

Section II



Fax

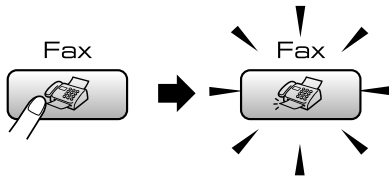
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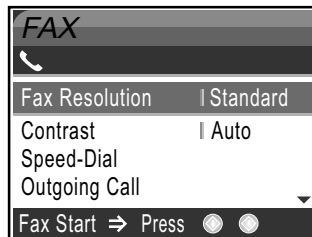
Sending a fax

Entering Fax mode

When the machine is idle, the time appears on the LCD. When you want to send a fax, or change fax send or receive settings, press the  (**Fax**) key to illuminate it in green.



The LCD shows:



Press **▲** or **▼** to scroll through the **Fax** key options. Some functions are only available when sending black & white faxes.

- Fax Resolution (See page 41.)
- Contrast (See page 41.)
- Speed-Dial (See page 63.)
- Outgoing Call (See page 64.)
- Caller ID hist. (See page 65.)
- Broadcasting (See page 40.)
- Delayed Fax (See page 43.)
- Batch TX (See page 43.)
- Real Time TX (See page 42.)
- Polled TX (See page 90.)
- Polling RX (See page 89.)
- Overseas Mode (See page 43.)

- Scan Size (See page 39.)
- Set New Default (See page 44.)
- Factory Reset (See page 44.)

When the option you want is highlighted, press **OK**.

Faxing from the ADF

- 1 Press  (**Fax**).
- 2 Put the document face down in the ADF.
- 3 Enter the fax number using the dial pad, Speed-Dial or Search.
- 4 Press **Black Start** or **Color Start**. The machine starts scanning the document.

Note

- To cancel, press **Stop/Exit**.
- If the memory is full, the fax will be sent in real time.

Faxing from the scanner glass

You can use the scanner glass to fax pages of a book one at a time. The documents can be up to letter or A4 size.

You cannot send multiple pages for color faxes.



Note

Since you can only scan one page at a time, it is easier to use the ADF if you are sending a multiple page document.

- 1 Press  (**Fax**).
- 2 Load your document face down on the scanner glass.
- 3 Enter the fax number using the dial pad, Speed-Dial or Search.
- 4 Press **Black Start** or **Color Start**.
 - If you press **Black Start**, the machine starts scanning the first page. Go to step 5.
 - If you press **Color Start**, the machine starts sending the document.
- 5 Do one of the following:
 - To send a single page, press 2 to choose **No** (or press **Black Start** again). The machine starts sending the document.
 - To send more than one page, press 1 to choose **Yes** and go to step 6.
- 6 Put the next page on the scanner glass. Press **OK**. The machine starts scanning the page. (Repeat steps 5 and 6 for each additional page.)



Note

If the memory is full and you are faxing a single page, it will be sent in real time.

Faxing A4 size documents from the scanner glass

When documents are A4 size, you need to set Scan Size to A4. If you do not, the bottom portion of the faxes will be missing.

- 1 Press  (**Fax**).
- 2 Press **▲** or **▼** to choose **Scan Size**. Press **OK**.
- 3 Press **▲** or **▼** to choose **A4**. Press **OK**.



Note

You can save the setting you use most often by setting it as default. (See page 44.)

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Color fax transmission

Your machine can send a color fax to machines that support this feature.

Color faxes cannot be stored in the memory. When you send a color fax, the machine will send it in real time (even if **Real Time TX** is set to **Off**).

Canceling a fax in progress

If you want to cancel a fax while the machine is scanning, dialing or sending, press **Stop/Exit**.

Chapter 5

Broadcasting (Black & White only)

Broadcasting is when the same fax message is automatically sent to more than one fax number. You can include Groups, Speed-Dial numbers and up to 50 manually dialed numbers in the same broadcast.

After the broadcast is finished, a Broadcast Report will be printed.

- 1 Press  (Fax).
- 2 Load your document.
- 3 Press ▲ or ▼ to choose **Broadcasting**. Press **OK**.
- 4 Press ▲ or ▼ to choose **Add Number**. Press **OK**.
- 5 Enter a number using Speed-Dial, a Group, or the dial pad. Press **OK**.
- 6 After you have entered all the fax numbers by repeating steps 4 and 5, press ▲ or ▼ to choose **Complete**. Press **OK**.
- 7 Press **Black Start**.

Note

- If you did not use up any of the numbers for Groups or access codes or credit card numbers, you can 'broadcast' faxes to as many as 210 (MFC-440CN and MFC-665CW) or 250 (MFC-845CW) different numbers.
- The available memory will vary depending on the types of jobs in the memory and the number of locations used for broadcasting. If you broadcast to the maximum numbers available, you will not be able to use dual access and delayed fax.

- Enter the long dialing sequence numbers as you would normally, but remember that each Speed-Dial number counts as one number, so the number of locations you can store becomes limited. (See *Dialing Access codes and credit card numbers* on page 69.)
- If the memory is full, press **Stop/Exit** to stop the job. If more than one page has been scanned, press **Black Start** to send the portion that is in the memory.

Canceling a Broadcast in progress

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose **Fax**. Press **OK**.
- 3 Press ▲ or ▼ to choose **Remaining Jobs**. Press **OK**.
The LCD will show the fax number being dialed and the Broadcast job number.
- 4 Press **OK**.
The LCD will ask you the following message:
Cancel Job?
Yes→Press **1**
No→Press **2**
- 5 Press **1** to clear the number being dialed.
The LCD will then show the Broadcast job number.
- 6 Press **OK**.
The LCD will ask you the following message:
Cancel Job?
Yes→Press **1**
No→Press **2**
- 7 Press **1** to cancel the Broadcast.
- 8 Press **Stop/Exit**.

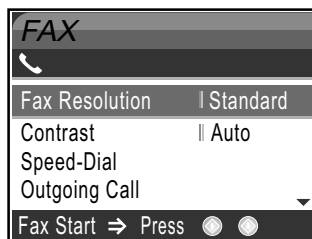
Additional sending operations

Sending faxes using multiple settings

When you send a fax you can choose any combination of these settings: resolution, contrast, overseas mode, delayed fax timer, polling transmission and real time transmission.

- 1 Press  (**Fax**).

The LCD shows:



- 2 Press $\blacktriangle$ or $\blacktriangledown$ to choose any settings you want to change. Press **OK**.
- 3 After each setting is accepted, you can continue to change more settings.



Note

- Most settings are temporary and the machine returns to its default settings after you send a fax.
- You can save some of the settings you use most often by setting them as default. These settings will stay until you change them again. (See *Setting your changes as a new default* on page 44.)

Contrast

If your document is very light or very dark, you may want to change the contrast.

Use **Light** when sending a light document.

Use **Dark** when sending a dark document.

- 1 Press  (**Fax**).
- 2 Press $\blacktriangle$ or $\blacktriangledown$ to choose **Contrast**. Press **OK**.
- 3 Press $\blacktriangle$ or $\blacktriangledown$ 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 in any of the following conditions:

- When you send a color fax.
- When you choose **Photo** as the Fax Resolution.

Changing fax resolution

The quality of a fax can be improved by changing the fax resolution.

- 1 Press  (**Fax**).
- 2 Press $\blacktriangle$ or $\blacktriangledown$ to choose **Fax Resolution**. Press **OK**.
- 3 Press $\blacktriangle$ or $\blacktriangledown$ to choose the resolution you want. Press **OK**.

Chapter 5

 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.

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.

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 shows the new job number and available memory.

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

 Note

If the **Out of Memory** message appears while scanning documents, press **Stop/Exit** to cancel or **Black Start** to send the scanned pages.

Real time transmission

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

If the memory is full, the machine will send the document in real time (even if **Real Time TX** is set to **Off**).

Sometimes, you may want to send an important document immediately, without waiting for memory transmission. You can turn on **Real Time TX**.

To send a document at once without waiting for memory transmission, set **Real Time TX** to **On**.

- 1 Press  (**Fax**).
- 2 Press **▲** or **▼** to choose **Real Time TX**. Press **OK**.
- 3 Press **▲** or **▼** to choose **On**. Press **OK**.

 Note

- In real time transmission, the automatic redial feature does not work when using the scanner glass.
- If you are sending a color fax, the machine will send it in real time (even if **Real Time TX** is set to **Off**).

Overseas Mode

If you are having difficulty sending a fax overseas due to possible interference on the phone line, we recommend that you turn on the Overseas mode. After you send a fax using this feature, the feature will turn itself off.

- 1 Press  (Fax).
- 2 Load your document.
- 3 Press  or  to choose Overseas Mode.
Press **OK**.
- 4 Press  or  to choose On (or Off).
Press **OK**.

Delayed Faxing (Black & White only)

During the day you can store up to 50 faxes in the memory to be sent within 24-hours. These faxes will be sent at the time of day you enter in step 5.

