2.No if you do not want to enter more settings when the LCD asks you the following message:

```
22.Setup Send
 Other Settings?
▲ 1.Yes
▼ 2.No
Select ▲▼ or OK
```

- 6 Press **Black Start**.

- 7 If you are using the scanner glass, the LCD will prompt you to choose one of the options below:

```
Flatbed Fax:
 Next Page?
▲ 1.Yes
▼ 2.No (Send)
Select ▲▼ or OK
```

- Press **1** to send another page. Go to step 8.
- Press **2** or **Black Start** to send the document.

- 8 Place the next page on the scanner glass, press **OK**. Repeat steps 7 and 8 for each additional page.

The document will be stored in memory and wait to be polled.



#### Note

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

To delete the fax from memory, press **Menu, 2, 7**. (See *Checking and canceling waiting jobs* on page 22.)

# 4

## Receiving a fax

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

Remote Fax Options ARE NOT available for color fax.

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

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

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

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

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

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

### Fax Forwarding

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

- 1 Press **Menu**, **2**, **5**, **1**.

```
25.Remote Fax Opt
 1.Fwd/Page/Store
▲ Off
▼ Fax Forward
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose **Fax Forward**. Press **OK**.

The LCD will ask you to enter the fax number you want your faxes to be forwarded to.

- 3 Enter the forwarding number using the dial pad (up to 20 digits), a One Touch key or **▼ Search** and the three-digit location. Press **OK**.



#### Note

If you store a group on a One Touch key or a Speed Dial location, the faxes will be forwarded to multiple fax numbers.

- 4 Press **▲** or **▼** to choose **On** or **Off**. Press **OK**.

```
25.Remote Fax Opt
 Backup Print
▲ Off
▼ On
Select ▲▼ or OK
```

- 5 Press **Stop/Exit**.

### ! IMPORTANT

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



## Paging

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

- 1 Press **Menu, 2, 5, 1**.

```
25.Remote Fax Opt
 1.Fwd/Page/Store
▲ Off
▼ Fax Forward
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose Paging. Press **OK**.
- 3 Enter your cell phone number followed by **# #** (up to 20 digits). Press **OK**. Do not include the area code if it is the same as that of your machine. For example, press **1 8 0 0 5 5 1 2 3 4 # #**.
- 4 Do one of the following:
  - If you pager needs a PIN, enter the PIN, press **#**, press **Redial/Pause**, enter your fax number followed by **##**. Press **OK**. (For example, press: **1 2 3 4 5 # Redial/Pause 1 8 0 0 5 5 6 7 8 9 # #**)
  - If you do not need a PIN, press **OK**.
  - If you are programming a cell phone number, press **OK**.
- 5 Press **Stop/Exit**.



### Note

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

## Fax Storage

The Fax Storage feature lets you store your received faxes in the machine's memory. You can retrieve stored fax messages from a fax machine at another location using the remote retrieval commands. (See *Retrieving fax messages* on page 31.) Your machine will automatically print a copy of the stored fax.

- 1 Press **Menu, 2, 5, 1**.

```
25.Remote Fax Opt
 1.Fwd/Page/Store
▲ Off
▼ Fax Forward
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose Fax Storage. Press **OK**.
- 3 Press **Stop/Exit**.



### Note

If Fax Storage is turned on your machine cannot receive a color fax unless the sending machine converts it to black & white.

## PC-Fax Receive

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

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

PC Fax Msg:001

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

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

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

- 1 Press **Menu**, **2**, **5**, **1**.

```
25.Remote Fax Opt
 1.Fwd/Page/Store
▲ Off
▼ Fax Forward
Select ▲▼ or OK
```

- 2 Press ▲ or ▼ to choose PC Fax Receive. Press **OK**.

- 3 The LCD shows a reminder to start the PC-FAX Receive program on your computer. If you have started the PC-FAX Receive program, press **OK**. If you have not started the PC-FAX Receive program, see *PC-FAX receiving* in the *Software User's Guide*.

- 4 Press ▲ or ▼ to choose <USB> or your computer name if the machine is connected to a network.

```
25.Remote Fax Opt
 1.Fwd/Page/Store
▲ <USB>
▼ PCNAME01
Select ▲▼ or OK
```

Press **OK**.

- 5 Press ▲ or ▼ to choose On or Off.

```
25.Remote Fax Opt
 Backup Print
▲ Off
▼ On
Select ▲▼ or OK
```

Press **OK**.

- 6 Press **Stop/Exit**.

### ! IMPORTANT

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

**Note**

- Before you can set up PC-Fax Receive you must install the MFL-Pro Suite software on your PC. Make sure your PC is connected and turned on. (For details see *PC-FAX receiving* in the *Software User's Guide*.)
- If your machine has a problem and is unable to print faxes in memory, you can use this setting to transfer your faxes to a PC. (For details, see *Error and maintenance messages* in *Appendix B* of the *Basic User's Guide*.)
- PC-Fax Receive is not supported in Mac OS. (See *PC-FAX receiving* in the *Software User's Guide*.)
- Even if you have turned on the PC-Fax Receive feature, color faxes will not be transferred to your PC. The machine prints received color faxes.

## Changing Remote Fax Options

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

```
25.Remote Fax Opt
 Erase All Fax?
▲ 1.Yes
▼ 2.No

Select ▲▼ or OK
```

or

```
25.Remote Fax Opt
 Print All Fax?
▲ 1.Yes
▼ 2.No

Select ▲▼ or OK
```

- If you press **1**, faxes in the memory will be erased or printed before the setting changes. If a backup copy has already been printed it will not be printed again.
- If you press **2**, faxes in the memory will not be erased or printed and the setting will be unchanged.

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

```
25.Remote Fax Opt
 Send Fax to PC?
▲ 1.Yes
▼ 2.No

Select ▲▼ or OK
```

- If you press **1**, faxes in the memory will be sent to your PC before the setting changes. Faxes in the memory will be sent to your PC when the PC-Fax Receive icon is active on your PC. (See the *Software User's Guide*.)

- If you press **2**, faxes in the memory will not be erased or transferred to your PC and the setting will be unchanged.

The LCD will ask you the following message:

```

25.Remote Fax Opt
 Backup Print
▲ Off
▼ On
Select ▲▼ or OK

```

Press **▲** or **▼** to choose **On** or **Off**.

Press **OK**.

Press **Stop/Exit**.

## ! IMPORTANT

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

## Turning off Remote Fax Options

- 1 Press **Menu, 2, 5, 1**.

```

25.Remote Fax Opt
 1.Fwd/Page/Store
▲ Off
▼ Fax Forward
Select ▲▼ or OK

```

- 2 Press **▲** or **▼** to choose **OFF**. Press **OK**.



### Note

The LCD will give you options if there are received faxes still in your machine's memory. (See *Changing Remote Fax Options* on page 29.)

- 3 Press **Stop/Exit**.

## Remote retrieval

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

### Setting a Remote Access Code

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

- 1 Press **Menu, 2, 5, 2**.

```

25.Remote Fax Opt
 2.Remote Access

Access Code:---*
Enter & OK Key

```

- 2 Enter a three-digit code using the numbers **0 – 9, \* or #**. Press **OK**.

- 3 Press **Stop/Exit**.



### Note

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

You can change your code at any time. If you want to make your code inactive, press **Clear** and then **OK** in 2 to restore the inactive setting -- -\*.

## Using your Remote Access Code

- 1 Dial your fax number from a telephone or another fax machine using touch tone.
- 2 When your machine answers, immediately enter your Remote Access Code (3 digits followed by \*).
- 3 The machine signals if it has received messages:
  - *No beeps*  
No messages received.
  - *1 long beep*  
Fax message received.
- 4 The machine gives two short beeps to tell you to enter a command (See *Remote fax commands* on page 33). The machine will hang up if you wait longer than 30 seconds before entering a command. If you enter an invalid command the machine will beep three times.
- 5 Press **90** to reset the machine when you have finished.
- 6 Hang up.



### Note

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

## Retrieving fax messages

- 1 Dial your fax number from a telephone or another fax machine using touch tone.
- 2 When your machine answers, immediately enter your Remote Access Code (3 digits followed by \*). If you hear one long beep, you have messages.
- 3 When you hear two short beeps, use the dial pad to press **962**.
- 4 Wait for a long beep, and then use the dial pad to enter the number of the remote fax machine where you want your fax messages sent, followed by **##** (up to 20 digits).
- 5 Hang up after you hear your machine beep. Your machine will call the other machine, which will then print your fax messages.



### Note

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

## Changing the Fax Forwarding number

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

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



### Note

---

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

---

## Remote fax commands

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


| Remote commands |                                                                  | Operation details                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 95              | <b>Change the fax forwarding, paging or fax storage settings</b> |                                                                                                                                                                                                                                                                                                                                                                                                             |
|                 | 1 OFF                                                            | You can choose <code>OFF</code> after you have retrieved or erased all your messages.                                                                                                                                                                                                                                                                                                                       |
|                 | 2 Fax Forwarding                                                 | One long beep means the change is accepted. If you hear three short beeps, you cannot make the change because something has not been set up (for example, a fax forwarding or paging number has not been registered). You can register your fax forwarding number by entering 4. (See <i>Changing the Fax Forwarding number</i> on page 32.) Once you have registered the number, fax forwarding will work. |
|                 | 3 Paging                                                         |                                                                                                                                                                                                                                                                                                                                                                                                             |
|                 | 4 Fax Forwarding number                                          |                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6 Fax Storage   |                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                             |
| 96              | <b>Retrieve a fax</b>                                            |                                                                                                                                                                                                                                                                                                                                                                                                             |
|                 | 2 Retrieve all faxes                                             | Enter the number of a remote fax machine to receive stored fax messages. (See <i>Retrieving fax messages</i> on page 31.)                                                                                                                                                                                                                                                                                   |
|                 | 3 Erase faxes from the memory                                    | If you hear one long beep, fax messages have been erased from the memory.                                                                                                                                                                                                                                                                                                                                   |
| 97              | <b>Check the receiving status</b>                                |                                                                                                                                                                                                                                                                                                                                                                                                             |
|                 | 1 Fax                                                            | You can check whether your machine has received any faxes. If yes, you will hear one long beep. If no, you will hear three short beeps.                                                                                                                                                                                                                                                                     |
| 98              | <b>Change the Receive Mode</b>                                   |                                                                                                                                                                                                                                                                                                                                                                                                             |
|                 | 1 External TAD                                                   | If you hear one long beep, your change has been accepted.                                                                                                                                                                                                                                                                                                                                                   |
|                 | 2 Fax/Tel                                                        |                                                                                                                                                                                                                                                                                                                                                                                                             |
|                 | 3 Fax Only                                                       |                                                                                                                                                                                                                                                                                                                                                                                                             |
| 90              | <b>Exit</b>                                                      | Press <b>9 0</b> to exit remote retrieval. Wait for the long beep, then replace the handset.                                                                                                                                                                                                                                                                                                                |

## Additional receiving operations

### Printing a reduced incoming fax

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

The machine calculates the reduction ratio by using the page size of the fax and your Paper Size setting (**Menu, 1, 2, 2**).

- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 1, 5**.

```

21.Setup Receive
 5.Auto Reduction
▲ On
▼ Off

Select ▲▼ or OK


```

- 3 Press **▲** or **▼** to choose **On** or **Off**. Press **OK**.
- 4 Press **Stop/Exit**.

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

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

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

- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 1, 9**.

```

21.Setup Receive
 9.Duplex
▲ On
▼ Off

Select ▲▼ or OK

```

- 3 Press **▲** or **▼** to choose **On** (or **Off**). Press **OK**.
- 4 Press **Stop/Exit**.




#### Note

When Duplex is turned on incoming faxes will automatically be reduced to fit the size of paper in the paper tray.



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

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

1 Make sure you are in Fax mode .

2 Press **Menu, 2, 1, 8**.

```
21.Setup Receive
 8.Fax Rx Stamp
▲ On
▼ Off
Select ▲▼ or OK
```

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

4 Press **Stop/Exit**.



### Note

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

## Receiving a fax at the end of a conversation

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

1 Ask the other party to place the document in their machine and to press the Start or Send key.


2 When you hear the CNG tones (slowly repeating beeps), press **Black Start** or **Color Start**.

3 Press **2** to receive a fax.

4 Replace the external handset.

## Setting the Print Density

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

1 Make sure you are in Fax mode .

2 Press **Menu, 2, 1, 6**.

```
21.Setup Receive
 6.Print Density
 -□□□□+
Select ◀ ▶ & OK
```

3 Press ▶ to make the print darker. Or, press ◀ to make the print lighter. Press **OK**.

4 Press **Stop/Exit**.

## Printing a fax from the memory

If you are using the Fax Storage feature (**Menu, 2, 5, 1**), you can still print a fax from the memory when you are at your machine. (See *Fax Storage* on page 27.)

1 Press **Menu, 2, 5, 3**.

```
25.Remote Fax Opt
 3.Print Fax
Press Start
```

2 Press **Black Start**.


3 Press **Stop/Exit**.

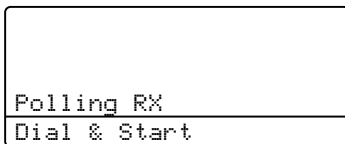
## Polling overview

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

### Polling receive

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


- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 1, 7**.

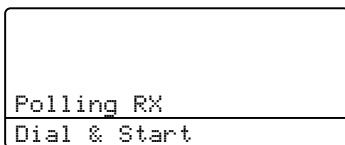


- 3 Enter the fax number you are polling. Press **Black Start** or **Color Start**. The LCD will show *Dialing #XXX*.

### Sequential polling

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

- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 1, 7**.



- 3 Specify the fax machines you want to poll by using One Touch, Speed Dial, Search, a Group or the dial pad. You must press **OK** between each location. Press **OK**.

- 4 Press **Black Start** or **Color Start**. The machine polls each number or Group number in turn for a document.

### Stop polling

To cancel the polling process, press **Stop/Exit** while the machine is dialing.

To cancel all sequential polling receive jobs, press **Menu, 2, 7**. (See *Checking and canceling waiting jobs* on page 22.)

## Telephone line services

### Tone or Pulse (Canada only)

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

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

### For Fax/Tel mode only

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

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

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

## Special line considerations

### Roll over telephone lines

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

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

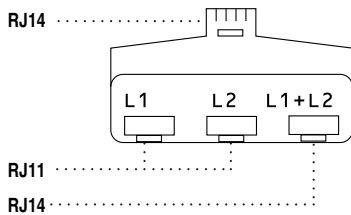
### Two-line telephone system

A two-line telephone system is nothing more than two separate telephone numbers on the same wall outlet. The two telephone numbers can be on separate jacks (RJ11) or combined into one jack (RJ14). Your machine must be plugged into an RJ11 jack. RJ11 and RJ14 jacks may be equal in size and appearance and both may contain four wires (black, red, green, yellow). To test the type of jack, plug in a two-line telephone and see if it can access both lines. If it can, you must separate the line for your machine. (See *Easy Receive* in *Chapter 5* of the *Basic User's Guide*.)

### Converting telephone wall outlets

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

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



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

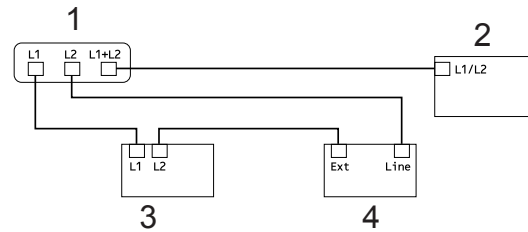
When you are installing an external two-line telephone answering device (TAD) and a two-line telephone, your machine must be isolated on one line at both the wall jack and at the TAD. The most common connection is to put the machine on Line 2, which is explained in the following steps. The back of the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

Place the two-line TAD and the two-line telephone next to your machine.

Plug one end of the telephone line cord for your machine into the L2 jack of the triplex adapter. Plug the other end into the LINE jack on the back of the machine.

Plug one end of the first telephone line cord for your TAD into the L1 jack of the triplex adapter. Plug the other end into the L1 or L1/L2 jack of the two-line TAD.

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



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

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

## Additional dialing operations

### Dialing access codes and credit card numbers

You can combine more than one Quick Dial number when you dial. This feature may be useful if you need to dial an access code for a cheaper rate from another long distance carrier.

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

Press ▲ **Speed Dial, 003**.

Press ▲ **Speed Dial, 002** and **Black Start** or **Color Start**.

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

Press ▲ **Speed Dial, 003, 7001** (on the dial pad), and **Black Start** or **Color Start**.

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

## Additional ways to store numbers

### Setting up Groups for Broadcasting

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

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

Before you can add numbers to a group, you need to store them as One Touch or Speed Dial numbers. You can have up to 20 small groups, or you can assign up to 315 numbers to one large group.

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

