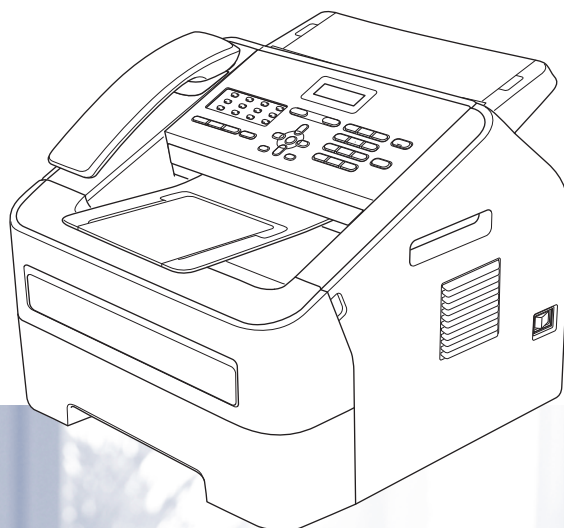


# Basic User's Guide

FAX-2840  
FAX-2940  
MFC-7240



Not all models are available in all countries.

## If you need to call Customer Service

Please complete the following information for future reference:

**Model Number: FAX-2840, FAX-2940 or MFC-7240**  
(Circle your model number)

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

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

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

<sup>1</sup> **The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.**

**Register your product on-line at**

**<http://www.brother.com/registration/>**

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is online at <http://www.brother.com/registration/>.

# Brother numbers

## Important

For technical help, you must call the country where you bought the machine. Calls must be made **from within** that country.

## Register your product

By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

Please complete and fax the Product Registration and Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

<http://www.brother.com/registration/>

## FAQs (frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software and utilities and read FAQs and troubleshooting tips to learn how to get the most from your Brother product.

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

## Note

You can check here for Brother driver updates.

To keep your machine's performance up to date, check here for the latest firmware upgrade.

## For Customer Service

**In USA:** 1-877-BROTHER (1-877-276-8437)

1-901-379-1215 (fax)

**In Canada:** 1-877-BROTHER

(514) 685-4898 (fax)

### Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437) or visit us on-line at <http://www.brother-usa.com/service/>.

### Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

# Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (You can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)



## Note

In Canada, only Visa and MasterCard are accepted.

**In USA:** 1-877-552-MALL (1-877-552-6255)  
1-800-947-1445 (fax)

<http://www.brothermall.com/>

**In Canada:** 1-877-BROTHER

<http://www.brother.ca/>

Description	Item
Standard Toner Cartridge	TN-420 (Approx. 1,200 pages) <sup>1 2</sup>
High Capacity Toner Cartridge	TN-450 (Approx. 2,600 pages) <sup>1 2</sup>
Drum Unit	DR-420 (Approx. 12,000 pages) <sup>3 4</sup>
Telephone Line Cord	LG3077001
Basic User's Guide	LEA792001 (English for USA and Canada)
	LEA792002 (French for Canada)
Quick Setup Guide	(FAX-2840/FAX-2940)
	LEA793001 (English for USA and Canada)
	(MFC-7240)
	LEA795001 (English for USA and Canada)
Quick Setup Guide	(FAX-2840/FAX-2940)
	LEA793002 (French for Canada)
	(MFC-7240)
	LEA795002 (French for Canada)

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

<sup>2</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

<sup>3</sup> 1 page per job.

<sup>4</sup> Drum life is approximate and may vary by type of use.

## **Notice - Disclaimer of Warranties (USA and Canada)**

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## **Compilation and Publication Notice**

Under the supervision of Brother Industries Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

## User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
<b>Product Safety Guide</b>	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the Box
<b>Quick Setup Guide</b>	Follow the instructions for setting up your machine and installing the drivers and software for the operating system (MFC-7240 only) and connection type you are using.	Printed / In the Box
<b>Basic User's Guide</b>	Learn the basic Fax, Copy and Scan (MFC-7240 only) operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box
<b>Advanced User's Guide</b>	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	(For FAX-2840 and FAX-2940) PDF file / Documentation CD-ROM / In the Box  (For MFC-7240) PDF file / Installer CD-ROM / In the Box
<b>Software User's Guide</b> (MFC-7240 only)	Follow these instructions for Printing, Scanning, Remote Setup, PC-Fax and using the Brother ControlCenter utility.	PDF file / Installer CD-ROM / In the Box

## Download optional software from the Brother Solutions Center (FAX-2840 and FAX-2940 users)

You can download free printer driver, scanner driver (FAX-2940 only <sup>1</sup>) and PC-Fax Send software (FAX-2940 only) from the Brother Solutions Center, enabling you to use your Brother Fax machine as a printer or a scanner (FAX-2940 only <sup>1</sup>), or send faxes from your computer (FAX-2940 only). Visit us at <http://solutions.brother.com/>.

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

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## (Advanced User's Guide)

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

You can view the Advanced User's Guide on the Documentation CD-ROM (for FAX-2840 and FAX-2940) or the Installer CD-ROM (for MFC-7240).

---

### **1 General Setup**

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

---

### **2 Security features**

*Security*

---

### **3 Sending a fax**

*Additional sending options*  
*Additional sending operations*  
*Polling overview*

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### **4 Receiving a fax**

*Remote Fax Options*  
*Additional receiving operations*  
*Polling overview*

---

### **5 Dialing and storing numbers**

*Telephone line services*  
*Additional dialing operations*  
*Additional ways to store numbers*

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### **6 Printing reports**

*Fax reports*  
*Reports*

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### **7 Making copies**

*Copy settings*

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### **A Routine maintenance**

*Cleaning the machine*  
*Checking the machine*  
*Packing and shipping the machine*

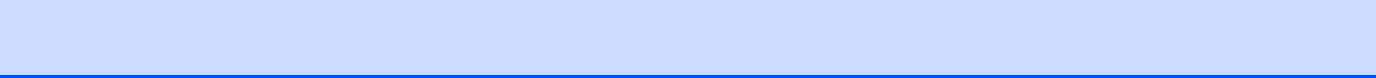
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### **B Glossary**

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### **C Index**

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## Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

## Symbols and conventions used in the documentation


The following symbols and conventions are used throughout the documentation.


### WARNING


WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.


### Important


Important indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.

 Prohibition icons indicate actions that must not be performed.

 Electrical Hazard icons alert you to a possible electrical shock.

 Fire Hazard icons alert you to the possibility of fire.

 Hot Surface icons warn you not to touch machine parts that are hot.

 Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.

**Bold** Bold style identifies keys on the machine control panel or computer screen.

*Italics* Italicized style emphasizes an important point or refers you to a related topic.

`Courier New` Courier New font identifies the messages shown on the LCD of the machine.



### Note

Most of the illustrations in this User's Guide show the FAX-2940.

# Accessing the Advanced User's Guide and Software User's Guide <sup>1</sup>

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Fax, Copy, Printer <sup>1</sup>, Scanner <sup>1</sup> and PC-Fax <sup>1</sup>. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide** and **Software User's Guide** <sup>1</sup>, that are on the Documentation CD-ROM or the Installer CD-ROM.

<sup>1</sup> For MFC-7240

## Viewing Documentation (For FAX-2840 and FAX-2940)

- 1 Turn on your computer. Insert the Documentation CD-ROM into your CD-ROM drive. For Windows<sup>®</sup> users, go to step 3.

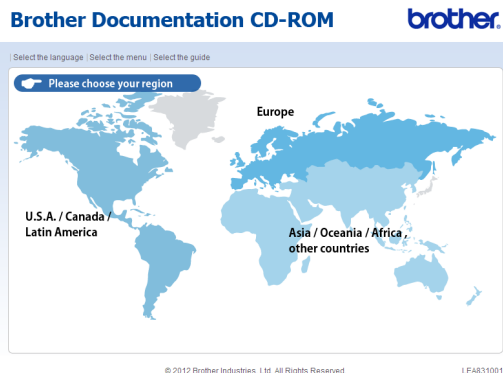


### Note

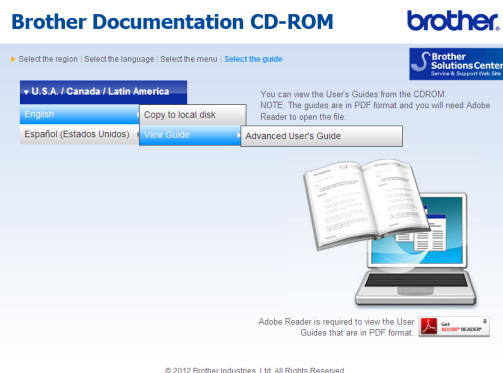
(Windows<sup>®</sup> users) If the screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **index.html**.

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

- 3 Click your country.



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



## Note

- (Windows® users only) Your Web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.
- (Windows® users only) <sup>1</sup> For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

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

## Viewing Documentation (For MFC-7240)

### Viewing Documentation (Windows®)

To view the documentation, from the **Start** menu, select **All Programs**, **Brother**, **MFC-XXXX** (where XXXX is your model name) from the programs group, and then choose **User's Guides**.

If you have not installed the software, you can find the documentation on the Installer CD-ROM by following the instructions below:

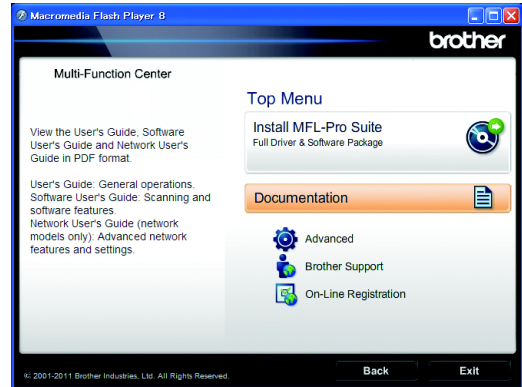
- 1 Turn on your computer. Insert the Installer CD-ROM into your CD-ROM drive.

## Note

If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

- 2 If the model name screen appears, click your model name.

- 3 If the language screen appears, click your language. The CD-ROM Top Menu will appear.



- 4 Click **Documentation**.
- 5 Click **PDF documents**. If the country screen appears, choose your country. After the list of User's Guides appears, choose the guide you want to read.

### Viewing Documentation (Macintosh)

- 1 Turn on your Macintosh. Insert the installer CD-ROM into your CD-ROM drive. The following window will appear.



- 2 Double-click the **Documentation** icon.
- 3 If the language screen appears, double-click your language folder.
- 4 Double-click **top.pdf**. If the country screen appears, choose your country.

- 5 After the list of User's Guides appears, choose the guide you want to read.

### How to find Scanning instructions (MFC-7240 only)

There are several ways you can scan documents. You can find the instructions as follows:

#### Software User's Guide

- Scanning
- ControlCenter

### Nuance™ PaperPort™ 12SE How-to-Guides

#### (Windows®)

- The complete Nuance™ PaperPort™ 12SE How-to-Guides can be viewed from the Help selection in the Nuance™ PaperPort™ 12SE application.

### Presto! PageManager User's Guide

#### (Macintosh)



#### Note

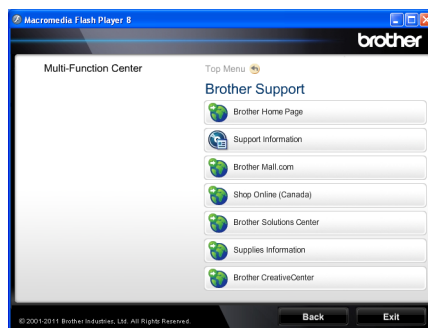
Presto! PageManager is available as a download from [http://nj.newsoft.com.tw/download/brother/PM9SEInstaller\\_BR\\_multilang.dmg/](http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg/)

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

## Accessing Brother Support (Windows®) (MFC-7240 only)

You can find all the contacts you will need, such as Web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers in *Brother numbers* >> page i and on the Installer CD-ROM.

- Click **Brother Support** on the main menu. The following screen will appear:



- To access our Web site (<http://www.brother.com/>) click **Brother Home Page**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- To access the USA Brother online shopping mall (<http://www.brothermall.com/>) for additional product and service information, click **Brother Mall.com**.
- To access Canada's Brother online shopping mall (<http://www.brother.ca/>) for additional product and services information, click **Shop Online (Canada)**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.



- To visit our Web site for genuine Brother supplies (<http://www.brother.com/original/>), click **Supplies Information**.
- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

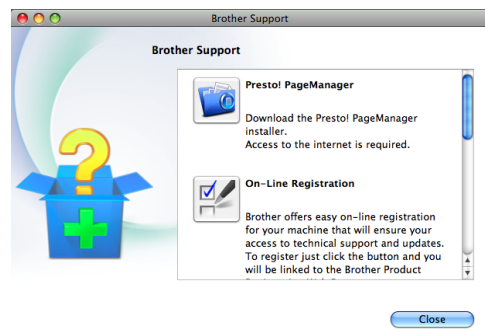
To return to the main page, click **Back**.

Or, if you have finished, click **Exit**.

## Accessing Brother Support (Macintosh) (MFC-7240 only)

You can find all the contacts you will need, such as Web support on the Installer CD-ROM.

- Double-click the **Brother Support** icon. The following screen will appear:



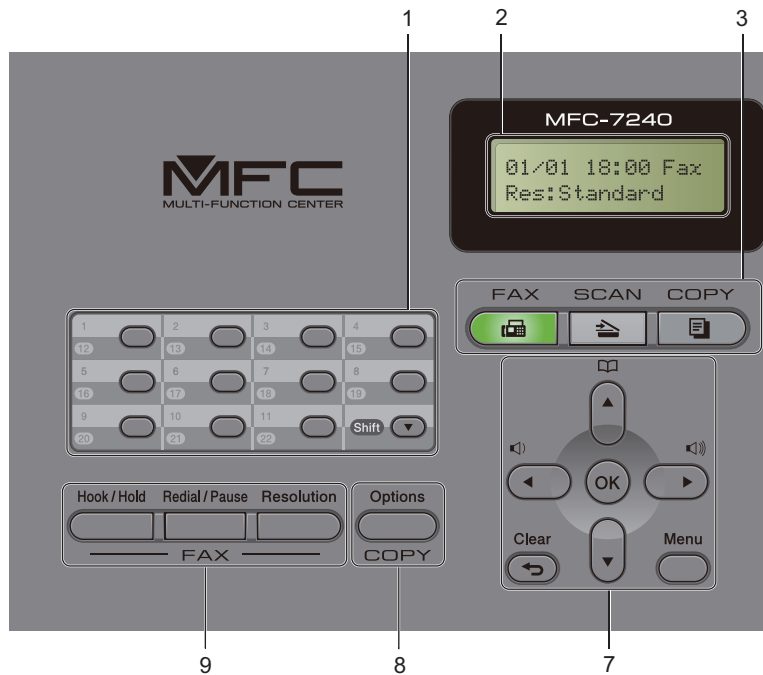
- To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Register Page (<http://www.brother.com/html/registration/index.htm>), click **On-Line Registration**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our Web site for genuine Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.

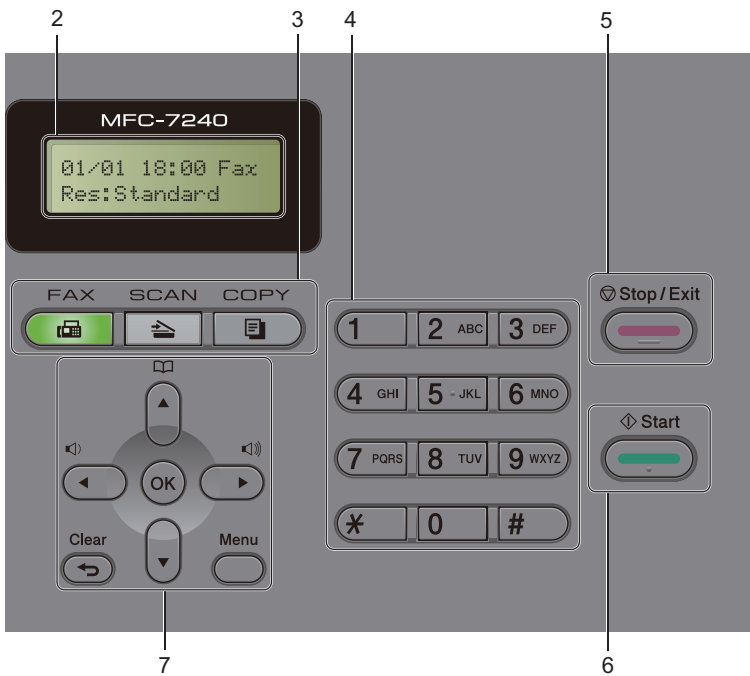
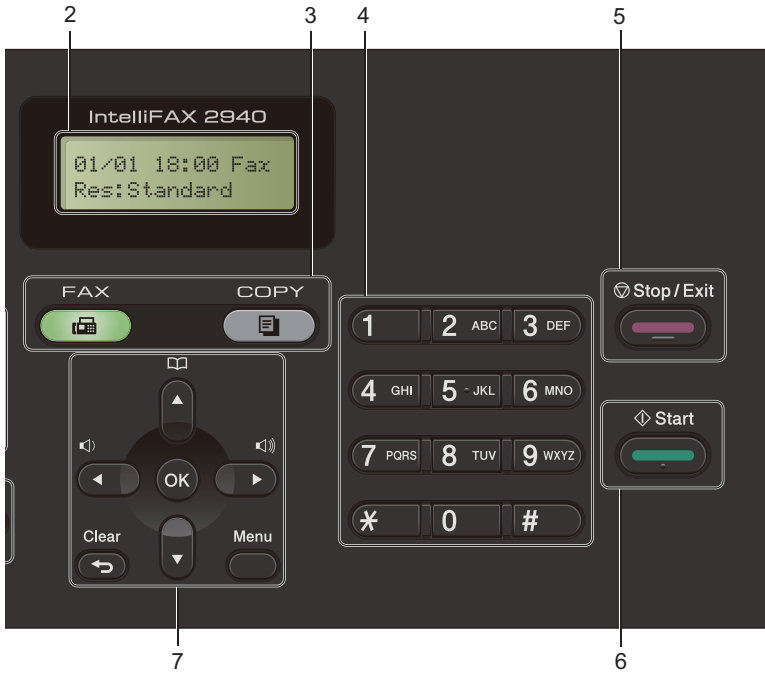
# Control panel overview

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



MFC-7240





**1 One Touch keys**

These 11 keys give you instant access to 22 previously stored numbers.

**Shift**

Lets you access One Touch numbers 12 to 22 when held down.

**2 LCD (Liquid Crystal Display)**

Displays messages to help you set up and use your machine.

**3 Mode keys:**



**FAX**

Puts the machine in FAX mode.  
(MFC-7240 only)



**SCAN**

Puts the machine in SCAN mode.



**COPY**

Puts the machine in COPY mode.

**4 Dial pad**

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

(Canada only)

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

**5 Stop/Exit**

Stops an operation or exits from a menu.

**6 Start**

Lets you start sending faxes or making copies.

**7 Menu keys:**

**Clear**

Deletes entered data or lets you cancel the current setting.

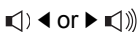
**Menu**

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

**OK**

Lets you store your settings in the machine.

**Volume keys:**



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



Press to scroll through the menus and options.



**Address Book**



Let you access speed dial numbers directly.

**8 COPY key:**

**Options**

You can quickly and easily choose temporary settings for copying.

**9 FAX keys:**

**Hook/Hold**

Press before dialing if you want to make sure a fax machine will answer, and then press **Start**.

Lets you place telephone calls on hold.

**Redial/Pause**

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

**Resolution**

Sets the resolution when sending a fax.

## Loading paper and print media

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

(For MFC-7240)

When you put paper into the paper tray, note the following:

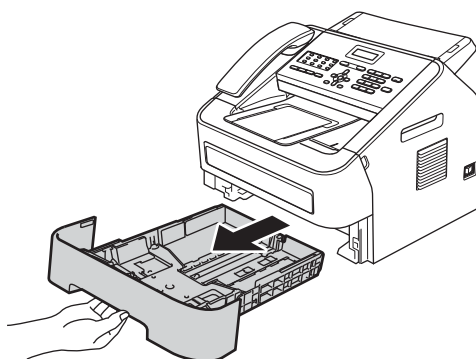
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

## Loading paper in the standard paper tray

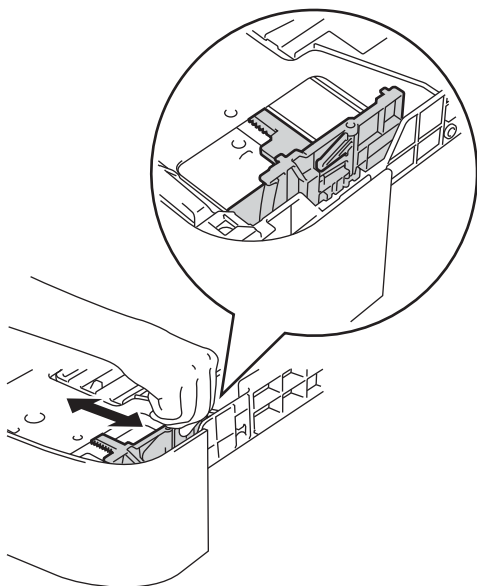
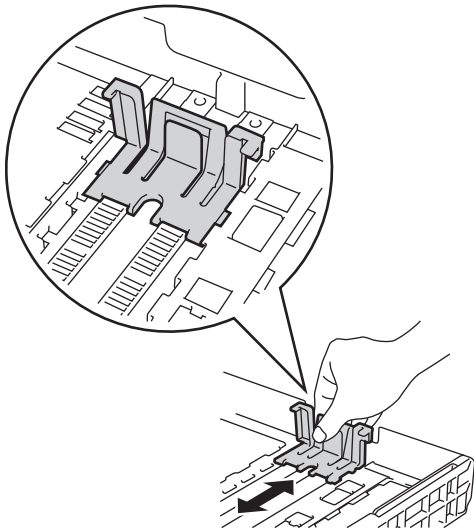
You can load up to 250 sheets. Paper can be loaded up to the maximum paper mark (▼▼▼) on the right-hand side of the paper tray. (For recommended paper to use, see *Paper capacity of the paper trays* ►► page 17.)

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

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

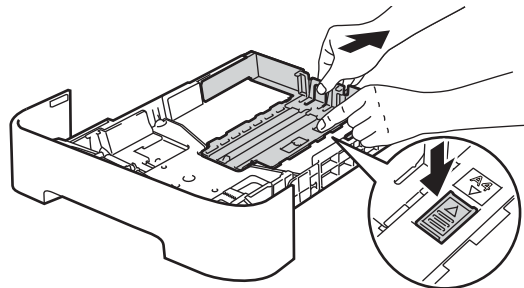


- 2 While pressing the green paper-guide release lever, slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.