- 1 Press  (Fax).
- 2 Load your document.
- 3 Press  or  to choose Delayed Fax.
Press **OK**.
- 4 Press  or  to choose On.
Press **OK**.
- 5 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 that is 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 Press  (Fax).
- 2 Press  or  to choose Batch TX.
Press **OK**.
- 3 Press  or  to choose On.
Press **OK**.
- 4 Press **Stop/Exit**.

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Checking and canceling waiting jobs

You can check which jobs are still waiting in the memory to be sent and cancel a job. (If there are no jobs, the LCD shows No Jobs Waiting.)

- 1 Press **Menu**.
- 2 Press  or  to choose Fax.
Press **OK**.
- 3 Press  or  to choose Remaining Jobs.
Press **OK**.
Any waiting jobs appear on the LCD.
- 4 Press  or  to scroll through the jobs and choose the job you want to cancel.
Press **OK**.
- 5 Do one of the following:
 - To cancel, press 1 to choose Yes.
If you want to cancel another job go to step 4.
 - To exit without canceling, press 2 to choose No.

Chapter 5

- 6 When you have finished, press **Stop/Exit**.

Setting your changes as a new default

You can save the fax settings for Fax Resolution, Contrast, Real Time TX and Scan Size you use most often by setting them the default setting. These settings will stay until you change them again.

- 1 Press  (**Fax**).
- 2 Press **▲** or **▼** to choose your new setting. Press **OK**. Repeat this step for each setting you want to change.
- 3 After changing the last setting, press **▲** or **▼** to choose **Set New Default**. Press **OK**.
- 4 Press **1** to choose **Yes**.
- 5 Press **Stop/Exit**.

Restoring all the settings to factory settings

You can restore all the settings you have changed to the factory settings. These settings will stay until you change them again.

- 1 Press  (**Fax**).
- 2 Press **▲** or **▼** to choose **Factory Reset**. Press **OK**.
- 3 Press **1** to choose **Yes**.
- 4 Press **Stop/Exit**.

Sending a fax manually

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

- 1 Press  (**Fax**).
- 2 Load your document.
- 3 To listen for a dial tone do one of the following:
 - (MFC-440CN) Press **Hook** or pick up the handset of an external phone.
 - (MFC-665CW) Press **Speaker Phone** or pick up the handset.
 - (MFC-845CW) Press **Speaker Phone** on the machine.
- 4 Dial using the machine's dial pad.
- 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 If you picked up the machine's handset, or an external handset replace it.

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 Load your document.
- 3 Press **Black Start** or **Color Start**.
 - If you are using the scanner glass, press **1** to send a fax.
- 4 Replace the handset.

Sending a fax

Out of Memory message

If you get an **Out of Memory** message while scanning the first page of a fax, press **Stop/Exit** to cancel the fax.

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



Note

If you get an **Out of Memory** message while faxing and you do not want to delete your stored faxes to clear the memory, you can send the fax in real time. (See *Real time transmission* on page 42.)

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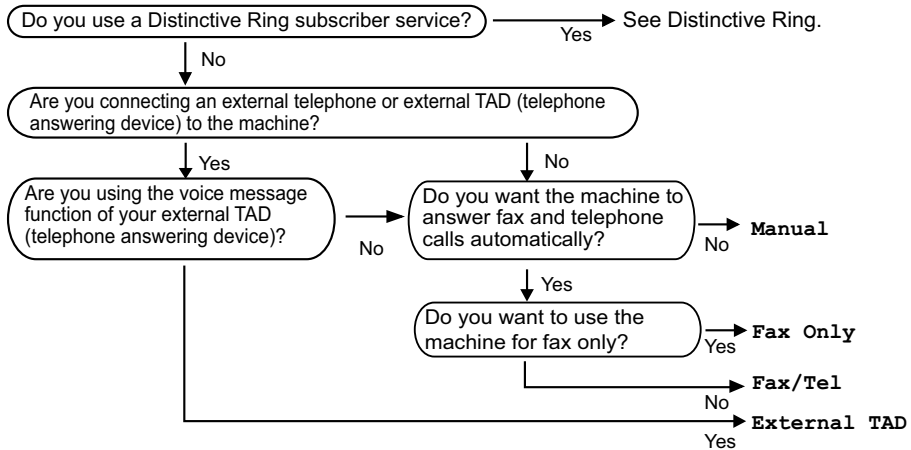
Receiving a Fax

Receive modes

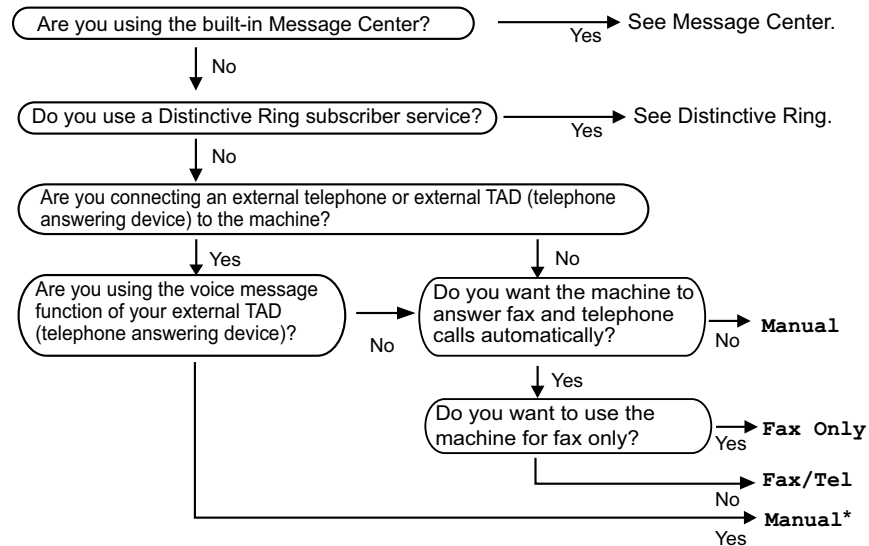
You must choose the receive mode depending on the external devices and telephone subscriber services you have on your line. The diagrams below will help you choose the correct mode. For more detailed information about the receive modes, see page 48.

Choosing the Receive Mode

MFC-440CN



Receiving a Fax

MFC-665CW and MFC-845CW

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To set a receive mode follow the instructions below.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Initial Setup**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Receive Mode**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Fax Only**, **Fax/Tel**, **External TAD** (MFC-440CN only) or **Manual**. Press **OK**.
- 5 Press **Stop/Exit**.

The LCD will display the current receive mode.

Chapter 6

Using receive modes

Some receive modes answer automatically (**Fax Only** and **Fax/Tel**). You may want to change the ring delay before using these modes. See *Ring Delay* on page 49.

Fax only

Fax only mode will automatically answer every call. If the call is a fax your machine will receive it.

Fax/Tel

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

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

Also see *F/T Ring Time (Fax/Tel mode only)* on page 49 and *Ring Delay* on page 49.

Manual

Manual mode turns off all automatic answering functions unless you are using the Distinctive Ring feature or you are using an external TAD with the MFC-665CW or the MFC-845CW.

To receive a fax in manual mode press **Black Start** or **Color Start** when you hear fax tones (short repeating beeps). You can also use the Easy Receive feature to receive faxes by lifting a handset on the same line as the machine.

Also see *Easy Receive* on page 50.

Message Center (MC) (MFC-665CW and MFC-845CW only)

Message Center (MC) helps you automatically manage incoming calls, by recognizing whether they are fax or voice calls and handling them in one of the following ways:

- Faxes will be automatically received.
- Voice callers can record a message.

To set up the Message Center mode see page 71.

	If Message Center Mode is On, it will override your receive mode setting. The screen shows MC.
	If Message Center Mode is Off, the receive mode returns to your original setting. (See <i>Message Center mode</i> on page 71.)

External TAD (MFC-440CN only)

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

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

For more information see *Connecting an external TAD (telephone answering device)* on page 57.

Receive mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in **Fax Only** or **Fax/Tel** mode. If you have external or extension phones on the same line as the machine or subscribe to the telephone company's Distinctive Ring service, keep the ring delay setting of 4.

(See *Using external and extension telephones* on page 61 and *Easy Receive* on page 50.)

If toll saver is **on**, then the ring delay setting has no effect. See *Setting toll saver* on page 74. (MFC-665CW and MFC-845CW only)

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Receive**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Ring Delay**. Press **OK**.
- 5 (MFC-665CW and MFC-845CW) Press **▲** or **▼** to choose **Ring Delay** again. Press **OK**.
- 6 Press **▲** or **▼** to choose how many times the line rings before the machine answers (0-4). Press **OK**.
If you choose 0, the line will not ring at all.
- 7 Press **Stop/Exit**.