```

23.Address Book
 3.Setup Groups

Group Dial:
Press Speed Dial or On

```

- 2 Choose the One Touch key or Speed Dial location where you want to store the group.
  - Press a One Touch key.
  - Press ▲ **Speed Dial** and then enter the three-digit Speed Dial location.

Press **OK**.
- 3 Use the dial pad to enter a group number (01 to 20). Press **OK**.

- 4 To add One Touch or Speed Dial numbers follow the instructions below:
- For One Touch numbers, press the One Touch keys one after the other.
  - For Speed Dial numbers, press **▲ Speed Dial** and then enter the three-digit Speed Dial location.

The LCD will display your chosen One Touch numbers with a \* and Speed Dial numbers with a # (for example \*006, #009).

- 5 Press **OK** when you have finished adding numbers.
- 6 Do one of the following:
- Enter the name using the dial pad (up to 15 characters). Use the chart on *Entering text* in *Appendix C* of the *Basic User's Guide* to help you enter letters.  
Press **OK**.
  - Press **OK** to store the group without a name.
- 7 If you want to save a fax resolution along with the number, choose one of the options below:
- To store the fax resolution, press **▲** or **▼** to select Std, Fine, S. Fine or Photo.  
Press **OK**.
  - Press **OK** if you do not want to change the default resolution.

- 8 Do one of the following:
- To store another group for broadcasting, go to step 2.
  - To finish storing groups for broadcasting, press **Stop/Exit**.

## Changing Group numbers

You can change a Group number that has already been stored. The LCD will show the name or number, and if the Group has a fax forwarding number, it will display a message.

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

```
23.Address Book
 3.Setup Groups

Group Dial:
Press Speed Dial or On
```

- 2 Choose the One Touch key or Speed Dial number where the group is stored. Do one of the following:

- Press the One Touch key. Press **OK**.
- Press **▲ Speed Dial** and enter the three-digit Speed Dial number. Press **OK**.

- 3 Do one of the following:

- To change the stored data, press **1**. Go to step 4.
- To exit without making a change, press **Clear**. Then press **Stop/Exit**.

```
23.Address Book
 G01:*001*002#001
▲ 1.Change
▼ 2.Clear
Select ▲▼ or OK
```

- 4 Add or delete One Touch or Speed Dial numbers by following the instructions below:

- To add One Touch numbers, press **◀** or **▶** to position the cursor just after the last number. Then press the additional One Touch key.
- To add Speed Dial numbers, press **◀** or **▶** to position the cursor just after the last number. Then press **▲ Speed Dial** and then enter the additional three-digit Speed Dial number.

- To delete One Touch or Speed Dial numbers, press ◀ or ▶ to position the cursor under the number you want to delete, and then press **Clear**.

Press **OK**.

- 5 Edit the name by the following instruction.
  - When you edit the existing name, press ◀ or ▶ to position the cursor under the character you want to change. Then enter characters or press **Clear** to delete it.

When you have finished editing, press **OK**.
- 6 If you want to change the existing fax resolution along with the number, press ▲ or ▼ to choose the resolution you want. Press **OK**.
- 7 Press **Stop/Exit**.

## Deleting Group numbers

You can delete a Group number that has already been stored. The LCD will show the name or number, and if the Group has a fax forwarding number, it will display a message.

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

```
23.Address Book
 3.Setup Groups

Group Dial:
Press Speed Dial or On
```

- 2 Choose the One Touch key or Speed Dial number where the group is stored. Do one of the following:
  - Press the One Touch key. Press **OK**.
  - Press ▲ **Speed Dial** and enter the three-digit Speed Dial number. Press **OK**.

- 3 To clear the stored data, press **2**.

```
23.Address Book
 G01:*001*002#001
▲ 1.Change
▼ 2.Clear
Select ▲▼ or OK
```

- 4 Do one of the following:
  - To clear the stored data, press **1**.
  - To exit without deleting the group, press **2**.

```
23.Address Book
Erase This Data?
▲ 1.Yes
▼ 2.No
Select ▲▼ or OK
```

- 5 Press **Stop/Exit**.

# 6

## Printing reports

### Fax reports

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

### Transmission verification report

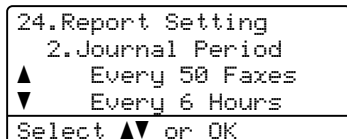
You can use the Transmission Verification Report as proof that you sent a fax. (For details about how to set up the type of report you want, see *Transmission Verification Report* in *Chapter 4* of the *Basic User's Guide*.)

### Fax Journal

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

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

- 1 Press **Menu**, **2**, **4**, **2**.



```
24. Report Setting
 2. Journal Period
▲ Every 50 Faxes
▼ Every 6 Hours
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose an interval. Press **OK**.  
If you choose 7 days, you will be asked to choose a day when you want the 7 day countdown to begin.  
If you choose *Every 50 Faxes*, the LCD shows *Accepted*. Then go to step 4.

- 3 Enter the time to begin printing, in 24 hour format.  
For example: enter 19:45 for 7:45 PM. Press **OK**.

- 4 Press **Stop/Exit**.

If you choose 6, 12, 24 hours, 2 or 7 days, the machine will print the report at the selected time and then erase all jobs from its memory. If the machine's memory becomes full with 200 jobs before the time you chose has passed, the machine will print the journal early and then erase all jobs from memory.

If you want an extra report before it is due to print, you can print it manually without erasing the jobs from memory.



# Reports

The following reports are available:

- 1 **Transmission**  
Displays the Transmission Verification Report for your last outgoing 200 faxes and prints the last report.
- 2 **Help List**  
Prints a list of commonly used functions to help you program your machine.
- 3 **Tel Index List**  
Prints a list of names and numbers stored in the One Touch and Speed Dial memory in numerical or alphabetical order.
- 4 **Fax Journal**  
Prints a list of information about your last 200 incoming and outgoing faxes. (TX: transmit.) (RX: receive.)
- 5 **User Settings**  
Print a list of your current settings.
- 6 **Network Config**  
Lists your network settings.
- 7 **Drum Dot Print**  
Prints the drum dot check sheet for troubleshooting of the dotted prints problem.
- 8 **WLAN Report (MFC-9560CDW)**  
Prints the result of wireless LAN connectivity diagnosis.

## How to print a report

- 1 Press **Menu, 6**.

```
6.Print Reports
 1.Transmission
 2.Help List
 3.Tel Index List
Select ▲▼ or OK
```

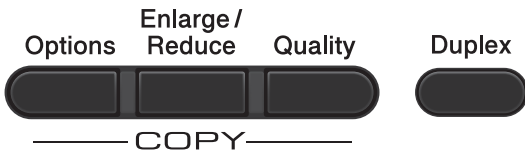
- 2 Do one of the following:
  - Press **▲** or **▼** to choose the report you want.  
Press **OK**.
  - Enter the number of the report you want to print. For example, press **2** to print the Help List.
- 3 Press **Black Start** or **Color Start**.
- 4 Press **Stop/Exit**.

# 7

## Making copies

### Copy settings

When you want to quickly change the copy settings temporarily for the next copy, use the temporary **COPY** keys. You can use different combinations.



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

To change a setting, press **COPY** and then press **▲** or **▼** and **◀** or **▶** to scroll through the COPY settings. When the setting you want is highlighted, press **OK**.

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

### Stop copying

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

### Enlarging or reducing the image copied

You can choose the following enlargement or reduction ratios:

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

\* The factory setting is shown in Bold with an asterisk.

Custom (25-400%) allows you to enter a ratio from 25% to 400%.

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

- 1 Make sure you are in Copy mode .
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies (up to 99).
- 4 Press **Enlarge/Reduce**, then press **▶**.

- 5 Do one of the following:
- Press ▲ or ▼ to choose the enlargement or reduction ratio you want.  
Press **OK**.
  - Press ▲ or ▼ to choose Custom (25-400%).  
Press **OK**.  
Use the dial pad to enter an enlargement or reduction ratio from 25% to 400%. (For example, press **5 3** to enter 53%.)  
Press **OK**.

- 6 Press **Black Start** or **Color Start**.



### Note


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

## Improving copy quality

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

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

To *temporarily* change the quality setting, follow the steps below:

- 1 Make sure you are in Copy mode .
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies (up to 99).
- 4 Press **Quality**.
- 5 Press ◀ or ▶ to choose Auto, Text, Photo or Graph.  
Press **OK**.
- 6 Press **Black Start** or **Color Start**.

To change the *default* setting, follow the steps below:

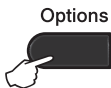








- 1 Press **Menu, 3, 1**.

|                 |
|-----------------|
| 31. Quality     |
| ▲ Auto          |
| Text            |
| ▼ Photo         |
| Select ▲▼ or OK |

- 2 Press ▲ or ▼ to choose the copy quality.  
Press **OK**.
- 3 Press **Stop/Exit**.

## Using the Options key

Use the **Options** key to quickly set the following copy settings temporarily for the next copy.

| Press<br> | Menu selections                                                                                                                                                                                                                                                                           | Options                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Page |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
|                                                                                            | Press ▲ or ▼, then press OK<br> → <br> | Press ▲, ▼, ◀ or ▶, then press OK<br><br>  → <br> |      |
|                                                                                            | Stack/Sort<br>(Appears when the document is in the ADF)                                                                                                                                                                                                                                   | <b>Stack*</b><br>Sort                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 47   |
|                                                                                            | Brightness                                                                                                                                                                                                                                                                                | -■□□□+<br>-□■□□+<br>-□□■□+*<br>-□□□■+<br>-□□□■+                                                                                                                                                                                                                                                                                                                                                                                                                         | 48   |
|                                                                                            | Contrast                                                                                                                                                                                                                                                                                  | -■□□□+<br>-□■□□+<br>-□□■□+*<br>-□□□■+<br>-□□□■+                                                                                                                                                                                                                                                                                                                                                                                                                         | 47   |
|                                                                                            | Page Layout                                                                                                                                                                                                                                                                               | Off (1 in 1)<br>2 in 1 (P)<br>2 in 1 (L)<br>2 in 1 (ID)<br>4 in 1 (P)<br>4 in 1 (L)                                                                                                                                                                                                                                                                                                                                                                                     | 49   |
|                                                                                            | Tray Select                                                                                                                                                                                                                                                                               | <b>MP&gt;T1*</b> or <b>M&gt;T1&gt;T2*</b> <sup>1</sup><br>T1>MP or T1>T2>M <sup>1</sup><br>#1 (XXX) <sup>2</sup><br>#2 (XXX) <sup>1 2</sup><br>MP (XXX) <sup>2</sup>                                                                                                                                                                                                                                                                                                    | 51   |


The factory settings are shown in Bold with an asterisk.

<sup>1</sup> T2 and #2 appear only if the optional lower tray is installed.

<sup>2</sup> XXX is the paper size you set in **Menu, 1, 2, 2**.

## Sorting copies using the ADF

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


- 1 Make sure you are in Copy mode .
- 2 Load your document in the ADF.
- 3 Use the dial pad to enter the number of copies (up to 99).
- 4 Press **Options**. Press ▲ or ▼ to choose *Stack/Sort*. Press **OK**.
- 5 Press ▲ or ▼ to choose *Sort*. Press **OK**.
- 6 Press **Black Start** or **Color Start**.

## Adjusting Contrast, Color and Brightness

### Contrast

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

To *temporarily* change the contrast setting, follow the steps below:

- 1 Make sure you are in Copy mode .
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies (up to 99).
- 4 Press **Options**. Press ▲ or ▼ to choose *Contrast*. Press **OK**.
- 5 Press ◀ or ▶ to increase or decrease the contrast. Press **OK**.

```

Contrast:-□□■□□+▶
Quality :Auto
Enlg/Red:100%
Tray :MP>T1
Select ◀ ▶ & OK 01

```

- 6 Press **Black Start** or **Color Start**.

To change the *default* setting follow the steps below:

- 1 Press **Menu, 3, 3**.

```

33.Contrast
 -□□■□□+
Select ◀ ▶ & OK


```

- 2 Press ◀ or ▶ to increase or decrease the contrast. Press **OK**.
- 3 Press **Stop/Exit**.

## Brightness

Adjust the copy brightness to make copies darker or lighter.

To *temporarily* change the copy brightness setting, follow the steps below:

- 1 Make sure you are in Copy mode .
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies (up to 99).
- 4 Press **Options**.  
Press **▲** or **▼** to choose **Brightness**.  
Press **OK**.
- 5 Press **▶** to make a lighter copy or press **◀** to make a darker copy.  
Press **OK**.

```
Quality :Auto
Enlg/Red:100%
Tray :MP>T1
Bright :-□□■□□+▶
Select ◀ ▶ & OK 01
```

- 6 Press **Black Start** or **Color Start**.

To change the *default* setting follow the steps below:

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

```
32.Brightness
 -□□■□□+
Select ◀ ▶ & OK
```

- 2 Press **▶** to make a lighter copy or press **◀** to make a darker copy.  
Press **OK**.
- 3 Press **Stop/Exit**.

## Color Adjust (Saturation)

You can change the default setting for color saturation.

To change the *default* setting follow the steps below:

- 1 Press **Menu, 3, 4**.

```
34.Color Adjust
▲ 1.Red
 2.Green
▼ 3.Blue
Select ▲▼ or OK
```


- 2 Press **▲** or **▼** to choose 1.Red, 2.Green, or 3.Blue.  
Press **OK**.
- 3 Press **◀** or **▶** to increase or decrease the color saturation.  
Press **OK**.
- 4 Return to step 2 to choose the next color. Or press **Stop/Exit**.

## Making N in 1 copies (page layout)

You can reduce the amount of paper used when copying by using the N in 1 copy feature. This allows you to copy two or four pages onto one page. If you want to copy both sides of an ID card onto one page, see 2 in 1 ID Copy on page 50.

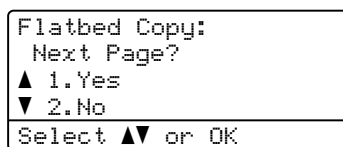
### ! IMPORTANT

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

- 1 Make sure you are in Copy mode .
- 2 Load your document.
- 3 Use the dial pad to enter the number of copies (up to 99).
- 4 Press **Options**. Press **▲** or **▼** to choose Page Layout. Press **OK**.
- 5 Press **▲** or **▼** to choose 2 in 1 (P), 2 in 1 (L), 2 in 1 (ID)<sup>1</sup>, 4 in 1 (P), 4 in 1 (L) or Off (1 in 1). Press **OK**.
 

<sup>1</sup> For details about 2 in 1 (ID), see 2 in 1 ID Copy on page 50.
- 6 Press **Black Start** or **Color Start** to scan the page. If you placed the document in the ADF, the machine scans the pages and starts printing. **If you are using the scanner glass, go to step 7.**

- 7 After the machine scans the page, press **1** to scan the next page.



- 8 Place the next page on the scanner glass. Press **OK**. Repeat steps 7 and 8 for each page of the layout.
- 9 After all the pages have been scanned, press **2** in step 7 to finish.

