# muratec
# M800
# M2500

# Operating Instructions

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MURATEC Fax:972-364-3400 Apr 29 2002 17:17 P.02

# Your Fax

## Machine Layout

1. **Keypad**—used to make fax and telephone calls and program your fax.
2. **LCD**—16-character display guides you in programming and calling.
3. **Handset**—used for voice and fax communication.
4. **Document guides**—keep your fax documents straight.
5. **Document feeder**—holds up to 10 pages at a time.
6. **Document hopper**—supports the documents to be fed into the fax.
7. **Top cover**—allows access to paper loading functions in your fax.
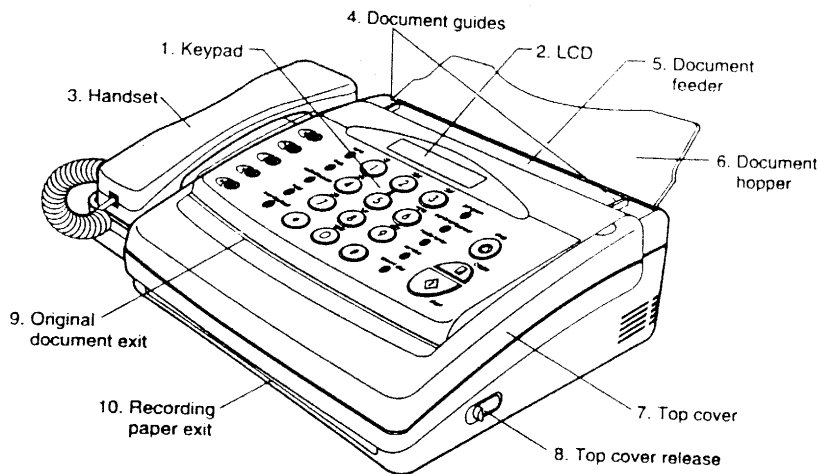


8. **Top cover release**—lets you open the top cover.
9. **Original document exit**—ejects your original pages from the fax.
10. **Recording paper exit**—is where incoming faxes exit the fax.
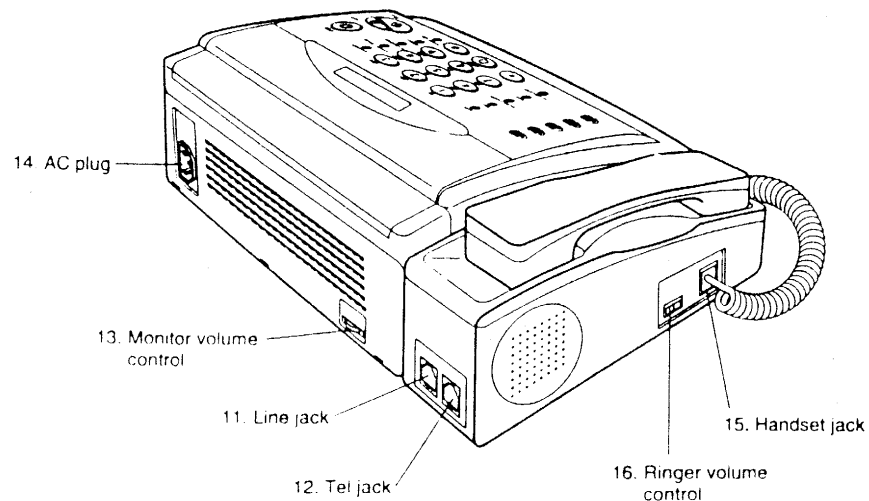


11. **Line jack**—connects your fax to the telephone line.
12. **Tel jack**—provides an outlet for your answering machine or a second telephone.
13. **Monitor volume control**—allows you to adjust the volume of your fax's monitor.
14. **AC Plug**—connects your fax to a standard 120-volt electrical outlet.
15. **Handset jack**—connects your handset to your fax.
16. **Ringer volume control**—adjusts the volume of your ringer to either low, medium, or high.

# Keypad Layout

1. **LCD**—16-character display guides you in programming and calling.

2. **Tone**—lets you temporarily switch from pulse to tone dialing.

3. **Flash**—disconnects calls without your having to hang up the phone.

4. **Redial/Pause**—manually redials the last number you called. When saving numbers in the autodialer, pressing **Redial/Pause** inserts a 3.5-second pause in the dialing string. Each pause inserted after the first adds a second to the calling time.

5. **Hold**—allows you to place a caller on hold. To return to the caller, lightly press the hook switch.

6. **Monitor/Call**—gives you hands-free dialing capability. During fax transmission, press **Monitor/Call** to request a call with the other party.

7. **Numeric keypad**—use to dial fax and telephone numbers and to program information.

8. **Program**—enables you to program your fax.

9. **Contrast/Cancel**—adjusts the contrast of your document when transmitting or copying. In programming, Contrast deletes information in a way similar to a backspace key.

10. **Mode/Enter**—changes the resolution for your fax transmissions. In the programming function, **Enter** confirms information you've entered.

11. **Receive**—changes your fax from manual to automatic reception.

12. **Speed dial**—stores and dials two-digit speed dial numbers.

13. **Stop**—discontinues the current operation or command you're entering. Other functions include discharging a document when the display is at standby, and cancelling an alarm.

14. **Copy**—duplicates a document inserted in the fax's document feeder.

15. **Start**—begins a manual transmission or reception.

16. **One-touch keys**—automatically dial a telephone or fax number simply by pressing.
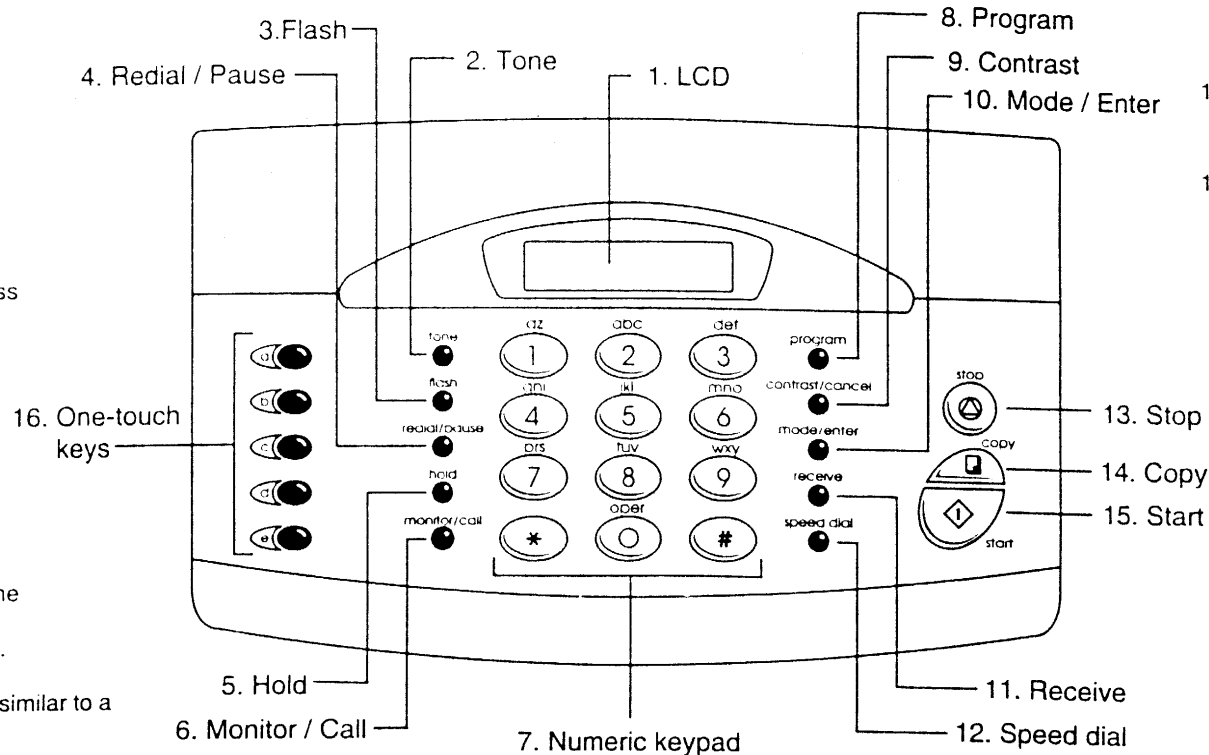
# Phone and electrical requirements

Your fax connects to your telephone company's phone system with a standard RJ-11C telephone jack.

## Do

Power your fax from any standard three-pronged 120-volt electrical outlet.

Protect your fax with an electrical and telephone surge protector, which guards your fax against damaging high-voltage surges that can occur.

## Do NOT

Do not connect your fax to a private branch exchange (PBX) system without first checking with the system manufacturer or service representative.

Don't install your fax on the same electrical current as an air conditioner or other high-consumption electrical appliance.

Voltage requirements: 120 volts AC, 50-60 Hz

Power consumption:     Standby 8W

Transmission 22W

Reception 24W

Copy 26W

Maximum 100W

**Note:** To disconnect the machine from the power, it is necessary to unplug the power cord from the wall socket or remove the power cord from the rear of the unit. For convenience, the unit must be installed so that easy access to the power outlet is provided.

