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Canon Fax Machine (MF4300 Series)00FF: All Redialing attempts have failed.00A1: There is a document jam.What if the error message shows NG?Brother machines sometimes print an NG or Poor Line Condition message on the transmission report. If you get this kind of error, the other party might be having issues with their equipment. Alternatively, your device may not be plugged in correctly to the wall socket.A transmission failure may also be due to unexpected interference. Another device may be on the line. If this is the case, try sending the message again. You may also send the fax via a different line.What if the error message says No Response/Busy?Is your fax not working due to this error? The issue could be related to your recipients phone or fax number. If this is the case, then you better contact your recipient. Ask them to check whether theyre having connectivity issues.Another possibility why the No Response/Busy prompt shows up is if there is a loose connection between your machine and phone line. It could also be due to your telephone company disabling overseas or long-distance dialing since this usually requires an add-on subscription.How can I get through a busy fax line?Is your fax not working because of a busy line? This happens too often, especially in offices that heavily rely on faxing to send and receive documents. The problem doesnt have to do anything with your phone connection. It just happens that the receivers fax machine is too busy to receive your fax call.If this is the case, you need to wait until the line is clear. You may also choose to fax outside of peak operating hours. This way, you dont have to compete with other senders on who gets to connect first.If you are sure that the line isnt busy, you could also look into the possibility that the number youre trying to reach is no longer active. Otherwise, try to perform a power reset on your machine.To do so, you must remove all plugged connections and press the off button. Wait for at least 30 seconds before reconnecting the cables, then switch the machine back on. See to it that your device is ready before attempting to send another fax. If you keep having issues with your fax not working, why not set your fax machine aside? You can just fax without a fax machine. Theres even no need to connect to a modem or phone line. To do this, all you need is a good and reliable online faxing service like iFax.With iFax, you can send and receive faxes with zero maintenance costs. You can also rely on our faxing service to provide 99.99% uptime, which significantly helps minimize productivity loss. If you fax online, you also dont have to worry about your fax not working. Plus, you can broadcast faxes to unlimited recipients while ensuring compliance with data privacy laws. Here are a few good reasons why using iFax is way better than faxing via traditional means:User-friendly features. Fax without complicated setups and device configurations.Military-grade encryption. Prevent unauthorized users from accessing confidential records.Scalable faxing options. Increase your fax volumes based on your growing needs and demands.Disruption-free transmissions. Transmit documents without worrying about unplugged cables and faulty landlines.Instant fax delivery. Have your faxes delivered in minutes, depending on your internet speed.Considering free fax options can help you transition to online faxing for a more efficient experience. If you want an uninterrupted faxing experience, switch to iFax. Our secure, compliant, and reliablefax servicesused by millions worldwide. Choose from flexible pricing plans that you can tailor according to your specific requirements.Sign up for an iFax account and enjoy a free trial to get started. If you cannot send or receive faxes, try these solutions: If an error code is displayed on the control panel, try the solutions suggested in the error code list. Use Check Fax Connection on the control panel (Settings > General Settings > Fax Settings > Check Fax Connection) to run the automatic fax connection check. Try the solutions suggested in the report. If you are faxing from a computer, use the Epson FAX Utility to send your fax. Make sure the recipient's fax machine is turned on and working. Make sure paper is loaded correctly in your product. Make sure you have set up your header information and have not blocked your caller ID. Otherwise, your faxes might be rejected by the recipient's fax machine. If you did not connect a telephone to your product, set the Receive Mode setting to Auto so you can receive faxes automatically. Check that the cable connecting your telephone wall jack to your product's LINE port is secure. Print a fax connection report using your product control panel or fax software to help diagnose the problem. Verify that the telephone wall jack works by connecting a phone to it and testing it. If there is no dial tone and you connected the product to a PBX (Private Branch Exchange) phone line or Terminal Adapter, change the Line Type setting to PBX. If you still cannot send a fax, turn off the product's dial tone detection setting. (Turning off the dial tone setting may cause the product to drop the first digit of a fax number.) Check the Line Type setting and set it to PBX. If your phone system requires an external access code to reach an outside line, register the code to the product and add a # (hash) to the beginning of the phone number when dialing. If you connected your product to a DSL phone line, you must connect a DSL filter to the phone jack to