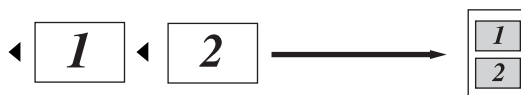
### If you are copying from the ADF:

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

#### ■ 2 in 1 (P)



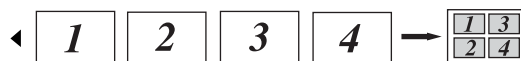
#### ■ 2 in 1 (L)



#### ■ 4 in 1 (P)



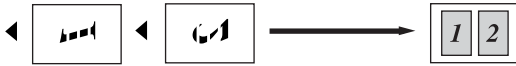
#### ■ 4 in 1 (L)



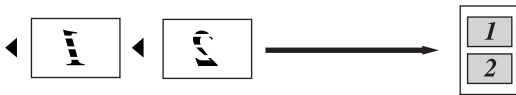
### If you are copying from the scanner glass:

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

#### ■ 2 in 1 (P)



#### ■ 2 in 1 (L)



#### ■ 4 in 1 (P)



#### ■ 4 in 1 (L)




## 2 in 1 ID Copy

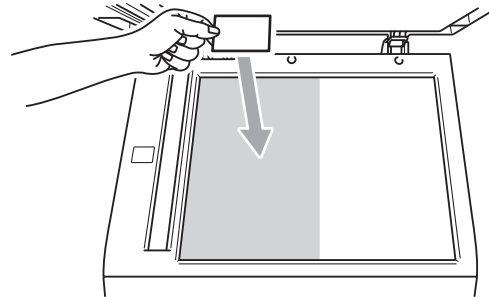
You can copy both sides of your identification card onto one page, keeping the original card size.



### Note

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

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



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

- 3 Press **Options**. Press **▲** or **▼** to choose **Page Layout**. Press **OK**.
- 4 Press **▲** or **▼** to choose **2 in 1 (ID)**. Press **OK**.
- 5 Press **Black Start** or **Color Start**. After the machine scans the first side of the card, the LCD will display the following instruction.

Turn over the ID  
Then Press Start

- 6 Turn over your identification card and place it at the left side of the scanner glass.




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

**Note**

When 2 in 1 ID Copy is chosen, the machine sets the quality to **Photo** and the contrast to +2 (-□□□□■+).

## Tray selection

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

- Make sure you are in Copy mode .
- Load your document.
- Use the dial pad to enter the number of copies (up to 99).
- Press **Options**. Press **▲** or **▼** to choose Tray Select. Press **OK**.
- Press **◀** or **▶** to choose the MP>T1, M>T1>T2<sup>1</sup>, T1>MP, T1>T2>M<sup>1</sup>, #1 (XXX)<sup>2</sup>, #2 (XXX)<sup>1 2</sup> or MP (XXX)<sup>2</sup>.
  - T2 and #2 appears only if the optional lower tray is installed.
  - XXX is the paper size you set in **Menu**, 1, 2, 2.
- Press **Black Start** or **Color Start**.

**Note**

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

## Duplex (2-sided) copying

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

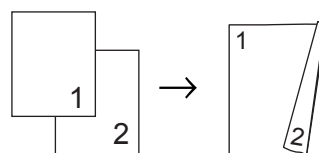
If you get an Out of Memory message while you are making duplex copies, try installing extra memory. (See *Installing extra memory* on page 86.)

## Duplex Copy (long edge flip)

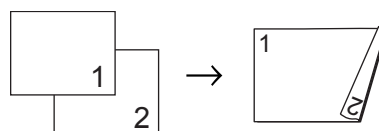
### MFC-9460CDN


#### ■ 1 sided → 2 sided L

Portrait



Landscape



- Make sure you are in Copy mode .
- Load your document.
- Enter the number of copies (up to 99) using the dial pad.
- Press **Duplex** and **▲** or **▼** to select 1sided→2sided L.

```
Duplex
▲1sided→2sided L
 1sided→2sided S
▼Off
Select ▲▼ or OK
```

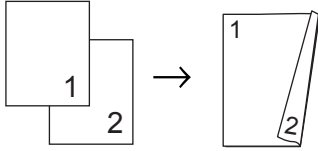
Press **OK**.

- Press **Black Start** or **Color Start** to copy the document.

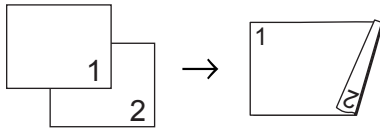
**MFC-9560CDW**

■ **1 sided → 2 sided**

Portrait

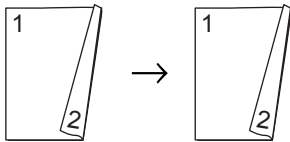


Landscape

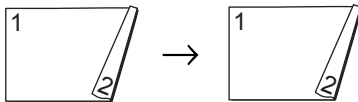


■ **2 sided → 2 sided**

Portrait

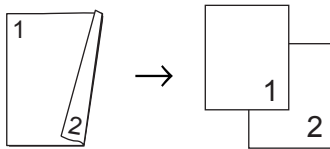


Landscape

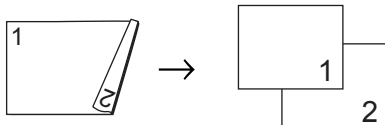



■ **2 sided → 1 sided**

Portrait

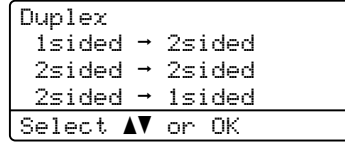


Landscape



- 1 Make sure you are in Copy mode .
- 2 Load your document.
- 3 Enter the number of copies (up to 99) using the dial pad.

- 4 Press **Duplex** and ▲ or ▼ to select 1sided → 2sided, 2sided → 2sided or 2sided → 1sided.



Press **OK**.

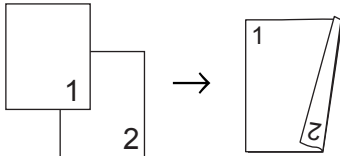
- 5 Press **Black Start** or **Color Start** to copy the document.

## Advanced Duplex Copy (short edge flip)

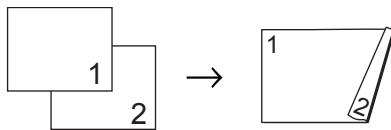
### MFC-9460CDN


#### ■ 1 sided - 2 sided S

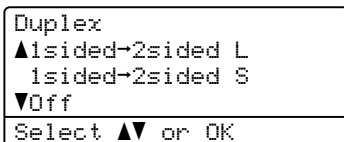
Portrait



Landscape



- 1 Make sure you are in Copy mode .
- 2 Load your document.
- 3 Enter the number of copies (up to 99) using the dial pad.
- 4 Press **Duplex** and ▲ or ▼ to select 1sided-2sided S.



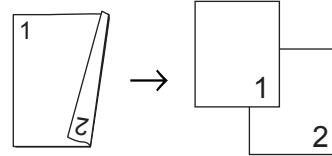
Press **OK**.

- 5 Press **Black Start** or **Color Start** to copy the document.

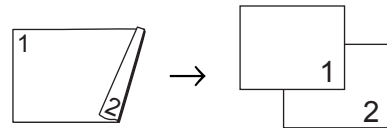
### MFC-9560CDW

#### ■ Advanced 2 sided - 1 sided

Portrait

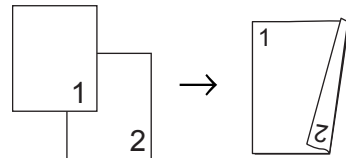


Landscape

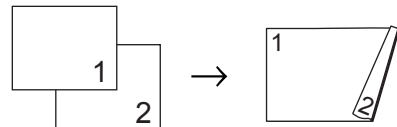



#### ■ Advanced 1 sided - 2 sided

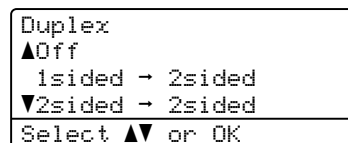
Portrait



Landscape



- 1 Make sure you are in Copy mode .
- 2 Load your document.
- 3 Enter the number of copies (up to 99) using the dial pad.
- 4 Press **Duplex** and ▲ or ▼ to select Advanced.



Press **OK**.

- 5 Press ▲ or ▼ to select  
2sided → 1sided or  
1sided → 2sided.  
Press **OK**.

```
Duplex Advanced
▲2sided → 1sided
▼1sided → 2sided

Select ▲▼ or OK
```

- 6 Press **Black Start** or **Color Start** to  
copy the document.

# A

## Routine maintenance

### Cleaning and checking the machine

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

#### WARNING

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock.

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



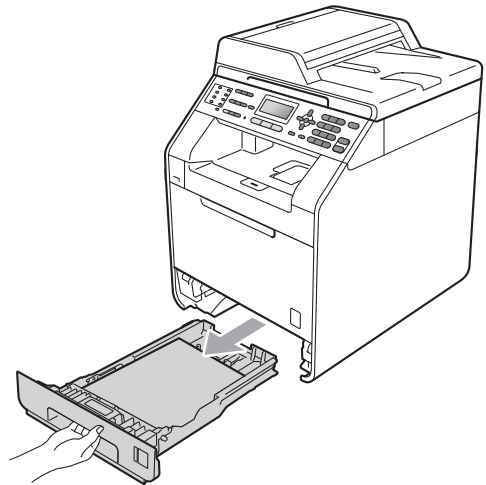
Be careful not to inhale toner.

#### IMPORTANT

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

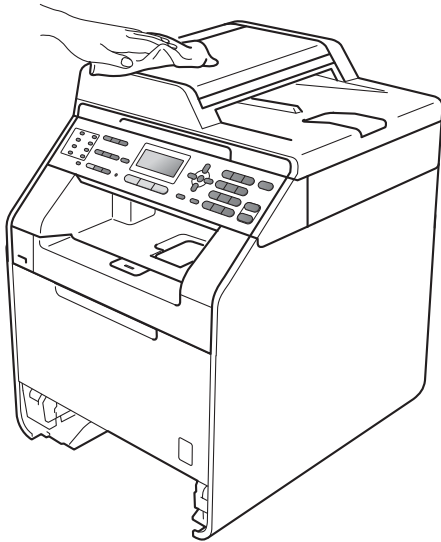
### Cleaning the outside of the machine

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

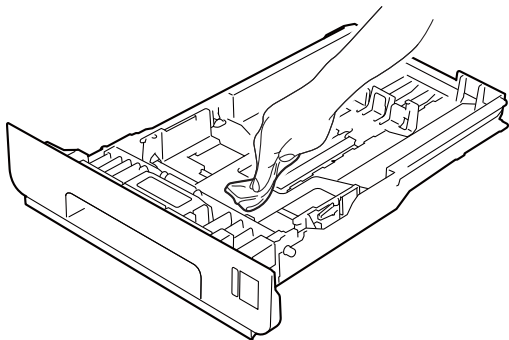


A

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



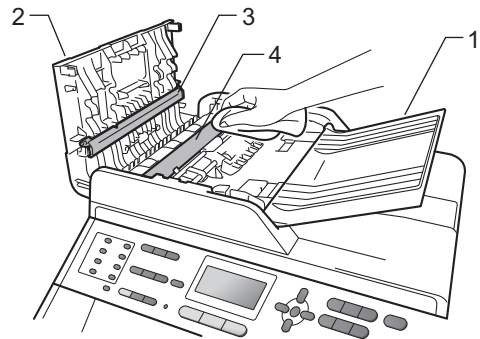
- 4 Remove any paper that is in the paper tray.  
5 Wipe the inside and the outside of the paper tray with a dry, lint-free soft cloth to remove dust.



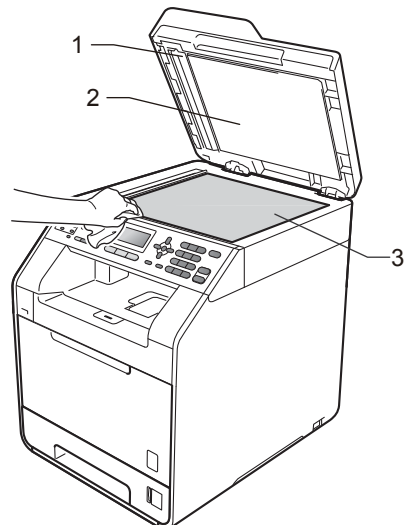
- 6 Re-load the paper and put the paper tray firmly back in the machine.  
7 Plug the machine's power cord back into the AC power outlet first, connect all cables, and then plug in the telephone line cord. Turn on the machine's power switch.

## Cleaning the scanner

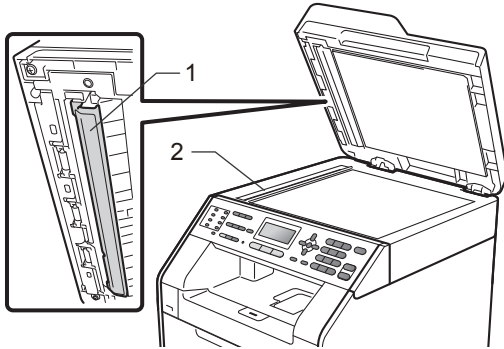
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.  
2 (MFC-9560CDW) Unfold the ADF document support (1) and then open the ADF cover (2). Clean the white bar (3) and the scanner glass strip (4) underneath it with a soft lint-free cloth moistened with water. Close the ADF cover (2) and fold the ADF document support (1).



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



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



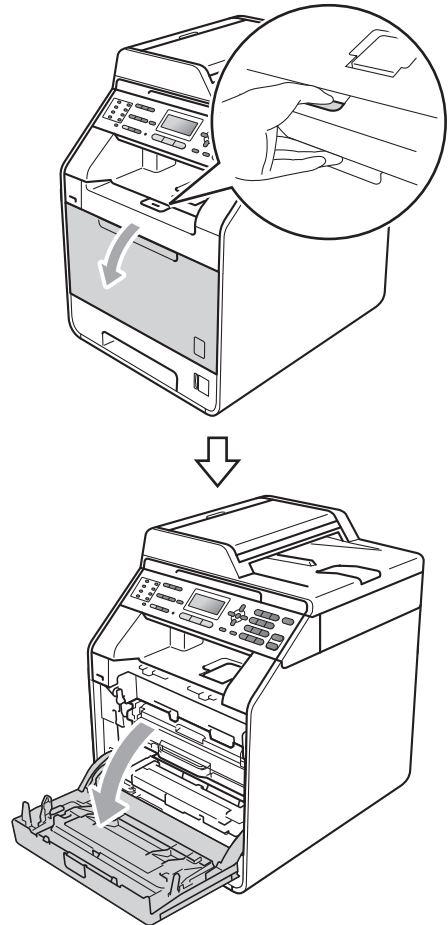
### Note

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

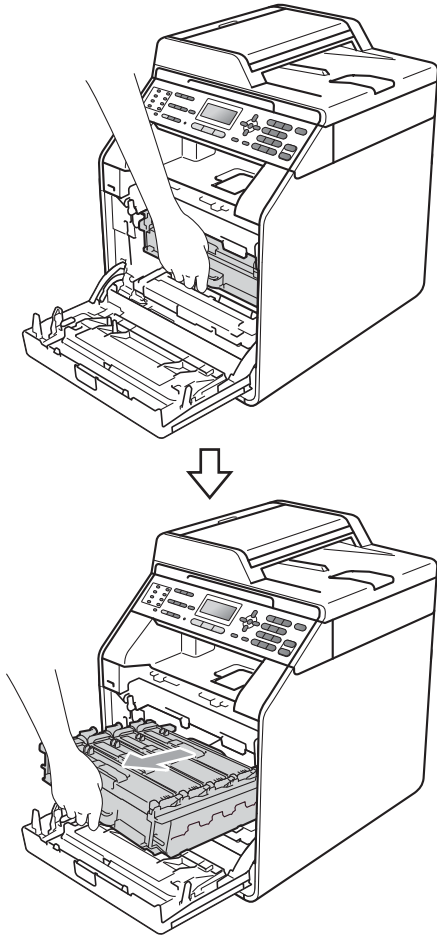
- 5 Plug the machine's power cord back into the AC power outlet first, connect all cables, and then plug in the telephone line cord. Turn on the machine's power switch.