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

If you set the Receive Mode to **Fax/Tel**, you need to decide how long the machine will signal you with its special pseudo/double-ring when you have a voice call. If it's a fax call, the machine receives the fax.

This pseudo/double-ring happens after the initial ringing from the phone company. Only the machine rings and no other phones on the same line will ring with the special pseudo/double-ring. However, you can still answer the call on any telephone.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Receive**. Press **OK**.
- 4 Press **▲** or **▼** to choose **F/T Ring Time**. Press **OK**.
- 5 Press **▲** or **▼** to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds). Press **OK**.
- 6 Press **Stop/Exit**.



Note

Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.

Chapter 6

Easy Receive

If Easy Receive is On:

The machine receives a fax call automatically, even if you answer the call. When you see *Receiving* on the LCD or when you hear “chirps” through the handset you are using, just replace the handset or press **Speaker Phone**. Your machine will do the rest.

If Easy Receive is Semi: (MFC-665CW and MFC-845CW only)

The machine will only receive a fax call automatically if you answered it using the machine's handset or cordless handset or Speaker Phone. If you answered at an extension phone press *** 5 1**. (See *Using external and extension telephones* on page 61.)

If Easy Receive is Off:

If you are at the machine and answer a call first by lifting a handset, then press **Black Start** or **Color Start**, and then press **2** to receive.

If you answered at an extension phone press *** 5 1**. (See *Using external and extension telephones* on page 61.)

Note

- If this feature is set to *On*, but your machine does not connect a fax call when you lift an extension or external phone handset, press the fax receive code *** 5 1**.
- If you send faxes from a computer on the same phone line and the machine intercepts them, set Easy Receive to *Off*.
- (MFC-845CW) If you typically carry the cordless handset away from the machine, we recommend that you turn on Easy Receive. If Easy Receive is turned off and you answer a fax call you will have to go to the machine and press **Black Start** or **Color Start**.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose *Fax*. Press **OK**.
- 3 Press **▲** or **▼** to choose *Setup Receive*. Press **OK**.
- 4 Press **▲** or **▼** to choose *Easy Receive*. Press **OK**.
- 5 Press **▲** or **▼** to choose *On*, *Semi* (or *Off*). Press **OK**.
- 6 Press **Stop/Exit**.

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 size paper. The machine calculates the reduction ratio by using the page size of the fax and your Paper Size setting (See *Paper Size* on page 27).

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Receive**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Auto Reduction**. Press **OK**.
- 5 Press **▲** or **▼** to choose **On** (or **Off**). Press **OK**.
- 6 Press **Stop/Exit**.

Receiving a fax at the end of a conversation

At the end of a conversation you can ask the other party to fax you information 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 other machine's CNG tones (slowly repeating beeps), press **Black Start** or **Color Start**.
- 3 Press **2** to receive a fax.
- 4 Replace the handset.

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Printing a fax from the memory

If you have chosen paging or fax storage, you can still print a fax from the memory when you are at your machine. (See *Turning off Advanced Fax Operations* on page 81.)

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Advanced Fax Operation**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Print Fax**. Press **OK**.
- 5 Press **Black Start**.

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Telephone Services and External devices

Voice operations

Voice calls can be made either with the handset, the cordless handset (MFC-845CW only), the speaker phone, an extension or external telephone, by dialing manually, or by using Quick-Dial numbers.


Note

If you have the MFC-845CW, please see the Digital Cordless Handset User's Guide.

Making a telephone call (MFC-665CW and MFC-845CW only)

- 1 Do one of the following:
 - (MFC-665CW) Pick up the handset or press **Speaker Phone**.
 - (MFC-845CW) Pick up the cordless handset and press  (**Talk**) or press **Speaker Phone** on the machine.
- 2 When you hear the dial tone, enter a number using the dial pad, Speed-Dial or Search.
- 3 (*Speaker phone*) speak clearly toward the microphone .
- 4 To hang up, do one of the following:
 - (MFC-665CW) Replace the handset or press **Speaker Phone**.
 - (MFC-845CW) Press  (**Off**) on the cordless handset or press **Speaker Phone** on the machine.

Answering calls with the Speaker Phone (MFC-665CW and MFC-845CW only)

When the machine rings, instead of lifting the handset, press **Speaker Phone** on the machine. Speak clearly toward the microphone . To end the call, press **Speaker Phone**.


Note

If you have a bad connection, your caller might hear your voice echoed during the call. If you experience this problem, pick up the handset, or hang up and try the call again.

Hold (MFC-665CW and MFC-845CW only)

For MFC-665CW

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


Note

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

For MFC-845CW

- 1 If you answered by pressing **Speaker Phone** on the machine, press **Hold/Intercom** on the machine to put a call on Hold.
- 2 To release the call from Hold, press **Hold/Intercom** on the machine.

**Note**

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

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:

- 1 Do one of the following:
 - (MFC-440CN) Pick up the handset of an external phone or press **Hook**.
 - (MFC-665CW) Pick up the handset and press **Speaker Phone**.
 - (MFC-845CW) Pick up the cordless handset and press  (**Talk**) or press **Speaker Phone** on the machine.
- 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.

Fax/Tel mode when the power key is on

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.

If you are at an extension phone, you'll need to lift the handset during the F/T Ring Time and then press **# 5 1** 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 *** 5 1**.

(MFC-440CN) Lift the external telephone's handset, and then press **Hook** to answer.

(MFC-665CW) If you are at the machine, you can lift the handset or press **Speaker Phone** to answer.

(MFC-845CW) Press **Speaker Phone** on the machine or use the cordless handset.

Fax/Tel mode when the power key is off

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You can change the default setting of the **On/Off** key to **Fax Receive: On** so that you can receive faxes when the power key is off. (See *On/Off setting* on page 24.) Fax/Tel mode will work in the following ways.

(For MFC-440CN)

Fax/Tel mode does not work when the power key is off. The machine will not answer telephone or fax calls and will keep ringing. If you are at an external or extension phone, lift the handset and talk. If you hear fax tones, hold the handset until Easy Receive activates your machine. If the other party says they want to send you a fax, activate the machine by pressing *** 5 1**.

(MFC-665CW and MFC-845CW only)

When the machine is in Fax/Tel mode and F/T rings to tell you to pick up a voice call, you can only answer by picking up the machine's handset or cordless handset and pressing  (**Talk**).

If you answer before the machine F/T rings, you can also pick up the call at an external or extension phone.

Chapter 7

Telephone services

Your machine supports the Caller ID and Distinctive Ring subscriber telephone services that some telephone companies offer.

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one phone line may affect the way your machine works. If you have Voice Mail on your phone line, please read the following carefully.

Distinctive Ring

Brother uses the term 'Distinctive Ring' but different telephone companies have other names for this service such as SmartRing, RingMaster, Teen-Ring, Indent-a-Call or Indent-a-Ring.

What does your telephone company's 'Distinctive Ring' do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same phone line. **If you need more than one phone number, it is cheaper than paying for an extra line.** Each phone number has its own distinctive ring pattern, so you will know which phone number is ringing. This is one way you can have a separate phone number for your machine.



Note

Please call your telephone company for availability and rates.

What does Brother's 'Distinctive Ring' do?

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



Note

You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.

Do you have Voice Mail?

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

If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions on next page to 'register' the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.



Note

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	

Note

If the ring pattern you received is not on this chart, **please call your telephone company and ask for one that is shown.**

- The machine will only answer calls to its registered number.
- The first two rings are silent on the machine. This is because the fax must 'listen' to the ring pattern (to compare it to the pattern that was 'registered'). (Other telephones on the same line will ring.)
- If you program the machine properly, it will recognize the registered ring pattern of the 'fax number' within 2 ring patterns and then answer with a fax tone. When the 'voice number' is called, the machine will not answer.

Registering the Distinctive Ring pattern

After you have set the Distinctive Ring feature to on, the receive mode is set to **Manual** automatically. You cannot change the receive mode to another mode while the Distinctive Ring is set to on.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Distinctive**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Set**. Press **OK**.
- 6 Press **▲** or **▼** to choose the stored ring pattern you want to use. Press **OK**.
(You hear each pattern as you scroll through the four patterns. Make sure you choose the pattern that the telephone company gave you.)
- 7 Press **Stop/Exit**.
Distinctive Ring is now set to on.

Turning off Distinctive Ring

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Distinctive**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Off**. Press **OK**.

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6 Press **Stop/Exit**.**Note**

If you turn off Distinctive Ring, the machine will stay in **Manual** receive mode. You will need to set the Receive Mode again. (See *Choosing the Receive Mode* on page 46.)

Caller ID

The Caller ID feature lets you use the Caller ID subscriber service offered by many local telephone companies. Call your telephone company for details. This service shows the telephone number, or name if it is available, of your caller as the line rings.