enable faxing over the line. Contact your DSL provider for the necessary filter. If you are connected to a DSL phone line, connect the product directly to a telephone wall jack and send a fax. If it works, the problem may be caused by the DSL filter. Contact your DSL provider. If your telephone line has static, turn off your product's error correction mode fax communication setting and try faxing again. Make sure you installed the FAX driver for your product and that it is not paused. Try lowering your product's fax speed setting. If a communication error occurs, change the Fax Speed setting to Slow(9,600bps) on the control panel. Make sure the error correction mode (ECM) setting is turned on if you are trying to send or receive a color fax. If your telephone line uses call waiting and you have trouble receiving faxes, turn off call waiting to prevent disruption of incoming faxes. If you have subscribed to a call forwarding service, the product may not be able to receive faxes. Contact your service provider for assistance. If the recipient fax machine does not answer your call within 50 seconds after the product has finished dialing, add pauses after the fax number to send the fax. Check your inbox and delete faxes after reading or printing them. If the inbox is full, the product cannot receive faxes. When sending faxes using the subaddress feature, ask the recipient if their fax machine can receive faxes using this feature. Check that the subaddress and password are correct, and that they match with the recipient subaddress and password. Check this when receiving faxes as well. Check if the sender's fax number is registered to the Rejection Number List. If you enabled Rejection Fax options, check if the sender is blocked. did not set up a header information, or is not registered in your contacts list, as necessary. If you cannot send faxes at a specified time, make sure the date and time are set correctly on the product. If you have not connected a telephone to the printer, set the Receive Mode setting to Auto on the control panel. If you cannot receive A3-size faxes, make sure you selected the correct paper size setting for the paper source containing the A3-size paper. Also, be sure to enable the paper source to receive faxes as the Auto Select Settings option. If you are receiving faxes using the Epson FAX Utility, check that your product is registered as a fax product in your operating system: Windows: Make sure the product appears in Devices and Printers, Printer, or Printers and Other Hardware. If the product does not appear, uninstall and re-install the Epson FAX Utility. Mac: Select System Preferences > Printers & Scanners (or Print & Scan or Print & Fax) and make sure your product appears. If your product does not appear, click + and add your product. If the product does appear, double-click it and make sure it is not paused. Note: Do not turn the product off while it is receiving a fax. Otherwise, the fax transmission will be lost. Note: If your product is connected to a VoIP (Voice over Internet Protocol) phone line, keep in mind that fax machines are designed to work over analog phone lines. Epson cannot guarantee that fax transmission will work when using VoIP. If your phone line includes voice mail answering services, calls or faxes may be inadvertently received by your voice mail service. Fax issuesCommon problems for fax machines include image quality, paper jams, connectivity issues, or sending and receiving errors. You may see these error messages:Fax communication errorFax receiving but not sendingFax sending but not receivingPrinter keeps defaulting to faxThe fastest way to resolve HP fax issues and error codes is with our automated Virtual Assistant. Virtual AssistantGet guided help for printer issues from our automated virtual assistant A fax machine is a complicated piece of equipment. It likely breaks down sooner or later because it consists of multiple motors, moving parts, and sensors. If you are wondering why your fax machine is not working, this troubleshooting guide can help with some cases.Its frustrating when your fax machine is down, and you must urgently send or receive an important document. There may be a paper jam or the low ink, but sometimes, you may need to take the device for service and pay for repair.But before calling a professional to fix the problem, try to solve the problem yourself. Check the following fax machine troubleshooting list of the most common faxing issues to see if they can help you resolve the problem.Error types and their descriptions on fax displays can vary per fax machine brand and model. You can refer to your machine manufacturers guide for the list of error codes and recommended solutions. But you can also try to fix some of the most common problems following the troubleshooting list and their answers below.When there is no display or the buttons are not working, ensure the power is on. Check that there the power is supplied to the electrical outlet.If the fax machine isnt working, unplug the power cord and plug it in again.In case of no dial tone, check that the phone line is connected correctly. You can test that the phone socket on the wall works by plugging in another phone.Ensure you loaded the original in the document feeder or the scanner glass.Make sure your fax machine is connected to the phone line. Also, check if the phone cable is loosely attached.The next thing to do is check whether your phone has a dial tone. To do this, you can lift the handset from the fax machine (if equipped with one) or plug another phone into the phone