

CHAPTER EIGHT

Message Center

Message Center Mode

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Message Center Mode allows you to store incoming fax and voice messages in a flexible memory. If you have Model MFC 1870MC the memory stores 15 minutes of voice messages or up to 20 pages of fax memory, and for Models FAX 1570MC and MFC 1970MC, the memory stores 30 minutes of voice messages, or up to 50 pages of fax memory. Any voice or fax message can be retrieved remotely. Memory is shared between fax and voice messages, which are stored on a “first-come, first-served” basis.

You must record an outgoing message in order to use the Message Center Mode.

Flexible Memory Settings

Message Center Mode offers you six flexible memory settings, so that you can decide which kinds of messages you want to receive.

- 1. FAX:ON VOICE:ON** Both voice and fax messages are stored. You can use the Fax Forwarding or Paging features and retrieve voice and fax messages remotely.
- 2. FAX:ON VOICE:EXT** You need an external answering machine connected to the EXT. jack for this setting. Fax messages are stored in the message center memory, but voice messages are stored in your external answering machine. Retrieve messages from the external answering machine. You cannot use the Paging feature for voice messages with this setting.
- 3. FAX:ON VOICE:OFF** All memory is used to store fax messages—no voice messages will be stored.
- 4. FAX:OFF VOICE:ON** All memory is used to store voice messages—no fax messages will be stored. Incoming faxes will print on paper. You can use the Paging feature, and retrieve voice messages remotely.
- 5. FAX:OFF VOICE:EXT** You need an external answering machine connected to the EXT. jack for this setting. Incoming faxes are not stored in memory, but will print on paper. Voice messages are stored in the external answering machine.
- 6. FAX:OFF VOICE:OFF** Incoming faxes are not stored in memory, but will print on paper. Voice calls are not stored in memory.

Setting Up Message Center

You must set up Message Center in the following order :

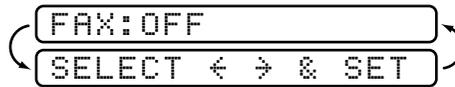
- See p. 61* **1** Turn Message Storage **ON**.
- See p. 61* **2** Record Message Center Outgoing Message (**MSG CTR OGM**).
- See p. 81* **3** Turn Message Center Pro **OFF**.
- See p. 62* **4** Activate Message Center Mode.

Setting Message Storage

Select the setting from the descriptions in Flexible Memory Settings.

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Memory
Settings
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- 1 Press **Function**, **8**, **1**. The screen prompts you to choose a **FAX** setting.



- 2 Press **Left Arrow** or **Right Arrow** to select **ON** (or **OFF**).
- 3 Press **Set**. The screen prompts you to choose a **VOICE** setting.



- 4 Press **Left Arrow** or **Right Arrow** to select **ON**, **OFF** or **EXT**.
- 5 Press **Set** when the screen displays your selection.
- 6 Press **Stop** to exit.

Recording Message Center Outgoing Message

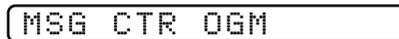
Recording the Message Center Outgoing Message (**MSG CTR OGM**) is the second step you need to follow before you can turn on the Message Center. Make sure your OGM is less than 20 seconds long.



- 1 Press **Function**, **8**, **6**. The screen prompts you to choose an OGM.



- 2 Press **Left Arrow** or **Right Arrow** to reach:



This is the only setting you can select if you want to turn the Message Center on.

- 3 Press **Set**.
- 4 Press **Record**, then pick up the handset to record a message.

For example: *Hello. We are unable to take your call at this time. Please leave a message after the signal. If you wish to send a fax, please press * 5 1 and Start.*

- 5 Replace the handset. The Message Center plays your OGM.
- 6 Press **Stop** to exit.

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Listening to Outgoing Message (OGM)

- 1 Press **Function**, **8**, **6**.
- 2 Press **◀** or **▶** to select **MSG CTR OGM** or **F/T OGM**.
- 3 Press **Set** when the screen displays your selection.
- 4 Press **Play** to hear the OGM. Adjust the volume by pressing Speaker Volume **Low** or **High**.
- 5 Press **Stop** to exit.

Erasing Outgoing Message (OGM)

- 1 Press **Function**, **8**, **6**.
- 2 Press **◀** or **▶** to select **MSG CTR OGM** or **F/T OGM**.
- 3 Press **Set** when the screen displays your selection.
- 4 Press **Erase**.
- 5 Press **1** to erase the OGM—**OR**—Press **2** to exit without erasing.
- 6 Press **Stop** to exit.

Activating Message Center Mode

Press **Mode** until the FAX and F/T lights are on.



Message Indicators

The Voice and/or FAX indicator lights flash when you have voice messages and/or faxes waiting for your review. Once you listen to the message or print the fax, the light stops flashing.



The LCD screen displays the total number of voice (including memos) and/or fax messages stored in Message Center memory.

VOICE:03 FAX:02

Playing Voice Messages and Memos

Follow the steps below to listen to voice messages and memos.

- 1 Press **Play**. Adjust volume by pressing Speaker Volume **Low** or **High**.

All messages and memos are played in the order they were recorded. The display shows the number of the current message, and the total number of messages.

If Caller ID information was received, the FAX/MFC beeps during the message and displays the Caller ID information for one second.

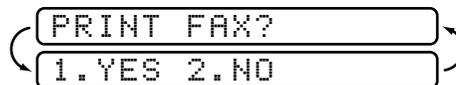
During playback, the screen displays the time and date the message was recorded.

- 2 Use **◀** at the end of the message to repeat a message. Use **▶** to skip to the next message. You can press **◀** and **▶** repeatedly until you reach the message you want to play.
- 3 Press **Stop** to exit.

Printing a Fax Message

Once you print a new fax message stored in memory, it is erased from the memory automatically.

- 1 Press **Play**. After two seconds, the FAX/MFC begins to play voice messages.
- 2 After playing voice messages, the display asks if you want to print fax messages that are in the memory. There is no display message if there are no faxes.



- 3 To print the faxes in memory, press **1**

—OR—

Press **2** to exit without printing.

Backup Printing Option

When you choose **FAX: ON** in the Message Center mode, all incoming fax messages are stored in the available memory for retrieval. To print a backup copy automatically, turn this option on.

