



Operating Instructions

Murata M1000

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# Your Fax

The M1000 was designed with your small office in mind—a single machine that combines fax, phone and copier capabilities. Use it to transmit business correspondence to your clients. . . or fax supply orders or resumes. The copier feature is perfect for duplicating journal articles, receipts and invoices.

Simply put, your fax will present new possibilities at each turn, stretching your communication options far beyond the simple phone and answering machine. And it's versatile, too. Use speed-dial numbers to dial your clients... or to call the delivery service.

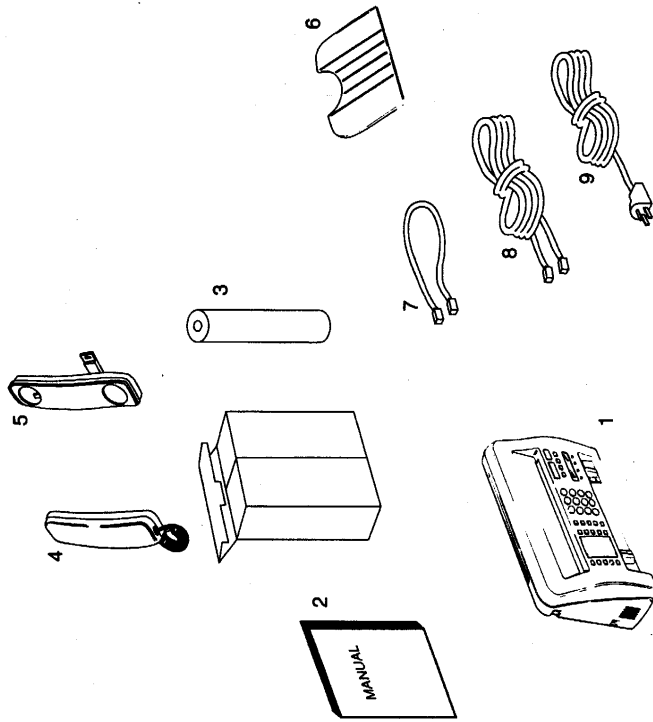
## Specifications

**Type:** High-speed facsimile transmitter and receiver for office and in-home use.  
**Compatibility:** CCITT Group 3. **Trans. Speed\*:** 19 seconds per page average.  
**Phone Line:** Public switched telephone network or the equivalent. Leased or dedicated telephone line not required. **Modem:** 9600 bps with automatic fallback to 7200, 4800 and 2400 bps per CCITT V.29 and V.27 ter. **Document Feeder:** 10 pages. **Resolution:** Fine: 203 H x 196 V lpi; Normal: 203 H x 98 V lpi. **Grayscale:** 16-level. **Printing Width:** 8.5 inches. **Scanning Width:** 8.2 inches. **Scanning Method:** Solid-state CCD. **Recording Paper:** 8.5 inches x 98 feet. **Power:** 85 to 135 VAC, 50-60 Hz. **Dimensions:** 12.75 x 11.0 x 4.3 inches. **Weight:** 13 lbs. **Original Document Size:** Maximum: 8.5 (w) x 17 (l) inches. Minimum: 3.9 (w) x 2.7 (l) inches.

\*Based on transmission of CCITT Test Chart 1 to another Murata M1000 fax machine. Your transmission times will vary based on the size of your document, the complexity of images on the document and the resolution at which your document is scanned.

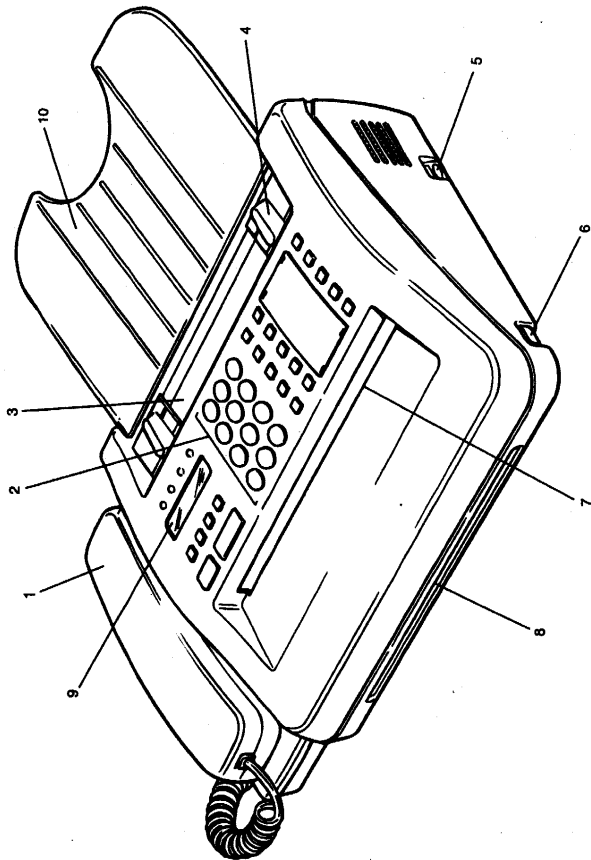
## Unpacking

When you unpack your shipping box, check for the following items:



1. Fax machine
2. Operating Instructions
3. Starter paper roll
4. Handset and curl cord
5. Handset cradle and attachment
6. Document support
7. Handset connect cable
8. Telephone line
9. Power cord

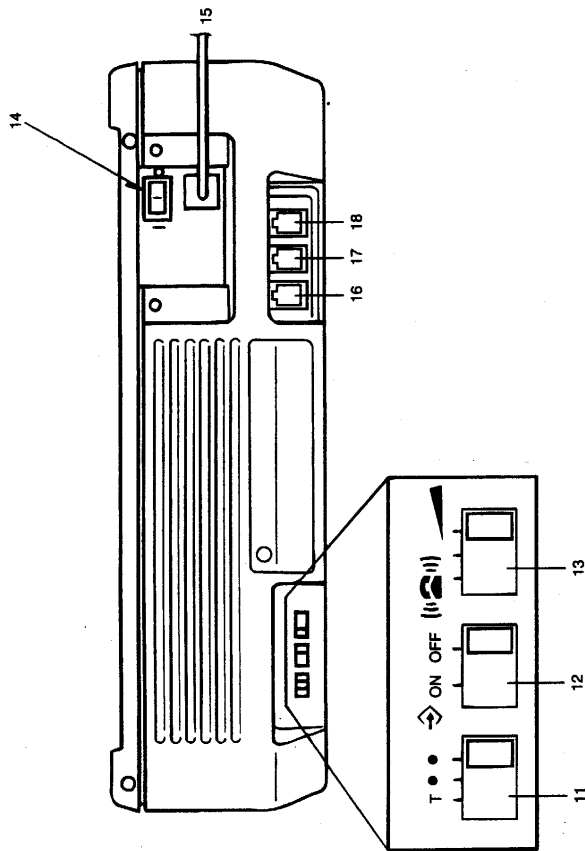
Keep all packing materials shipped with your machine for repacking and re-shipping.



## Your Fax Machine's Components

Before you use your fax, take a look at its physical features:

1. **Handset**—Use the handset for fax and voice calls.
2. **Keypad**—Use to dial your phone and fax numbers.
3. **Document feeder**—Automatically feeds up to 10 sheets through your fax's scanner for transmission or copying.
4. **Document feeder guides**—Adjust these guides to accommodate the pages you transmit or copy.
5. **Monitor volume control**—Controls the volume of your fax machine's monitor speaker. You can choose the setting that's right for you.
6. **Cover release**—Open your fax machine's cover to install your 98-foot fax paper roll.
7. **Original document exit**—Your original pages exit through this slot.
8. **Document exit**—Your fax receptions and copies exit through this slot.
9. **LCD**—Shows each step when entering information in the fax and displays error messages.



10. **Document support**—Supports documents stacked in the document feeder.

11. **Tone/Rotary setting**—Set to match the type of dialing signals used by your telephone system. Call your local telephone company for more information about dialing signals required by your telephone system.

12. **Memory switch**—Used when storing a one-touch or speed-dial number. Return the setting to Off when the number is stored.

13. **Ringer volume control**—Three ringer volume settings—High, Medium and Low—let you select the telephone ringer volume that best suits the needs of your home or office.

14. **On/Off switch**—Powers your machine on and off.

15. **Power**—Plug your power cord into this connection.

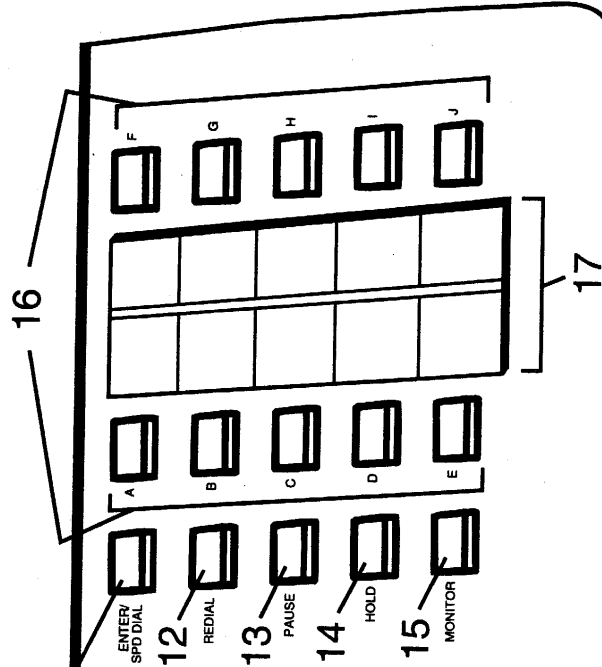
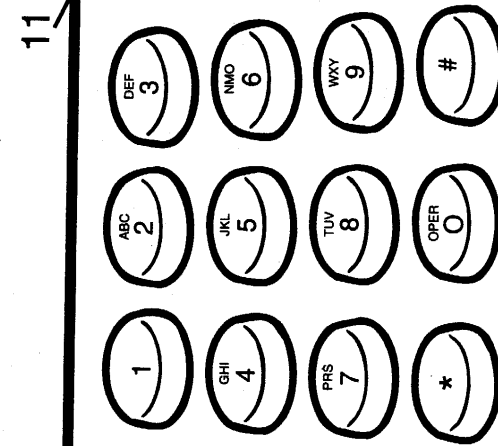
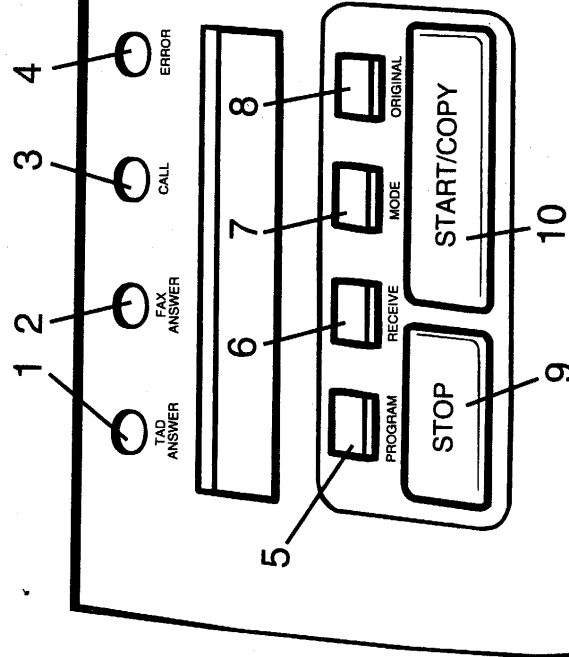
16. **Line**—Plug one end of your phone line to this jack, then plug the other end into a standard wall jack.

17. **Phone 2**—This jack on your fax machine allows connection of a second telephone or an answering machine to your fax. For information on more communication capabilities, see page 22.