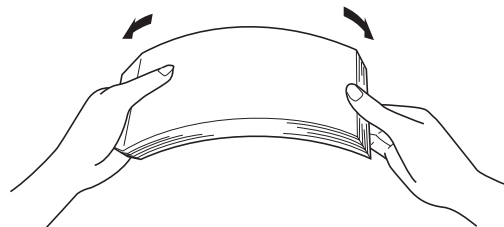


 **Note**

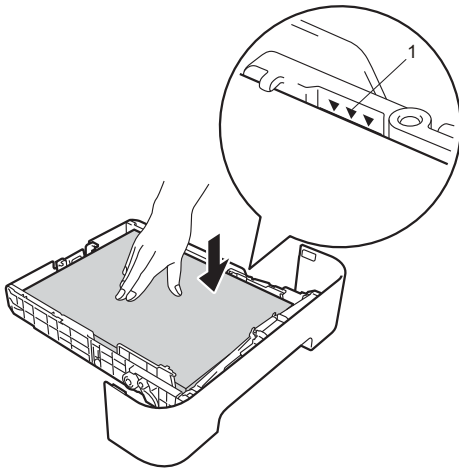
For Legal or Folio size paper, press the release button in the bottom of the paper tray and then pull out the back of the paper tray. (Legal or Folio size paper is not available in some regions.)



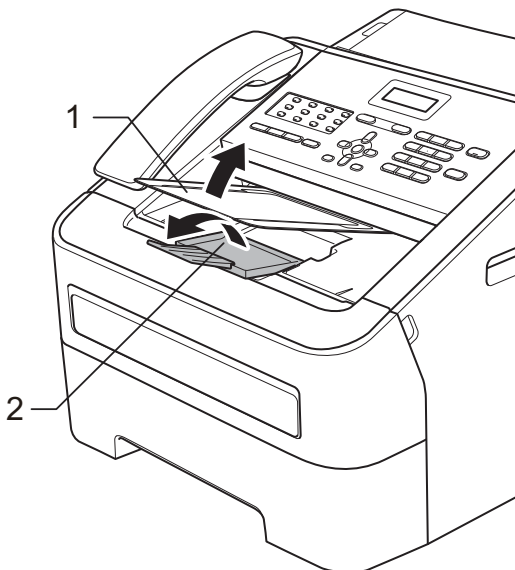
- 3 Fan the stack of paper well to avoid paper jams and misfeeds.



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



- 5 Put the paper tray firmly back in the machine. Make sure that it is completely inserted into the machine.
- 6 Raise the ADF document output support flap (1) and unfold the support flap (2) to prevent paper from sliding off the face-down output tray.



## Loading paper in the manual feed slot

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

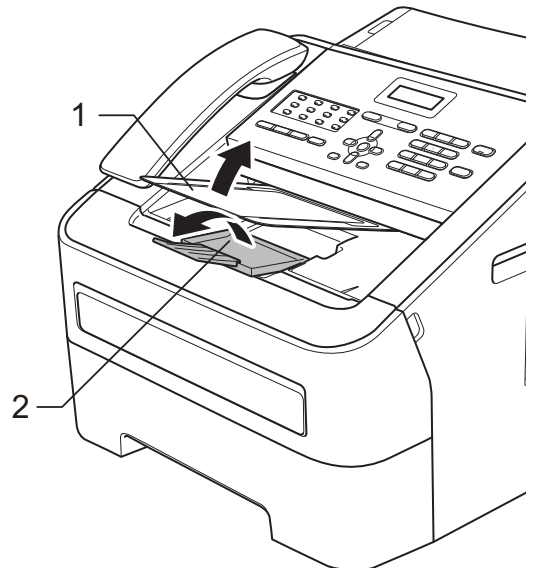


### Note

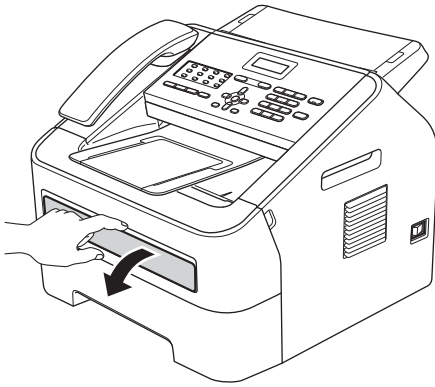
The machine automatically turns on the Manual Feed mode when you put paper in the manual feed slot.

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

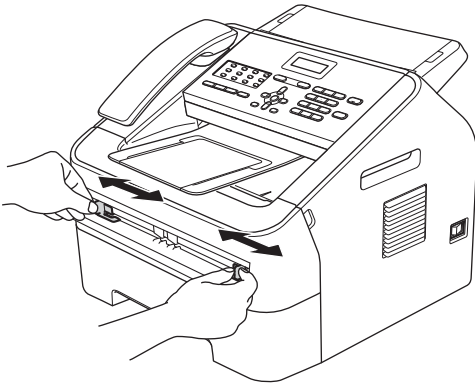
- 1 Raise the ADF document output support flap (1) and unfold the support flap (2) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



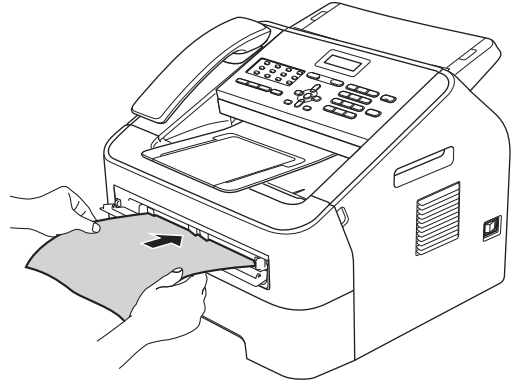
- 2 Open the manual feed slot cover.



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



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



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

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

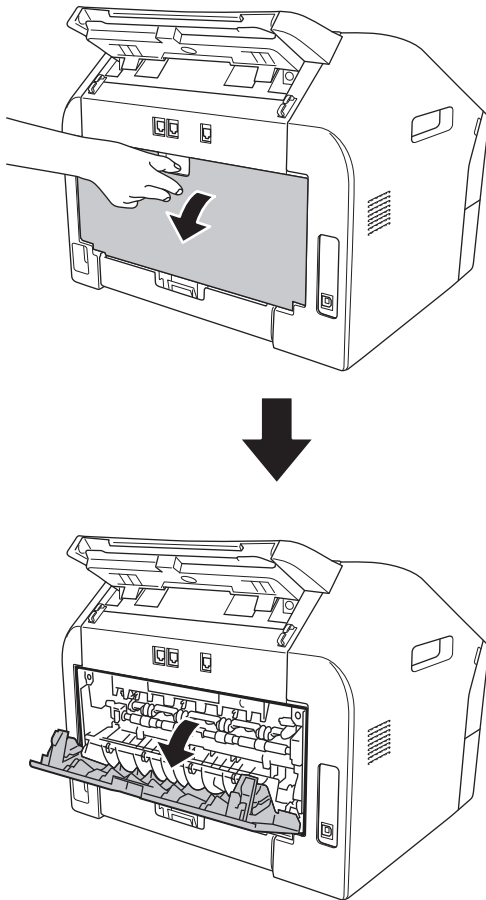


#### Note

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

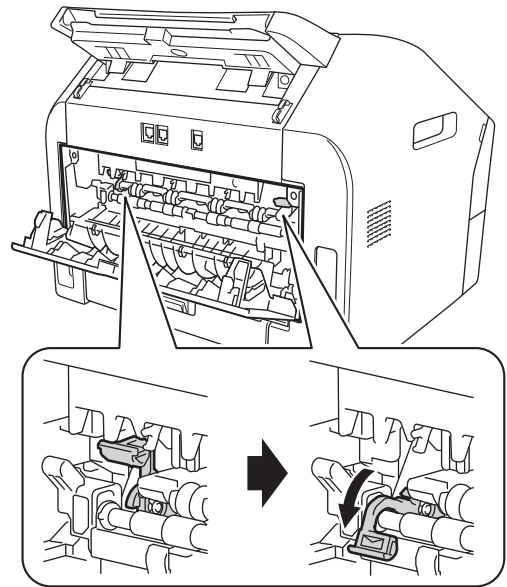


- 1 Open the back cover (back output tray).

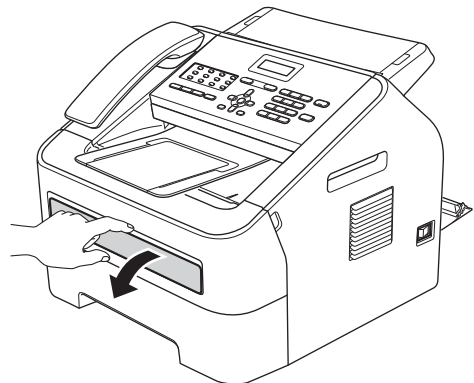


 **Note**

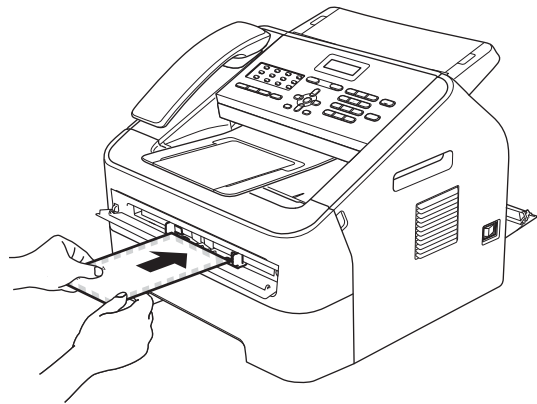
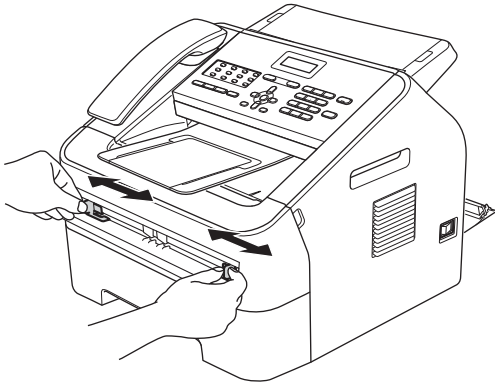
<For envelopes only>  
Pull down the two green levers, one on the left-hand side and one on the right-hand side, as shown in the following illustration.



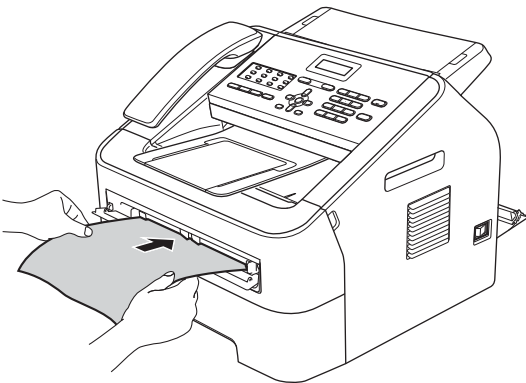
- 2 Open the manual feed slot cover.



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



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

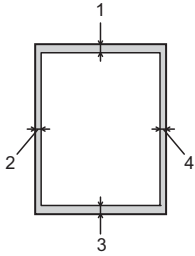


 **Note**

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

## Unscannable and unprintable areas

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



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax (Send)	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	Legal	0.12 in. (3 mm)	0.16 in. (4 mm)
	A4	0.12 in. (3 mm)	0.04 in. (1 mm)
Copy *a single copy or a 1 in 1 copy	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	Legal	0.12 in. (3 mm)	0.16 in. (4 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
Scan <sup>1</sup>	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	Legal	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
Print <sup>1</sup>	Letter	0.16 in. (4.23 mm)	0.25 in. (6.35 mm)
	Legal	0.16 in. (4.23 mm)	0.25 in. (6.35 mm)
	A4	0.16 in. (4.23 mm)	0.24 in. (6.01 mm)

<sup>1</sup> For MFC-7240

## Paper settings

### Paper Type

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

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

Paper  
1. Paper Type

- 2 Press **▲** or **▼** to choose **Thin**, **Plain**, **Thick**, **Thicker**, **Recycled Paper** or **Label**.  
Press **OK**.

- 3 Press **Stop/Exit**.

### Paper Size

You can use several different sizes of paper for printing copies: Letter, Legal, Executive, A4, A5, A5 L, A6, B5, B6, and Folio (8.5 in. x 13 in.).

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

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

Paper  
2. Paper Size

- 2 Press **▲** or **▼** to choose **A4**, **Letter**, **Legal**, **Executive**, **A5**, **A5 L**, **A6**, **B5**, **B6**, or **Folio**.  
Press **OK**.

- 3 Press **Stop/Exit**.

## Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: thin paper, plain paper, thick paper, bond paper, recycled paper, labels or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For proper printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

## Recommended paper and print media

Paper Type	Item
Plain Paper	Xerox 4200DP 20 lb
	Hammermill Laser Print (24 lb=90 g/m <sup>2</sup> )
Recycled Paper	No specific brand recommended
Labels	Avery laser labels white #5160
Envelope	No specific brand recommended

## Type and size of paper

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

**(For MFC-7240)**

**The name for the paper trays in the printer driver in this Guide are as follows:**

Trays	Name
Standard Paper Tray	Tray1
Manual Feed Slot	Manual

### Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Standard Paper Tray	A4, Letter, B5, Executive, A5, A5 (Long Edge), A6, B6, Folio <sup>1</sup> <sup>2</sup> , Legal <sup>2</sup>	Plain paper, Thin paper and Recycled paper	up to 250 [20 lb (80 g/m <sup>2</sup> )]
Manual Feed Slot	Width: 3 to 8.5 in. (76.2 to 216 mm) Length: 4.6 to 16 in. (116 to 406.4 mm)	Plain paper, Thin paper, Thick paper, Bond paper, Recycled paper, Envelopes and Labels	Single sheet [20 lb (80 g/m <sup>2</sup> )]

<sup>1</sup> Folio size is 8.5 in. × 13 in. (215.9 mm x 330.2 mm)

<sup>2</sup> Legal or Folio size paper is not available in some regions outside the USA and Canada.

## Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	20-24 lb (75-90 g/m <sup>2</sup> )
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm <sup>3</sup> /100
Grain direction	Long grain
Volume resistivity	10e <sup>9</sup> -10e <sup>11</sup> ohm
Surface resistivity	10e <sup>9</sup> -10e <sup>12</sup> ohm-cm
Filler	CaCO <sub>3</sub> (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use paper made for plain paper copying.
- Use paper that is 20 to 24 lb (75 to 90 g/m<sup>2</sup>).
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

## Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the temperature of the machine's fusing process 392 degrees Fahrenheit (200 degrees centigrade).
- If you use bond paper, paper having a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.

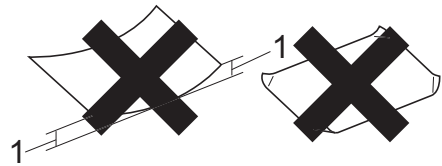
## Types of paper to avoid

### ! Important

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



**1 A curl of 0.08 in. (2 mm) or greater may cause jams to occur.**

- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

If you use any of the types of paper listed above, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.

## Envelopes

Most envelopes designed for laser printers will be suitable for your machine. However, some envelopes may have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds and the leading edge should not be thicker than two sheets of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

Envelopes can be fed from the manual feed slot one at a time. We recommend that you print a test envelope to make sure the print results are what you want before you print or purchase a large quantity of envelopes.

### Types of envelopes to avoid

#### ! Important

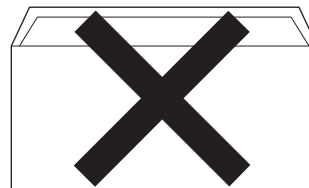
DO NOT use envelopes:

- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine

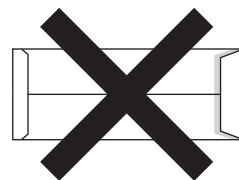
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations
- with glue on surface as shown in figure below



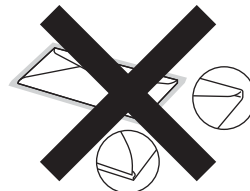
- with double flaps as shown in figure below



- with sealing flaps that are not folded down when purchased
- with sealing flaps as shown in figure below



- with each side folded as shown in figure below





If you use any of the types of envelopes listed above, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

## Labels

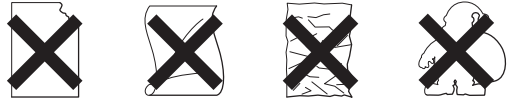
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 392 degrees Fahrenheit (200 degrees centigrade) for a period of 0.1 seconds.

Do not feed a label sheet through the machine more than one time.

## Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.



### ❗ Important

- Avoid feeding labels with the carrier sheet exposed because your machine will be damaged.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print properly and may cause damage to your machine.
- DO NOT reuse or insert labels that have previously been used or are missing few labels on the sheet.

# 3

## Loading documents

### How to load documents

You can send a fax, make copies, and scan from the ADF (Automatic Document Feeder).



#### Note

The scan feature is available for MFC-7240.

### Using the automatic document feeder (ADF)

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

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

Temperature: 68° F - 86° F (20° - 30°C)

Humidity: 50% - 70%

Paper: Xerox 4200 or Xerox 4024 (20 lb/Letter)

#### Document Sizes Supported

Length:	5.8 to 14 in. (147.3 to 355.6 mm)
Width:	5.8 to 8.5 in. (147.3 to 215.9 mm)
Weight:	17 to 24 lb (64 to 90 g/m <sup>2</sup> )

#### Important

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



#### Note

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

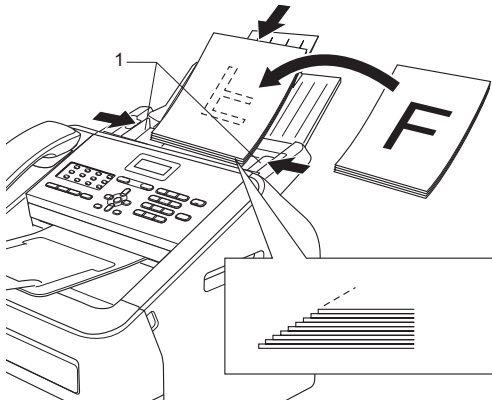
### How to load documents

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



- 2 Fan the pages well.

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



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

**!** **Important**


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

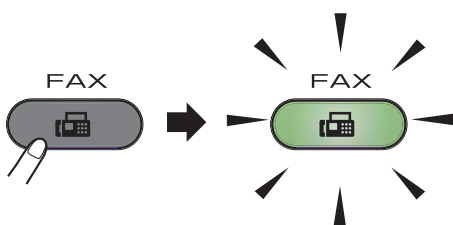
# 4

## Sending a fax

### How to send a fax

The following steps show how to send a fax.


- 1 When you want to send a fax, or change fax send or receive settings, press the  (**FAX**) key to illuminate it in green.



- 2 Place the document *face down* in the ADF. (See *Using the automatic document feeder (ADF)* >> page 22.)
- 3 Set the fax resolution or contrast if you want to change them.

For more advanced fax sending operations and settings, see Advanced User's Guide: *Sending a fax*.

- Broadcast
- Delayed Fax
- Batch TX
- Real Time TX
- Polled TX
- Overseas Mode
- Fax Resolution
- Contrast
- Coverpg Setup
- Coverage Msg

- 4 Enter the fax number using the dial pad, a One Touch key or  (**Address Book**) and enter three-digit Speed Dial number.

- 5 Press **Start**.  
The machine starts scanning and sending the document.



#### Note

To cancel, press **Stop/Exit**.

### Canceling a fax in progress

Press **Stop/Exit** to cancel the fax. If you press **Stop/Exit** while the machine is dialing or sending, the LCD will ask you to confirm.

```
Dialing #XXX
1.Clear 2.Exit
```

```
Sending #XXX P01
1.Clear 2.Exit
```

Press **1** to cancel the fax.

## Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- **On:** Prints a report after every fax you send.
- **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off:** Prints a report if your fax is unsuccessful due to a transmission error. Off is the default setting.
- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

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

```
Report Setting
1.Transmission
```

2 Press **▲** or **▼** to choose **On, On+Image, Off** or **Off+Image**. Press **OK**.

3 Press **Stop/Exit**.



### Note

- If you choose **On+Image** or **Off+Image**, the image will only appear on the Transmission Verification Report if **Real Time Transmission** is set to **Off**. (See *Advanced User's Guide: Real Time Transmission*.)
- If your transmission is successful, **OK** will appear next to **RESULT** on the Transmission Verification Report. If transmission is not successful, **NG** will appear next to **RESULT**.

# 5

## Receiving a fax

### Receive Modes



#### Note

You can use four sizes of paper for printing faxes: Letter, A4, Legal or Folio.

### Choose the correct Receive Mode

The correct Receive Mode is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring, etc.) you will be using on the same line as the Brother machine.

#### Will you be using a Distinctive Ring number for receiving faxes?

Brother uses the term 'Distinctive Ring' but different telephone companies may have other names for this service such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See *Distinctive Ring* >> page 34 for instructions on setting up your machine using this feature.)

#### Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See *Voice Mail* >> page 33 for instructions on setting up your machine using this service.)

#### Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?

Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose `External TAD` as your receive mode. (See *Connecting an external TAD (telephone answering device)* >> page 37.)

#### Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Choose `Fax Only` as your receive mode. (See *Fax Only* >> page 28.)

#### Will you be using your Brother machine on the same line as your telephone?

##### Do you want to receive voice calls and faxes automatically?

The `Fax/Tel` receive mode is used when sharing the Brother machine and your telephone on the same line. Choose `Fax/Tel` as your receive mode. (See *Fax/Tel* >> page 28.)

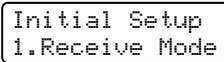
**Important Note:** You can not receive voice messages on either Voice Mail or an answering machine when choosing the `Fax/Tel` mode.

##### Do you expect to receive very few faxes?

Choose `Manual` as your receive mode. You control the telephone line and must answer every call yourself. (See *Manual* >> page 28.)

To set the receive mode follow the instructions below:

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



Initial Setup  
1.Receive Mode

- 2 Press **▲** or **▼** to choose Fax Only, Fax/Tel, External TAD or Manual.  
Press **OK**.

- 3 Press **Stop/Exit**.

The LCD will display the current receive mode.

## Using Receive Modes

Some receive modes answer automatically (**Fax Only** and **Fax/Tel**). You may want to change the Ring Delay before using these modes. (See *Ring Delay* >> page 29.)

### Fax Only

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

### Fax/Tel

**Fax/Tel** mode helps you automatically manage incoming calls, by 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 *Ring Delay* >> page 29 and *F/T Ring Time (Fax/Tel mode only)* >> page 29.)

### Manual

**Manual** mode turns off all automatic answering functions unless you are using the Distinctive Ring Receive feature.

To receive a fax in Manual mode lift the machine's handset or press **Hook/Hold**. When you hear fax tones (short repeating beeps), press **Start** to receive a fax. 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* >> page 30.)

## External TAD

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

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

(For more information, see *Connecting an external TAD (telephone answering device)* >> page 37.)





## Receive Modes settings

### Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in Fax Only and Fax/Tel modes.

