Transmission Problems

When transmissions are not successful, check the items in the table below. If you confirm these items are set up correctly and transmissions are still unsuccessful, call for technical support.

Problem	Check Items
When you place a document in the Document Tray, nothing happens.	• Have you inserted the document far enough into the feeder? • Is the power cord connected to the AC outlet? • Is an error message displayed? If so, see the Error Messages and Codes section in this chapter. • Is the document size or thickness within specification? See Chapter 3, "Document Specifications".
When you press the **Start** key in the Direct Send mode, the message "Dialing" or "Communicating" does not display.	• If you are transmitting "Off-hook", press **Start** before returning the handset to the cradle. • Is the modular cord of the fax machine disconnected? • Is the Dialing Mode of the machine set correctly? See Chapter 3, "Setting the Dial Mode". • Is the telephone functioning properly? • Is there an error on the receiving side?
Documents misfeed; skewed pages.	• Are the Document Guides adjusted to the document width? • Is the Control Panel fully closed? • Does the document fall within specifications? See Chapter 3, "Document Specifications". • Is the Document Extension Tray fully extended?
Documents misfeed; 2 pages feed at a time.	• Are too many pages loaded into the Document Feeder? See Chapter 3, "Document Specifications" for maximum capacities. • Does the document fall within specifications? • Was the document forced too far into the Document Feeder? • Is the Document Extension Tray fully extended? • Have you cleaned the Retard Pad and Rollers? See Chapter 14, "Maintaining the Machine".
The remote station receives a blank or elongated printout.	• Was the document loaded incorrectly with its printed side up? • Is the Control Panel fully closed?