18. **Phone 1**—Plug the handset connection cable into this connection. Plug the other end into the **Line** connection on the handset cradle.

## Keypad Layout

1. **TAD Answer**—TAD stands for Telephone Answering Device. When this light is turned on you have instructed your answering machine to respond to all calls. Your fax will listen in and automatically take care of fax calls when it hears a signal from the transmitting fax. For more information about using an answering machine with your fax, see page 22.
2. **Fax Answer**—Your fax will answer all calls automatically, so you can go about more important business. This light is also turned on when you set up your fax to work with an answering machine. In this case, the Fax Answer light reminds you that your answering machine will answer all calls, but that the fax will take over if it hears transmitting fax tones.
3. **Call**—You have reserved a call while your fax is transmitting or receiving a fax message. For information on this feature, see page 25.
4. **Error**—Your fax uses this message to tell you it has noticed something unusual about a transmission or reception. Often it's just a momentary problem with the telephone lines. If you see a message in the LCD, see page 27 for more information on troubleshooting. Press **Stop** to turn off the **Error** light.
5. **Program**—Use **Program** as the key that turns on your machine's features: Just press it to scroll through the fax, telephone and copier options.



6. **Receive**—Press to pick the reception option that's right for you. You can choose between TAD Answer (your answering machine will answer all calls while your fax listens in), Fax Answer (your fax will answer) or manual (you will answer each call).
7. **Mode**—Use to choose the ideal resolution for the pages you send. It's a great way to make sure every page arrives looking clear and sharp: Normal is suitable for most documents. Fine reproduces even more detail and Gray (grayscale) scans and sends your photographs so they look their best.
8. **Original**—The Normal setting is perfect for most of the pages you transmit. Use the Light setting if your page is light and washed-out looking and you want it to be darker when it arrives at the receiving fax; use the Dark setting if your page is dark or muddy looking and you want it to look lighter on the receiving end.
9. **Stop**—Use the **Stop** key to return to standby when entering information into your machine or to clear the **Error** light.
10. **Start/Copy**—This button serves many purposes: Use it to begin your fax transmissions, make copies and enter information into your fax machine.
11. **Enter/Spd Dial**—Use when entering speed-dial numbers into your fax machine's memory (see page 13) and when dialing speed-dial numbers.
12. **Redial**—This timesaver lets you redial the last number called.

13. **Pause**—You may need to enter pauses when dialing long-distance or overseas telephone numbers (see pages 14 and 18).
14. **Hold**—This handy button lets you put your caller on hold.
15. **Monitor**—Allows you to dial numbers without picking up your fax machine's handset. If you're making a fax call, just press **Start/Copy** when you hear the remote fax through the monitor speaker.
16. **One-Touch Numbers**—Keys A through J save your ten most frequently called numbers as convenient one-touch keys, so dialing is quick and easy. Pencil in labels for your one-touch keys, the keys you'll depend on every day for your fax and phone calls.
17. **One-Touch Labels**—Lift the protective plastic cover and label your one-touch keys for easy identification.

## Tips for Use

Keep the following precautions in mind when choosing a place for your fax:

- Don't install your fax where it can be splashed by water.
- Avoid dusty areas.
- Don't install your fax on the same electrical circuit as a high-consumption appliance or device like a copier or air conditioning unit.
- Keep your fax out of direct sunlight.
- Do not keep your fax inside a drawer or use a dust cover on it. Both may cause your fax to overheat.
- You may want to plug your machine into a surge protector for both the telephone line and electrical line. These devices can absorb and divert damaging high-voltage surges caused by lightning or static electricity without interfering with your fax and telephone use.



No water.



No cleaners.

# Setting Up Your Fax

## Phone and Electrical Requirements

Setting up your fax takes only a minute. To ensure proper operation of your machine, make sure your office has the appropriate telephone and electrical systems before you install:

Your fax should not be connected to a multi-line system (PBX) like those found in many office environments.

Fax transmission and reception can be stopped by telephone call-waiting signals. If you have requested call-waiting service on the same phone line as your fax machine, you may experience interruptions of fax transmissions and receptions.

Power your fax from any standard three-pronged 120-volt electrical outlet. Do not plug your fax into an outlet that is turned off at the end of the day. Although your telephone directory and most other user settings are protected against power failure for several days by an internal battery, documents stored in memory will be lost if you turn off power to your fax.

You may want to plug your machine into a surge protector for both the telephone line and electrical line. These devices can absorb and divert damaging high-voltage surges caused by lightning or static electricity without interfering with your fax and telephone use.

**Voltage Requirements:** 85 to 135 volts AC, 50 - 60 Hz

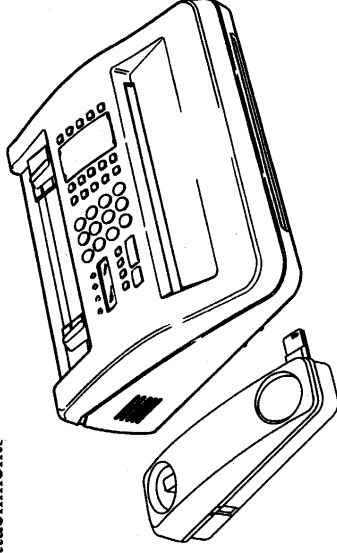
**Power Consumption:**

|               |      |
|---------------|------|
| Standby:      | 8 W  |
| Transmission: | 15 W |
| Reception:    | 26 W |
| Copy:         | 32 W |

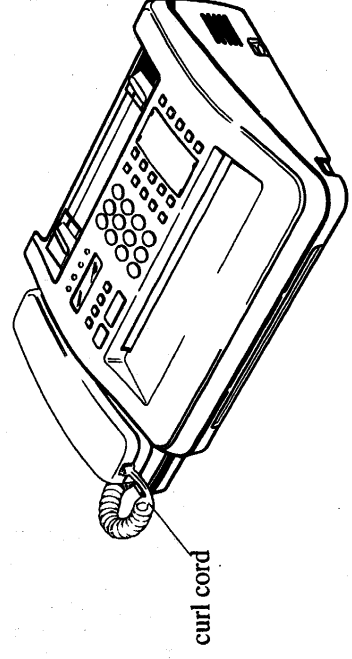
## Quick Setup

To set up your machine:

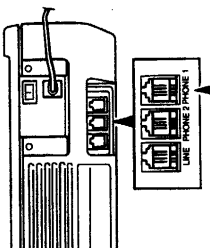
1. Find a place with a standard electrical outlet and a standard modular telephone jack (called an RJ-11C).
1. Remove the handset cradle from its covering. The cradle attachment bar should be attached to the base of the cradle. Line up the attachment bar with the grooves on the left side of the fax as shown. Slide the handset cradle so the attachment bar clicks into place. There's no need for screws or any other attachment.



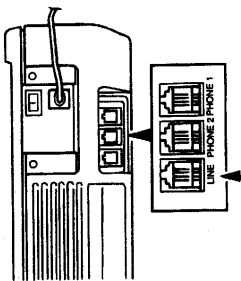
2. Plug one end of the fax handset's curl cord into the **Phone** connection on the side of the handset cradle. Plug the other end of the cord into the handset. Place the telephone handset into the cradle.



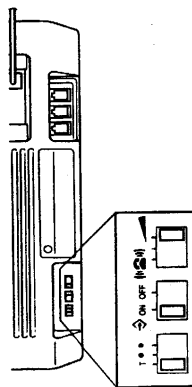
3. Plug one end of the handset connection cable into the **Phone 1** connector at the back of the fax. (The handset connection cable looks like a short telephone line.) Plug the other end into the **Line** attachment on the handset cradle.



4. Plug one end of the telephone line into the **Line** connector at the back of the machine. Plug the other end into a standard wall jack.



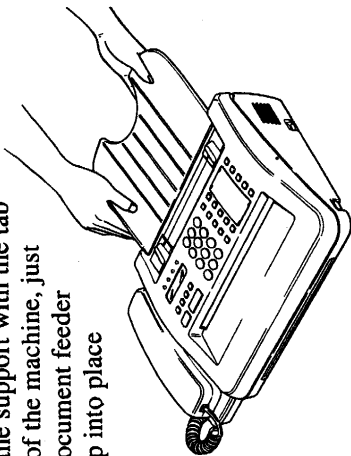
5. Make sure the **Tone/Rotary** switch on the back of your machine is set to the appropriate setting.



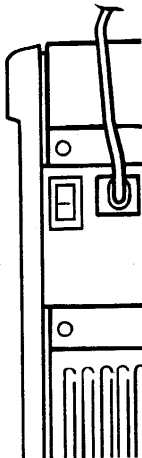
Set the switch to "T" if yours is a Tone system. If you're using a Rotary (Pulse) system, move the switch to the second position for 10 pulses per second, or move the switch to the far right for 20 pulses per second. If you're not sure what type of service you use, consult your telephone company.

6. If you want to use a second telephone or an answering machine with your fax, see page 22 for more setup information.

7. Now attach the document support. Hold the support with the ridged side facing up. Line up the hole on one side of the support with the tab on the side of the machine, just above the document feeder guides. Snap into place as shown.



8. Plug the power cord into the connection at the back of the machine as shown.



Plug the other end of the power cord into a standard 120-volt AC electrical wall outlet.

9. Turn the power switch on as shown below.



**Please note:** Press **Monitor** to check for a dial tone. To adjust your monitor speaker's volume, look for the monitor speaker volume control on the right side of the machine (see page 3) and adjust the volume to your preference. To turn the monitor off, press **Monitor** again.

Don't plug your fax into an electrical circuit you use for your copier, air conditioner, or any other large appliance. And don't plug your fax into an outlet that is operated by a wall switch—you don't want to risk turning off the fax and missing a fax message. A battery protects your fax's clock and memory information; however, keep the fax plugged in unless you are moving it.



## Standby

Once your fax is turned on, the display will be in "standby." Your fax is in standby anytime it is idle, that is, when it's not being used for fax calls, voice calls or copying. The standby display is the date and time, and when you first install your fax it will resemble the example below:

Jan 01,00 00:05

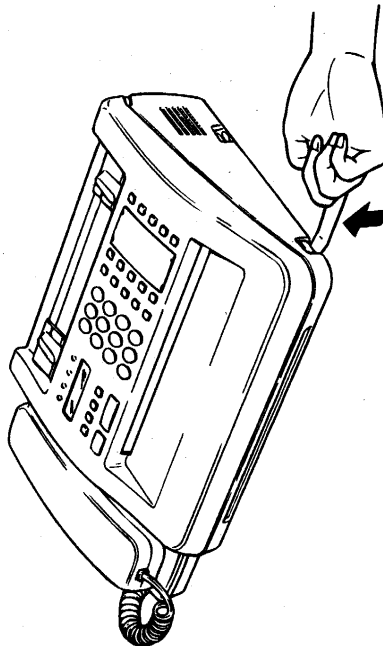
Instructions for setting the clock are on page 9.

## Paper Roll Installation

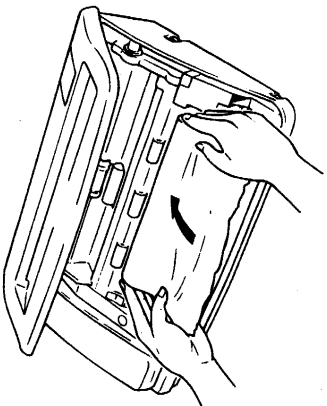
Your machine comes with a 49-foot starter paper roll for fax receptions. That's enough paper for about 50 one-page receptions. Be sure to have plenty of compatible 98-foot rolls on hand to ensure proper operation and smooth fax receptions.