## Cleaning the laser scanner windows

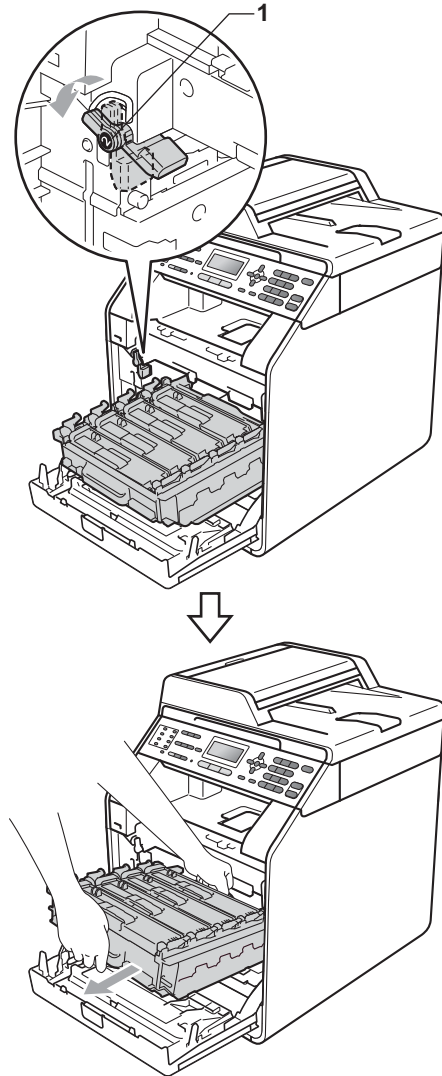
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.
- 2 Press the front cover release button and then open the front cover.



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



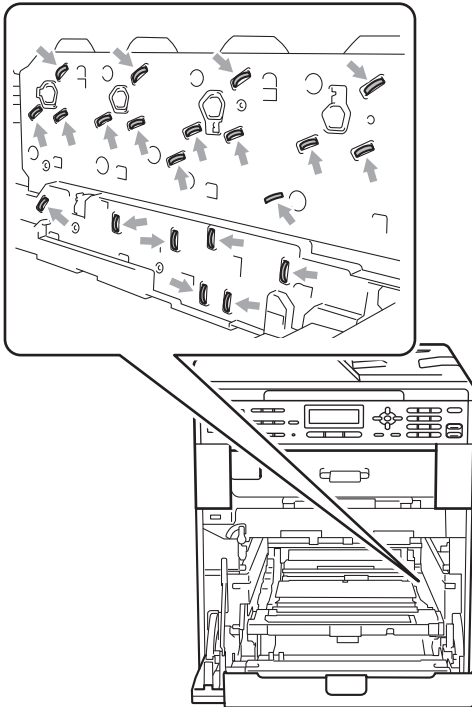
- 4 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.





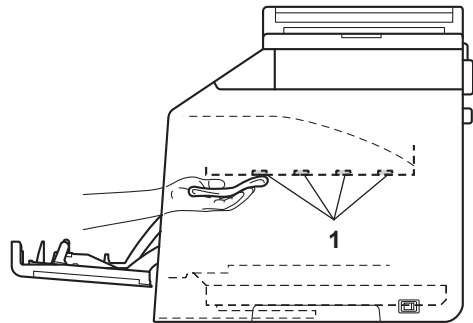
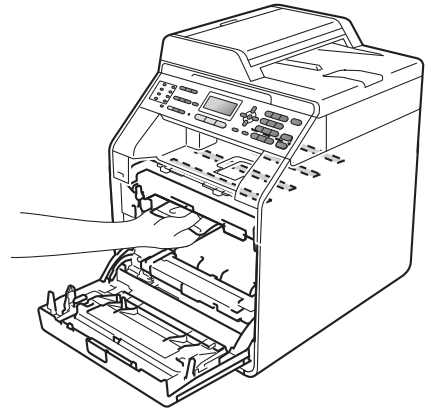
## ! IMPORTANT

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

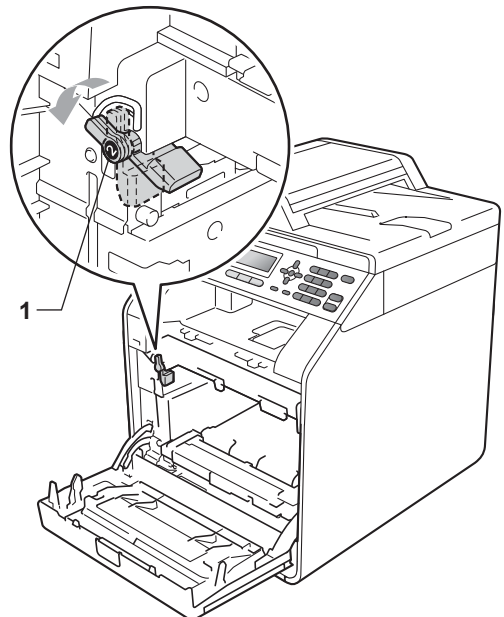


- Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit.

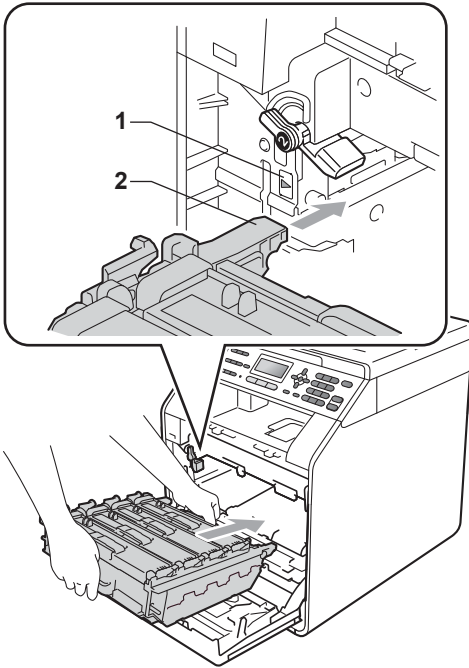
- 5 Wipe the four scanner windows (1) with a dry, lint-free cloth.



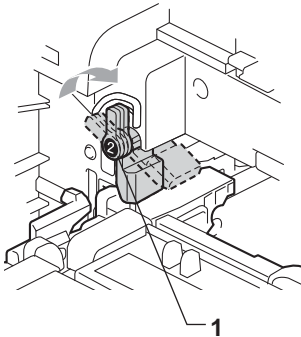
- 6 Make sure the green lock lever (1) is in the release position as shown in the illustration.



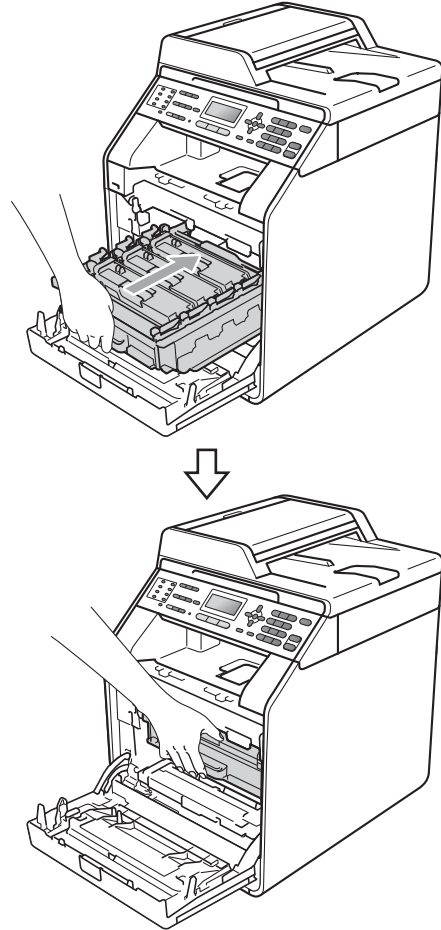
- 7 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



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



- 9 Push the drum unit in until it stops.



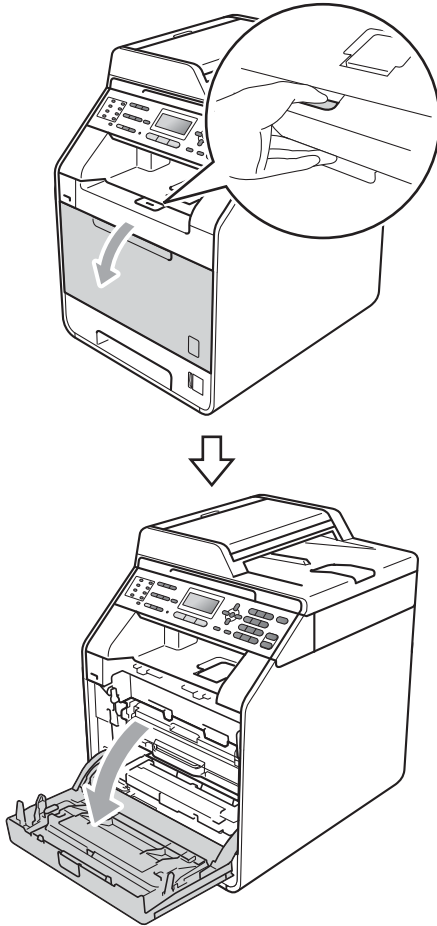
- 10 Close the front cover of the machine.

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

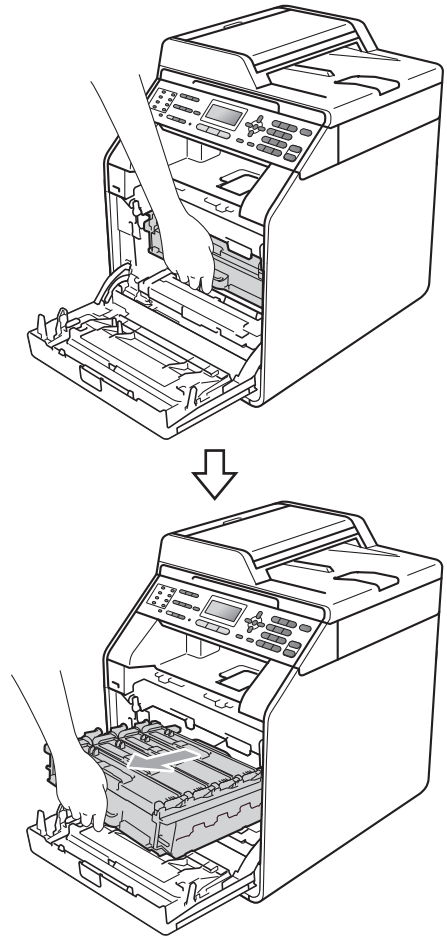
## Cleaning the corona wires

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

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

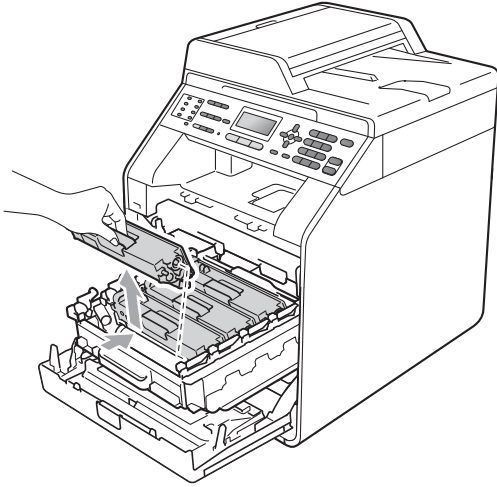


- 2 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

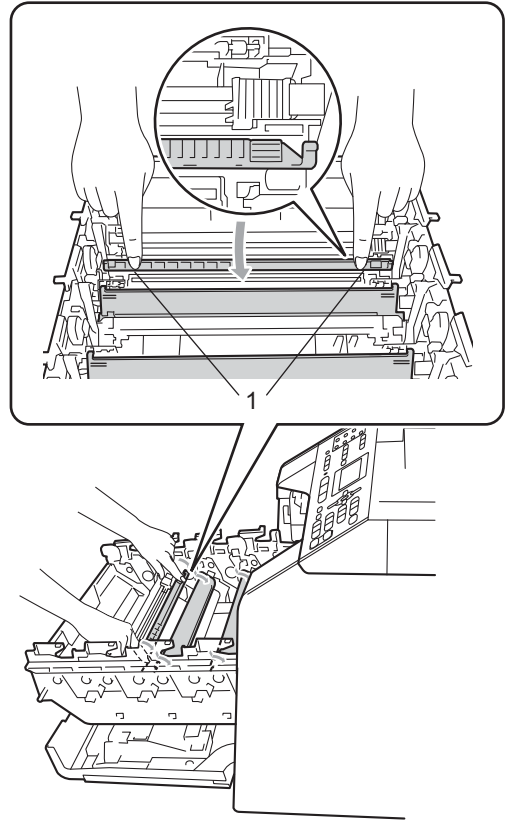


A

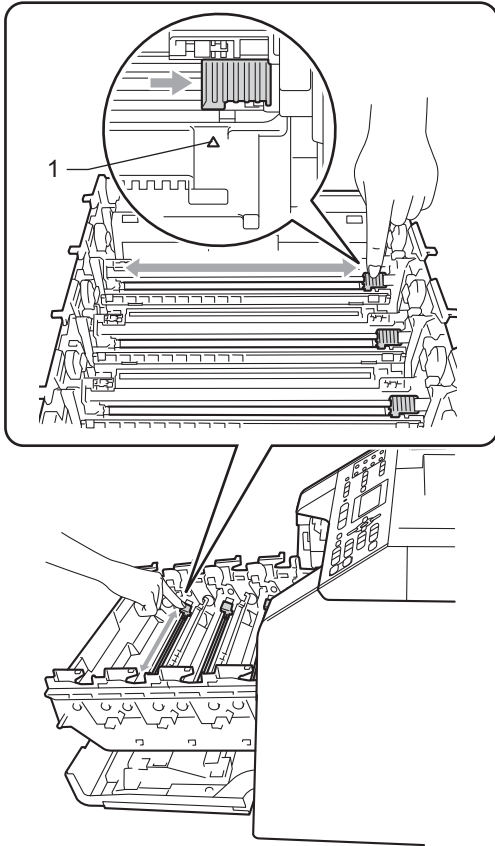
- 3 Hold the handle of the toner cartridge and slightly push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



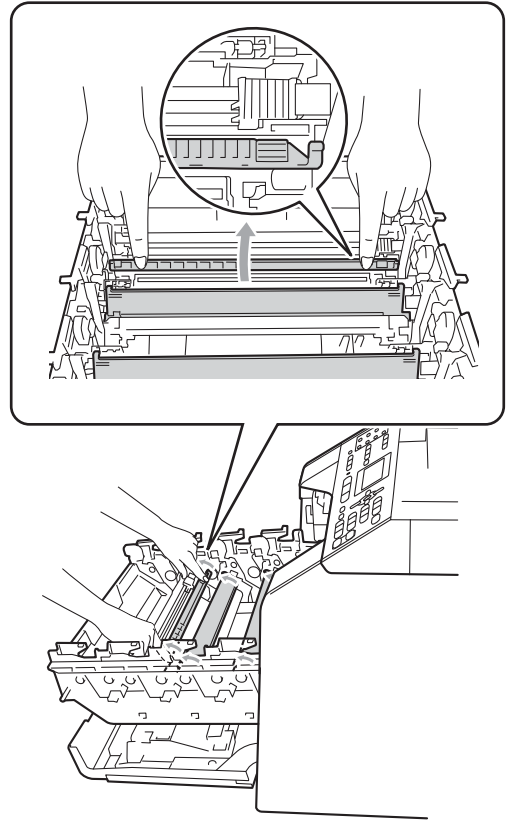
- 4 Push to release the latches of the corona wire cover (1), and then open the cover.