If you have external or extension telephones on the same line as the machine, keep the Ring Delay setting of 4. (See *Easy Receive* >> page 30 and *Using external and extension telephones* >> page 39.)

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

- 3 Press **▲** or **▼** to choose 00, 01, 02, 03 or 04 for how many times the line rings before the machine answers. Press **OK**.



#### Note

If you choose 00, the machine will answer immediately and the line will not ring at all.



- 4 Press **Stop/Exit**.

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

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

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

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information, see *Using Remote Codes* >> page 39.)

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

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

## Easy Receive

---

### If Easy Receive is On:

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

### If Easy Receive is Semi:

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

If you answered at an extension telephone, press **\*51**. (See *Using external and extension telephones* >> page 39.)

### If Easy Receive is Off:

If you are at the machine and answer a fax call first by lifting the machine's handset, press **Start** to receive.


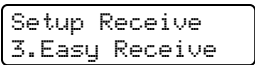
If you answered at an extension telephone press **\*51**.



### Note

---

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

- 1 Make sure you are in FAX mode .
- 2 Press **Menu, 2, 1, 3**.  

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

**Note**

(FAX-2940 only)

You can download PC-FAX Send software from the Brother Solutions Center at <http://solutions.brother.com/>.

## PC-Fax Receive (For Windows® only)

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 the weekend, for example), your machine will receive and store your faxes in its memory. The LCD will show the number of stored faxes received, for example: PC Fax Msg: 001.

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

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

- 1 Press **Menu**, **2**, **5**, **1**.
- 2 Press **▲** or **▼** to choose PC Fax Receive.  
Press **OK**.
- 3 The LCD shows a reminder to start the PC-FAX Receive program on your computer. If you have started the PC-FAX Receive program, press **OK**. If you have not started the PC-FAX Receive program, see Software User's Guide: *PC-FAX receiving*.

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

Backup Print  
Off

Press **OK**.

- 5 Press **Stop/Exit**.

**Important**

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

The faxes stored in the machine's memory will be deleted.

**Note**

- Before you can set up PC-Fax Receive you must install the MFL-Pro Suite software on your PC. Make sure your PC is connected and turned on. (For details, see Software User's Guide: *PC-FAX receiving*.)
- If your machine has a problem and is unable to print faxes in memory, you can use this setting to transfer your faxes to a PC. (For details, see *Transferring your faxes or Fax Journal report* >> page 74.)
- PC-Fax Receive is not supported in Mac OS.

## PC-Fax Send

The Brother PC-FAX feature lets you use your PC to send a document from an application as a standard fax. You can send a file created in any application on your PC as a PC-FAX. You can even attach a cover page. For details, See Software User's Guide: *PC-FAX sending*.


### How to send a PC-FAX:

---

Contact your application vendor if you need more support.


- 1 From your application select **File**, and then **Print**.  
The Print dialog box will be displayed.  
(The steps may vary depending on your application.)
- 2 Select the **Brother PC-FAX**.
- 3 Click **Print**.  
The Brother PC FAX sending dialog will be displayed.
- 4 Enter the recipient's fax number using your computer keyboard or by clicking the numeric keypad of the Brother PC-FAX sending dialog. You can also select a stored number from the Brother PC-FAX **Address Book**.
- 5 Click **Start**.  
Your document will be sent to the Brother machine and then faxed to the recipient.

## Voice operations

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

### Making a telephone call

---

- 1 Pick up the handset.
- 2 When you hear the dial tone, enter a number using the dial pad, One Touch key, or  (**Address Book**) and enter the three-digit Speed Dial number.
- 3 Replace the handset to hang up.

### Hold

---

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



#### Note

---

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

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## Telephone line services

### Voice Mail

---

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after 4 rings and your Brother machine is set to answer after 2 rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after 4 rings and your Voice Mail is set to answer after 2 rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your Voice Mail service, do one of the following:

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother machine that allows a person with one line to receive fax and voice calls through two different telephone numbers on that one line. Brother uses the term 'Distinctive Ring', but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. (See *Distinctive Ring* >> page 34.)

## OR

Set your Brother machine's Receive Mode to "Manual". Manual Mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax sending tones you must transfer the call to the Brother machine. (See *Using external and extension telephones* >> page 39.) Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in MANUAL Mode, see *Choose the correct Receive Mode* >> page 26.)

## Distinctive Ring

---

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term 'Distinctive Ring', but telephone companies market the service under a variety of names, such as Smart Ring, Ring Master or Ident-a-Ring. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.



### Note

---

- You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.
  - Please call your telephone company for availability and rates.
- 

## 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 telephone line. **If you need more than one telephone number, it is cheaper than paying for an extra line.** Each telephone number has its own Distinctive Ring pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone 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 telephone 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 telephone 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 telephone 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 below 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	short-short or long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	



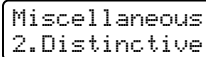
### Note

- Ring Pattern #1 is often called Short-Short and is the most commonly used.
  - 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 **Very important!**

After you have set the Distinctive Ring feature to On, your Distinctive Ring number will receive faxes automatically. The receive mode is automatically set to the D/R mode and the screen will show D/R as the Receive Mode. You cannot change it to another receive mode while Distinctive Ring is set to On. This ensures the Brother machine will only answer the Distinctive Ring number and not interfere when your main telephone number is called.

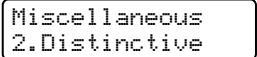
- 1 Press **Menu, 2, 0, 2.**



Miscellaneous  
2.Distinctive

- 2 Press **▲** or **▼** to choose **Set.**
- 3 Press **OK.**
- 4 Press **▲** or **▼** to choose the number of the pre-stored ring pattern you want to use. Press **OK.**  
(You will hear each pattern as you scroll through the four patterns. Make sure you choose the pattern that the telephone company gave you.)
- 5 Press **Stop/Exit.**  
Distinctive Ring is now set to On.

## Turning off Distinctive Ring

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



### Note

If you do not want to receive faxes on your Distinctive Ring number, you can turn off Distinctive Ring. The machine will stay in **Manual** receive mode so you will need to set the Receive Mode again. (See *Choose the correct Receive Mode* ►► page 26.)



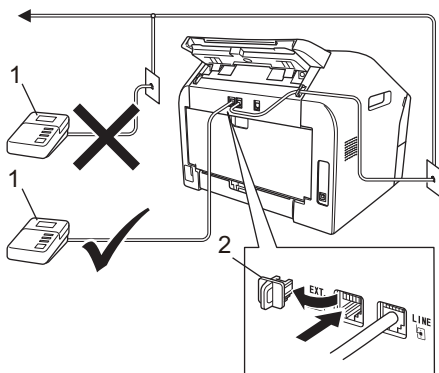
## Connecting an external TAD (telephone answering device)

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

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

Unless you are using Distinctive Ring, the TAD must be connected to the EXT. jack of the machine.

Before you connect an external TAD (telephone answering device), remove the protective cap (2) from the EXT. jack on the machine.



- 1 TAD
- 2 Protective Cap



### Note

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

## Connections

The external TAD must be plugged into the back of the machine, 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 back of the machine, in the jack labeled LINE.
- 2 Plug the telephone line cord from your external TAD into the back of the machine, in 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 Set the Receive Mode to `External TAD`. (See *Choose the correct Receive Mode* >> page 26.)

## Recording an outgoing message (OGM)

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



### Note

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

## Multi-line connections (PBX)

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

We cannot guarantee that your machine will operate 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.

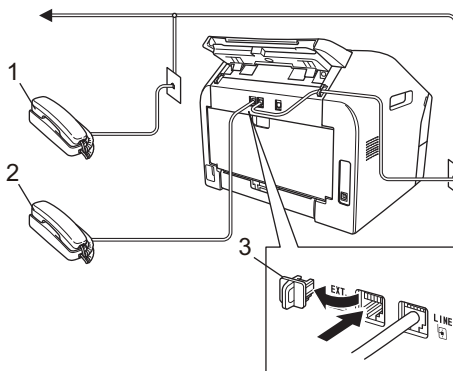
## External and extension telephones

### Connecting an external or extension telephone

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

Connect the telephone line cord to the jack labeled EXT.

Before you connect an external telephone, remove the protective cap (3) from the EXT. jack on the machine.



- 1 Extension telephone
- 2 External telephone
- 3 Protective Cap

When you are using an external telephone, the LCD shows *Ext. Tel in Use*.

## Using external and extension telephones

---

### Using extension telephones

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code **\*51**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **#51**. (See *F/T Ring Time (Fax/Tel mode only)* >> page 29.)

### Using an external telephone (Connected to the EXT. jack of the machine)

If you answer a fax call at the external telephone connected to the EXT jack of the machine, you can make the machine receive the fax by pressing **Hook/Hold** and then **Start**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the machine by lifting the machine's handset.

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

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

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



#### Note

You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* >> page 30.)

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## Using a non-Brother cordless external handset

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If your non-Brother cordless telephone is connected to the EXT. jack of the machine (see *Connecting an external or extension telephone* >> page 38) 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, press **Hook/Hold** and then replace the cordless handset. Press **Hook/Hold** again so you can transfer the call to the cordless handset.

## Using Remote Codes

---

### Fax Receive Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by pressing the Fax Receive Code **\*51**. Wait for the chirping sounds then replace the handset. (See *Easy Receive* >> page 30.)

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Hook/Hold** and then **Start**.

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


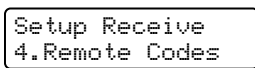
### Telephone Answer Code

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

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the machine by lifting the machine's handset.

## Changing the Remote Codes

The preset Fax Receive Code is \*51. The preset Telephone Answer Code is #51. If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example ### and 999.

- 1 Make sure you are in FAX mode .
- 2 Press **Menu, 2, 1, 4**.  

- 3 Press **▲** or **▼** to choose **On** (or **Off**).  
Press **OK**.
- 4 If you chose **On** in step 3, enter the new Fax Receive Code.  
Press **OK**.
- 5 Enter the new Telephone Answer Code.  
Press **OK**.
- 6 Press **Stop/Exit**.

## How to dial

You can dial in any of the following ways.

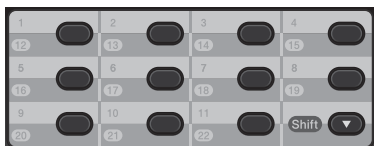
### Manual dialing

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




### One Touch dialing

Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* >> page 43.)



To dial One Touch numbers 12 to 22, hold down **Shift** as you press the One Touch key.

### Speed Dialing

Press  (**Address Book**) and enter the three-digit Speed Dial number. (See *Storing Speed Dial numbers* >> page 43.)



Three-digit number




#### Note

If the LCD shows *Register Now?* when you enter a One Touch or a Speed Dial number, it means that a number is not stored there.

## Search

---

You can search alphabetically for names you have stored in the One Touch and Speed Dial memories. (See *Storing One Touch Dial numbers* >> page 43 and *Storing Speed Dial numbers* >> page 43.)

- 1 Press  (**Address Book**) twice.
- 2 Press the dial pad key for the first few letters of the name. (See *Entering text* >> page 113.) Press **OK**.
- 3 Press **▲** or **▼** to scroll until you find the name you are looking for. Press **OK**.
- 4 Press **Start**.



### Note

---

- If you do not enter a letter and press **OK** in step 2, all registered names will appear. Press **▲** or **▼** to scroll until you find the name you are looking for.
- If the LCD shows `No Contact Found` when you enter the first few letters of the name, it means that a name for the letter is not stored.

## Fax redial

---

If you are sending a fax automatically and the line is busy, the machine will automatically redial one time after five minutes.

If you are sending a fax manually and the line is busy, press **Redial/Pause**, wait for the other fax machine to answer, and then press **Start** to try again. If you want to make a second call to the last number dialed, you can save time by pressing **Redial/Pause** and **Start**.

**Redial/Pause** only works if you dialed from the control panel.

## Storing numbers

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

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

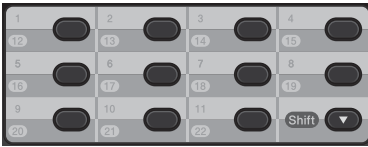
## Storing a pause

---

Press **Redial/Pause** to insert a 3.5-second pause between numbers. You can press **Redial/Pause** as many times as needed to increase the length of the pause.


## Storing One Touch Dial numbers


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



- 1 Press the One Touch key where you want to store the number.  
If a number is not stored there, the LCD shows *Register Now?* Press **1** to choose *Yes*.
- 2 Enter the telephone or fax number (up to 20 characters).  
Press **OK**.
- 3 Choose one of the following:
  - Enter the name using the dial pad (up to 15 characters). See *Entering text* ►► page 113.  
Press **OK**.
  - Press **OK** to store the number without a name.
- 4 To store another One Touch number, go to 1.

## Storing Speed Dial numbers

You can store your frequently used numbers as Speed Dial numbers, so that when you dial you will only have to press a few keys (  (**Address Book**), the three-digit Speed Dial number and **Start**). The machine can store 200 Speed Dial numbers (001 - 200).

- 1 Press  (**Address Book**) and enter a three-digit Speed Dial location number (001-200). If a number is not stored there, the LCD shows *Register Now?* Press **1** to choose *Yes*.
- 2 Enter the telephone or fax number (up to 20 characters).  
Press **OK**.
- 3 Do one of the following:
  - Enter the name using the dial pad (up to 15 characters). See *Entering text* ►► page 113.  
Press **OK**.
  - Press **OK** to store the number without a name.
- 4 To store another Speed Dial number, go to 1.

## Changing One Touch and Speed Dial numbers

If you try to change a One Touch or Speed Dial number, the LCD will show the name or number already stored there. If the One Touch or Speed Dial number you are trying to change has a scheduled job or has been set to a fax forwarding number, the LCD will ask you if you want to change the name or number.

### 1 Do one of the following:

- To change a stored One Touch number, press **Menu, 2, 3, 1**.

```
Address Book
1.One Touch Dial
```

Press the One Touch key you want to change.

- To change a stored Speed Dial number, press **Menu, 2, 3, 2**.

```
Address Book
2.Speed Dial
```

Enter the Speed Dial number you want to change, then press **OK**.

### 2 Do one of the following:

- To change the stored data, press **1**. Go to step 3.
- To exit without making a change, press **Stop/Exit**.

```
#005:MIKE
1.Change 2.Clear
```

### 3 Edit the number and name by the following the instruction. When you are finished editing, press **OK**.

- To edit the stored name or number, press **◀** or **▶** to position the cursor under the character you want to change and press **Clear**. Then enter the correct character.

### 4 Press **Stop/Exit**.

## Deleting One Touch and Speed Dial numbers

If you try to delete a One Touch or Speed Dial number, the LCD will show the name or number already stored there. If the One Touch or Speed Dial number you are trying to delete has a scheduled job or has been set to a fax forwarding number, the LCD will ask you if you want to change the name or number.

### 1 Do one of the following:

- To delete a stored One Touch number, press **Menu, 2, 3, 1**.

```
Address Book
1.One Touch Dial
```

Press the One Touch key you want to delete.

- To delete a stored Speed Dial number, press **Menu, 2, 3, 2**.

```
Address Book
2.Speed Dial
```

Enter the Speed Dial number you want to delete then press **OK**.

### 2 To delete the stored data, press **2**.

```
#005:MIKE
1.Change 2.Clear
```

### 3 Do one of the following:

- To confirm to delete the stored data, press **1**.
- To exit without deleting the stored data, press **2**.


```
Erase This Data?
1.Yes 2.No
```

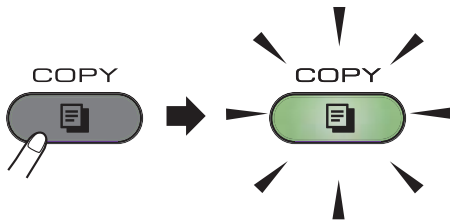
### 4 Press **Stop/Exit**.



## How to copy

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

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



- The LCD shows:

```
Stack   Copies:01
100%   □□■□□ Auto
```



### Note

The default setting is FAX mode. You can change the amount of time that the machine stays in COPY mode after the last copy operation. (See *Advanced User's Guide: Mode Timer*.)

- 2 Place the document *face down* in the ADF. (See *Using the automatic document feeder (ADF)* >> page 22.)
- 3 Press **Start**.

## Stop copying

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

## Copy settings

Press the temporary COPY key **Options**.

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

You can change the following copy settings:

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

# 10

## How to print from your computer (For MFC-7240)



### Note

(For FAX-2840 and FAX-2940)

You can download the printer driver from the Brother Solutions Center at <http://solutions.brother.com/>.

5 Click **OK**.

6 Click **Print** to begin printing.

## Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver. (See Software User's Guide: *Printing* for Windows® or *Printing and Faxing* for Macintosh in Software User's Guide for details about the print settings.)

- 1 Install the Brother printer driver from the Installer CD-ROM. (See Quick Setup Guide.)
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the **Print** dialog box and click **Properties** (or **Preferences**, depending on your operating system).
- 4 Choose the settings you want in the **Properties** (or **Preferences**) dialog box.
  - Paper Size
  - Orientation
  - Copies
  - Media Type
  - Resolution
  - Print Settings
  - Multiple Page
  - Duplex/Booklet
  - Paper Source

## Before scanning

To use the machine as a scanner, install a scanner driver.

Install the scanner drivers from the Installer CD-ROM. (See Quick Setup Guide: *Install MFL-Pro Suite.*)



### Note

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(For FAX-2940)

You can download the scanner driver without the Brother ControlCenter from the Brother Solutions Center at <http://solutions.brother.com/>.

Please note that FAX-2940 does not support the scanning function for Mac OS X 10.5.8 users.

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## Scanning a document as a PDF file using ControlCenter4 (Windows®)

(For detailed information, see Software User's Guide: *Scanning.*)



### Note

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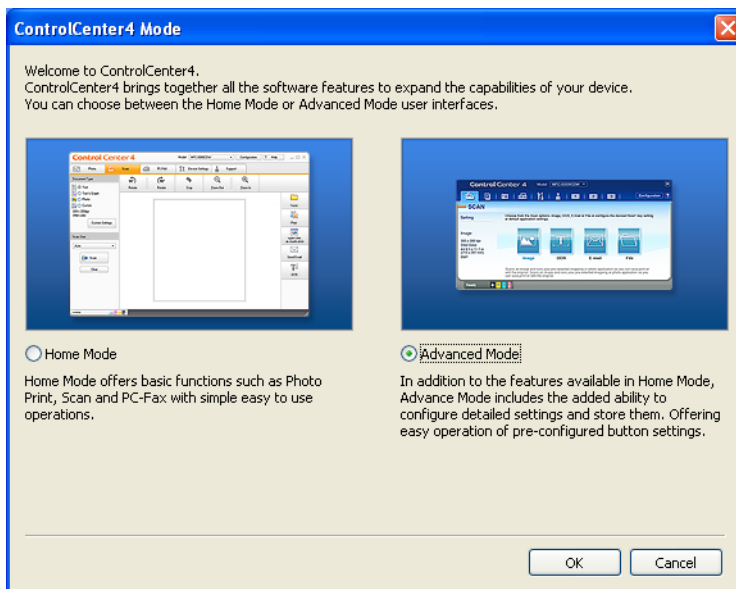
The screens on your PC may vary depending on your model.

---

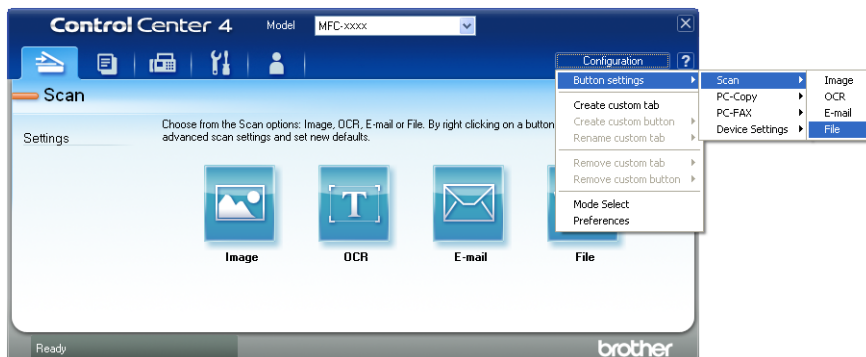
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

- 1 Load your document. (See *How to load documents* >> page 22.)
- 2 Open ControlCenter4 by clicking **Start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

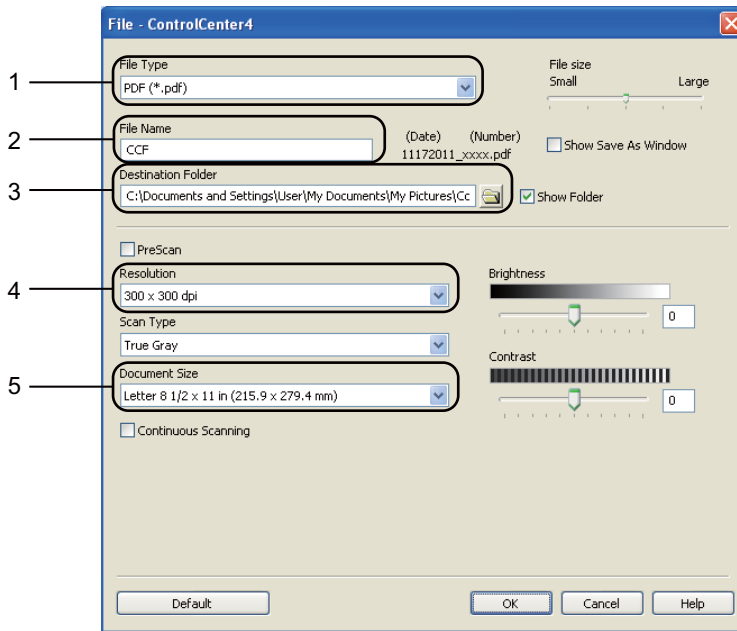
- 3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode** and then click **OK**.




- 4 Make sure the machine you want to use is selected from the **Model** pull-down list.
- 5 Set the scanning configuration. Click **Configuration**, and then select **Button settings**, **Scan** and **File**.



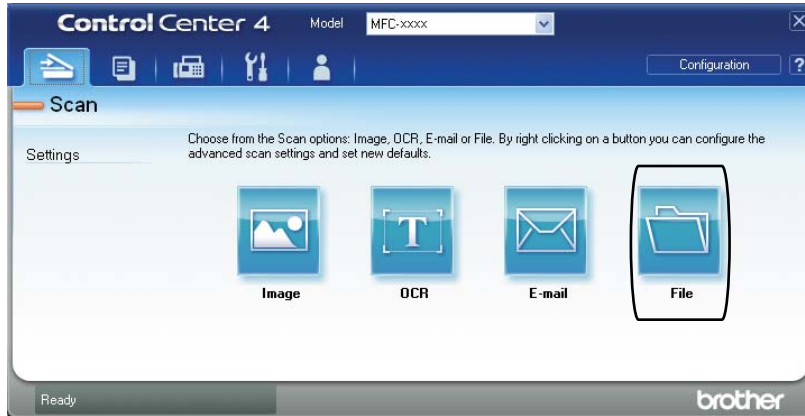
The configuration dialog box appears. You can change the default settings.



