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Advanced Guide

LaserBase MF3200 Series



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**Please read this guide before operating this equipment.
After you finish reading this guide, store it in a safe place
for future reference.**

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Advanced Guide
(This Document)



- Printing Features
- Scanning Features
- PC Faxing Features

Software Guide



Indicates the manual is supplied in PDF format in the accompanying CD-ROM.

- To view the manuals in PDF format, Adobe Reader/Adobe Acrobat Reader is required. If Adobe Reader/Adobe Acrobat Reader is not installed on your system, please download it from the Adobe Systems Incorporated website.
- Considerable effort has been made to make sure that the manuals for the machine are free of inaccuracies and omissions. However, as we are constantly improving our products, if you need an exact specification, please contact Canon.
- The machine illustration on the cover may differ slightly from your machine.

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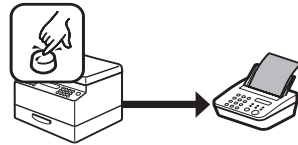
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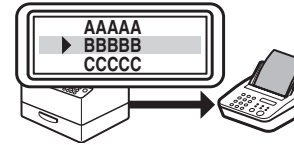
Things You Can Do

Specify a recipient with a single key



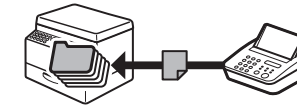
One-Touch Speed Dialing
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Look up a particular recipient



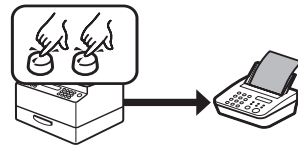
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Receive faxes in memory without printing out



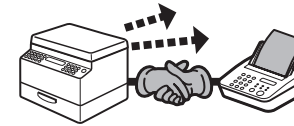
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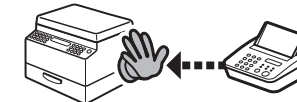
Coded Dialing
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Redial when the line is busy



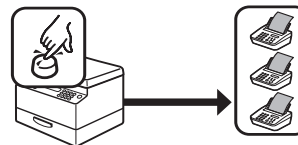
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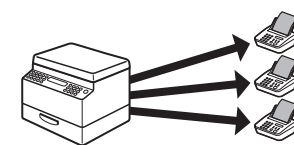
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Specify multiple recipients with a single key



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Broadcasting
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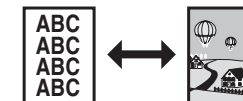


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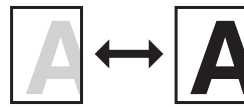
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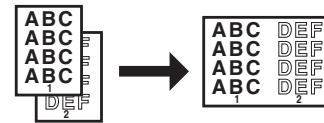
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Adjust the density level of scanned images



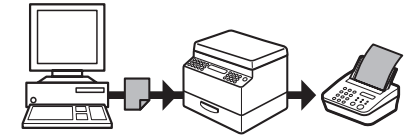
Density
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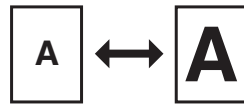
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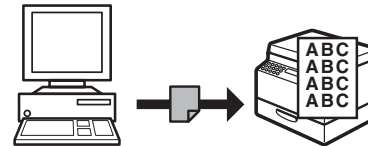
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Enlarge or reduce copied images



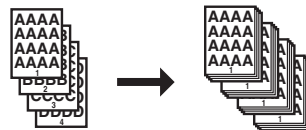
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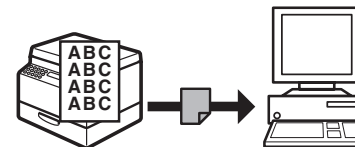
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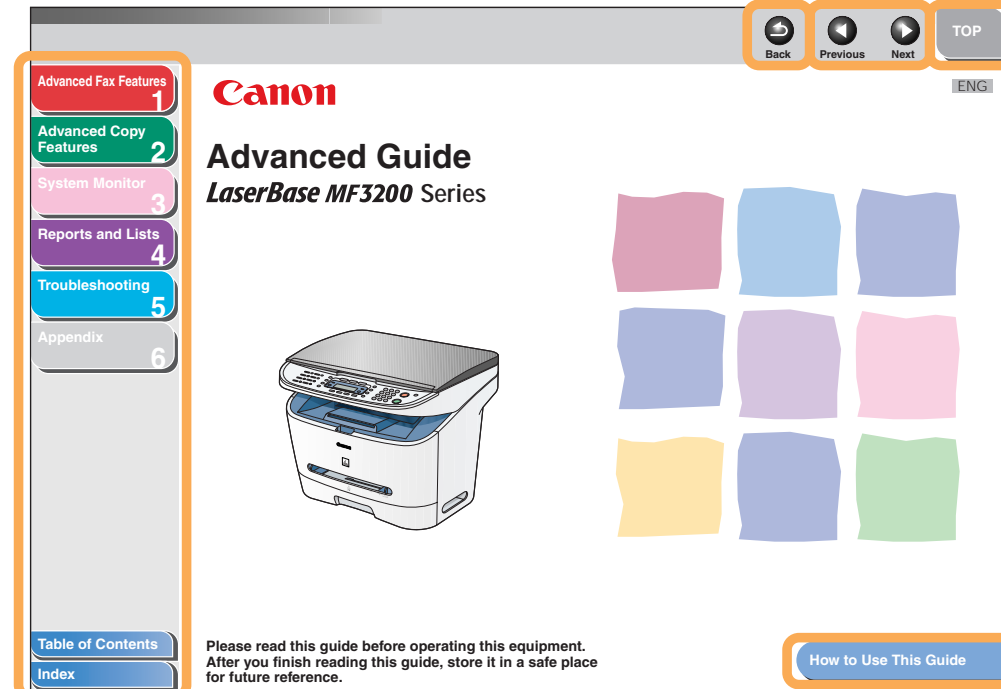
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How to Use This Guide

Using the Top Page



Displays the "How to Use This Guide" page.

Quick links to the list of things you can do, topics for each chapter, table of contents, and the index.

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Displays the previous or next page.
Returns to the top page.

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The following symbols are used throughout the manuals for the machine and indicate the warnings, cautions and notes you should keep in mind when using the machine.

 **WARNING**

Indicates a warning that may lead to death or serious injury if not observed.

 **CAUTION**

Explains how to avoid actions that could injure you or damage your machine.

 **NOTE**

Explains operating restrictions and how to avoid minor difficulties.

