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# Advanced Guide

## FAXPHONE L120

### Things You Can Do

- Fax
- Copy
- Print

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

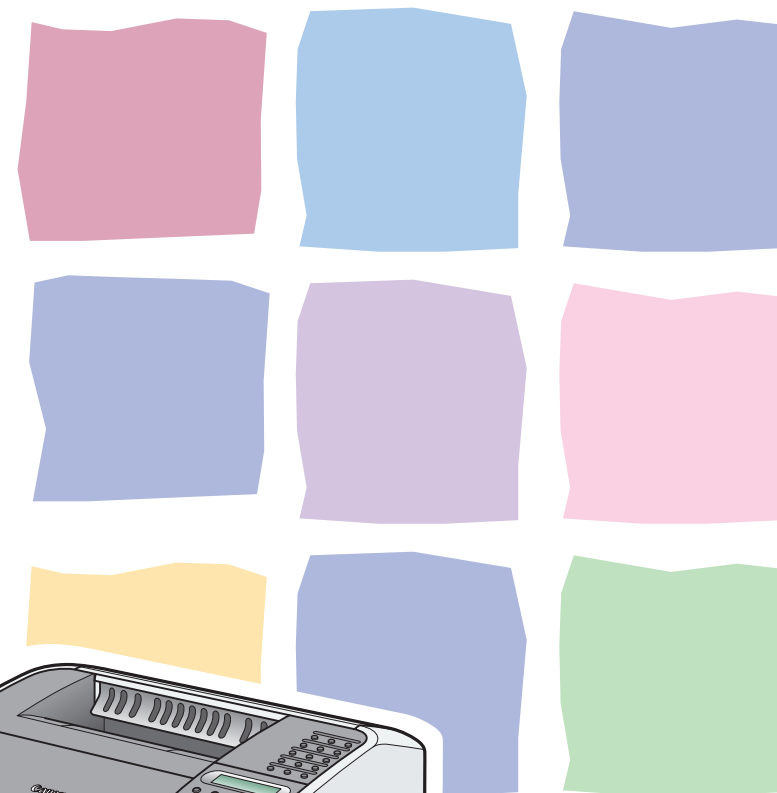


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- Software Installation

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- Machine Settings
- Specifications

**Basic Guide**

- Advanced Fax Features
- Status Monitor
- Reports and Lists

**Advanced Guide  
(This Document)**

- Driver Set-Up
- Printing

**Software Guide**

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

- To view the manuals in PDF format, Adobe Reader/ Acrobat Reader/Acrobat is required. If Adobe Reader/ Acrobat Reader/Acrobat is not installed on your system, please download it from the Adobe Systems Incorporated website (<http://www.adobe.com>).
- 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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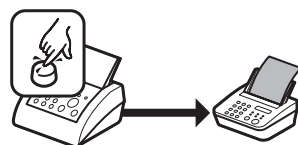
4

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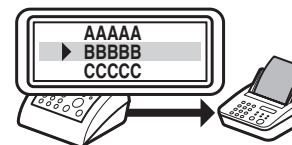
5

# Things You Can Do

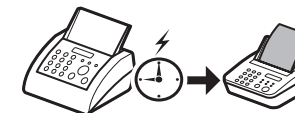
## Specify a recipient with a single button

One-Touch Speed Dialing  
→ Basic Guide

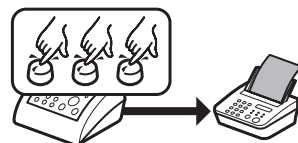
## Look up a particular recipient in the directory

Directory Dialing  
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## Send a fax at a specified time

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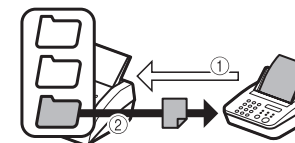
## Specify a recipient with a three-digit code

Coded Speed Dialing  
→ Basic Guide

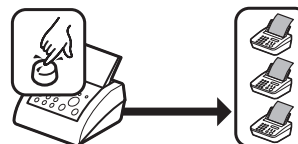
## Redial when the line is busy

Redialing  
→ p. 1-4

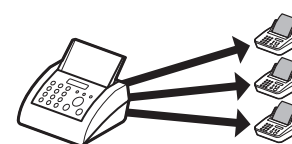
## Send a fax in response to the recipient's request

Polling Sending  
→ p. 1-12

## Specify multiple recipients with a single button

Group Dialing  
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## Send a fax to multiple recipients

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## Receive faxes in memory without printing out

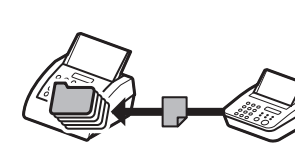
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### Reject faxes from unregistered numbers



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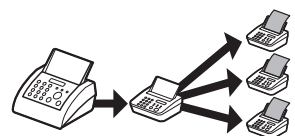
### Adjust the density level of scanned images



Density

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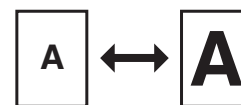
### Send a fax to be relayed to other fax machines