- 1 Choose **PDF (\*.pdf)** from the **File Type** pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.

- 6 Click **OK**.

- 7 Click **File**.  
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



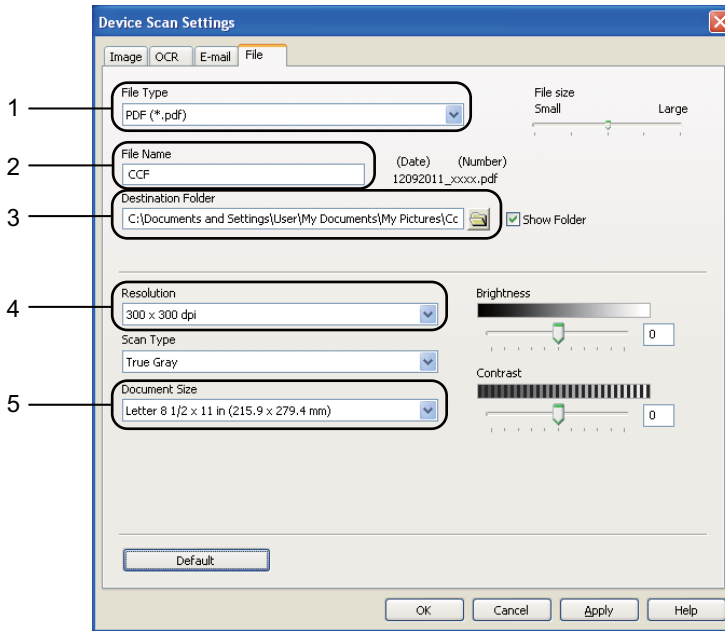
# How to change the SCAN key settings for PDF scanning


You can change your machine's **SCAN** key settings using ControlCenter4 (Windows®).

- 1 Open ControlCenter4 by clicking **Start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 2 Make sure the machine you want to use is selected from the **Model** pull-down list.
- 3 Click the **Device Settings** tab.
- 4 Click **Device Scan Settings**.



- 5 Choose the **File** tab. You can change the default settings.




- 1 Choose **PDF (\*.pdf)** from the **File Type** pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.

- 6 Click **OK**.



# How to scan a document as a PDF file using the SCAN key

- 1 Load your document. (See *How to load documents* >> page 22.)
- 2 Press  (**SCAN**).
- 3 Press **▲** or **▼** to choose **Scan to PC**.  
Press **OK**.
- 4 Press **▲** or **▼** to choose **File**.  
Press **OK**.
- 5 Press **Start**.  
The machine starts the scanning process.



## Note

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The following scan modes are available:

Scan to:

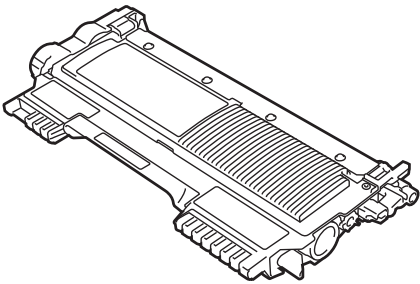
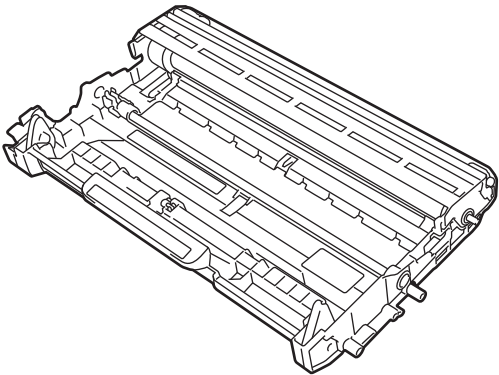
- Image (Scan to PC)
- OCR (Scan to PC)
- E-mail (Scan to PC)
- File (Scan to PC)

# A

## Routine maintenance

### Replacing the consumable items

The machine will indicate when it is time to replace the consumable items. (See *Replacing the toner cartridge* >> page 55 and *Replacing the drum unit* >> page 62.)

Toner cartridge	Drum unit
See <i>Replacing the toner cartridge</i> >> page 55. Order No. TN-420, TN-450	See <i>Replacing the drum unit</i> >> page 62. Order No. DR-420
	



#### Note

- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.
- We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life of the toner cartridge is based on ISO/IEC 19752. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

## Replacing the toner cartridge

Order Number: For the order numbers of toner cartridges, see *Replacing the consumable items* >> page 54.

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

The toner cartridge that comes supplied with the machine will need to be replaced after approximately 700 pages for FAX-2840 and MFC-7240; or 1,200 pages for FAX-2940<sup>1</sup>.

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



### Note

- It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
- To ensure high quality printing, we recommend that you use only Genuine Brother Brand toner cartridges. When you want to buy toner cartridges, please call Brother Customer Service.
- (For MFC-7240)  
If you print graphics, bold text, charts, Web pages with borders, and other types of printouts that consist of more than simple text, the amount of toner used will increase.
- We recommend that you clean the machine when you replace the toner cartridge. See *Advanced User's Guide: Cleaning the machine*.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

## Toner Low

`Toner Low`

If the LCD shows `Toner Low`, buy a new toner cartridge and have it ready before you get a `Replace Toner` message.

## Replace Toner

When the following message appears on the LCD, you need to replace the toner cartridge:

`Replace Toner`

The machine will stop printing until you replace the toner cartridge. A new genuine Brother toner cartridge will reset the `Replace Toner` mode.



### Note

To force the machine to continue printing after the LCD shows `Replace Toner`, set the machine to `Continue` mode (**Menu**, **1**, **7**, and choose `Continue`). The machine will continue printing until the LCD shows `Toner Ended`. (For details about the Toner settings, see *Advanced User's Guide: Toner Settings*.)

## Toner Ended

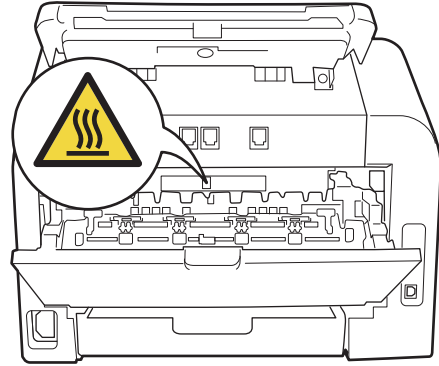
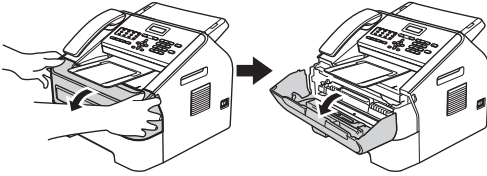
When the following message appears on the LCD, you need to replace the toner cartridge:

`Toner Ended`

The machine stops printing until you replace the toner cartridge with a new one. (See *Replacing the toner cartridge* >> page 56.)

## Replacing the toner cartridge

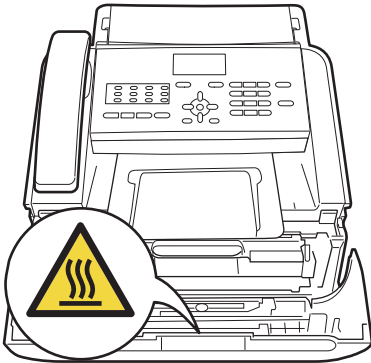
- 1 Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the internal parts of the machine that are extremely hot.



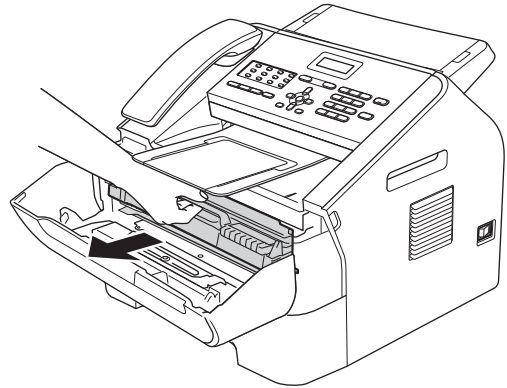
### WARNING

#### HOT SURFACE

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

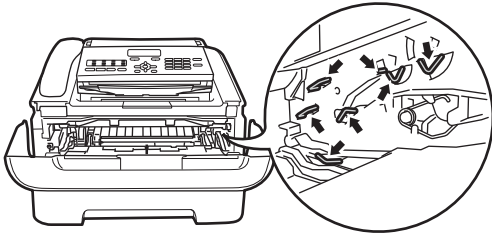


- 2 Take out the drum unit and toner cartridge assembly.

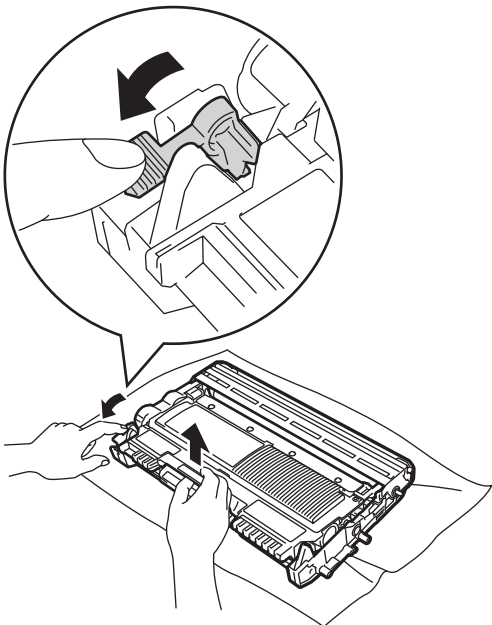


### Important

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



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



**⚠ WARNING**

DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.

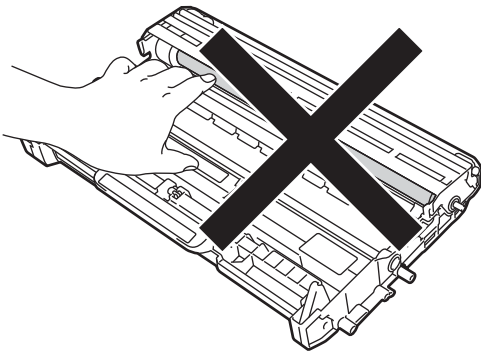
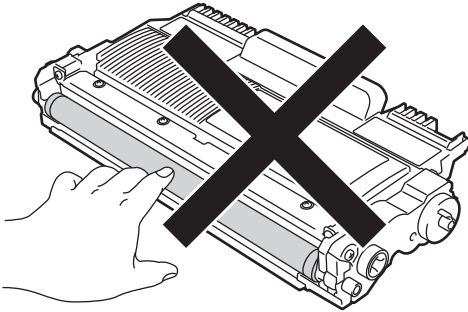
DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.  
(See Product Safety Guide: *To use the product safely.*)



Be careful not to inhale toner.

## ❗ Important

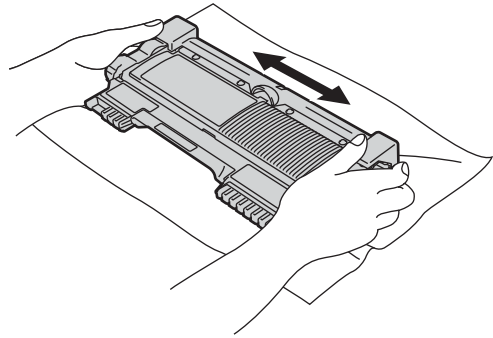
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



## 📄 Note

- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

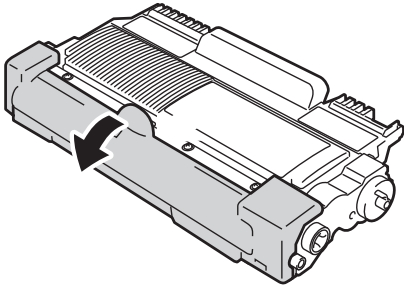
4. Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



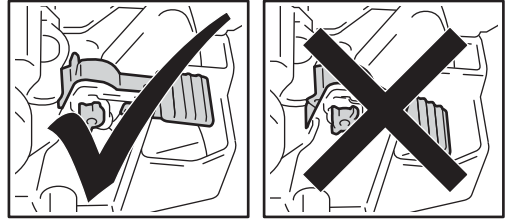
## ❗ Important

- Wait to unpack the new toner cartridge until immediately before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.
- Brother strongly recommends that you DO NOT refill the toner cartridge provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement toner cartridges. Use or attempted use of third party toner and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. In addition, use of third party toner and /or cartridges may trigger incorrect status messages, cause the printer to stop prematurely or otherwise malfunction. Our limited warranty coverage does not apply to any problem that is caused by the use of third-party toner and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

- 5 Pull off the protective cover.

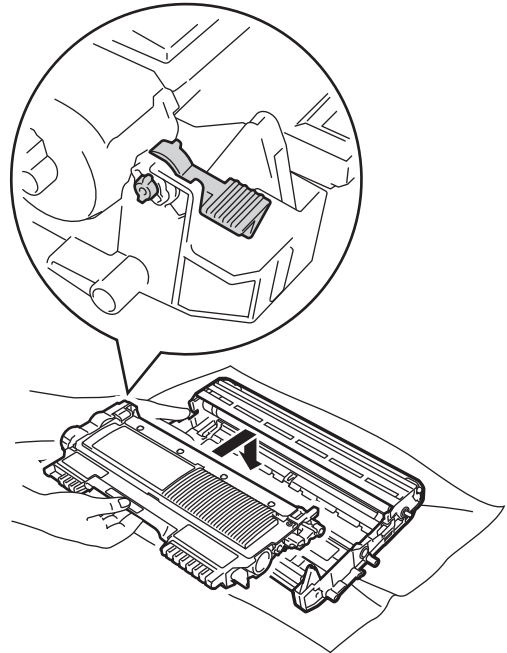
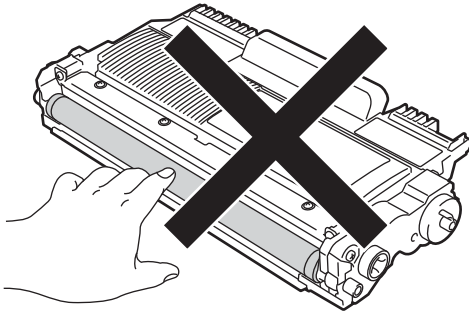


- 6 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in properly, the green lock lever will lift automatically.



**! Important**

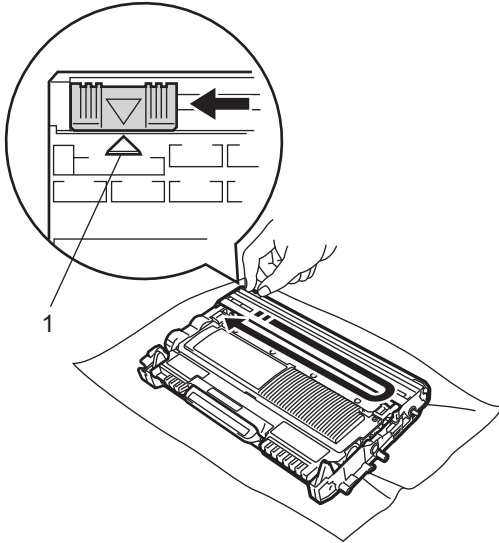
Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, **DO NOT** touch the shaded parts shown in the illustration.



**Note**

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

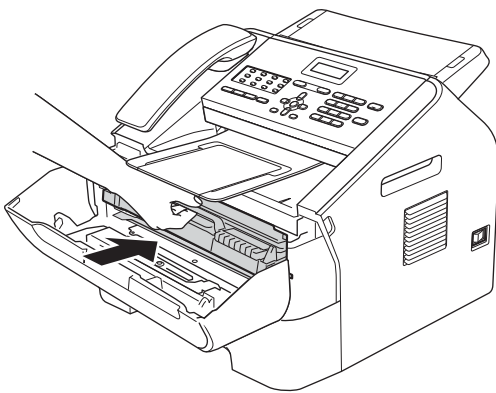
- 7 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



 **Note**

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

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



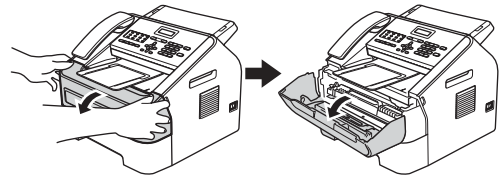
 **Note**

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

## Cleaning the corona wire

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

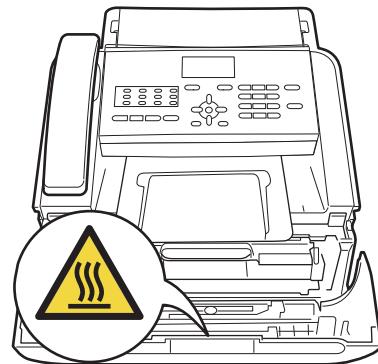
- 1 Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the internal parts of the machine that are extremely hot.



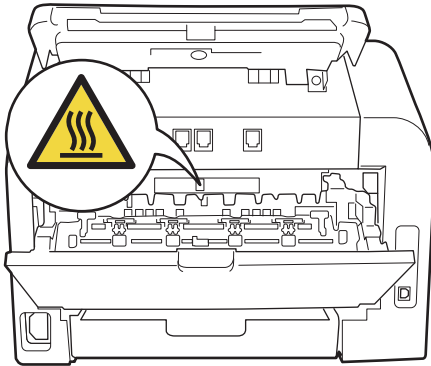
## WARNING

### HOT SURFACE

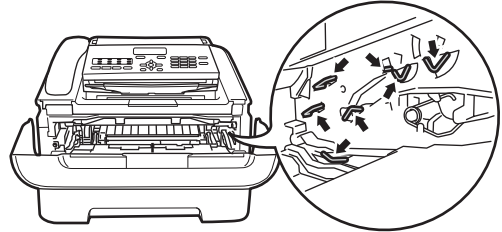
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



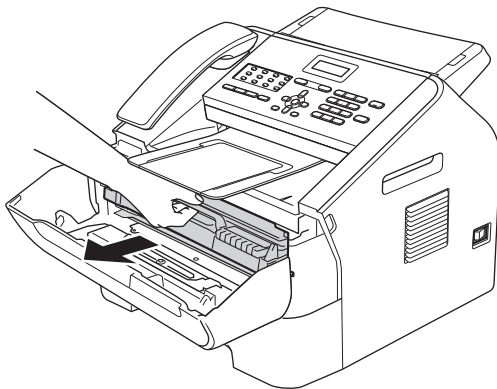




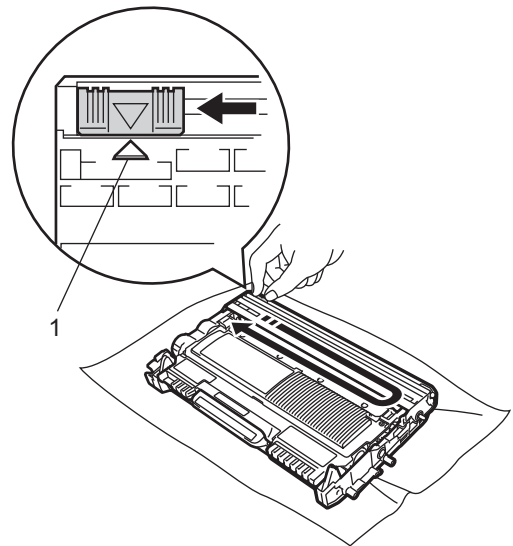
- To prevent damage to the machine caused by static electricity, **DO NOT** touch the electrodes shown in the illustration.



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



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



### ! Important

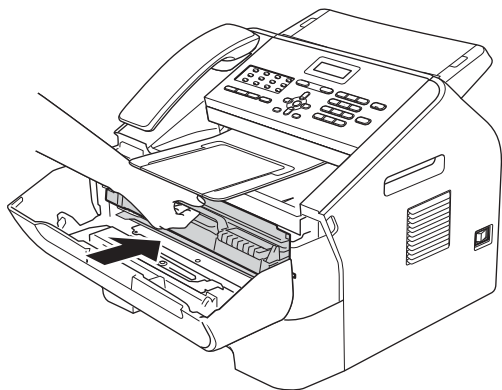
- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe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



### Note

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

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



- Printing with a non-Brother drum unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage does not apply to problems caused by the use of a non-Brother drum unit.

## Replacing the drum unit

Order No. DR-420

A new drum unit can print approximately 12,000 Letter or A4 size single-sided pages.



### Note

- There are many factors that determine the actual drum life, such as the temperature, humidity, type of paper, type of toner used and so on. Under ideal conditions, the average drum life is estimated at approximately 12,000 pages. The actual number of pages that your drum will print may be significantly less than this estimate. Because we have no control over the many factors that determine the actual drum life, we cannot guarantee a minimum number of pages that will be printed by your drum.
- For best performance, use only genuine Brother toner. The machine should be used only in a clean, dust-free environment with adequate ventilation.

## Drum Error

Drum Error

The corona wire has become dirty. Clean the corona wire in the drum unit. (See *Cleaning the corona wire* >> page 60.)

If you cleaned the corona wire and **Drum Error** was not cleared, replace the drum unit with a new one.

## Replace Drum

Replace Drum

Please replace the drum unit with a new one. We recommend a genuine Brother drum unit be installed at this time.

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

## Drum Stop

Drum Stop

We cannot guarantee the print quality. Please replace the drum unit with a new one. We recommend a genuine Brother drum unit be installed at this time.

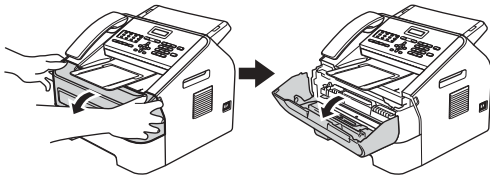
After replacement, reset the drum counter by following the instructions included with the new drum unit.

## Replacing the drum unit

### ! Important

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- Every time you replace the drum unit, clean the inside of the machine. (See *Advanced User's Guide: Cleaning the machine.*)
- Wait to unpack the new drum unit until immediately before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

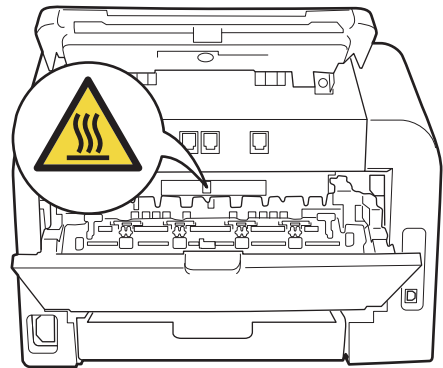
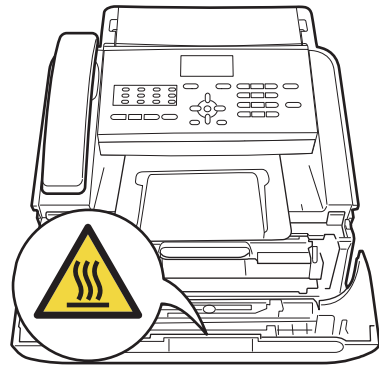
- 1 Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the internal parts of the machine that are extremely hot.