To install your fax paper roll:

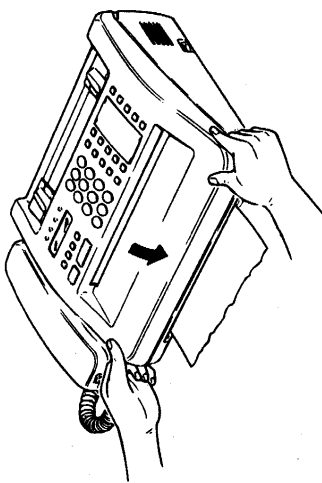
1. Push up on the document feeder cover release at the right front of your M1000. Then flip up the cover.



2. Remove the wrapper from a roll of fax paper. Place the roll in the paper cradle so that the paper unrolls over the top of the roll and out the front of the machine.



3. Pull the edge of the paper out a few inches, then firmly close the cover of your machine. Tear the paper from left to right. Now your fax is ready to use.



## Setup Checklist

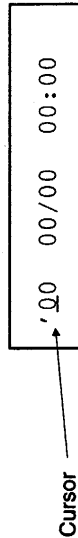
Make sure your machine is properly installed before you use it. Check for the following.

- Is the phone line plugged into the **Line** connection on the back of the your M1000? Is the other end plugged into the wall or telephone line surge protector?
- Is the power cord firmly plugged into its connection at the back of the machine? Is the other end plugged into a wall outlet or surge protector?
- Pick up the handset. If you have installed your fax correctly, you will hear a dial tone and will be able to use the handset as you would a standard telephone.

# Preparing Your Fax

The following section gives step-by-step instructions on setting fax features like the date and time and the number of rings for automatic answer. Preparing your fax is easy: Just follow the directions carefully. You will be pressing the **Program** key to advance through the options. It's much like flipping through a card file—Each time you press **Program** you advance to the next setting. If you make a mistake, simply press **Stop** and begin again.

You will be moving a cursor when entering information for many of the settings in this section. A cursor is a short, horizontal line that appears on your machine's display.



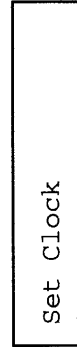
Move the cursor so it's positioned under the desired character—letter or number—then enter the character.

## To Set the Date and Time

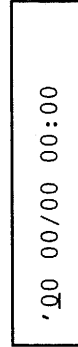
The clock and most other settings you make in your fax are protected from power failures by an internal battery. This means you can unplug and move your fax to a different room without losing the settings you've made.

The display on your fax shows the time in 24-hour format, so 11 a.m. is shown as 11:00, for example, and 2 p.m. is shown as 14:00.

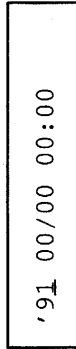
1. To set the clock, press **Program** 8 times.



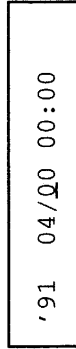
2. Then press **Start/Copy**.



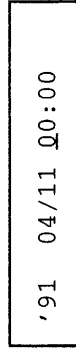
3. To enter the year, press **Original** until the first digit of the current year appears. Then press **Mode** to move the cursor to the right. Again, press **Original** until you reach the second digit of the current year.



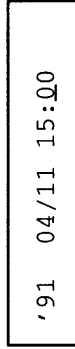
4. Press **Mode** to move the cursor to the month position. Then repeat the sequence above, pressing **Original** until the correct number appears and pressing **Mode** after each entry.



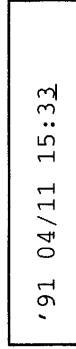
5. Now enter the correct day. Remember, for example, that the first day of the month is entered as 01, and not as 1. Press **Mode** after each entry.



6. Enter the hour, pressing **Original** until the desired number appears. Enter the hour using 24-hour format. For example, 3:00 p.m. is entered as 15:00. Then press **Mode** to move on to the minute setting.



7. Enter the minute, pressing **Original** until the desired number appears and pressing **Mode** after each entry.



8. Press **Start/Copy**. Your fax will return to standby and should display the correct date and time.

## Your TTI and Fax Number

Each page you send includes your Transmit Terminal Identifier (TTI)—a name that will identify you to the people that receive your fax transmissions. This identifier can be your name, your business name, or even a personal greeting. Simply choose a name and enter it into your fax as shown below.

Also included at the top of every page is a very important part of your unit's identification system—your telephone number. Once entered, the Fax Number appears in the visual display of most fax machines you will be communicating with, making it easy for your business associates and clients to call you back. Make sure your Fax Number is always up to date, and includes your area code.

You can include any of the letters and special characters in the chart below when creating your Transmit Terminal Identifier.

|       |   |   |    |       |       |       |       |
|-------|---|---|----|-------|-------|-------|-------|
| Space | A | B | C  | D     | E     | F     | Space |
| Space | G | H | I  | J     | K     | L     | Space |
| Space | M | N | O  | P     | Q     | R     | Space |
| Space | S | T | U  | V     | W     | X     | Space |
| Space | Y | Z | .  | Space | Space | Space | Space |
| Space | a | b | c  | d     | e     | f     | Space |
| Space | g | h | i  | j     | k     | l     | Space |
| Space | m | n | o  | p     | q     | r     | Space |
| Space | s | t | u  | v     | w     | x     | Space |
| Space | y | z | ,  | Space | Space | Space | Space |
| Space | 0 | 1 | 2  | 3     | 4     | 5     | Space |
| Space | 6 | 7 | 8  | 9     | Space | Space | Space |
| Space | ( | = | )  | @     | :     | ;     | Space |
| Space | ? | [ | ]  | {     | }     | !     | Space |
| Space | " | # | \$ | %     | &     | ,     | Space |
| Space | ( | ) | *  | +     | -     | Space | Space |

1. To enter your Transmit Terminal Identifier, press **Program** 7 times.

Enter Your TTI

2. Press **Start/Copy**.

Set Your TTI?

3. Press **Start/Copy** again. The characters you see in your display are some of the ones you will choose from when entering your TTI. Scroll forward through your options by pressing **Original**. Press **Receive** to scroll backward through the options. To move the cursor to the right, press **Mode**.

\_ABCDEF 00

4. When the cursor is positioned under the desired character, press **Program** to select it.

ABCDEF 01 A

5. Move the cursor to the next desired character, using the **Original**, **Mode**, **Receive** and **Program** keys to locate and select the desired characters. You may enter up to 22 characters in your TTI. The two-digit number on the display shows the number of characters you have entered. You will also see the last four characters entered.

GHIJKL 02 AL

To enter a space, place the cursor at the "space" at the start or end of any character group. Press **Program**.

\_abcdef 03 AL

If you make a mistake while entering your TTI, press **Stop** and begin again.

6. When you have entered your TTI, press **Start/Copy**.

Set Fax #?

7. To enter your Fax Number, press **Start/Copy**. Your display will show numbers for you to choose from.

\_0123456 00

8. To move the cursor to the right, press **Mode**. Press **Original** to move to the next group of numbers. Press **Receive** to scroll backward through the character options. When the cursor is positioned under the desired number, press **Program** to select it. Remember, people you send fax messages to will dial your Fax Number when returning your call, so don't forget to include your area code.

0123456 01 1

9. Move the cursor to the next desired number, using the **Original**, **Mode**, **Receive** and **Program** keys to locate and select the desired number. You may enter up to 20 characters in your Fax Number.

0123456 02 12

10. When you have completed your Fax Number, press **Start/Copy**. The display will return to standby.

## Primary Transmission Resolution

The primary transmission resolution is the resolution your fax will always use unless you choose another for a particular transmission. Choose between two transmission resolutions—normal and fine—as the primary resolution. Normal

transmission is suitable for sending typed pages such as memos, letters or recipes. Fine is best for sending detailed drawings such as floorplans and maps.

**Note:** Your transmission will take longer when you use the fine resolution.

When necessary, you can change the resolution manually by pressing the **Mode** key before a transmission. This change will last for only one transmission, then your fax will return to its primary transmission resolution.

To set the primary transmission:

1. Press **Program**.

Set Fax Resol.

2. Then press **Start/Copy**.

Fax Res. = Norm

3. Press **Original** to choose between the two resolution options: normal and fine.

Fax Res. = Fine

4. Press **Start/Copy** to choose the mode of resolution. The display will return to standby.

## Selecting the Number of Rings

Use this setting to select the number of times your fax will ring before it answers a call. You can select from 1 to 9 rings. Your fax is set initially for 2 rings. If you're using an answering machine or phone with your fax, see page 22.

1. To set the number of rings, press **Program** 3 times.

Set Number Rings

## 2. Press **Start/Copy**.

# of Rings = 2

## 3. Press **Original** until you reach the desired number of rings.

# of Rings = 6

## 4. Then press **Start/Copy** to save the setting. The display will return to standby.

# Printing Your Settings

To make sure you've set your fax to work best for you, print out an overview of your unit's present settings.

## 1. To print your unit's user settings, press **Program 6** times.

Print Settings

## 2. Press **Start/Copy** to begin printing the report.

Printing

Once printed, you'll have a listing of the information you have programmed into your fax, including:

- **TTL**—The Transmit Terminal Identifier identifies you to recipients of your fax messages.
- **Fax Number**—The telephone number used by your fax.
- **# of Rings**—The number of times your fax is set to ring before it answers a call, unless you are using an answering machine with your fax.
- **Fax Resolution**—The primary transmission resolution for the pages you transmit—fine or normal.
- **Voice Message**—ON if you have set your fax to play a voice message when it answers the line, OFF if not.

- **Fax Report**—ON if you want your fax to print a report after each transmission; OFF if you want your fax to print a report only if a problem occurs.
- **Transfer to Fax**—ON if you have connected a second phone, OFF if not.
- **2nd Tel Type**—The kind of phone line your second telephone is set for—tone or pulse (rotary).

# Erasing Your Settings

You can return all your machine's settings back to their original factory positions by changing just one setting. The settings erased by this command are TTL, Fax Number, Number of Rings, Fax Resolution, Voice Message, Fax Report, Transfer to Fax and 2nd Telephone Type. Custom settings will also be affected (see page 29). Be careful when erasing your settings. Remember that your TTL and Fax Number will not be sent with your pages when they've been erased from memory.

To return your machine's settings back to their original factory positions:

## 1. Press **Program 8** times.

Set Clock

## 2. Press **Mode**. (The display will not change.)

## 3. Press **Start/Copy**.

Erase Settings

## 4. Press **Start/Copy**. The display will ask you if you are sure you want to erase the machine's settings.

Sure?

## 5. If you want to erase your machine's settings, press **Start/Copy** again. If not, press **Stop**.

# Autodialer Numbers

Your fax includes an autodialer—a handy feature that allows you to store frequently used phone and fax numbers, and access them with just a touch. Twenty autodialer numbers are at your service—available as convenient one-touch keys and speed-dial numbers. Both mean quick convenience when dialing your clients or friends, wherever you call or fax most often.

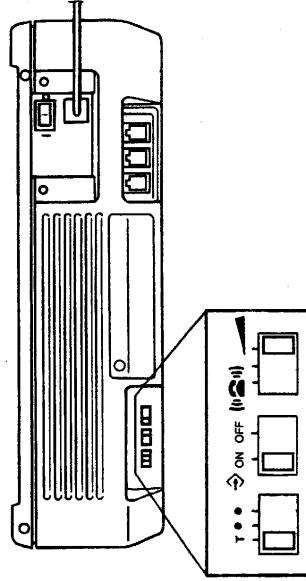
You can enter up to 25 digits for each telephone number in your autodialer. If you have touch-tone telephone service and have selected tone dialing signals for your handset, you can add the asterisk (\*) and pound keys (#) in your stored telephone numbers. These keys are used in some long-distance service passcodes and other special telephone services.

Each of your stored telephone numbers can be dialed by pressing **Enter/Spd Dial** and a two-digit speed-dial number, 00 to 19. The first ten speed-dial numbers—00 to 09—can also be accessed by pressing one-touch keys A to J. You can enter your numbers in the phone directory on page 14.