In addition, this guide uses distinctive notations to identify keys and information in the LCD:

- The keys you press appear in square brackets: [Stop/Reset].
- Information in the LCD appears in angle brackets: <LOAD PAPER>.



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Dialing Features

The machine provides the following dialing features: address book dialing, redialing, temporary tone dialing, checking dialing line, and dialing an overseas number.

■ Using Address Book

Address book dialing enables you to search for a particular recipient registered in the machine. This is useful when you forget which one-touch speed dialing key or coded dialing code the recipient you want is registered under.

You can either go through all the recipients registered in the machine (LIST), or look up a particular one by their name (SEARCH).

Listing All Recipients

1. Press [FAX].
2. Press [Address Book].
If no recipient is registered for speed dialing, <NOT REGISTERED> is displayed.
3. Use [◀-] or [+▶] to select <LIST>, then press [OK].

4. Use [◀-] or [+▶] to find the required recipient.

- The recipients are listed in the order of one-touch speed dialing keys (01 to 07), and coded dialing codes (00 to 99).
- For a one-touch speed dialing key or coded dialing code with no recipient name registered, their fax number is displayed.

5. Press [Start] to start scanning a document.

6. Press [OK] to start dialing the displayed recipient.

To cancel sending the fax, press [Stop/Reset], then [◀-].

Looking Up a Recipient

1. Press [FAX].
2. Press [Address Book].
If no recipient is registered for speed dialing, <NOT REGISTERED> is displayed.
3. Use [◀-] or [+▶] to select <SEARCH>, then press [OK].

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- Use the numeric keys to enter up to 10 first characters of the recipient's name, then press [OK].

Ex.

S E A R C H	[A]
C A N O N	

- When the search is completed, the number of recipients that match the characters you entered is displayed in parentheses.
- Press [Clear] to run a new search.

- Use [◀] or [▶] to find the required recipient.
- Press [Start] to start scanning a document.
- Press [OK] to start dialing the displayed recipient.

To cancel sending the fax, press [Stop/Reset], then [◀].

■ Redialing

Redialing can be done manually or automatically. For automatic redialing, you can set how many times the machine redials and the time between redials.

Redialing Manually

- Press [Redial/Pause].
- Press [Start] to start scanning a document.
- Press [OK] to dial the last number you dialed.

To cancel manual redialing, press [Stop/Reset], then [◀].

Redialing Automatically

- Press [Additional Functions].
- Use [◀] or [▶] to select <FAX SETTINGS>, then press [OK].
- Use [◀] or [▶] to select <TX SETTINGS>, then press [OK].
- Use [◀] or [▶] to select <AUTO REDIAL>, then press [OK].
- Use [◀] or [▶] to select <ON>, then press [OK].

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- 6. Use [◀-] or [+▶] to select the number of redials the machine will make, then press [OK].**

Ex.

R E D I A L T I M E S 2 T I M E S

You can also enter values with the numeric keys.

- 7. Use [◀-] or [+▶] to select the time (in minutes) between redials, then press [OK].**

Ex.

R E D I A L I N T E R V A L 2 M I N .

You can also enter values with the numeric keys.

- 8. Press [Stop/Reset] to return to standby mode.**

■ Dialing Through a Switchboard

If your machine is connected to a PBX, register the [R] key so you can easily access the outside line.

Registering the [R] Key

- 1. Press [Additional Functions].**
- 2. Use [◀-] or [+▶] to select <FAX SETTINGS>, then press [OK].**
- 3. Use [◀-] or [+▶] to select <COMMUNICATIONS>, then press [OK].**
- 4. Use [◀-] or [+▶] to select <R-KEY SETTING>, then press [OK].**

- 5. Use [◀-] or [+▶] to select <PBX>, then press [OK].**
- 6. Use the numeric keys to enter the prefix number (up to 20 digits), then press [OK].**

Ex.

P R E - F I X N O . _

- You can use [◀-] and [Clear] to delete the numbers one by one.
- To delete the entire number, press and hold [Clear].

- 7. Press [Stop/Reset] to return to standby mode.**

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Dialing using the [R] Key

1. Press [FAX].
2. Press [R] to access the outside line.
3. Use the numeric keys to enter the fax number.

Ex.

■ Switching Temporarily to Tone Dialing

If your machine is set for pulse dialing, use the procedure below to switch to tone dialing to use information services (e.g., banks, airline reservations, and hotel reservations).

NOTE

To talk to the other party, you will need to connect a telephone to the machine.

1. Press [FAX].
2. Press [Hook].

NOTE

Make sure to confirm the dial tone before entering a fax number. If you enter the number before the dial tone can be heard, the call may not be connected, or the wrong number may be dialed.

3. Use the numeric keys to dial the required information service.
4. When the recorded message of the information service answers, press [Tone] to switch to tone dialing.
5. Use the numeric keys to enter the numbers requested by the information service.
6. If you want to receive faxes, press [Start].

When finished, the line is disconnected automatically and the tone dialing is canceled.



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■ Checking Dialing Line

Checking dialing line function enables you to configure the setting on whether to check for a dial tone.

1. Press [Additional Functions].
2. Use [◀] or [▶] to select <FAX SETTINGS>, then press [OK].
3. Use [◀] or [▶] to select <TX SETTINGS>, then press [OK].
4. Use [◀] or [▶] to select <DIALING LINE CHCK>, then press [OK].
5. Use [◀] or [▶] to select <ON>, then press [OK].
6. Press [Stop/Reset] to return to standby mode.

■ Dialing an Overseas Number (With Pauses)

When you dial or register an overseas number, you may need to insert a pause within the number.

1. Set a document.
2. Press [FAX].

3. Adjust any necessary settings (fax resolution, etc.) for your documents.

4. Use the numeric keys to dial the international access code.

For details on international access codes, contact your local telephone company.

5. If necessary, press [Redial/Pause] to enter a 2.5-second pause.

Ex.

☎ = 1 2 3 P _

– <P> in the fax/telephone number represents 2.5-second pause.

– For a longer pause, press [Redial/Pause] again.

6. Use the numeric keys to dial the country code, the area code, and the fax/telephone number of the recipient.
7. Press [Start] to start scanning a document.
8. Press [OK] to start dialing.



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Receiving Features

You can set receive mode that suits your needs. The machine also provides the following receiving features: memory reception, reception restriction, and remote reception.

■ Setting Receive Mode

To determine the right mode for you, see “Set the Machine for Receiving Faxes,” in the Starter Guide.