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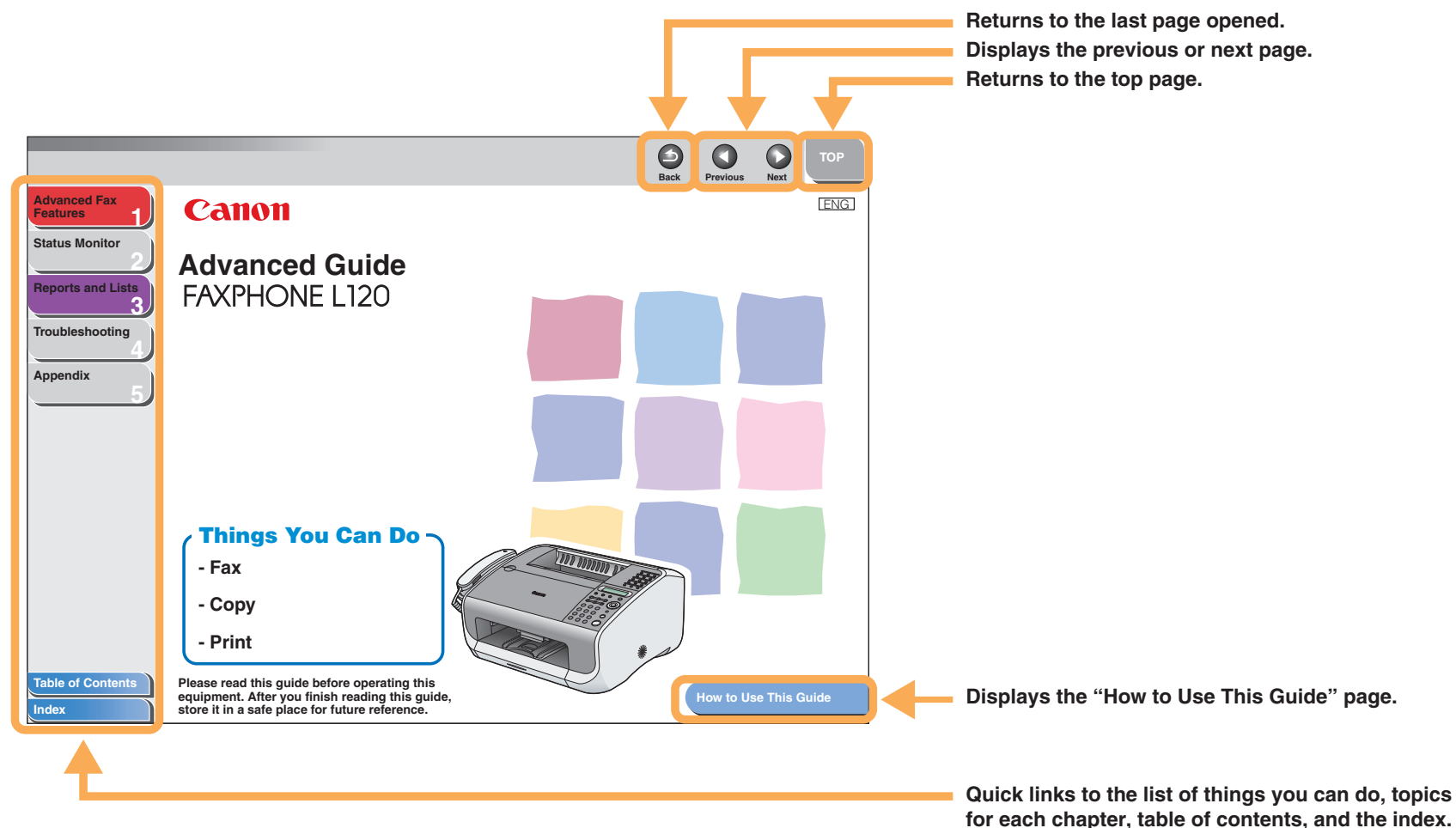


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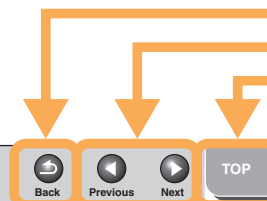
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The following symbols are used throughout the manuals for the machine and indicate the warnings, cautions and notes you should keep in mind when using the machine.

**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 buttons and information in the LCD:

- The buttons you press appear in square brackets: [Stop/Reset].
- Information in the LCD appears in angle brackets: <SET DOCUMENT>.





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# Dialing Features

The machine provides the following dialing features:  
directory dialing, redialing, and temporary tone dialing.

## ■ Directory Dialing

Directory dialing allows you to search for a particular recipient registered in the machine. This is useful when you lost track of which one-touch speed dialing button or coded speed 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 [Directory].

If no recipient is registered for speed dialing, <NOT REGISTERED!> is displayed.

#### 2. Use [Left/Right] to select <LIST>, then press [Set].

#### 3. Use [Up/Down] to find the required recipient.

- The recipients are listed in the order of one-touch speed dialing buttons (01 to 15), and coded speed dialing codes (001 to 100).
- For a one-touch speed dialing button or coded speed dialing code with no recipient name registered, their fax number is displayed.