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



- 6 Close the corona wire cover.



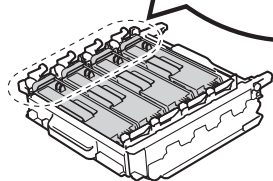
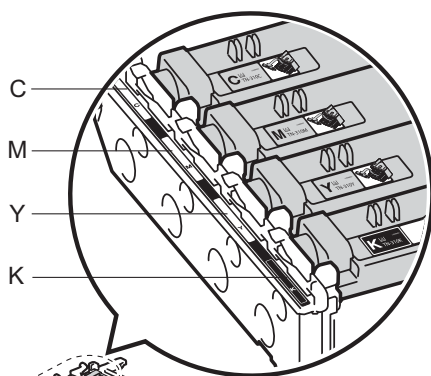
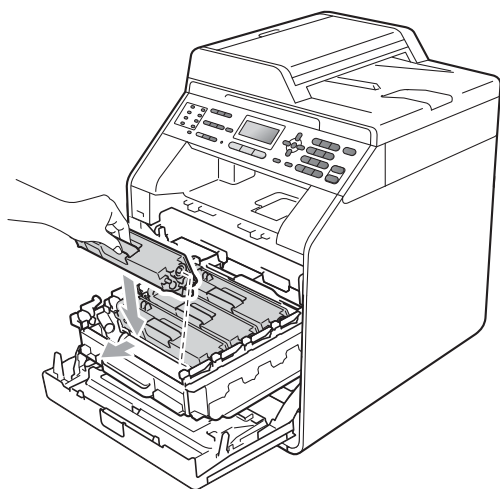
- 7 Repeat steps 4 to 6 to clean each of three remaining corona wires.



**Note**

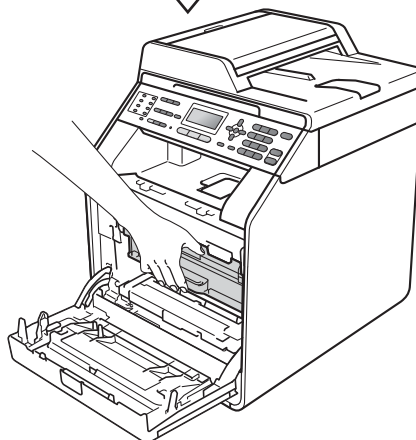
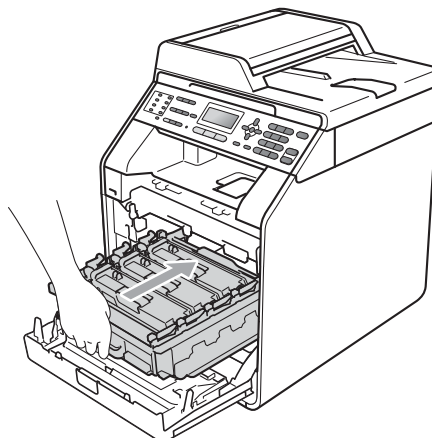
Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

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



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

- 9 Push the drum unit in until it stops.



- 10 Close the front cover of the machine.

## Cleaning the drum unit

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

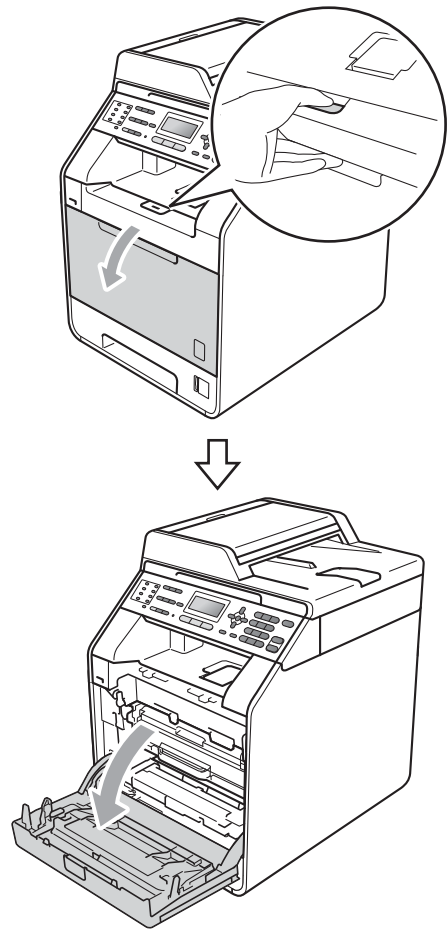
- 1 Make sure that the machine is in the Ready mode. Press **Menu**, **6**, **7**, then press **Black Start** or **Color Start** to print the drum dot check sheet.

```
67.Drum Dot Print
```

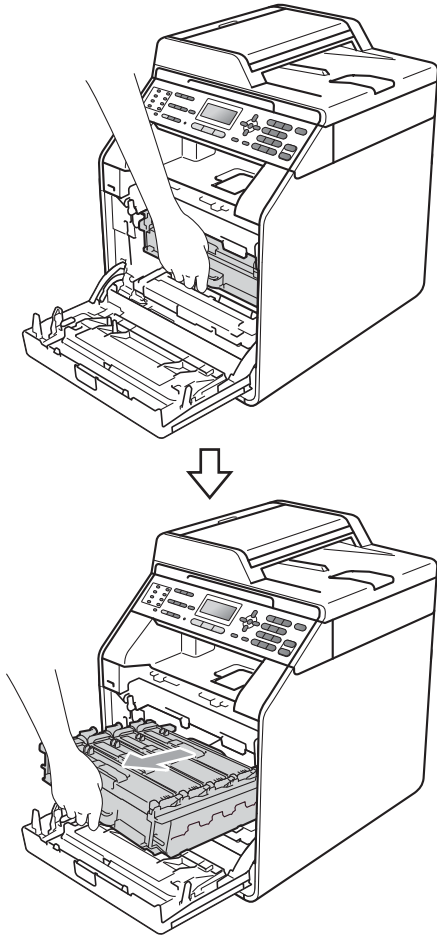
```
Printing
```

- 2 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.

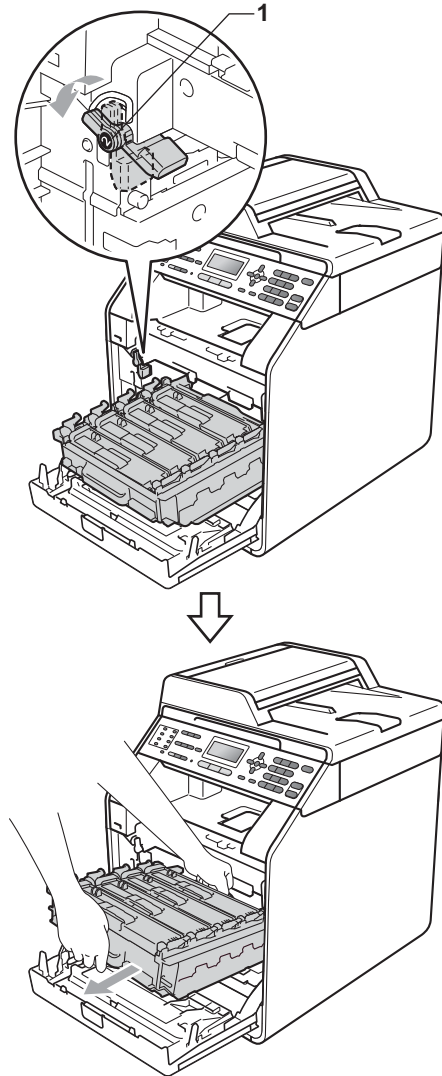
- 3 Press the front cover release button and then open the front cover.



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



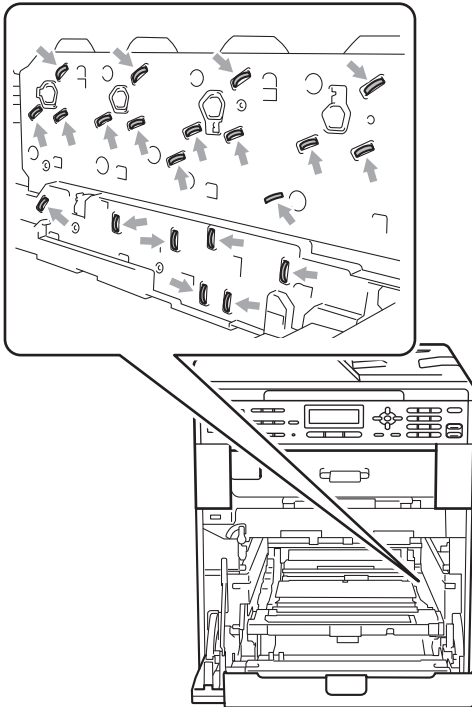
- 5 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.





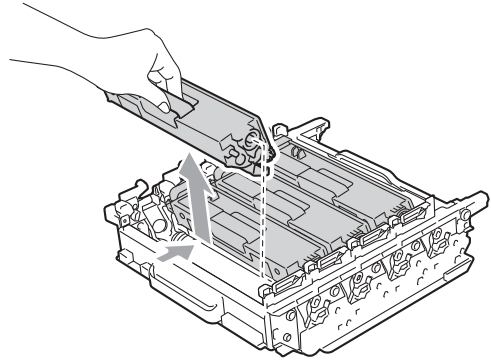
**! IMPORTANT**

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



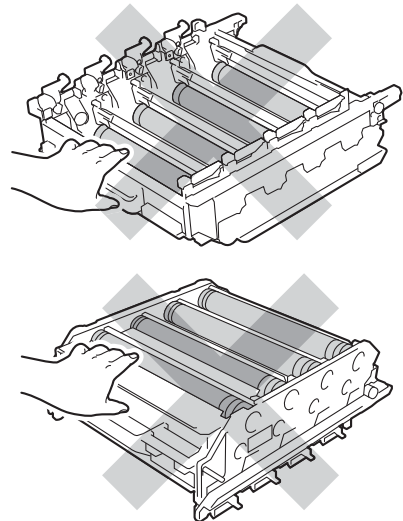
- Hold the green handles of the drum unit when you carry it. **DO NOT** hold the side of the drum unit.

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



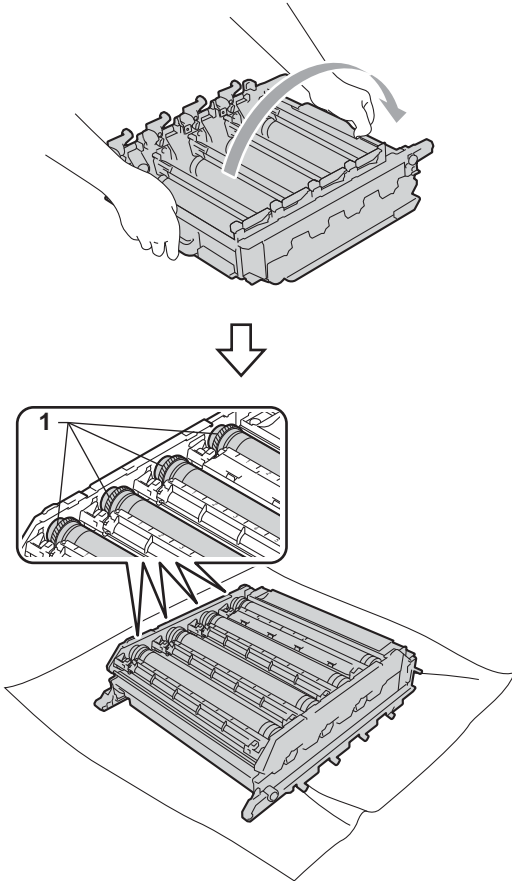
**! IMPORTANT**

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



A

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



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

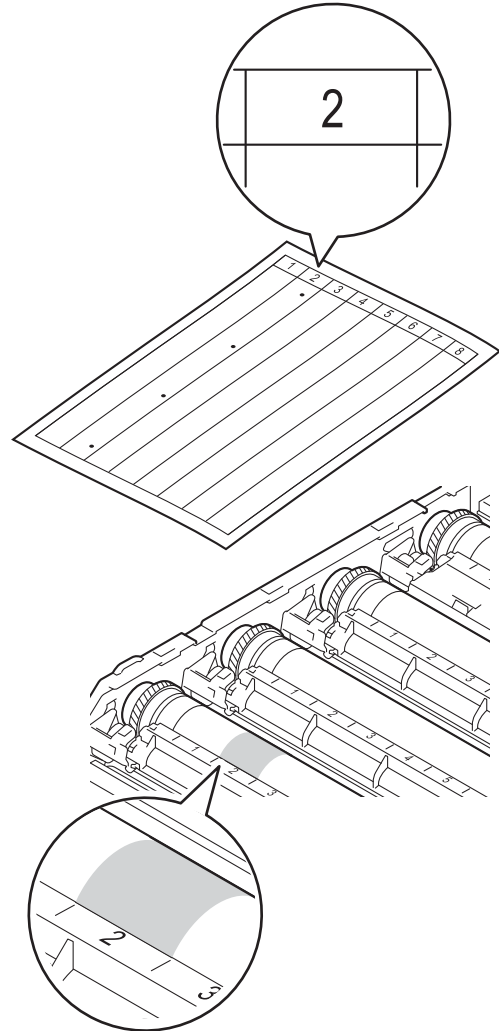
■ Color in problem:

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

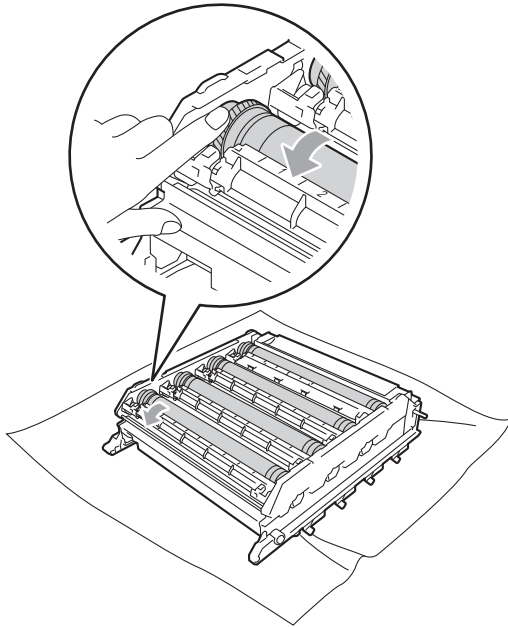
■ Dot location:

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

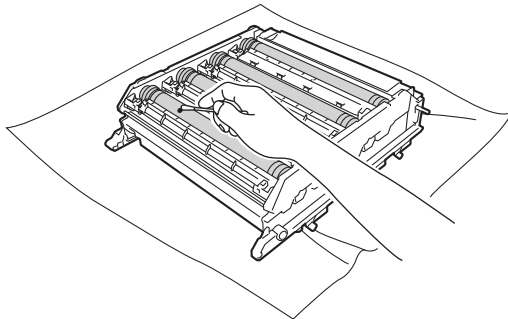
- 9 Confirm suspected area of the appropriate color drum by using the numbers beside the drum which relate to the numbers of column.