jack your fax machine is plugged into. Your landline may not work if you dont hear a dial tone. In this case, you may need to unplug and reset your connection to get things up and running again.Check the fax you are sending to see if it can receive it. Manually redial the fax number and make sure you include any outside access code (e.g., 9), the country code, and the area code. If you use speed dial, ensure the saved number has the required dashes between numbers. If you do not hear fax tones, somebody might turn off or disconnect the receiving fax machine.Sometimes, issues related to your fax not sending could be due to wrong machine settings. You may need to correct or update your fax configurations to fix the problem.Lower the fax speed. Using the slow or standard setting can improve sending success.Another thing to consider is whether your phone network blocks specific numbers, especially international or toll-free numbers. If faxing to local numbers works fine, you may need to contact your phone service provider and report this problem.Make sure your fax machine is connected to the phone line. Also, check if the phone cable is loosely attached.Check if your fax machine is out of paper. In this case, fill the paper tray.Check if receiving mode is set to fax, or auto answer is on (depending on your fax machine model). You must manually answer incoming fax calls if auto-answer is not enabled.If you're having trouble receiving a fax, check the receive mode settings. Its important to note that the proper settings for your fax machine will vary depending on your fax model, so its always a good idea to refer to your fax machine troubleshooting documentation to help resolve this issue.Ensure that the paper is not wrinkled and that you insert it correctly. Check that the receiving is the right size.The document feeder must be firmly closed before proceeding.Check for paper jams. In case of frequent paper jams, try cleaning the automatic document feeder roller and see if it can fix the problem. When cleaning your fax machine, make sure to turn it off first. Unplug all cables and remove anything directly connected to the power source. A likely reason for this problem is also a broken, worn-out, or dirty automatic document feeder. You may need to replace the document feeder rubber pad. Contact a service representative.If you cant see the fax content clearly, this can be due to your fax machines ink running low. In this case, replace the ink cartridge with a new one. When you notice that your received faxes look smudged or blotchy, there may be an issue with your ink cartridge. It could be leaking or blocked, causing poor-quality output. The best thing to do would be to clean the machine thoroughly and replace the cartridge with a new one.Adjust the brightness and sharpness of the fax machine if received faxes are lousy.If you're experiencing poor print quality, theres a chance that your fax machine may be dirty. Over time, dust and debris can accumulate inside the device, causing issues with print quality. One solution to this problem is to clean your machine and corona wires. Doing so can restore your machines functionality and ensure that your prints come out clean and crisp.If the incoming fax has blank spaces or is of poor quality, the fax machine sending you the fax may need to be fixed. Contact the person sending you a fax. They can check their scanner, lower the fax speed, or set a higher scanning resolution.When some words on an incoming fax are stretched, the fax machine sending the fax might have a temporary document jam.If the receiver reports to you about the poor quality of the fax, your fax machine may require a good cleaning. Dirt and debris can build up in the automatic document feeder (ADF) and corona wires, leading to poor scan quality. By cleaning these components, you can help ensure your scans are clear and free of any unwanted artifacts or distortions.Another option to improve the sent fax quality is setting a higher scanning resolution or lowering the fax speed.As error codes differ from manufacturer to manufacturer, it is best to refer to your fax machine troubleshooting documentation to get this matter resolved.You can also restart your fax machine. Try turning it off and then on again. You can also unplug the power cord and phone cable and plug it in again.Sometimes, issues related to your fax not working could be due to wrong machine settings. You may need to correct or update your fax configurations to fix the problem.There may be some more enormous problems, and you may need to replace the worn-out parts. For parts replacement, check with your machine manufacturer. You may need to ask a professional to install these new parts, which will cost you extra.If you are tired of solving problems with your fax machine, you should consider replacing it with a modern solution. Nowadays, you no longer need a physical fax machine for faxing. Connecting to a modem or phone line is unnecessary, and you can send and receive faxes with zero maintenance costs. A good and reliable online faxing service like FaxExtension can meet all your faxing needs.You only need a few seconds to subscribe to FaxExtension online fax service. Start sending and receiving faxes using any PC, Mac, mobile phone, or tablet connected to the internet. You even dont have to install any application.A super easy email-like interface makes online faxing with FaxExtension more accessible and transparent than any other online fax. FaxExtension also offers Google-like full-text searchthrough faxes to find the sought fax content.To