1. Press [Additional Functions].
2. Use [◀] or [▶] to select <FAX SETTINGS>, then press [OK].
3. Use [◀] or [▶] to select <RX SETTINGS>, then press [OK].
4. Use [◀] or [▶] to select <RX MODE>, then press [OK].

5. Use [◀] or [▶] to select the desired receive mode, then press [OK].

<FaxOnly>: Answers all calls as faxes and disconnects voice calls.

<AnsMode>: Receives faxes automatically and records voice messages.

<FaxTel>: Switches between fax and voice calls automatically. For optional settings, see “FaxTel: Optional Settings,” on p. 1-8.

<MANUAL>: Does not answer any calls. You have to manually receive faxes.

NOTE

- For <FaxTel> or <MANUAL>, make sure an external telephone is connected to the machine.
- For <AnsMode>, make sure an answering machine is connected to the machine.

6. Press [Stop/Reset] to return to standby mode.

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Manual Reception

When you select <MANUAL> in <RX MODE>, follow the procedure below to receive a fax.

1. When the telephone rings, pick up the handset of the external telephone.
2. Confirm that the modem's connecting sound is heard, then press [Start].
3. Hang up the external telephone.

FaxTel: Optional Settings

If required, change the optional settings as follows:

1. Press [Additional Functions].
2. Use [◀] or [▶] to select <FAX SETTINGS>, then press [OK].
3. Use [◀] or [▶] to select <RX SETTINGS>, then press [OK].
4. Use [◀] or [▶] to select <RX MODE>, then press [OK].

5. Use [◀] or [▶] to select <FaxTel>, then press [OK].
6. Use numeric keys to select the duration (0 to 30 seconds) for the phone to ring, then press [OK].
7. Use numeric keys to select the duration (10 to 45 seconds) of ringing, then press [OK].
8. Use [◀] or [▶] to select the action the machine will take after the ringing ends, then press [OK].
<RECEIVE>: Switches to receive mode.
 <DISCONNECT>: Disconnects the call.
9. Press [Stop/Reset] to return to standby mode.



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■ Memory Reception

The machine automatically receives faxes in memory when printing is disabled under certain conditions (e.g., toner or paper has run out).

When the problem is cleared, the machine automatically prints the fax which was stored in the memory.

NOTE

- The machine memory can store up to 256 fax jobs or approximately 256 pages.*
*Based on the condition that the other party sends the fax by the LaserBase MF3200 Series with ITU-T Standard Chart No.1, standard mode. The maximum number of pages that the machine's memory can store differs depending on the other party's machine.
- Once the pages are printed, they are deleted from the memory.
- If the memory becomes full, you will not be able to receive the remaining pages. Contact the other party and ask them to resend the remaining pages of the fax.

■ Reception Restriction

You can reject incoming faxes without sending their numbers in the machine.

1. Press [**Additional Functions**].
2. Use [**←**] or [**→**] to select **<FAX SETTINGS>**, then press [**OK**].
3. Use [**←**] or [**→**] to select **<RX SETTINGS>**, then press [**OK**].
4. Use [**←**] or [**→**] to select **<RX RESTRICTION>**, then press [**OK**].
5. Use [**←**] or [**→**] to select **<ON>**, then press [**OK**].

■ Remote Reception

Remote reception enables you to use an external telephone connected to the machine to receive faxes manually. This can be useful when the machine is not nearby or is being used by someone else.

Registering Remote Reception ID

Follow this procedure if you want to change the default remote reception ID of 25.



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1. Press [Additional Functions].
2. Use [◀] or [▶] to select <FAX SETTINGS>, then press [OK].
3. Use [◀] or [▶] to select <RX SETTINGS>, then press [OK].
4. Use [◀] or [▶] to select <REMOTE RX>, then press [OK].
5. Use [◀] or [▶] to select <ON>, then press [OK].
6. Use the numeric keys to enter the remote reception ID (00 to 99), then press [OK].
7. Press [Stop/Reset] to return to standby mode.

Receiving a Fax Remotely

The following procedure is available only when the machine receives the tone signal.

1. When you receive a call, pick up the handset of the external telephone.
2. Use the numeric keys to enter the two-digit remote reception ID to start reception.
3. When the reception starts, hang up the telephone.

Reducing Received Images

When a received document is divided and printed over multiple pages of paper, the data contained in the bottom 8 mm of a page are duplicated at the top of the following page, making the duplicated section easier to read.

You can also print received documents in a reduced size or cut off the end of a document that does not fit on one page.

1. Press [Additional Functions].
2. Use [◀] or [▶] to select <FAX SETTINGS>, then press [OK].
3. Use [◀] or [▶] to select <RX SETTINGS>, then press [OK].
4. Use [◀] or [▶] to select <RX REDUCTION>, then press [OK].



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5. Use [**←**] or [**→**] to select desired setting, then press [**OK**].

<ON>: Reduces the documents automatically depending on the length of the documents.

<OFF>: Prints documents on a paper without reducing the size.

<CUT>: Cuts off the end of a document that does not fit on one page up to 24 mm. When the height of the area to be cut off is more than 24 mm, the document will be printed on the following page without being cut off.

6. Press [**Stop/Reset**] to return to standby mode.

■ Printing Received Documents

You can select whether the machine stores all received pages in the memory before printing them out or prints each page as it is received.

1. Press [**Additional Functions**].
2. Use [**←**] or [**→**] to select <FAX SETTINGS>, then press [**OK**].
3. Use [**←**] or [**→**] to select <RX SETTINGS>, then press [**OK**].
4. Use [**←**] or [**→**] to select <RX PRINT>, then press [**OK**].

5. Use [**←**] or [**→**] to select desired printing method, then press [**OK**].

<MEMORY RX>: Prints after all the pages of the document are received.

<PRINT RX>: Prints each page as it is received.

6. Press [**Stop/Reset**] to return to standby mode.



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Additional Fax Modes

The machine provides the following additional fax modes: **broadcasting and canceling reservation.**

■ Broadcasting

Broadcasting enables you to send the same document to multiple recipients.

1. Set a document.
2. Press [Additional Functions].
3. Use [◀] or [▶] to select <BROADCAST>, then press [OK].
4. Use the numeric keys, one-touch speed dialing key, coded dialing code, or address book dialing to enter a recipient.