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



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

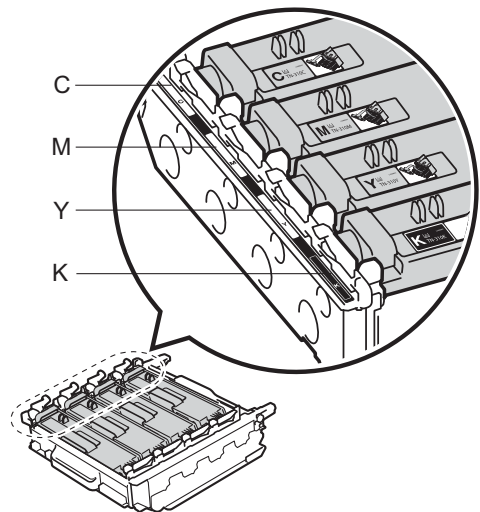
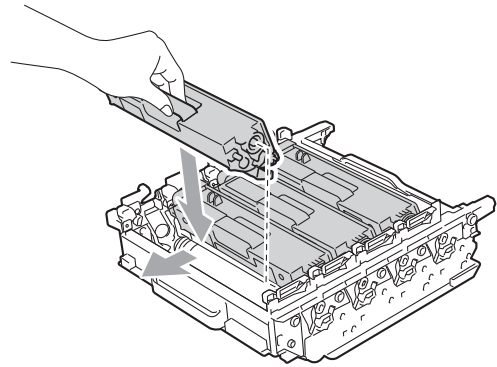


**! IMPORTANT**

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

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

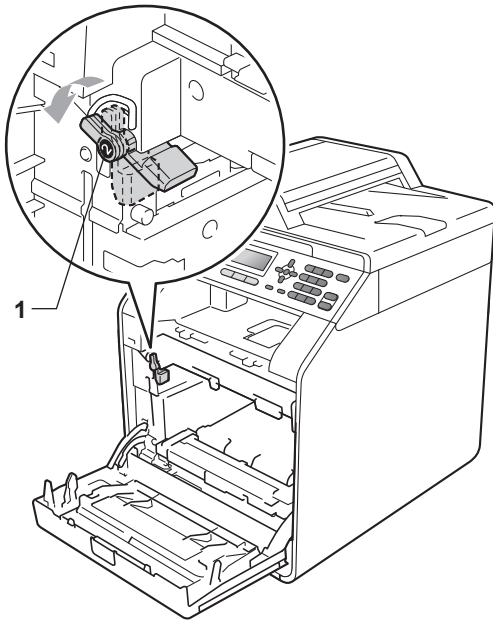
- 13 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge color to the same color label on the drum unit. Repeat this for all the toner cartridges.



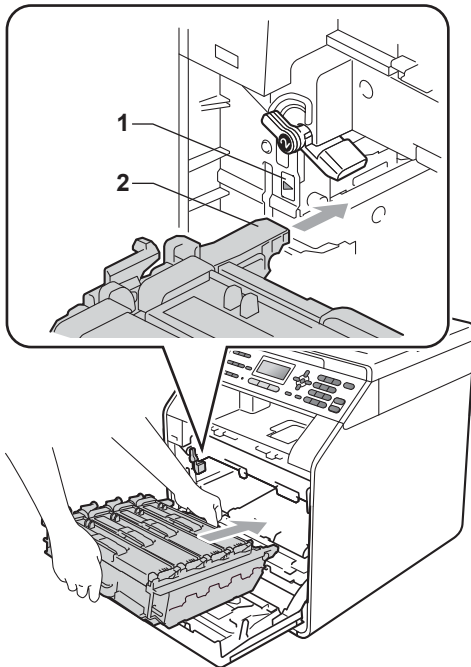
C - Cyan  
Y - Yellow

M - Magenta  
K - Black

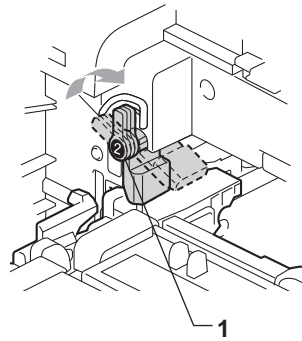
- 14 Make sure the green lock lever (1) is in the release position as shown in the illustration.



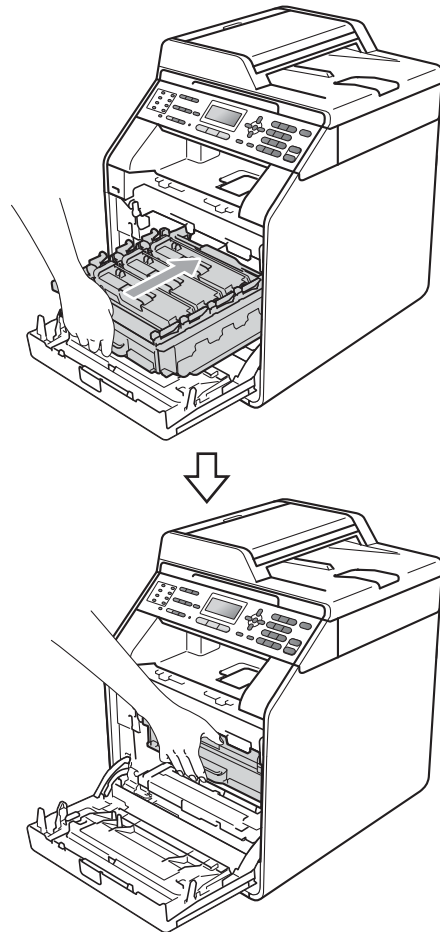
- 15 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



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



- 17 Push the drum unit in until it stops.



- 18 Close the front cover of the machine.

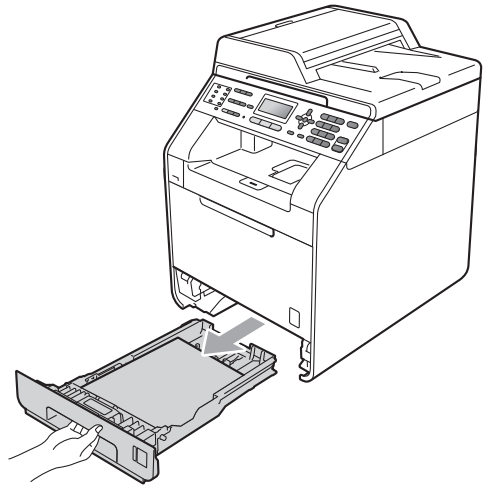
- 19 Plug the machine's power cord back into the AC power outlet first, connect all cables, and then plug in the telephone line cord. Turn on the machine's power switch.

## Cleaning the paper pick-up rollers

---

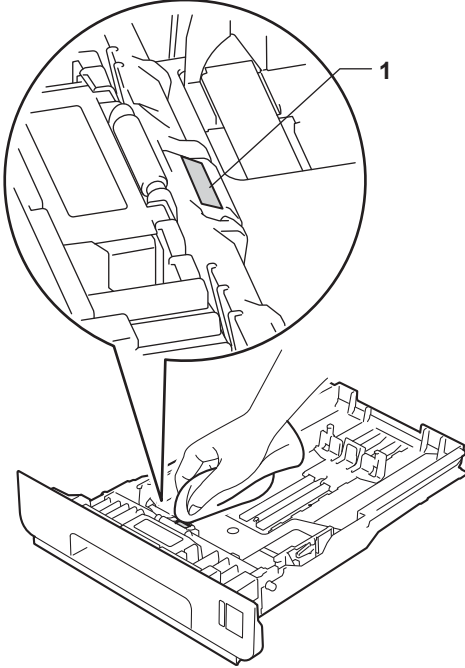
If you have paper feed problems, clean the pick-up rollers as follows:

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

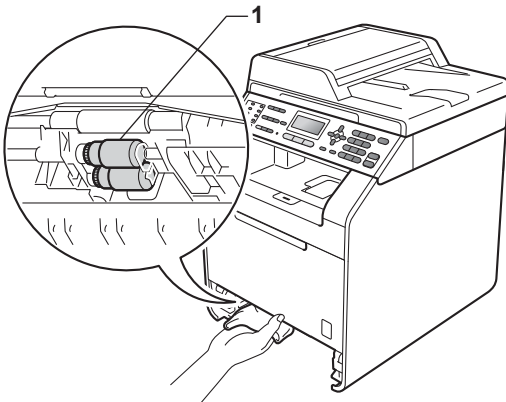


A

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



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



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

## Calibration

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

- 1 Press **Menu**, **4**, **6**.
- 2 Press **▲** or **▼** to select **Calibrate**.
- 3 Press **OK**.
- 4 Press **1** to select **Yes**.
- 5 Press **Stop/Exit**.

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

- 1 Press **Menu**, **4**, **6**.
- 2 Press **▲** or **▼** to **Reset**.
- 3 Press **OK**.
- 4 Press **1** to select **Yes**.
- 5 Press **Stop/Exit**.

**Note**

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

## Auto Registration

### Registration

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

- 1 Press **Menu**, **4**, **7**.
- 2 To start, press **1**.  
To exit, press **2**.
- 3 Press **Stop/Exit**.

### Manual Registration

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

- 1 Press **Menu**, **4**, **8**, **1**.
- 2 Press **Black Start** or **Color Start** to start printing the color registration chart.
- 3 When the machine has finished printing the registration chart, press **2** (**Set Regist.**) to correct the color manually.
- 4 Starting at **1** (**1 Magenta Left**) on the chart, check which colored bar has the most uniform print density and enter its number into the machine using the **▲** and **▼** keys.  
Press **OK**.  
Repeat for **2** (**2 Cyan Left**), **3** (**3 Yellow Left**), **4**, **5**, **6** to **9**.
- 5 Press **Stop/Exit**.

## Frequency (Color Correction)

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

- 1 Press **Menu**, **4**, **9**.
- 2 Press **▲** or **▼** to choose Normal, Low or Off.  
Press **OK**.
- 3 Press **Stop/Exit**.

## Checking the Page Counters

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

- 1 Press **Menu**, **8**, **2**.

```
82.Page Counter
▲ Total :XXXXXX
Fax/List :XXXXXX
▼ Copy :XXXXXX
Select ▲▼ or OK
```

- 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**, **8**, **3**.

```
83.Parts Life
1.Drum
2.Belt Unit
3.Fuser
Select ▲▼ or OK
```

- 2 Press **▲** or **▼** to choose 1.Drum, 2.Belt Unit, 3.Fuser, 4.Laser, 5.PF Kit MP, 6.PF Kit 1 or 7.PF Kit 2.  
Press **OK**.
- 3 Press **Stop/Exit**.



### Note

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



## Replacing periodic maintenance parts

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

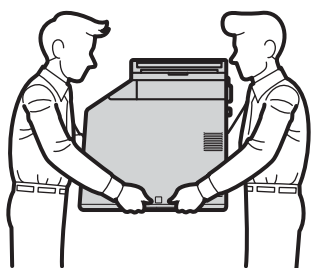
<sup>1</sup> Letter or A4 size single-sided pages.

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

## Packing and shipping the machine

### **⚠ WARNING**

This machine is heavy and weighs approximately 58.4 lb (26.5 kg). To prevent possible injuries at least two people should lift the machine. Be careful not to pinch your fingers when you put the machine down.



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

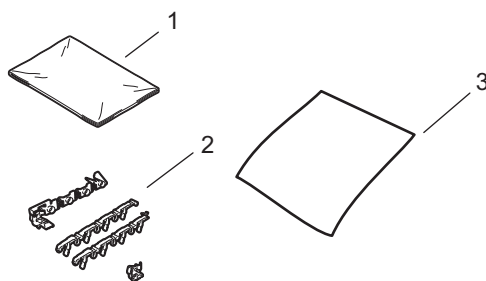
### **! IMPORTANT**

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

### **Note**

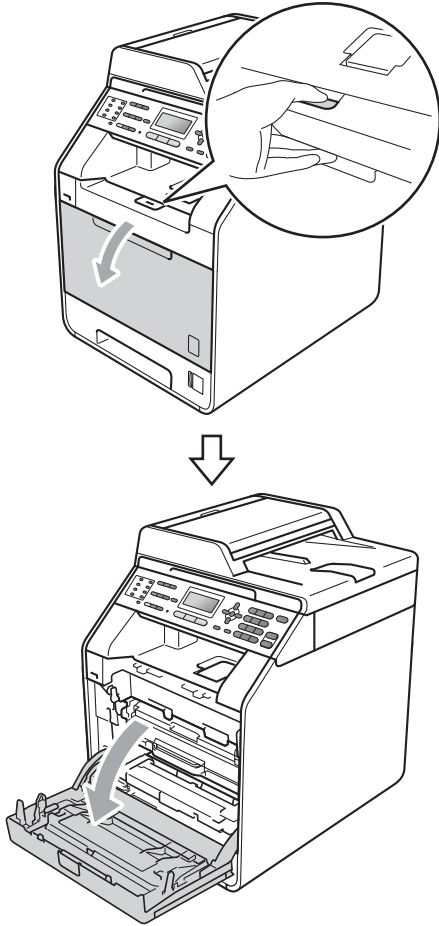
- If for any reason you must ship your machine, carefully repack the machine in the original packaging to avoid any damage during transit. The machine should be adequately insured with the carrier.
- If you are returning your machine to Brother as part of the Exchange Service, pack only the machine.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

Make sure that you have the following parts for repacking:

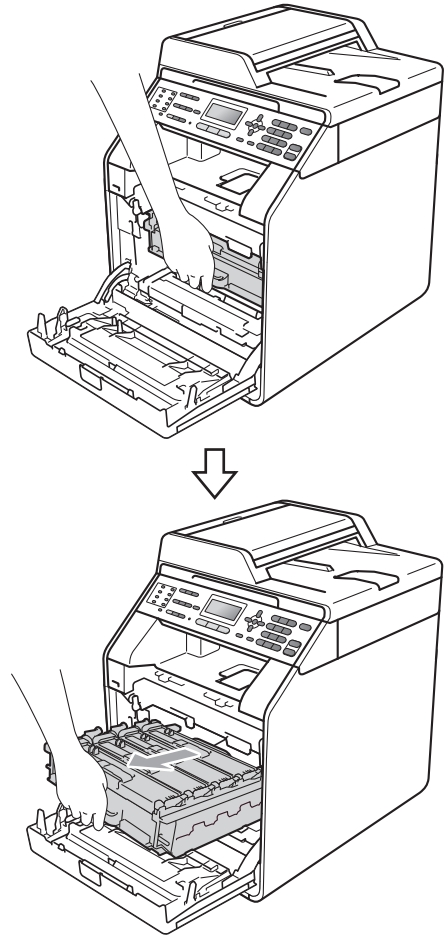


- 1 **Plastic bag for the waste toner box**
- 2 **Orange packing materials for locking the internal parts (4 pieces)**
- 3 **A piece of paper (Letter or A4) to protect the belt unit (supplied by the user)**

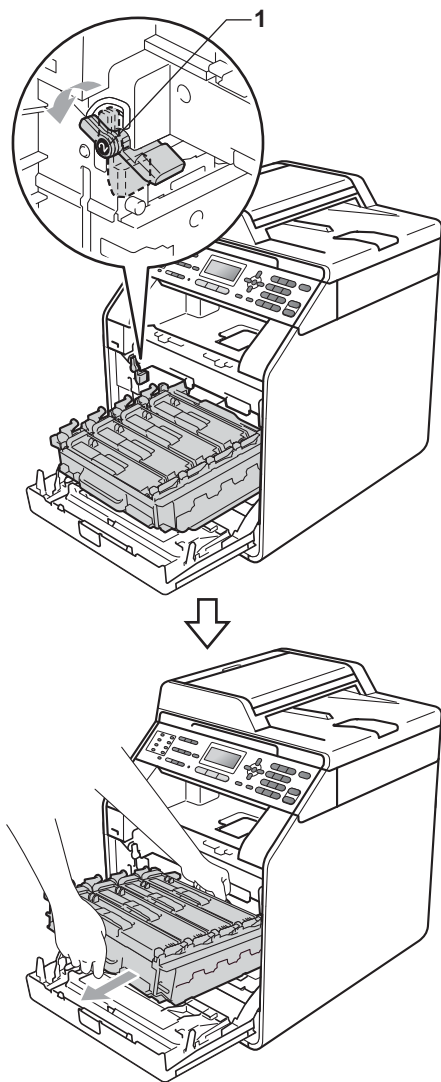
- 1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.
- 2 Press the front cover release button and then open the front cover.