- 1 Press **Function**, **8**, **2**. The screen prompts you to select a setting.

- 2 Press **Left Arrow** or **Right Arrow** to display **ON** (or **OFF**).
- 3 Press **Set** when the screen displays your selected setting.
- 4 Press **Stop** to exit.

Erasing Messages

If you choose to erase all fax messages, the FAX/MFC will print any previously unprinted fax messages before erasing them from memory. Fax messages cannot be erased individually.

You can erase voice messages and memos individually, or all at once.

To erase voice messages individually

- 1 Press **Play**. After two seconds, the FAX/MFC beeps and begins message playback. Each message is preceded by one long beep, and followed by two short beeps.
- 2 To erase a specific message, press **Erase** immediately after the two short beeps, or while the message is playing. The screen prompts:

- 3 Press **1** to erase the message

—OR—

- Press **2** to cancel.

To erase messages all at once

- 1 Press **Erase**. The screen prompts you to choose what the kind of messages you want to erase.

```

ERASE ALL VOICE?
SELECT ← → & SET
  
```

- 2 Press **Left Arrow** or **Right Arrow** to select erasing all voice messages (**VOICE**), all document messages (**FAX**), or all messages—both voice and fax—(**MSG**).
- 3 Press **Set**.
- 4 Press **1** to erase—**OR**—Press **2** to cancel.

Setting Maximum Time for Incoming Messages

Your FAX/MFC comes set to receive voice and fax messages up to 30 seconds long. You can change this setting to any length from 20 seconds to 60 seconds, in 5-second increments. This setting also applies to the Personal Mailbox ICM and Memo.

- 1 Press **Function**, **8**, **5**. The screen prompts you to select a maximum time.

```

MESSAGE 30 SEC
SELECT ← → & SET
  
```

- 2 Press **Left Arrow** or **Right Arrow** to select the maximum time setting for incoming messages.
- 3 Press **Set** when the screen displays your setting.
- 4 Press **Stop** to exit.

Setting Toll Saver

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Ring Delay
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When you set the toll saver feature, the FAX/MFC answers after 4 rings if you *don't* have messages, and after 2 rings if you *do* have messages. This way, when you call your FAX/MFC, if it rings 3 times, you know you have no messages, and can hang up, avoiding any toll charge.

When Toll Saver is **ON**, it overrides your Ring Delay setting. Toll Saver must be off for the FAX/MFC to operate using your Ring Delay setting.

- 1 Press **Function**, **8**, **7**.
- 2 Press **Left Arrow** or **Right Arrow** to select **ON** (or **OFF**).
- 3 Press **Set** when the screen displays your selection.
- 4 Press **Stop** to exit.

ICM Recording Monitor

This feature lets you adjust the speaker volume for voice messages you monitor as they come in. You can select **LOW**, **MEDIUM**, or **HIGH**, or you can turn the monitor **OFF** so you will not hear messages as they come in.

- 1 Press **Function**, **6**, **4**.
- 2 Use **◀** or **▶** to select **LOW**, **MEDIUM**, **HIGH**, or **OFF**.
- 3 Press **Set** when the screen displays your selection.
- 4 Press **Stop** to exit.

Recording a Memo

A memo is stored and played as a voice message.

- 1 Press **Record**.
- 2 When the display prompts you to pick up the handset, speak into the handset to record your memo. Your recording can be as long as the Incoming Message Maximum Time. (**Function**, **8**, **5**)
- 3 Press **Stop** or replace the handset when you're finished.

Recording a Conversation

You can record a telephone conversation by pressing **Record** during the conversation. Your recording can be as long as the Incoming Message Maximum Time. You and the other party will hear a beep every 15 seconds while recording. You cannot record a conversation using the Speaker Phone.

Press **Stop** to exit.



Paging/Fax Forwarding

When Paging is set to **ON**, your FAX/MFC dials the pager number you've programmed, and dials your Personal Identification Number (PIN) when connected, to activate your pager and let you know you have a fax or voice message in the Message Center memory.

When Fax Forwarding is set to **ON**, your FAX/MFC dials the fax machine phone number you've programmed, and forwards any faxes you've received.

You cannot use Paging and Fax Forwarding at the same time.

Programming Paging Number

- 1 Press **Function**, **8**, **3**.
- 2 Press **◀** or **▶** until the screen displays:

PAGING

- 3 Press **Set**. The screen prompts you to enter your pager number.

PAG#: _____
ENTER & SET

- 4 Enter your pager phone number (up to 20 digits) followed by **##** **##**. Do not include the area code if it is the same as that of your FAX/MFC. *For example*, **1** **8** **0** **0** **5** **5** **5** **1** **2** **3** **4** **##** **##**.
- 5 Press **Set**.
- 6 If your pager requires a PIN, enter the PIN, press **##**, press **Redial/Pause**, enter your FAX/MFC telephone number, then press **##** **##**. *For example*, **1** **2** **3** **4** **5** **##** **Redial/Pause** **1** **8** **0** **0** **5** **2** **1** **2** **8** **4** **6** **##** **##**.

—OR—

If you do not need a PIN, press **Redial/Pause**, enter the telephone number of your FAX/MFC, then press **##** **##**. *For example*, **Redial/Pause** **1** **8** **0** **0** **5** **2** **1** **2** **8** **4** **6** **##** **##**.

- 7 Press **Set**.
- 8 Press **Stop** to exit.

You cannot change a Paging number or PIN remotely.



Programming a Fax Forwarding Number

- 1 Press **Function**, **8**, **3**.
- 2 Press **◀** or **▶** until the screen displays:

FAX FORWARD

- 3 Press **Set**. The screen prompts you to enter the number of the fax machine where faxes will be forwarded.

FWD#: _____
ENTER & SET

- 4 Enter the forwarding number (up to 20 digits).
- 5 Press **Set**.
- 6 Press **Stop** to exit.

You can change a Fax Forwarding number remotely (See page 69).



Remote Retrieval

You can call your FAX/MFC from any touch tone phone (or remote Group 3 fax machine) and use a Remote Access Code and other button presses to retrieve voice (and fax) messages. You can also program and change some settings for your Message Center.