Be sure to press [OK] after entering the recipient's number if you use the numeric keys to enter the number. You can enter up to 16 different fax numbers using the numeric keys.
5. Repeat step 4 to enter all required recipients (up to 123), then press [Start].
6. Press [OK] to start dialing.

■ Canceling Reservation

You can cancel sending jobs reserved in memory.

1. Press [System Monitor].
2. Use [◀] or [▶] to select <TX STATUS>, then press [OK].
3. Use [◀] or [▶] to select the job you want to cancel, then press [OK].

<MEMORY>: Documents in memory
<BROADCAST>: Broadcasting


 **NOTE**
For <BROADCAST>, all recipients entered for a broadcasting job will be canceled.
4. Press [◀] to select <YES>.
5. Press [Stop/Reset] to return to standby mode.

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Canceling Fax Jobs

Cancel an ongoing job (sending or receiving) as follows.
To cancel sending jobs reserved in memory, see
“Canceling Reservation,” on p. 1-12.

1. Press [Stop/Reset].
2. For sending or receiving jobs, press [◀—] to select <YES>.

Press [+▶] to select <NO> if you do not want to cancel the job.

 NOTE

If you are in copy standby mode and want to cancel a fax job, press [FAX] to return to fax mode first.

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Advanced Copy Features

■ Collate Copy

You can copy documents collated into sets arranged in page order. This feature can be used with “2 on 1 Combination” (see p. 2-2) at the same time.

1. Set a document.

2. Press [Collate/2 on 1].

<COL.> appears in the LCD.



If <AUTO COLLATE> is set to <ON> in the <COPY SETTINGS> of the Additional Functions menu, skip step 2.

3. Use the numeric keys to enter the desired copy quantity (1 to 99).

4. Press [Start].

5. Place the next page of the document on the platen glass, then press [Start].

Repeat this step to scan all pages. The machine prints only one copy of each page.

6. Press [OK].

The machine prints the rest of sets of copies.



When scanning multiple page documents, <MEMORY FULL> may appear in the LCD and scanning may be canceled. In this case, the machine returns to standby mode automatically.

■ 2 on 1 Combination

2 on 1 combination automatically reduces two documents to fit on A4 or LTR size paper. This feature can be used with “Collate Copy” (see p. 2-2) at the same time by pressing [Collate/2 on 1] three times.

1. Set a document.

2. Press [Collate/2 on 1] twice.

<2ON1> appears in the LCD.

3. Use the numeric keys to enter the desired copy quantity (1 to 99).

4. Press [Start].

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5. Place the next page of the document on the platen glass, then press [Start].

Two scanned documents will be printed on one paper.

NOTE

- If you press [OK] without scanning the second document, only the first document will be printed on the left side of the paper.
- A maximum of 4 mm margin will be produced between the two reduced documents in 2 on 1 combination copying.

■ Canceling Copy Jobs

Canceling a job while scanning

1. Press [Stop/Reset].

Canceling a job while printing

1. Press [Stop/Reset].

Ex.

```

CANCEL  COPYING?
<  YES                NO  >

```

2. Press [←] to select <YES>.



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Checking Job and Machine Status

System monitor enables you to view and print the transmission/reception results, check remaining memory, monitor the status of fax, and check print and scan counts.

■ Checking Print Status

You can check and delete the print jobs sent from a computer.

1. Press [System Monitor].
2. Use [◀] or [▶] to select <PRINT STATUS>, then press [OK].
3. Use [◀] or [▶] to view the job list.
4. If you want to delete the print job, press [OK], then press [◀] to select <YES>.
5. Press [Stop/Reset] to return to standby mode.

■ Checking Print and Scan Counts

1. Press [System Monitor].
2. Use [◀] or [▶] to select <COUNTER>, then press [OK].
3. Use [◀] or [▶] to view the print or scan counts (up to 65534 pages).
4. Press [Stop/Reset] to return to standby mode.

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■ Checking and Deleting Documents Stored in Memory (MF3240 Only)

1. Press [System Monitor].
2. Use [◀] or [▶] to select <TX STATUS>, then press [OK].
3. Use [◀] or [▶] to check the desired document.
4. If you want to delete the document, press [OK], then press [◀] to select <YES>.
5. Press [Stop/Reset] to return to standby mode.

■ Checking and Printing Transmission/Reception Results (MF3240 Only)

1. Press [System Monitor].
2. Use [◀] or [▶] to select <TX/RX LOG>, then press [OK].

3. Use [◀] or [▶] to view the required transmission/reception result.

The following items are displayed:

- Transaction number (60 down to 01, from the newest to the oldest)
- Date and time
- Type of transaction (TX or RX)
- Recipient's name or fax number
- Result of transaction (OK or NG)

4. If you want to print the transmission/reception result, press [Start].

■ Checking Remaining Memory (MF3240 Only)

You can check the remaining memory according to the status of the machine.

1. Press [System Monitor].
2. Use [◀] or [▶] to select <MEMORY INDICATOR>, then press [OK] to confirm the remaining memory.

Ex.

A V A I L A B L E M E M O R Y 7 5 %

3. Press [Stop/Reset] to return to standby mode.



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Summary of Reports and Lists

The machine can generate the following reports and lists. For how to print reports, see “Printing Reports Automatically,” on p. 4-3, and “Printing Reports and Lists Manually,” on p. 4-6.

Report/List	Description
TX RESULT REPORT	Shows the transmission result. Can be set to print automatically.
RX RESULT REPORT	Shows the reception result. Can be set to print automatically.
ACTIVITY REPORT	Shows last 60 transmissions and receptions. Can be set to print automatically.
MEMORY DATA LIST	Lists reserved jobs stored in memory.
MEMORY IMAGE PRNT	Shows information and the first page of a reserved job.
1-TOUCH LIST	Lists the names and fax numbers of recipients registered under one-touch speed dialing keys.
CODED DIAL LIST	Lists the names and fax numbers of recipients registered in coded dialing codes.
GROUP DIAL LIST	Lists the names and fax numbers of recipients registered in each group dialing group.
USER'S DATA LIST	Lists all the current settings and registered sender information.
LOST REPORT	Lists received documents that were lost from the memory due to power cut. Cannot be manually printed out.

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Printing Reports Automatically

TX RESULT REPORT, RX RESULT REPORT, and ACTIVITY REPORT can be set to print automatically.

