

Troubleshooting

Problem	Check Items
The sending procedure was completed correctly but nothing happened at the receiving end.	<ul style="list-style-type: none">Is the remote machine able to communicate with a G3 facsimile? The WorkCentre can communicate with G3 facsimiles but not G2 or G4.
Documents cannot be transmitted overseas.	<ul style="list-style-type: none">Set the Fax Speed to transmit the document at a slower speed. See Chapter 4, "Setting up the Phonebook".

Reception Problems

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

Problem	Check Items
When you are to receive a document via the Manual Reception mode, the fax is not received when the Start key is pressed.	<ul style="list-style-type: none">Did you return the handset to its cradle before pressing Start? If so, you must press Start before you hang up.Is there a document in the Document Tray on your machine? If so, remove it by pressing the Stop key.Is the modular cord connected?Is the power cord connected?Does the Paper Tray have paper?Is the Top Cover fully closed?Is there an error on the sending machine?
The received fax will not feed out.	<ul style="list-style-type: none">Is the Top Cover fully closed?Is the Right Side Cover fully closed?
After placing paper in the Paper tray, the Paper Empty message continues to display.	<ul style="list-style-type: none">Is the paper installed correctly? See Chapter 14, "Replacing the Paper".
The received document is too dark and difficult to read. Unnecessary lines are printed.	<ul style="list-style-type: none">Is the original document on the sending side of poor quality? Check with the remote station.Is there a problem with the remote machine?Does the same problem happen when you copy a document? If so, clean the Recording Unit. See Chapter 14, "Maintaining the Machine".

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The paper is fed out but nothing is printed.	<ul style="list-style-type: none">• Is the machine out of toner?• Is the document on the sending side loaded correctly?
Paper jams occur frequently.	<ul style="list-style-type: none">• Is the Paper Tray adjusted for the correct paper size? See Chapter 1, "Adjusting the Paper Tray".• Is the Paper Tray fully closed?• Does the document fall within specifications? See Chapter 3, "Document Specifications".• Is the Right Side Cover fully closed?
Machine answers incoming call but will not receive.	<ul style="list-style-type: none">• If Refuse Junk Mail is On the machine will only receive for other machines listed in your dial directory phonebook.