Using Remote Access Code

- 1 Dial your FAX/MFC phone number from a touch tone phone.
- 2 When your FAX/MFC answers and beeps, immediately enter your Remote Access Code.
- 3 The FAX/MFC signals the kinds of messages received:
 - 1 long beep — **Fax message(s)**
 - 2 long beeps — **Voice message(s)**
 - 3 long beeps — **Fax and Voice message(s)**
 - No beeps — **No messages.**
- 4 The FAX/MFC then prompts you with two short beeps to enter a command. If you wait longer than 30 seconds to enter a command, the machine hangs up. If you enter an invalid command, the machine beeps three times.
- 5 Press **[9] [0]** to reset the FAX/MFC when you finish.
- 6 Hang up.

If your FAX/MFC is set to MANUAL mode, you can access the Message Center by waiting about 2 minutes, then entering the Remote Access Code within 30 seconds.



Changing Remote Access Code

Enter your Remote Access Code when the FAX/MFC picks up your call, so you can access features remotely. The access code is preset to 159✳, but you can change this.

- 1 Press **[Function], [8], [4]**.
- 2 Enter a three-digit number from 000 to 999, then **[✳]**. You must end the Remote Access Code with **[✳]**. Do not use the same digits that appear in your Remote Activation or Deactivation Codes (see pp. 50-51), or Personal Mailbox Codes.
- 3 Wait 2 seconds.
- 4 Press **[Stop]** to exit.

Remote Control Commands

Follow the commands below to access features remotely. When you call your FAX/MFC and enter your Remote Access Code (The factory setting is 159*), the system will signal you with two short beeps to enter a remote control command.

Remote control commands		Detail Operation
91 Playing voice messages	1 ◀ (Skip back)	After one long beep, the FAX/MFC plays ICM and Memo. Press [1] while listening to an ICM or Memo message to play it again. If you press [1] before a message, you will hear the previous message.
	2 ▶ (Skip next)	While playing ICM or Memo you can skip to next message.
	9 STOP Playing	Stop playing the ICM or Memo.
	92 Record Memo	
93 Erase all ICM & Memo		If you hear one long beep, the erase is accepted. If you hear three short beeps, you cannot erase because all voice messages have not been played, or there is no voice message to erase. *This code erases all recorded messages, not one at a time.
94 Play and Record OGM in memory		
1 Play	1 MSG CTR OGM	The FAX/MFC plays the selected OGM. You can stop playing OGMs by pressing [9].
	2 F/T OGM	
2 Record	1 MSG CTR OGM	After one long beep, you can record the selected OGM. You will hear the message played once. You can stop recording the message by pressing [9].
	2 F/T OGM	
95 Changing Fax Forwarding/Paging setting		If you hear one long beep, the change is accepted. If you hear three short beeps, you cannot change it because the conditions have not been met (Example: registering paging number). You can register your fax forwarding number by using 4. FAX FWD NO (See page 71). Once you have registered the number, the FAX/MFC will turn automatically to "FAXFWD:ON" mode. Then retrieve a Memory Status List by entering [9] [6] [1] (See page 70) to make sure the Fax Forwarding number you registered is correct in the List.
1 OFF		
2 Fax Forwarding		
3 Paging		
4 FAX FWD NO.		
96 Retrieve Fax		
1 Memory Status List		Enter the number of a remote fax machine to receive a report or stored fax messages.
2 Retrieve all FAX		
3 Erase FAX in the memory		If you hear one long beep, you can erase the fax message from the memory.
97 Check the receiving status		You can check whether your FAX/MFC has received any FAX or VOICE messages. If yes, you will hear one long beep. If no, you will hear three short beeps.
1 FAX		
2 VOICE		
98 Change Answer Mode		If you hear one long beep, you can change the answer mode. If you hear three short beeps, you cannot change it. (Example: There is no MSG CTR OGM when you want to change to MSG CTR mode.)
1 MSG CTR		
2 F/T		
3 FAX		
90 Exit		After a long beep, you can exit remote control.

Retrieving Memory Status List

You can retrieve the Memory Status List from a remote fax machine to see if you have any fax messages.

- 1** Dial your FAX/MFC's number.
- 2** When you hear the beep, immediately enter your Remote Access Code (The factory setting is **1 5 9 ***).
- 3** When you hear two short beeps, use the dial pad to press **9 6 1**.
- 4** Using the dial pad, enter the number (up to 20 digits) of the remote fax machine where you want the Memory Status List forwarded, and then press **# #**.
You cannot use ***** and **#** as dial numbers. However, if you want to store a pause, press **#**.
- 5** After you hear your FAX/MFC beep, hang up and wait.
Your FAX/MFC calls the remote fax machine. The remote fax machine prints the Memory Status List.

Retrieving Fax Messages

- 1** Dial your FAX/MFC's number.
- 2** When you hear the beep, immediately enter your Remote Access Code (The factory setting is **1 5 9 ***).
- 3** As soon as you hear two short beeps, use the dial pad to press **9 6 2**.
- 4** Using the dial pad, enter the number (up to 20 digits) of the remote fax machine where you want your fax messages forwarded, and then press **# #**.
You cannot use ***** and **#** as dial numbers. However, if you want to store a pause, press **#**.
- 5** After you hear your FAX/MFC beep, hang up and wait.
Your FAX/MFC calls the remote fax machine. The remote fax machine prints your fax messages.

Changing Fax Forwarding Number

You can change the default setting of your fax forwarding number from a remote fax machine.

- 1** Dial your FAX/MFC number.
- 2** When you hear the beep, immediately enter your Remote Access Code (The factory setting is **1 5 9 ***).
- 3** When you hear two short beeps, use the dial pad to press **9 5 4**.
- 4** Enter the new number of the remote fax machine where you want your fax messages forwarded, and then press **# #**.
You cannot use ***** and **#** as dial numbers. However, if you want to store a pause, press **#**.
- 5** To retrieve the Memory Status List, when you hear two short beeps, use the dial pad to press **9 6 1**.
- 6** Use the dial pad to enter the number of the remote fax machine (up to 20 digits), and then press **# #**.
- 7** After you hear your FAX/MFC beep, hang up and wait.
Your FAX/MFC calls the remote fax machine. The remote fax machine prints the Memory Status List showing the new forwarding number.
- 8** Check the forwarding number.
If the forwarding number is incorrect, return to Step 1 to reset it.