#### 4. Press [Start] to start dialing the displayed recipient.

Press [Stop/Reset], then [Set] to cancel sending the fax.

### Looking Up a Recipient

#### 1. Press [Directory].

If no recipient is registered for speed dialing, <NOT REGISTERED!> is displayed.

#### 2. Use [Left/Right] to select <SEARCH>, then press [Set].

#### 3. Use the numeric buttons to enter up to 10 first characters of the recipient's name, then press [Set].

Ex.

SEARCH - > > C A N O N	[ A ]
OK =	

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

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4. Use [Up/Down] to find the required recipient.

5. Press [Start] to start dialing the displayed recipient.

Press [Stop/Reset], then [Set] to cancel sending the fax.

## ■ Redialing

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

### Redialing Manually

1. Press [Redial] to dial the last number you dialed using the numeric buttons.

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

### Redialing Automatically

1. Press [Menu].

2. Use [Up/Down] to select <TX SETTING?>, then press [Set].

3. Use [Up/Down] to select <4 AUTO REDIAL?>, then press [Set].

4. Use [Left/Right] to select <ON>, then press [Set].

5. Use the numeric buttons to enter the number of redials the machine will make, then press [Set].

Ex.

```
T I M E S =  2 ( 1 - 1 0 )
Y E S = S E T
```



#### NOTE

Regardless of the number you entered, the machine makes only one redialing attempt if it does not detect a busy signal.

6. Use the numeric buttons to enter the duration of interval (in minutes) between redials, then press [Set].

Ex.

```
I N T E R V A L =  2 m i n ( 2 - 9 9 )
Y E S = S E T
```

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

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## ■ 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 (i.e., banks, airline reservations, and hotel reservations).



### NOTE

This feature is available only when using [Hook] or the handset.

#### 1. Press [Hook].

You can also lift the handset instead.

#### 2. Use the numeric buttons to dial the required information service.

#### 3. When the recorded message of the information service answers, press [Tone] to switch to tone dialing.

If you pressed [Hook] in step 1, you can pick up the handset if you need to talk to the other party.

#### 4. Use the numeric buttons to enter the numbers requested by the information service.

#### 5. When finished, press [Hook] to disconnect the call.

- If you used the handset, hang up to disconnect the call.
- Tone dialing is canceled when you disconnect the call.





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# Receiving Features

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

## ■ Setting the Receive Mode

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

1. Press [Menu].
2. Use [Up/Down] to select <RX SETTING?>, then press [Set].
3. Use [Up/Down] to select <5 RX MODE?>, then press [Set].
4. Use [Left/Right] to select the receive mode, then press [Set].

<FAX/TEL>: Switches between fax and voice calls automatically. For optional settings, see “FAX/TEL: Optional Settings,” on p. 1-7.

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

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

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

For optional settings, see “AnsMode: Optional Settings,” on p. 1-7.

<DRPD>: Distinguishes between fax and voice calls using distinctive ring patterns. Select the ring pattern assigned by your telephone company.

- <NORMAL RING>
- <DOUBLE RING>
- <SHORT-SHORT-LONG>

- <SHORT-LONG-SHORT>
- <OTHER RING TYPE>

### NOTE

- For <FAX/TEL>, <MANUAL>, or <DRPD>, make sure the handset or an external telephone is connected to the machine.
- For <AnsMode>, make sure an answering machine is connected to the machine.
- For <DRPD>, subscription to a DRPD (Distinctive Ring Pattern Detection) service is required. Contact your telephone company for availability.

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## 5. Press [Stop/Reset] to return to standby mode.

### FAX/TEL: Optional Settings

If required, change the optional settings as follows:

<SET RING START TIME>: Use the numeric buttons to enter the duration (0 to 30 seconds) for which the machine listens for the fax tone before it starts ringing. Press [Set].

<SET F/T RING TIME>: Use the numeric buttons to enter the duration (10 to 45 seconds) of ringing. Press [Set].

<SET DEFAULT ACTION>: Use [Left/Right] to select the default action the machine will take after the ringing ends, then press [Set].

- <RECEIVE>: Tries to receive the document.
- <DISCONNECT>: Disconnects the call.

### AnsMode: Optional Settings

If required, change the optional settings as follows:

<SET CHECK TAD TIME>: Use the numeric buttons to enter the duration (10 to 30 seconds) for which the machine waits until the connected answering machine takes the call. Press [Set].

<SET FAX DETECT TIME>: Use the numeric buttons to enter the duration (10 to 70 seconds) for which the machine attempts to detect the fax tone. Press [Set].

## ■ Memory Reception

The machine automatically receives faxes in memory when printing is disabled under certain conditions (i.e., toner or paper has run out). You can also set the machine to receive faxes in memory during a certain time period of your choice, with password protection if required.

### 1. Press [Menu].

### 2. Use [Up/Down] to select <RX SETTING?>, then press [Set].

### 3. Use [Up/Down] to select <1 MEMORY RX MODE?>, then press [Set].

### 4. Use [Left/Right] to select <ON>, then press [Set].

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5. Use the numeric buttons to enter the time (in 24-hour format) when memory reception starts, then press [Set].

