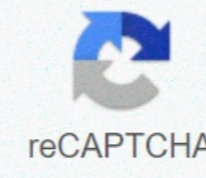




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Symmetry professional manual

When faxed to mfp, it rings, but does not receive. It used to just spit out the paper after it called. The fax line has not been split. The cable goes from wall to MFP. This started with Brother MFC-495CW. I changed the phone cable, checked the fax settings and reset the settings. Anyway, nothing unique set, always kept assumptions. An attempt was made to restart. Then I put in a backup MFC-295CN, and faxing worked well. Default settings. I put in a brand new replacement MFC-7860DW. It's the same problem, but it can't. I made sure it was configured to receive fax mode only. I read the installation guide, but no luck. Ideas? Fyi, fixed a few days ago by following the recommended/default settings. Set the ringtone to 0. Is it the test machine you're changing? I mean the one that worked? The only thing that does not happen is that the fax must not identify the call as a fax. No shades or it can expect a distinctive ringtone from the phone company. The fact that it happens with 2 different planes takes me away from the broken machine and leans on me to need a unique setting or bad line. The test machine MFC-295cn was just a substitute until a new one came in. Odd correlation - Problematic printers both had a wireless network enabled. Printing/faxing is, of course, two different things. Can you plug in the back and answer the incoming fax? If you can then press the go/receive button to see if it will retrieve the fax. Fyi, fixed a few days ago by following the recommended/default settings. Set the ringtone to 0. Brother Compactronic, I have fax problems. When I try to send a fax, I can hear the dial tone and enter the fax number, but when I press startup, it calls the number (I've tried several different fax numbers) and then it just rings and rings and never responds/I never hear a fax voice. It does the same, if I press the hook, get a dial tone, it plays, but never responds. I have tested the line on both the phone and MFC connected to the same interface and I hear a dial tone, I have connected each connection one by one and I hear a dial tone on both devices. Pc Fax also doesn't work when I try to send one, I don't get a dial tone, and then you get an error message that says the same thing - no dial tone. I've uninstalled the printer and reinstalled it and then downloaded all the updates, I've also tried everything else I can think of. Being a former IT manager, it means I've tried a lot of different things, but the fax still doesn't work. Do you have another fax device that you can attach to another row. Connect it to your short time phone line and see what's going on at the other end with the fax you're sending. Or do you have a friend you can try to test with? If you really don't like it, you can perform Parameter initialization, which sets ALL back to default to lose all stored data, such as phone numbers and fax header. To do this, press menu,*2,8,6,4 The machine says Maintenance on the control panel Press 0.1 and it will clear everything and restart from scratch. If the other end does not respond when you call on a regular phone, the fault has nothing to do with the fax machine. If you have already tried to call a few fax numbers on your phone and come back with the same answer problem, contact your phone company to resolve the line. I'm in Louisiana. I can send and receive faxes from all but one of the numbers in California. I've been sending and received faxes from this number for years. I can send and receive faxes from other numbers in the same city. People in a number I can't send to say their fax is working right. Do you have any suggestions? Thank you, Robert - When fax preview is turned on, the faxes received are not printed but stored in the device's memory. - This feature is only available for black and white faxes. - When fax preview is turned on, the backup of the received fax will not be printed for the re-receipt of the fax and the PC fax, even if backup printing is enabled. - Although the printed faxes display the received date and time when the fax receive stamp is enabled, the fax preview screen does not display the received date and time - When fax preview is enabled and the fax is received, a New Fax(s)XX [View] appears on the touchscreen. XX is the number of the fax received, not the number of pages in the fax. For example: 01, 02, 03, etc. For more information about how to leave a fax preview, see step 1. For more information about using fax preview, see step 2. For more information about printing a single fax from fax preview, see step 3. For more information about printing all faxes from fax preview, see step 4. For more information about how to remove all faxes from fax preview, see step 5. For more information about how to turn off fax preview, see step 6. 1. Setting the fax preview: a. Press the touchscreen. B. Press (fax preview). c. Press the ON button. d. Press Yes. E. A message appears on the touchscreen advising you not to print future faxes when you receive them. Press Yes to confirm. F. Press. When Fax Preview is turned on, the backup copy of the received fax will not be printed for fax resentment and PC fax receipt, even if backup printing is enabled. 2. Using Fax Preview: - When a fax is received, a pop-up message appears on the touchscreen. Example: New Fax(s):01 [View]. To view old and new faxes, go to step 2a. - The touchscreen displays a list of faxes. - The list of faxes contains: old and new faxes. The new fax is marked with a blue character. - To see a fax that has already been previewed, press Fax, and then press (Received Fax). B. Press ▲ or ▼ to display and press the fax number you want to see. - If the fax is large, it may be delayed. - The touchscreen displays the current page number of the fax message and the total number of pages. When a fax message has more than 99 pages, the total number of pages is displayed as XX. c. Press the touchscreen to do the following: d. Press. 3. Print fax from fax preview: a. Press Fax. B. Press (received fax). c. Press the fax you want to view. d. Press start. - If the fax has more than one page, go to step e. - If the fax is one page, go to step f. E. Already do one of the following: - To print the entire page of the fax, press Print All Pages and go to step f. - To print only the page displayed on the screen, press Visible Only and go to step g. - To print on the last page of the displayed page, press Print on the screen and go to step g. F. Do one of the following: - To delete a fax, press Yes and go to step g. - To keep the fax in memory, press No and go to step g. G. Press. 4. Print all faxes from fax preview: a. Press Fax. B. Press (received fax). c. Press Print/Delete. d. Already do one of the following: - To print all new faxes, press Print All (New Faxes). - Press Print All (Old Faxes) to print all old faxes. E. Press. 5. Remove all faxes from fax preview: a. Press Fax. B. Press (received fax). c. Press Print/Delete. d. Do one of the following: - To delete all new faxes, press Delete All (New Faxes). - To delete all old faxes, press Delete All (Old Faxes). E. Press Yes to confirm. F. Press. 6. Turn off fax preview: a. Press the touchscreen. B. Press (fax preview). c. Press off. d. Press Yes to confirm. E. If faxes are stored in memory, do one of the following: - If you do not want to print the saved faxes, press Continue to confirm, and then press Yes. All saved faxes will be deleted and cannot be retrieved. - To print all saved faxes, press Print all faxes before deleting. - If you have changed your mind about using fax preview, click Cancel. F. Press When my landline rings and I answer it, I hear a fax signal and I can't talk to the person on the line. I have to hang up and call them back. This started yesterday. I have Verizon 10mbp internet that works at snail speed and router Verizon so I can use other computers in the house. I checked all the phone lines and the signal thing (I don't know it's the official name) is between the wall and the phone, so they're ok. It's completely impossible to get Verizon on the phone and talk to a person, so I've been waiting three hours and no one has picked up their phone to talk to me. I hung up and look. How Verizon was able to talk to me when I hung up is a mystery. I just wanted to know why I hear a fax signal when I answer the phone and when I call, no fax signal is heard. Verizon's Cam told me to hang up the phone to empty it, couldn't email me explaining the results, so I had to give him my cell phone number - a cell phone I rarely use unless there's an emergency. He called my cell phone and said the line was clear. I read a message from your community members, but they had a fax and had the same problem. I don't have a fax. Any help would be welcome. Appreciated.

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