You can use a number in the Caller ID History to make a phone call (MFC-665CW and MFC-845CW only), send a fax, add it to Speed-Dial, or delete it from the history. (See *Caller ID history* on page 65.)

After a few rings, the LCD shows the telephone number of your caller (and name, if available). Once you answer a call, the Caller ID information disappears from the LCD, but the call information stays stored in the Caller ID memory.

- You can see the first 15 characters of the number (or name).
- The **Out of Area** message means the call originated outside your Caller ID service area.
- The **Private Call** message means the caller has intentionally blocked transmission of information.

You can print a list of the Caller ID information received by your machine. (See *Printing Caller ID List* on page 57.)

**Note**

Caller ID service varies with different carriers. Call your local telephone company to find out about the kind of service available in your area.

Viewing Caller ID List

Your machine stores information for the last thirty calls in the Caller ID list. You can view or print this list. When the thirty-first call comes in to the machine, it replaces information about the first call.

- 1** Press **Menu**.
- 2** Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3** Press **▲** or **▼** to choose **Miscellaneous**. Press **OK**.
- 4** Press **▲** or **▼** to choose **Caller ID**. Press **OK**.
- 5** Press **▲** or **▼** to choose **Display#**. Press **OK**.
The Caller ID list will appear on the display. If no ID is stored, the beeper will sound and **No Caller ID** will appear on the display.
- 6** Press **▲** or **▼** to scroll through the Caller ID memory to view the Caller ID information.
The LCD shows the caller's number or name and the date and time of the call.
- 7** To finish viewing, press **Stop/Exit**.

**Note**

You can also view the Caller ID list by pressing  (**Fax**). (See *Caller ID history* on page 65.)

Printing Caller ID List

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**.
Press **OK**.
- 4 Press **▲** or **▼** to choose **Caller ID**.
Press **OK**.
- 5 Press **▲** or **▼** to choose **Print Report**.
Press **OK**.
If no ID is stored, the beeper will sound and **No Caller ID** will appear on the LCD.
- 6 Press **Black Start** or **Color Start**.
- 7 After printing has finished, press **Stop/Exit**.

Connecting an external TAD (telephone answering device)

You may choose to connect an external answering device. However, when you have an **external** TAD on the same telephone line as the machine, the TAD answers all calls and the machine 'listens' for fax calling (CNG) tones. If it hears them, the machine takes over the call and receives the fax. If it does not hear CNG tones, the machine lets the TAD continue playing your outgoing message so your caller can leave you a voice message.

The TAD must answer within four rings (the recommended setting is two rings). The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax 'handshake'. Make sure you carefully follow the instructions in this guide for recording your outgoing message. We do not recommend using the toll saver feature on your external answering machine if it exceeds five rings.

Note

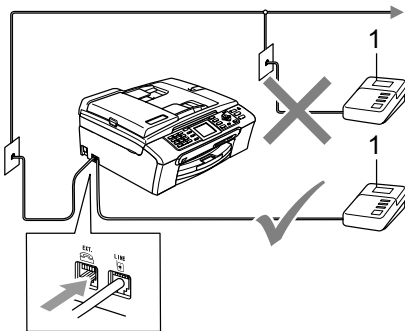
- If you do not receive all your faxes, reduce the Ring Delay setting on your external TAD.
- If You Subscribe to your Telephone company's Distinctive Ring Service:

You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company's Distinctive Ring service, have registered the distinctive ring pattern on your machine, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company's Distinctive Ring Service. You cannot use the Toll Saver setting.

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• If You Do Not Subscribe to Distinctive Ring Service:

You must plug your TAD into the EXT. jack of your machine. If your TAD is plugged into a wall jack, both your machine and the TAD will try to control the phone line. (See the illustration below.)



1 TAD

When the TAD answers a call, the LCD shows *Telephone* (MFC-440CN) or *Ext. Tel in Use* (MFC-665CW and MFC-845CW).

Connections

The external TAD must be plugged into the jack labeled EXT. Your machine cannot work properly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

- 1 Plug the telephone line cord from the telephone wall jack into the jack labeled LINE.
- 2 Plug the telephone line cord from the external TAD into the jack labeled EXT. (Make sure this cord is connected to the TAD at the TAD's telephone line jack, and not its handset jack.)
- 3 Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)
- 4 Record the outgoing message on your external TAD.
- 5 Set the TAD to answer calls.
- 6 Do one of the following:
 - (For MFC-440CN)
Set the Receive Mode to *External TAD*.
 - (For MFC-665CW and MFC-845CW)
Set the Receive Mode to *Manual* with Easy Receive turned on.
(See *Choosing the Receive Mode* on page 46.)

Recording outgoing message (OGM) on an external TAD

Timing is important in recording this message. The message sets up the ways to handle both manual and automatic fax reception.

- 1 Record 5 seconds of silence at the beginning of your message. (This allows your machine time to listen for the fax CNG tones of automatic transmissions before they stop.)
- 2 Limit your speaking to 20 seconds.
- 3 End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: 'After the beep, leave a message or send a fax by pressing **✖ 5 1** and **Start**.'



Note

We recommend beginning your OGM with an initial 5-second silence because the machine cannot hear fax tones over a resonant or loud voice. You may try omitting this pause, but if your machine has trouble receiving, then you must re-record the OGM to include it.

Special line considerations

Roll over phone lines

A roll over phone 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 phone 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 will be sent to a line that does not have a fax machine. **Your machine will work best on a dedicated line.**

Two-line phone system

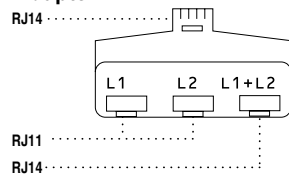
A two-line phone system is nothing more than two separate phone numbers on the same wall outlet. The two phone numbers can be on separate jacks (RJ11) or mixed into one jack (RJ14). Your machine must be plugged into an RJ11 jack. RJ11 and RJ14 jacks may be equal in size and appearance and both may contain four wires (black, red, green, yellow). To test the type of jack, plug in a two-line phone and see if it can access both lines. If it can, you must separate the line for your machine. (See page 50.)

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Converting telephone wall outlets

There are three ways to convert to an RJ11 jack. The first two ways may require help 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 phone numbers to it.

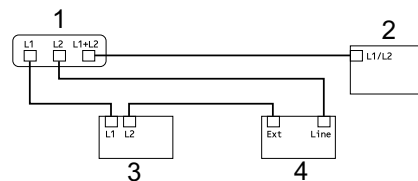
The third way is the easiest: Buy a triplex adapter. You can plug a triplex adapter into an RJ14 outlet. It separates the wires into two separate RJ11 jacks (Line 1, Line 2) and a third RJ14 jack (Lines 1 and 2). If your machine is on Line 1, plug the machine into L1 of the triplex adapter. If your machine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

Triplex 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.

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

- 2 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.
- 3 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.
- 4 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 left side of the machine.



- 1 Triplex Adapter
- 2 Two Line Phone
- 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.

Multi-line connections (PBX)

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

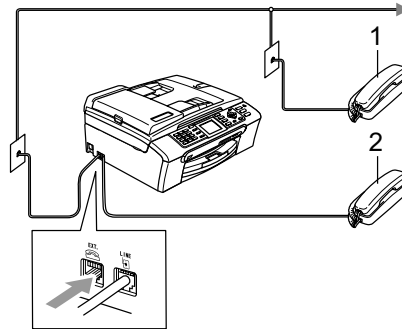
We cannot guarantee that your machine will operate properly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

External and extension phones

Connecting an external or extension telephone

You can connect a separate telephone (or telephone answering device) directly to your machine as shown in the diagram below.

Connect the telephone line cord to the jack labeled EXT.



1 Extension telephone

2 External telephone

When you are using an external or extension phone, the LCD shows *Telephone* (MFC-440CN) or *Ext. Tel in Use* (MFC-665CW and MFC-845CW).

Using external and extension telephones

If you answer a fax call on an extension or an external telephone connected to the EXT. jack of the machine, you can make your machine take the call by using the Fax Receive Code. When you press the Fax Receive Code **✕ 5 1**, the machine starts to receive the fax.

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If the machine answers a voice call and pseudo/double-rings for you to take over, use the Telephone Answer Code **# 5 1** to take the call at an extension phone. (See *F/T Ring Time (Fax/Tel mode only)* on page 49.)

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

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

Press *** 5 1** and wait for the chirp or until the LCD shows *Receiving*, and then hang up.



Note

You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* on page 50.)

Using a Non-Brother cordless external telephone (MFC-440CN and MFC-665CW only)

If your non-Brother cordless telephone is connected to the EXT. jack of the machine and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you will have to go to the machine so you can press **Hook** or **Speaker Phone** to send the call to the cordless handset.

Using remote codes

Fax receive code

If you answer a fax call on an extension or external telephone, you can tell your machine to receive it by dialing the fax receive code *** 5 1**. Wait for the chirping sounds then replace the handset. See *Easy Receive* on page 50. Your caller will have to press **Start** to send the fax.