seamlessly replace your fax machine with this modern online fax solution, you can also port your existing fax number.Do you want to replace your old fax machine with a FaxExtension and you also want to keep your existing fax number? Follow these simple steps for replacing your current fax with FaxExtension online fax:You have just seamlessly replaced the existing fax machine with modern online fax. You no longer need a physical fax machine, so you get rid of fax machine problems and scanning through fax machine troubleshooting. Send and receive faxes securely with FaxExtension, an online fax service.Check the pricing of our paid subscriptions if you need your fax number or other premium features of FaxExtension. Canon Fax Machine (MF4300 Series)00FF: All Redialing attempts have failed.00A1: There is a document jam.What if the error message shows NG?Brother machines sometimes print an NG or Poor Line Condition message on the transmission report. If you get this kind of error, the other party might be having issues with their equipment. Alternatively, your device may not be plugged in correctly to the wall socket.A transmission failure may also be due to unexpected interference. Another device may be on the line. If this is the case, try sending the message again. You may also send the fax via a different line.What if the error message says No Response/Busy?Is your fax not working due to this error? The issue could be related to your recipients phone or fax number. 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If you fax online, you also dont have to worry about your fax not working. Plus, you can broadcast faxes to unlimited recipients while ensuring compliance with data privacy laws. Here are a few good reasons why using iFax is way better than faxing via traditional means:User-friendly features. Fax without complicated setups and device configurations.Military-grade encryption. Prevent unauthorized users from accessing confidential records.Scalable faxing options. Increase your fax volumes based on your growing needs and demands.Disruption-free transmissions. Transmit documents without worrying about unplugged cables and faulty landlines.Instant fax delivery. Have your faxes delivered in minutes, depending on your internet speed.Considering free fax options can help you understand how easily you can transition to online faxing for a more efficient experience. If you want an uninterrupted faxing experience, switch to iFax. Our secure, compliant, and reliablefax servicesused by millions worldwide. Choose from flexible pricing plans that you can tailor according to your specific requirements.Sign up for an iFax account and enjoy a free trial to get started. Fax issues where you can send, but not receive is typically an issue with the phone line or incorrect setup. If received faxes seem to be going through, but isn't printing and there is no error message, refer toFaxes are received but not printing out (Fax Preview) to confirm that the Fax Preview feature isn't enabled. - If Fax Preview was enabled and you've disabled it, have a fax sent to you. If received,you've resolved the issue. Your machine is functioning properly. If not received, continue to step 1. 1.Check for a dial tone. The machine must have a clear and crisp dial tone before faxes can be received. a. PressFaxon the Touchscreen. b. Press Hook. Listen for a clear and crisp dial tone. - If the dial tone has static or interference or a broken or low tone, press Hook again. Go to step c. - If there isnodial tone, press Hook again. Continue to step 2. - If there is a clear and crisp dial tone, press Hook again. Continue to step 2. c. Static or noise interference on the line or a broken or low dial tone will prevent your machine and the sender's machine from communicating with each other. Please contact your Telephone Service Provider for further assistance. 2.Using both hands, use the finger holds on each side of the machine to lift the scanner cover into the open position. 3.Remove any telephone line/cords that are connected to the LINE jack on the machine. Are you using a two-wire or four-wire telephone line/cord? - Refer to the reference picture below to determine the type of cord being used: - fusing the two-wire cord, goto step 5. - Ifusing the four-wire cord, continue to step 4. 4. Do you have the two-wire telephone cord that came packaged with your machine? - Ifyes, goto step 5. - Ifno,contact Customer Support to request a two-wire replacement telephone cord. Contact Brother Customer Support: 5.To use your machine to receive faxes, connect one end of the two-wire telephone cord to the jack labeled LINE on your machine. Make sure to connect the other end of the telephone cord to a wall jack, modem, interface box, phone adapter, splitter, or other such devices. If you have questions about how to connect your machine to your DSL, VoIP, Vonage, or magicjack service, please contact your service provider. The two-wire telephone cord is a 6' (six foot) telephone cord. If you need a longer one, you can purchase a Telephone In-Line Coupler from any retailer of your choice to connect the two telephone cords to create a longer cord. - For instructions on using a Telephone In-Line Coupler with the 6' two-wire telephone cord, click here. - Once the two-wire telephone line/cord is connected to the jack labeled LINE, Gently close the scanner cover using the finger holds on each side. Continue tostep 6. 