■ TX RESULT REPORT

1. Press [Additional Functions].
2. Use [◀] or [▶] to select <REPORT SETTINGS>, then press [OK].
3. Use [◀] or [▶] to select <SETTINGS>, then press [OK].
4. Use [◀] or [▶] to select <TX RESULT REPORT>, then press [OK].
5. Use [◀] or [▶] to select the setting you want, then press [OK].
 - <PRINT ERROR ONLY>: Prints a report only when a transmission error occurs.
 - <OUTPUT NO>: Does not print a report.
 - <OUTPUT YES>: Prints a report every time you send a document.
6. Press [Stop/Reset] to return to standby mode.

Report Items

The following items are displayed in the Transmission Result Report:

- **JOB NO.:** Job number
- **TYPE:** Type of transmission
 - TX: Memory transmission
 - BROADCAST: Broadcasting
- **NO.:** Sequence number
- **DESTINATION TEL/ID:** Name and number of recipient
- **DATE:** Date of transaction
- **TIME:** Time of transaction
- **PAGE:** Number of pages sent
- **DURATION:** Amount of time taken for a transaction
- **MODE:** Mode of transaction (G3 or ECM)



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- **RESULT: Result of transaction**
 - OK: Transmission successful
 - NG: Transmission failed
 - STOP: Transmission manually canceled before completion
 - MEM.FULL: Memory became full during transmission
 - NO ANSWER: Call not answered
- **Error code: For descriptions of error codes, see Chapter 11, “Troubleshooting,” in the Basic Guide.**

■ RX RESULT REPORT

1. Press [Additional Functions].
2. Use [◀] or [▶] to select <REPORT SETTINGS>, then press [OK].
3. Use [◀] or [▶] to select <SETTINGS>, then press [OK].
4. Use [◀] or [▶] to select <RX RESULT REPORT>, then press [OK].

5. Use [◀] or [▶] to select the setting you want, then press [OK].

<OUTPUT NO>: Does not print a report.

<OUTPUT YES>: Prints a report every time you receive a document.

<PRINT ERROR ONLY>: Prints a report only when a reception error occurs.

6. Press [Stop/Reset] to return to standby mode.

Report Items

The following items are displayed in the Reception Result Report:

- **JOB NO.:** Job number
- **TYPE:** Type of reception
 - RX: Memory or print reception
- **NO.:** Sequence number
- **DESTINATION TEL/ID:** Number of the sending machine (displayed only if registered in their machine)
- **DATE:** Date of transaction
- **TIME:** Time of transaction
- **PAGE:** Number of pages received
- **DURATION:** Amount of time taken for a transaction
- **MODE:** Mode of transaction (G3 or ECM)



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- **RESULT: Result of transaction**

- OK: Reception successful
- NG: Reception failed
- STOP: Reception manually canceled before completion
- MEM.FULL: Memory became full during reception

- **Error code: For descriptions of error codes, see Chapter 11, “Troubleshooting,” in the Basic Guide.**

■ ACTIVITY REPORT

1. Press [Additional Functions].
2. Use [◀] or [▶] to select <REPORT SETTINGS>, then press [OK].
3. Use [◀] or [▶] to select <SETTINGS>, then press [OK].
4. Use [◀] or [▶] to select <ACTIVITY REPORT>, then press [OK].
5. Use [◀] or [▶] to select the setting you want, then press [OK].
 - <OUTPUT YES>: Prints a report after every 60 transactions.
 - <OUTPUT NO>: Does not print a report.
6. Press [Stop/Reset] to return to standby mode.

Report Items

The following items are displayed in the Activity Report:

- **NO.:** Transaction number (01 to 60)
- **JOB NO.:** Job number
- **DATE:** Date of transaction
- **TIME:** Time of transaction
- **TX/RX:** Type of transaction (transmission or reception)
- **DESTINATION TEL/ID:** Name and number of recipient
- **PAGE:** Number of pages sent or received
- **DURATION:** Amount of time taken for a transaction
- **MODE:** Mode of transaction (G3 or ECM)
- **RESULT:** Result of transaction (OK or NG) and error code if applicable
- **TOTAL TX PAGE, DURATION:** Total number of pages sent and total time to send them
- **TOTAL RX PAGE, DURATION:** Total number of pages received and total time to receive them



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Printing Reports and Lists Manually

For information on each report or list, see “Summary of Reports and Lists,” on p. 4-2.

1. Press [Additional Functions].
2. Use [◀-] or [+▶] to select <REPORT SETTINGS>, then press [OK].
3. Use [◀-] or [+▶] to select <LIST PRINT>, then press [OK].
4. Use [◀-] or [+▶] to select the required report or list, then press [OK].

<TX RESULT REPORT>: Transmission Result Report

<RX RESULT REPORT>: Reception Result Report

<ACTIVITY REPORT>: Activity Report

<MEMORY DATA LIST>: Memory Data List

<MEMORY IMAGE PRNT>: Memory Image Print

<1-TOUCH LIST>: One-Touch Speed Dialing List

<CODED DIAL LIST>: Coded Dialing List

<GROUP DIAL LIST>: Group Dialing List

<USER'S DATA LIST>: Machine Status List

If no relevant data is stored in memory, <NONE> is displayed.

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General Problems

The machine has no power.

Q Is the power cord plugged in securely?

A Check that the power cord is securely plugged into the machine and into the wall outlet. If the machine is plugged into a power strip, make sure the power strip is plugged in and turned on.

Q Is the power cord supplying power?

A Use a different power cord, or test the cord for continuity using a voltmeter.

Nothing appears in the LCD.

Q Is the power cord plugged in securely?

A Unplug the machine and wait for 5 seconds, then plug it back in. If the LCD still remains blank, contact your local authorized Canon dealer or the Canon help line.

Q Is the machine in Sleep mode?

A Press [Energy Saver] on the operation panel to cancel Sleep mode.

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Paper Feeding Problems

Paper does not feed properly.

Q Is the paper loaded correctly?

A Make sure the paper is correctly loaded. (See “Set Up the Paper Cassette and Load Paper,” in the Starter Guide.)

Q Does the machine contain too many sheets?

A Make sure you load the correct quantity. (See Chapter 3, “Print Media,” in the Basic Guide.)

Multiple sheets feed together into the machine.

Q Is the paper loaded correctly?

A Make sure the paper is correctly loaded. (See “Set Up the Paper Cassette and Load Paper,” in the Starter Guide.)

Q Does the machine contain too many sheets?

A Make sure you load the correct quantity. (See Chapter 3, “Print Media,” in the Basic Guide.)