If you do not want to set the time, press [Set] without entering any number and skip to step 7.

Ex.

```
ON  TIME = 2 _ :
```

6. Use the numeric buttons to enter the time (in 24-hour format) when memory reception ends, then press [Set].

Ex.

```
OFF  TIME = 0 9 : 0 0
YES = SET
```

7. Use the numeric buttons to enter a four-digit password, then press [Set].

If no password is required, press [Set] without entering any number.

Ex.

```
PASSWORD = 1 2 3 4
YES = SET
```

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

## Releasing Memory Reception

1. Press [Menu].
2. Use [Up/Down] to select <RX SETTING?>, then press [Set].
3. Use [Up/Down] to select <1 MEMORY RX MODE?>, then press [Set].
4. Use [Left/Right] to select <OFF>, then press [Set].
5. If required, use the numeric buttons to enter the four-digit password, then press [Set].

If no password is required, skip to step 6.

Ex.

```
PASSWORD = 1 2 3 4
YES = SET
```

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





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## ■ Reception Restriction

You can restrict incoming fax calls from only the numbers registered in the machine for speed dialing. This can help eliminate unsolicited calls.

### NOTE

- The sender's fax number must be registered in their machine and must match the number registered in your machine for speed dialing.
- If you entered a pause or a space in the last four digits of a fax number registered for speed dialing, you cannot receive calls from that number.

1. Press [Menu].
2. Use [Up/Down] to select <RX SETTING?>, then press [Set].
3. Use [Up/Down] to select <7 RX RESTRICTION?>, then press [Set].
4. Use [Left/Right] to select <ON>, then press [Set].
5. Press [Stop/Reset] to return to standby mode.

## ■ Remote Reception

Remote reception allows 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 being used by someone else at the moment.

## Registering Remote Reception ID

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

1. Press [Menu].
2. Use [Up/Down] to select <RX SETTING?>, then press [Set].
3. Use [Up/Down] to select <8 REMOTE RX?>, then press [Set].
4. Use [Left/Right] to select <ON>, then press [Set].
5. Use the numeric buttons to enter a two-digit remote reception ID (00 to 99), then press [Set].
6. Press [Stop/Reset] to return to standby mode.





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### Receiving a Fax Remotely

1. When you receive a call, pick up the telephone.
2. Enter the two-digit remote reception ID on the keypad to start reception.
3. When the reception is complete, hang up the telephone.

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# Additional Fax Modes

The machine provides the following additional fax modes: broadcasting, timer sending, polling sending, polling receiving, relay initiation, and canceling reservation.

## ■ Broadcasting

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

1. Load a document.
2. Press [Add. Mode] twice.
3. Use [Up/Down] to select <1 BROADCAST?>, then press [Set].
4. Use the numeric buttons, one-touch speed dialing button, coded speed dialing code, or directory dialing to enter a recipient, then press [Set].  
  
If you enter recipients using the numeric buttons, you can set a subaddress and/or password (up to 20 digits).
5. Repeat the previous step to enter all required recipients (up to 131), then press [Start].

You can enter only up to 16 recipients if using the numeric buttons.

6. Press [Start] again to start transmission.

Press [Set] to view the entered recipients before pressing [Start].

## ■ Timer Sending

Timer sending allows you to start transmission at a specified time. You can combine other fax features with timer sending.

1. Load a document.
2. Press [Add. Mode] twice.
3. Use [Up/Down] to select <2 TIMER TX?>, then press [Set].

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4. Use the numeric buttons to enter the time of transmission (in 24-hour format), then press [Set].

Ex.

```
T I M E R = 2 0 : 0 0
Y E S = S E T
```

5. Use the numeric buttons to enter a recipient, or press [Add. Mode] to specify the fax feature you want to start at the specified time.

<1 BROADCAST>: Broadcasting  
 <4 POLLING RX>: Polling receiving.  
 <5 RELAY INITIATE>: Relay initiation.

6. If required, press [Down] and use the numeric buttons to enter the subaddress (up to 20 digits).

If no subaddress is required, skip to step 8.

Ex.

```
S U B = 1 2 3 4 _
P W D = T ( T X = S T A R T )
```

Subsequent screens displayed vary depending on the fax feature selected.

7. If required, press [Down] and use the numeric buttons to enter the password (up to 20 digits).

If no password is required, skip to step 8.

Ex.

```
P W D = 5 6 7 8 _
( T X = S T A R T )
```

8. Press [Start] to scan the document for timer sending.

## ■ Polling Sending

Polling sending allows you to send a document in response to the recipient machine's request.

1. Load a document.
2. Press [Add. Mode] twice.
3. Use [Up/Down] to select <3 POLLING TX?>, then press [Set].





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**4. Use [Left/Right] to select <SINGLE> or <MULTI>, then press [Set].**

<SINGLE>: The document will be deleted after it is sent to a recipient.

<MULTI>: The document will be retained in memory until manually deleted.

**5. Use the numeric buttons to enter the four-digit subaddress, then press [Set].**

If no subaddress is required, skip to step 7.