# Specifications

High-speed facsimile transmitter and receiver for home and office use.

**Phone:** Public Switched Telephone Network (PSTN) or equivalent.

**Modem:** 9600 bps with fallback to 7200, 4800, and 2400.

**Compatibility:** CCITT Group 3.

**Transmission Speed:** 18 seconds per page*

**Document feeder:** 10 pages

**Resolution:**     Normal 203 H x 98 V lpi

Fine 203 H x 196 V lpi

Superfine 203 H x 392 V lpi

**Original document size:** Maximum 8.5" W x 35.1" L Minimum 4.7" W x 3.9" L

**Dimensions:** 12.83" W x 9.68" D x 3.85" H

**Grayscale:** 16 levels

**Printing width:** 8.4"

**Scanning width:** 8.1"

**Scanning method:** CCD

**Recording paper:** 8.5 inches x 98 feet/8.5 inches x 66 feet plain-paper-like

**Power:** 120 V ± 50/60 Hz

**Weight:** 9.92 lbs.

* Based on transmission of CCITT Test Document 1 to a Muratec fax. Your transmission times will vary, but your fax will always provide the fastest transmission speeds possible under CCITT 9600 bps guidelines and phone line conditions.

# Easy Start

## *Quick set-up*

To set up your fax:

1. Choose a place within ten feet of a standard electrical outlet and a standard modular telephone jack (RJ-11C).



10 FEET
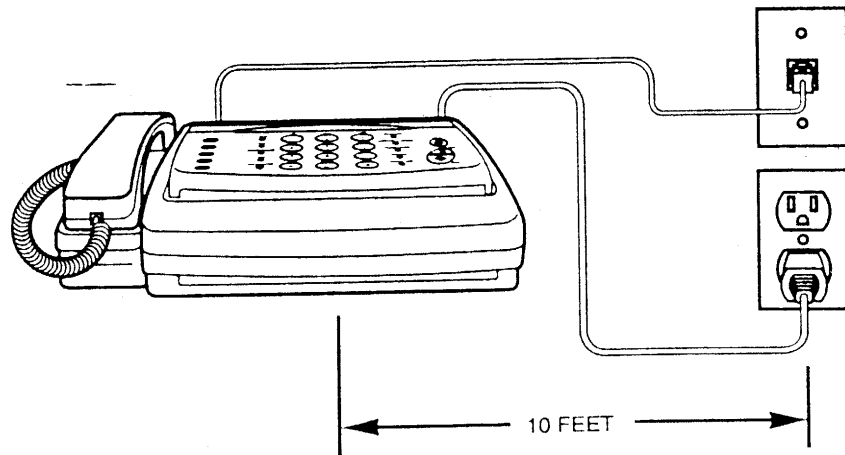
2. Plug the handset's curl cord into the Handset connection on the left side of your fax.

3. Place the handset on the cradle.
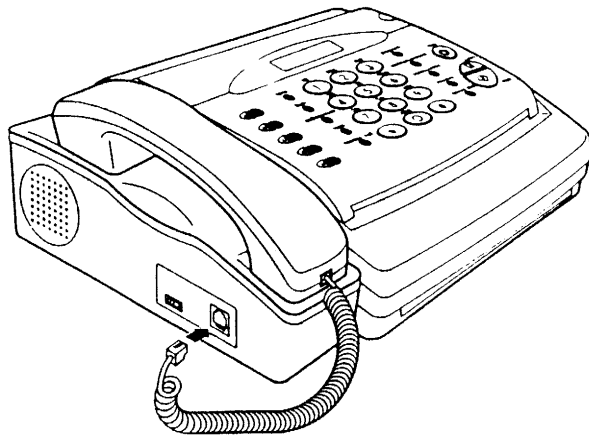


4. Plug one end of the telephone line into the Line connection on the back of the fax. Plug the other end into a standard telephone wall jack or into a telephone line surge protector.

**Note**: See page 19 for more information about connecting an answering machine to your fax. Do not connect the answering machine or telephone directly into a wall jack.
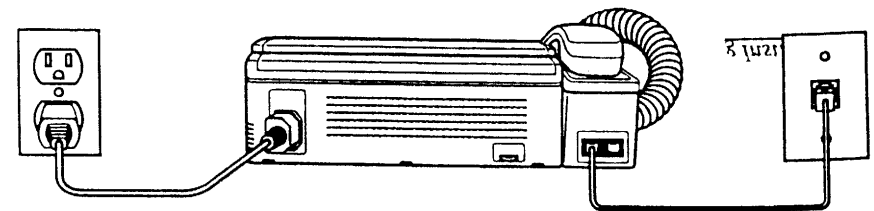


5. Plug one end of the power cord into the connection at the back of the fax. Plug the other end into a standard 120 volt electrical wall outlet or surge protector.

*Operating Instructions*

*Muratec Fax*

P. 07

Apr 29 2002 17:17

Fax:972-364-3400

MURATEC
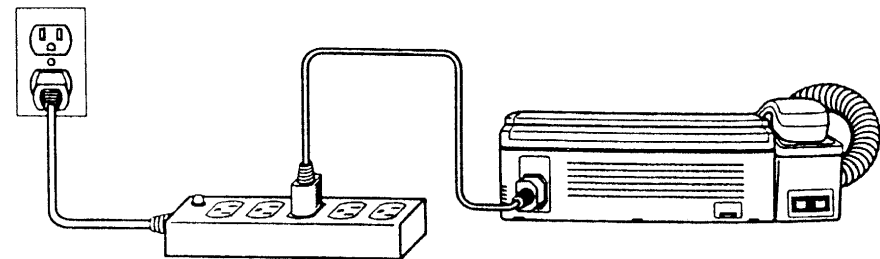
## Installing paper

To install paper in your fax:

1. Press the top cover release on the right side of your fax. Your cover will open.
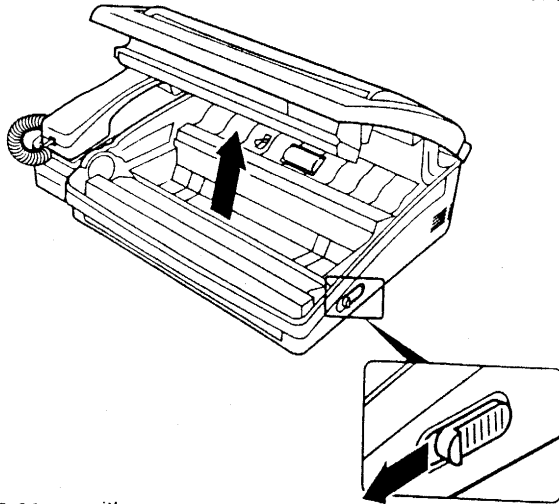
2. Lift the top cover with your right hand. Press forward with your thumb on the top cover latch, holding it in place while you gently lower the top cover until it rests in an open position.
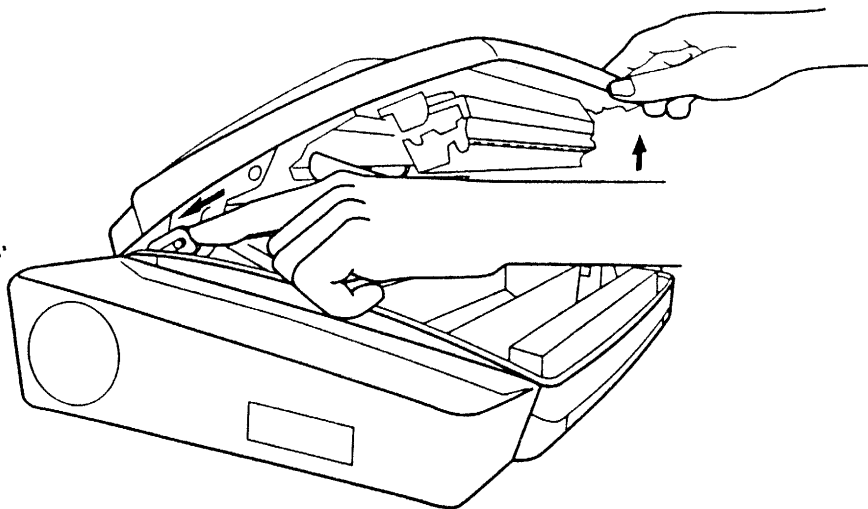
3. Remove the wrapper from the roll of paper included with your fax. Please note the correct insertion of the paper roll.

4. Place the roll of paper in the cradle so that it unrolls over your fax (see illustration).
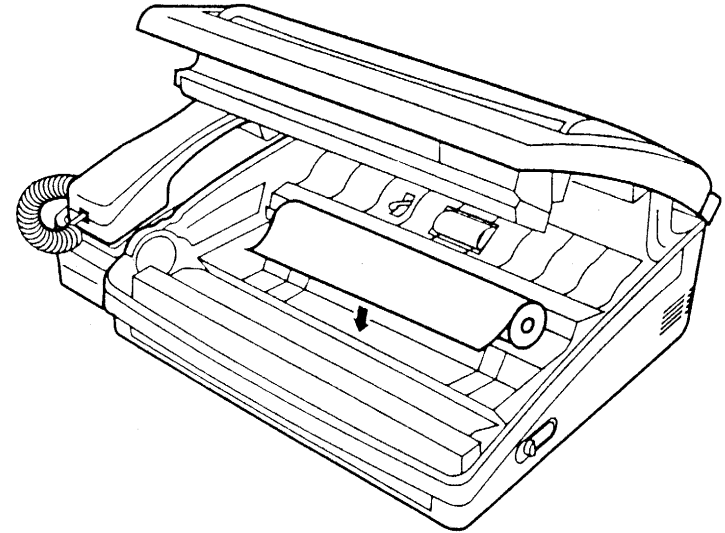
5. Thread the end of the paper through the cutter assembly as shown.