Message Center Pro

Message Center Pro

Message Center Pro works as an additional enhancement of Message Center and provides you with Personal Mailbox and Voice-on-Demand. Up to five Personal Mailboxes are available. Voice-on-Demand stores voice information messages for someone calling you. These memory boxes allow you to store voice messages that provide callers with more information automatically and effectively, so you don't have to answer the call yourself.

Start with a Plan

Before you can record your outgoing messages (OGMs), you need a plan. Decide what you will store in each Voice Information memory box such as directions to your home or business, and the number you will give it. Choose who will have a personal mailbox. Tell each person with a personal mailbox to prepare to record an OGM and choose a four-digit password.

Prepare one 2nd Level OGM that identifies the type of information in each Voice Information memory box number and another 2nd Level OGM that identifies the name and box number of each person with a Personal Mailbox.

Finally, prepare a 1st Level OGM that identifies your company (or family) and directs callers to either Voice-on-Demand (Voice Information) or Personal Mailboxes. Also explain they can just leave a general voice message or send a general fax after the beep.

Setting Up Message Center Pro

You must set up Message Center Pro in the following order: However, if you are using only Voice Information, follow steps 1, 3, 5, 6 and 7. If you are using only Personal Mailbox, follow steps 2, 4, 5, 6 and 7.

- 1** Record Voice-on-Demand information messages.
(Function), 9, 4)
- 2** Record Outgoing Message (OGM) and Password for each Personal Mailbox.
(Function), 9, 3)
- 3** Record 2nd Level Outgoing Message (OGM) for Voice Information.
(Function), 9, 2)
- 4** Record 2nd Level Outgoing Message (OGM) for Personal Mailbox.
(Function), 9, 2)
- 5** Record 1st Level Outgoing Message (OGM).
(Function), 9, 2)
- 6** Turn Message Center Pro **ON**.
(Function), 9, 1)
- 7** Activate Message Center Mode.

Voice

*Recording,
Playing and
Erasing
Voice
Information
is included
in this
section.*

The Voice-on-Demand allows you to store voice messages into the memory boxes respectively. You can use the memory boxes to provide callers with more information automatically and effectively, without answering the call yourself.

Recording Voice Information In Memory Box

- 1** Press (Function), 9, 4).
- 2** Press (Set). The screen prompts you to enter a Voice Memory Box number.

VOICE NO.: _

- 3** Enter a memory box number (01-99).

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Time for
Incoming
Messages
Time
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- 4** Press **Set**. The screen prompts:

REC/ERASE/PLAY?

- 5** Press **Record**, then pick up the handset. Record a message up to the Incoming Maximum Message Time you've set.
- 6** Replace the handset. The FAX/MFC plays back your message.
- 7** To leave another message, return to Step 3.
- 8** Press **Stop** to exit.

Playing Voice Message in Memory Box

- 1** Press **Function**, **9**, **4**.

- 2** Press **Set**. The screen prompts you to enter a Voice Memory Box number.

VOICE NO.: _

- 3** Enter a memory box number (01-99).

- 4** Press **Set**. The screen prompts:

REC/ERASE/PLAY?

- 5** Press **Play**. The FAX/MFC plays the message stored in the selected memory box. Adjust volume by pressing Speaker Volume **Low** or **High**.

Erasing Voice Memory Box

- 1** Press **Function**, **9**, **4**.

- 2** Press **Set**. The screen prompts you to enter a Voice Memory Box number.

VOICE NO.: _

- 3** Enter a memory box number (01-99).

- 4** Press **Set**. The screen prompts:

REC/ERASE/PLAY?

- 5** Press **Erase**, **1** to erase the voice message stored in the selected memory box.

Personal Mailbox

Recording, Playing and Erasing Personal Mailbox OGMs is included in this section.

Callers can enter a confidential fax or voice message into one of five personal mailboxes. Each mailbox is accessed by a pre-determined password, to help protect the privacy of multiple FAX/MFC users. The same password is necessary to retrieve these messages remotely.

Recording Personal Mailbox OGM/Password

1 Press **Function**, **9**, **3**.

2 The screen prompts you to select a mailbox number.

BOX NO.: 01
SELECT < > & SET

3 Press **<** or **>** to display your selected mailbox number.

4 Press **Set** when the screen displays the selected mailbox. The screen then prompts you to enter a 4-digit password.

PASSWORD: XXXX

5 Enter the 4-digit code you want to use as your password.

6 Press **Record**, then pick up the handset.

7 Record an OGM (no longer than 20 seconds) that informs users they can send a fax or voice message.

8 Replace the handset. The FAX/MFC plays back your OGM.

9 Press **Stop** to exit.

Playing Incoming Messages and Memo in Personal Mailbox

The screen displays whether it has received any messages. If any mailboxes contain messages, the screen will alternately display the numbers of those mailboxes, with how many VOICE and FAX messages the Message Center has stored.

To listen to voice incoming messages and memos in your mailbox, or to print faxes in your mailbox, you will need your 4-digit password.

1 Press **Play**, while holding down **Shift**.

2 Press **<** or **>** to display the mailbox number you want to select.

- 3 Press **Set**. The screen then prompts you to enter your 4-digit password.
- 4 Enter your password.
- 5 Press **Set**. The FAX/MFC plays back voice incoming messages and memos stored in the mailbox, then prints faxes stored in the mailbox.

Erasing Incoming Messages and Memos From Personal Mailbox

You can erase voice incoming messages and memos individually or all at once. You cannot erase fax incoming messages individually.

To erase an individual message

- 1 Press **Play**, while holding down **Shift**.
- 2 Press **◀** or **▶** to display the number you want to select.
- 3 Press **Set**. The screen then prompts you to enter your 4-digit password.
- 4 Enter your password.
- 5 Press **Set**. The FAX/MFC begins to play back messages. Each message is preceded by one long beep and followed by two short beeps.
- 6 Press **Erase** immediately after the two short beeps, or while a message is playing to erase it. The screen prompts:

ERASE THIS MSG?
1. YES 2. NO

- 7 Press **1** to erase
—OR—
Press **2** to exit without erasing.