## Storing Autodialer Numbers

To store an autodialer number, follow these simple instructions.

1. Make sure your fax's telephone line is connected.  
Locate the **Memory** switch on the back of your fax and switch it to the ON position.



2. Press **Enter/Spd Dial**. (Your fax machine's display will not change.)

3. Enter the telephone number you want to store, plus, if you have tone telephone service, any asterisk (\*) or pound (#) symbols needed. Enter up to 25 digits.

**Notes:** The telephone number you enter will not appear in your machine's display. If you're entering a long-distance number, be sure to precede the number with a "1" and the proper area code.

If you want to include dialing pauses in the number you're storing, see the following section on Dialing Pauses.

Jot down your phone numbers and their corresponding one-touch and speed-dial numbers in your phone directory (see page 14).

4. When the telephone number is complete, press **Enter/Spd Dial**.
5. Now press the desired one-touch key or two-digit speed-dial number to assign it to the telephone number that you just entered. Repeat the process from step 2 for each number in your autodialer.
6. When you're finished entering numbers in your autodialer, switch the **Memory** switch back to the OFF position.

**Tips:** If you like, you can label your one-touch numbers. Just use a pencil to label the one-touch card.

If you want to save a new number for an existing speed-dial number, simply store the new number as you would normally. The new number will replace the old number for your one-touch or speed-dial location.

## If You Use a Pulse Dialing System:

If your local telephone system requires rotary dialing signals but your long-distance company requires tone access codes, you can accommodate the switch from rotary signals to tone signals for successful dialing of the numbers you call. A special character allows the switch from one signal to another. You can enter this character when dialing numbers or when saving numbers in your autodialer.

To accommodate the switch from rotary to tone signals:

When entering a telephone number, stop when you get to the group of numbers that must be dialed using tone mode.

Enter an asterisk (\*) from the fax machine's keypad, then continue entering the rest of the phone number.

## Dialing Pauses

You can include short pauses in your dialing sequences to make dialing of your long-distance service easier. Dialing pauses are required for use with some long-distance systems and are often useful when dialing through special telephone exchanges.

To enter a dialing pause in your autodialer, just press the **Pause** key where you want a pause to occur.

The first pause you enter will last 3.5 seconds. Adding a second pause will extend it to 5 seconds. Three consecutive pauses last 8.5 seconds; four pauses, 10 seconds. Add as many pauses as you like, but remember, each pause counts as one of the digits you are allowed when entering a speed-dial or one-touch number.

## Timesavers

Here are a few ideas for your speed-dial and one-touch numbers:

- home office
- warehouse
- client
- supervisor
- office supply
- time and temperature
- courier service
- sales office

## Autodialer Directory

Keep this convenient list of your autodialer numbers nearby for making your fax and voice calls.

| One-Touch | Speed-Dial | Phone Number | Location |
|-----------|------------|--------------|----------|
| A         | 00         |              |          |
| B         | 01         |              |          |
| C         | 02         |              |          |
| D         | 03         |              |          |
| E         | 04         |              |          |
| F         | 05         |              |          |
| G         | 06         |              |          |
| H         | 07         |              |          |
| I         | 08         |              |          |
| J         | 09         |              |          |
|           | 10         |              |          |
|           | 11         |              |          |
|           | 12         |              |          |
|           | 13         |              |          |
|           | 14         |              |          |
|           | 15         |              |          |
|           | 16         |              |          |
|           | 17         |              |          |
|           | 18         |              |          |
|           | 19         |              |          |

# Your Unit's Phone

As you've already seen, your fax is a personal communications center that satisfies your fax and copier needs. You'll soon find that it is also a full-featured phone, equipped with all the standard conveniences you'd expect, plus a little more.

You can use the phone to make voice calls or to place fax calls. When calling a remote fax with the handset, wait until you hear fax reception tones. Then press **Start/Copy** to transmit the page in the feeder.

Also included with your unit are these convenient phone features.

## Redial

Pressing this key redials the last number you dialed, up to 32 digits.

If you have used the **Redial** key and receive a busy signal, there's no need to hang up. Simply press **Redial** again and let the fax do the work for you.

## Hold

Press the **Hold** key at any time during a telephone conversation to put your caller on hold. Press **Hold** again to return to your call. Or, if the handset is in its cradle, simply pick it up to return to your call.

## Monitor

For hands-free dialing, press **Monitor** to get a dial tone while the fax's handset remains down. Then just dial the telephone number using the numeric keypad, a one-touch key or by pressing **Enter/Spd Dial** and a two-digit speed-dial number. For voice dialing, pick up the handset when the call is answered.

For fax dialing, make sure there is a page in the unit's feeder. Then dial using the numeric keypad, a one-touch key or a speed-dial number. If dialing with the numeric keypad, press **Start/Copy** when the remote fax answers. When one-touch or speed-dialing, your fax will automatically attempt transmission. There's no need to press **Start/Copy**.



# Sending a Fax/Making a Copy

Your Murata fax is built to communicate with virtually all of the millions of Group 3 fax machines in use around the world.

You can send any piece of normal-weight paper whose dimensions fall within the size of a checkbook to a few inches longer than a sheet of legal-size paper. The exact maximum and minimum width and length requirements are:

**Maximum:** 8.5 inches x 17 inches

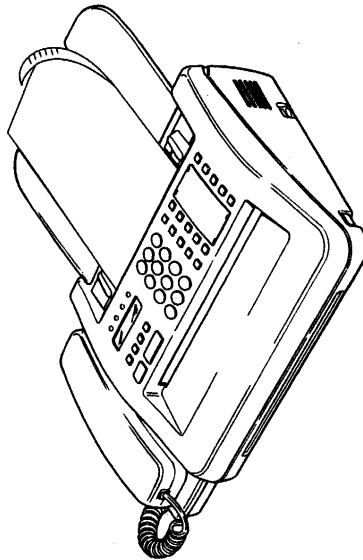
**Minimum:** 3.9 inches x 2.7 inches

Do not transmit:

- Extremely thin or wrinkled pages
- Folded pages
- Cardboard, newspaper or fabric
- Documents carrying staples, glue, tape or paper clips
- Pages with duplicating carbon on one side

To send a fax:

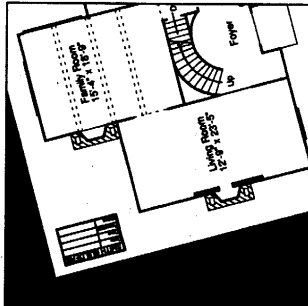
1. Adjust the document feeder guides to fit the pages you want to transmit. Place your document face down into the feeder. Your fax machine's document feeder can hold up to 10 pages.



## Transmission Resolution

2. Press **Mode** to choose the transmission resolution that's right for your pages.

Normal resolution is suitable for most typed documents. Fine is ideal for detailed documents such as maps or floorplans. Gray, or grayscale, is used to send halftone images and photographs.



Fine resolution



Gray resolution

If the pages you're sending require different transmission resolutions, you can change the resolution with each page you transmit. That way, you can send a map in fine, a letter in normal and a snapshot in gray all on the same fax call.

After your fax sends your pages, the resolution will automatically return to the primary transmission resolution you selected (see page 11).

3. If your original pages are too light or too dark, set the contrast to compensate. If your document is too dark and you want it to print lighter, use the **Dark** setting; If your document is too light and you want it to print darker, use the **Light** setting. Press **Original** to scroll through and select your contrast option.

4. Pick up the handset or press **Monitor** and listen for a dial tone. When you hear a dial tone, dial your number using any of the following simple methods.

**Please note: The numbers you dial will not appear in the display.**

## Keypad

5. Enter the telephone number using the numeric keypad. Remember to enter "1" and an area code for long-distance transmissions.
  6. When you hear fax tones, press **Start/Copy** to begin transmission. If the remote unit is answered by a person, tell them you are trying to send them a fax. Then press **Start/Copy**.
- After transmission begins, return the handset to its cradle. If you were using the monitor, there's no need to press another key. Your fax will do the work for you. See step 7 below.

## One-Touch Key

5. Press the one-touch key programmed with the number you wish to reach. If you're using the handset, wait to hear fax tones, then press **Start/Copy** and hang up. If you're using the monitor, your fax will turn off the monitor speaker and automatically attempt transmission. See step 7 below.

## Speed-Dial Number

5. Press **Enter/Spd Dial** and enter the two-digit speed-dial number programmed with the number you wish to reach.
6. If you're using the handset, wait to hear fax tones, then press **Start/Copy** and hang up. If you're using the monitor, your fax will turn off the monitor speaker and automatically attempt transmission.
7. When your fax reaches the fax you are calling, the Fax Number entered in their machine will appear in the display of your fax. (The number that appears in your display may not be the same as the number you dialed. Any number can be entered by the operator as their Fax Number.)

## Redial Key

Use the **Redial** key to redial busy fax numbers. After you've reached a busy number, press **Redial**. The numberlast dialed will automatically be dialed again.

## Chain-Dialing (dialing strings of numbers)

If you regularly call or fax long-distance, you can use speed-dial numbers and one-touch keys to quickly enter the special prefixes, dialing pauses and long-distance service passcodes that are often required when you make a long-distance call.

With many long-distance telephone companies, a long-distance call involves three dialing sequences: the access number for the long-distance service, the number of the person or remote fax you're calling, and a unique pass code for your long-distance account.

If your long-distance service usually requires that you wait for a tone or for a short period of time before entering the next sequence of numbers, enter a few dialing pauses at the end of these sequences to cover the required waiting time.

Long distance service number 18005551212 (Pause)  
 Number you are calling 2144033499 (Pause)  
 Long-distance passcode 87687687

Store the long-distance service number as, for example, speed-dial 06. Then store the number for the remote fax as speed-dial number 07. Finally, store the pass code required for your long-distance service as one-touch A.

To transmit in the example above:

1. Remove any documents from the document feeder.
2. Press **Monitor**.
3. Press **Enter/Spd Dial**, 0, 6 to recall the long-distance service number. Your fax will begin dialing.
4. Press **Enter/Spd Dial**, 0, 7 to recall the remote fax number you are calling.
5. Press one-touch key **A** to recall your account pass code. This number will complete your dialing sequence.
6. Insert your document into the feeder.

## Dialing Pauses

You can include short pauses in your dialing sequences to make long-distance service dialing easier. Dialing pauses are required for use with some long-distance systems and are often useful when dialing through special telephone exchanges.

To enter a dialing pause in your autodialer, just press the **Pause** key where you want a pause to occur.

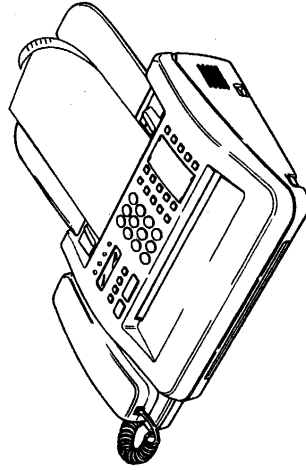
The first pause you enter will last 3.5 seconds. Adding a second pause will extend it to 5 seconds. Three consecutive pauses last 8.5 seconds. Four pauses, 10 seconds. Add as many pauses as you like, but remember, each pause counts as one of the digits you are allowed when entering a speed-dial or one-touch number.

## Making Copies

Your machine serves as a handy copier, so you can copy important documents without running to the office copy machine.

The copies you make on fax paper will last for about three years under ideal conditions, that is, stored in a dry, cool place.

**To make copies with your machine:**



1. Insert the pages to be copied. Make sure the pages are inserted printed side down.

2. If desired, press the **Mode** key to choose the preferred copy resolution. Fine resolution is suitable for most pages you copy, and is ideal if you're copying floor plans or anything that uses lots of detail. Gray is perfect for photographs.