Paper Path

6.  Lift up slightly on the top cover to release the top cover latch, then carefully close the cover. The fax will automatically feed out and cut the paper.
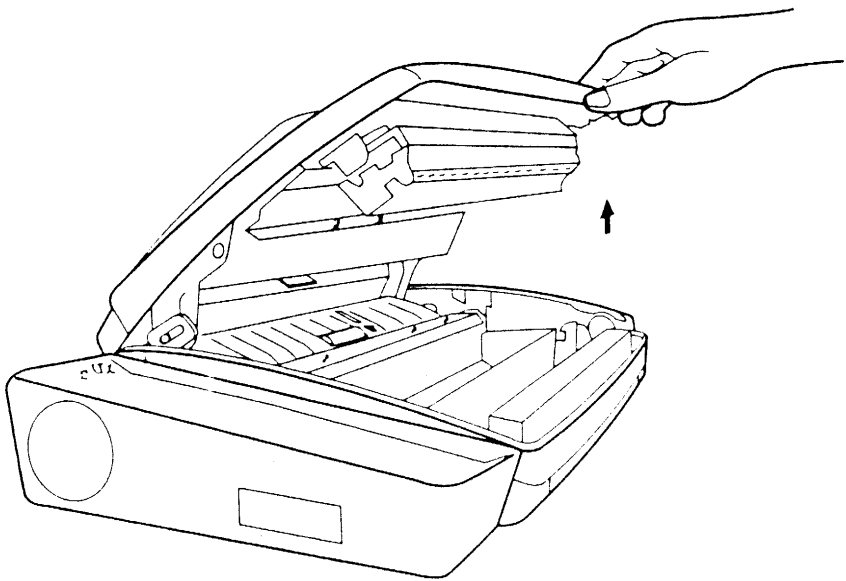
**WARNING: DO NOT** attempt to force the top cover down without first releasing the top cover latch. This can break your fax.

## A word about paper

Your fax will work equally well with either the 98-foot traditional thermal paper or the 66-foot premium paper that feels like plain paper. Your starter roll is traditional thermal paper. Consult your retailer for details on getting paper for your fax.

## Adjusting volumes

You can change the volume of the monitor and the ringer to suit your needs.

## Monitor volume

1.  Press **Monitor**.
2.  Use the Monitor volume dial on the rear of the machine to adjust the sound to your preference.

Monitor volume
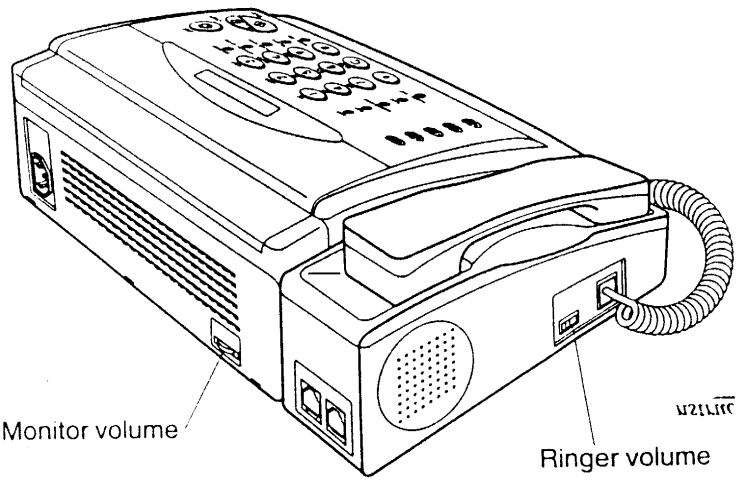
Ringer volume

## Ringer volume

1.  To set the ringer volume to High, turn it to the right. For medium, turn it to the middle. For Low, turn it to the left.

    **Note**: For silent operation, refer to the software setting on page 12.

## EasyStart

EasyStart gives you a jump start on programming your fax machine. EasyStart will lead you through the process of entering:

- the telephone type
- the date and time
- your name (TTI)
- your fax number.

To use EasyStart:

1.   Press **Program**, *, **4**.

```
┌─────────────────────────────────┐
│ Tel Type:     Tone              │
└─────────────────────────────────┘
```
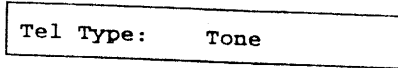
2.   Press **Program** to change the setting displayed.

3.   When the desired setting is displayed, press **Mode**.

```
┌─────────────────────────────────┐
│     '95   12   01   13:51        │
└─────────────────────────────────┘
```
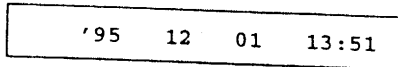
4.   Use the numeric keypad to enter your date and time, using this format: **YYMMDDHHMM**

5.   When you're finished, press **Mode**.

```
┌─────────────────────────────────┐
│ Set your TTI?                   │
└─────────────────────────────────┘
```
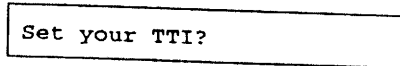
6.   TTI stands for transmit terminal identifier. The TTI is simply your name or your company's name, or whatever identifier you choose.

To enter a TTI, press **Mode**. Enter your name, which may be up to 25 characters in length.
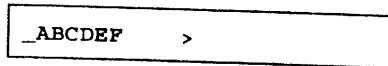
```
┌─────────────────────────────────┐
│ _ABCDEF      >                  │
└─────────────────────────────────┘
```

'.   Press one-touch C to scroll forward through groups of characters. Press one-touch D to scroll backward. When the letter you need is displayed, use the A or B keys to move the cursor until that letter is highlighted.

- Press **Mode** to select the letter highlighted in the LCD.
- To enter spaces, use the spaces at the beginning or end of each group of characters.

To erase a mistake, press **Contrast**.

7.   After your name is entered, press **Program**.

```
┌─────────────────────────────────┐
│ Set Fax # ?                ____  │
└─────────────────────────────────┘
```
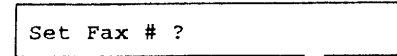
8.   Press **Mode**. Use the numeric keypad to enter your fax number.

```
┌─────────────────────────────────┐
│ ID    >                         │
└─────────────────────────────────┘
```
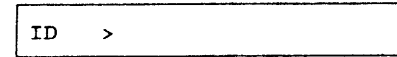
To enter a hyphen to make the number easier to read, press **Hold**.

9.   When you've entered your fax number, press **Program**. Your fax will automatically print a list of settings.

# Telephone Features

## Redial

Press **Redial/Pause** to redial the last number attempted using the numeric keypad, a one-touch key or a speed-dial number. **Redial/Pause** cannot redial numbers called using a telephone connected to the second telephone Ext Tel jack.

## Hold

Pressing **Hold** places a caller on hold. To return to the caller, just pick up the fax handset or the second telephone.

Your fax will beep several times at one-minute intervals to remind you that your caller is waiting.

## Monitor/Call

For hands-free dialing:

- Press **Monitor/Call.**
- Enter a telephone number using the numeric keypad or autodialer.
- When the other party answers, just pick up the handset.

## *Alphabetical Autodialer Scrolling*

Your fax's Alphabetical Autodialer Scrolling lets you scroll through the phone and fax numbers stored in your autodialer. The name you've entered for each number stored in your autodialer will appear on the display. Then, when you see the number you want, just press Start to dial the number.

To scroll through your speed-dial directory:

1. Press **Speed Dial** twice.
2. The name will appear on the display.
3. Use the one-touch keys A and B to scroll forward and backward through the autodialer entries stored in your fax. Alphabetical autodialer scrolling displays the entries stored in your fax machine's speed-dial directory.
4. Press **Start** to dial the number displayed.

# Basic Settings

## *Set date and time*

1.   Press **Program, 7, Mode, 0, 3.**

```
Set Clock
```

2.   Press **Mode.**

```
'94 01 01 00:00
```

3.   Use the numeric keypad to enter the date in this format:

### YYMMDDHHMM

Be sure to use a 24-hour clock. The example shown is July 4, 1995 at 1:30 p.m.

To change only a specific number, use the A and B one-touch keys to move the cursor to the number you wish to change.

```
'95 07 04 13:30
```

4.   When date and time are entered, press **Mode.**

## *Enter your TTI*

Your subscriber ID and TTI are added to the top of each document you send. The subscriber ID is your fax's telephone number. Your TTI is your name or your business name.

1.   Press **Program, 7, Mode, 0, 4.**

```
Enter Your TTI
```

2.   Press **Mode** twice.

```
ABCDEF >
```

3.   Enter your name or your business name. You may enter up to 25 characters.

Press one-touch C to scroll forward through groups of characters. Press one-touch D to scroll backward. When the letter you need is displayed, use the A or B keys to move the cursor until that letter is highlighted.