To erase all messages

- 1 Press **Erase**, while holding down **Shift**.
- 2 Press **◀** or **▶** to display your selected mailbox number.
- 3 Press **Set**. The screen then prompts you to enter your 4-digit password.
- 4 Enter your password.
- 5 Press **Set**.
- 6 Press **◀** or **▶** to select **VOICE** (erase all voice messages), **FAX** (erase all fax messages), or **MSG** (erase all messages).

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OGM/
Password
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- 7 Press **[Set]** when the screen displays your selection.
- 8 Press **[1]** to erase
—OR—
Press **[2]** to exit without erasing.

Recording Memo in Personal Mailbox

- 1 While holding down **[Shift]**, press **[Record]**.
- 2 Press **[◀]** or **[▶]** to display the mailbox number you want to select. Press **[Set]**.
- 3 Pick up the handset and record your memo (no longer than the Incoming Message Maximum Time).
- 4 Replace the handset or press **[Stop]**.

Remote Retrieval of Incoming Messages and Memos In Personal Mailbox

- 1 Dial your FAX/MFC number from a touch tone phone (or from fax machine if you plan to retrieve fax messages).
- 2 During the Message Center Pro OGM (1st Level), immediately enter **[0] [1] [*]** to access Personal Mailbox.
- 3 When you hear 2nd Level OGM, enter your Personal Mailbox number (**01*—05***).
- 4 When you hear your Personal Mailbox OGM, enter your 4-digit password. If there are no messages, the line will disconnect. If there are messages, you will hear the voice messages begin to play. Press **[1]** to replay a message while it is playing. Press **[2]** to skip a message. Press **[9]** to stop message playback. Press **[3]** to erase all messages.
- 5 Replace the handset.

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OGM/
Password
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Recording Second Level OGM

Recording, Playing and Erasing Second Level OGMs is included in this section.

After callers have pressed **[0] [1] [*]** for Personal Mailbox, or **[0] [2] [*]** for Voice-on-Demand, they will need to hear more instructions from you in the 2nd Level OGM. Make sure you tell callers the memory box numbers of specific voice messages (2 3 *, 2 4 *, 2 5 *, etc.) and the names and mailbox numbers (0 1 *—0 5 *) for personal mailboxes.

- 1 Press **[Function]**, **[9]**, **[2]**. The screen prompts you to select an OGM.
- 2 Use **[◀]** or **[▶]** to display **MAIL BOX** or **VOICE ON DEMAND**.
- 3 Press **[Set]**. The screen prompts:

REC/ERASE/PLAY?

- 4 Press **[Record]**, then pick up the handset. Record a message no longer than 20 seconds.
- 5 Hang up. The FAX/MFC plays back the selected second level OGM.
- 6 Press **[Stop]** to exit.

Playing Second Level OGM

- 1 Press **[Function]**, **[9]**, **[2]**. The screen prompts you to select an OGM.
- 2 Use **[◀]** or **[▶]** to display **MAIL BOX** or **VOICE ON DEMAND**.
- 3 Press **[Set]**. The screen prompts:

REC/ERASE/PLAY?

- 4 Press **[Play]**. Adjust the volume by pressing Speaker Volume **[Low]** or **[High]**.
- 5 Press **[Stop]** to exit.

Erasing Second Level OGM

- 1 Press **[Function]**, **[9]**, **[2]**. The screen prompts you to select an OGM.
- 2 Use **[◀]** or **[▶]** to display **MAIL BOX** or **VOICE ON DEMAND**.
- 3 Press **[Set]**. The screen prompts:

REC/ERASE/PLAY?

- 4 Press **[Erase]**, **[1]**.
- 5 Press **[Stop]** to exit.

Recording First Level OGM

Recording, Playing and Erasing First Level OGMs is included in this section.

This is the announcement all callers will hear. In this announcement, you must tell callers how to select the option for Personal Mailbox (press **0 1 ***) or Voice-on-Demand (press **0 2 ***). This outgoing message should also tell callers that after the beep they can leave a voice message, or they can send a fax .

- 1 Press **Function**, **9**, **2**. The screen prompts you to select an OGM.

```
MSG CTR PRO
SELECT ← → & SET
```

- 2 Use **←** or **→** to display **MSG CTR PRO**.
- 3 Press **Set**. The screen prompts:

```
REC/ERASE/PLAY?
```

- 4 Press **Record**, then pick up the handset. Record a message no longer than 20 seconds.
- 5 Hang up. The FAX/MFC plays back the first level OGM.
- 6 Press **Stop** to exit.

Playing First Level OGM

- 1 Press **Function**, **9**, **2**. The screen prompts you to select an OGM.
- 2 Use **←** or **→** to display **MSG CTR PRO**.
- 3 Press **Set**. The screen prompts:

```
REC/ERASE/PLAY?
```

- 4 Press **Play**. Adjust the volume by pressing Speaker Volume **Low** or **High**.
- 5 Press **Stop** to exit.

Erasing First Level OGM

- 1 Press **Function**, **9**, **2**. The screen prompts you to select an OGM.
- 2 Use **←** or **→** to display **MSG CTR PRO**.
- 3 Press **Set**. The screen prompts:

```
REC/ERASE/PLAY?
```

- 4 Press **Erase**, **1**.
- 5 Press **Stop** to exit.

Turning On Message Center Pro

This is the final step to turn on Message Center Pro. You must have already stored information in Personal Mailboxes and/or in Voice-on-Demand memory boxes. You must have recorded a 1st Level and a 2nd Level OGM.

- 1** Press **Function**, **9**, **1**.
- 2** The screen prompts you to select **ON** or **OFF**.
- 3** Use **◀** or **▶** to select **ON** (or **OFF**).
- 4** Press **Set** when the screen displays your selection.
- 5** Press **Stop** to exit.

Printing Reports and Lists

FAX/MFC Activity

You can print the following lists and reports:

1. ACT. REPORT

Activity Report lists information about the last 30 incoming and outgoing faxes. TX means Transmit; RX means Receive.

2. ALL DIAL

Lists names and numbers stored in One Touch and Speed Dial memory, in numerical order.

3. TEL. INDEX

ALL DIAL list (above), alphabetically.

4. COVERPAGE

Check cover page format.

5. CALL BACK MSG

Check Call Back Message format.

6. USER OPTIONS

Lists settings for USER OPTIONS, TEL OPTIONS, SETUP SYSTEM, SETUP MSG CTR and SETUP MC PRO.