Q

Are different types of paper loaded in the machine?

A

Load only one type of paper.

A

Make sure you load paper that meets the requirements for use. (See Chapter 3, “Print Media,” in the Basic Guide.)

A

Let the paper run out before refilling the machine. Avoid mixing new stock with paper already loaded.

Repeated paper jams occur.

Q

Is the correct type of paper loaded in the machine?

A

Make sure you load paper that meets the requirements for use. (See Chapter 3, “Print Media,” in the Basic Guide.)



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Faxing Problems (MF3240 Only)

■ Sending Problems

Cannot send a fax.

Q Is the machine overheated?

A Unplug the machine and let it cool for about 5 minutes. Then plug in the machine and try sending again.

Q Did you just connect the power cord to the machine?

A Wait for a while. After connecting the power cord, the machine cannot scan documents immediately.

Q Is the machine set for the correct telephone line type?

A Make sure the machine is set for the correct telephone line type. (See "Set the Telephone Line Type," in the Starter Guide.)

Q Is your machine in fax mode?

A Press [FAX] to show fax standby display.

Q Is the document loaded correctly?

A Make sure the document is correctly loaded. (See Chapter 2, "Document Handling," in the Basic Guide.)

A Make sure the front cover is fully closed.

Q Is the one-touch speed dialing key or coded dialing code you entered registered correctly?

A Check that the speed dialing settings are registered correctly. (See Chapter 4, "Sending Faxes (MF3240 Only)," in the Basic Guide.)

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Q

Did you dial the correct number?

A

Check that you have the correct number.

Q

Is the machine in Sleep mode?

A

The machine does not scan documents, if it is in Sleep mode. To take the machine out of Sleep mode, press [Energy Saver].

Q

Is the recipient's machine out of paper?

A

Ask the recipient to make sure the paper is loaded in the machine.

Q

Are there other documents being sent from memory?

A

Allow time for the documents to finish sending.

Q

Has an error occurred during transmission?

A

Check the LCD for an error message. (See Chapter 11, "Troubleshooting," in the Basic Guide.)

A

Print an Activity Report and check for an error. (See "ACTIVITY REPORT," on p. 4-5.)

Q

Is the telephone line working properly?

A

Make sure there is a dial tone when you press [Hook] or when you lift the handset of any external telephone connected to the machine. If there is no dial tone, contact your local telephone company.

Q

Is the recipient's machine a G3 fax machine?

A

Make sure the recipient's machine is compatible with your machine.



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- Q** Did the recipient's machine answer within 35 seconds (after all automatic redialing attempts)?
- A** Ask the recipient to check the machine. For an overseas call, add pauses to the registered number. (See "Dialing an Overseas Number (With Pauses)," on p. 1-6.)
- Q** Is the Processing/Data indicator lit?
- A** The external phone is busy. Please wait until the external phone becomes free.

Memory fills up immediately when you try to send.

- Q** Are you sending with the resolution set to <SUPER FINE>?
- A** If your document does not contain fine text or photographs, set the resolution to <STANDARD>.

- Q** Is a document stored in memory, leaving little or no memory available?
- A** Print, send, or delete any documents stored in memory.

Faxes sent from the machine are spotted or dirty.

- Q** Is the recipient's machine working properly?
- A** Check the machine by making a copy. If the copy is clear, the problem may be in the recipient's machine. If the copy is spotted or dirty, clean the scanner components. (See Chapter 10, "Maintenance," in the Basic Guide.)
- Q** Is the document loaded correctly?
- A** Make sure the document is correctly loaded. (See Chapter 2, "Document Handling," in the Basic Guide.)



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Documents are printed out in a reduced size on the recipient's machine.

Q

Is the recipient's paper smaller than the size of the documents you sent?

A

If the recipient is using small-size paper, your machine automatically reduces the size of the document in accordance with the recipient's paper.

The documents you sent are too light.

Q

Is the density setting changed to be lighter?

A

Adjust the density for light documents to be darker. (See Chapter 4, "Sending Faxes (MF3240 Only)," in the Basic Guide.)

Q

Are the scanning components of the machine clean?

A

Make sure the scanning components are clean.

Sending of documents is too slow.

Q

Is the resolution set to <FINE> or <SUPER FINE>?

A

Setting the resolution to <STANDARD> reduces the sending time.



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Errors occur frequently while sending.

Q Are the telephone lines in poor condition, or do you have a bad connection?

A Check if there is a device nearby that interferes with signal transmission (e.g., microwave oven).

Receiving Problems

Part of the documents you receive are cut off.

Q Are the slide guides in your multi-purpose feeder set to the size of the paper?

A Adjust the guides of the multi-purpose feeder to the size of the paper.

Q Have you specified the correct paper size for the multi-purpose feeder?

A Specify the correct paper size for the multi-purpose feeder.

Q Is the printing method for received documents set to <CUT>?

A If you want to print a received document without cutting off the end, set the printing method to <ON> or <OFF>. (See "Reducing Received Images," on p. 1-10.)

Cannot receive a fax automatically.

Q Is the machine set to receive automatically?

A For the machine to receive faxes automatically, receive mode must be set to <FaxOnly>, <AnsMode>, or <FaxTel>. If you have set <AnsMode>, confirm that an answering machine is connected to the machine and that it is turned on with an outgoing message properly recorded. (See "Setting Receive Mode," on p. 1-7.)

Q Is a document stored in memory, leaving little or no memory available?

A Print, send, or delete any documents stored in memory.

Q Has an error occurred during reception?

A Check the LCD for an error message. (See Chapter 11, "Troubleshooting," in the Basic Guide.)

A Print an Activity Report and check for an error. (See "ACTIVITY REPORT," on p. 4-5.)

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Q

Is paper loaded in the machine?

A

Make sure paper is loaded in the machine. (See “Set Up the Paper Cassette and Load Paper,” in the Starter Guide.)

Q

Is the telephone cable connected properly?

A

Make sure the cable is connected properly. (See “Connect Telephone Cables (MF3240 Only),” in the Starter Guide.)

No automatic switching between telephone and fax calls.

Q

Is the machine set to switch automatically between telephone and fax calls?

A

For the machine to switch between fax and telephone calls automatically, receive mode must be set to <AnsMode> or <FaxTel>. If you have set <AnsMode>, confirm that an answering machine is connected to the machine and that it is turned on with an outgoing message properly recorded. (See “Setting Receive Mode,” on p. 1-7.)