3. If desired, press the **Original** key to adjust the lightness or darkness of the copy.

4. Press **Start/Copy**.

# Receiving a Fax

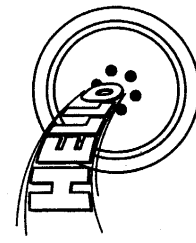
Because your machine is both a fax and a telephone, it will receive two different types of telephone calls: fax calls and voice calls. You won't be able to tell the difference by the ring, but it's easy to tell which kind of call you are receiving by answering the line. A voice call will sound like any call you answer on your home phone. On the other hand, a fax call has a very distinctive sound. When you answer a fax call, you will hear a repeating beeping tone over the phone line. Now that you know the difference, read on for instructions on answering your fax machine.

## Manual Answer

If you want to answer each call by picking up the handset, no special settings are necessary. Just make sure that neither the **TAD Answer** light nor the **Fax Answer** light is lit. (If one or both are lit, press the **Receive** key until both lights are turned off.)

When your phone rings, simply pick up the handset or press **Monitor** to listen to the incoming call.

### If you hear a voice when you answer a call:



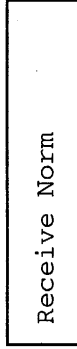
Talk as you would normally. If you're using the monitor, pick up the handset to talk. To send or receive a fax after your conversation, see page 25 for information on using the Call Reserve feature.

### If you hear fax tones when you answer:

Press **Start/Copy**, then hang up the receiver, or simply press **Start/Copy** if you were using the monitor. Your machine will come on line to receive the fax message. You'll see the following display:



The display will then show you the resolution at which you'll receive the fax message:



If you'd like to speak with the person sending the fax after the transmission starts, see page 25 for information on using the Call Reserve feature.

## Automatic Answer

Your machine can answer all calls automatically, so you can attend to other business without worrying about missing an important fax reception.

To set your machine to answer automatically after two or more rings:

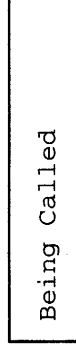
Press **Receive** until the **Fax Answer** light is lit.

Your callers will hear fax tones when they call, signalling that they've reached a fax machine. Or use the prerecorded voice message (see page 20) to greet your callers.

You may want to leave the machine on **Fax Answer** (Automatic) all the time, and answer manually when it's convenient. If this is the case, see page 11 for more information on setting the desired number of rings. By setting the fax to answer after more than two rings, you have more time to answer if you wish.

## "Being Called" Display

When your machine answers automatically, you will see the following display:



This display appears when your fax has answered a call. If the call is from a person and you have activated the voice message, you will hear a shrill

ring, which indicates the voice message is playing for your caller (please see the next section).

If the call is from a fax, the telephone number of the remote fax machine will appear in the display.

18005551212

The next display tells you that you're receiving a fax message and shows the resolution at which it is received.

Receive Norm

## Voice Message for Your Callers

This setting allows your callers to hear the special prerecorded voice message when your fax is set to answer your calls automatically:

*Hello, this line is being answered by a facsimile machine. If you wish to fax, begin your transmission now. If you do not wish to fax, please check the number and dial again. Thank you.*

Your fax will sound a shrill ring—or false ring—while the voice message plays for your callers. Pick up the handset during this "false ring" to answer a call.

The voice message option is perfect if you don't want your callers to hear fax tones when they call you. The prerecorded voice message cannot be modified.

To turn on the voice message:

1. Press **Program** 4 times.

Voice Message

2. Press **Start/Copy**.

Voice Msg. = OFF

3. Press **Original** to change the Voice Message setting to ON.

Voice Msg. = ON

4. Press **Start/Copy**. The fax will return to standby.
5. Now press the **Receive** key until the **Fax Answer** LED is lit.

## Out-of-Paper

When your fax is almost out of paper, a low-paper line will appear on the underside of the page as it feeds out of the machine. Red or black lines will appear on the underside of the page on both sides. When these lines appear, it's time to replace the paper roll.

**Remember:** Your fax cannot receive messages without paper. Keep an ample stock of paper rolls, and make sure to reinstall before you run out, so no important messages are missed.

Use only 98-foot paper specifically designed for use in your machine. For best results, use Murata-compatible 98-foot paper rolls. Specify FP8007 when ordering.

## Special Answer Options

You can connect a second telephone or answering machine to your fax for complete communication capabilities. For more information on these special reception options, see page 22.

# Caring For Your Fax

With proper installation and a little maintenance, your Murata fax machine should provide dependable service for years to come.

Although little day-to-day care is required for your fax, you can take these simple precautions to keep it in top form.

- Make sure your fax machine is installed according to Murata's specifications. Review the requirements on page 5 before you install your unit. Don't install your fax where it can overheat, gather dust or get splashed by water or other liquids.
- Use thermal facsimile paper labeled for use with your Murata fax machine to ensure a perfect fit.
- Clean your fax, if needed.

## *Cleaning Outside*

Use a mild cleaning solution sprayed onto a lint-free towel or cloth to wipe down the machine's cover and handset.

Use a vacuum or brush to clean the air vents on the sides and back of the machine.

## *Cleaning Inside*

- Never spray cleaner directly on your fax. The drifting spray could damage components inside your unit.
- Always unplug your unit before cleaning.
- Use lint-free swabs, a specially formulated cleaning solution and a supply of dust-free air to clean inside your fax.
- Use a lint-free cloth moistened with cleaning solution to wipe the plastic surfaces inside your unit.
- Use lint-free swabs moistened with cleaning solution to gently wipe components inside your fax.
- Use dry, dust-free compressed air to gently blow dust and other material from areas you cannot reach with swabs.
- Never attempt to clean inside sealed areas of your unit and never spray cleaning solution directly onto your fax.

## *Murata Fax Care Products*

Murata offers a complete Faxcessory care kit for your facsimile machine, with cleaning solution, swabs, compressed air, case and cabinet cleaner and a telephone surge protector.

The cleaning components gently and effectively remove fingerprints, dust and lint from your unit—outside and in. The surge protector guards against damaging voltage surges in your facsimile machine's telephone line. Together, the cleaning components and surge protector keep your fax in top shape.

Get a Murata Faxcessory kit, Murata item master number MK2034, for your fax. Ask your Murata representative or facsimile retailer for one today. For more information and the closest source of Murata Faxcessory products, call Murata Business Systems at 1-800-543-4636.

# Options for Receiving Calls

Once you've familiarized yourself with features such as basic automatic answer, you'll probably want to integrate a second phone or answering machine for full-fledged communication center capabilities.

Choose the reception option that best suits your needs. For instance, you can connect a second telephone to your M1000. You can answer calls from the second phone if it's more convenient, and transfer fax calls back to your fax.

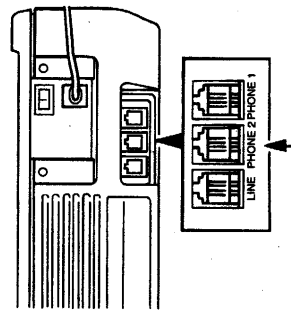
Or connect your answering machine to your fax for even more answering options. Your answering machine will answer all calls, and your fax will listen in and take over the phone line when it hears special fax tones. Callers who wish to speak with you can leave a message, and fax callers can send a fax. Callers can even leave voice and fax messages on the same telephone call.

## Attaching a Second Telephone or Answering Machine to Your Fax

Setting up your machine for use with a second telephone or answering machine is quick and easy. Just follow the instructions below:

1. Install your fax. See page 6.
2. Plug your second telephone or answering machine's telephone line into the **Phone 2** connector at the back of the machine.

**Do not plug your second telephone or answering machine directly into a wall jack.** To operate properly with your machine, the device you're using must be connected to the **Phone 2** connector.



3. If you're using an answering machine, plug the answering machine's power cord into a standard electrical outlet.

See the following sections for information on using a second telephone or answering machine with your fax and for information on other answering options.

## Transfer Fax Calls from a Second Telephone (Transfer to Fax)

When a second telephone is attached to your fax, you can answer calls from the second phone if it's more convenient, and transfer your fax calls back to your machine for fax receptions. (You can even answer the second phone from another room if the phone cord is long enough to reach, or if you use a cordless phone.) This feature is perfect if you're busy in a room away from the fax and want to answer your calls manually.

Remember, this feature only works on the phone physically connected to the **Phone 2** connector on your fax. You cannot transfer calls from phones connected to a wall jack or other phone connections.

**Important:** The Transfer to Fax feature will not work if the TAD Answer light is lit (see page 4).

To set your machine to Transfer to Fax:

1. Follow the instructions above for attaching a second telephone to your fax machine.
2. Press **Program** 2 times.

Transfer to Fax

### 3. Press **Start/Copy**.

Transfer = ON

4. To change the setting, press the **Original** key. Transfer = ON allows you to transfer fax calls from a second phone attached to your fax.

### 5. Press **Start/Copy**.

6. Now you'll set the phone type for your second telephone. Your choices are Tone and Pulse (Rotary).

Tel Type = Tone

To change the telephone type press **Original**. If you're unsure of the type of telephone you are connecting to your fax, call your local telephone company.

7. Press **Start/Copy**. The display will return to standby.

## To use the Transfer to Fax feature:

When your phone rings, answer from the telephone that's connected to your M1000's **Phone 2** jack. If it's a regular voice call, talk as you would normally. If you hear beeping fax tones, press "6" two or four times (see page 29), then hang up. Your fax will take over the phone line and print the message.

## Using an Answering Machine with Your Fax

You can connect an answering machine to your fax's **Phone 2** connector for the ultimate in fax/telephone convenience. Your answering device and Murata machine can work perfectly side by side when you take a few precautions to accommodate the standards used by most fax machines.

**Important:** Make sure both the TAD Answer and Fax Answer lights are lit before you use an answering machine with your fax. Read the following section before you use your answering machine with your fax.

## Some Tips to Ensure Top Performance...

Most fax machines have the ability to dial automatically (using one-touch numbers, for example) and they use an internal clock to time and control their communication. The transmitting machine waits a fixed period of time after dialing to hear a receiving "greeting" from your machine. If they don't hear the proper reception tones within this limited period, they usually hang up and automatically redial minutes later.

When you use an answering machine on the same line as your fax machine, the whole transmission process for a remote machine—dialing your machine's number, ringing and waiting for your answering device's outgoing message—can take 40 seconds or more. This exceeds the international time limit that fax machines use, so the transmitting fax could hang up.

To ensure smooth operation of your machine and answering device, follow these guidelines:

1. First, make sure the telephone line for your answering device is connected to your machine's **Phone 2** jack. The answering machine's power cord should be plugged into an electrical outlet.
2. Press the **Receive** key until both the **Fax Answer** and the **TAD Answer** lamps are lit.
3. Set your answering machine to answer calls after one or two rings. Consult your answering machine's operating manual for instructions.
4. Create an outgoing message for your answering machine that is less than 10 seconds long. (For ideas on modifying your message, see "Modifying your Answering Machine Message" later in this section.)

When you choose this reception option, your calls will be answered by your answering machine, since it should be set to respond after one or two rings. While your answering machine plays your outgoing message, your fax will listen quietly on the line. Callers leaving a voice message will not know a fax machine is there.

If your fax hears the standard fax transmission tones, it will disconnect your answering machine and begin reception.



Your fax will answer calls after seven rings if your answering machine breaks or does not answer for some other reason. In these cases, your fax will attempt to begin fax communication immediately and will not play the answering message.