Telephone answer code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T (double) ring after the initial ring delay. If you pick up the call on an extension phone you can turn the F/T ring off by pressing **# 5 1** (make sure you press this *between* the rings).

Changing the remote codes

The preset Fax Receive Code is *** 5 1**. The preset Telephone Answer Code is **# 5 1**. If you want to, you can replace them with your own codes.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose *Fax*. Press **OK**.
- 3 Press **▲** or **▼** to choose *Setup Receive*. Press **OK**.
- 4 Press **▲** or **▼** to choose *Remote Codes*. Press **OK**.
- 5 Press **▲** or **▼** to choose *On (or Off)*. Press **OK**.
- 6 Enter the new Fax Receive Code. Press **OK**.
- 7 Enter the new Telephone Answer Code. Press **OK**.
- 8 Press **Stop/Exit**.



Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code (such as **###** and **999**).
- Remote Codes might not work with some telephone systems.

8

Dialing and storing numbers

How to Dial

Manual dialing

Press all of the digits of the fax or telephone number.



Speed-Dialing

- 1 Press **Search/Speed Dial**.

MFC-440CN



MFC-665CW and MFC-845CW



You can also choose **Speed-Dial** by pressing  (**Fax**).

- 2 Press the two-digit **Speed-Dial** number. (See *Storing Speed-Dial numbers* on page 65.)

- 3 If you have two numbers in the location, press **▲** or **▼** to choose the number you want to call. Press **OK**.

Note

If the LCD shows **Not Registered** when you enter a **Speed-Dial** number, a number has not been stored at this location.

Search

You can search for names you have stored in the **Speed-Dial** memory.

- 1 Press **Search/Speed Dial**. You can also choose **Speed-Dial** by pressing  (**Fax**).
- 2 Press **▲** or **▼** to choose **Alphabetical Order** or **Numerical Order**. Press **OK**.

Note

- Press **✕** to make the LCD font size larger.
- Press **#** to make the LCD font size smaller.

- 3 If you chose **Alphabetical Order** in step 2, use the dial pad to enter the first letter of the name, and then press **▲** or **▼** to choose the name and number you want to call. Press **OK**.

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Fax Redial

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Black Start** or **Color Start** to try again. If you want to make a second call to a number you recently dialed, you can press **Redial/Pause** and choose one of the last 30 numbers from the Outgoing Call List.

Redial/Pause only works if you dialed from the control panel. *If you are sending a fax automatically* and the line is busy, the machine will automatically redial once after five minutes.

- 1 Press **Redial/Pause**.
- 2 Press ▲ or ▼ to choose the number you want to redial.
Press **OK**.
- 3 Press ▲ or ▼ to choose *Send a Fax*.
Press **OK**.
- 4 Press **Black Start** or **Color Start**.



Note

In Real Time Transmission the automatic redial feature does not work when using the scanner glass.

Outgoing Call

The last 30 numbers you telephoned (MFC-665CW and MFC-845CW only) or sent a fax to will be stored in the outgoing call history. You can choose one of these numbers to telephone (MFC-665CW and MFC-845CW only), fax to, add to Speed-Dial, or delete from the history.

- 1 Press **Redial/Pause**.
You can also choose *Outgoing Call* by pressing (**Fax**).
- 2 Press ▲ or ▼ to choose the number you want to call.
Press **OK**.
- 3 Do one of the following:
 - (MFC-665CW and MFC-845CW only)
To make a phone call, press ▲ or ▼ to choose *Make a Phone Call*.
Press **OK**.
 - To send a fax, press ▲ or ▼ to choose *Send a Fax*.
Press **OK**.
 - If you want to store the number, press ▲ or ▼ to choose *Add to Speed-Dial*.
Press **OK**.
(See *Storing Speed-Dial numbers from Outgoing Calls* on page 66.)
 - Press ▲ or ▼ to choose *Delete*.
Press **OK**.
Then, confirm the Delete by pressing 1.

Caller ID history

This feature requires the Caller ID subscriber service offered by many local telephone companies. (See *Caller ID* on page 56.)

The last 30 numbers of phone calls (MFC-665CW and MFC-845CW only) or faxes you received will be stored in the Caller ID history. You can choose one of these numbers to telephone (MFC-665CW and MFC-845CW only), fax to, add to Speed-Dial, or delete from the history.

- 1 Press  (**Fax**).
- 2 Press **▲** or **▼** to choose
Caller ID hist..
Press **OK**.
- 3 Press **▲** or **▼** to choose the number you want to call.
Press **OK**.
- 4 Do one of the following:
 - (MFC-665CW and MFC-845CW only)
To make a phone call, press **▲** or **▼** to choose *Make a Phone Call*.
Press **OK**.
 - To send a fax, press **▲** or **▼** to choose *Send a Fax*.
Press **OK**.
 - If you want to store the number, press **▲** or **▼** to choose *Add to Speed-Dial*.
Press **OK**.
(See *Storing Speed-Dial numbers from Outgoing Calls* on page 66.)
 - Press **▲** or **▼** to choose *Delete*.
Press **OK**.
Then, confirm the Delete by pressing **1**.



Note

You can print the Caller ID list. (See *Printing Caller ID List* on page 57.)

Storing numbers

You can set up your machine to do the following types of easy dialing: Speed-Dial and Groups for broadcasting faxes. When you dial a Quick-Dial number, the LCD shows the name, if you stored it, or the number.



Note

If you lose electrical power, the Quick-Dial numbers that are in the memory will not be lost.

Storing a pause

Press **Redial/Pause** to put a 3.5-second pause between numbers. If you are dialing overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing Speed-Dial numbers

You can store up to 80 (MFC-440CN and MFC-665CW) or 100 (MFC-845CW) 2-digit Speed-Dial locations with a name, and each name can have two numbers. When you dial you will only have to press a few keys (For example: **Search/Speed Dial**, the two-digit number, and **Black Start** or **Color Start**).

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose *Fax*.
Press **OK**.
- 3 Press **▲** or **▼** to choose
Set Quick-Dial.
Press **OK**.
- 4 Press **▲** or **▼** to choose *Speed-Dial*.
Press **OK**.
- 5 Press **▲** or **▼** to choose the 2-digit Speed-Dial location you want to store the number in.
Press **OK**.

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- 6 Do one of the following:
 - Enter the name (up to 16 characters) using the dial pad.
Press **OK**.
(To help you enter letters, see *Entering Text* on page 174.)
 - To store the number without a name, press **OK**.
- 7 Enter the fax or telephone number (up to 20 digits).
Press **OK**.
- 8 Do one of the following:
 - Enter the second fax or telephone number (up to 20 digits).
Press **OK**.
 - If you do not want to store a second number, press **OK**.
- 9 Do one of the following:
 - To store another Speed-Dial number, go to step 5.
 - To finish the setting, press **Stop/Exit**.

Storing Speed-Dial numbers from Outgoing Calls

You can also store Speed-Dial numbers from the Outgoing Call history.

- 1 Press **Redial/Pause**.
You can also choose *Outgoing Call* by pressing  (**Fax**).
- 2 Press **▲** or **▼** to choose the name or number you want to store.
Press **OK**.
- 3 Press **▲** or **▼** to choose *Add to Speed-Dial*.
Press **OK**.
- 4 Press **▲** or **▼** to choose the 2-digit Speed-Dial location you want to store the number in.
Press **OK**.

- 5 Do one of the following:
 - Enter the name (up to 16 characters) using the dial pad.
Press **OK**.
(To help you enter letters, see *Entering Text* on page 174.)
 - To store the number without a name, press **OK**.
- 6 Press **OK** to confirm the fax or telephone number.
- 7 Do one of the following:
 - Enter the second fax or telephone number (up to 20 digits).
Press **OK**.
 - If you do not want to store a second number, press **OK**.
- 8 Press **Stop/Exit**.

Storing Speed-Dial numbers from the Caller ID history

If you have the Caller ID subscriber service from your telephone company you can also store Speed-Dial numbers from incoming calls in the Caller ID History. (See *Caller ID* on page 56.)

- 1 Press  (**Fax**).
- 2 Press **▲** or **▼** to choose *Caller ID hist..*
Press **OK**.
- 3 Press **▲** or **▼** to choose the number you want to store.
Press **OK**.
- 4 Press **▲** or **▼** to choose *Add to Speed-Dial*.
Press **OK**.
- 5 Press **▲** or **▼** to choose the 2-digit Speed-Dial location you want to store the number in.
Press **OK**.

- 6 Do one of the following:
 - Enter the name (up to 16 characters) using the dial pad.
Press **OK**.
(To help you enter letters, see *Entering Text* on page 174.)
 - To store the number without a name, press **OK**.
- 7 Press **OK** to confirm the fax or telephone number.
- 8 Do one of the following:
 - Enter the second fax or telephone number (up to 20 digits).
Press **OK**.
 - If you do not want to store a second number, press **OK**.
- 9 Press **Stop/Exit**.

