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Using the automatic document feeder ADF FAX2820 and MFC7220 The ADF can hold up to 20 pages, feeding each one individually through the machine. While pressing the paper guide release lever, slide the adjusters to fit the paper size. Check that the guides are firmly in the slots. If you set Voice Mail and the Brother machine to answer after the same number of rings, there is no way of knowing which one will answer first. These are quiet, intermittent beeps every 4seconds. You'll hear them after you dial and press Start and they will continue for about 60 seconds after dialing. If you set up the Station ID the date and time displayed by your machine will be printed on every fax you send. If there is a power failure, you may have to reset the date and time. You can change the number of seconds or minutes the machine takes after the last Copy operation before it returns to Fax mode. There are two handset volume levels, Low and High. You can choose how long the machine is idle from 00 to 99 minutes before it goes into sleep mode. The timer is automatically reset when the machine receives a Fax or PC data or makes a copy. If it is not, press Fax to enter

Fax mode. The default setting is Fax mode. How to dial You can dial in any of the following ways. Use Light to send a light document. Use Dark to send a dark document. If it is not illuminated in green, press Fax. The LCD shows the new job number.You can include Groups, OneTouch, SpeedDial numbers and up to 50 manually dialed numbers in the same broadcast.Your Cover Page includes the name stored in the OneTouch or SpeedDial memory. If you are dialing manually, the name is left blank. The Cover Page shows your Station ID and the number of pages you're sending. These faxes will be sent at the time of day you enter in Step 4. If it is not illuminated in green, press Fax. You can choose the mode that best suits your needs.Afterwards, a Sequential Polling Report will be printed. If it is not illuminated in green, press Fax.http://itps-group.com/uploadfiles/d1780-4bt-manual.xml

When you dial a quickdial number, the LCD shows the name, if you stored it, or the number. Note If you lose electrical power, the quickdial numbers that are in the memory will not be. The machine can store 200 SpeedDial numbers.Rates may vary depending on the time and destination. To take advantage of low rates, you can store the access codes or longdistance carriers and credit card numbers as OneTouch and SpeedDial numbers. This activates your pager so you will know that you have a fax message in the memory.You can then use your PC to view and store these faxes. Before you use the remote access and retrieval features, you have to set up your own code.When you call the machine and enter your Remote Access Code 3 digits followed by give two short beeps and you must enter a remote command. Remote commands Change the Fax Forwarding, Paging or Fax Storage settings. Dial your fax number. When your machine answers, immediately enter your Remote Access Code 3 digits followed by hear one long beep, you have messages. If you set the interval to Off, you can print the report by following the steps on Printing reports. Enter Copy mode Before making copies, make sure that Copy is illuminated in green. If it is not, press Copy to enter Copy mode. Load your document. Use the dial pad to enter the number of copies you want up to 99.Press Start if you have finished choosing settings. Auto sets the machine to calculate the reduction ratio that fits the size of your paper. Custom50200% allows you to enter a ratio from 50% to 200%.The default setting is Auto. Suitable for documents that Auto contain both text and photographs. Suitable for documents Text containing only text. Suitable for copying Photo photographs. Press Copy to illuminate it in green. These settings will remain until you change them again.Important Changes or modifications not expressly approved by Brother Industries, Ltd.

Important about the interface cable A shield interface cable should be used to ensure compliance with the limits for a Class B digital device. Manufactured BROTHER TECHNOLOGY SHENZHEN LTD. NO6 Gold Garden Ind., Nanling Buji, Rong Gang, Shenzhen, China This product complies with FDA performance standards for laser products except for deviations pursuant to Laser Notice No. For the location of your nearest Brother Authorized Service Center, please call, In USA 18002844357 or In Canada 1877BROTHER. Important information Trademarks The Brother logo is a registered trademark of Brother Industries, Ltd. Brother is a registered trademark of Brother Industries, Ltd. MultiFunction Link is a registered trademark of Brother International Corporation. If this happens, your machine identifies the problem and displays an error message. The most common error messages are shown below. You can correct most problems by yourself. If you need more help, the Brother Solutions Center offers latest FAQs and troubleshooting tips. The USB or Parallel cable was unplugged while the computer was sending the data to the machine. The other person or other person's fax Disconnected machine stopped the call. Machine too Hot The toner cartridge is not installed No cartridge properly. The machine is out of paper or paper is No Paper Fed not properly loaded in the paper tray.Document was not inserted or fed properly, or was too long Open the control panel cover. Carefully pull the jammed document toward the front of the machine. Close the control panel cover. Pull out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the toner cartridge and drum unit assembly, or this may release the paper so you can pull it out of the paper tray opening. CAUTION To prevent damage to the machine caused by static electricity, do not touch. Pull out the drum unit and toner cartridge assembly. Open the back cover.