Ex.

SUBADDRESS = 1 2 3 \_

**6. Use the numeric buttons to enter the four-digit password.**

If no password is required, skip to step 7.

Ex.

PASSWORD = 5 6 7 \_

**7. Press [Start].****■ Polling Receiving**

Polling receiving allows you to retrieve documents stored in remote machines for polling.

**1. Press [Add. Mode] twice.****2. Use [Up/Down] to select <4 POLLING RX?>, then press [Set].****3. Use the numeric buttons, one-touch speed dialing button, coded speed dialing code, or directory dialing to enter a recipient, then press [Set].**

You can set a subaddress and/or password (up to 20 digits). This will override any subaddress and/or password registered in the one-touch speed dialing button or coded speed dialing code specified.

**4. Repeat the previous step to enter all required recipients (up to 131), then press [Start].**

You can enter only up to 16 recipients if using the numeric buttons.

**5. Press [Start] again to start polling remote documents.**

Press [Set] to view the entered recipients before pressing [Start].

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## ■ Relay Initiation

Relay initiation allows you to send a document to a remote machine (relay station), which in turn sends the document to other destinations. How the document is handled after it reaches the relay station depends on what function is registered in the station's subaddress.

1. Load a document.
2. Press [Add. Mode] twice.
3. Use [Up/Down] to select <5 RELAY INITIATE?>, then press [Set].
4. Use the numeric buttons, one-touch speed dialing button, coded speed dialing code, or directory dialing to specify the relay station, then press [Set].

5. Use the numeric buttons to change or enter the relay station's subaddress (up to 20 digits), then press [Set].

Ex.

```
SUBADDRESS = 1 2 3 _
YES = SET
```

6. Use the numeric buttons to change or enter the password (up to 20 digits).

If no password is required, skip to step 7.

Ex.

```
PWD = 5 6 7 8 _
(TX = START)
```

7. Press [Start].





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## ■ Canceling Reservation

You can cancel sending jobs reserved in memory.

1. Press [Add. Mode] twice.
2. Use [Up/Down] to select <6 CANCEL RESERV.??>, then press [Set].
3. Use [Up/Down] to select the job you want to cancel, then press [Set].

<MEMORY>: Documents in memory

<TIMER>: Timer sending

<B-CAST>: Broadcasting

<POLL-TX>: Polling sending

<POLL-RX>: Polling receiving

<RELAY>: Relay initiation

Press [Right] to view the job.



### NOTE

For <B-CAST>, all recipients entered for a broadcasting job will be canceled.

4. Press [Set] to confirm canceling the job.

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# Canceling Jobs

Cancel an ongoing job (sending, receiving, or copying) as follows. To cancel sending jobs reserved in memory, see “Canceling Reservation,” on p. 1-15.

1. Press [Stop/Reset].
2. For sending or receiving jobs, press [Set] to confirm canceling the job.

Press [Clear] if you do not want to cancel the job.

**NOTE**

- For sending or copying jobs, remove any unscanned documents from the ADF.
- If you are in the copy standby mode and want to cancel a fax job, press [Stop/Reset] to return to the fax mode first.
- You cannot use the machine to cancel printing jobs sent from a computer. For how to cancel printing jobs sent from a computer, see Chapter 2, “Printing,” in the Software Guide.

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## 2 Status Monitor

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# Checking Job and Machine Status

Status monitor allows you to view and print transmission and reception results, print reports and lists, and check print and scan counts.

## ■ Checking and Printing Transmission/ Reception Results

1. Press [Status].
2. Use [Up/Down] to select <TX/RX RESULT?>, then press [Set].

If no transmission/reception result is stored in memory, <NONE> is displayed.

3. Use [Up/Down] 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 required, press [Start] to print the transmission/reception result.

If you do not need to print the result, press [Stop/Reset] to return to standby mode.

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## ■ Printing Reports and Lists

For information on each report or list, see “Summary of Reports and Lists,” on p. 3-2.

1. Press [Status].
2. Use [Up/Down] to select <PRINT REPORT?>, then press [Set].
3. Use [Up/Down] to select the required report or list, then press [Set].

<TX RESULT REPORT?>: Transmission Result Report

<RX RESULT REPORT?>: Reception Result Report

<ACTIVITY REPORT?>: Activity Report

<MEMORY DATA LIST?>: Memory Data List

<MEMORY IMAGE PRINT?>: Memory Image Print

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

<CODED DIAL LIST?>: Coded Speed Dialing List

<GROUP DIAL LIST?>: Group Dialing List

<MACHINE STATUS?>: Machine Status List

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

## ■ Checking Print and Scan Counts

1. Press [Status].
2. Use [Up/Down] to select <COUNTER?>, then press [Set].
3. Use [Up/Down] to view the print or scan counts (up to 65534 pages).
4. When finished, press [Set].
5. 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 manually print reports and lists, see “Printing Reports and Lists,” on p. 2-3.