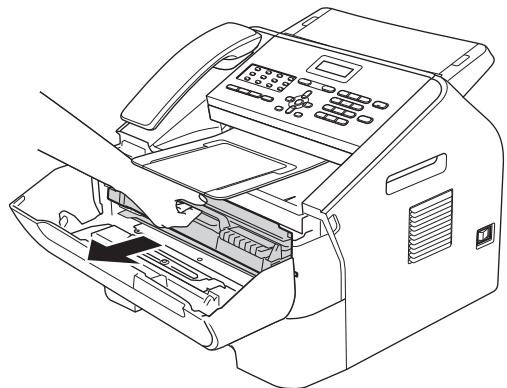
### ! WARNING

#### HOT SURFACE

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



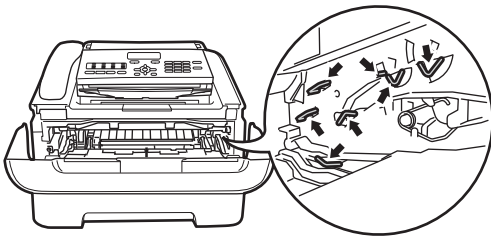
- 2 Take out the drum unit and toner cartridge assembly.



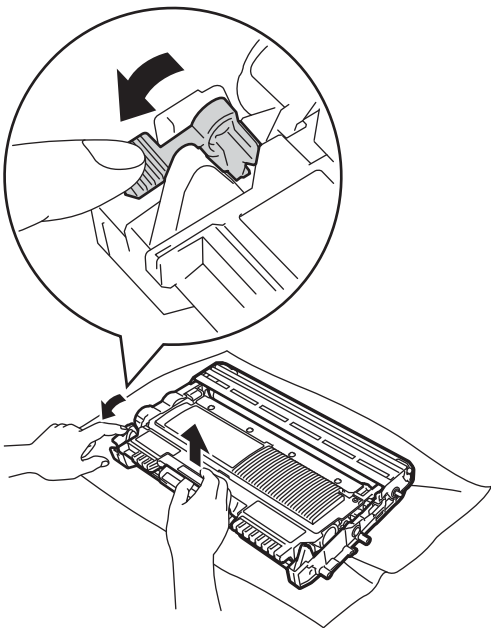
A

### ❗ Important

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



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



### ⚠ WARNING

DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.

DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.

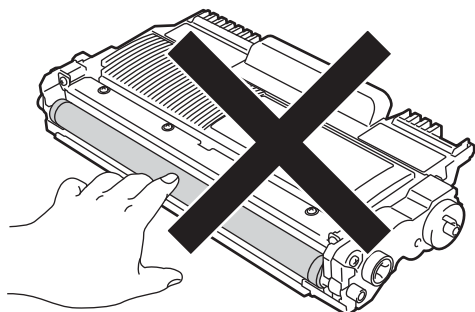
(See Product Safety Guide: *To use the product safely.*)

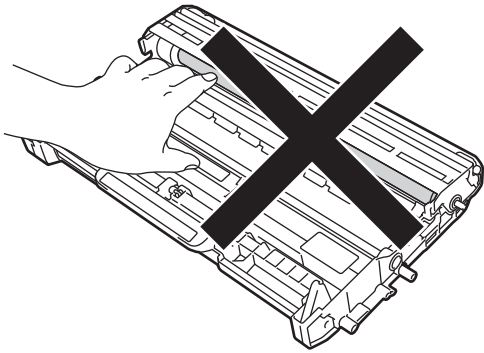


Be careful not to inhale toner.

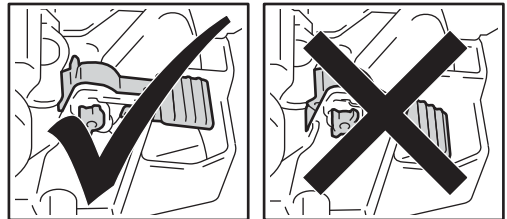
### ❗ Important

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



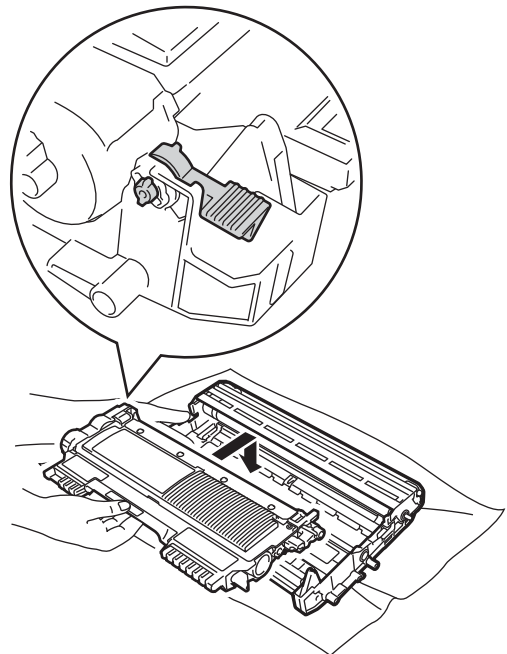


- 5 Put the toner cartridge firmly into the new drum unit until you hear it lock into place. If you put the cartridge in properly, the green lock lever will lift automatically.



**Note**

- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the unit.
- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.



- 4 Unpack the new drum unit.



**Note**

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

- 6 Put the new drum unit and toner cartridge assembly in the machine.

**Resetting the drum counter**

When you replace the drum unit with a new one, you need to reset the drum counter by completing the following steps:

- 1 Press **Clear**.  
To confirm you are installing a new drum unit, press **1**.
- 2 When the LCD shows *Accepted*, close the front cover.

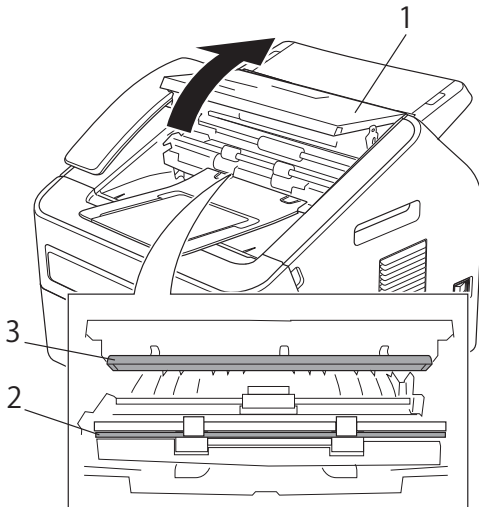
## Cleaning the scanner glass

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

### Note

(For FAX-2840 and MFC-7240)  
To prevent you from losing any important messages, see *Transferring your faxes or Fax Journal report* >> page 74.

- 2 Lift the control panel cover (1). Carefully remove dirt from the glass strip (2) and the white bar (3) above it with a soft lint-free cloth moistened with water.



- 3 Close the control panel cover.

### Note

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

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

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

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

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

## Identifying your problem

First, check the following:

- The machine's power cord is connected properly and the machine's power switch is turned on.  
If the machine does not turn on after connecting the power cord, see *Other difficulties* >> page 90.
- All of the protective parts have been removed.
- Paper is inserted properly in the paper tray.
- (For MFC-7240)  
The interface cables are securely connected to the machine and the computer.
- LCD Messages  
(See *Error and maintenance messages* >> page 69.)

If you did not solve your problem with the above checks, identify your problem and then go to the page suggested below.

Paper handling and Printing problems:

- *Printing difficulties (For MFC-7240)* >> page 88
- *Paper handling difficulties* >> page 89
- *Printing received faxes* >> page 84

Telephone and Fax problems:

- *Telephone line or connections* >> page 85
- *Handling incoming calls* >> page 87
- *Receiving Faxes* >> page 85
- *Sending faxes* >> page 87

Copying problems:

- *Copying difficulties* >> page 88

Scanning problems (For MFC-7240):

- *Scanning difficulties (For MFC-7240)* >> page 89

Software problems (For MFC-7240):

- *Software difficulties (For MFC-7240)* >> page 89



## Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown below.

You can correct most errors and perform routine maintenance by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:

Visit us at <http://solutions.brother.com/>.

Error Message	Cause	Action
Cartridge Error	The toner cartridge is not installed properly.	Pull out the drum unit and remove the toner cartridge, then re-install the toner cartridge in the drum unit.
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows Cooling Down, and Wait for a while.	<p>Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something.</p> <p>If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes.</p> <p>(For FAX-2840 and MFC-7240) See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 74 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</p> <p>(For FAX-2940) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</p>
Cover is Open	The front cover is not completely closed.	Close the front cover of the machine.
Cover is Open	The Control panel cover is not completely closed.	Close the Control panel cover of the machine.
Cover is Open	The Control panel cover was open when you loaded a document.	Close the Control panel cover of the machine, then press <b>Stop/Exit</b> .



Error Message	Cause	Action
Cover is Open	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	<ul style="list-style-type: none"> <li>■ Close the fuser cover of the machine.</li> <li>■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press <b>Start</b>.</li> </ul>
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	See <i>Document was not inserted or fed properly, or was too long</i> >> page 75 or <i>Using the automatic document feeder (ADF)</i> >> page 22.
DR Mode in Use	The machine is set to Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to Off. (See <i>Distinctive Ring</i> >> page 34.)
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See <i>Cleaning the corona wire</i> >> page 60.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> >> page 62.)
EL Error	The machine has a mechanical problem.	Open the front cover and close it again.
Fuser Error	<p>The temperature of the fuser unit does not rise to a specified temperature within the specified time.</p> <p>The fuser unit is too hot.</p>	<p>(For FAX-2840 and MFC-7240 ) Received fax messages still in memory will be lost when the machine is turned off. See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 74 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</p> <p>(For FAX-2940) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</p>

Error Message	Cause	Action
Init Unable XX	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>■ (For FAX-2840 and MFC-7240 ) Received fax messages still in memory will be lost when the machine is turned off. See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 74 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</li> <li>(For FAX-2940) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</li> <li>■ If the problem continues, call Brother Customer Service.</li> </ul>
Jam Inside	The paper is jammed inside the machine.	(See <i>Paper is jammed inside the machine</i> >> page 79.)
Jam Rear	The paper is jammed in the back of the machine.	(See <i>Paper is jammed at the back of the machine</i> >> page 76.)
Jam Tray	The paper is jammed in the paper tray of the machine.	(See <i>Paper is jammed in the standard paper tray</i> >> page 75.)
Manual Feed	<b>Manual</b> was selected as the paper source when there was no paper in the manual feed slot.	Place a sheet of paper in the manual feed slot. (See <i>Loading paper in the manual feed slot</i> >> page 11.)
No Paper	The machine is out of paper or paper is not properly loaded in the paper tray.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Refill the paper in the paper tray and press <b>Start</b>.</li> <li>■ Remove the paper and load it again. Then press <b>Start</b>.</li> <li>■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See <i>Advanced User's Guide: Cleaning the paper pick-up rollers.</i>)</li> </ul>
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge is not installed correctly.	Pull out the drum unit. Take out the toner cartridge and then put it back into the drum unit.



Error Message	Cause	Action
Out of Memory	The machine's memory is full.	<p><b>Fax sending or copy operation in process</b></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Press <b>Start</b> to send or copy the scanned pages.</li> <li>■ Press <b>Stop/Exit</b> and wait until the other operations in progress finish, and then try again.</li> <li>■ Clear the faxes from the memory.</li> </ul> <p>Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory. (See <i>Advanced User's Guide: Printing a fax from the memory and Fax Storage.</i>)</p> <p><b>Print operation in process</b></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Reduce the print resolution. (See <i>Software User's Guide: Basic tab</i>)</li> <li>■ Clear the faxes from the memory. (See the above explanation.)</li> </ul>
Print Unable XX	The machine has a mechanical problem.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ (For FAX-2840 and MFC-7240) See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 74 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</li> <li>(For FAX-2940) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</li> <li>■ If the problem continues, call Brother Customer Service.</li> </ul>
Replace Drum	It is time to replace the drum unit.	<p>Replace the drum unit.</p> <p>(See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</p>
	The drum unit counter was not reset when a new drum was installed.	<p>Reset the drum unit counter.</p> <p>(See <i>Resetting the drum counter</i> &gt;&gt; page 65.)</p>

Error Message	Cause	Action
Replace Toner	<p>The toner cartridge is at the end of its life. The machine will stop printing until you replace the toner cartridge.</p> <p>While memory is available, faxes will be stored in the memory.</p>	<p>If you have set the Toner setting to <b>Stop</b>, replace the toner cartridge with a new and unused original Brother toner cartridge. This will reset the Replace Toner mode. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 55.)</p> <p>If you have set the Toner setting to <b>Continue</b>, the machine will continue to print data until the LCD shows <b>Toner Ended</b>. For how to operate the machine in Continue mode, see Advanced User's Guide: <i>Toner Settings</i>.</p>
Scan Unable XX	<p>The machine has a mechanical problem.</p>	<ul style="list-style-type: none"> <li>■ (For FAX-2840 and MFC-7240) See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 74 before disconnecting the machine so you will not lose any important messages. Then, turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</li> <li>(For FAX-2940) Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.</li> <li>■ If the problem continues, call Brother Customer Service.</li> </ul>
Size mismatch	<p>The paper in the tray is not a correct size.</p>	<p>Load an appropriate size of paper in the tray, and re-set the "Paper Size" (<b>Menu, 1, 2, 2</b>). (See <i>Paper Size</i> &gt;&gt; page 16.)</p>
Toner Ended	<p>It is time to replace the toner cartridge.</p> <p>While memory is available, faxes will be stored in the memory.</p>	<p>Replace the toner cartridge with a new one. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 55.)</p>
Toner Low	<p>If the LCD shows <b>Toner Low</b> you can still print; however, the machine is telling you that the toner cartridge is near the end of its life.</p>	<p>Order a new toner cartridge now so a replacement toner cartridge will be available when the LCD shows <b>Replace Toner</b> or <b>Toner Ended</b>.</p>



## Transferring your faxes or Fax Journal report

If the LCD shows:

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

(For FAX-2840 and MFC-7240)

If it is necessary to disconnect the machine from the AC power outlet, we recommend transferring your faxes to another fax machine or to your PC (MFC-7240 only) before you unplug the machine. (See *Transferring faxes to another fax machine* >> page 74 or *Transferring faxes to your PC (For MFC-7240)* >> page 74.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring Fax Journal report to another fax machine* >> page 74.)



### Note

If there is an error message on the machine's LCD, after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

## Transferring faxes to another fax machine

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

- 1 Press **Menu, 9, 0, 1.**
- 2 Do one of the following:
  - If the LCD shows **No Data**, there are no faxes left in the machine's memory. Press **Stop/Exit.**
  - Enter the fax number to which faxes will be forwarded. Press **Start.**

## Transferring faxes to your PC (For MFC-7240)

You can transfer the faxes from your machine's memory to your PC.

- 1 Make sure that you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-Fax Receiving** on the PC. (For details about PC-Fax Receive, see Software User's Guide: *PC-FAX receiving.*)
- 2 Make sure that you have set **PC Fax Receive** on the machine. (See *PC-Fax Receive (For Windows® only)* >> page 31.)  
If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.
- 3 Do one of the following:
  - To transfer all faxes to your PC, press **1**. You will be asked if you want a backup print.
  - To exit and leave the faxes in the memory, press **2**.
- 4 Press **Stop/Exit.**

## Transferring Fax Journal report to another fax machine

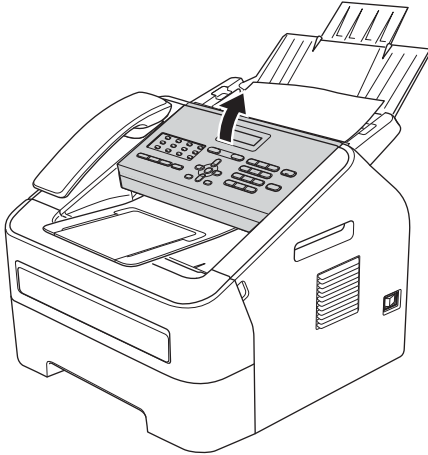
If you have not set up your Station ID, you cannot enter fax transfer mode. (See Quick Setup Guide: *Set your Station ID.*)

- 1 Press **Menu, 9, 0, 2.**
- 2 Enter the fax number to which the Fax Journal report will be forwarded.
- 3 Press **Start.**

## Document Jams

### Document was not inserted or fed properly, or was too long

- 1 Open the control panel cover.



- 2 Carefully pull the jammed document toward the front of the machine.



- 3 Close the control panel cover.
- 4 Press **Stop/Exit**.

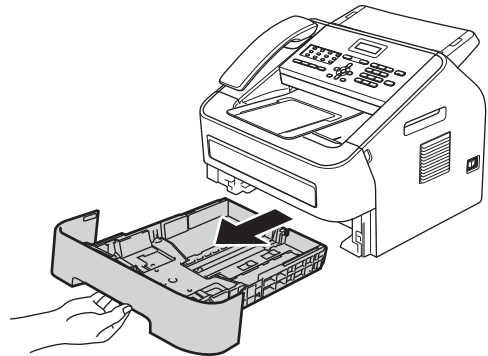
## Paper Jams

Always remove all paper from the paper tray and straighten the stack when you add new paper. This helps prevent multiple sheets of paper from feeding through the machine at the same time and prevents paper jams.

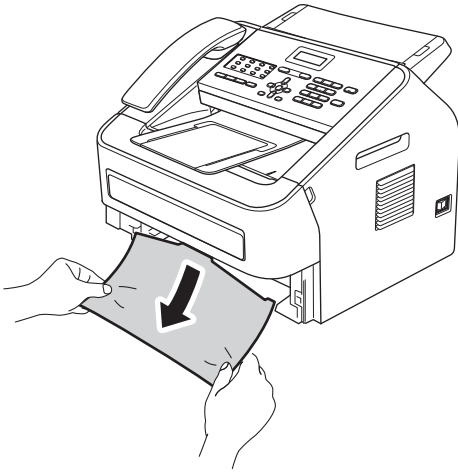
### Paper is jammed in the standard paper tray

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

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



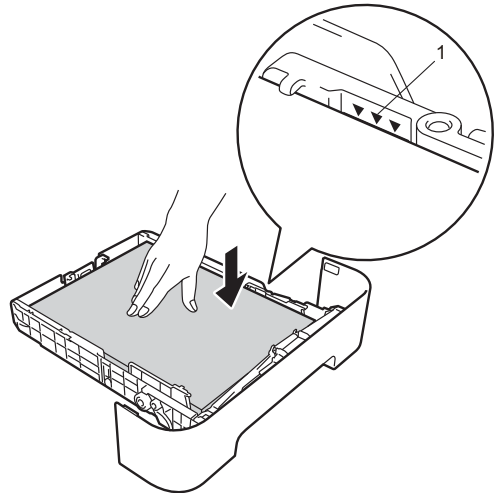
- 2 Use both hands to slowly pull out the jammed paper.



#### Note

Pulling out the jammed paper downwards allows you to remove the paper more easily.

- 3 Make sure the paper is below the maximum paper mark (▼▼▼) (1) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See *Loading paper in the standard paper tray* >> page 9.)

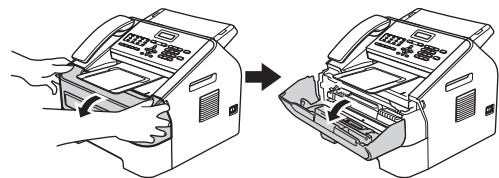


- 4 Put the paper tray firmly back in the machine.

## Paper is jammed at the back of the machine

If the LCD shows `Jam Rear`, a paper jam occurred behind the back cover. Follow these steps:

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

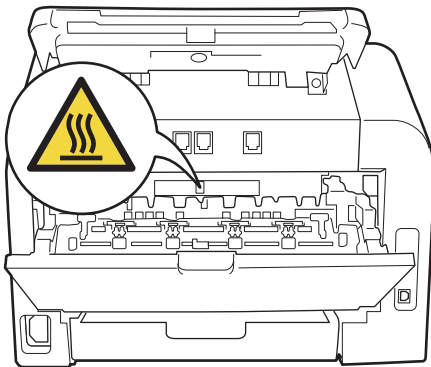
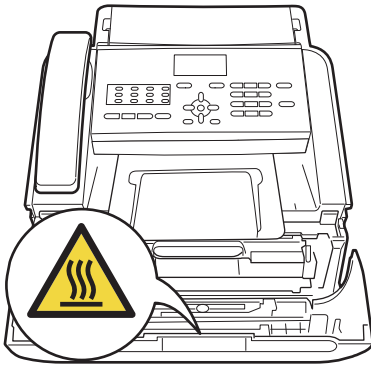




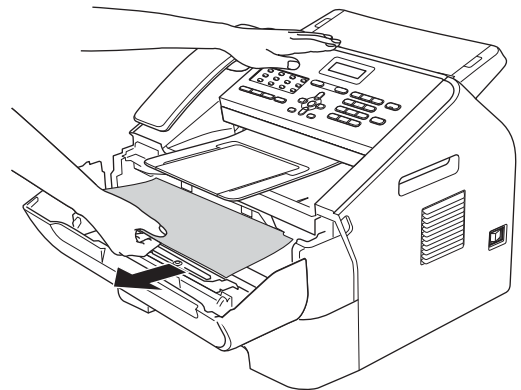
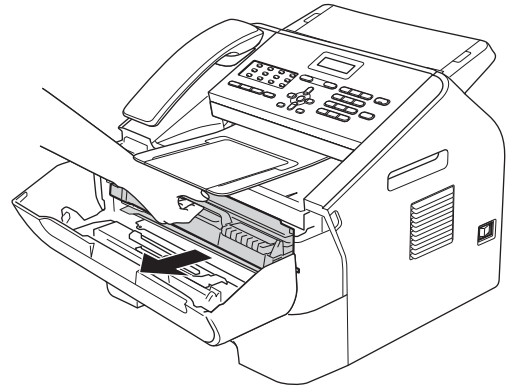
**! WARNING**

**HOT SURFACE**

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

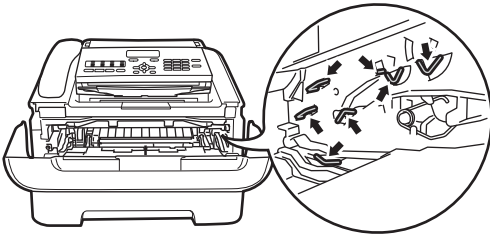


- 2 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.