11 9 Pull the tab toward you to open the rear chute cover.

Pull out the drum unit and toner cartridge assembly. Hold down the lock lever on the left and pull the toner cartridge out of the drum unit. Ask the other party to send the fax again. If there is still a problem, call Brother Customer Service at 18002844329 in USA or 1877BROTHER in Canada. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. Click Start and then Printers and Faxes. Make sure that "Use Printer Offline" is unchecked. For FAX2820 and MFC7220 When you turn off the machines power switch its memory will be cleared. To check whether the machine has faxes in its memory see Checking if the machine has faxes in its memory on page 116. In scanning. PaperPort Software Difficulties MFC7220 and MFC7225N only Cannot install software or print. Run the Repair MFLPro Suite program on the CDROM. This program will repair and reinstall the software. Printed pages are smeared. Printouts are too light. Network Difficulties MFC7225N only I cannot print over the Network 11 15 SUGGESTIONS Low quality thin or thick paper can cause this problem. Make sure you select the Paper Type that suits the media type you use. Call Brother Customer Service at 18002844329 in USA or 1877BROTHER in Canada. You may clear the problem by wiping the laser scanner window with a soft cloth. Keep all separate parts and printed materials to use with your "Exchange". Remove anything that is stuck inside the paper tray. Wipe the inside of the paper tray with a soft cloth to remove the dust. Reload the paper and put the paper tray in the machine. WARNING Just after you have used the machine, some internal parts of the machine are extremely HOT. When you open the front cover of the machine, never touch the shaded parts shown in the diagram below. Open the front cover and pull out the drum unit and toner cartridge assembly.

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Clean the primary corona wire inside the drum unit by gently sliding the blue tab from right to left several times. Never touch the shaded parts shown in the illustration. Open the front cover and pull out the drum unit and toner cartridge assembly. We also strongly recommend that you continue to use only Genuine Brother Brand replacement toner cartridges TN350. Using or attempting to use potentially. CAUTION To prevent damage to the printer from static electricity, do not touch the electrodes shown below. Hold down the lock lever on the left and pull the toner cartridge out of the drum unit. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you. Ring Pattern Rings. You will need to set the Receive Mode again. See To select or change your Receive Mode on page 42. Caller ID Note The Caller ID feature lets you use the Caller ID subscriber service offered by many local telephone companies. This feature enables you to take a second call on your machine, without disconnecting the first caller. To answer a Call Waiting signal while you are talking on the phone, ask the other party if you can put them on Hold to catch the other call. The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax "handshake". Make sure you carefully follow the instructions in this guide for recording your outgoing message. Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for the fax CNG tones of automatic transmissions before they stop. The first two ways may require assistance from the telephone company. You can change the wall outlets from one RJ14 jack to two RJ11 jacks. Or, you can have an RJ11 wall outlet installed and slave or jump one of the phone numbers to it.

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While it is often relatively simple to connect the machine to a key system or a PBX Private Branch Exchange, we suggest that you contact the company that installed your telephone system and ask

them to connect the machine for you. Userfriendly programming helps you take full advantage of all the menu selections your machine has to offer. Since your programming is done on the LCD, we have created stepbystep onscreen instructions to help you program your machine. Most of the number keys have three or four letters printed on them.Distinctive Ring A subscriber service purchased from the telephone company that gives you another phone number on an existing phone line. The Brother machine uses the new number to simulate a dedicated fax line. G 1. OneTouch Keys on the machine's control panel where you can store numbers for easy dialing. FAX2820 and FAX2920 only You can store a second number on each key if you press Shift and the OneTouch. It is used for regular size text and quickest transmission. Station ID The stored information that appears on the top of faxed pages. It includes the sender's name and fax number. Super Fine resolution 203 x 392 dpi. For transparency or label, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.Specifications and printed materials are subject to change without prior notice. Does not include the time it takes to feed the paper.For the latest drivers, go to the Brother Solutions Center at Dedicated "Scan" key and direct Network Scanning MFC7225N supported in Mac OS Processor. Drum Unit Life Expectancy DR350 Note There are many factors that determine the actual drum life, such as temperature, humidity, type of paper, toner you use and number of pages per print job. World Wide Web. i I 5. Simply cut out the card and fold it to fit your wallet or organizer.