Changing Speed-Dial names or numbers

You can change or delete a Speed-Dial number that has already been stored.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose *Fax*.
Press **OK**.
- 3 Press **▲** or **▼** to choose *Set Quick-Dial*.
Press **OK**.
- 4 Press **▲** or **▼** to choose *Speed-Dial*.
Press **OK**.
- 5 Press **▲** or **▼** to choose the 2-digit Speed-Dial location you want to change.
Press **OK**.
- 6 Do one of the following:
 - Press **▲** or **▼** to choose *Change*.
Press **OK**.
 - Press **▲** or **▼** to choose *Delete*.
Press **OK**.
Then, confirm the Delete by pressing **1** and **Stop/Exit**.

Note

How to change the stored name or number:

If you want to change a character, press **◀** or **▶** to position the cursor under the character you want to change, and then press **Clear/Back**. Re-enter the character.

- 7 Do one of the following:
 - Enter the name (up to 16 characters) using the dial pad.
Press **OK**.
(See *Entering Text* on page 174.)
 - If you do not want to change the name, press **OK**.
- 8 Do one of the following:
 - Enter the new fax or telephone number (up to 20 digits).
Press **OK**.
 - If you do not want to change the number, press **OK**.
- 9 Do one of the following:
 - Enter the second new fax or telephone number (up to 20 digits).
Press **OK**.
 - If you do not want to change the number, press **OK**.
- 10 Press **Stop/Exit**.

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Setting up groups for broadcasting

Groups, which can be stored on a Speed-Dial location, allow you to send the same fax message to many fax numbers by pressing only **Search/Speed Dial**, the two-digit location and **Black Start**. First, you'll need to store each fax number in a Speed-Dial location. Then you can include them as numbers in the Group. Each Group uses up a Speed-Dial location. You can have up to six Groups, or you can assign up to 158 numbers (MFC-440CN and MFC-665CW) or 198 numbers (MFC-845CW) in large Group if you have 2 numbers in each location.

(See *Storing Speed-Dial numbers* on page 65 and *Broadcasting (Black & White only)* on page 40.)

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Set Quick-Dial**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Setup Groups**. Press **OK**.
- 5 Press **▲** or **▼** to choose **GROUP 1**, **GROUP 2**, **GROUP 3**, **GROUP 4**, **GROUP 5** or **GROUP 6** for the Group name where you will store the fax numbers. Press **OK**.
- 6 Press **▲** or **▼** to choose the 2-digit location where you want to add to the Group. Press **OK**.
- 7 Press **▲** or **▼** to choose **Add Number**. Press **OK**.

- 8 Press **▲** or **▼** to choose the number you want to add. Press **OK**.
(See *Search* on page 63.)

- 9 After you have finished adding numbers by repeating steps 7 and 8, press **▲** or **▼** to choose **Complete**. Press **OK**.

- 10 Press **Stop/Exit**.



Note

You can print a list of all the Speed-Dial numbers. Group numbers will be marked in the **GROUP** column. (See *Reports* on page 88.)

Changing Group name

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Set Quick-Dial**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Setup Groups**. Press **OK**.
- 5 Press **▲** or **▼** to choose the Group name you want to change. Press **OK**.
- 6 Press **▲** or **▼** to choose **Change Group name**. Press **OK**.



Note

How to change the stored name or number:

If you want to change a character, press **◀** or **▶** to position the cursor under the character you want to change, and then press **Clear/Back**. Re-enter the character.

- 7 Enter the new name (up to 16 characters) using the dial pad.
Press **OK**.
(See *Entering Text* on page 174. For example, type NEW CLIENTS).
- 8 Press ▲ or ▼ to choose *Complete*.
Press **OK**.
- 9 Press **Stop/Exit**.

Deleting a Group

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose *Fax*.
Press **OK**.
- 3 Press ▲ or ▼ to choose *Set Quick-Dial*.
Press **OK**.
- 4 Press ▲ or ▼ to choose *Setup Groups*.
Press **OK**.
- 5 Press ▲ or ▼ to choose the Group you want to delete.
Press **OK**.
- 6 Press ▲ or ▼ to choose *Delete*.
Press **OK**.
Then, confirm the Delete by pressing 1.
- 7 Press ▲ or ▼ to choose *Complete*.
Press **OK**.
- 8 Press **Stop/Exit**.

Deleting a number from a Group

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose *Fax*.
Press **OK**.
- 3 Press ▲ or ▼ to choose *Set Quick-Dial*.
Press **OK**.

- 4 Press ▲ or ▼ to choose *Setup Groups*.
Press **OK**.
- 5 Press ▲ or ▼ to choose the Group you want to change.
Press **OK**.
- 6 Press ▲ or ▼ to choose the number you want to delete.
Press **OK**.
Then, confirm the Delete by pressing 1.
- 7 Press ▲ or ▼ to choose *Complete*.
Press **OK**.
- 8 Press **Stop/Exit**.

Dialing Access codes and credit card numbers

Sometimes you may want to choose from several long distance carriers when you make a call. Rates may vary depending on the time and destination. To take advantage of low rates, you can store the access codes or long-distance carriers and credit card numbers as Speed-Dial numbers. You can store these long dialing sequences by dividing them and setting them up as separate Speed-Dial numbers in any combination. You can even include manual dialing using the dial pad. (See *Storing Speed-Dial numbers* on page 65.)

For example, you have stored '555' on Speed-Dial: 03 and '7000' on Speed-Dial: 02.

- 1 Press **Search/Speed Dial**.
- 2 Enter 03.



Note

If you stored 2 numbers in one Speed-Dial location, you will be asked which number you want to send to.

- 3 Press ▲ or ▼ to choose *Speed-Dial*.
Press **OK**.

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- 4 Enter **02**.
- 5 Press **Black Start** or **Color Start**.
You will dial '555-7000'.

To temporarily change a number, you can substitute part of the number with manual dialing using the dial pad. For example, to change the number to 555-7001 you could press **Search/Speed Dial**, **03** and then press **7001** using the dial pad.

 Note

If you must wait for another dial tone or signal at any point in the dialing sequence, create a pause in the number by pressing **Redial/Pause**. Each key press adds a 3.5-second delay.

9

Message Center (MFC-665CW and MFC-845CW only)

Message Center mode

The Message Center feature will store up to 99 incoming messages. Messages are stored in the order in which they are received.

Voice messages can be up to 3 minutes in length, and can also be picked up remotely (see *Using your Remote Access Code* on page 83). The number of messages you can store will depend on how much memory is being used by other features (for example, delayed and stored faxes).

Setting up the Message Center

Recording the Message Center outgoing message (**Msg Ctr OGM**) is the first step you need to follow before you can use the Message Center.

To enter Message Center mode, follow the steps below:

- 1 Record your Message Center OGM.
- 2 Press  to activate the Message Center.

Outgoing message (OGM)

Recording your OGM

You can record the following two different types of OGM:

■ **Msg Ctr OGM**

This message will be played when a call is received. The caller will be able to leave a voice or fax message.

■ **F/T OGM**

This message is played when a call is received and your machine is set to Fax/Tel mode. The caller will not be able to leave a message. See *Fax/Tel OGM (Announcement)* on page 72.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Msg Ctr**. Press **OK**.
- 4 Press **▲** or **▼** to choose **OGM**. Press **OK**.
The LCD prompts you to choose an OGM.
- 5 Press **▲** or **▼** to choose either **Msg Ctr OGM** or **F/T OGM**, then press **OK**.

Note

If callers tell you they cannot leave a message on your machine, make sure you have chosen **Msg Ctr OGM** (not **F/T OGM**).

- 6 Press **▲** or **▼** to choose **Record OGM**. Press **OK**.
- 7 Record your message, using one of the options below:
 - (MFC-665CW only)
Pickup the handset, record your message, and replace the handset when finished.
 - (MFC-845CW only)
Speak clearly toward the microphone  to record your message. Press **Stop/Exit** when finished.

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The Message Center will play your OGM back to you.

- 8 Press **Stop/Exit**.

Listening to your OGM

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Msg Ctr**. Press **OK**.
- 4 Press **▲** or **▼** to choose **OGM**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Msg Ctr OGM** or **F/T OGM**. Press **OK**.
- 6 Press **▲** or **▼** to choose **Playing OGM**. Press **OK**. Adjust the volume by pressing Volume **◀** or **▶**.
- 7 Press **Stop/Exit**.

Erasing your OGM

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Msg Ctr**. Press **OK**.
- 4 Press **▲** or **▼** to choose **OGM**. Press **OK**.
- 5 Press **▲** or **▼** to choose either **Msg Ctr OGM** or **F/T OGM**. Press **OK**.
- 6 Press **▲** or **▼** to choose **Erase OGM**. Press **OK**.