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 past 60 transmissions and receptions. Can be set to print automatically.
MEMORY DATA LIST	Lists reserved jobs stored in memory.
MEMORY IMAGE PRINT	Shows information and the first page of a reserved job.
1-TOUCH SPEED DIAL LIST	Lists the names and fax numbers of recipients registered under one-touch speed dialing buttons. Also shows subaddresses if set.
CODED DIAL LIST	Lists the names and fax numbers of recipients registered in coded speed dialing codes. Also shows subaddresses if set.
GROUP DIAL LIST	Lists the names and fax numbers of recipients registered in each group dialing group.
MACHINE STATUS LIST	Lists current machine settings.
LOST REPORT	Lists documents that were lost from 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 [Menu].
2. Use [Up/Down] to select <REPORTING SETTING?>, then press [Set].
3. Use [Up/Down] to select <2 TX RESULT REPORT?>, then press [Set].
4. Use [Left/Right] to select <ON>, <ON (ERROR)>, or <OFF>, then press [Set].  
 <ON>: Printed out automatically after each transmission.  
 <ON (ERROR)>: Printed out automatically only when an error occurs.  
 <OFF>: Not printed out automatically.
5. Press [Stop/Reset] to return to standby mode.

## Report Items

The following items are displayed in a Transmission Result Report:

- **SESSION:** Session number
- **FUNCTION:** Type of transmission
  - TX: Memory transmission
  - BROADCAST: Broadcasting
  - POLLING TX: Polling sending
  - TIMER TX: Timer sending
  - RELAY INI.: Relay initiation
- **NO.:** Sequence number
- **DESTINATION STATION:** 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
- JAM: Document jam occurred
- NO ANSWER: Call not answered

● **Error code:** For descriptions of error codes, see Chapter 9, “Troubleshooting,” in the Basic Guide.

## ■ **RX RESULT REPORT**

1. Press [Menu].
2. Use [Up/Down] to select <REPORTING SETTING?>, then press [Set].
3. Use [Up/Down] to select <3 RX RESULT REPORT?>, then press [Set].
4. Use [Left/Right] to select <ON>, <ON (ERROR)>, or <OFF>, then press [Set].
  - <ON>: Printed out automatically after each reception.
  - <ON (ERROR)>: Printed out automatically only when an error occurs.
  - <OFF>: Not printed out automatically.
5. Press [Stop/Reset] to return to standby mode.

## Report Items

The following items are displayed in a Reception Result Report:

- **SESSION: Session number**
- **FUNCTION: Type of transmission**
  - RX: Memory or print reception
  - POLLING RX: Polling receiving
- **NO.: Sequence number**
- **DESTINATION STATION: Name and 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)**
- **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 9, “Troubleshooting,” in the Basic Guide.

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## ■ ACTIVITY REPORT

1. Press [Menu].
2. Use [Up/Down] to select <REPORTING SETTING?>, then press [Set].
3. Use [Up/Down] to select <1 ACTIVITY REPORT?>, then press [Set].
4. Use [Left/Right] to select <ON> or <OFF>, then press [Set].  
<ON>: Printed out automatically.  
<OFF>: Not printed out automatically.
5. Press [Stop/Reset] to return to standby mode.

### Report Items

The following items are displayed in an Activity Report:

- NO.: Transaction number (01 to 60)
- SESSION: Session number
- DATE: Date of transaction
- TIME: Time of transaction
- TX/RX: Type of transaction (transmission or reception)
- DESTINATION STATION: 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





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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 five seconds, then plug it back in. If the LCD still remains blank, contact Canon Customer Care Center.

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# Paper Feeding Problems

---

**Paper does not feed properly.**

---

**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** Is the paper loaded correctly?**A** Make sure the paper is correctly loaded. (See "Load Paper," in the Starter Guide.)

---

**Multiple sheets feed together into the machine.**

---

**Q** Is the paper loaded correctly?**A** Make sure the paper is correctly loaded. (See "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

## Sending Problems

---

**Cannot send a fax.**

---

**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 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 cartridge cover is fully closed.

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

Check that the speed dialing settings are registered correctly. (See Chapter 4, “Sending Faxes,” in the Basic Guide.)

**Q****Did you dial a correct number?****A**

Check that you have the correct number.

**Q****Is the recipient's machine out of paper?****A**

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

**Q****Are there other documents being sent from memory?****A**

Allow time for the documents to finish sending.





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**Advanced Fax Features****1****Status Monitor****2****Reports and Lists****3****Troubleshooting****4****Appendix****5****Table of Contents****Index****Q****Has an error occurred during transmission?****A**

Check the LCD for an error message. (See Chapter 9, "Troubleshooting," in the Basic Guide.)

**A**

Print an Activity Report and check for an error. (See "Printing Reports and Lists," on p. 2-3.)

**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 device 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.

**Q****Is the subaddress and/or password correct?****A**

If you registered a subaddress/password under a one-touch speed dialing button or coded speed dialing code, make sure it matches the recipient's settings.

**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, make sure the scanning platform is properly set into position, or clean the scanning area if dirty. (See Chapter 8, "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.)

**Cannot send using Error Correction Mode (ECM).****Q****Does the recipient's fax machine support ECM?****A**

If this is the case, the document is sent without ECM.