Keeping it handy will help you derive the full benefit of your machine's Paging, Fax Forwarding and Remote Retrieval features. NOTICE The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five. We cannot recommend. No part of this publication may be reproduced in any form or by any means without permission in writing from the publisher. Specifications are subject to change without notice. Confidential. It includes information required for troubleshooting and servicedisassembly, reassembly, and lubricationso that service personnel will be able to understand equipment function, repair the equipment in a timely manner and order spare parts as necessary. In the maintenance mode, you can update memory EEPROM electrically erasable programmable readonly memory for setting the CIS scanner area, for example. You can also customize the EEPROM according to the shipment destination of the machine concerned. Doing this may cause a fire or electrical shock. WARNING IMPORTANT SAFETY INSTRUCTIONS When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to people, including the following 1. Put the machine near a telephone wall jack and a standard, grounded AC power outlet.Information about the keys on the control panel is included to help you check operation or make adjustments. CONTENTS EQUIPMENT OUTLINE.11 CONTROL PANEL.12 COMPONENTS.15 Confidential. MFC7220 and MFC7225N have the same keys. 1 2 Confidential. Shift FAX2820, FAX2825, FAX2910 and FAX2920 only Displays messages on the screen to help you set up and To access OneTouch numbers 11 to 20, hold down use your machine. Shift as you press the OneTouch key. CONTENTS GENERAL.21 2.1.

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1 General Specifications.21 2.1.2 Paper Specifications. 22 2.1.3 Printable Area. 24 2.1.4 Toner Cartridge Weight Information.28 SPECIFICATIONS LIST. The Approx. Approx. Approx. specific weight 23.8 lbs. 23.8 lbs. 23.8 lbs. varies country to country It aids in understanding the basic principles of operation as well as locating defects for troubleshooting.Regist front actuator Separation roller Pinch roller Pinch roller Paper feed roller. The pressure plate comes down while the recording paper tray is inserted into the machine.Afterwards, the paper is ejected from the fixing

unit by the heat roller and the pressure roller in the fixing unit. Toner life end mode The life of the toner cartridge is starter 1,500, standard 2,500 pages at the 5% coverage. In the case of low duty printing, “Toner Life End”. The problem such as toner leak or image defect may occur when lowduty printing is continued for a long time.The toner used for the printer has a property that print density is light first and gradually darker in the course of usage. The charge is generated by ionization of the corona wire, which has a DC bias from the highvoltage power supply applied to it. The flow of the ion charge is controlled by the grid to ensure it is distributed evenly on the drum surface. The area exposed to the laser beam is the image to be printed. The surface potential of the exposed area is reduced, forming the electrostatic image to be printed. The negative charge applied to the paper causes the positively charged toner to leave the drum, and adhere to the paper. The service personnel should instruct end users to follow the transfer procedure given in this chapter if the machine at the user site cannot print received data due to the printing mechanism defective. The disassembly order flow provided enables you to see at a glance the quickest way to get to components involved.

At the start of a disassembly job, you check the disassembly order flow that guides you through a shortcut to the object components. Front cover Paper tray 3 Remove the separation pad holder ASSY and the separation pad spring. Separation pad holder ASSY Separation pad holder ASSY Screwdriver Hooks. NOTE Remove the “A” section of the back cover while opening the back cover slightly. “A” Boss Main frame R Back cover Back cover Back cover 5 7 Confidential. Boss Hook Rear chute cover Paper eject actuator Rear chute cover Rear chute cover 2 Remove the paper eject actuator and the eject actuator spring. Eject actuator spring Paper eject actuator Paper eject actuator Rear chute cover Paper eject actuator. Document base ASSY Taptite, cup B M4x12 5 9 Confidential. Panel unit Handset holder Link stopper 2 Release the four hooks to remove the handset holder. Hooks Handset holder Panel unit Hooks 5 1 1 Confidential. Side cover L Speaker ASSY Speaker hold spring Taptite, cup B M3x8 5 1 2 Confidential. Panel unit Main PCB Connector 3 Remove the cup B M3x6 taptite screw to remove the separation rubber, ADF plate spring and front plate spring. Taptit, cup B M3x6 ADF plate spring Separation rubber Front plate spring. Actuator R Hook Panel unit 5 Remove the three cup B M3x8 taptite screws. 6 Release the four hooks to remove the panel rear cover. Taptite, cup B M3x8 Panel rear cover Hooks Hooks Panel cover. Actuator F Panel rear cover 8 Disconnect the LCD harness. When connecting flat cables, do not insert them at an angle.Panel PCB ASSY A Hooks Hook 10 Release the two hooks to remove the panel PCB ASSY B. Panel PCB ASSY B Hooks 5 1 7 Confidential. Rubber key Boss Panel cover Boss Boss 12 Release the two hooks to remove the back light holder. Back light holder Hook Panel cover Hook 5 1 8 Confidential. Back light film Panel cover Hook 5 1 9 Confidential. Hook PCB ASSY Hook Main PCB 3 Remove the actuator hook from the hook PCB ASSY. Actuator hook Hook PCB ASSY 5 2 0.