7. XMIT REPORT

You can print a Transmission Verification Report after all faxes you send.

8. MEMORY STATUS

Lists summary information and amount of occupied memory.

9. CALLER ID

Lists Caller ID names/numbers, and time and date of call.

*See
FAX/MFC
Activity
p. 83*

To print a report

- 1 Press **Function**, **3**.
- 2 Enter the number of the report you want to print. For example, press **3** to print the TEL.INDEX.
- 3 Press **Start**.
- 4 Press **Stop** to exit.

Activity Report Interval

You can set the FAX/MFC to print activity reports at specific intervals (6, 12, 24 hours, 2, 4, or 7 days). Even if you set the interval to OFF, you can print the report at any time by following the steps in the previous section.

- 1 Press **Function**, **7**, **3**. The screen displays the current interval setting.

ACT. RPT. : OFF

- 2 Press **◀** or **▶** to choose your setting. If you choose 7 days, the screen prompts you to choose a day at which to begin the 7-day countdown.
- 3 When the screen displays the setting you want, press **Set**.
- 4 Enter the time to begin printing, in 24-hour format. (For example, enter 19:45 for 7:45 PM).
- 5 Wait 2 seconds.
- 6 Press **Stop** to exit.

Transmission Verification (Xmit) Report

You can use the Xmit Report as proof that you sent a fax. This report lists the name or fax number of the receiving party, the time and date of transmission, and if the transmission was successful.

When the feature is OFF, the report is printed automatically only if there's an error during transmission. If the report indicates NG, send the document again. If the report indicates you should check the readability of certain pages, resend those pages.

When the feature is ON, the report is printed with every fax you send.

- 1 Press **Function**, **3**, **7**.
- 2 Press **◀** or **▶** to select **ON** (or **OFF**).
- 3 Press **Set**.
- 4 Press **Stop** to exit.

Important Information

Standard Telephone and FCC Notices

These notices are in effect on models sold and used in the United States only.

This equipment is hearing aid compatible.

When programming emergency numbers and/or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
- Perform such activities in the off-peak hours, such as early morning or late evening.

This equipment complies with Part 68 of FCC Rules. On the rear panel of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company.

You may safely connect this equipment to the telephone line by means of a standard modular jack, USOC RJ11C.

An FCC compliant telephone cord with a modular plug is provided with this equipment. This equipment is designed to be connected to the telephone line or premises wiring using a compatible modular jack that is Part 68 compliant. See the Installation section of this manual for details.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area. If your fax damages the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes to its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this FAX/MFC, please contact Brother Customer Service for information on obtaining service or repair. The telephone company may ask that you disconnect this equipment from the line until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

If you are not able to solve a problem with your FAX/MFC, contact Brother at

USA: *1-800-284-4329* (voice)

1-908-575-8790 (fax)

From within Canada: *1-800-853-6660* (voice)

1-514-685-4898 (fax)

From within Montreal: *1-514-685-6464* (voice)

International Energy Star Compliance Statement

The purpose of the International Energy Star Program is to promote the development and popularization of energy-efficient office equipment, which includes computers, monitors, printers, facsimile receivers and copy machines world-wide. As an International Energy Star partner, Brother Industries, Ltd. has determined that this product meets the guidelines of the program.





WARNING

For protection against the risk of electrical shock, always disconnect all cables from the wall outlet before servicing, modifying or installing the equipment.

This equipment may not be used on coin service lines provided by the telephone company or connected to party lines.

Federal Commission Compliance Notice (For USA Only)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the fax equipment and the receiver.
- Connect the fax equipment on a separate circuit.
- Consult with the dealer or an experienced radio/TV technician for help.

Industry Canada Compliance Statement (For Canada Only)

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Brother cannot accept any financial or other responsibilities that may be the result of your use of this information, including direct, special or consequential damages. There are no warranties extended or granted by this document.

The serial number may be found on the label affixed to the back of the unit. For your convenience, note the number below and retain this Owner's Manual to

serve as a permanent record of your purchase, in the event of a theft or fire, or for future reference.

MODEL NO. FAX 1570MC, MFC 1870MC, MFC 1970MC
(Circle your model number)

SERIAL NUMBER _____

NAME OF DEALER _____

DATE OF PURCHASE _____

Important Safety Instructions

- 1** Read all of these instructions.
- 2** Save them for later reference.
- 3** Follow all warnings and instructions marked on the product.
- 4** Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 5** Do not use this product near water.
- 6** Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- 7** Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless proper ventilation is provided.
- 8** This product should be operated from the type of power source indicated on the label. If you are not sure of the type of power available, consult with your dealer or local power company.
- 9** This product is equipped with a 3-wire grounding type plug, a plug having a third (grounding) pin. This plug will fit into only a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounding-type plug.
- 10** Do not allow anything to rest on the power cord. Do not place this product where people can walk on the cord.

- 11** If an extension cord is used with this product, make sure that the total ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes (USA only).
- 12** Do not place anything in front of the FAX/MFC that will block received faxes. Do not place anything in the path of received faxes.
- 13** Do not touch a document during printing.
- 14** Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- 15** Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points and/or other risks, and may void your warranty. Refer all servicing to a Brother Authorized Service Center. A list of Brother Authorized Service Centers has been included for your convenience, or you may contact the following Customer Service Numbers for your nearest Brother Authorized Service Center:

USA: *1-800-284-4329* (voice)
1-908-575-8790 (fax)
1-800-521-2846 (Fax-Back System)

From within Canada: *1-800-853-6660* (voice)
1-514-685-4898 (fax)
1-800-681-9838 (Fax-Back System)

From within Montreal: *1-514-685-6464* (voice)

- 16** Unplug this product from the wall outlet and refer servicing to a Brother Authorized Service Center under the following conditions:
 - A** When the power cord is damaged or frayed.
 - B** If liquid has been spilled into the product.
 - C** If the product has been exposed to rain or water.
 - D** If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - E** If the product has been dropped or the cabinet has been damaged.
 - F** If the product exhibits a distinct change in performance, indicating a need for service.
- 17** To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).

