

Troubleshooting Fax Machines

	1) USB Connector = Printer plugs directly into computer. (For printing from a computer)	
	2) Networking wire = Printer plugs into router and goes to many computers. (For printing from a computer)	
	3) Fax line goes to modem. (Faxing only)	
	4) Phone only. Covered by manufacture Don't Remove. If available, you can use this to plug in a phone. (Faxing only)	
	5) Power Cord	

Unable to send fax:

- 1) Is there power to the fax?
- 2) Can you make a copy of a page using the copy function?
- 3) Are the cables correctly connected? (Refer to diagram above specifically 3 and 4!)
- 4) Do you hear a dial tone after pressing send (you may not hear the dial tone...this is also normal)?
- 5) Dial your cell phone/land line phone using your fax machine. Do you receive the call on the cell phone/land line phone?
- 6) Unplug your modem from the wall power and leave it out for 5 minutes. Reconnect the power and try again.

Unable to receive fax:

- 1) Is there power to the fax?
- 2) Is there paper in the fax?
- 3) Are the cables correctly connected? (Refer to diagram above specifically 3 and 4!)
- 4) Do you have the correct number for your fax line?
- 5) Dial your fax machine using your cell phone/land line phone. Do you receive the call on the fax and hear a screeching noise on the cell phone/land line phone?
- 6) Does the page print but look faded or bad?