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

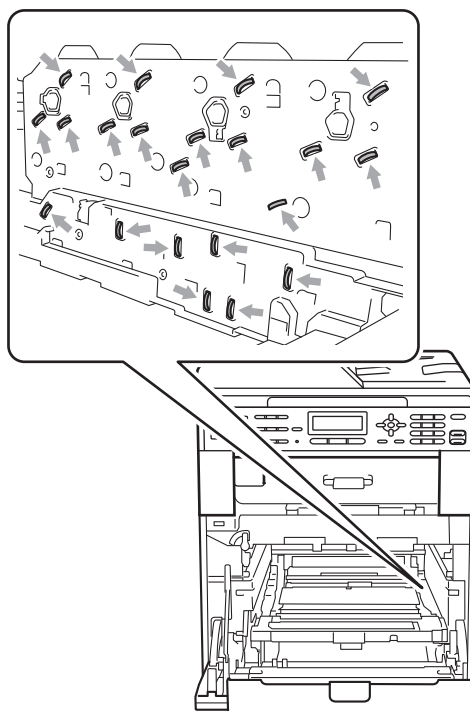


- 4 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

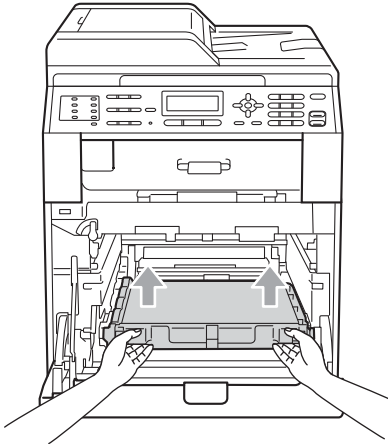


## ! IMPORTANT

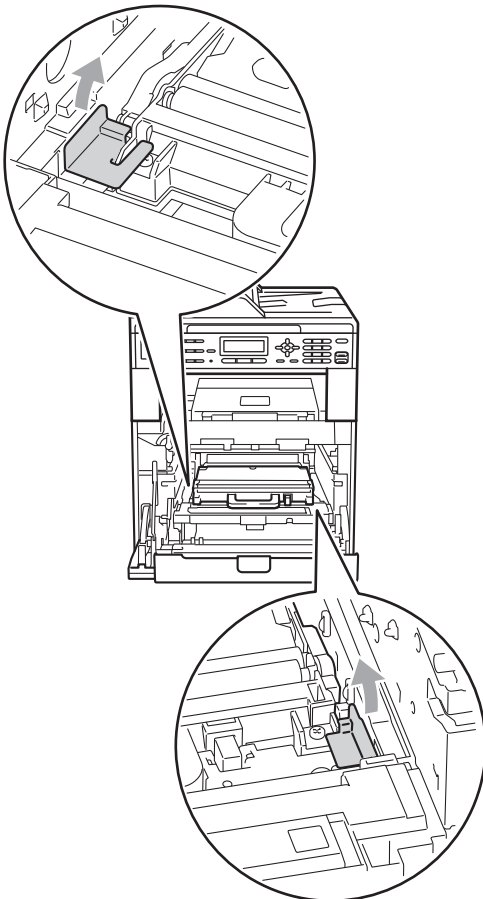
- Hold the green handles of the drum unit when you carry it. **DO NOT** hold the sides of the drum unit.
- We recommend that you place the drum unit on a clean, flat surface with a piece of disposable paper underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge and the waste toner box carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- To prevent damage to the machine from static electricity, **DO NOT** touch the electrodes shown in the illustration.



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



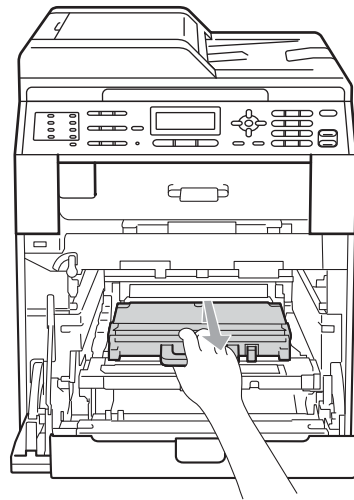
- 6 Remove two pieces of orange packing material and discard them.



 **Note**

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

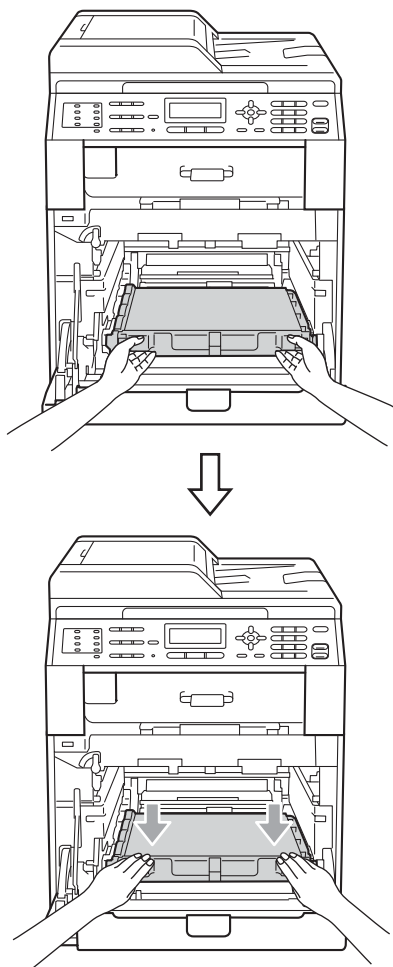
- 7 Remove the waste toner box from the machine using the green handle, and then put it in a plastic bag and seal the bag completely.



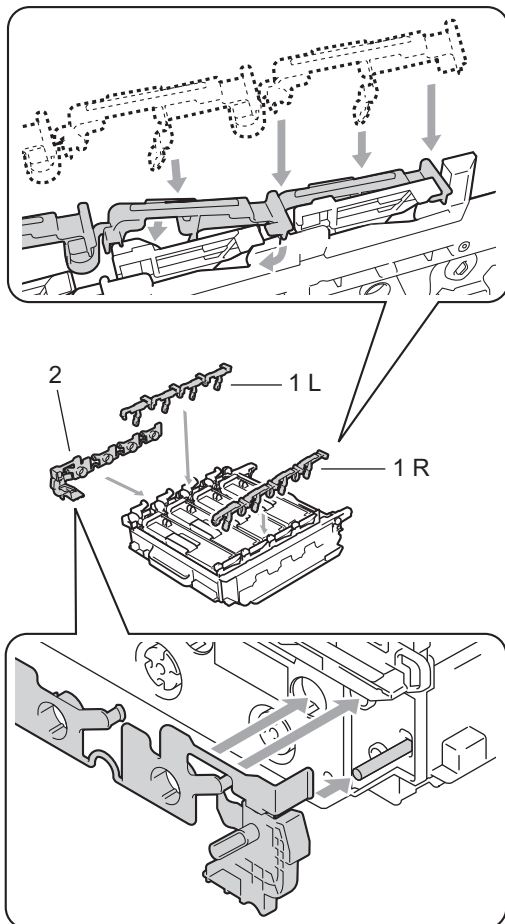
**! IMPORTANT**

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

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

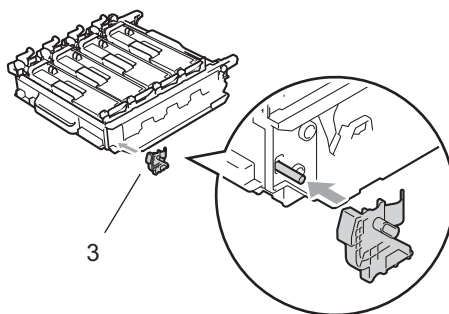


- Slide the small orange packing material (3) onto the metal shaft on the right side of the drum unit, as shown in the illustration.

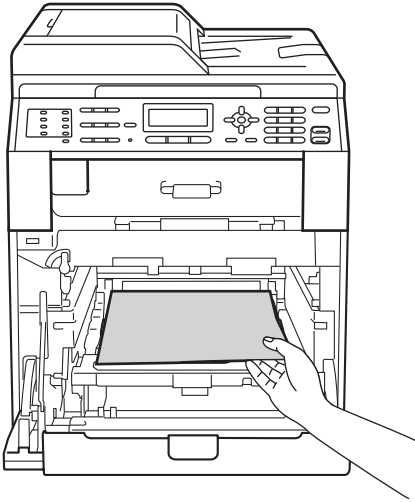


- 9 Install orange packing materials to the drum unit as follows:

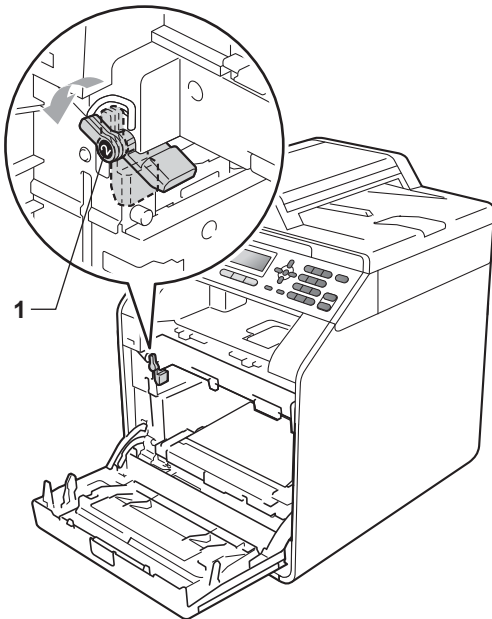
- To secure the toner cartridges, install the matching orange packing strips (1) (marked L and R) to the drum unit on the left and right sides, as shown in the illustration.
- Attach the orange packing strip (2) to the left side of the drum unit, as shown in the illustration.



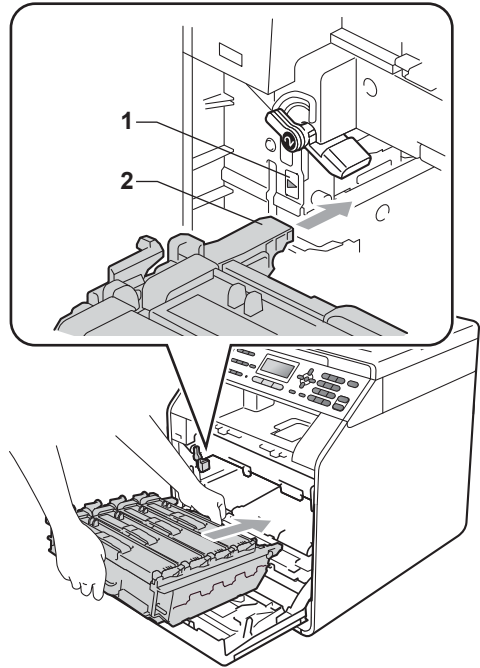
- 10 Put a piece of paper (Letter or A4) on the belt unit to prevent damage to the belt unit.



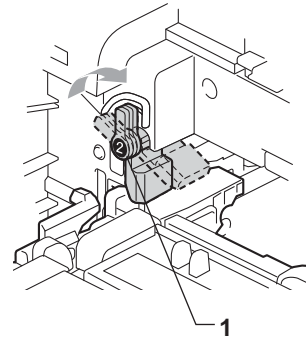
- 11 Make sure the green lock lever (1) is in the release position as shown in the illustration.



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

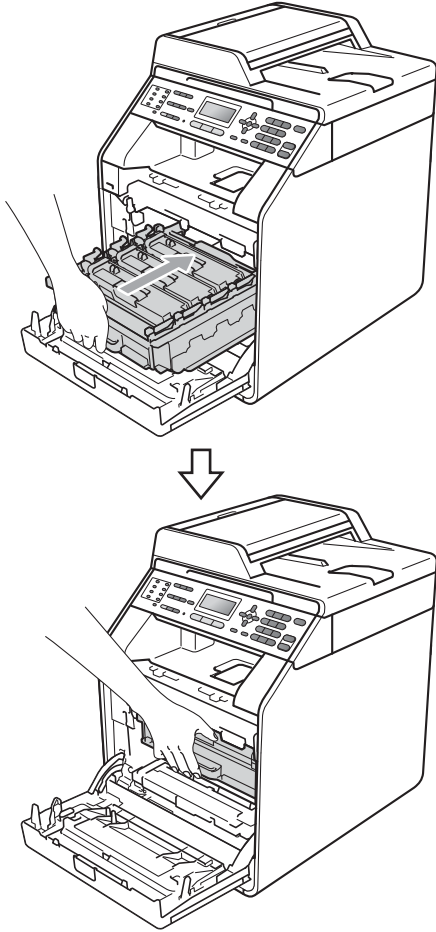


- 13 Turn the green lock lever (1) clockwise to the lock position.



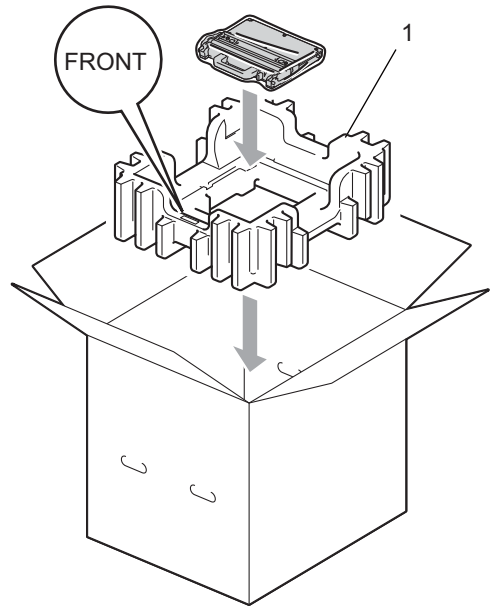
A

- 14 Push the drum unit in until it stops.

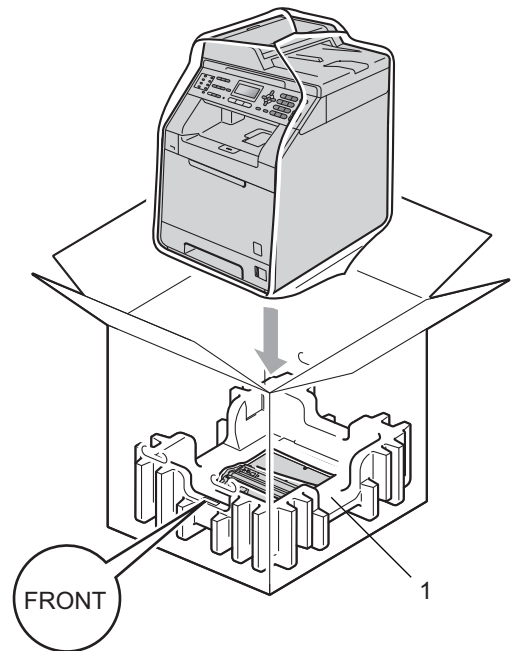


- 15 Close the front cover of the machine.

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

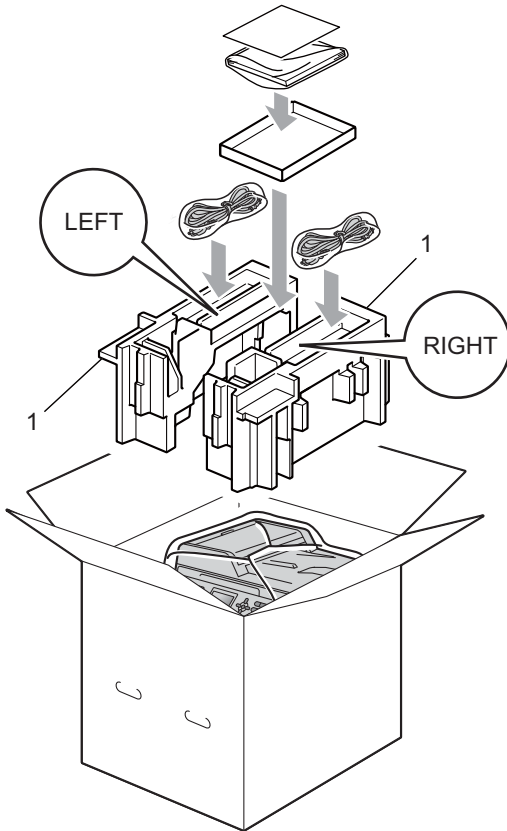


- 17 Wrap the machine with a plastic bag. Put the machine on the Styrofoam piece (1).