Q

Is a document stored in memory, leaving little or no memory available?

A

Print, send, or delete any documents stored in memory.

Q

Has an error occurred during reception?

A

Check the LCD for an error message. (See Chapter 11, “Troubleshooting,” in the Basic Guide.)

A

Print an Activity Report and check for an error. (See “ACTIVITY REPORT,” on p. 4-5.)

Q

Is paper loaded in the machine?

A

Make sure paper is loaded in the machine. (See “Set Up the Paper Cassette and Load Paper,” in the Starter Guide.)



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Q

Can the sender's machine send the CNG signal, which tells your machine that the incoming call is a fax call?

A

Some machines cannot send this signal. In such cases, receive the fax manually.

Cannot receive a document manually.

Q

Is the machine set to receive manually?

A

For the machine to receive faxes manually, receive mode must be set to <MANUAL>. (See "Setting Receive Mode," on p. 1-7.)

Q

Have you disconnected the call by pressing [Start] or dialing the remote reception ID after hanging up?

A

Always press [Start] or dial the remote reception ID before hanging up. Otherwise you will disconnect the call.

Print quality is poor.

Q

Is the toner low or unevenly distributed?

A

Redistribute the toner inside the toner cartridge. If the problem persists, replace the toner cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)

Q

Is the correct type of paper loaded in the machine?

A

Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Q

Is the sender's machine functioning properly?

A

Ask the sender to check that the scanning components of the machine are clean.

Q

Is the machine in the toner saver mode?

A

Set <TONER SAVER MODE> to <OFF> in <COMMON SETTINGS>. (See Chapter 12, "Machine Settings," in the Basic Guide.)



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Faxes do not print.

Q Have you removed the sealing tape from the toner cartridge?

A Make sure you remove the sealing tape from the cartridge. (See "Install Toner Cartridge," in the Starter Guide.)

Q Is the toner cartridge installed properly?

A Make sure the toner cartridge is installed properly. (See "Install Toner Cartridge," in the Starter Guide.)

Q Is the cartridge out of toner?

A Replace the toner cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)
If you want to print out the received documents without replacing the toner cartridge, set <CONT. PRINTING> to <ON> in the <RX SETTINGS> of the <FAX SETTINGS> menu. The machine continues printing received documents and reports although the toner is run out.

Q Is the correct type of paper loaded in the machine?

A Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Received faxes print blotched or unevenly.

Q Are the telephone lines in poor condition, or do you have a bad connection?

A Error Correction Mode (ECM) should eliminate such problems. However, if the telephone lines are in poor condition, you may have to try again.

Q Is the sender's machine functioning properly?

A Ask the sender to check that the scanning components of the machine are clean.

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Q Is the toner low or unevenly distributed?

A Redistribute the toner inside the toner cartridge. If the problem persists, replace the toner cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)

Receiving of documents is too slow.

Q Is the resolution set to <FINE> or <SUPER FINE>?

A Setting the resolution to <STANDARD> reduces the receiving time. However, any fine text in the document will also be harder to read.

You cannot get documents from information services.

Q Is your machine set to the tone dialing type of the telephone line?

A Press [Tone] to set the tone dialing.

Q Were there any instructions from the sender, such as to set to receive?

A Just before receiving, press [Start].

Errors occur frequently while receiving.

Q Are the telephone lines in poor condition, or do you have a bad connection?

A Check if there is a device nearby that interferes with signal reception (e.g., microwave oven).

Q Is the sender's machine functioning properly?

A Ask the sender to check that the machine is functioning properly.



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Copying Problems

Cannot make copies.

Q Have you removed the sealing tape from the toner cartridge?

A Make sure you remove the sealing tape from the cartridge. (See "Install Toner Cartridge," in the Starter Guide.)

Q Is the toner cartridge installed properly?

A Make sure the toner cartridge is installed properly. (See "Install Toner Cartridge," in the Starter Guide.)

A Make sure the front cover is fully closed.

Q Is the document loaded correctly?

A Make sure the document is correctly loaded. (See Chapter 2, "Document Handling," in the Basic Guide.)

Q Does the document meet the requirements for the machine?

A Make sure you load documents that meet the requirements for use. (See Chapter 2, "Document Handling," in the Basic Guide.)

The alarm sounds* or <MEMORY FULL> appears in the LCD when making copies.

* MF3240 Only

Q Has an error occurred during transmission or reception? (MF3240 Only)

A Change to fax mode and check the LCD for an error message. (See Chapter 11, "Troubleshooting," in the Basic Guide.)

Q Is the machine's memory full?

A Cancel the copy job. If your machine is MF3240, check remaining memory. (See "Checking Remaining Memory (MF3240 Only)," on p. 3-3.)

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Printing Problems

Nothing prints.

Q Is the power cord plugged in securely?

A Check that the power cord is securely plugged into the machine and into the wall outlet. If the machine is plugged into a power strip, make sure the power strip is plugged in and turned on.

Q Have you removed the sealing tape from the toner cartridge?

A Make sure you remove the sealing tape from the cartridge. (See “Install Toner Cartridge,” in the Starter Guide.)

Q Is the cartridge out of toner?

A Replace the toner cartridge. (See Chapter 10, “Maintenance,” in the Basic Guide.)

Printout does not match paper size.

Q Does the size of paper loaded in the machine match the paper size setting?

A Change the paper size setting or load the correct-size paper. (See Chapter 3, “Print Media,” in the Basic Guide.)

Printout is skewed.

Q Is the paper loaded correctly?

A Make sure the paper is correctly loaded in the machine. (See “Set Up the Paper Cassette and Load Paper,” in the Starter Guide.)

A Make sure the paper delivery slot is free of obstructions.

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Paper jams occur.

Q

Is the correct type of paper loaded in the machine?

A

Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Printout is not clear.

Q

Is the correct type of paper loaded in the machine?

A

Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Q

Are you printing on the wrong side of the paper?

A

Some papers have a "right" side for printing. If the print quality is not as clear as you think it should be, try printing on the other side of the paper.

Printout has vertical white streaks.

Q

Is toner low or unevenly distributed?

A

Redistribute the toner inside the cartridge. If the problem persists, replace the cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)



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Telephone Problems (MF3240 Only)

Cannot dial.

Q Is the telephone cable connected properly?

A Make sure the cable is connected properly. (See “Connect Telephone Cables (MF3240 Only),” in the Starter Guide.)

Q Is the power cord plugged in securely?