Notice-Disclaimer of Warranties

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

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

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

Troubleshooting and Maintenance

Fax-Back System

Brother Customer Service has installed an easy-to-use Fax-Back System, so you can get instant answers to common technical questions and product information for all Brother products. This system is available 24 hours a day, 7 days a week. You can use the system to send faxes to any fax machine, not just the one from which you are calling.

If you can't resolve difficulty with your FAX/MFC using this manual, call our Fax-Back System, and follow the voice prompts to receive faxed instructions about using the system, and an index of Fax-Back subjects.

USA: *1-800-521-2846*

From within Canada: *1-800-681-9838*

The Brother Fax-Back System number (USA only) has been preprogrammed on One Touch Key **01**.

Brother Home Page on the World Wide Web

You can find more information about Brother products, from product specification sheets to Frequently Asked Questions (FAQs), on the World Wide Web. Visit us at

<http://www.brother.com>

Brother Bulletin Board

Brother's Bulletin Board Numbers are

USA: *1-888-298-3616*

From within Canada: *1-514-685-2040*

Error Messages

As with any sophisticated office product, errors may sometimes occur. If this happens, your FAX/MFC often identifies the problem and displays an error message. The table below explains the most common error messages.

You can correct most problems by yourself. If you need additional help, call the Brother Fax-Back System.

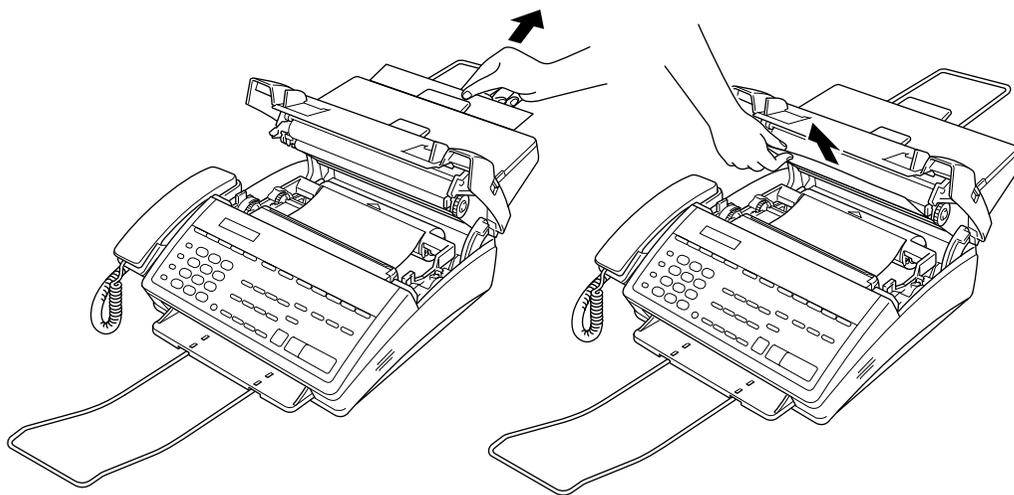
USA: *1-800-521-2846*

From within Canada: *1-800-681-9838*

CHECK PAPER

The paper is jammed in the printer.

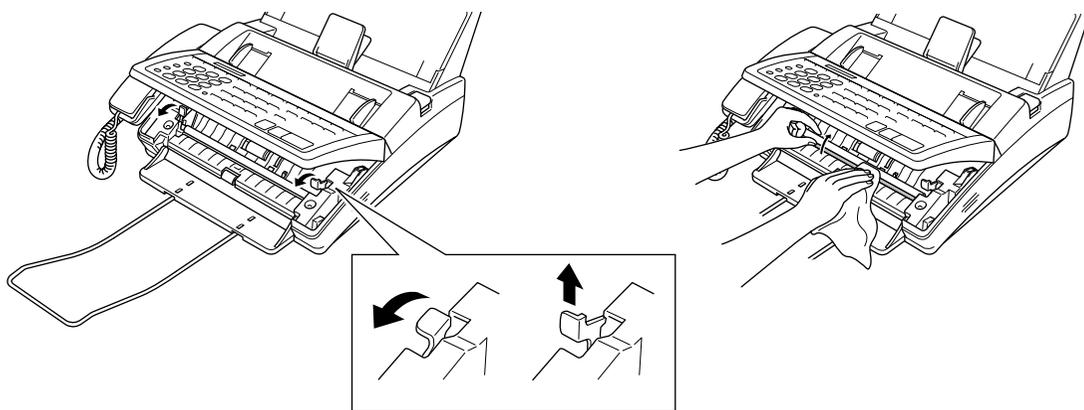
- 1** Unplug the power cord.
- 2** Open the paper cover and remove any unjammed paper.
- 3** Push the OPEN button to open the top cover.
- 4** Pull the jammed paper gently from the paper feeder toward the back of the FAX/MFC. If the paper remains jammed, then pull it toward the front of the FAX/MFC.



- 5** Close the cover.
- 6** Load the paper.

CLEAN UP SCANNER

The scanner is dirty; clean the white bar and the glass strip under the roller with isopropyl alcohol on a lint-free cloth. You'll need to lift the two release levers to release the white bar; be sure to lock them in place when you're through. During cleaning, unplug the power cord for safety.

**COMM. ERROR**

A poor quality phone line resulted in a communications error. Try the call again.

CONNECTION FAIL

You have requested a polling call from another party, but the other fax machine is not in Poll Waiting mode.

COVER OPEN

The cover is not completely closed.

DISCONNECTED

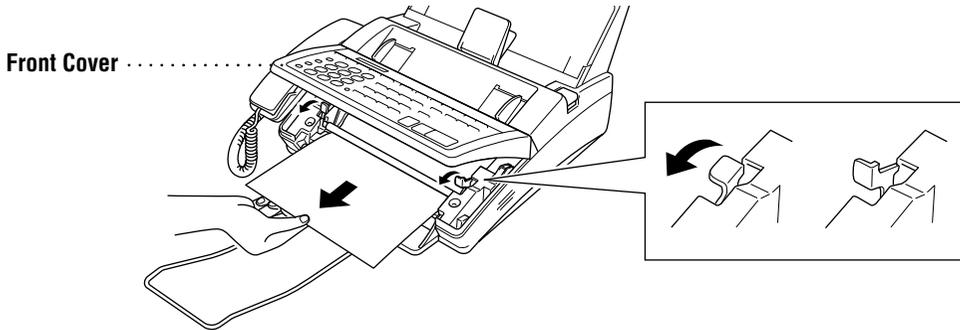
The other party has disconnected during a call or fax. Try calling the other party.