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

**Note**

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

- 19 Close the carton and tape it shut.

# B

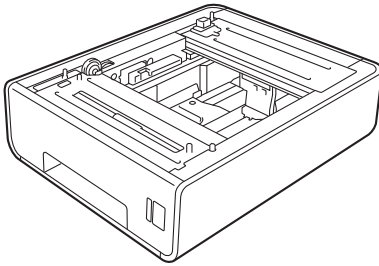
## Options

### Options

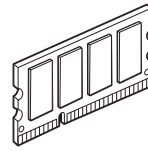
This machine has the following optional accessories. You can increase the capabilities of the machine with these items.

#### Lower tray unit

LT-300CL



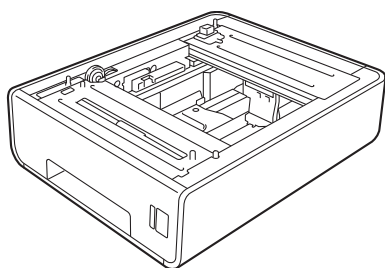
#### SO-DIMM memory



## Optional paper tray (LT-300CL)

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

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



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

## Memory board

MFC-9560CDW has 256 MB of standard memory and MFC-9460CDN has 128 MB. Both models have one slot for optional memory expansion. You can increase the memory up to maximum of 512 MB for MFC-9560CDW and 384 MB for MFC-9460CDN by installing one SO-DIMM (Small Outline Dual In-line Memory Module).

### SO-DIMM Types

You can install the following SO-DIMMs:

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



#### Note

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

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

Type: 144-pin and 16-bit output

CAS latency: 4

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

Capacity: 64, 128 or 256 MB

Height: 30.0 mm (1.18 in.)

DRAM type: DDR2 SDRAM



#### Note

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

## Installing extra memory

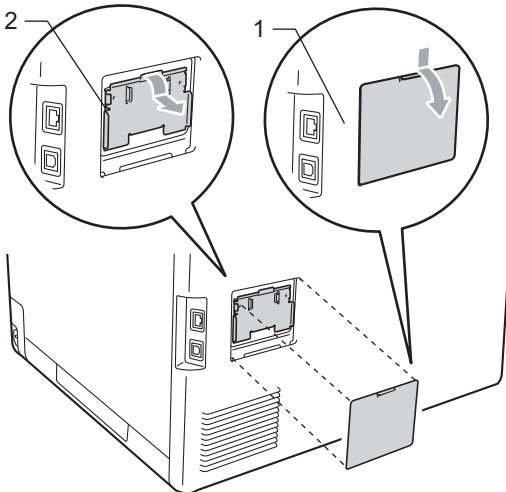
- 1 Turn off the machine's power switch. Unplug the telephone line cord.
- 2 Disconnect the interface cable from the machine, and then unplug the power cord from the AC power outlet.



### Note

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

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

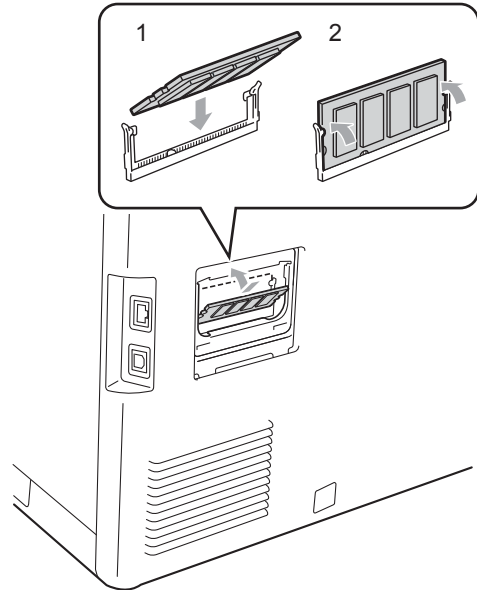


- 4 Unpack the SO-DIMM and hold it by its edges.

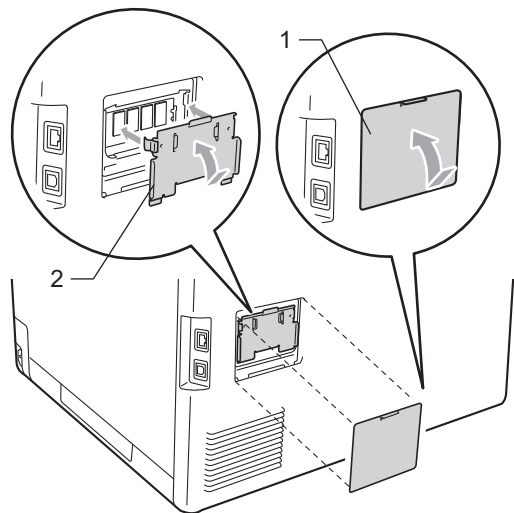
### ! IMPORTANT

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

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



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



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

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

**Note**

To make sure that you have installed the SO-DIMM properly, you can print the user settings page that shows the current memory size. (See *How to print a report* on page 43.)

# C

## Glossary

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

### **ADF (automatic document feeder)**

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

### **Auto Reduction**

Reduces the size of incoming faxes.

### **Automatic fax transmission**

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

### **Automatic Redial**

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

### **Backup Print**

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

### **Batch Transmission**

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

### **Beeper Volume**

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

### **Broadcasting**

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

### **Cancel Job**

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

### **CNG tones**

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

### **Coding method**

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

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

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

### **Compatibility group**

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

### **Contrast**

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

### **Delayed Fax**

Sends your fax at a specified later time that day.

### **Distinctive Ring**

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

### **Dual Access**

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

**Easy Receive**

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

**ECM (Error Correction Mode)**

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

**Extension telephone**

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

**External telephone**

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

**F/T Ring Time**

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

**Fax Forwarding**

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

**Fax Journal**

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

**Fax Receive Code**

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

**Fax Storage**

You can store faxes in the memory.

**Fax tones**

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

**Fax/Tel**

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

**Fine resolution**

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

**Gray Scale**

The shades of gray available for copying and faxing photographs.

**Group number**

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

**Help List**

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

**Journal Period**

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

**LCD (liquid crystal display)**

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

**Manual fax**

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

**Menu mode**

Programming mode for changing your machine's settings.

**OCR (optical character recognition)**

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

## One Touch

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

## Out of Paper Reception

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

## Overseas Mode

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

## Paging

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

## Pause

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

## Polling

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

## Pulse (Canada only)

A form of rotary dialing on a telephone line.

## Real Time Transmission

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

## Remaining Jobs

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

## Remote Access Code

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

## Remote Retrieval Access

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

## Resolution

The number of vertical and horizontal lines per inch.

## Ring Delay

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

## Ring Volume

Volume setting for the machine's ring.

## Scanning

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

## Search

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

## Speed Dial

A pre-programmed number for easy dialing. Press **▲ Speed Dial**, then enter the three-digit Speed Dial location and press **Black Start** or **Color Start** to begin the dialing process.

## Station ID

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

## TAD (telephone answering device)

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

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

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

## Tel Index List

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



**Temporary settings**

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

**Tone**

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

**Transmission**

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

**Transmission Verification Report**

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

**User Settings List**

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

# D

# Index

- 
- A**
- Apple Macintosh
    - See Software User's Guide.
- 
- B**
- Broadcasting ..... 19
    - canceling ..... 20
    - setting up groups for ..... 39
- 
- C**
- Canceling
    - broadcast in process ..... 20
    - fax jobs in memory ..... 22
    - fax storage ..... 27
    - jobs awaiting redial ..... 22
    - remote fax options ..... 30
  - Cleaning
    - corona wires ..... 61
    - drum unit ..... 65
    - laser scanner windows ..... 57
    - scanner ..... 56
  - Connecting
    - two-line external TAD or telephone ..... 38
  - ControlCenter2 (for Macintosh)
    - See Software User's Guide.
  - ControlCenter4 (for Windows®)
    - See Software User's Guide.
  - Copy
    - 2 in 1 ID Copy ..... 50
    - contrast ..... 47
    - Enlarge/Reduce key ..... 44
    - keys ..... 44
    - N in 1 (page layout) ..... 49
    - Options key ..... 46
    - quality ..... 45
    - sort (ADF only) ..... 47
    - temporary settings ..... 44
    - using ADF ..... 47, 49
    - using scanner glass ..... 49, 50
  - Cover page ..... 23
    - custom comments ..... 23
    - for all faxes ..... 24
    - for next fax only ..... 24
    - printed form ..... 24
- 
- D**
- Deep Sleep mode ..... 4
  - Delayed batch transmission ..... 22
  - Dialing
    - access codes and credit card numbers ..... 39
    - dial prefix ..... 5
    - groups (broadcasting) ..... 19
    - restricting dialing ..... 13
  - Drum unit
    - checking (remaining life) ..... 74
    - cleaning ..... 61, 65
  - Dual access ..... 18
  - Duplex copy ..... 51
- 
- E**
- Enlarge/Reduce key ..... 44
- 
- F**
- Fax codes
    - changing ..... 30
    - remote access code ..... 30
  - Fax forwarding
    - changing remotely ..... 32, 33
    - programming a number ..... 26
  - Fax storage ..... 27
    - printing from memory ..... 35
    - turning off ..... 30
    - turning on ..... 27
  - Fax, stand-alone
    - receiving
      - at end of conversation ..... 35
      - fax forwarding ..... 33
      - fax receive stamp ..... 35
      - into memory (fax storage) ..... 27
      - paging ..... 27
      - polling receive ..... 36
      - reducing to fit on paper ..... 34
      - retrieving from a remote site ..... 31, 33

|                                 |    |
|---------------------------------|----|
| sending .....                   | 15 |
| at end of conversation .....    | 18 |
| broadcasting .....              | 19 |
| canceling from memory .....     | 22 |
| contrast .....                  | 16 |
| delayed batch .....             | 22 |
| delayed fax .....               | 21 |
| from memory (dual access) ..... | 18 |
| manual .....                    | 17 |
| overseas .....                  | 21 |
| polled transmit .....           | 25 |
| real time transmission .....    | 20 |
| resolution .....                | 16 |
| Fax/Tel mode                    |    |
| receiving faxes .....           | 37 |

## G

|                               |    |
|-------------------------------|----|
| Groups for broadcasting ..... | 39 |
|-------------------------------|----|

## H

|                 |    |
|-----------------|----|
| HELP .....      | 43 |
| Help List ..... | 43 |
| Hook key .....  | 37 |

## J

|                            |    |
|----------------------------|----|
| Jacks                      |    |
| convert to RJ11 jack ..... |    |
| triplex adapter .....      | 37 |

## L

|                              |    |
|------------------------------|----|
| LCD (liquid crystal display) |    |
| contrast .....               | 4  |
| Help List .....              | 43 |

## M

|                                            |    |
|--------------------------------------------|----|
| Machine information                        |    |
| checking remaining life of parts .....     | 74 |
| page counts .....                          | 74 |
| Macintosh                                  |    |
| See Software User's Guide.                 |    |
| Maintenance, routine .....                 | 55 |
| checking the remaining life of parts ..... | 74 |
| Manual                                     |    |
| transmission .....                         | 17 |

|                            |    |
|----------------------------|----|
| Memory                     |    |
| adding DIMM (option) ..... | 85 |
| installing .....           | 86 |
| storage .....              | 1  |

## N

|                            |    |
|----------------------------|----|
| N in 1 (page layout) ..... | 49 |
|----------------------------|----|

### Network

|                            |  |
|----------------------------|--|
| faxing                     |  |
| See Software User's Guide. |  |
| printing                   |  |
| See Network User's Guide.  |  |
| scanning                   |  |
| See Software User's Guide. |  |

## P

|                                                                                                |    |
|------------------------------------------------------------------------------------------------|----|
| Page layout (N in 1) .....                                                                     | 49 |
| Paging .....                                                                                   | 27 |
| programming your cell number .....                                                             | 27 |
| programming your pager number .....                                                            | 26 |
| PaperPort™ 12SE with OCR                                                                       |    |
| See Software User's Guide and Help in the PaperPort™ 12SE application to access How-to-Guides. |    |
| PC-Fax                                                                                         |    |
| See Software User's Guide.                                                                     |    |
| Polling                                                                                        |    |
| polled transmit .....                                                                          | 25 |
| polling receive .....                                                                          | 36 |
| Power failure .....                                                                            | 1  |
| Presto! PageManager                                                                            |    |
| See Software User's Guide. See also Help in the Presto! PageManager application.               |    |
| Print                                                                                          |    |
| fax from memory .....                                                                          | 35 |
| reports .....                                                                                  | 43 |
| Printing                                                                                       |    |
| See Software User's Guide.                                                                     |    |

## Q

---

|                                          |        |
|------------------------------------------|--------|
| Quality                                  |        |
| copying .....                            | 45, 46 |
| Quick dial                               |        |
| access codes and credit card             |        |
| numbers .....                            | 39     |
| broadcasting .....                       | 19     |
| using groups .....                       | 19     |
| group dial                               |        |
| setting up groups for broadcasting ..... | 39     |

## R

---

|                                              |        |
|----------------------------------------------|--------|
| Redial/Pause key .....                       | 39     |
| Reducing                                     |        |
| copies .....                                 | 44     |
| incoming faxes .....                         | 34     |
| Remote retrieval .....                       | 30     |
| access code .....                            | 30, 31 |
| commands .....                               | 33     |
| getting your faxes .....                     | 31     |
| Remote setup                                 |        |
| See Software User's Guide.                   |        |
| Reports .....                                | 42, 43 |
| Fax Journal .....                            | 42, 43 |
| journal period .....                         | 42     |
| Help List .....                              | 43     |
| how to print .....                           | 43     |
| Network Configuration .....                  | 43     |
| Tel Index List .....                         | 43     |
| Transmission Verification .....              | 42     |
| User Settings .....                          | 43     |
| Resolution                                   |        |
| fax (standard, fine, superfine, photo) ..... | 16     |
| setting for next fax .....                   | 16     |
| Resolution key .....                         | 16     |
| Restricted users .....                       | 9      |

## S

---

|                              |    |
|------------------------------|----|
| Scanning                     |    |
| See Software User's Guide.   |    |
| Security                     |    |
| restricting dialing .....    | 13 |
| Secure function lock         |    |
| administrator password ..... | 8  |
| Public user mode .....       | 9  |
| restricted users .....       | 9  |
| Setting lock .....           | 11 |
| Sleep mode .....             | 4  |
| Sort .....                   | 47 |

## T

---

|                                   |    |
|-----------------------------------|----|
| TAD (telephone answering device), |    |
| external .....                    | 38 |
| with two-line jack .....          | 38 |
| Telephone line                    |    |
| converting wall outlets .....     | 37 |
| roll over lines .....             | 37 |
| two-line telephone system .....   | 37 |
| Temporary copy settings .....     | 44 |
| Toner Save .....                  | 3  |
| Two-line telephone system .....   | 37 |

## V

---

|                 |   |
|-----------------|---|
| Volume, setting |   |
| beeper .....    | 2 |
| ring .....      | 1 |
| speaker .....   | 2 |

## W

---

|                                   |  |
|-----------------------------------|--|
| Windows®                          |  |
| See Software User's Guide.        |  |
| Wireless Network                  |  |
| See Quick Setup Guide and Network |  |
| User's Guide.                     |  |

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

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

**brother**®

**Visit us on the World Wide Web**  
**<http://www.brother.com/>**

The machine is approved for use in the country of purchase only, local Brother companies or their dealers will only support machines purchased in their own countries.

## Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

<http://aubethermostatmanual.com>

Golf course search by state

<http://golfingnear.com>

Email search by domain

<http://emailbydomain.com>

Auto manuals search

<http://auto.somanuals.com>

TV manuals search

<http://tv.somanuals.com>