## Modifying Your Answering Machine Message

Here is a suggested outgoing message for your answering machine that you can modify to suit your own needs:

*Hi. You have reached (your name or telephone number). This line has been answered by a fax and an answering machine. If you would like to send a fax, press Start now. If you would like to leave a message, wait for the beep. Thanks.*

**Tip:** For best results, remember to keep your message under 10 seconds long.

Your callers can even leave both a voice and fax message on the same telephone call: Modify your answering machine message to explain that callers can leave a voice message on your answering machine, then press **Start** to begin their transmission. Your machine will detect the switch from voice to fax, and come on the line to print the message.

## To Answer Calls From Another Phone Extension

You can answer fax calls from any phone extension in your home if you're unable to answer from your fax or second telephone. Simply pick up a telephone handset anywhere in your home. If it's a person on the other end, talk as you would normally.

If you hear beeping fax tones, do the following:

1. Lay the handset down without hanging up.
2. Go to your machine, pick up the handset, then press **Start/Copy**.
3. Hang up both your fax machine's handset and your extension's handset. Your machine will take over the phone line to receive the fax message.

# Special Communication Features

Other special features allow even more communication capabilities...

## Fax Report

Your machine can print a fax report that lets you know your fax message was transmitted. This feature gives you extra peace of mind when you have important documents to transmit. Each Fax Report lists the date of the transmission, the receiving location and the number of pages transmitted. (If the "Location" listing is blank, the remote operator has not entered their fax number into their fax.)

You will also see a "Result" listing. A successful transmission will appear in the Result column as "OK." (A report of an unsuccessful transmission will include an explanation of the error and a corresponding error code. See page 27 for more information.)

```

**      F a x   R e p o r t      **
Date      :      Jun 02, 91  18:53
Location   :      215 5558551
Pages      :      01
Result     :      OK
  
```

To set your unit to print a fax report for each of your fax transmissions:

1. Press **Program** 5 times.

Set Fax Report

2. Press **Start/Copy**.

Fax Report = OFF

3. To change the setting, press **Original**.

Fax Report = ON

4. Press **Start/Copy**. Your fax will return to standby.

## Call Reserve (Fax message and voice call on same call)

Call Reserve allows you to have a fax transaction and a voice conversation on the same call, whether you are sending or receiving a fax message.

To request a conversation after you send or receive a fax message:

1. While your machine is transmitting or receiving a fax message, press **Start/Copy**. The **Call** light on your fax will turn on.
2. The remote fax machine will ring after each page is printed, signalling your call reserve to anyone nearby. If someone responds, your machine will sound a prolonged ring and the **Call** light will flash.
3. Pick up the handset before the end of the prolonged ring and press **Stop**. In a few seconds, the line will open and you can begin your conversation.
4. If you want to transmit after your conversation, insert your document into the feeder. Tell the remote operator to press **Start/Copy**. When you hear fax tones, press **Start/Copy** and hang up.

## To respond to a remote operator's reserved call:

If someone requests a call, you will hear a prolonged ring after each page is transmitted or received and the **Call** light on your fax will flash. To answer the call request, pick up the machine's handset and press **Stop**.

When the person at the other end of the line answers, the phone line will open and you can begin your conversation.

## Polling

Polling lets you automatically "pull" a page or document from another fax machine's document feeder.

You can use polling anytime you need to retrieve information and don't want the source to pay for the phone call. With polling, you pay for the call and get the information you need.

To poll, or "pull" a page or document from a remote fax:

1. Make sure the remote fax operator has a document stored in their fax, ready to be retrieved. Also make sure there is **not** a document in your fax machine's feeder.
2. Pick up the handset or press **Monitor**.
3. Dial the telephone number for the remote fax.
4. When the remote fax answers and you hear fax tones, press **Start/Copy**. Return your fax handset to the cradle. If you're using the Monitor, just press **Start/Copy**. Your fax will do the rest.

# Remedies and Custom Settings

Occasionally your fax will detect a problem with the telephone line in use or encounter a problem when sending or receiving a fax. Don't worry when this happens: Your fax will give you instructions on correcting the problem.

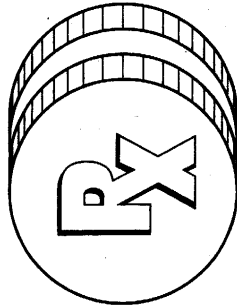
## Alarm

When your fax detects a problem, you'll be alerted by the **Error** light and an alarm tone. Press **Stop** to cancel the beeping alarm tone and the **Error** light. This will return your fax to standby.

## Displayed Messages

Your fax machine's display messages help you to easily spot problems that can halt communications.

If you do receive a message or code, just follow its directions and then press **Stop** to cancel the beeping alarm tone and return your fax to standby. Each display message is shown below, along with a description of the solution to the problem:



Set Page Again

Your page was not inserted properly, or the machine you're sending to cannot accommodate the length of your page. Reset the page and try the transmission again.

Close Cover

Your fax machine's cover is open. Make sure the cover is firmly closed.

Hang Up Phone

The telephone handset is off the cradle. Hang it on the cradle.

Out of Paper

Replace the recording paper roll. The fax will not answer calls and all printing will be suspended until the recording paper is replaced. See page 8 for instructions.

Erase Settings

The settings or instructions stored in your fax have been erased. Print out a copy of the machine settings so you will know what needs to be reset. Then follow the instructions in the Preparing Your Fax section to set your fax the way you like.

Feeding Page

Your fax is feeding your page through without scanning it. Many circumstances may cause this to happen: You may have stopped a transmission or plugged in your fax with a page in the feeder. Please try transmitting or copying again.

## Error Codes

When your fax detects an error, it prints out a Fax Report—a small slip of paper that lets you know where the problem occurred and what to do next. These errors can be caused by things like lightning and telephone line interference—the same things that cause the line noise you sometimes hear when talking on the telephone.

In many cases, simply trying your call again is all that's necessary. If the problem persists, you can always call a trained service person or your phone company for help.

Each Fax Report printed after a problem occurs lists an error message that briefly states the reason the error occurred and a possible resolution. The Fax Report also lists the date of the transmission, the sending location and the number of pages sent. (The "Location" listing will be blank if the remote operator has not entered their fax number into their fax.) You will also see a code listed in the "Result" column. Result codes indicate the specific problem encountered. Codes prefaced by a "T" occur during transmission; those with an "R" occur during reception.

An example of a fax report is shown below. Also listed below are the three types of messages you may receive, plus the different error codes that can appear with each message.

|                                                       |   |             |       |
|-------------------------------------------------------|---|-------------|-------|
| <b>** Fax Report **</b>                               |   |             |       |
| Fax communication not possible. Call remote operator. |   |             |       |
| Date                                                  | : | Jun 18, 91  | 08:23 |
| Location                                              | : | 301 5558551 |       |
| Pages                                                 | : | 00          |       |
| Result                                                | : | R.1.1       |       |

**Type A: Fax communication not possible. Call remote operator.**

T.2.1. and T.2.2.— The telephone line disconnected during transmission or fax communication became impossible because telephone line conditions were poor. Try the call again.

T.2.3.— Fax communication was not possible because telephone line conditions were poor. Try the call again.

R.1.1., R.1.2., R.3.2. and R.3.3.—

The fax attempting to transmit to you is not compatible with your fax or had a document feeder problem.

R.3.4.— Poor telephone line conditions may have prevented your fax from properly printing some or all of the pages it received.

R.4.2.— The telephone line disconnected before the transmission was acknowledged, or the machine that's transmitting to you needs maintenance.

**Type B: Your fax could not be sent. Please try again.**

T.1.1.— The receiving fax did not answer your call or did not respond properly and may not be working.

T.3.1.— Your fax detected a document feeder error when it tried to transmit. Carefully re-insert the page into the feeder and try the call again.

T.4.1.— The telephone line disconnected while your fax attempted transmission. Try the call again.

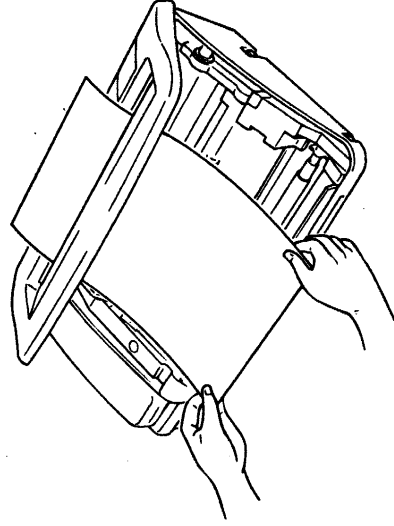
**Type C: Check transmitted fax; message may be unreadable.**

T.4.2.— Poor telephone line conditions developed after the start of your transmission. Try the call again.

R.4.1.— Poor telephone line conditions may have prevented your fax from printing some or all of the received fax message.

## Paper Jams

Occasionally, a page may jam in the document feeder of your fax. If this occurs, simply push up on the cover release. Then pull the jammed page through. Try your copy or transmission again.



## Custom Settings

Special settings in your fax machine's software—called dip switches—allow you to modify some of your machine's features to best suit the needs of your office.

Changing the dip switch settings is optional, so change only those settings that you wish to modify.

When you use the Clear Settings command, dip switch settings are returned to their original positions (see page 12).

### A Special Note about Software Dip Switches

Each time a software setting or a user setting is made in your fax, the dip switch numbers in the display will change. Don't worry if, for example, you go to switch 3 to make a setting and the ones and zeros in your LCD do not exactly match those shown in this manual. Just make sure you follow the instructions to change the specific bit for a particular feature, and disregard the other bit numbers in the LCD.

To change the setting for any switch, first follow these steps, then go to the specific dip switch setting you want to change.

1. Press **Program** 8 times.

Set Clock

2. Press **Receive**. The display will not change.

3. Press **Start/Copy**.

Set Parameter

4. Press **Start/Copy** again.

dipsw-0 00000000

Read on for a list of features that can be modified by dip switch settings.

## TTI Transmit

Your TTI is automatically transmitted with your fax messages, and appears at the top of each page you send. (See page 10.) However, if you want to keep your telephone number private—you may want to limit access to an unlisted number—you can turn off your TTI.

To prevent your TTI from being printed on the pages you transmit, follow steps 1 through 4 above, then:

5. Press **Start/Copy** 2 times.

dipsw-2 10001100

6. Press **Original** to change the setting to "0".

dipsw-2 00001100

**Note:** To return the fax to the initial setting, press **Original** again to return the setting to "1".

7. Press **Start/Copy**.

dipsw-3 11000000

8. Press **Stop** to save the new setting and return to standby.

## Transfer to Fax (Number of times "6" is pressed)

When your machine is set to Transfer to Fax (see page 22), you can transfer fax calls to the fax by pressing "6" two or four times on the handset of your second telephone.

Although it's unlikely, your voice can duplicate the types of sounds made by the "6" on your handset. If this happens, your fax could disconnect the telephone line. To guard against accidental disconnection, change the setting so that you're required to press "6" four times to transfer a fax call.

To set your phone to transfer fax calls after "6" is pressed four times, follow steps 1 through 4 above, then:

5. Press **Start/Copy** 2 times.

dipsw-2 10001100

6. Press **Mode**.

dipsw-2 10001100

7. Press **Original** to change the setting to "1".

dipsw-2 11001100

**Note:** To return the fax to the initial setting, press **Original** again to return the setting to "0".

8. Press **Start/Copy**.

dipsw-3 11000000

9. Press **Stop** to save the new setting and return to standby.

## Unlimited Received Document Length

If you plan to receive extra-long pages—such as a computer printout—you can adjust the setting so your fax can adapt to the special page length. To instruct your fax to print extra-long pages, follow steps 1 through 4 above, then:

5. Press **Start/Copy** 3 times.

dipsw-3 11000000

6. Press **Original** to change the setting to "0".

dipsw-3 10000000

**Note:** To return the fax to the initial setting, press **Original** again to change the setting back to "1".

7. Press **Start/Copy**.

dipsw-4 01101000

8. Press **Stop** to save the new setting and return to standby.

## Unlimited Transmitted Document Length

The maximum page length your fax can transmit is about 17 inches; however, if you plan to transmit extra-long pages—such as a computer printout—you can adjust the setting so your fax can adapt to the special page length.