- 7 Do one of the following:
- Press **1** to erase the OGM.
 - Press **2** to exit without erasing.

- 8 Press **Stop/Exit**.

Fax/Tel OGM (Announcement)

If your machine is set to Fax/Tel receive mode this message will be played by your Brother machine to a caller. Unlike the Msg Ctr OGM, the caller *will not* be able to leave a message.

To record your Fax/Tel OGM follow the instructions on *Outgoing message (OGM)* on page 71 and choose **F/T OGM** (not **Msg Ctr OGM**).

If you need to review the steps for setting up the Fax/Tel receive mode, see *Receive modes* on page 46.

Activating Message Center mode

When the  light glows, Message Center mode is active. Press  to enter MC mode.

Managing your messages

Message indicator

The  light flashes if you have any new messages waiting for you.

The LCD displays the total number of voice and fax messages stored in the Message Center memory.

Fax messages are only stored when Fax Storage or Fax Preview is turned on. See *Advanced fax operations (Black & White only)* on page 76.

Playing voice messages

All messages are played in the order they were recorded. The LCD shows the number of the current message, the total number of messages, and the time and date the message was recorded.

Follow the steps below to listen to your voice messages:

- 1 Press **Play/Record** or **Play**.
The following commands are available when playing messages:

- *  (RWD) Repeats a message.
- #  (FWD) Skips to the next message.
-  or  Adjusts the volume.

- 2 Press **Stop/Exit**.

Erasing incoming messages

To erase voice messages individually

- 1 Press **Play/Record** or **Play**.
The machine will sound a two second beep and begins message playback. Each message is preceded by one long beep, and followed by two short beeps.
- 2 To erase a specific message, press **Erase** immediately after the two short beeps, or while the message is playing.
- 3 Do one of the following:
 - Press **1** to erase the message.
 - Press **2** to cancel.
- 4 Press **Stop/Exit**.

Chapter 9

To erase all of your messages

- 1 Press **Erase**.
The LCD displays the following:
■ Erase All Voice?
Yes→Press **1**
No→Press **2**
- 2 Do one of the following:
■ Press **1** to erase all of your voice messages.
■ Press **2** to cancel.
- 3 Press **Stop/Exit**.

Additional Message Center operations**Setting maximum time for incoming messages**

Your machine's default setting will save incoming messages up to 30 seconds long. To change this setting follow the steps below:

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Msg Ctr**.
Press **OK**.
- 4 Press **▲** or **▼** to choose **ICM Max. Time**.
Press **OK**.
- 5 Press **▲** or **▼** to choose the maximum time setting for incoming messages (30, 60, 120 or 180 seconds).
Press **OK**.
- 6 Press **Stop/Exit**.

Setting toll saver

When the toll saver feature is on, the machine will answer after two rings if you do have voice or fax messages, and after four rings if you do not have any messages.

This way, when you call your machine for remote retrieval, if it rings three times, you have no messages and can hang up to avoid a toll charge.

The toll saver feature is only available when Message Center mode is on. When toll saver is **On**, it overrides your ring delay setting.

If you are using Distinctive Ring, do not use the Toll Saver feature.

Message Center (MFC-665CW and MFC-845CW only)

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose
Setup Receive.
Press **OK**.
- 4 Press **▲** or **▼** to choose **Ring Delay**.
Press **OK**.
- 5 Press **▲** or **▼** to choose **Toll Saver**.
Press **OK**.
- 6 Press **▲** or **▼** to choose **On (or Off)**.
Press **OK**.
- 7 Press **Stop/Exit**.

ICM Recording Monitor

This feature lets you turn the speaker volume for voice messages **On** or **Off**. When you turn the monitor **Off**, you will not hear messages as they come in.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose
Setup Msg Ctr.
Press **OK**.
- 4 Press **▲** or **▼** to choose **ICM**
Rec.Monitr..
Press **OK**.
- 5 Use **▲** or **▼** to choose **Off** or **On**.
Press **OK**.
- 6 Press **Stop/Exit**.

Recording a conversation (MFC-665CW only)

If you are using the handset, you can record a telephone conversation by pressing **Play/Record** during the conversation. Your recording can be as long as the incoming message maximum time (up to 3 minutes). The other party will hear an intermittent beeping while recording. To stop recording, press **Stop/Exit**.

10

Advanced fax operations (Black & White only)

You can *only* use one advanced fax operation at a time:

- Fax Forwarding
- Paging
- Fax Storage
- Fax Preview (MFC-665CW and MFC-845CW only)
- PC Fax Receive
- Off

You can change your selection at any time. If received faxes are still in the machine's memory when you change the advanced fax operations, an LCD question will appear. (See *Changing Advanced Fax Operations* on page 82.)

Fax Forwarding

When you choose Fax Forward, your machine stores the received fax in the memory. The machine will then dial the fax number you have programmed and forward the fax message.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Advanced Fax Operation**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Fwd/Page/Store**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Fax Forward**. Press **OK**.
- 6 Enter the forwarding number (up to 20 digits). Press **OK**.

- 7 Press **▲** or **▼** to choose **Backup Print:On** or **Backup Print:Off**. Press **OK**.



Note

- If you choose **Backup Print:On**, the machine will also print the fax at your machine so you will have a copy. This is the safety feature in case there is a power failure before the fax is forwarded or a problem at the receiving machine.
- (MFC-665CW and MFC-845CW only) The machine can store faxes approximately 24 hours if there is a power failure.
- When Fax Forwarding is turned on your machine will only receive black & white faxes into memory. Color faxes will not be received, unless the sending machine converts them to black & white before sending.

- 8 Press **Stop/Exit**.

Paging

When you choose Paging, your machine dials the pager number you have programmed, and then dials your PIN (Personal identification Number). This activates your pager so you will know that you have a fax message in the memory.

If you have set Paging, a backup copy of the received fax will automatically be printed at the machine.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Advanced Fax Operation**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Fwd/Page/Store**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Paging**. Press **OK**.
- 6 Enter your pager 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 5 1 2 3 4 # #.
- 7 Do one of the following:
 - If your pager needs a PIN, enter the PIN, press **#**, press **Redial/Pause**, and then 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: **Redial/Pause**, and then enter your fax number followed by **# #**. Press **OK**.
For example, press:
Redial/Pause 1 8 0 0 5 5 6 7 8 9 # #

- 8 Press **Stop/Exit**.

Note

- You cannot change a paging number or PIN remotely.
- If Paging is turned on your machine cannot receive a color fax unless the sending machine converts it to black & white.
- (MFC-665CW and MFC-845CW only)
If you want to be paged for voice messages, make sure you pressed MC on/off key to turn the Message Center on.

Chapter 10

Fax Storage

If you choose Fax Storage, your machine stores the received fax in the memory. You will be able to retrieve fax messages from another location using the remote retrieval commands.

If you have set Fax Storage, a backup copy will automatically be printed at the machine.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Advanced Fax Operation**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Fwd/Page/Store**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Fax Storage**. Press **OK**.
- 6 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.

Fax Preview (MFC-665CW and MFC-845CW only)

If you choose Fax Preview you can view received faxes on the LCD by pressing the **Fax Preview** key. When the machine is in Ready mode, a popup message will appear on the LCD to alert you of new faxes. You can continue all operations.

Setting Fax Preview

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Advanced Fax Operation**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Fwd/Page/Store**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Fax Preview**. Press **OK**.
- 6 Press **Stop/Exit**.

Note

When Fax Preview is turned on your machine can only print the color faxes it receives. It cannot store them in memory.

How to preview a fax

When you receive a fax, you will see the pop-up message on the LCD. (For example: New Fax(es) : 02)

- 1 Press **Fax Preview**.
You can see the new fax list.



Note

You can also see your old fax list by pressing **✳**. Press **#** to go back to your new fax list.

- 2 Press **▲** or **▼** to choose the fax you want to see.
Press **OK**.



Note

If your fax is large there may be a delay before it is displayed on the LCD.

- 3 Press **Stop/Exit**.

When a fax is open the control panel keys will perform the operations shown below.

Key	Description
	Enlarge the fax.
	Reduce the fax.
▲ or ▼	Scroll vertically.
◀ or ▶	Scroll horizontally.
	Rotate the fax clockwise.
	Delete the fax. Then, confirm the Delete by pressing 1 .
	Go back to the previous page.
	Go to the next page.
OK 	Go to the next step. (Print, Back and Exit are available.)
Clear / Back 	Go back to the fax list.
	Print the fax.

Black Start

How to delete all faxes in the list

- 1 Press **Fax Preview**.
- 2 Press **▲** or **▼** to choose **Delete All**.
Press **OK**.
Then, confirm the Delete by pressing **1**.

How to print all faxes in the list

- 1 Press **Fax Preview**.
- 2 Press **▲** or **▼** to choose **Print All**.
Press **OK**.