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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 (i.e., microwave oven).

---

**Receiving Problems**

---

---

**Cannot receive a fax automatically.**

---

Q

**Is the machine set to receive automatically?**

A

For the machine to receive faxes automatically, the receive mode must be set to &lt;FAX/TEL&gt;, &lt;FAX ONLY&gt;, &lt;AnsMode&gt;, or &lt;DRPD&gt;. If you have set &lt;AnsMode&gt;, confirm that an answering machine is connected to the machine and that it is turned on with an outgoing message properly recorded. (See “Setting the Receive Mode,” on p. 1-6.)

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 9, “Troubleshooting,” in the Basic Guide.)

A

Print an Activity Report and check for an error. (See “Printing Reports and Lists,” on p. 2-3.)

Q

**Is paper loaded in the machine?**

A

Make sure paper is loaded in the machine. (See “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 and Install Handset,” in the Starter Guide.)

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**Advanced Fax Features****1****Status Monitor****2****Reports and Lists****3****Troubleshooting****4****Appendix****5****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, the receive mode must be set to <FAX/TEL>, <AnsMode>, or <DRPD>. 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 the Receive Mode,” on p. 1-6.)

**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 9, “Troubleshooting,” in the Basic Guide.)

**A**

Print an Activity Report and check for an error. (See “Printing Reports and Lists,” on p. 2-3.)

**Q****Is paper loaded in the machine?****A**

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

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

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

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**Cannot receive a document manually.**

---

**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 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 fax machine functioning properly?

**A**

Contact the other party and have them check that the scanning components of their machine are clean.

---

**Faxes do not print.**

---

**Q**

Have you removed the plastic seal from the toner cartridge?

**A**

Make sure you remove the seal from the cartridge. (See "Install Cartridge," in the Starter Guide.)

**Q**

Is the toner cartridge installed properly?

**A**

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

**Q**

Is the cartridge out of toner?

**A**

Replace the toner cartridge. (See Chapter 8, "Maintenance," in the Basic Guide.)

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**Advanced Fax Features****1****Status Monitor****2****Reports and Lists****3****Troubleshooting****4****Appendix****5****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 fax machine functioning properly?****A**

Ask the other party to check that the scanning components of their fax machine are clean.

**Q****Is toner low or unevenly distributed?****A**

Redistribute the toner inside the toner cartridge. If the problem persists, replace the toner cartridge. (See Chapter 8, "Maintenance," in the Basic Guide.)

**Cannot receive using Error Correction Mode (ECM).****Q****Does the sender's fax machine support ECM?****A**

If this is the case, the document is received without ECM.

**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 (i.e., microwave oven).

**Q****Is the sender's fax machine functioning properly?****A**

Ask the other party to check that their fax machine is functioning properly.

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# Copying Problems

## Cannot make copies.

Q

**Have you removed the plastic seal from the toner cartridge?**

A

Make sure you remove the seal from the cartridge. (See “Install Cartridge,” in the Starter Guide.)

Q

**Is the toner cartridge installed properly?**

A

Make sure the toner cartridge is installed properly. (See “Install Cartridge,” in the Starter Guide.)

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 cartridge cover is fully closed.

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.)

## <Fax Err> or <Comm. Err> appears in the LCD when making copies.

Q

**Has an error occurred during transmission or reception?**

A

Change to the fax mode and check the LCD for an error message. (See Chapter 9, “Troubleshooting,” in the Basic Guide.)

Q

**Is the machine’s memory full?**

A

Change to the fax mode and check if the memory is not full.

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# Telephone Problems

## Cannot dial.

Q

**Is the telephone cable connected properly?**

A

Make sure the cable is connected properly. (See “Connect Telephone Cables and Install Handset,” 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.)

## Handset or 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 and Install Handset,” 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 handset or telephone cable defective?**

A

Use another cord.

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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 plastic seal from the toner cartridge?**

A

Make sure you remove the seal from the cartridge. (See “Install Cartridge,” in the Starter Guide.)

Q

**Is the cartridge out of toner?**

A

Replace the toner cartridge. (See Chapter 8, “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

Load the correct-size paper or change the paper size setting. (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 “Load Paper,” in the Starter Guide.)

A

Make sure the paper delivery slot is free of obstructions.

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**Advanced Fax Features****1****Status Monitor****2****Reports and Lists****3****Troubleshooting****4****Appendix****5****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 copy density adjusted properly?****A**

Adjust the density properly. (See Chapter 6, "Copying," in the Basic Guide.)

**Q****Is the scanning platform properly set into position?****A**

Make sure the scanning platform is properly set into position.

**Q****Is the scanning area dirty?****A**

Make sure the scanning area is clean. (See Chapter 8, "Maintenance," in the Basic Guide.)

**Q****Is the toner cartridge installed properly?****A**

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

**Q****Is toner low or unevenly distributed?****A**

Redistribute the toner inside the cartridge. If the problem persists, replace the cartridge. (See Chapter 8, "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****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 8, "Maintenance," in the Basic Guide.)