- Press **Mode** to select the letter highlighted in the LCD.
- To enter spaces, use the spaces at the beginning or end of each group of characters.
- To erase a mistake, press **Contrast.**

4.   After you enter your name, press **Program.**

```
Set Fax #?
```

5.   Press **Mode** and use the numeric keypad to enter your fax number.

```
ID >
```

6.   Enter your fax number, up to 25 digits.

- To enter a dash, press **Hold.**
- To erase a mistake, press **Contrast.**

```
123-456
```

7.   When your fax's telephone number is entered, press **Program.**

## *Set passcode*

You can protect documents set in your feeder for polling from another Muratec fax.

1.   Press **Program, 7, Mode, 0, 5.**

```
Set Passcode
```

2.   Press **Mode.**

```
Passcode: 0000
```

3.  Use the numeric keypad to enter your passcode.

> Passcode:     1234

4.  When the passcode is entered, press **Mode**.

    **Note**: To cancel the passcode, simply repeat this procedure, saving 0000 as the new passcode.

## Set phone line type

Your fax is initially set up to operate with tone signals. It will also work on a rotary line. To change your phone line type:

1.  Press **Program**, **7**, **Mode**, **0**, **6**.

> Set Phone Type

2.  Press **Mode**.

> Tel Type: Tone

3.  Press **Program** to reach the desired setting.

> Tel Type: Pulse

4.  Press **Mode** to select the displayed setting.

## Set primary resolution

By pressing Mode, you can change the resolution you use to send a fax. Your fax will send documents in normal, fine, superfine, or 16-level grayscale resolution. When you set the primary resolution, you're telling your fax which resolution you usually want to use.

To change your primary resolution:

1.  Press **Program**, **7**, **Mode**, **0**, **7**.

> Set Fax Resol.

2.  Press **Mode**.

> Fax Resol.    Fine

3.  Press **Program** to choose normal or fine resolution.

> Fax Resol.    Norm

4.  Press **Mode** to select the displayed setting.

## Set fax report

Your fax can print a confirmation report for every transmission you send. To turn on this feature:

1.  Press **Program**, **7**, **Mode**, **0**, **8**.

> Set Fax Report

2.  Press **Mode**.

> Fax Report    OFF

3.  Press **Program** to change the setting.

> Fax Report    ON

4.  Press **Mode** to select the displayed setting.

## Set number of rings

Your fax is set up to answer after two rings when it's in either the Fax Ready or Ans Ready reception modes.

To change this setting:

1.  Press **Program**, **7**, **Mode**, **0**, **9**.

> Set # of Rings

2.  Press **Mode**.

```
# of Rings = 02
```

3.  Enter the desired number of rings. Be sure to use two digits; if you want the fax to answer after four rings, enter 04.

```
# of Rings = 04
```

4.  When the number of rings is entered, press **Mode**.

## Set silent mode

When your fax is in the silent mode, it will only ring when the call is not from a fax machine. So if your fax is in the silent mode and you hear it ring, you know it's a voice call.

To turn on the silent mode:

1.  Press **Program, 7, Mode, 1, 0**.

```
Set Silent Mode
```

2.  Press **Mode**.

```
Silent Mode OFF
```

3.  Press **Program** to turn the silent mode on or off.

```
Silent Mode ON
```

4.  Press **Mode** to select the displayed setting.

```
Set Cover Page
```

**Note:** Silent operation will have no affect on the other phones in your house. Other phones will still ring.

## Set cover page

The cover page is sent with your document as a separate sheet that includes a 40-character message you write yourself, along with the date and time, your name and fax number.

To activate the cover page:

1.  Press **Program, 7, Mode, 1, 1**.

```
Set Coverpage
```

2.  Press **Mode**.

```
Coverpage    OFF
```

3.  Press **Program** to turn the cover page setting on or off.

```
Coverpage    ON
```

4.  Press **Mode** to select the displayed setting.

```
_ABCDEF   >
```

5.  Enter the 40-character message you wish to appear on each cover page.

    The characters you will use to enter the cover page message appear on the display in groups. Press the one-touch key C to scroll forward through your choices or one-touch key D to scroll backward. When the letter, number, or symbol you want appears on the display, use the A and B one-touch keys to move the cursor to the character. Press **Mode** to select it. To enter spaces in the location ID, use the spaces at the beginning or end of each display line.

    If you make a mistake, press **Contrast**.

6.  When you have entered the cover page message you desire, press **Program**. Your fax will now send a personalized cover page with each fax document you send.

## Set One Line + distinctive ring detection

If you have a distinctive ring service set up through your phone company, your fax can take advantage of this service. When the phone company sets up this service, it assigns you a "ring pattern." This pattern is made up of ringing and silence in varying duration, measured in milliseconds.

| Pattern | One complete ring pattern |
|---|---|
| A | 800 ms on, 400 ms off, 800 ms on, 4 seconds off |
| B | 400 ms on, 200 ms off, 400 ms on, 200 ms off, 800 ms on, 4 seconds off |
| C | 300 ms on, 200 ms off, 1 second on, 200 ms off, 300 ms on, 4 seconds off |
| D | 1 second on, 500 ms off, 1 second on, 3 seconds off |
| E | 500 ms on, 500 ms off, 500 ms on, 500 ms off, 1 second on, 3 seconds off |
| F | 500 ms on, 500 ms off, 1 second on, 500 ms off, 500 ms on, 3 seconds off |

Compare the ring pattern your phone company assigned you to those described above, then choose the letter that matches. If you have further questions, please contact your telephone company. To set the distinctive ring detection:

1. Press **Program, 7, Mode, 1, 3.**

```
Set Ring Detect
```

2. Press **Mode.**

```
Ring Detect OFF
```

3. Press **Program** to turn on distinctive ring detection.

```
Ring Detect  ON
```

4. Press **Mode.** Press **Program** until you reach the desired ring pattern. You can select a ring pattern from A to F

```
Ring Pattern B
```

6. When the ring pattern you want is displayed, press **Mode.**

## Set block junk fax (not available with the M2500)

You can eliminate junk faxes by locking out anyone whose fax number isn't stored in your autodialer. Before using the block junk feature, consider this:

- The remote fax must have their numbers programmed as their subscriber IDs. Not all fax owners do this.
- Some faxes do not have a subscriber ID feature. Your fax won't accept documents from these machines.
- If you use long-distance service codes in your autodialer, don't use the block junk fax feature. Your fax will look for incoming faxes to reflect this code, and it won't accept any documents.
- Conversely, you must add to your autodialer the fax number of anyone who will be sending a fax to you to allow them access.

1. Press **Program, 7, Mode, 1, 4.**

```
Block Junk Fax
```

2. Press **Mode.**

```
Block Junk   OFF
```

3. Press **Program** to turn the block junk fax feature on or off.

```
Block Junk ON
```

4. Press **Mode** to select the displayed setting.

## Print user settings

After you have entered your settings, your fax can print these settings:

1. Press **Program, 6, Mode.**

```
Print Settings
```

2. Press **Mode** again.

# Autodialer

## *Special dialing characters*

Your fax has special dialing characters for entering autodialer numbers and for special transmission needs. Here are these characters:

| Dialing character | Key you press and number of times | What it does |
|---|---|---|
| -<br>(dash) | **Hold** key, pressed once. | Makes long numbers easier to read. |
| !<br>(exclamation point) | **Hold** key, pressed twice. | Tells your fax to wait until it hears a dial tone. |
| /<br>(slash) | **Hold** key, pressed three times. | Used for foreign telephone systems. |
| -/<br>(dash/slash) | **Redial/Pause** key, pressed once. | Enters pauses into your telephone number (see "Dialing Pauses," below). |
| -!<br>(dash/exclamation point) | **Tone** key, pressed once. | Changes a call operating on rotary lines, to tone signals. |

## *Dialing Pauses*

The first dialing pause you enter will last 3.5 seconds. Each additional pause entered will extend the pause time by one second. You can use as many pauses as you like, but remember that each pause uses one of the 40 digits you're allocated in dialing.

## *Storing one-touch numbers*

You can store 5 one-touch telephone or fax numbers on your fax. The one-touch keys are on the left side of your keypad. To save a one-touch number:

1. Press **Program, 7, Mode.**

```
Set One-Touch
```

2. Press **Mode.**

```
Select A-E
```

3. Press the one-touch key you want to save it on, A to E. In this example, the one-touch key is A.

```
Fax No.:      A
```

4. Press **Mode.**

```
Location ID
```

5. Press **Mode** to enter the location ID.

```
_ABCDEF          >
```

6. Enter a name or other identifier for this autodialer number. You may enter up to 16 characters.

   The characters you will use to enter the location ID appear on the display in groups. Press the one-touch key C to scroll forward through your choices or one-touch key D to scroll backward. When the letter, number, or symbol you want appears on the display, use the A and B one-touch keys to move the cursor to the character. Press **Mode** to select it. To enter spaces in the location ID, use the spaces at the beginning and end of each display line.

   If you make a mistake, press **Contrast.**

```
ABCDEF        > ABC
```

7. When the location ID is entered, press **Program.**

8. Use the numeric keypad to enter the telephone number for the remote unit. You can enter up to 40 characters, including special dialing characters.

