

## Communication Problems (Not receiving faxes)

If you are having problems receiving calls or faxes, follow the instructions below:

Verify that the date and time are displayed on the LCD. If the LCD displays an error message, refer to "FAQs & Troubleshooting" section of our Solutions Center for information on the error message you are receiving that is specific to your model.

If the LCD displays the date and time, continue to STEP 2.

If the LCD is blank, first verify that the unit is not in the OFF mode. On selected models, press and hold the ON/OFF key located on the control panel until the date and time appear on the display. If the display remains blank, verify that the power cord is connected. If the power cord is connected to a surge protector or power switch, remove the cord from the device and connect it directly to the outlet. If the display is still blank, try a different electrical outlet. If the display still remains blank, your machine may require service.

Check for splitters, commshare devices, voicemail, custom phone features, etc., Remove any of these devices from the phone line. The machine is to be plugged directly into the wall jack.

Verify that the wall jack has a dial tone.

Connect a regular telephone directly to the wall jack. Lift the handset of the telephone and listen for a dial tone.

If there is a dial tone, continue to STEP 4.

If there is no dial tone from the wall jack, test on another phone jack.

If there is still no dial tone, you have a problem with the wall jack or line. You need to contact your local telephone company for service.

If the wall jack has a dial tone, disconnect the telephone line from the telephone and connect it to the jack on the FAX/MFC labeled LINE. Make sure the line cord is connected from the jack on the FAX/MFC labeled LINE directly to the wall jack. Press the Hook or Speaker Phone key or pick up the external telephone handset and listen for a dial tone. If there is a dial tone, continue to STEP 5. If there is still no dial tone, your machine may require service.

If your unit is still in the warranty period, please click [here](#) for a Brother Authorized Service Center near you.

Verify that the answer mode is set correctly on the FAX/MFC

This is determined according to other devices/services on the same line as the FAX/MFC: FAX ONLY

In this setting, the FAX/MFC automatically answers every call as a fax call. You cannot receive an incoming voice call, but you can make an outgoing voice call.

### FAX/TEL

In this setting, the FAX/MFC automatically answers every call upon completion of the ring delay (unless you answer first). Ring delay is the number of times the unit and all extension phones will ring before the unit answers the call. If the call is a fax, it prints the fax. If the call is voice, it signals you with a double ring that is different from the phone company ring.

### EXTERNAL TAD

This setting is the only one that can be used with an external answering machine. Your telephone answering device is connected to your FAX/MFC and answers every call (unless you answer first). Once the TAD answers, the FAX/MFC is in the background silently listening for fax tones. If it detects fax tones, it will go into the receive mode. If it does not hear fax tones, it remains silent and allows the caller to leave a voice message on the answering device.

## MANUAL

In this setting, the FAX/MFC will not answer incoming calls automatically (unless using Distinctive Ringing feature).

### MC:Msg Ctr or TAD:Msg Mgr

In this setting, the built-in digital Message Center answers voice calls and automatically receives faxes. The FAX/MFC records voice messages in the machine's memory.

Refer to your User Manual under “Receive Mode” for setting up your “Receive Mode”.

NOTE: If in the FAX/TEL mode the FAX/MFC will answer after the F/T Ring Time. In the TAD mode the TAD will answer after completing the number of rings set on the TAD.

If you answer a fax call on an external telephone in the EXT. jack, you can make your FAX/MFC take over by entering the FAX Receive Code. When you enter the Fax Receive Code (\*51), the FAX/MFC starts to receive the fax.

If the unit is on a rollover system, connect the unit to the last line of the rollover pattern. You do not want your fax machine rolling over to another line.

Test the print operation of the unit by printing the Help List. To print the Help List, follow the instructions under the “Help List” section of the User’s guide.

The Help List should begin printing. If the print option works, continue to STEP 8.

If the print option does not work, please contact the appropriate Brother Customer Service Center.

Complete a test fax to your unit. First, adjust your ring delay setting. If the answer mode is set to MANUAL, do NOT adjust the ring delay setting and continue to Step b. If the answer mode is set to FAX only, FAX/TEL, MC:Msg Ctr or TAD:Msg Mgr reduce the ring delay to 1 ( 2 or 3 for some countries) ring. If the answer mode is set to EXTERNAL TAD, reduce the number of rings programmed on your answering machine to 2 ( 3 for some countries). This is to ensure the test fax is answered as fast as possible. The ring delay setting determines the number of times the unit rings before it answers.

To check the ring delay setting for the Brother machine, refer to the User’s Guide under the “Ring delay” section.

To adjust the number of rings programmed on your answering machine, use the owner's manual for the device.

Next, you can contact a person and have them send you a fax.

If you receive the test fax successfully, your unit is operating properly. Remember to reset your ring delay or answering machine setting. If receiving problems recur after the setting is reset, then something (i.e. a person or device answering the line) at your location is interfering with the fax reception before the machine has a chance to answer the fax.

Verify that senders are dialing the correct number and you are providing the sender with the correct fax number for your unit. If you have a second telephone number at your location or cell phone, you can test the number yourself. Dial your fax number from the second telephone number or cell phone as if you are sending a fax. If you hear ringing on the phone you are dialing from, press the Hook or Speaker Phone key or pick up the external telephone handset. If you hear a dial tone, this indicates there is a problem with the line or the telephone number and you will need to contact your local telephone company for assistance.

After following the instructions, if you continue to experience problems with receiving faxes, please contact a Brother Authorized Service Center near you. If your unit is still in the warranty period, [please click here for a Brother Authorized Service Center near you](#)