To instruct your fax to transmit extra-long pages, follow steps 1 through 4 above, then:

5. Press **Start/Copy** 3 times.

dipsw-3 11000100

6. Press **Mode** 1 time.

dipsw-3 11000000

7. Press **Original** to change the setting to "0".

dipsw-3 10000000

**Note:** To return the fax to the initial setting, press **Original** again to change the setting back to "1".

8. Press **Start/Copy**.

dipsw-4 01101000

9. Press **Stop** to save the new setting and return to standby.

# Glossary

The terms and words below are often used when discussing facsimile machines and fax communication. Use these definitions for your reference only. Specifications and technical information are subject to change, so call the Murata Customer Support Center (see page 36) if you have any questions.

## Call-Waiting Service

Many telephone systems offer an optional call-waiting service that identifies when another party is calling while you are on the phone. Call-waiting signals may cause interruption of facsimile transmission or reception.

## Compatibility

The term "compatible" describes the ability of separate things to work together. Your Murata fax machines offers Group 3 compatibility, the modern standard for worldwide fax communication.

## Copy

You can use your Murata fax as a convenience copier. Many Murata units can copy in two or more levels of resolution.

## Data Compression

Used by digital fax machines to speed transmission. Your machine uses data compression methods MH and SMSE.

## Digital Facsimile

Unlike analog systems that scan every portion of a page, digital fax machines survey a page's overall picture content. Digital fax machines scan a line and convert the information into a binary code of zeros and ones. The fax machine can take this information and compress it, providing transmission speeds of less than one minute per page. Murata units offer the standard Group 3 data compression method for rapid transmissions to any other Group 3 fax, and many Murata units offer proprietary transmission speeds for faster transmissions between Murata-manufactured units.

## Facsimile

Although business fax use has grown rapidly since the advent of fast, powerful Group 3 units, facsimile communication itself has a surprisingly long history. The first facsimile system was introduced in 1842, and wide-spread service was underway before 1910. In the United States, fax units attached to home radios provided facsimile newspaper service in several cities through the late 1940s. Facsimile's growing success for news

transmission was halted, however, by the development of commercial television.

## Fax Number

The Fax Number is your unit's telephone number. Part of the TTI, your Fax Number is printed at the top of each page received from your unit.

## Fax Report

A Fax Report provides proof that the page (or pages) you set for transmission was sent. Printed after transmission, the Fax Report identifies the telephone number of the remote fax to which the document was sent.

## G3

G3 stands for Group 3. Your machine is a Group 3 fax. Group 3 compatibility is the modern standard for worldwide communication as determined by the CCITT, an international communication group.

## Handshaking

Used by telecommunications and computer equipment to "introduce" two systems to each other. Facsimiles use a handshaking protocol, for example, to identify the type of unit and to begin fax communication.

## MH

Modified Huffman, the CCITT Group 3 standard data compression method. A feature of all Murata fax machines, MH assures better than one-page-per-minute transmissions when communicating with other Group 3 units, regardless of manufacturer.

## Normal Resolution

The standard resolution mode for Group 3 units.

## Original Document Size

Used when defining the largest (or smallest) page that can be fed safely through your fax machine. Check your unit's operating instructions for more information.

## PBX

Private branch exchange. Often called PBX, PABX and others. Privately owned telephone equipment serving a particular building, business or area. Many PBX systems use digital transmission lines which, unlike more



common PSTN lines, are not compatible with fax machine use. Do not connect your Murata unit to a PBX without first checking with the system manufacturer or service representative.

#### PPS

Pulses per second. Used to identify rotary dialing requirements.

#### Pulse (Rotary), Tone Dialing

Most telephone systems in the United States offer pulse (rotary) and touch-tone dialing options. Murata units are compatible with both rotary and tone dialing signal requirements. Check your operating instructions for information on setting your unit for pulse or touch-tone dialing. Murata units also offer two types of pulse dialing signals: 20 pps and 10 pps. Check with your telephone company if you have pulse dialing service.

#### Resolution

The resolution of documents transmitted or copied by fax machines is measured by the number of horizontal (H) and vertical (V) lines per inch the unit can print. Your Murata unit offers the following resolution levels:

|      |                 |
|------|-----------------|
| Norm | 203H x 98V lpi  |
| Fine | 203H x 196V lpi |

Your unit also offers grayscale transmissions for accurate reproduction of photographs.

#### RJ-11C

A standard plug-in telephone jack. The RJ-11C is commonly used in North America for telephone line connections, but call your telephone company if you are unsure of the type of jacks in your home or office.

#### SMSE

Proprietary data compression methods, allowing transmissions faster than with MH and MR whenever you are communicating with a Murata-manufactured unit. SMSE is a feature on many Murata fax machines.

#### Surge Protector

A device that protects your telephone or electrical lines. A telephone power surge protector can absorb and divert high-voltage surges caused by lightning or static electricity without interfering with normal telephone operation. An electrical surge protector protects you fax from high-voltage surges in the AC line that may cause damage to your fax and other appliances.

#### Touch-Tone

A push-button telephone or the characteristic tones made by such a phone. Also a registered trademark of Western Electric for a brand of telephones.

#### Transmit Terminal Identifier

Your TTI is sent automatically with every page you send, and appears at the top of each page printed by the receiving unit. The TTI can be your personal or business name or any other identifier.

# Common Questions

If you have a question about using your machine, read the section that applies to your particular question.

## General Questions

- Q:** Where do I add ink or toner to make my fax print darker?
- A:** Your fax does not use ink or toner. Instead, it uses a special printing technique called thermal printing. You can adjust the darkness of the pages you transmit and copy—just insert your page and press the **Original** key until you see the Light setting. This setting compensates for light pages so they print darker. After you've adjusted the setting, transmit or copy as you normally would.
- Q:** When I unplug my machine, will I lose the information I've entered (TTI, autodialer numbers, time and date, etc.)?
- A:** No. The battery for your fax protects user settings for several days if power fails or you decide to move your fax.

## Error Light and Alarm

- Q:** How do I turn off my machine's error light and alarm?
- A:** Press **Stop**. In some cases your fax will print an error message for help in diagnosing the problem.

## Transmitting

- Q:** I just tried to send a fax. I dialed a number and heard a horrible screeching sound, so I hung up.
- A:** Don't worry: You will hear screeching sounds any time you call a fax machine that answers calls automatically. Fax machines use these tones to signal a fax communication. Next time you hear the tones, just press **Start/Copy** to send a fax.
- Q:** Why can't I send a fax? I just dialed the number, hung up the handset and pressed **Start/Copy**.
- A:** Press **Start/Copy** before you hang up the handset so your fax knows what to do.
- Q:** I just sent a fax, but the number that appeared in my machine's display while the fax was being sent is not the number I dialed. Why?
- A:** The number that appears in your display is the number that was programmed into the remote fax machine by the user. They can enter any phone number as their fax identification, or Fax Number.
- Q:** Can I transmit and receive at the same time?
- A:** No, but use the call reserve feature (see page 25) to ask the remote operator if he or she wants to transmit or receive after your transaction is completed.
- Q:** Do I have to dial a "1" for long distance?
- A:** Yes. Remember to include any numbers needed for long-distance dialing when you program your one-touch and speed-dial numbers. You can even include a special pause character needed when calling through a telephone system that requires "9." to reach an outside line (see page 18).
- Q:** How do I send a fax to an overseas telephone number?
- A:** Dialing requirements for overseas calls may vary depending on your local telephone company's requirements. For most overseas calls, dial 011, then the appropriate country code, city code and phone number. Country and city codes are frequently included in the front section of telephone directories.
- Q:** Sometimes my fax transmissions take a long time. What causes this to happen?
- A:** Several things can cause slow fax transmissions. If you're sending pages in Fine resolution, there's more information to be sent over the phone lines, which results in slower transmissions. Or, slow transmissions can be caused by poor phone conditions.
- Q:** Can I transmit if my fax is out of paper?
- A:** Yes, however fax reports (see page 25) are not available when transmitting without recording paper in your fax.
- Q:** Can I transmit a document that's extra long?
- A:** You can if the receiving fax machine is equipped to handle long documents. Many fax machines have a special setting that allows them to receive documents that exceed the normal length.
- Q:** Can I transmit pages from a newspaper?
- A:** No. Newspaper can jam in your document feeder.
- Q:** Can I transmit a page after using correction fluid on it?
- A:** Yes, as long as the fluid is completely dry before the page passes through the machine.
- Q:** How can I be sure my fax was received?
- A:** Your machine can print out a Fax Report to verify a transmission; however, call the operator of the machine to which you're sending to make sure your fax was received.

## Receiving Fax Messages

- Q:** My fax never answers. What's wrong?
- A:** Check and make sure your fax is properly connected to a working outlet and phone jack. (See page 6 for installation instructions.) If you are using a second device with your fax, make sure it is connected properly, and make sure your fax machine is set up for use with a second device. If you're using an answering machine with your fax, make sure the TAD Answer light is lit (see page 23). Call your telephone company if you continue to have problems.
- Q:** Sometimes when I answer my fax I hear a beeping sound that repeats every few seconds. Are these fax calls?
- A:** Yes. When you hear a beeping sound, you know that someone is trying to send you a fax. Simply press **Start/Copy** and hang up to receive a fax message.
- Q:** Does my fax have to be plugged in to receive a fax message?
- A:** Yes. Your phone will ring if the phone line is connected, but you can't receive a fax unless your fax machine is plugged in. Make sure your fax machine is plugged in all the time so you never miss an important reception.
- Q:** My fax rings and the display shows "Being Called", but a fax message never comes through. What's wrong with my machine?
- A:** The caller may have dialed the wrong number, then hung up. Also, if you're using an answering machine or a second telephone with your fax, make sure it's properly set up to handle incoming calls (see page 23).
- Q:** Can I receive a fax if I'm using the phone on my machine?
- A:** You can receive a fax from the person you're talking to. When they have a document ready in their machine's feeder, press **Start/Copy**. However, like your phone at home, your fax machine can only handle one phone call at a time.

## Polling

- Q:** What is polling used for?
- A:** Polling lets you automatically "pull" a page or document from another fax machine's document feeder. You can use polling anytime you need to retrieve information and don't want the source to pay for the phone call. With polling, you pay for the call and get the information you need.

## Copies

- Q:** How long will my fax copies last?
- A:** Under ideal conditions, your fax copies should last about three years. However, if you want to guarantee a permanent copy, make copies of your important documents on bond paper.

- Q:** A black line is appearing on the front of my received pages and copies. What's wrong?
- A:** Call Murata for service.

- Q:** A white line is appearing on the front of my received pages and copies. What's wrong?
- A:** Call Murata for service.

- Q:** A black line is appearing on the back of my received pages and copies. What's wrong?
- A:** It's time to replace the paper roll. For best results, use 98-foot fax paper.

- Q:** A red line is appearing on the back of my received pages and copies. What's wrong?
- A:** It's time to replace the paper roll. For best results, use Murata-compatible 98-foot paper.

- Q:** One of my fax copies has faded so much that it's unreadable. What happened?

- A:** The fax copy probably came in contact with window cleaner or some other solvent or its vapors. Your fax copies should be stored away from cleaners, solvents and PVC vinyls.

## Storage, Location Tips

- Q:** Where should I put my fax machine?

- A:** Keep the following precautions in mind when choosing a place for your machine:

- Don't install your machine where it can be splashed by water.
- Don't install your machine on the same outlet as a high-consumption appliance or device such as a copier.
- Keep your machine out of direct sunlight.
- Do not keep your fax inside a drawer.
- Do not use a dustcover on your fax.