   If you make a mistake, press **Contrast**.

```
123-456
```

9. When the telephone number is entered, press **Mode**.

10. Select another one-touch number or press **Stop** to return to standby.

## Erasing one-touch numbers

To erase a one-touch number from your autodialer:

1. Press **Program**, **7**, **Mode**.

```
Set One-Touch
```

2. Press **Mode**.

```
Select A - E
```

3. Press the one-touch key you want to erase. The sample below illustrates the erasing of the number stored on one-touch key A.

```
Fax No.:     A
```

4. Press **Contrast**.

   **Note**: If you see the message "Not Stored," this means you have no speed-dial number stored there. Perhaps you pressed the incorrect number. Try again.

```
Directory Erased
```

5. Select another one-touch number or press **Stop** to return to standby.

```
Select A - E
```

## Printing a list of one-touch numbers

The printed list shows each one-touch key, telephone number and name stored in your fax. To print a list of one-touch numbers:

1. Press **Program**, **6**.

```
List Print
```

2. Press **Mode**, **2**.

```
Print One-Touch
```

3. Press **Mode**.

## Storing speed-dial numbers

If you own the M800, you can store 20 two-digit speed-dial numbers in your fax. Owners of the M2500 can store 15 two-digit speed-dial numbers. To enter a speed-dial number:

1. Press **Program**, **7**, **Mode**, **0**, **2**.

```
Set Speed-Dial
```

2. Press **Mode**.

```
Select 1-20 : 01
```

3. Use two digits to enter the speed dial number on the numeric keypad. The sample below shows speed-dial number 01.

```
Select 1-20 : 01
```

   (If you own the M2500, your display will show "Select 1-15"

4. Press **Mode**.

```
Location ID
```

5. Press **Mode** to enter the location ID.

```
_ABCDEF    >
```

6. Enter a name or other identifier for this autodialer number. You may enter up to 16 characters.

The characters you will use to enter the location ID appear on the display in groups. Press the one-touch key C to scroll forward through your choices or one-touch key D to scroll backward. When the letter, number, or symbol you want appears on the display, use the A and B one-touch keys to move the cursor to the character. Press **Mode** to select it. To enter spaces in the location ID, use the spaces at the beginning of each display line.

If you make a mistake, press **Contrast**.

```
ABCDEF    >      ABC
```

7. When the location ID is entered, press **Program**.

8. Use the numeric keypad to enter the telephone number for the remote unit. You can include up to 40 characters, including special dialing characters. If you make a mistake, press **Contrast**.

```
123-456
```

9. When the telephone number is entered, press **Mode**.

```
Select 1-20 :   02
```

10. Select another one-touch number or press **Stop** to return to standby.

## Erasing speed-dial numbers

To erase a speed-dial number from your autodialer:

1. Press **Program, 7, Mode, 0, 2**.

```
Set Speed-Dial
```

2. Press **Mode**.

```
Select 1-20 : 01
```

3. Use the numeric keypad to enter the speed-dial number you want to erase. Remember to enter speed-dial numbers in two-digit form. The sample shown here is speed-dial 01.

```
Select 1-20 : 01
```

4. Press **Contrast**.
   Note: If you see the message "Not Stored," this means your have no speed-dial number stored there. Perhaps you entered the number incorrectly. Try again.

```
Directory Erased
```

5. Select another one-touch number or press **Stop** to return to standby.

```
Select 1-20 : 02
```

## Printing a list of speed-dial numbers

The printed speed-dial list shows each speed-dial number and the telephone and name assigned to it in your fax.

1. Press **Program, 6**.

```
List Print
```

2. Press **Mode, 3**.

```
Print Speed-Dial
```

3. Press **Mode**.

## *Alphabetical Autodialer Scrolling*

Your fax's Alphabetical Autodialer Scrolling lets you scroll through the phone and fax numbers stored as speed-dial numbers. The name you've entered for each number will appear on the display. Then, when you see the number you want, just press Start to dial the number.

Please turn to page 14 for information on saving phone and fax numbers to your autodialer.

To scroll through your speed-dial numbers:

1. Press **Speed Dial** twice.

2. The first name, according to its speed-dial number, will appear on the display. For instance, speed-dial number 01 will appear, then speed dial number 02, and so on.

3. Use one-touch keys A and B to scroll forward and backward until the name of the desired person appears on the display.

4. Press **Start** to dial the number.

# Reception

Your fax offers three reception options:

| Reception Option | Operation |
|---|---|
| `Tel Ready     12:45` | Manual reception. The fax will never answer a call. |
| `Fax Ready     12:45` | Automatic reception. The fax will answer all calls and attempt fax reception on each. |
| `Ans Ready     12:45` | For use with an answering machine or second phone. Your answering machine will answer and your fax will listen for fax tones. You can use silent operation in Ans Ready mode and your fax will only ring with voice calls. And in Ans Ready, you can switch to fax from a second phone just by hanging up. |

## Manual reception (Tel Ready)

Select Tel Ready reception when:

- Your unit will serve as both a fax machine and a business telephone.
- You will answer every call manually using the fax's telephone handset or another telephone in your office.
- Your fax is **not** operating in the silent mode.

Tel Ready is ideal if you have one telephone line that serves double duty for fax and business use. That way, you answer all incoming calls, speaking normally to your voice callers and greeting remote fax machines by pressing Start. In the Tel Ready mode, your fax machine will never answer incoming calls.

**To select Tel Ready, just press Receive until Tel Ready is displayed.**

To answer a call in Tel Ready:

1. Pick up the handset.
2. If the call is from a person, talk as you would normally.

   If the call is from a fax, you will hear characteristic electronic fax tones. When you hear these tones, press your fax's Start key to return the remote unit's fax greeting. Then hang up and reception will begin.

   If you answer a call from a fax in another room, put the telephone handset down but don't hang up. Walk to the fax and pick up its handset. Then press Start. After pressing Start, you must hang up both the fax machine handset and the telephone handset.

## Automatic reception (Fax Ready)

Select Fax Ready automatic reception when:

- Nothing is attached to your fax.
- Your fax is on a dedicated phone line, or you want the fax to answer all calls.
- Your fax will answer every call automatically, unless you answer the call first.

Fax Ready reception is ideal for fax users who have two separate lines for fax and voice calls. In Fax Ready, your fax will answer all calls after a number of rings you decide on.

**To select Fax Ready, simply press Receive until the LCD shows Fax Ready.**

## Using an answering machine or second telephone (Ans ready)

Use Ans Ready if:

- You're using an answering machine on the same line as your fax.
- You have a second telephone connected to the fax.
- You want your fax to ring only when you have a voice call and to automatically receive faxes silently.
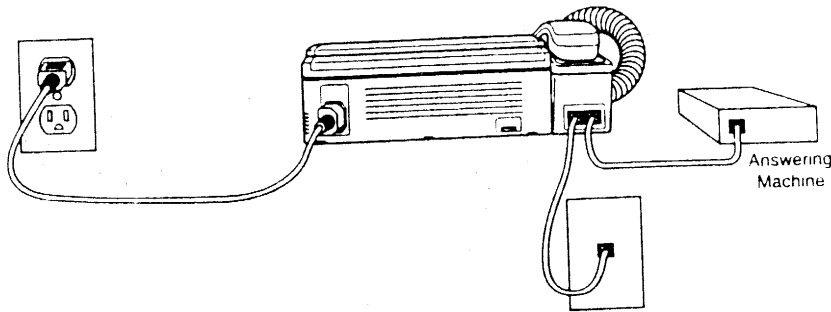
## With an answering machine

Your fax can operate side-by-side with many answering machines. This operation allows the best of both worlds: Callers can leave a message on your answering machine and remote fax machines can send messages to your fax.

This feature may not work properly with all answering machines. Some answering machines are unable to co-exist with fax machines.

To select Ans Ready:

1. Press the **Receive** key until "Ans Ready" is displayed on your LCD.
2. Attach the telephone line from your answering machine to your fax's Ext Tel jack. **To work properly with your fax, the answering machine must be physically attached to the fax's Ext Tel jack, and not to a wall telephone jack.**



Answering Machine

3. If the fax is not already hooked up, attach the telephone line from the wall telephone jack to your fax's Line jack.
4. Set your answering machine to answer calls after one or two rings. See your answering machine's operating instructions for more details.
5. Instruct your fax to answer calls after more rings than your answering machine (see page 11). This setting is very important. Your answering machine must be set to answer calls before your fax.
6. Modify your answering machine's outgoing message. To comply with fax transmission standards, keep your outgoing message length under 10 seconds. Here's a message you can use to explain your callers' options:

*Hello. This is (your name or telephone number). If you would like to leave a message, wait for the beep. To send a fax, press start now.*

## With a second telephone

Using a second telephone or a cordless phone with your fax can be especially convenient. Let's say you answer your cordless phone outside and hear fax tones. You know someone's trying to send a fax, but it isn't convenient to go all the way inside to your fax to press Start. With your Muratec fax, it's no problem.

All you have to do is "hang up" the cordless phone outside. Your fax will automatically receive the fax without any more effort on your part.

Hooking up a second phone to your fax takes two steps:

1. Connect the second phone to the Ext Tel jack on the back of the fax.
2. Press the **Receive** key on your fax until Ans Ready appears.

