

General Corrective Measures

Problem	Check and remedy
Nothing appears on the display	<ul style="list-style-type: none">* Make sure the power cord is properly connected.* Make sure the power switch has been switched to the correct position.* Connect another electrical appliance to the outlet to see if it is live.
The machine does not respond to any key operation	<ul style="list-style-type: none">* If a beep sound (input or error signal) is not made when the keys are pressed, turn off the power and then turn it back on several seconds later.
Automatic document feeding does not work (for transmission or copying).	<ul style="list-style-type: none">* Check the size of the document.
Dialing cannot be done	<ul style="list-style-type: none">* Make sure the power is on.* Make sure that the line is properly connected to the jack.* Make sure that the setting of the line selector is correct (touch-tone or dial pulse).
Nothing is printed on the receiving end	<ul style="list-style-type: none">* Make sure that the document for transmission is placed face down in the feeder.* Make sure that the recording paper is properly loaded in the receiving machine.
The power is on, but no transmission takes place	<ul style="list-style-type: none">* Make sure that the receiving machine has recording paper.* If the receiving machine is in manual mode with no attendant, reception will not be possible.* If the receiving machine is not a Tandy model, make sure it is G3 compatible.* Check the display for error messages.* Pick up the handset and check for a dial tone.
A distorted image is receiving at the other end	<ul style="list-style-type: none">* Noise in the telephone line may cause distortion. Try sending the document again.* Make a copy of the document on your machine. If the copy is also distorted, your machine may have a problem.

Nothing is printed when you try to receive a document	<ul style="list-style-type: none"> * Make sure that the recording paper is properly loaded in your unit. * Make sure the power is on. * Make sure that the document for transmission is loaded face down in the feeder of the other machine.
The recording paper does not come out	<ul style="list-style-type: none"> * Make sure the paper is not jammed
The received image has low contrast	<ul style="list-style-type: none"> * Make sure that the specified recording paper is used. * Ask the other party to send higher contrast documents. If the contrast is still too low, your machine may have a problem. Make a copy to check it.
Received images are distorted	<ul style="list-style-type: none"> * Noise in the telephone line may cause distortion. Have the other party try sending the document again. * The recording head may be dirty. * Make a copy of another document on your machine may have a problem.
Copies are distorted	<ul style="list-style-type: none"> * Make sure that the specified recording paper is used. * Make sure that the recording paper is properly loaded in your machine. * The recording head may be dirty. * Make a copy of another document on your machine. If the copy is also distorted, your machine may have a problem.
No reception occurs when polling is attempted	<ul style="list-style-type: none"> * Make sure you have not run out of recording paper. * Make sure the transmitting machine is in automatic reception mode. * If the transmitting machine has polling security, make sure that your fax number or System number has been entered both in your machine and in the transmitting machine. Check the message on the display.
Reception/copying is interrupted	<ul style="list-style-type: none"> * If reception or copying has been done continuously for a long time, the recording head may be overheated (OVERHEAT appears in the display). Turn off the power and let it cool down.

CLEARING A JAMMED DOCUMENT

If the document doesn't feed properly during transmission or copying, or DOCUMENT JAM appears in the display, first try pressing the START/COPY key. If the document is not fed out, you will have to remove it manually as follows:

1. Pull the operation panel knob on the right side of the machine forward, and open the operation panel. The buzzer will sound briefly.
2. Gently pull out the jammed document.
3. Close the operation panel by pushing down on the center.

CLEARING JAMMED RECORDING PAPER

1. Pull the operation panel knob on the right side of the machine forward, and open the operation panel. The buzzer will sound briefly.
2. Remove the paper roll.
 - * If the paper will not come out easily due to the cutter being stuck in the cutting position, pull on the right side of the paper so that it slides to the right and out.
3. Cut off the wrinkled part of the paper.
 - * If any pieces of paper are stuck in the cutter, remove them with caution.
4. Reload the paper and close the operation panel.
 - * If the paper does not feed out, try the following steps.
 1. Open the operation panel and remove the paper.
 2. Close the operation panel. This ensures that the cutter returns to its initial position.
 3. Open the operation panel once more, reload the paper and then close it again.

Note: Jammed recording paper is often caused by improper loading.

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