- Q:** Where should I store fax paper?

- A:** Keep fax paper away from heat, bright sunlight, solvents, cleaners and PVC vinyls.

## Answering Machine

- Q:** Can I use my fax machine and an answering machine together?

- A:** Yes. You can connect your answering machine to the fax machine's **Phone 2** jack for perfect side-by-side operation.

When used with an answering machine attached, the Murata fax listens quietly on the line as you or the answering machine answer the call. If the call is from a person, your fax will not interfere and you and your callers won't know it's there. If your fax hears the special transmission tones from a calling fax machine, however, it will come on the line—disconnecting the handset or answering machine—and print the incoming message.

The only time your fax will answer the line before your answering machine is when your answering machine is broken or for some other reason cannot respond. After seven rings, your fax machine will answer the call and attempt to begin fax communication.

## How Your Fax Machine Works

Your fax works on ordinary telephone lines, so it's easy to understand fax operation if you compare it to the way a regular telephone works. Having a fax, in fact, is a lot like having a telephone with bonus features.

The way fax machines work is closely regulated by international standards. These standards ensure the compatibility of your fax machine with the millions of other fax machines worldwide, but they also limit the way your fax can be used with other telephones or answering machines.

The concept of how a fax works is simple:

When you insert a page into your fax machine's document feeder, a special scanner in your fax examines the information on the page. Then the fax translates that information into a numeric code. The fax then compresses this code so it can be sent rapidly over the telephone line. In this regard, the only difference between a fax call and a regular telephone call is the content of the transmission: an image is sent instead of your voice.

When you receive a fax call, your fax machine will ring in exactly the same way a voice call would. In fact, there is no way to tell if an incoming call is from a fax or from a person until you or your fax machine answers the line.

You'll know it's a fax call if you answer a call and hear a beeping sound that repeats every few seconds. This sound is the fax machine's way of identifying itself to other faxes. It's much like you making a voice call and identifying yourself: "Hello, this is Joe."

When you press **Start**, your fax responds to these signals using special receiving tones, which are its way of responding to the other unit's "greeting." This acknowledgement—just like greetings exchanged between you and your friends—is called "handshaking."

**Q:** How should I modify my answering machine message when I use it with my fax machine?

**A:** When you record your answering machine message, be sure to tell callers that your fax is monitoring the line and that callers with fax messages can begin their transmissions immediately. Keep your outgoing message under 10 seconds long.

Here is a suggested message you can modify to your own need:

*Hello. You have reached (your name or telephone number). We can't come to the phone now, but this line has been answered by a fax and an answering machine. If you would like to send a fax, press Start. If you would like to leave a message, wait for the beep. Thank you.*

**Q:** Can a caller leave both voice and fax messages on the same call?

**A:** Yes. Modify your answering machine message to explain that callers can leave a voice message on your answering machine, then press **Start** to begin their fax transmission. Your Murata fax will detect the switch from voice to fax and will come on the line to print the message.

**Q:** How can I receive a fax while I am talking on the phone?

**A:** If you want to receive a fax message, tell the operator to insert a document in the remote unit and press **Start/Copy**. After you hear fax tones, press **Start/Copy**. Your fax will take over the line and receive the document. If you wish to continue with your conversation after the message has been received, press **Call** while the fax is printing. After the transmission is complete, your fax machine will ring. You can then pick up the handset and resume your conversation.

## Telephone Features

**Q:** My fax machine's speaker phone doesn't work.

**A:** The monitor on your fax is not a two-way monitor. The monitor is used for off-hook dialing and hands-free fax transmissions only, not for voice conversations. You can't talk to your callers using your machine's monitor.

**Q:** I pressed the Monitor key on my fax, but the monitor doesn't work. What happened?

**A:** First, check the **Memory** switch on the back of your machine (see page 3) and make sure it is set to the **OFF** position. Then pick up the machine's handset and listen for a dial tone. If you hear a dial tone, hang up the handset and try using the Monitor again. If you don't hear a dial tone, call for service.

**Q:** Can I use a dust cover on my fax?

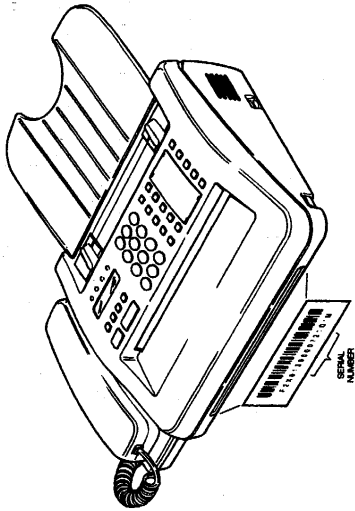
**A:** No: A dust cover blocks air circulation and could cause your fax to overheat.

## ***Murata's Full Circle Service***

If you have a question about your machine that isn't answered in this manual, you can call our trained support personnel toll-free. They'll be happy to help you with the problem, and they have an excellent track record: Ninety percent of our users' questions are solved over the telephone.

Before you call, please have your machine's serial number ready.

To find your machine's serial number, look on the bottom of your fax. You will see a label with a bar code printed on it. The last eight numbers on the bar code label form your serial number.



**Important:** The serial number shown above is a **sample** serial number. When a representative asks for your serial number, refer to the number printed on the bottom of your fax.

Our convenient toll-free number is

**1-800-347-3295**

If you need on-site service, Murata has over 1,000 trained technicians in over 300 locations nationwide.

# FCC/DOC Information

## FCC Regulations

**Ringer Equivalence Number: 2.5B**

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Caution:** Murata is responsible for FCC Part 15 compliance. In accordance with FCC Part 15, paragraph 15.21; changes or modifications not expressly approved by Murata could void the user's authority to operate this equipment.

## Type of Service

Your fax is designed for use on standard device telephone lines. Your fax connects to the telephone line with a standard jack called the USOC RJ-11C. Connection to telephone company-provided coin service (central office implemented systems) is prohibited. Connection to party line service is subject to State tariffs.

Your fax machine's telephone handset is hearing aid compatible.

## Telephone Company Procedures

The goal of the telephone company is to provide you with the best service it can. In order to do this, it may occasionally be necessary for them to make changes in their equipment, operations, or procedures. If these changes might affect your service or the operation of your equipment, the telephone company will give you notice, in writing, to allow you to make any changes necessary to maintain uninterrupted service.

If you have any questions about your telephone line, such as how many pieces of equipment you can connect to it, the telephone company will provide this information upon request.

In certain circumstances, it may be necessary for the telephone company to request information from you about the equipment which you have connected to your telephone line. Upon request of the telephone company, provide the FCC registration number and the ringer equivalence number (REN) of the equipment which is connected to your line. Both of these numbers are listed on the equipment label attached to your fax machine.

The sum of all RENs on your telephone line should be fewer than five (5) in order to assure proper service from the telephone company. Sometimes, a sum of five (5) may not be usable on a given telephone line.

## If Problems Arise

If any of your telephone equipment is not operating properly, you should immediately remove it from your telephone line, as it may cause harm to the telephone network. If the telephone company notes a problem, they may temporarily stop service. When practical, they will notify you before this disconnection. If advance notice is not feasible, you will be notified as soon as possible. When you are notified, you will be given the opportunity to correct the problem and will be informed of your right to file a complaint with the FCC.

In the event repairs are ever needed on your fax, they should be done by Murata Business Systems, Inc., or an authorized representative of Murata Business Systems, Inc. For information, contact the Murata Customer Support Center.

## DOC Regulations

**DOC Load Number: 30**

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulation of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

**NOTICE:** The Canadian Department of Communications label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. Sometimes, the company's inside wiring associated with a single line individual service may be extended with a certified connector assembly (telephone extension cord). The customer should be aware that compliance with these conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any equipment malfunctions or repairs or alterations made by the user to this equipment may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected. This precaution may be particularly important in rural areas.

**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician.

The Load Number assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the load numbers of all the devices does not exceed 100.

The DOC Load Number for your fax is 30.

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# Warranty

This warranty is made by Murata Business Systems, Inc. ("Murata"). This warranty is valid only on Murata products purchased and used in the United States of America. This warranty applies to the product only while owned and used by the original purchaser (hereinafter referred to as the "Customer"). If ownership of the product is transferred, this warranty terminates. This warranty does not apply to any product in use for rental purposes.

This Murata product is warranted against defects in material and workmanship for ninety (90) days commencing the date of original Customer purchase. If the product is defective in material and/or workmanship (normal wear and tear excepted) during the warranty period, Murata or its authorized representative will, during Murata's established service availability hours, make necessary adjustments and repairs, including at Murata's option installation of replacement parts. Murata's service availability hours are 8:30 a.m. to 5 p.m. Monday through Friday, excluding Murata-recognized holidays. Murata will complete the necessary adjustments and repairs within a reasonable time period, as dictated by the nature of the problem and by Murata's service schedule. Replacement parts may have been used and/or reconditioned. Parts that have been replaced will remain the property of Murata. This warranty is subject to the OBLIGATIONS and EXCLUSIONS set forth.

## OBLIGATIONS

1. This warranty will be honored only on presentation of the original dated authorized Murata bill of sale or Murata dealer bill of sale or sales slip to an authorized Murata service representative or service center. For the name of your nearest authorized Murata service center, contact Murata Business Systems, Inc., toll-free telephone number 1-800-347-3295.
2. During the warranty period, the Customer must notify Murata by telephone of any defective product material and/or workmanship.
3. Transportation (including prepayment of freight and insurance charges) of the product to and from an authorized Murata service center, designated by Murata, is the responsibility of the Customer.
4. If Murata provides maintenance or responds to a call which is outside the scope of this warranty, such maintenance shall be billed to the Customer at Murata's then current rates for maintenance and parts and shall be due and payable in full upon receipt of invoice.

## EXCLUSIONS

1. This warranty shall not cover a product with missing or altered original identification marks.
2. This warranty applies only to products that the purchaser has properly installed, adjusted and operated in accordance with the instructions set forth in or provided with product literature. This warranty does not apply to any product which has been subjected to tampering, alteration, misuse, abuse, neglect, improper installation or transportation damage. Nor does it apply to costs for any service requested for demonstration or to confirm proper operation of this product.
3. This warranty shall not apply to adjustments, repairs or replacements necessitated by any cause beyond the control of Murata (whether foreseeable or not) including, but not limited to, any malfunction, defects or failure caused by or resulting from any of the following: improper unpacking or installation, unauthorized service or parts, or improper maintenance or cleaning, modification or repair by the Customer, accident (including without limitation, unavoidable accidents), fire, flood or other acts of God, improper telephone or electrical power or surges thereof, interconnection with or use of non-compatible equipment or supplies (including paper), or placement of the product in an area which does not conform to Murata space, electrical and/or environmental requirements.

4. Murata will not be required to make adjustments, repairs or replacements if the product is installed or used at a location deemed by Murata to be hazardous to health or safety, or if Murata is not provided with free and reasonable access to the product and a telephone during service availability hours, or if the product location is not accessible by an authorized Murata service vehicle.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, AND EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, MURATA MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTY ARISING FROM COURSE OF DEALING OR USAGE OF TRADE), AND MURATA EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN. IN THE EVENT THE PRODUCT IS NOT FREE FROM DEFECTS AS WARRANTED ABOVE, THE CUSTOMER'S SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. UNDER NO CIRCUMSTANCES SHALL MURATA BE LIABLE TO THE CUSTOMER, OR TO ANY USER, FOR ANY DAMAGES, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXPENSES, LOST PROFITS, LOST SAVINGS OR ANY OTHER DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE MURATA PRODUCT, EVEN IF MURATA OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some States do not allow the exclusion or limitation of incidental or consequential damages, and some States do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.