Your fax will answer after the number of rings you've chosen. Then, it will briefly listen for fax tones. If it hears fax tones, it will receive the fax. If it hears silence, it assumes a person is calling and then emits a special ring that sounds slightly different. Meanwhile, all your callers will hear is the phone ringing. When you pick up the phone, you can begin your conversation. If you don't pick up the phone, your fax will disconnect the call.

### For silent fax operation

As an added bonus, if you choose Silent Operation in Ans Ready, your fax will distinguish between voice and fax calls and will ring only when the incoming call is from a person. See page 12 for information on using silent operation.

## Out-of-Paper Line

Within a few feet of the paper roll's end, a low-paper line appears on the page as it feeds out of the machine. When this line appears, you'll need to replace the paper roll. **Your fax will not work without paper: Until you change the paper, you can neither send nor receive faxes.**

## Fax paper replacement

Your fax uses either regular, 98-foot thermal paper or a 66-foot roll of the premium paper that feels like plain paper. Consult your retailer for information on fax paper.

# Transmission

## *What you can and can't transmit*

Your fax can handle any document that fits into these dimensions:

### Single sheet documents

Maximum: 8.5" (W) X 35.4" (L)

Minimum: 4.72" (W) X 3.93" (L)

### Two or more sheets

Maximum 8.5" (W) X 11" (L)

Minimum: 5.8" (W) X 4.1" (L)

### Do not transmit:

- Extremely thin or wrinkled pages
- Documents carrying staples, glue, tape or paper clips
- Pages with duplicating carbon on one side
- Documents carrying wet correction fluid
- Cardboard, newspaper, fabric, or Post-It notes.

## *Inserting a document*

Your document feeder will hold up to 10 sheets of normal-weight copier paper.

To insert a document into the fax:

1. Adjust the document guides so that they slide along the sides of your document.
2. For multi-page documents, fan the leading edges of the pages in your document. Each page of the stack should extend slightly farther than the page on top of it.
3. Insert your document face down into the feeder.
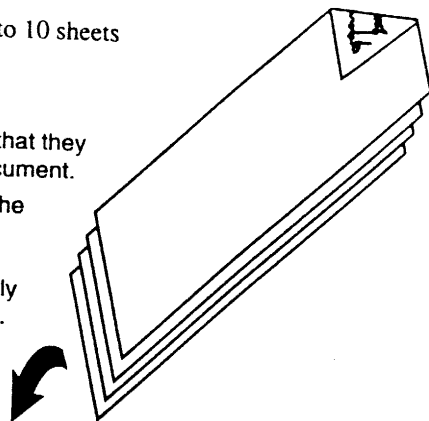
## *Resolution*

Use these guidelines to help you decide which resolution to use:

| Resolution | When to use it |
|---|---|
| Normal | With most typed documents. If you don't adjust your fax's resolution, faxes are sent in Normal resolution. |
| Fine | With detailed or handwritten documents. |
| Superfine | With extremely complicated drawings or line images. |
| Grayscale | With halftone images and photographs. |

## *Contrast*

Use these guidelines to help you decide which contrast to use:

| Contrast | When to use it |
|---|---|
| Normal | With most documents. |
| Dark | With pale or washed-out documents. |
| Light | With overly dark, shadowy documents. |

## Redialing busy numbers

Your fax will automatically redial any number you dial with:

- a one-touch key
- a speed-dial number
- a number entered through the numeric keypad.

Your fax cannot automatically redial when you transmit with the telephone handset or monitor.

Your fax will automatically make six redial attempts at three-minute intervals.

## Using the keypad

1. Insert your document.

> ```
> Fax    Fine   Norm
> ```

2. To change the resolution, press **Mode**. To change the contrast, press **Contrast**.

3. Use the numeric keypad to enter the fax number for the remote fax. If you make a mistake, press **Contrast** to delete the last character.

   Press **Hold** to enter a dash in the number sequence. The dash makes no difference to the dialing of the number; it just makes the number easier to read.

> ```
> 214-403-3499
> ```

4. When the telephone number is entered, press **Start**. Your fax will begin dialing.

> ```
> 214-403-3499
> ```

If your fax encounters a busy signal, the display will show that the call has not yet gone through.

> ```
> Reserved
> ```

Your fax will make six redial attempts at three-minute intervals. If a fax transmission could not be established after six redial attempts, it will alert you with an error re port. Try your call again a little later.

## Using a one-touch key

1. Insert your document.

> ```
> Fax    Fine   Norm
> ```

2. To change the resolution, press **Mode**. To change the contrast, press **Contrast**.

3. Press the one-touch key programmed for the receiving fax. If you've programmed a location ID for this number, the location ID will appear in the LCD. Otherwise, the telephone number of the remote fax will appear.

> ```
> J. L. Smith
> ```

If your fax encounters a busy signal, the display will show that the call has not yet gone through.

> ```
> Reserved
> ```

Your fax will make six redial attempts at three-minute intervals. If a fax transmission could not be established after six redial attempts, it will alert you with an error report. Try your call again a little later.

## Using a speed-dial number

1. Insert your document.

> ```
> Fax     Fine    Norm
> ```

2. To change the resolution, press **Mode**. To change the contrast, press **Contrast**.

3. Press **Speed Dial**, followed by the two-digit speed-dial number programmed for the remote fax.

> ```
> (01)
> ```

4. Press **Start**. If you've programmed a location ID for this number, the location ID will appear in the LCD. Otherwise, the telephone number of the remote fax will appear.

> ```
> J. L. Smith
> ```

If your fax encounters a busy signal, the display will show that the call has not yet gone through.

```
Reserved
```

Your fax will make six redial attempts at three-minute intervals. If a fax transmission could not be established after six redial attempts, it will alert you with an error report. Try your call again a little later.

## Using the handset or monitor

1. Insert your document.

```
Fax     Fine     Norm
```

2. To change the resolution, press **Mode**. To change the contrast, press **Contrast**.
3. Pick up the handset or press **Monitor/Call**.
4. Dial the number for the remote fax with the numeric keypad, a one-touch key, or by pressing Speed Dial followed by the two-digit code.
5. When the remote fax answers and you hear fax tones, press **Start**.

## Delayed transmission

You can save money by delaying a fax transmission until after hours. Your fax can store one delayed command, programmed up to 31 days in advance:

1. Insert the document into the feeder. Adjust your contrast by pressing **Contrast**. Adjust your resolution by pressing **Mode**.

```
Fax     Fine     Norm
```

2. Press **Program**.

```
Delayed Trans.
```

3. Press **Mode**. The current date and time will appear.

```
Time :   28, 10:45
```

4. Enter the day, hour and minute you want the document to transmit. Remember to use a 24-hour format. The example below indicates the document will be sent on the 30th at 1:30 p.m.

```
Time : 30, 13:30
```

5. Press **Mode**.

```
-
```

6. Enter the fax number using a one-touch key, speed-dial number or a number entered through the numeric keypad. To enter a speed-dial, press **Speed Dial** followed by the two-digit speed-dial number you want.

```
214-403-3499
```

7. When the number is entered, press **Start**.

## Reviewing a delayed command

You can store a delayed command in your fax for unattended communication when you're away. You can cancel the command, or you can just review it. There are two ways to review the information regarding that command.

### Printing a command

To print a list of the delayed command programmed in your fax:

1. Press **Program, 6**.

```
List Print
```

2. Press **Mode, 4**.

```
Print Commands
```

3. Press **Mode**.

## Reviewing a command on the display

Your fax can give a description of the delayed command stored in your fax. To view a delayed command:

1. Press **Program, 5**.
2. Press **Mode**. Your fax will display the command number and destination telephone number. To return to standby, press **Stop**.

```
COM1 : 214-403-3499
```

**Note**: When no command is saved, the following message will be shown before the machine returns to standby.

```
No Comm. Stored
```

## Erasing a delayed command

To erase a delayed command, simply press **Stop**. The paper will feed out.

# Relay broadcast initiation

Your fax can send a document to another Muratec high-volume hub unit. When you send it, you also designate a call group number in the remote machine's autodialer. The remote fax will then transmit your document to the locations stored in the designated call group. To send a relay broadcast to another Muratec fax:

1. Insert your document into the feeder. Press **Mode** to adjust the resolution and **Contrast** to adjust the contrast.

```
Fax     Fine     Norm
```

2. Press **Program, 3**.

```
Relay Broadcast
```

3. Press **Mode**.

```
Group No.  :  00
```

4. Use the numeric keypad to enter the number of the call group stored in the remote fax. This is the call group the remote fax will retransmit your fax to. Be sure to enter a two-digit number.

```
Group No. : 32
```

You can enter from 01 to 32 call groups. To enter more than one group, press **Program** after entering a group number. When the group number resets to zero (see step 3), enter the next group number. Do not press **Program** after you enter the last group number.