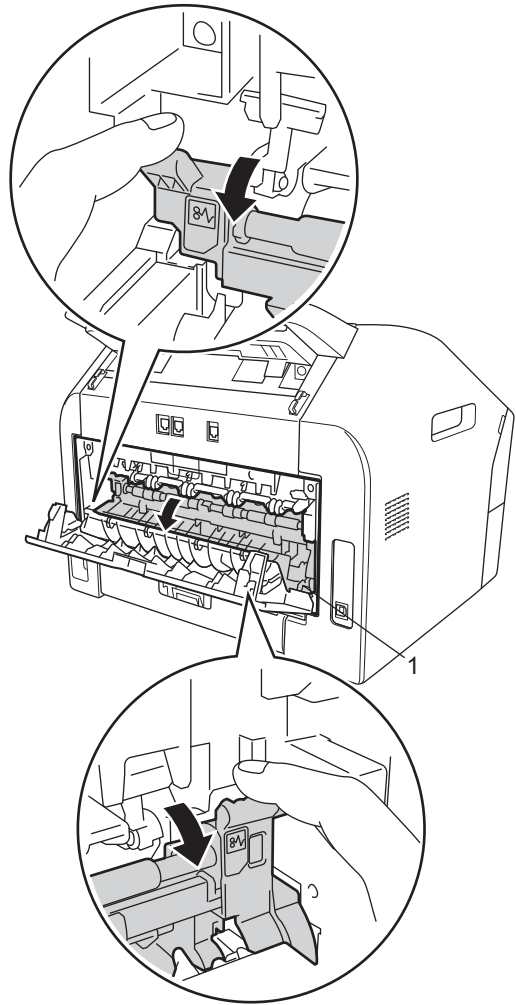


### ❗ Important

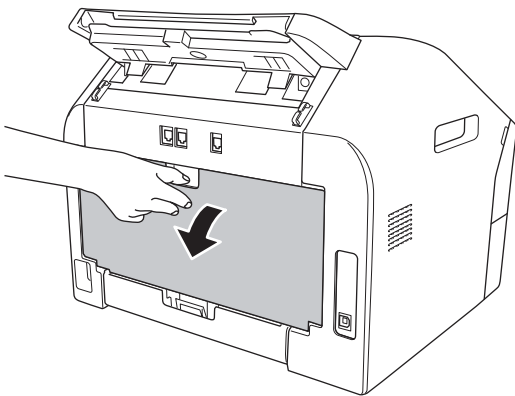
- We recommend that you place the drum unit and the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or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



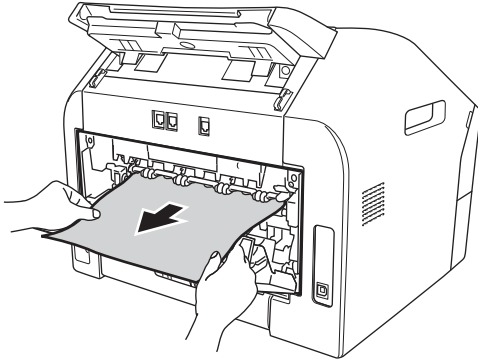
- 4 Pull down the tabs at the left and right hand sides to open the fuser cover (1).



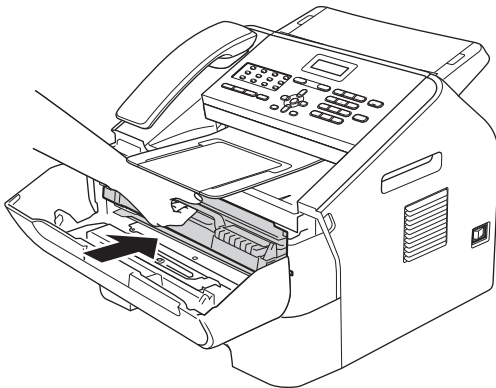
- 3 Open the back cover (face-up output tray).



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



- Close the fuser cover and the back cover (face-up output tray).
- Put the drum unit and toner cartridge assembly back into the machine.

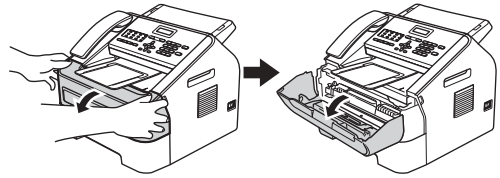


- Close the front cover. If the machine does not start printing automatically, press **Start**.

## Paper is jammed inside the machine

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

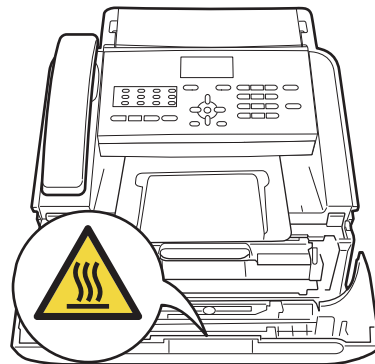
- Open the front cover, and then leave the machine turned on for 10 minutes for the internal fan to cool the internal parts of the machine that are extremely hot.

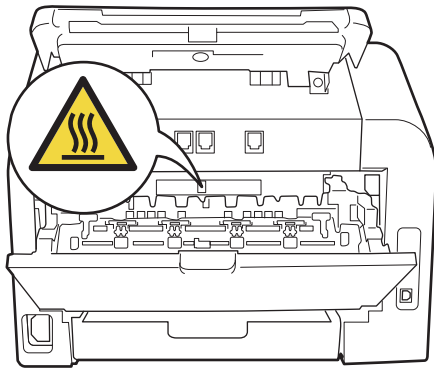


### **WARNING**

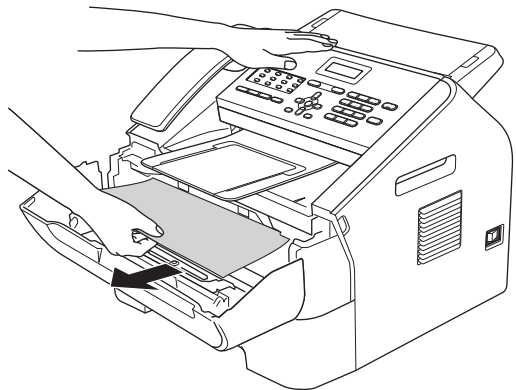
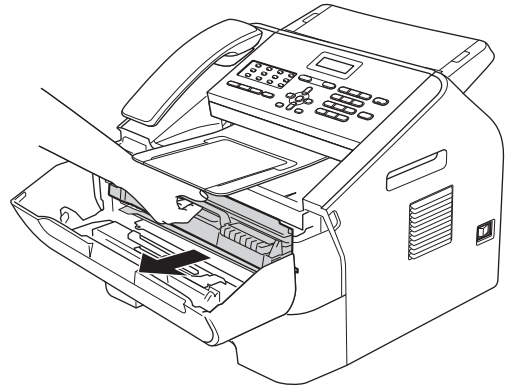
#### **HOT SURFACE**

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





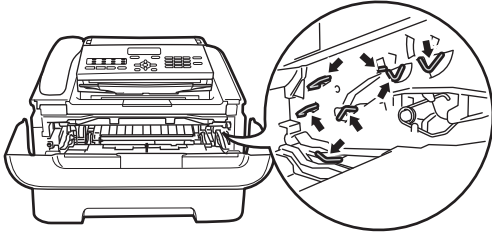
- 2 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.



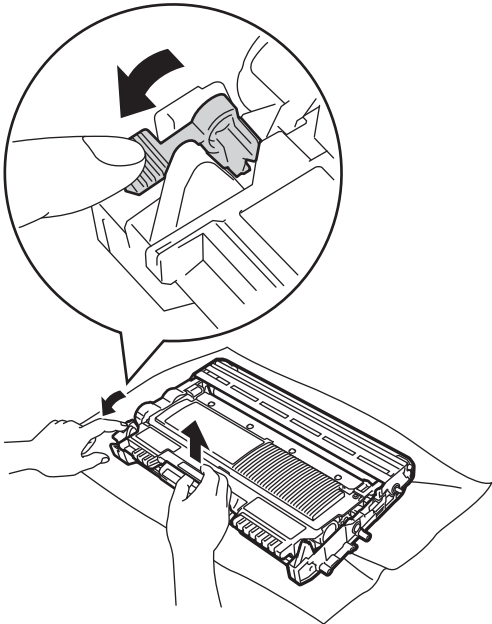
**! Important**

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

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

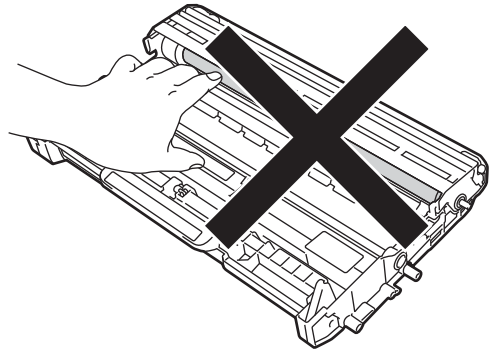
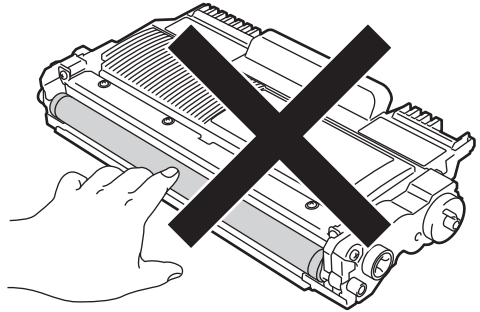


- 3 Push down the green lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.

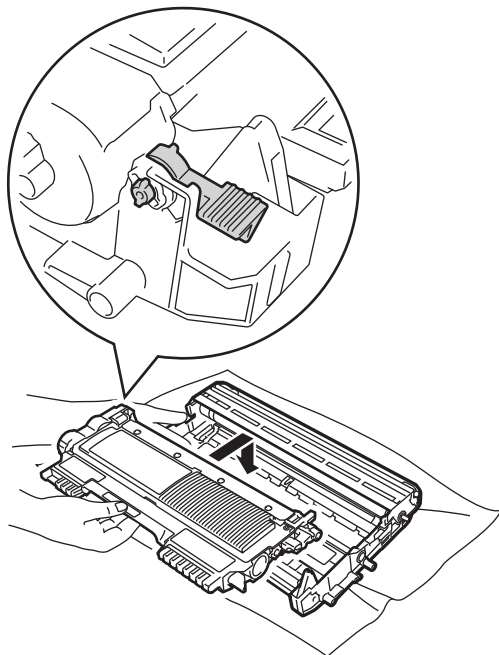
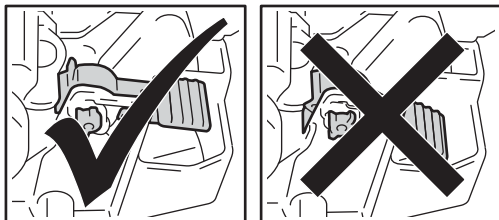


**!** Important

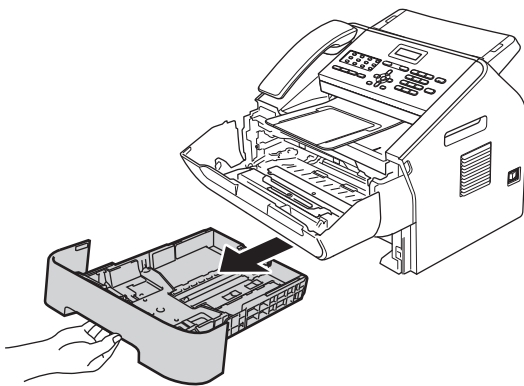
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



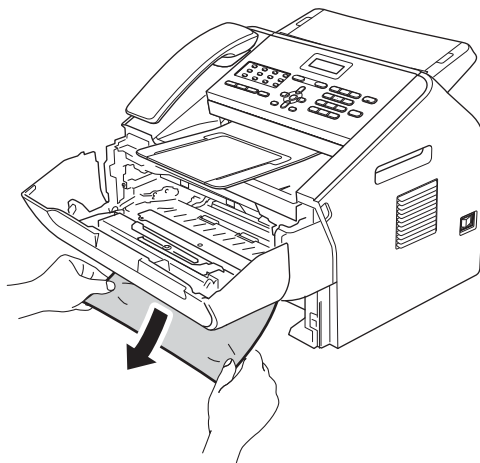
- 4 Put the toner cartridge back into the drum unit until you hear it lock into place. If you put the cartridge properly, the green lock lever will lift automatically.



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



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

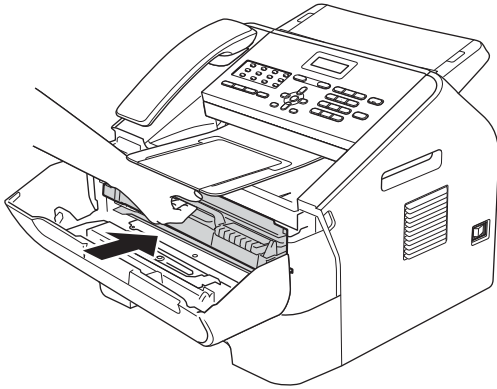


**Note**

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

- 7 Put the paper tray back in the machine.

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



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



**Note**

(MFC-7240 only)

If you turn off the machine while the LCD shows `Jam Inside`, the machine will print incomplete data from your computer.

# If you are having difficulty with your machine

## ! Important

- For technical help, you must call the country where you bought the machine. Calls must be made **from within** that country.
- If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips. You can solve most problems by yourself.
- If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.  
Visit us at <http://solutions.brother.com/>.
- If you think there is a problem with the way your faxes look, make a copy first. If the copy looks good, the problem may not be your machine. Check the chart below and follow the troubleshooting tips.
- Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

## Printing received faxes

Difficulties	Suggestions
<ul style="list-style-type: none"> <li>■ Condensed print</li> <li>■ Horizontal streaks</li> <li>■ Top and bottom sentences are cut off</li> <li>■ Missing lines</li> </ul>	Usually this is caused by a poor telephone connection. If your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Poor print quality	See <i>Improving the print quality</i> >> page 92.
Vertical black lines when receiving	The corona wire for printing may be dirty. Clean the corona wire on the drum unit. (See <i>Cleaning the corona wire</i> >> page 60.)
	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
	If the problem continues, call Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) (in USA) or 1-877-BROTHER (in Canada).
Received faxes appear as split or blank pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using. (See <i>Paper Size</i> >> page 16.)
	Turn on Auto Reduction. (See <i>Advanced User's Guide: Printing a reduced incoming fax.</i> )



## Telephone line or connections

Difficulties	Suggestions
Dialing does not work.	Check for a dial tone.
	Change <b>Tone/Pulse</b> setting. (See Quick Setup Guide.) (Canada only)
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	Send a manual fax by pressing <b>Hook/Hold</b> and dialing the number. Wait to hear fax receiving tones before pressing <b>Start</b> .
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. (See <i>Receive Modes settings</i> >> page 29.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.

## Receiving Faxes

Difficulties	Suggestions
Cannot receive a fax.	Make sure your machine has a dial tone by pressing the <b>Hook/Hold</b> key. If you hear static or interference on your fax line, please contact your local telephone company.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See <i>Receive Modes settings</i> >> page 29.)
	If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select <b>Fax Only</b> mode.
	If your Brother machine shares a line with an external answering machine, you should select the <b>External TAD</b> mode. In <b>External TAD</b> mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.
	If your Brother machine shares the line with a Voice Mail subscriber service, please see <i>Voice Mail</i> >> page 33.
	If your Brother machine is on a line with the Distinctive Ring subscriber service, please see <i>Distinctive Ring</i> >> page 34.
If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the <b>Fax/Tel</b> mode. In <b>Fax/Tel</b> mode, your Brother machine will automatically receive faxes and produce a pseudo/double-ring to alert you to answer voice calls.	
If you do not want your Brother machine to automatically answer any incoming faxes, you should select the <b>Manual</b> mode. In <b>Manual</b> mode, you must answer every incoming call and activate the machine to receive faxes.	

## Receiving Faxes (continued)

Difficulties	Suggestions
<p>Cannot receive a fax. (continued)</p>	<p>Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting:</p> <ul style="list-style-type: none"> <li>■ If the answer mode is set to <b>Fax Only</b> or <b>Fax/Tel</b>, reduce the ring delay to 1 ring. (See <i>Ring Delay</i> &gt;&gt; page 29.)</li> <li>■ If the answer mode is set to <b>External TAD</b>, reduce the number of rings programmed on your answering machine to 2.</li> <li>■ If the answer mode is set to <b>Manual</b>, DO NOT adjust the ring delay setting.</li> </ul> <p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> <li>■ If you received the test fax successfully, your machine is operating properly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer.</li> <li>■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.</li> </ul> <p>If you are using a telephone answering machine (<b>External TAD</b> mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See <i>Connecting an external TAD (telephone answering device)</i> &gt;&gt; page 37.)</p> <ol style="list-style-type: none"> <li>1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack.</li> <li>2 Remove the protective cap from your Brother machine's EXT jack, and then plug the telephone line cord from your answering machine into the EXT jack.</li> <li>3 Set your answering machine to answer within 4 rings.</li> </ol> <p>If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings.</p> <ol style="list-style-type: none"> <li>4 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> <li>■ Record five seconds of silence at the beginning of your outgoing message.</li> <li>■ Limit your speaking to 20 seconds.</li> <li>■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax."</li> </ul> </li> <li>5 Set your answering machine to answer calls.</li> <li>6 Set your Brother machine's Receive Mode to <b>External TAD</b>. (See <i>Receive Modes settings</i> &gt;&gt; page 29.)</li> </ol> <p>Make sure your Brother machine's Easy Receive feature is turned On. Easy Receive is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See <i>Easy Receive</i> &gt;&gt; page 30.)</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to <b>Basic (for VoIP)</b>. (See <i>Telephone line interference/ VoIP</i> &gt;&gt; page 91.)</p>


## Sending faxes

Difficulties	Suggestions
Poor sending quality.	Try changing your resolution to <i>Fine</i> or <i>S.Fine</i> . Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See Advanced User's Guide: <i>Cleaning the machine</i> .)
Transmission Verification Report says RESULTING.	There is probably temporary noise or static on the line. Try sending the fax again. (MFC-7240 only) If you are sending a PC-Fax message and get RESULTING on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see Advanced User's Guide: <i>Changing Remote Fax Options</i> ), print fax messages in memory (see Advanced User's Guide: <i>Printing a fax from the memory</i> ) or cancel a delayed fax or polling job (see Advanced User's Guide: <i>Checking and canceling waiting jobs</i> ). If the problem continues, ask the telephone company to check your telephone line. If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to <i>Basic</i> (for VoIP). (See <i>Telephone line interference/ VoIP</i> >> page 91.)
Sent faxes are blank.	Make sure you are loading the document properly. (See <i>Loading documents</i> >> page 22.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. (See Advanced User's Guide: <i>Cleaning the machine</i> .)

## Handling incoming calls


Difficulties	Suggestions
The machine 'hears' a voice as a CNG tone.	If Easy Receive is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing <b>Stop/Exit</b> . Try avoiding this problem by turning Easy Receive to Off. (See <i>Easy Receive</i> >> page 30.)
Sending a fax call to the machine.	If you answered on an external or extension telephone, press your Fax Receive Code (default setting is *51). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, RingMaster, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes.  <b>For Example:</b> If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate line with no custom features is recommended.

## Menu access difficulties

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

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## Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure that <b>COPY</b>  is illuminated. (See <i>How to copy</i> >> page 45.)
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. (See <i>Cleaning the scanner glass</i> >> page 66 and <i>Cleaning the corona wire</i> >> page 60.)
Copies are blank.	Make sure you are loading the document properly. (See <i>Using the automatic document feeder (ADF)</i> >> page 22.)

## Printing difficulties (For MFC-7240)

Difficulties	Suggestions
No printout.	<ul style="list-style-type: none"> <li>■ Check that the machine is plugged in and the power switch is turned on.</li> <li>■ Check that the toner cartridge and drum unit are installed properly. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> <li>■ Check the interface cable connection on both the machine and your computer. (See Quick Setup Guide.)</li> <li>■ Check that the correct printer driver has been installed and chosen.</li> <li>■ Check to see if the LCD is showing an error message. (See <i>Error and maintenance messages</i> &gt;&gt; page 69.)</li> <li>■ Check that the machine is online:            (Windows<sup>®</sup> 7) Click the <b>Start</b> button and <b>Devices and Printers</b>. Right-click <b>Brother MFC-XXXX Printer</b> and click <b>See what's printing</b>. Click <b>Printer</b> in the menu bar. Make sure that <b>Use Printer Offline</b> is unchecked.            (Windows Vista<sup>®</sup>) Click the <b>Start</b> button, <b>Control Panel</b>, <b>Hardware and Sound</b>, and then <b>Printers</b>. Right-click <b>Brother MFC-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked.            (Windows<sup>®</sup> XP) Click the <b>Start</b> button and choose <b>Printers and Faxes</b>. Right-click <b>Brother MFC-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked.</li> </ul>
The machine prints unexpectedly or it prints garbage.	<ul style="list-style-type: none"> <li>■ Press <b>Stop/Exit</b> to cancel print jobs.</li> <li>■ Check the settings in your application to make sure it is set up to work with your machine.</li> <li>■ Pull out the paper tray and wait until the machine stops printing. Then turn off the machine's power switch and disconnect from the power for several minutes. The faxes stored in the machine memory will be deleted. See <i>Transferring your faxes or Fax Journal report</i> &gt;&gt; page 74 before disconnecting the machine so you will not lose any important messages.</li> </ul>
The machine prints the first couple of pages correctly, then some pages have text missing.	<ul style="list-style-type: none"> <li>■ Check the settings in your application to make sure that it is set up to work with your machine.</li> <li>■ Your computer is not recognizing the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See Quick Setup Guide.)</li> </ul>
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See <i>Unscannable and unprintable areas</i> >> page 15.)

### Printing difficulties (For MFC-7240) (continued)

Difficulties	Suggestions
The machine is not printing or has stopped printing.	Press <b>Stop/Exit</b> to cancel print jobs. As the machine cancels the job and clears it from the memory it may produce an incomplete printout.

### Scanning difficulties (For MFC-7240)

Difficulties	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®).	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click <b>Scan Settings, Scan or Get Photo</b> and click <b>Select</b> to choose the Brother TWAIN or WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click <b>File, Select Source</b> and choose the Brother TWAIN driver. Mac OS X 10.6.x and 10.7.x users can also scan documents using the ICA Scanner Driver. See Software User's Guide: <i>Scanning a document using the ICA driver (Mac OS X 10.6.x - 10.7.x)</i> .
OCR does not work.	Try increasing the scanning resolution. (Macintosh users) Make sure you have downloaded and installed Presto! PageManager from <a href="http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg">http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg</a>

### Software difficulties (For MFC-7240)

Difficulties	Suggestions
Cannot install software or print.	<b>(Windows® only)</b> Run the <b>Repair MFL-Pro Suite</b> program on the Installer CD-ROM. This program will repair and reinstall the software.
Cannot perform '2 in 1' or '4 in 1' printing.	Check that the paper size setting in the application and in the printer driver are the same.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See Software User's Guide: <i>Basic tab.</i> )

### Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper. The LCD shows No Paper or a Paper Jam message.	<ul style="list-style-type: none"> <li>■ If there is no paper, load a new stack of paper into the paper tray.</li> <li>■ If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray.</li> <li>■ Reduce the amount of paper in the paper tray, and then try again.</li> <li>■ (For MFC-7240) Make sure that manual feed mode is not chosen in the printer driver.</li> <li>■ Clean the paper pick-up roller. See Advanced User's Guide: <i>Cleaning the paper pick-up rollers.</i></li> <li>■ If the LCD shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> ►► page 69.</li> </ul>

## Paper handling difficulties (continued)

Difficulties	Suggestions
Documents do not feed or skewed documents.	Clean the document feed rollers. See <i>Advanced User's Guide: Cleaning the document feed.</i>
(For MFC-7240) How do I print on envelopes?	You can load envelopes in the manual feed slot. Your application must be set up to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application.
What paper can I use?	You can use thin paper, plain paper, bond paper, recycled paper, envelopes and labels that are made for laser machines. (For details, see <i>Acceptable paper and other print media</i> >> page 16.)  You can load envelopes from the manual feed slot.
There is a paper jam.	Clear the jammed paper. (See <i>Paper Jams</i> >> page 75.)