A Check that the power cord is securely plugged into the machine and into the wall outlet. If the machine is plugged into a power strip, make sure the power strip is plugged in and turned on.

Q Is the machine set for the correct telephone line type?

A Make sure the machine is set for the correct telephone line type. (See “Set the Telephone Line Type,” in the Starter Guide.)

Telephone disconnects while you are talking.

Q Is the telephone cable connected properly?

A Make sure the cable is connected properly. (See “Connect Telephone Cables (MF3240 Only),” in the Starter Guide.)

Q Is the power cord plugged in securely?

A Check that the power cord is securely plugged into the machine and into the wall outlet. If the machine is plugged into a power strip, make sure the power strip is plugged in and turned on.

Q Is the telephone cable defective?

A Use another cable.

Calls do not connect, or the wrong number is dialed.

Q Did you confirm the dial tone before entering the fax number?

A Make sure to confirm the dial tone before entering a fax number. If you enter the number before the dial tone can be heard, the call may not be connected, or the wrong number may be dialed.

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Glossary

A

Activity Report

A journal of the machine's fax transactions, both sent and received.

Automatic redialing

When the receiving fax machine is busy or does not answer, or when an error occurs while sending, the machine waits a specified time and then automatically redials the number. If the receiving fax is still busy or does not answer, the machine waits the specified time and dials again.

B

Broadcasting

Transmitting documents to more than one location (through the machine's memory).

C

CNG

Calling Tone. This is a signal sent by fax machines to identify the call as an incoming document. When the receiving fax detects this signal, it automatically starts to receive the fax transmission. The majority of fax machines in use today can send and detect CNG signals.

Coded Dialing

An automatic dialing method that allows you to dial a fax or telephone number by pressing [Coded Dial] and a two-digit code using the numeric keys.



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D

Document

The sheet of paper containing the data that you send to, or receive from a machine.

E

ECM

Error Correction Mode. The ability of your machine to reduce system and line errors when sending to or receiving from another fax with ECM capability. ECM is most effective in areas where the telephone lines are in poor condition or there is frequent interference on the line.

F

FaxTel switching

This option allows you to set the machine to automatically detect whether a call is from a fax or telephone. If the call is from another fax, the transmission is automatically received. If the call is from a telephone, the machine rings to let you know, so you can pick up the handset. With this feature, one telephone line can be shared by both the telephone and the fax.

FINE

The resolution setting for documents with very small characters and lines.



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G

G3, Group 3 fax machine

Defined by CCITT/ITU-T. Uses encoding schemes to transmit image data while reducing the amount of data that needs to be transmitted, thus reducing transmission time. G3 fax machines can transmit one page in less than one minute. Encoding schemes for G3 fax machines are Modified Huffman (MH), Modified READ (MR), Modified Modified READ (MMR), and Joint Bi-level Image expert Group (JBIG).

Group Dialing

A dialing method that enables you to dial multiple one-touch speed dialing or coded dialing numbers together as a group. This means that you can press just one key to enter numbers when sending the same document to many destinations.

I

ITU-T

A committee created to set international standards for telecommunications.

M

Manual redialing

When you use regular dialing, you can redial a number manually simply by pressing [Redial/Pause] on the operation panel. The last number called is the number redialed.

Modem

A device that converts (MOdulates) digital data for transmission over telephone lines. At the receiving end, this device converts the modulated data (DEModulates) to digital format that the computer understands.

N

Numeric Keys

The round, numbered keys on the operation panel marked the same as a standard telephone keypad. Press them to perform regular dialing. You also use the numeric keys to enter numbers and letters when you register telephone or fax numbers and names, and to enter coded dialing codes.



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O

One-Touch Speed Dialing

An automatic dialing method that allows you to dial a fax or telephone number by pressing a single one-touch speed dial key.

One-Touch Speed Dial keys

The numbered keys on the operation panel that may be registered as single or a group of fax numbers. Once a number or group is registered, you press one key to dial the entire number or group.

P

Paper feed

Refers to guiding a sheet of paper into the machine's paper path.

Paper feeder

The device in the machine that feeds recording media into the machine for printing copied or faxed documents.

Pause

A timing entry required for registering certain long distance numbers and for dialing out through some telephone systems or switchboards. Pressing [Redial/Pause] enters a pause between digits of a telephone number.

Pulse

See Rotary pulse.

R

Receiving

Receiving transmission is also defined as RX or Reception. The machine can be customized to receive fax documents in several ways.

Reception

See Receiving.

Registering

A process by which you place fax or telephone numbers and names in the machine's memory for speed dialing so that you can save time dialing destinations you call frequently.

Remote reception ID

The two-digit code that enables you to manually activate fax reception using an external telephone.



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Remote reception

Activating fax reception by answering an external telephone that is not located near the machine. You need to dial a remote receiving ID number to start remote reception.

Report

A document printed by the machine and containing information about the faxes it has sent or received.

Resolution

The density of dots for any given output device. Expressed in terms of dots per inch (dpi). Low resolution causes font characters and graphics to have a jagged appearance. Higher resolution means smoother curves and angles as well as a better match to traditional typeface designs. Resolution values are represented by horizontal data and vertical data, for example, 600 × 600 dpi.

Rotary pulse

A telephone dialing system where a dial is rotated to send pulses to the telephone switching system. In pulse dialing, you hear clicks. In touch-tone dialing, the most common dialing system, you hear tones. Rotary pulse dialing requires certain setting adjustments.

RX

See Receiving.

S

Sending

A fax document that has been scanned by a fax machine is sent over telephone lines, in the form of electrical pulses, to another fax machine. Also called TX or Transmit.

Speed dialing

Dialing fax or telephone numbers by pressing a few keys. To use automatic dialing, you must register the numbers in the machine's memory. See also One-Touch Speed Dialing, Coded Dialing, and Group Dialing.

Standby

The mode in which the machine is on and ready to use.



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T

Tone

A key that allows you to temporarily switch to touch-tone from pulse dialing. In some countries, on-line data services may require that you use tone dialing.

Toner

A black, resin coated powder contained in the toner cartridge. The machine applies the toner to the surface of the photosensitive drum inside the machine via an electrophotographic mechanism.

Toner saver

The feature that extends cartridge life by reducing toner consumption rate at a slight decrease in print quality.

TSI

Stands for Transmitting Subscriber Identification. Also called sender information. The TSI is the facsimile number of the machine that sends a document.

TX

See Sending.



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