5. When the group number is entered, press **Mode**.

```
—
```

6. Enter the telephone number of the fax that will relay your broadcast. You can enter a telephone number using a one-touch key, speed-dial number or a number entered through the numeric keypad. To enter a speed-dial number, press **Speed Dial** followed by the two-digit speed-dial number you need.

```
214-403-3499
```

7. If you want the relay broadcast initiation to begin immediately, go to step 9. To delay the command to take advantage of after-hours phone rates, press **Program**.

```
Time :     29, 11:30
```

8. Use the numeric keypad to enter the day, hour and minute for transmission. Remember to enter the time in 24-hour format.

```
Time   :   29, 18:30
```

9. Press **Start**.

```
214-403-3499
```

## Call reserve

Call reserve lets you send a fax and have a conversation on the same telephone call. To use this feature, the remote fax must have a similar call-reserve capability. While the fax is transmitting, you'll tell your fax you want to have a voice conversation afterwards:

1. While the fax is sending or receiving, press **Monitor/Call**. At the remote fax, the telephone will ring after the transmission of each page.

   If someone at the remote fax responds to the call request, your fax will ring several times.

2. When your fax rings, pick up your handset. In a few seconds, the line will open.

3. Begin your conversation.

   **Note:** To transmit after your conversation, insert a document into your fax before hanging up. At the end of your call, tell the other party to press **Start** before hanging up. When you hear fax tones, press **Start** and hang up the handset.
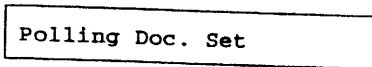
## Setting a document to be polled

Polling lets you load a document for a remote unit to call and retrieve from the feeder.

To load a document for polling:

1. Insert your document in the feeder. Press **Mode** to adjust the resolution. Press **Contrast** to adjust the contrast.
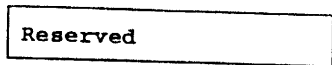
2. Press **Program**, 2.

   ```
   Polling
   ```

3. Press **Mode**.

   ```
   Polling Doc. Set
   ```
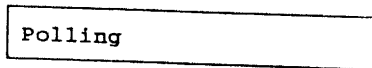
4. Press **Mode**.

   When a remote fax calls, your document will transmit automatically to that fax.

   ```
   Reserved
   ```

**Note:** Your fax can still receive incoming messages but cannot transmit until the document in the feeder has been polled (or until you stop the polling by pressing **Stop**.)
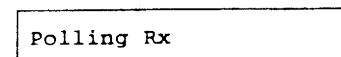
## Polling a document from another fax

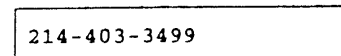You can retrieve documents set to be polled from another fax:

1. Press **Program**, 2.

   ```
   Polling
   ```

2. Press **Mode**, 2.

   ```
   Polling Rx
   ```

3. Press **Mode**.

   ```
   -
   ```

4. Enter the remote fax number using a one-touch key, speed-dial number or number entered through the numeric keypad.
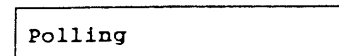
   ```
   214-403-3499
   ```

5. When the number is entered, press **Start**.

## Database polling

Use database polling to retrieve a file of information on a single call to a Muratec fax machine's memory.

1. Press **Program**, 2.

   ```
   Polling
   ```

2. Press **Mode**, 3.

3. Press **Mode**.

4. Enter the database file number or a number for the information (0-9999) you want to retrieve.

*Apr 29 2002 17:18  Fax:972-364-3400  MURATEC  P.26*

5. Press **Mode**.

```
┌──────────────────────────┐
│  —                       │
│                          │
└──────────────────────────┘
```

6. Enter the telephone number using a one-touch key, speed-dial number or a number entered through the numeric keypad. To enter a speed-dial number, press **Speed Dial** followed by the two-digit number you need.

```
┌──────────────────────────┐
│  214-403-3499            │
│                          │
└──────────────────────────┘
```

7. When the number is entered, press **Start**.

## SecureMail transmission

SecureMail is an exclusive Muratec feature for your most confidential documents. SecureMail transmissions are sent to memory mailboxes in other Muratec fax machines, where they are protected by an I.D. code selected by the mailbox holder. To send a SecureMail transmission:

1. Insert your document into the feeder. Press **Mode** to adjust resolution and **Contrast** to adjust contrast.

2. Press **Program**, **4**. Press **Mode**.

```
┌──────────────────────────┐
│  Mail No.        0       │
│                          │
└──────────────────────────┘
```

3. Use the numeric keypad to enter the mailbox number (0-9) for the remote unit.

```
┌──────────────────────────┐
│  Mail No.        7       │
│                          │
└──────────────────────────┘
```

4. Press **Mode**.

5. Enter the telephone number for the SecureMail transmission using a one-touch key, speed-dial number or a number entered through the numeric keypad. To enter a speed-dial number, press **Speed Dial** followed by the two-digit number you need.

```
┌──────────────────────────┐
│  214-403-3499            │
│                          │
└──────────────────────────┘
```

6. When the number is entered, press **Start**.

## Using your fax as a copier

Your fax serves as a handy copier for insurance forms, receipts, and letters. To make copies:

1. Insert your document in the feeder. Your fax will copy up to ten pages at a time.
2. Adjust your document's resolution and contrast, if necessary, using **Mode** and **Contrast**.
3. Press **Copy**.

The copy will feed out through the lower recording paper exit at the front of the machine, and the original will exit through the original document exit at the front.

# Caring For Your Fax

## Cleaning outside

Use a mild cleaning solution sprayed onto a lint-free cloth to wipe down the machine's cover and handset. (See "Cleaning air vents" for special instructions concerning air vents.)

**Never spray cleaner directly on any part of your fax.**

## Cleaning inside

Never attempt to clean inside sealed areas of your unit and never spray cleaning solution directly on your fax. The drifting spray could damage components inside your unit.

- **Unplug your unit before cleaning.** Your fax's nonreplaceable internal battery protects most of the information you have stored.

- Use lint-free swabs, a mild 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 unit.

- Use dry, dust-free compressed air to gently blow dust and other material from areas you cannot reach with swabs.

## Cleaning the thermal head

Do not use abrasive materials on the surface of the thermal head.

1. Press the top cover release to open the top cover. The top cover release is located on the right side of the unit.
2. Clean the thermal head as illustrated using a soft cloth moistened with isopropyl alcohol.
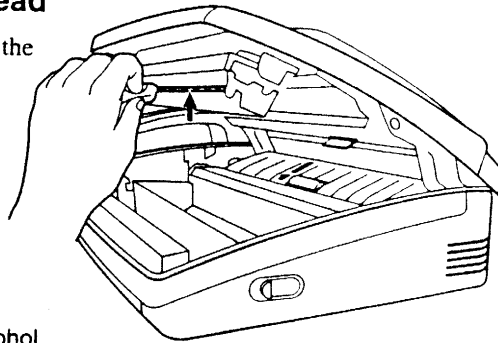
## Cleaning the contact glass and the platen roller

1. Press the top cover release, located on the right side of the machine, to open the top cover.
2. Use a soft, lint-free cloth moistened with isopropyl alcohol to clean the surface of the contact glass.
3. Use a soft, lint-free cloth moistened with a mild cleaner to clean the platen roller. Rotate the roller to clean all its surfaces.
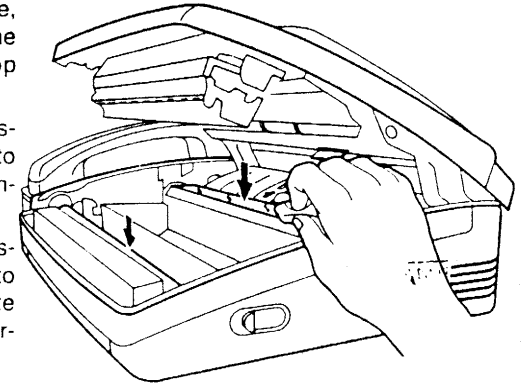
## Cleaning other parts

1. Press the top cover release, located on the right side of the machine, to open the top cover.
2. With a soft, lint-free cloth moistened with a mild cleaner, clean:

   - the separator pad

   - the separator roller

   - the transmission feed roller. Rotate the roller to ensure all surfaces of the roller are cleaned.
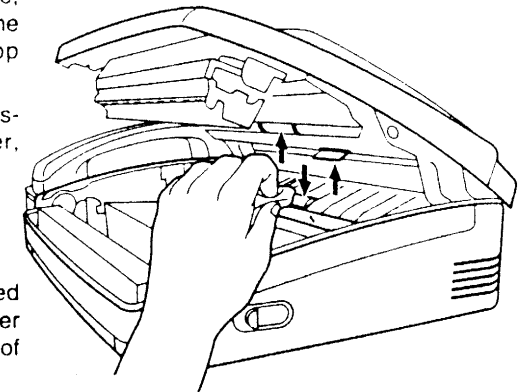
## Cleaning the air vents

Dirty air vents can cause your fax to overheat. Keep the air vents clean and freely ventilated with a vacuum cleaner or brush.

# Problem Solving

## *Original document jams*

To clear an original document jam:

1. Press the top cover release, located on the right side of the machine, to open the top cover.
2. Carefully pull your original document out of the fax.
3. Close the top cover.

   **Note**: Never try to retransmit a torn or wrinkled document.

## *Recording paper jams*

To clear a recording paper jam at the cutter section:

1. Press the top cover release, located on the right side of the machine, to open the top cover.
2. Gently remove the jammed paper.