## Print quality difficulties

Difficulties	Suggestions
Printed pages are curled.	<ul style="list-style-type: none"> <li>■ Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray.</li> <li>■ Make sure that you choose the Paper Type that suits the print media type you are using. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li>■ Too little or too much humidity or extreme temperatures can cause the paper to curl. (See <i>General</i> &gt;&gt; page 114.)</li> </ul>
Printed pages are smeared.	The Paper Type setting may be incorrect for the type of print media you are using, or the print media may be too thick or have a rough surface. (See <i>Acceptable paper and other print media</i> >> page 16 and <i>Software User's Guide: Basic tab</i> (For MFC-7240).)
Printouts are too light.	<ul style="list-style-type: none"> <li>■ If this problem occurs when making copies or printing received faxes, turn off <b>Toner Save</b> in the machine menu settings. (See <i>Advanced User's Guide: Toner Save</i>.)</li> <li>■ (For MFC-7240) Uncheck <b>Toner Save Mode</b> in the <b>Advanced</b> tab in the printer driver. (See <i>Software User's Guide: Advanced tab</i>.)</li> <li>■ Adjust the Print Density by pressing <b>Menu, 2, 1, 6</b> and then press <b>▶</b> to make the print darker. (See <i>Advanced User's Guide: Setting the Print Density</i>.)</li> </ul>

## Other difficulties

Difficulties	Suggestions
The machine will not turn on.	Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on.  If the problem is not solved, turn off the machine. Plug the power cord into a different known working outlet and turn on the machine.

## Setting Dial Tone detection

Setting the Dial Tone to `Detection` will shorten the Dial Tone detect pause.

- 1 (USA) Press **Menu, 0, 4**.  
(Canada) Press **Menu, 0, 5**.

```
Initial Setup
4.Dial Tone
```

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

## Telephone line interference/ VoIP

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

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

```
Miscellaneous
1.Compatibility
```

- 2 Press **▲** or **▼** to choose `Basic (for VoIP)`, `Normal` or `High (FAX-2840 and FAX-2940)`.

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

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

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

- `Normal` sets the modem speed at 14400 bps.
- `High` sets the modem speed at 33600 bps (FAX-2840 and FAX-2940).

Press **OK**.

- 3 Press **Stop/Exit**.



### Note

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

## Improving the print quality


If the printout has a quality problem, make a copy. If the copy looks good, the problem is probably not the machine. Check the interface cable connections and the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.




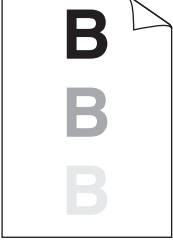

### Note


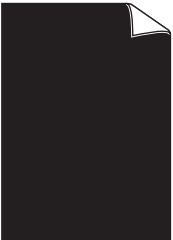

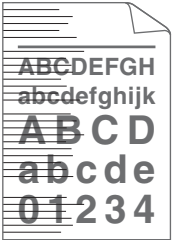
Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.


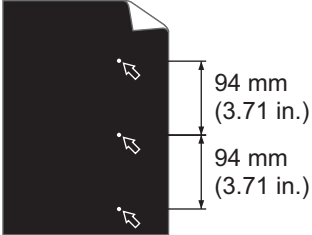
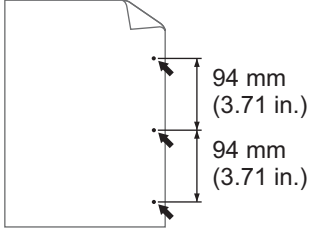
- 1 To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* >> page 16.)
- 2 Check that the drum unit and toner cartridge are installed properly.


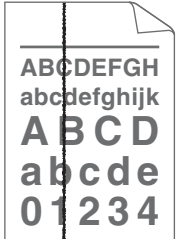

Examples of poor print quality	Recommendation
<div style="text-align: center;">  <p><b>Faint</b></p> </div>	<ul style="list-style-type: none"> <li>■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.</li> <li>■ Check if the Toner Settings of <b>Replace Toner is Continue</b> (Continue mode) by pressing <b>Menu, 1, 7</b>. (See Advanced User's Guide: <i>Toner Settings</i>.)</li> <li>■ Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. (See Product Safety Guide: <i>Choosing a location</i>.)</li> <li>■ If the whole page is too light, Toner Save mode may be on. Turn off <b>Toner Save</b> in the machine menu settings or (for MFC-7240) <b>Toner Save Mode</b> in the printer <b>Properties</b> (or <b>Preferences</b>) of the driver. (See Advanced User's Guide: <i>Toner Save</i> or (for MFC-7240) Software User's Guide: <i>Advanced tab</i>.)</li> <li>■ Clean the corona wire of the drum unit. (See <i>Cleaning the corona wire</i> &gt;&gt; page 60.)</li> <li>■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 55.)</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> <li>■ Adjust the Print Density by pressing <b>Menu, 2, 1, 6</b> and then press ▶ to make the print darker. (See Advanced User's Guide: <i>Setting the Print Density</i>.)</li> </ul>


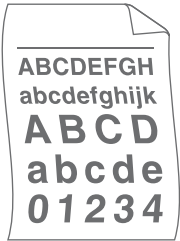
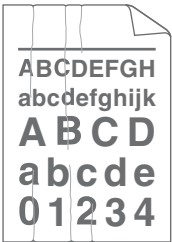


Examples of poor print quality	Recommendation
 <p data-bbox="230 562 429 591"><b>Gray background</b></p>	<ul style="list-style-type: none"> <li data-bbox="546 266 1255 324">■ Make sure that you use paper that meets our specifications. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li data-bbox="546 340 1255 455">■ Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. (See <i>Product Safety Guide: Choosing a location.</i>)</li> <li data-bbox="546 471 1255 529">■ Clean the drum surface. (See <i>Advanced User's Guide: Cleaning the drum unit.</i>)</li> <li data-bbox="546 544 1255 602">■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 55.)</li> <li data-bbox="546 618 1255 676">■ Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> </ul>
 <p data-bbox="292 977 367 1006"><b>Ghost</b></p>	<ul style="list-style-type: none"> <li data-bbox="546 681 1255 797">■ Make sure that you use paper that meets our specifications. Rough-surfaced paper or thick print media may cause this problem. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li data-bbox="546 813 1255 958">■ Make sure that you choose the appropriate media type in the printer driver (for MFC-7240) or in the machine's <i>Paper Type</i> menu setting. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16 and (for MFC-7240) <i>Software User's Guide: Basic tab.</i>)</li> <li data-bbox="546 973 1255 1060">■ (For MFC-7240) Choose <b>Reduce Ghosting</b> mode in the printer driver. (See <i>Software User's Guide: Improve Print Output.</i>)</li> <li data-bbox="546 1076 1255 1134">■ Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 55.)</li> <li data-bbox="546 1149 1255 1207">■ Clean the drum surface. (See <i>Advanced User's Guide: Cleaning the drum unit.</i>)</li> <li data-bbox="546 1222 1255 1280">■ Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> <li data-bbox="546 1296 1255 1344">■ The fuser unit may be contaminated. Call Brother Customer Service.</li> </ul>
 <p data-bbox="251 1649 408 1678"><b>Toner specks</b></p>	<ul style="list-style-type: none"> <li data-bbox="546 1354 1255 1441">■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li data-bbox="546 1456 1255 1543">■ Clean the corona wire and the drum unit. (See <i>Cleaning the corona wire</i> &gt;&gt; page 60 and <i>Advanced User's Guide: Cleaning the drum unit.</i>)</li> <li data-bbox="546 1559 1255 1617">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> <li data-bbox="546 1632 1255 1680">■ The fuser unit may be contaminated. Call Brother Customer Service.</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="230 562 369 587"><b>Hollow print</b></p>	<ul style="list-style-type: none"> <li data-bbox="515 264 1216 349">■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li data-bbox="515 365 1216 508">■ Choose <b>Thick Paper</b> mode in the printer driver (for MFC-7240), choose <i>Thick</i> in the machine's Paper Type menu setting or use thinner paper than you are currently using. (See <i>Paper Type</i> &gt;&gt; page 16 and (for MFC-7240) <i>Software User's Guide: Basic tab.</i>)</li> <li data-bbox="515 523 1216 608">■ Check the machine's environment. Conditions such as high humidity can cause hollow print. (See Product Safety Guide: <i>Choosing a location.</i>)</li> <li data-bbox="515 624 1216 683">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> </ul>
 <p data-bbox="248 989 351 1014"><b>All black</b></p>	<ul style="list-style-type: none"> <li data-bbox="515 691 1216 776">■ Clean the corona wire inside the drum unit by sliding the green tab. Be sure to return the green tab to the home position (▲). (See <i>Cleaning the corona wire</i> &gt;&gt; page 60.)</li> <li data-bbox="515 792 1216 852">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> <li data-bbox="515 867 1216 927">■ The fuser unit may be contaminated. Call Brother Customer Service.</li> </ul>
 <p data-bbox="141 1325 458 1350"><b>White lines across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="515 1027 1216 1087">■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause problems.</li> <li data-bbox="515 1103 1216 1246">■ Make sure that you choose the appropriate media type in the printer driver (for MFC-7240) or in the machine's Paper Type menu setting. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16 and (for MFC-7240) <i>Software User's Guide: Basic tab.</i>)</li> <li data-bbox="515 1261 1216 1346">■ The problem may disappear by itself. Print multiple pages to clear this problem, especially if the machine has not been used for a long time.</li> <li data-bbox="515 1362 1216 1421">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> </ul>
 <p data-bbox="172 1727 426 1752"><b>Lines across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="515 1429 1216 1489">■ Clean the corona wire of the drum unit. (See <i>Cleaning the corona wire</i> &gt;&gt; page 60.)</li> <li data-bbox="515 1505 1216 1564">■ Clean the drum surface. (See Advanced User's Guide: <i>Cleaning the drum unit.</i>)</li> <li data-bbox="515 1580 1216 1640">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="161 562 495 620"><b>White lines, bands or ribbing across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="546 266 1204 349">■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. (See Product Safety Guide: <i>Choosing a location.</i>)</li> <li data-bbox="546 369 1252 421">■ If the problem is not solved after printing a few pages, put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> </ul>
 <p data-bbox="156 923 500 1006"><b>White Spots on black text and graphics at 94 mm (3.71 in.) intervals</b></p>  <p data-bbox="152 1309 504 1362"><b>Black Spots at 94 mm (3.71 in.) intervals</b></p>	<ul style="list-style-type: none"> <li data-bbox="546 633 1256 749">■ Make ten copies of a blank, white sheet of paper. (See <i>How to copy</i> &gt;&gt; page 45.) If the problem is not solved, the drum unit may have glue from a label stuck on the OPC drum surface. Clean the drum unit. (See <i>Advanced User's Guide: Cleaning the drum unit</i> .)</li> <li data-bbox="546 761 1229 819">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="131 558 467 614"><b>Black toner marks across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 266 1218 349">■ If you use label sheets for laser printers, the glue from the sheets may sometimes stick to the OPC drum surface. Clean the drum unit. (See <i>Advanced User's Guide: Cleaning the drum unit</i>)</li> <li data-bbox="514 365 1218 421">■ Make sure that you use paper that meets our specifications. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li data-bbox="514 436 1218 492">■ Do not use paper that has clips or staples because they will scratch the surface of the drum.</li> <li data-bbox="514 508 1218 564">■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged.</li> <li data-bbox="514 579 1218 635">■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 55.)</li> <li data-bbox="514 651 1218 707">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> </ul>
 <p data-bbox="117 1016 477 1114"><b>Black lines down the page Printed pages have toner stains down the page.</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 720 1218 776">■ Clean the corona wire inside the drum unit by sliding the green tab. (See <i>Cleaning the corona wire</i> &gt;&gt; page 60.)</li> <li data-bbox="514 792 1218 848">■ Make sure the green tab of the corona wire is at the home position (▲).</li> <li data-bbox="514 863 1218 919">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> <li data-bbox="514 935 1218 991">■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 55.)</li> <li data-bbox="514 1006 1218 1062">■ The fuser unit may be contaminated. Call Brother Customer Service.</li> </ul>
 <p data-bbox="148 1418 450 1447"><b>White lines down the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="514 1132 1218 1188">■ The toner cartridge may be damaged. Put in a new toner cartridge. (See <i>Replacing the toner cartridge</i> &gt;&gt; page 55.)</li> <li data-bbox="514 1203 1218 1259">■ The drum unit may be damaged. Put in a new drum unit. (See <i>Replacing the drum unit</i> &gt;&gt; page 62.)</li> <li data-bbox="514 1275 1218 1358">■ Check if the Toner Settings of <i>Replace Toner is Continue</i> (Continue mode), by pressing <b>Menu, 1, 7</b>. (See <i>Advanced User's Guide: Toner Settings</i>.)</li> <li data-bbox="514 1373 1218 1456">■ Make sure that foreign material such as a torn piece of paper, sticky notes or dust is not inside the machine and around the drum unit and toner cartridge.</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="252 552 406 581"><b>Page skewed</b></p>	<ul style="list-style-type: none"> <li>■ Make sure that the paper or other print media is loaded properly in the paper tray and that the guides are not too tight or too loose against the paper stack.</li> <li>■ Set the paper guides correctly. (See <i>Loading paper</i> &gt;&gt; page 9.)</li> <li>■ If you are using the manual feed slot, see <i>Loading paper in the manual feed slot</i> &gt;&gt; page 11.</li> <li>■ The paper tray may be too full. (See <i>Loading paper</i> &gt;&gt; page 9.)</li> <li>■ Check the paper type and quality. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li>■ Check for loose objects such as torn paper inside the machine.</li> <li>■ Verify that the two green envelope levers inside the back cover are set to the same position.</li> <li>■ Verify that the two gray Anti-Curl Levers inside the back cover are set to the same position.</li> </ul>
 <p data-bbox="241 1068 417 1097"><b>Curled or wavy</b></p>	<ul style="list-style-type: none"> <li>■ Check the paper type and quality. High temperatures and high humidity will cause paper to curl. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li>■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray.</li> <li>■ Open the back cover (face-up output tray) for the machine to eject printed pages onto the face-up output tray.</li> <li>■ (For MFC-7240) Choose <b>Reduce Paper Curl</b> mode in the printer driver when you do not use our recommended paper. (See <i>Software User's Guide: Other Print Options</i> (for Windows®) or <i>Print Settings</i> (For Macintosh).)</li> </ul>
 <p data-bbox="214 1534 444 1562"><b>Wrinkles or creases</b></p>	<ul style="list-style-type: none"> <li>■ Make sure that the paper is loaded properly. (See <i>Loading paper</i> &gt;&gt; page 9.)</li> <li>■ Check the paper type and quality. (See <i>Acceptable paper and other print media</i> &gt;&gt; page 16.)</li> <li>■ Turn over the stack of paper in the tray or try rotating the paper 180° in the input tray.</li> </ul>

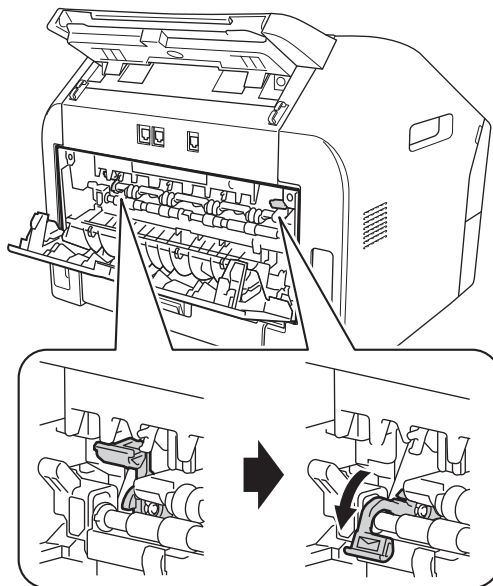
**Examples of poor print quality**



**Envelope creases**

**Recommendation**

- Make sure that the two green envelope levers inside the back cover are pulled down when you print the envelope.



 **Note**

When you have finished printing, open the back cover and reset the two green levers back to their original position.

Examples of poor print quality	Recommendation
<div data-bbox="223 289 436 531" data-label="Image"> </div> <div data-bbox="266 558 392 587" data-label="Caption"> <p>Poor fixing</p> </div>	<ul style="list-style-type: none"> <li>■ Open the back cover and make sure that the two green envelope levers on the left and right hand sides are in the up position.</li> </ul> <div data-bbox="642 407 1136 981" data-label="Image"> </div> <ul style="list-style-type: none"> <li>■ (For MFC-7240) Choose <b>Improve Toner Fixing</b> mode in the printer driver. (See Software User's Guide: <i>Other Print Options</i> (for Windows®) or <i>Print Settings</i> (For Macintosh).) If this selection does not provide enough improvement, select <b>Thicker Paper</b> in <b>Media Type</b> settings.</li> </ul>

**Examples of poor print quality**



**Curled**

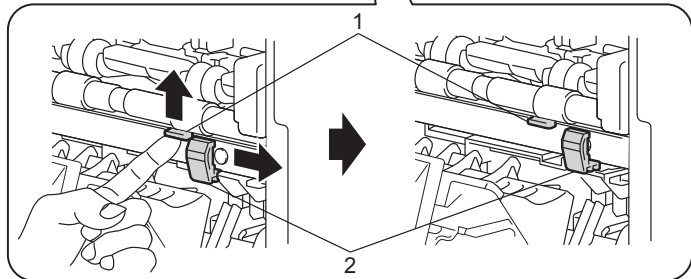
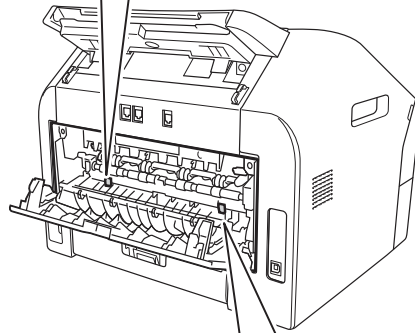
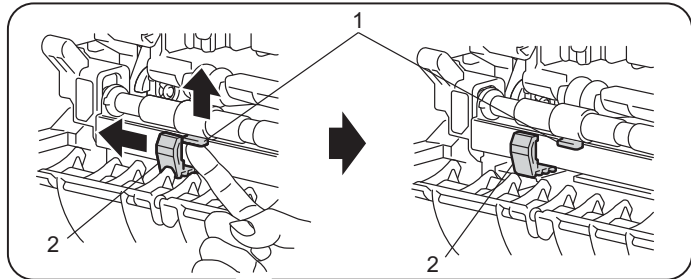
**Recommendation**

- (For MFC-7240)

Choose **Reduce Paper Curl** mode in the printer driver when you do not use our recommended paper. (See Software User's Guide: *Other Print Options* (for Windows®) or *Print Settings* (For Macintosh).)

- Turn the paper over in the paper tray, and print again. (Excluding letterhead paper) If the problems remains, switch the Anti-Curl Levers as follows:

- 1 Open the back cover.
- 2 Lift the levers (1) and slide the two gray levers (2) in the direction of the arrow.





## Machine Information

### Checking the Serial Number

You can see the machine's Serial Number on the LCD.

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

```
Machine Info.
1.Serial No.
```

- 2 The machine will display the machine's Serial Number on the LCD.
- 3 Press **Stop/Exit**.

## Reset functions

The following reset functions are available:

### 1 Address & Fax

Address & Fax resets the following settings:

- Address Book  
(One Touch Dial/Speed Dial/Setup Groups)
- Programmed fax jobs in the memory  
(Polled TX, Delayed Fax)
- Station ID  
(name and number)
- Coverpage Msg  
(comments)
- Remote Fax Options  
(Remote Access Code, Fax Storage, Fax Forwarding, Paging and PC-Fax <sup>1</sup>)
- Report settings  
(Transmission Verification Report/ Tel Index List/Fax Journal)
- Setting Lock password

<sup>1</sup> For MFC-7240

### 2 All Settings

You can reset all the machine settings back to the settings that were set at the factory.

Brother strongly recommends you perform this operation when you dispose of the machine.



### Note

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

## How to reset the machine

---

- 1 Press **Menu, 0**.
- 2 Press **▲** or **▼** to display `Reset`.  
Press **OK**.
- 3 Press **▲** or **▼** to choose the type of reset function - `Address & Fax` or `All Settings`.  
Press **OK**.
- 4 Do one of the following:
  - To reset the settings, press **1** and go to step 5.
  - To exit without making changes, press **2** and go to step 6.
- 5 You will be asked to confirm you want to reset the machine. Do one of the following:
  - To reset the machine press **1**. The machine will begin the reset.
  - To exit without resetting the machine, press **2**. Go to step 6.
- 6 Press **Stop/Exit**.

## On-screen programming

Your machine has been designed to be easy to use. The LCD provides on-screen programming using the menu keys.

We have created step by step on-screen instructions to help you program your machine. Simply follow the steps as they guide you through the menu selections and programming options.

### Menu table

You can program your machine by using the *Menu table* ►► page 104. These pages list the menu selections and options. Press **Menu** followed by the menu numbers to program your machine. For example, to set *Beeper* volume to *Low*:

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

## How to access the menu mode

- 1 Press **Menu**.
- 2 Choose an option.
  - Press **1** for General Setup menu.
  - Press **2** for Fax menu.
  - Press **3** for Copy menu.
  - Press **4** for Print Reports menu.
  - Press **5** for Machine Info. menu.
  - Press **9** for Service menu.<sup>1</sup>
  - Press **0** for Initial Setup menu.