DOCUMENT JAM

The documents were not inserted or fed properly, or were too long or too short.

- 1** Open the front cover.
- 2** Lift the two release levers to release the white bar.
- 3** Gently pull the document toward the front of the FAX/MFC.

- 4 Lock the levers back in place.
- 5 Close the cover and press **Stop**.



MACHINE ERROR XX

and

PRESS STOP KEY

Contact Brother Customer Service at

USA: 1-800-284-4329 (voice)

From within Canada: 1-800-853-6660 (voice)

From within Montreal: 1-514-685-6464 (voice)

NO RESPONSE/BUSY

The number you called does not answer or is busy. You may also have reached a number not connected to a fax machine. Check the number and call again.

NOT REGISTERED

You've tried accessing a One Touch or Speed Dial location with no number assigned to it.

PRINTER FAULT

The print head has overheated. Unplug the FAX/MFC and wait 30 minutes for it to cool.

*See
Storing One
Touch Dial
numbers and
Storing
Speed Dial
numbers
pp. 20-22*

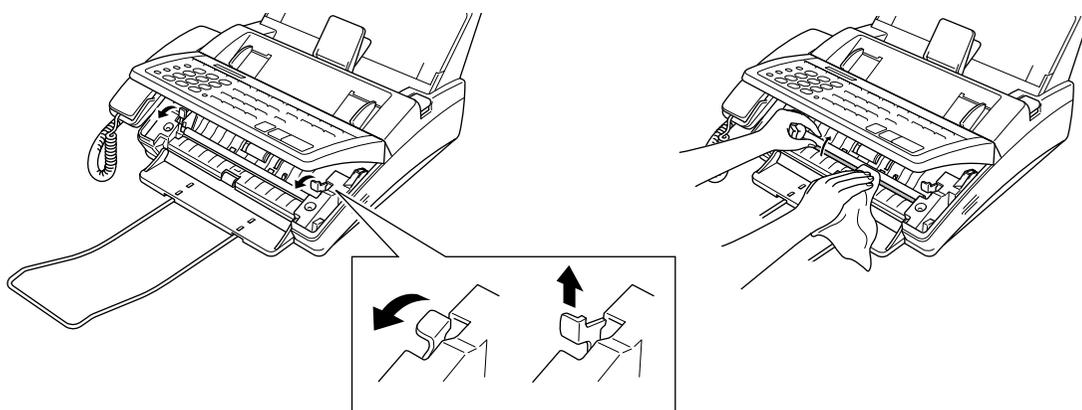
SCANNER ERROR

During cleaning, unplug the power cord. Try cleaning the white bar and the glass strip under the bar. If you still get a scanner error, contact Brother Customer Service at

USA: 1-800-284-4329 (voice)

From within Canada: 1-800-853-6660 (voice)

From within Montreal: 1-514-685-6464 (voice)



If You Are Having Difficulty with Your FAX/MFC

If you think there is a problem with your FAX/MFC, make a copy first. If the copy looks good, the problem is probably not your FAX/MFC. Check the chart below and follow the troubleshooting tips.

► *Printing and Receiving Faxes*

Condensed Print and Horizontal Streaks; Top and Bottom of Sentences Cut Off

If your copy looks good, you probably had a bad connection, with static or interference on the phone line. If the copy looks bad, call Brother Customer Service at 1-800-284-4329.

Vertical Black Lines When Receiving

The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine. If the problem continues, call Brother Customer Service at 1-800-284-4329.

► *Phone
Line or
Connections*

FAX/MFC Does Not Answer When Called

Make sure the FAX/MFC is in the correct receiving mode for your setup (either FAX, F/T or MSG CTR). Check for dial tone. If possible, call your FAX/MFC to hear it answer. If there is still no answer, check the telephone line cord connection. Connect a standard telephone handset to the FAX/MFC telephone jack. If there is no ringing when you call your FAX/MFC, call your Telephone Company to check the line.

Dialing Does Not Work

Check for a dial tone. If there is no dial tone, see Suggestions for “No Dial Tone on the Handset”. Change the TONE/PULSE setting (see “Fax Settings”, p.17). Send a manual fax (press **Speaker Phone** or lift handset), and wait to hear fax receiving tones before pressing **Start**. This way you can hear if the problem is that the receiving machine does not answer.

No Dial Tone on the Handset

Press **Speaker Phone**. If you hear no dial tone, check telephone line cord connections at the FAX/MFC and wall jack. Check that the handset is connected to the FAX/MFC’s handset jack. Test the wall jack with another single line telephone. If no dial tone on the wall outlet, call your Telephone Company.

► *Sending
Faxes*

Poor Transmitting Quality

Try changing your resolution to FINE or SUPER FINE (see “Sending Faxes” pp. 31-33).

Try cleaning the white pressure bar of the scanner and the glass under the bar (see p. 94).

Transmission Verification Report says “Result: NG”

There is probably temporary noise or static on the line. Try sending the fax again. If the problem continues, call the Telephone Company to check your phone line.

Vertical Black Lines When Sending

If the copy you made shows the same problem, your scanner is dirty (see Cleaning the Scanner p. 95).

► **Handing
Incoming
Calls**

Double Ring in F/T Mode

The FAX/MFC knows the incoming call is not a fax so it is signaling you to answer the telephone call. Pick up the FAX/MFC's handset or answer from an extension phone and press your FAX/MFC's Remote Deactivation Code (default setting is #51).

Transferring a Fax Call to the FAX/MFC

If you answered at the FAX/MFC, press **[Start]** and hang up immediately. If you answered at an extension phone, press your Remote Activation Code (default setting is *51). When your FAX/MFC answers, hang up.

► **Adjusting
Settings**

FAX/MFC "Hears" Voice as CNG Tone

If your FAX/MFC is set to Easy Receive On, and it answers voice calls by trying to receive a fax, try turning Easy Receive Off.

For Customer Service

USA: 1-800-284-4329 (voice)

1-908-575-8790 (fax)

From within Canada: 1-800-853-6660 (voice)

1-514-685-4898 (fax)

From within Montreal: 1-514-685-6464 (voice)