# Troubleshooting

## *Set remote diagnostics*

Your fax includes special software that allows Muratec's trained service personnel to test your fax over the telephone line.

When you are asked by an authorized Muratec representative to activate remote diagnostics:

1.  Press **Program, 7, Mode, 1, 2**.

> Set Remote Diag.

2.  Press **Mode**.

> Remote Diag. OFF

3.  Press **Program** to change the diagnostic setting.

> Remote Diag. ON

4.  Press **Mode** to select the displayed setting.

## *Alarm*

Your fax's alarm will alert you with a beeping alarm when your fax:

*   has trouble transmitting or receiving
*   runs out of paper.

Press **Stop** to cancel the alarm tone.

## *LCD error messages*

These error messages appear in your fax's LCD and help you spot problems in communications:

| Error Message | Meaning |
| --- | --- |
| Set Page Again | Your document is not placed correctly in the feeder. Remove the document, adjust the document guides, then place again. |
| Hang Up Phone | The telephone handset is not in the cradle. |
| Close Cover | The top cover of the fax is open. Try closing it again. |
| Check Rec. Paper | Replace the recording paper roll. The fax will not answer any calls or receive any faxes until the paper is replaced. |
| Transmit Again | A paper jam occurred in your fax's document feeder. Remove the jam (see page 27) and try again. |
| Check Remote Fax | An error has occurred at the remote fax with which you're trying to communicate. Call the remote party. |

# Error codes

"T" error codes occur during transmission. "R" error codes occur during reception. The "D" error code occurs during dialing.

| Error Code | Meaning |
|---|---|
| T.1.1 | The remote unit did not respond to your fax. Call the remote party. |
| T.2.1 | The line disconnected during transmission or line conditions became poor. Try the call again. |
| T.2.2. | The fax you're calling is incompatible with your fax. |
| T.2.3. | Poor line conditions made communications impossible. Try again. |
| T.3.1. | A document feeder error occurred. Re-load the document and try again. |
| T.4.1. | The line disconnected because of excessive modem errors, or because the receiving unit ran out of paper. Try the call again. |
| T.4.2. | Poor line conditions began after transmission started. Try again. |
| R.1.1. | The remote unit did not respond to your machine. This could mean the caller was a wrong number, or that the calling unit required a passcode. |
| R.1.2. | The calling unit was not compatible. |
| R.2.3. | Communication was not possible due to poor line conditions. Call the remote party. |
| R.3.1. | The transmitting unit detected too many errors from your fax. |
| R.3.2. | The line was disconnected after the handshake but before the first page was sent. |

| Error Code | Meaning |
|---|---|
| R.3.3. | The remote fax is not compatible or it has a document feeder problem. |
| R.3.4. | Poor line conditions may have prevented the proper printing of all of the pages your fax received. |
| R.4.1. | The remote unit is out of paper. |
| R.4.2. | The line disconnected before transmission, or the transmitting unit needs maintenance. |
| D.0.0. | The remote fax is busy. Try again later. |

# Communication error messages

These messages are sometimes included in the "message" column of the error code printout.

| Error Message | Meaning |
|---|---|
| **Check condition of remote fax** (has several meanings) | 1. The remote unit malfunctioned. 2. The remote unit offered no handshake. 3. The wrong number was reached. |
| **Check received documents** | Receive confirmation signal not received from remote machine; poor line conditions caused a poor image. |
| **Repeat transmission** (has several meanings) | 1. Poor line conditions prevented communication. 2. The remote machine offered no handshake. 3. Document misfed or miscounted. 4. The remote machine was never reached after numerous redial attempts. |

# 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 always subject to change, so call the 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 Muratec fax machine offers Group 3 compatibility, the modern standard for worldwide fax communication.

## Copy

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

## Data Compression

Used by digital fax machines to speed transmission. Your machine uses the Group 3 standard data compression method, MH.

## 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 well under one minute per page. Muratec units offer the standard Group 3 data compression method for rapid transmissions to any other Group 3 fax, and many Muratec units offer proprietary transmission speeds for faster transmissions between Muratec 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 (also called the Subscriber ID). Part of the TTI, your fax number is printed at the top of each page received from your unit.

## Confirmation Report

A confirmation report provides information about a transmitted or received fax. Printed after transmission, the confirmation report lists whether the fax was a transmission or reception, the date and time of the fax, the remote fax's phone number, the length of the call, the number of pages which were faxed, the group of the remote fax, and the results of the fax.

## 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 Muratec fax machines, MH assures better than one-page-per-minute transmissions when communicating with other Group 3 units, regardless of manufacturer.

## Standard 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 Muratec unit to a PBX without first checking with the system manufacturer or service representative.

## Pulse (Rotary), Tone Dialing

Most telephone systems in the United States offer pulse (rotary) and touch-tone dialing options. Muratec 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.

## 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 Muratec unit offers the following resolution levels:

Normal:       203H x 98V lpi

Fine:         203H x 196V lpi

## 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 jacks used in your office.

## Surge Protector

A device that protects your telephone or electrical lines. A telephone 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 your fax from high-voltage surges in the AC line that may cause damage to your fax.

## 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.

# FCC and IC Regulations

## FCC Regulations

This equipment has been tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are intended to provide reasonable protection against such 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.

Upon request from your telephone company, you must provide the FCC registration number and the Ringer Equivalence Number (REN). The REN for your fax equipment is 08B.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant.

## 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 have to make changes in its 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.

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

**Note:** This equipment is hearing aid-compatible (HAC).

## Type of Service

Your equipment is designed for use on standard device telephone lines. The phone connects to the telephone line with a standard jack called the USOC-RJ11C. Connection to telephone company-provided coin service (central office implemented systems) is prohibited. Connection to party line service is subject to State tariffs.

## 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 equipment, they should be done by Murata Business Systems, Inc., or by an authorized representative of Murata Business Systems, Inc. For information, contact the Murata Customer Support Center by calling 214-403-3350.

Notice: The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send a message via a telephone fax machine unless such message clearly contains, either in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it was sent and an identification of the business or other identity, or other individual sending the message and the telephone number of the sending machine of such business, entity or individual.

## Industry Canada (IC) Regulations

IC Load Number: 12

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of the Department of Communications.

Cet appareil numerique respecte les limites de bruits radio électriques applicables aux appareils numériques de Classe B prescntes dans la norme sur le matériel brouilleur : "Appareils Numériques", NMB-003 édictée par le ministre des Communications.

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 IC Load Number for your equipment is 12.

# Common Questions and Answers

## General Questions

**Q.** How do I know what my fax number is?

**A.** If your office operates on a single phone line, your fax number is the same as your phone number.

**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 Contrast key until you see the Dark setting. This setting is designed to make documents 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, etc.)?

**A.** A nonreplaceable battery inside your fax protects most of your settings if the power fails or if you decide to move your fax. You will, however, need to reset your date and time.

## Alarm Light and Alarm

**Q.** How do I turn off my machine's Alarm light and Alarm?

**A.** In some cases your fax will print an error message for help in diagnosing the problem. Fix the problem and press Stop.

## 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'll 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 to send a fax.

**Q.** Why can't I send a fax? I just dialed the number, hung up the handset, and pressed Start.

**A.** Press Start before you disconnect the call so your fax knows what to do.

**Q.** Can I transmit and receive at the same time?

**A.** No, but use the call reserve feature (see page 24) to ask the remote operator if he or she wants to to transmit or receive after your transaction is completed.

**Q.** Do I have to dial a "1" for long distance?

**A.** Yes. Dialing a fax number is exactly like dialing a phone number, so be sure to also include any numbers or codes necessary for long distance dialing. Also, when you program your speed-dial and one-touch numbers, be sure to include such dialing codes, as well as access codes, like "9" to reach an outside line.

**Q.** How do I send a fax to an overseas telephone number?

**A.** Dialing requirements for overseas calls vary. 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. Contact an international operator at your local phone company for further information on placing an international call.

**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 or in grayscale, there is more information to be sent over the phone lines, which results in longer transmissions. Or, slow transmissions can be caused by poor phone conditions.

**Q.** Can I transmit if my fax is out of paper?

**A.** No. Your fax will neither send nor receive without fax paper properly loaded, so be sure to have extra on hand.

**Q.** How do I transmit a double-sided page?

**A.** Make a copy of the reverse side of the document. Then transmit as a two-page document.

**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, so 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 confirmation report to verify all fax transmissions. (See page 11.)

## Receiving Fax Messages

**Q.** My fax never answers. What's wrong?

**A.** Make sure your fax is properly connected to a working electrical outlet and phone jack. Make sure your LCD displays "Fax Ready." If not, see page 18 for instructions on how to select automatic reception. 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 someone is trying to send you a fax. Press Start 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 rings 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, 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.

**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 the caller has a document ready in his or her feeder, press Start. However, like your telephone, your fax machine can handle only one call at a time.

## .Polling

**Q.** What is polling used for?

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

**Q.** How do I set a document for polling?

**A.** See page 24 for more information on how to set a document for polling.

## 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 colored line is appearing on my received pages and copies. What's wrong?

**A.** It's time to replace the paper roll. See "A word about paper" on page 7 for information on ordering 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 vinyls.

# 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-observed 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 service center, contact Murata at 214-403-3350.

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 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.

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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.

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