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# Glossary

## A

### AC

Alternating current. The type of electrical current available from a wall outlet.

### Activity Report

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

### Automatic Document Feeder (ADF)

The device included in the machine that feeds the document being faxed or copied into the machine.

### 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

### bps

Bits per second. Refers to the speed with which a fax machine sends and receives data.

### 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 Speed Dialing

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

### Cursor

The underline symbol you see on the LCD display when you register numbers and names in the machine.

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**D****Dialing methods**

Ways of pressing one or more buttons to access a number to connect to an outside party or fax machine.

Dialing methods include one-touch speed dialing, coded speed dialing, group dialing, directory dialing, redialing, and regular dialing with the numeric buttons.

**Document**

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

**dpi**

Dots per inch. A machine of measurement for indicating a machine's resolution.

**DRAM**

Memory that is used for temporary storage of information such as: documents you want to print, scanned and received documents, and downloaded fonts.

**DRPD**

This receive mode allows the machine to distinguish fax and voice calls depending on the distinctive ring patterns assigned to different numbers. Subscription to a DRPD service offered by some telephone companies is required.

**Dual access (Multitasking)**

Enables the machine to receive a fax, even if it is copying or printing a document. Also enables you to load other faxes into memory, make copies, print out reports, print documents or register information while the machine sends a fax from memory.

**E****ECM**

Error Correction Mode. The ability of your machine to reduce system and line errors when sending 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.

**Extension**

A telephone connected to the machine that is used in place of the handset. You can use the extension telephone to activate incoming reception of documents manually.

**F****FAX/TEL 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), and Modified Modified READ (MMR).

**Grayscale**

Representing color in black and white as a result of different intensities of color. Different colors and intensities of colors appear as different shades of gray.

**Group Dialing**

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

**H****Halftone**

Using this method, the machine produces shades of gray by mapping dots to be printed.

**I****Interface**

The connection between two devices that makes it possible for them to communicate with each other. The machine features a USB interface, which makes it compatible with IBM and similar personal computers.

**Interface cable**

The cable used to create the interface between a printer and a computer.

**Interface port**

The machine comes with one USB port, located on the back of the machine. You attach the cable that connects your computer and machine to this port.

**ITU-T**

A committee created to set international standards for telecommunications.

**J****Jack**

The telephone receptacles on your wall or on your machine used to connect the machine to the telephone line, answering machine, handset, or telephone.





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A method of receiving faxes in which you answer all incoming calls using the handset. If you hear a slow beep it indicates an incoming fax transmission from another machine. Just press [Start] to receive the incoming fax.

**Manual redialing**

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

**Memory sending**

Scans a document into memory before the machine dials the number(s) and sends it. This method allows you to retrieve your original document immediately after scanning.

**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****Noise**

A term applied to a variety of problems that impair the operation of telephone lines used for faxing.

**Numeric buttons**

The round, numbered buttons on the operation panel marked the same as a standard telephone keypad.

Press them to perform regular dialing. You also use the numeric buttons to enter numbers and letters when you register and names, and for entering coded speed dialing codes.

**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 button.

**One-Touch Speed Dial buttons**

The numbered buttons 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 button to dial the entire number or group.





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**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 [Pause] enters a pause between digits of a telephone number.

**PHOTO**

The document setting you use for sending or copying documents with intermediate tones, such as photographs.

**Polling**

One fax machine requesting another to send a document. The receiving party calls the fax machine holding the document to be sent, and requests that it be sent.

**Printable area**

The area of a sheet of paper on which a printer can reproduce text or graphics (the printing area is smaller than the paper).

**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.

**Redialing-automatic**

See Automatic redialing.

**Redialing-manual**

See Manual redialing.

**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.

**Regular dialing**

Pressing the individual numeric buttons to dial a fax or telephone number.

**Remote reception ID**

The two-digit code that enables you to manually activate fax reception using a telephone that is connected to the machine.

**Remote reception**

Activating fax reception by answering a telephone that is connected to the machine, but 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.





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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****Scanning contrast**

A setting that darkens or lightens the scanning of documents.

**Sender ID**

Information printed at the top of a fax (also called TTI or Transmit Terminal ID), such as the date and time the fax was sent and the sender's fax number.

**Sending**

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

**Sending speed**

The rate at which faxes are transmitted through the phone line. See also bps (bits per seconds).

**Session number**

A unique number assigned to each fax document sent or received by the machine and used to identify that particular fax document.

**Speed dialing**

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

**STD**

A document setting for sending normal typewritten or printed documents containing only text and no drawings, photographs, or illustrations.

**Standby**

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





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The ability to send a document at a preset time in the future. You do not have to be in your office to use timer sending to one or more destinations.

**Tone**

A button 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.

**Tone/pulse setting**

The ability to set the machine to match the telephone dialing system your telephone line uses: touch-tone or rotary pulse.

**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.

**Transmit**

See Sending.

**TX**

See Sending.

**U****UHQ™ (Ultra High Quality)**

An exclusive Canon digital image processing system that incorporates 64 shades of gray along with a special edge enhancement feature which ensures that text and photos are transmitted with ultimate clarity.





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