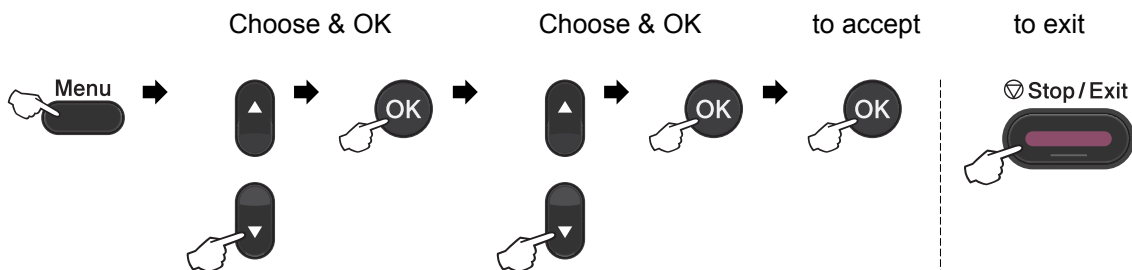
<sup>1</sup> This will appear only when the LCD shows an error message.


You can also scroll through each menu level by pressing ▲ or ▼ for the direction you want.

- 3 Press **OK** when the option you want appears on the LCD. The LCD will then show the next menu level.
- 4 Press ▲ or ▼ to scroll to your next menu selection.
- 5 Press **OK**. When you have finished setting an option, the LCD will show *Accepted*.
- 6 Press **Stop/Exit** to exit Menu mode.

# Menu table

The factory settings are shown in Bold with an asterisk.




Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1. General Setup	1. Mode Timer	—	—	0 Sec 30 Secs 1 Min <b>2 Mins*</b> 5 Mins Off	Sets the time to return to Fax mode.	See ♦.
	2. Paper	1. Paper Type	—	Thin <b>Plain*</b> Thick Thicker Recycled Paper Label	Sets the type of paper in the paper tray.	16
		2. Paper Size	—	A4 <b>Letter*</b> Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the size of the paper in the paper tray.	16
	♦ See Advanced User's Guide.					
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1. General Setup (Continued)	3. Volume	1. Ring	—	Off Low <b>Med*</b> High	Adjusts the ring volume.	See ◆
		2. Beeper	—	Off Low <b>Med*</b> High	Adjusts the volume level of the beeper.	
		3. Speaker	—	Off Low <b>Med*</b> High	Adjusts the speaker volume.	
		4. Handset	—	<b>Low*</b> High	Adjusts the handset volume.	
		5. Volume Amplify	—	On (Permanent/ Temporary) <b>Off*</b>	For the hearing-impaired, you can set the volume to the Volume Amplify : On setting on a permanent or temporary basis.	
	4. Ecology	1. Toner Save	—	On <b>Off*</b>	Increases the page yield of the toner cartridge.	
		2. Sleep Time	—	Range varies depending on models. <b>03 Min*</b>	Conserves power.	
	5. LCD Contrast	—	—	-□□□■+ -□□□■+ -□□■□+* -□■□□+ -■□□□+	Adjusts the contrast of the LCD.	
	6. Security	1. TX Lock (FAX-2840 and MFC-7240)	—	—	Prohibits most operations except receiving faxes.	
		1. Mem Security (FAX-2940)	—	—	Prohibits most operations except receiving faxes into the memory.	

◆ See Advanced User's Guide.




The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1. General Setup (Continued)	6. Security (Continued)	2. Setting Lock	—	—	Stops unauthorized users from changing the machine's current settings.	See  .
	7. Replace Toner	—	—	Continue <b>Stop*</b>	The machine will stop printing until you replace the toner cartridge.	

◆ See Advanced User's Guide.





The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
2. Fax	1. Setup Receive (In Fax mode only)	1. Ring Delay	00 01 02 03 <b>04*</b>	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	29
		2. F/T Ring Time	<b>20 Secs*</b> 30 Secs 40 Secs 70 Secs	Sets the pseudo/double-ring time in Fax/Tel mode.	29
		3. Easy Receive	<b>On*</b> Semi Off	Receives fax messages without pressing <b>Start</b> .	30
		4. Remote Codes	<b>On*</b> (*51, #51) Off	Allows you to answer all calls at extension telephones and use codes to turn the machine on or off. You can personalize these codes.	39
		5. Auto Reduction	<b>On*</b> Off	Reduces the size of incoming faxes.	See  .
		6. Print Density	-□□□■+ -□□□■+ -□□■□+* -■□□□+ -■□□□+	Makes printouts darker or lighter.	

◆ See Advanced User's Guide.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
2. Fax (Continued)	1. Setup Receive (In Fax mode only) (Continued)	7. Polling RX	—	Sets up your machine to poll another fax machine.	See  .
		8. Fax Rx Stamp	On <b>Off*</b>	Prints the received time and date on the top of the received faxes.	
	2. Setup Send (In Fax mode only)	1. Contrast	<b>Auto*</b> Light Dark	Changes the lightness or darkness of faxes you send.	
		2. Fax Resolution	<b>Standard*</b> Fine S. Fine Photo	Sets the default resolution for outgoing faxes.	
		3. Delayed Fax	Set Time=00:00	Sets the time of day in 24 hour format that the delayed faxes will be sent.	
		4. Batch TX	On <b>Off*</b>	Combines delayed faxes going to the same fax number at the same time of day into one transmission.	
		5. Real Time TX	Next Fax:On Next Fax:Off On <b>Off*</b>	Sends a fax without using the memory.	
		6. Polled TX	On <b>Off*</b>	Sets up your machine with a document to be retrieved by another fax machine.	
		7. Coverpg Setup	Next Fax:On Next Fax:Off On <b>Off*</b> Print Sample	Automatically sends a cover page you have programmed.	
		8. Coverpage Msg	—	Sets up your own comments for the fax cover page.	
9. Overseas Mode	On <b>Off*</b>	If you are having difficulty sending faxes overseas, set this to On.			
◆ See Advanced User's Guide.					
 The factory settings are shown in Bold with an asterisk.					


Level 1	Level 2	Level 3	Options	Descriptions	Page
2. Fax (Continued)	3. Address Book	1. One Touch Dial	—	Stores up to 22 One Touch Dial numbers, so you can dial by pressing one key (and <b>Start.</b> )	41
		2. Speed Dial	—	Stores up to 200 Speed Dial numbers, so you can dial by pressing only a few keys (and <b>Start.</b> )	41
		3. Setup Groups	—	Sets up to 8 Group numbers for Broadcasting.	See ♦.
	4. Report Setting	1. Transmission	On On+Image <b>Off*</b> Off+Image	Sets initial setup for Transmission Verification Report.	25
		2. Journal Period	<b>Every 50 Faxes*</b> Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days Off	Sets the interval for automatic printing of the Fax Journal.	See ♦.
	5. Remote Fax Opt	1. Fwd/Page/Store	Fax Forward Paging Fax Storage PC Fax Receive** <b>Off*</b> (**For MFC-7240)	Sets the machine to forward fax messages, to call your cell phone or pager, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC.	
			(Backup Print)	If you choose Fax Forward or (for MFC-7240) PC-Fax Receive, you can turn on the safety feature Backup Print.	
		2. Remote Access	---*	Sets your own code for Remote Retrieval.	



♦ See Advanced User's Guide.






The factory settings are shown in Bold with an asterisk.





Level 1	Level 2	Level 3	Options	Descriptions	Page	
2. Fax (Continued)	5. Remote Fax Opt (Continued)	3. Print Fax	—	Prints incoming faxes stored in the memory.	See ♦.	
	6. Dial Restrict.	1. Dial Pad	Enter # twice On <b>Off*</b>	You can set the machine to restrict dialing when using the dial pad.		
		2. One Touch Dial	Enter # twice On <b>Off*</b>	You can set the machine to restrict the dialing of One Touch numbers.		
		3. Speed Dial	Enter # twice On <b>Off*</b>	You can set the machine to restrict the dialing of Speed Dial numbers.		
	7. Remaining Jobs	—	—	You can check which jobs are in the memory and lets you cancel scheduled jobs.		
	0. Miscellaneous	1. Compatibility	(MFC-7240) <b>Normal*</b> Basic (for VoIP) (FAX-2840 and FAX-2940) <b>High*</b> Normal Basic (for VoIP)	Adjusts the equalization for transmission difficulties.  VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic (for VoIP).	91	
			2. Distinctive	Set <b>Off*</b>	Uses the telephone company's Distinctive Ring subscriber service to register the ring pattern with the machine.	34
			3. Caller ID	Display# Print Report	View or print a list of the last 30 Caller IDs stored in the memory.	See ♦.
	♦ See Advanced User's Guide.					
	 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
3. Copy	1. Quality	—	<b>Auto*</b> Text Photo Graph	You can choose the Copy resolution for your type of document.	See  .
	2. Brightness	—	-□□□■+ -□□□■+ -□□■□+* -■□□□+ -■□□□+	Adjust the brightness for copies.	
	3. Contrast	—	-□□□■+ -□□□■+ -□□■□+* -■□□□+ -■□□□+	Adjusts the contrast for copies.	
◆ See Advanced User's Guide.					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
4. Print Reports	1. Transmission	1. View on LCD	—	You can view the Transmission Verification Report for your last 200 outgoing faxes and print the last report.	See  .
		2. Print Report	—		
	2. Tel Index List	1. Numeric	—	Lists names and numbers stored in the One Touch and Speed Dial memory, in numerical or alphabetical order.	
		2. Alphabetic	—		
3. Fax Journal	—	—	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)		
4. User Settings	—	—	Lists your settings.		
◆ See Advanced User's Guide.					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
<b>5.Machine Info.</b>	<b>1.Serial No.</b>	—	—	You can check the serial number of your machine.	101
	<b>2.Page Counter</b>	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See ◆.
	<b>3.Drum Life</b>	—	—	You can check the percentage of a Drum life that remains available.	
◆ See Advanced User's Guide.					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page	
<b>0.Initial Setup</b>	<b>1.Receive Mode</b>	—	<b>Fax Only*</b> Fax/Tel External TAD Manual	Chooses the receive mode that best suits your needs.	26	
	<b>2.Date&amp;Time</b>	<b>1.Date&amp;Time</b>	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See ‡.
		<b>2.Auto Daylight</b>	On <b>Off*</b>	On <b>Off*</b>	Changes for Daylight Savings Time automatically.	See ◆.
	<b>3.Station ID</b>	—	Fax: Tel: Name:	Sets your name and fax number to appear on each page you fax.	See ‡.	
	<b>4.Tone/Pulse</b> (in Canada)	—	<b>Tone*</b> Pulse	Chooses the dialing mode.		
	<b>4.Dial Tone</b> (in USA) <b>5.Dial Tone</b> (in Canada)	—	Detection <b>No Detection*</b>	You can shorten the dial tone detect pause.	91	
◆ See Advanced User's Guide. ‡ See Quick Setup Guide.						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Options	Descriptions	Page
0. Initial Setup (Continued)	5. Dial Prefix (in USA)	—	—	Sets a prefix number that will always be added before the fax number every time you dial.	See ◆.
	6. Dial Prefix (in Canada)	—	—		
	6. Reset (in USA)  7. Reset (in Canada)	1. Address & Fax	1. Reset 2. Exit	Restores all stored phone numbers and fax settings.	101
		2. All Settings	1. Reset 2. Exit		
0. Local Language	—	—	(in USA) <b>English*</b> Español (in Canada) <b>English*</b> Français	Allows you to change the LCD language for your country.	See ‡.
◆ See Advanced User's Guide.					
‡ See Quick Setup Guide.					
 The factory settings are shown in Bold with an asterisk.					

## Entering text

When setting certain menu selections, such as the Station ID, you will need to type text characters. The dial pad keys have letters printed on them. The keys: **0**, **#** and **\*** do *not* have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

Press Key	one time	two times	three times	four times	five times
<b>2</b>	A	B	C	2	A
<b>3</b>	D	E	F	3	D
<b>4</b>	G	H	I	4	G
<b>5</b>	J	K	L	5	J
<b>6</b>	M	N	O	6	M
<b>7</b>	P	Q	R	S	7
<b>8</b>	T	U	V	8	T
<b>9</b>	W	X	Y	Z	9

### Inserting spaces

To enter a space in a fax number, press ► once between numbers. To enter a space in a name, press ► twice between letters.

### Making corrections

If you entered a character incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and then press **Clear**.

### Repeating letters

To enter a letter on the same key as the previous letter, press ► to move the cursor right before pressing the key again.

### Special characters and symbols

Press **\***, **#** or **0**, then press ◀ or ▶ to move the cursor to the symbol or character you want. Press **OK** to choose it. The symbols and characters below will appear depending on your menu selection.

Press **\*** for (space) ! " # \$ % & ' ( ) \* + , - . / €  
 Press **#** for : ; < = > ? @ [ ] ^ \_  
 Press **0** for É À È Ê Î Ç Ë Ö 0

# D

# Specifications

## General



### Note

This chapter provides a summary of the machines' specifications. For additional specifications visit us at <http://www.brother.com/> for details.

Model		FAX-2840	FAX-2940	MFC-7240
Printer Type		Laser		
Print Method		Electrophotographic Laser Printer		
Memory Capacity		16 MB		
LCD (liquid crystal display)		16 characters × 2 lines		
Power Source		110 - 120 V AC 50/60 Hz		
Power Consumption <sup>1</sup> (Average)	Peak	Approx. 1080 W at 25 °C (77 °F)		
	Copying <sup>2</sup>	Approx. 420 W at 25 °C (77 °F)		
	Ready	Approx. 55 W at 25 °C (77 °F)		
	Deep Sleep	Approx. 1.5 W		
Dimensions				
Weights (with consumables)		19.8 lb (9.0 kg)		
Noise level	Sound power	Operating (Printing)	LWad = 6.18 B (A)	
		Standby	LWad = 4.25 B (A)	
	Sound pressure	Operating (Printing)	LPAM = 53 dB (A)	
		Standby	LPAM = 30 dB (A)	
Temperature		Operating	50 °F to 90.5 °F (10 to 32.5 °C)	
		Storage	32 °F to 104 °F (0 to 40 °C)	
Humidity		Operating	20 to 80% (without condensation)	
		Storage	10 to 90% (without condensation)	

<sup>1</sup> USB connected to PC

<sup>2</sup> When copying one sheet

Model	FAX-2840	FAX-2940	MFC-7240
<b>ADF (automatic document feeder)</b>	Up to 20 pages (20 lb (80 g/m <sup>2</sup> )) Up to 30 pages (staggered) Recommended Environment: Temperature: 68°F - 86°F (20° - 30°C) Humidity: 50% - 70% Paper: Xerox 4200 or Xerox 4024 (20 lb/Letter)		

## Document Size

Model	FAX-2840	FAX-2940	MFC-7240
<b>Document Size (Single-sided)</b>	Width	5.8 to 8.5 in. (147.3 to 215.9 mm)	
	Length	5.8 to 14.0 in. (147.3 to 355.6 mm)	

## Print media

Model		FAX-2840	FAX-2940	MFC-7240
Paper Input	Paper Tray	Paper Type	Plain Paper, Thin Paper or Recycled Paper	
		Paper Size	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive, Legal, Folio	
		Paper Weight	16 to 28 lb (60 to 105 g/m <sup>2</sup> )	
		Maximum Paper Tray Capacity	Up to 250 sheets of 20 lb (80 g/m <sup>2</sup> ) Plain Paper	
	Manual Feed Slot (Manual)	Paper Type	Envelope, Labels <sup>1</sup> , Thin Paper, Thick Paper, Recycled Paper, Bond Paper or Plain Paper	
		Paper Size	Width: 3 to 8.5 in. (76.2 to 216 mm) Length: 4.6 to 16 in. (116 to 406.4 mm)	
		Paper Weight	16 to 43 lb (60 to 163 g/m <sup>2</sup> )	
		Maximum Paper Tray Capacity	One sheet at a time 20 lb (80 g/m <sup>2</sup> ) Plain Paper	
Paper Output	Face-Down Output Tray	Up to 100 sheets of 20 lb / 80 g/m <sup>2</sup> Plain Paper		
	Face-Up Output Tray	One sheet ( <i>face up</i> print delivery to the <i>Face up</i> output tray)		

<sup>1</sup> For labels, we recommend removing each printed label sheet from the output paper tray immediately after it exits the machine to avoid the possibility of smudging.



# Fax

Model		FAX-2840	FAX-2940	MFC-7240
<b>Compatibility</b>		ITU-T Super Group 3		ITU-T Group 3
<b>Modem Speed</b>		33,600 bps (with Automatic Fallback)		14,400 bps (with Automatic Fallback)
<b>Scanning Width</b>		Max. 8.19 in. (208 mm)		
<b>Printing Width</b>		Max. 8.19 in. (208 mm)		
<b>Gray Scale</b>		8 bit/256 levels		
<b>Resolution</b>	Horizontal	203 dot/in. (8 dot/mm)		
	Vertical	Standard: 98 line/in. (3.85 line/mm)		
		Fine: 196 line/in. (7.7 line/mm)		
		Photo: 196 line/in. (7.7 line/mm)		
	Superfine: 392 line/in. (15.4 line/mm)			
<b>One Touch Dial</b>		22 (11 × 2)		
<b>Speed Dial</b>		200 stations		
<b>Groups</b>		Up to 8		
<b>Broadcasting</b>		272 stations		
<b>Automatic Redial</b>		Yes, 1 time after 5 minutes		
<b>Memory Transmission</b>		Up to 400 <sup>1</sup> pages	Up to 500 <sup>1</sup> pages	Up to 400 <sup>2</sup> pages
<b>Out of Paper Reception</b>		Up to 400 <sup>1</sup> pages	Up to 500 <sup>1</sup> pages	Up to 400 <sup>2</sup> pages

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

<sup>2</sup> 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

# Copy

Model	FAX-2840	FAX-2940	MFC-7240
<b>Color/Monochrome</b>	Monochrome		
<b>Copy Width</b>	Max. 8.27 in. (210 mm) (Letter size)		
<b>Multiple Copies</b>	Stacks or Sorts up to 99 pages		
<b>Reduce/Enlarge</b>	25% to 400% (in increments of 1%)		
<b>Resolution</b>	Up to 300 × 600 dpi		
<b>First Copy Out Time</b>	Less than 12 seconds (from Ready mode and standard tray)	Less than 11 seconds (from Ready mode and standard tray)	Less than 12 seconds (from Ready mode and standard tray)

## Scanner (For MFC-7240)

Model	MFC-7240
Color/Monochrome	Monochrome
TWAIN Compliant	Yes (Windows® XP / Windows® XP Professional x64 Edition / Windows Vista® / Windows® 7 / Mac OS X 10.5.8, 10.6.x, 10.7.x <sup>1</sup> )
WIA Compliant	Yes (Windows® XP / Windows Vista® / Windows® 7)
ICA Compliant	Yes (Mac OS X 10.6.x and 10.7.x <sup>1</sup> )
Resolution	Up to 19200 × 19200 dpi (interpolated) <sup>2</sup> Up to 600 × 600 dpi (optical) <sup>2</sup>
Scanning Width	Max. 8.27 in. (210 mm)
Gray Scale	256 levels

<sup>1</sup> For the latest driver updates for the Mac OS X you are using, visit us at <http://solutions.brother.com/>.

<sup>2</sup> Maximum 1200 x 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)



### Note

(FAX-2940 only)

You can download the scanner driver from the Brother Solutions Center at <http://solutions.brother.com/>.

Please note that FAX-2940 does not support the scanning function for Mac OS X 10.5.8 users.

## Printer (For MFC-7240)

<b>Model</b>	<b>MFC-7240</b>
<b>Resolution</b>	HQ1200 (2400 × 600 dpi) quality, 600 dpi × 600 dpi
<b>Print Speed</b>	Up to 21 pages/minute (Letter size) <sup>1</sup>
<b>First Print Out Time</b>	Less than 10.0 seconds (from Ready mode and standard tray)

<sup>1</sup> The print speed may vary depending on the type of document you print.



### Note

(FAX-2940 only)

You can download the printer driver and the PC-FAX driver from the Brother Solutions Center at <http://solutions.brother.com/>.

(FAX-2840 only)

You can download the printer driver from the Brother Solutions Center at <http://solutions.brother.com/>.

<b>Model</b>	<b>FAX-2840</b>	<b>FAX-2940</b>
<b>Resolution</b>	HQ1200 (2400 × 600 dpi) quality, 600 dpi × 600 dpi	
<b>Print Speed</b>	Up to 21 pages/minute (Letter size) <sup>1</sup>	Up to 24 pages/minute (Letter size) <sup>1</sup>
<b>First Print Out Time</b>	Less than 10.0 seconds (from Ready mode and standard tray)	Less than 8.5 seconds (from Ready mode and standard tray)

<sup>1</sup> The print speed may vary depending on the type of document you print.

## Interface

<b>Model</b>	<b>FAX-2840</b>	<b>FAX-2940</b>	<b>MFC-7240</b>
<b>USB</b>	Hi-Speed USB 2.0 <sup>1 2</sup> Use a USB 2.0 cable (Type A/B) that is no longer than 6 feet (2.0 meters) long.		

<sup>1</sup> Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

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

## Computer requirements (For MFC-7240)

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC Software Functions	Supported PC Interface <sup>2</sup>
					For Drivers	For Applications		
Windows® Operating System	Windows® XP Home <sup>1 4</sup> Windows® XP Professional <sup>1 4</sup>	Intel® Pentium® II or equivalent	128 MB	256 MB	150 MB	500 MB	Printing, PC-Fax <sup>3</sup> , Scanning	USB
	Windows® XP Professional x64 Edition <sup>1 4</sup>	64-bit (Intel®64 or AMD64) supported CPU	256 MB	512 MB				
	Windows Vista® <sup>1 4</sup>	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.2 GB		
	Windows® 7 <sup>1 4</sup>	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)	650 MB			
Macintosh Operating System	Mac OS X 10.5.8	PowerPC® G4/G5 Intel® Processor	512 MB	1 GB	80 MB	400 MB	Printing, PC-Fax Send <sup>3</sup> , Scanning	USB
	Mac OS X 10.6.x	Intel® Processor	1 GB	2 GB				
	Mac OS X 10.7.x	Intel® Processor	2 GB	2 GB				

<sup>1</sup> For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

- <sup>2</sup> Third-party USB ports are not supported.
- <sup>3</sup> PC-Fax supports black and white only.
- <sup>4</sup> Nuance™ PaperPort™ 12SE supports Microsoft® SP3 or higher for Windows® XP and SP2 or higher for Windows Vista® and Windows® 7.

For the latest driver updates, visit us at <http://solutions.brother.com/>.

All trademarks, brand and product names are the property of their respective companies.

## Consumable items

Model		FAX-2840	FAX-2940	MFC-7240	Order No.
Toner Cartridge	Inbox	Approx. 700 pages (Letter) <sup>1</sup>	Approx. 1,200 pages (Letter) <sup>1</sup>	Approx. 700 pages (Letter) <sup>1</sup>	—
	Standard	Approx. 1,200 pages (Letter) <sup>1</sup>			TN-420
	High Yield	Approx. 2,600 pages (Letter) <sup>1</sup>			TN-450
Drum Unit		Approx. 12,000 pages (Letter) <sup>2</sup>			DR-420

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

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

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## **EQUIPMENT ATTACHMENT LIMITATIONS (Canada only)**

### **NOTICE**

This product meets the applicable Industry Canada technical specifications.

### **NOTICE**

The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

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