6.Check for a dial tone. The machine must have a clear and crisp dial tone before faxes can be received. a. PressFaxon the Touchscreen. b. Press Hook. Listen for a clear and crisp dial tone. - If the dial tone has static or interference or a broken or low tone, press Hook again. Go to step c. - If there isnodial tone, press Hook again. Refer to No Dial Tone for further troubleshooting. - If there is a clear and crisp dial tone, press Hook again. Continue to step 7. c. Static or noise interference on the line or a broken or low dial tone will prevent your machine and the sender's machine from communicating with each other. Please contact your Telephone Service Provider for further assistance. 7. Change the machine's Compatibility setting. a. Presson the Touchscreen. b. PressAll Settings. c. Press or to display Initial Setup. Press Initial Setup. d. Press or to display Compatibility. Press Compatibility. e. Press Basic (for VOIP). f. Press. 8. Ask someone to send you a testfax. - Ifyou receive the fax,you've resolved the issue. Your machine is functioning properly. - If you don't receive the fax, but the display says "Remaining Faxes XXX"; Fax Preview is turned on. Clickhere for instructions on how to turn it off. - Once Fax Preview has been turned off, have a test fax sent to you again. - If you don't receive the fax, but there is no error or message on the display, your machine will require service. Go to Warranty and Service Options. Warranty and Service Options: Although Brother fax machines and Multi-Function Centers do not support sending or receiving faxes using Voice Over Internet Protocol (VoIP), there are many parameters that can affect faxing over a VoIP line.Listed below are some suggestions that may assist with sending and receiving faxes when using VoIP:1. Press the Hook key to verify your Brother machine has a dial tone. - If there is a dial tone, go to step 4. - If there is no dial tone, go to step 2.2. Make sure your line connections are correct. A telephone line should be connected to themachine's LINE jack from your VOIP device.3. Press the Hook key again to verify the Brother machine has a dial tone. - If there is a dial tone, go tostep 4. - If there is still no dial tone, please contact your VOIP provider for assistance with the line connections.4. Verify that no other applications or computers are downloading files. - While VoIP operates separately from the computer and they do not normally interfere with each other, the amount of data that can be transmitted from all devices on the system at one time is limited. If a fax is being sent or received and a computer begins downloading, the download will consume bandwidth and could prevent the fax from going through.5. Try sending or receiving the fax again at an "off peak" time. - Faxing over VoIP is an internet application. If you have ever noticed a normally fast-loading website taking a long time to load, then you have experienced network congestion. The same thing can happen to a fax over VoIP. The fax data are delayed and the sending fax machine times out and drops the call. This occurs because fax transmission is time sensitive. Attempting to send or receive the fax again later may avoid this.6. Contact your VoIP provider and ask if they can optimize the network settings for fax transmission. Products Direct Thermal FAX/MFC FAX275 We have a fax machine working fine before. Recently it cannot send fax out, but can receive incoming fax. I have tried with two different fax machines, and had the problem for these 2 fax machines. Error msg for these testing is busy/no answer. (These three machines are 2 Xerox 3550, 1 Brother 7340).I then connect a analog phone(no screen) to the fax line to call a phone number, I can talk. Then I called fax numbers to test. Most times I hear a busy sound, but occasionally I hear sounds like fax.Please give me suggestions for further troubleshooting. Our fax/phone line is SX-200 ICP. 3 Spice ups Is it possible the lines are actually busy? How are your faxes connected to the telephone network, POTS lines, PBX, VOIP PBX? Is this with every recipient or just one? It genuinely sounds as if the other end is busy.If possible, try scheduling a fax on your machine to fire off in the middle of the night when the line should be free and check the confirmation page later.Additionally, check with the other end, you may be trying to dial a line they use for sending out (this is common with fax servers). No possible that the lines are actually busy, because we tried many times and another fax machine is just beside us. Fax line is normal telephone wire (not network cable). The fax connects to VOIP PBX (Mitel product.). I had a similar issue with our fax machines connected to our VOIP PBX, we have two PRI lines coming in and one of them was not working. Despite teh fact we could call and get a ring, and even get a fax machine to pick up on the other end we could not send or receive faxes until we got the second PRI operational, it was very weird. I would like a look at your call detail report which you can normally get from carrier. You know the times your getting the errors so you can look at the outbound calls from your system to make sure they are making it onto the exchange. If they are getting out of the PBX odds are the problem is on the other end reboot the fax system that would normally clear out. Hi Eric G (Mitel) , is it possible that I can get call report/r any use information) from our local PBX? If yes, where are these information?

Why can i send a fax but not receive one. Why won't my fax machine receive faxes. Why is my fax machine not receiving faxes. Fax machine won't send or receive. Fax machine receiving. Why won t my fax machine send or receive faxes.