Chapter 10

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 number of received faxes that are stored in the memory will appear at the bottom left side of the LCD.

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

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

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

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose `Fax`. Press **OK**.
- 3 Press **▲** or **▼** to choose `Advanced Fax Operation`. Press **OK**.
- 4 Press **▲** or **▼** to choose `Fwd/Page/Store`. Press **OK**.
- 5 Press **▲** or **▼** to choose `PC Fax Receive`. Press **OK**.
- 6 Press **▲** or **▼** to choose `<USB>` or the PC you want to receive. Press **OK**.

- 7 Press **▲** or **▼** to choose `Backup Print:On` or `Backup Print:Off`. Press **OK**.

- 8 Press **Stop/Exit**.



Note

- PC Fax Receive is not supported in the Mac OS®.
- 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 on the CD-ROM.)
- (MFC-665CW and MFC-845CW only)
In the event of a power failure, the machine will store your faxes in the memory for approximately 24 hours. However, if you choose `Backup Print:On` the machine will print the fax, so you will have a copy if there is a power failure before it is sent to the PC.
- If you get an error message and the machine cannot print the faxes in memory, you can use this setting to transfer your faxes to your PC. (For details, see *Error messages* on page 136.)
- When PC Fax Receive is turned on only black & white faxes can be received into the memory and sent to the PC. Color faxes will be received in real time and printed in color.

Advanced fax operations (Black & White only)

Changing the destination PC

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose
Advanced Fax Operation.
Press **OK**.
- 4 Press **▲** or **▼** to choose
Fwd/Page/Store.
Press **OK**.
- 5 Press **▲** or **▼** to choose
PC Fax Receive.
Press **OK**.
- 6 Press **▲** or **▼** to choose **Change**.
Press **OK**.
- 7 Press **▲** or **▼** to choose **<USB>** or the
PC you want to receive.
Press **OK**.
- 8 Press **▲** or **▼** to choose
Backup Print:On or
Backup Print:Off.
Press **OK**.
- 9 Press **Stop/Exit**.

Turning off Advanced Fax Operations

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose
Advanced Fax Operation.
Press **OK**.
- 4 Press **▲** or **▼** to choose
Fwd/Page/Store.
Press **OK**.
- 5 Press **▲** or **▼** to choose **Off**.
Press **OK**.
- 6 Press **Stop/Exit**.



Note

The LCD will give you more options if there are received faxes still in your machine's memory. (See *Changing Advanced Fax Operations* on page 82.)

Chapter 10

Changing Advanced Fax Operations

If received faxes are left in your machine's memory when you change the Advanced Fax Operations, the LCD will ask you one of the following questions:

■ Erase All Fax?

Yes→Press **1**

No→Press **2**

■ Print All Fax?

Yes→Press **1**

No→Press **2**

- 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 option
[Fax Forward, Paging, Fax Storage or Fax Preview (MFC-665CW and MFC-845CW only)], press ▲ or ▼ to choose the PC.

The LCD will ask you the following message:

■ Send Fax to PC?

Yes→Press **1**

No→Press **2**

- If you press **1**, faxes in the memory will be sent to your PC before the setting changes. You will be asked if you want to turn on Backup Print. (For detail, see *PC Fax Receive* on page 80.)
- If you press **2**, faxes in the memory will not be erased or transferred to your PC and the setting will be unchanged.

Remote Retrieval

You can call your machine from any touch tone telephone or fax machine, then use the remote access code and remote commands to retrieve fax messages.

Setting a Remote Access Code

The remote access code lets you access the remote retrieval features when you are away from your machine. Before you can use the remote access and retrieval features, you have to set up your own code. The factory default code is inactive code (---✕).

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose **Fax**. Press **OK**.
- 3 Press ▲ or ▼ to choose **Advanced Fax Operation**. Press **OK**.
- 4 Press ▲ or ▼ to choose **Remote Access**. Press **OK**.
- 5 Enter a three-digit code using numbers **0-9**, **✕**, or **#**. Press **OK**. (The preset '✕' cannot be changed.)



Note

Do not use the same code as your fax receive code (**✕ 5 1**) or telephone answer code (**# 5 1**). (See *Using external and extension telephones* on page 61.)

- 6 Press **Stop/Exit**.

Advanced fax operations (Black & White only)

 Note

You can change your code at any time by entering a new one. If you want to make your code inactive, press **Clear/Back** in step ⑤ to restore the inactive setting (---✖) and press **OK**.

 Note

If your machine is set to **Manual** mode and you want to use the remote retrieval features, wait about 2 minutes after it starts ringing, and then enter the remote access code within 30 seconds.

Using your Remote Access Code

- ① Dial your fax number from a touch tone telephone or another fax machine.
- ② When your machine answers, enter your remote access code (3 digits followed by ✖) at once.
- ③ The machine signals if it has received messages:
 - **1 long beep — Fax messages**
 - **2 long beeps — Voice messages** (MFC-665CW and MFC-845CW only)
 - **3 long beeps — Fax & Voice messages** (MFC-665CW and MFC-845CW only)
 - **No beeps — No messages**
- ④ When the machine gives two short beeps, enter a command.
The machine will hang up if you wait longer than 30 seconds to enter a command.
The machine will beep three times if you enter an invalid command.
- ⑤ Press **9 0** to reset the machine when you have finished.
- ⑥ Hang up.

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Chapter 10

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
91	Playing Voice messages (MFC-665CW and MFC-845CW only)	After one long beep, the machine plays the ICM.
	1 Repeat or Skip Backward	Press 1 while listening to an ICM to repeat it. If you press 1 before a message, you will hear the previous message.
	2 Skip Forward	While playing the ICM, you can skip to the next message.
	9 STOP Playing	Stop Playing the ICM.
93	Erase all ICM (MFC-665CW and MFC-845CW only)	If you hear one long beep, the erase is accepted. If you hear three short beeps, you cannot erase because all voice messages have not been played, or there are no voice message to erase. *This code erases all recorded messages, not one at a time.
94	Play and Record OGM in Memory (MFC-665CW and MFC-845CW only)	
	1 Play	1 Msg Ctr OGM
		2 F/T OGM
	2 Record	1 Msg Ctr OGM
		2 F/T OGM
95	Change the Fax Forwarding, Paging or Fax Storage settings	
	1 OFF	You can choose OFF 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 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 your Fax Forwarding number</i> on page 86.) Once you have registered the number, Fax Forwarding will work.
	3 Paging	
	4 Fax Forwarding number	
	6 Fax Storage	
96	Retrieve a fax	
	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 86.)
	3 Erase faxes from the memory	If you hear one long beep, fax messages have been erased from the memory.
97	Check the receiving status (MFC-440CN only)	
	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.

Advanced fax operations (Black & White only)

Remote commands		Operation details
97	Check the receiving status (MFC-665CW and MFC-845CW only)	
	1 Fax	You can check whether your machine has received any faxes or voice messages. If yes, you will hear one long beep. If no, you will hear three short beeps.
	2 Voice	
98	Change the Receive Mode (MFC-440CN only)	
	1 External TAD	If you hear one long beep, your change has been accepted.
	2 Fax/Tel	
	3 Fax Only	
98	Change the Receive Mode (MFC-665CW and MFC-845CW only)	
	1 Msg Ctr	If you hear one long beep, your change has been accepted.
	2 Fax/Tel	
	3 Fax Only	
90	Exit	Pressing 9 0 allows you to exit remote retrieval. Wait for the long beep, then replace the handset.

Chapter 10

Retrieving fax messages

You can call your machine from any touch tone phone and have your fax messages sent to a machine.

- 1 Dial your fax number.
- 2 When your machine answers, enter your remote access code (3 digits followed by ✕) at once. If you hear one long beep, you have messages.
- 3 When you hear two short beeps, press **9 6 2**.
- 4 Wait for the long beep, enter the number (up to 20 digits) of the remote fax machine you want your fax messages sent to using the dial pad, then enter **# #**.



Note

You cannot use ✕ and # as dial numbers. However, press # if you want to create a pause.

- 5 Press **9 0** to reset the machine when you've finished.
- 6 Hang up after you hear your machine beep. Your machine will call the other fax machine, which will then print your fax messages.

Changing your Fax Forwarding number

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

- 1 Dial your fax number.
- 2 When your machine answers, enter your remote access code (3 digits followed by ✕) at once. If you hear one long beep, you have messages.
- 3 When you hear two short beeps, press **9 5 4**.
- 4 Wait for the long beep, enter the new number (up to 20 digits) of the remote fax machine you want your fax messages forwarded to using the dial pad, then enter **# #**.



Note

You cannot use ✕ and # as dial numbers. However, press # if you want to create a pause.

- 5 Press **9 0** to reset the machine when you have finished.
- 6 Hang up after you hear your machine beep.