Taptite, bind B M4x12 Top cover Rear cover stopper Hooks Hook 2 Remove the two bind B M4x12 taptite screws, and the rear chute cover spring. 3 Remove the inner chute. Eject roller Top cover Pinch roller Pinch roller Inner chute 4 Disconnect the three connectors from the main PCB. Top cover NCU harness CIS harness. Used battery should be disposed of according to local regulations. Top cover Hooks Hook Taptite, bind B M4x12 Hooks Taptite, bind B M4x12 Hook 10 Remove the paper eject roller ASSY from the top cover. Paper eject roller ASSY Top cover NOTE. Taptite, cup S M3x6 LF ground plate Top cover 12 Release the two hooks to remove the bushing 5. 13 Remove the document ejection roller ASSY Document ejection roller ASSY Top cover Hooks. Pressure roller ASSY Top cover Hook 15 Remove the two pressure rollers from the pressure roller shaft. Pressure roller shaft Pressure roller Pressure roller 5 2 6 Confidential. LF spring Top cover 17 Release the two hooks to remove the bushing 5. 18 Remove the LF roller. LF roller Top cover Hooks Bushing 5 5 2 7 Confidential. LF FG harness ASSY Taptite, cup B M3x4 20 Remove the four bind B M4x12 taptite screws. 21 Release the four hooks to remove the document chute ASSY from the inner chute cover ASSY. Hook Document chute ASSY 23 Disconnect the CIS harness. CIS harness Document chute

ASSY 5 2 9 Confidential. CIS spring CIS spring Document chute ASSY 25 Remove the LF roller gear. LF roller gear Document chute ASSY 5 3 0 Confidential. Separation roller Document chute ASSY 27 Remove the two cup B M3x8 taptite screws to remove the scanning driver ASSY. Taptite, cup B M3x8 Scanning driver ASSY Document chute ASSY 5 3 1 Confidential. Taptite, bind B M4x12 NCU unit LF FG harness Inner chute cover ASSY 3 Turn the NCU unit upside down. 4 Remove the two cup S M3x6 taptite screws from the NCU unit to remove the NCU PCB ASSY. Hook Front cover ASSY Drive release cam Front cover ASSY 2 Release the hook “A” on the front cover ASSY from the chute.

3 Slide the front cover ASSY to the direction of the arrow shown in the figure below to remove it. Taptite, bind B M4x12 A Taptite, bind B M4x12 B Taptite, bind B M4x12 Taptite, bind B M4x12 Chute base FG harness ASSY 5. Check that the distance between the floor and the separation roller collar of the pickup roller holder ASSY is 45.5 to 47.5mm by using the plate jig. Pickup roller holder ASSY Printer top side Chute Printer body upside down Pickup roller holder ASSY Hook Link lever NOTE The pickup roller holder spring is assembled on the bottom of the pickup roller holder ASSY. Taptite, cup B M4x12 Fixing unit Taptite, cup B M4x12 Heater harness Thermistor harness NOTE Be sure not to touch the pressure roller. PR arm ASSY Pressure roller PR bush PR bush PR arm ASSY 6 Release each hook of the springs from the fuser frame and remove the four separate claw ASSYs. Halogen heater Heater harness Fuser frame 10 Remove the HR gear. Thermistor ASSY Hooks Hooks Taptite, cup B M3x12 Fuser frame Thermistor ASSY harness NOTE When reassembling the thermistor ASSY to the fuser frame, ensure the direction of the thermistor ASSY is correct referring to the figure below;. After insertion, check that the cables are not at an angle. Main frame R LV shield plate Power supply switch Taptite, cup S M3x6. Main frame R Label Fan40 CAUTION When reassembling the fan motor 60 unit, make sure to turn the side with a label outwards. 551 Confidential. Main frame R Taptite, cup S M3x6 B FG harness ASSY 6 Taptite, cup S M3x6 A Laser unit. Another barcode label supplied with a new unit is spare.Link lever “A” Printer top side Printer body upside down NOTE When reassembling the link lever, insert the end of the link lever into the main frame L referring to the figure below. Taptite, bind B M4x12 FG harness ASSY 4 Base plate FG harness ASSY 1 FG harness ASSY 5 Fan motor 60 unit harness Printer top side. Main frame L Toner sensor PCB ASSY Taptite, cup B M3x6.

Main frame L Taptite, bind B M4x12 Main shield plate Taptite, bind B M4x12 FG harness ASSY 4 Main PCB sheet. Taptite, cup S M3x6 Taptite, cup S M3x6 Main motor ASSY Gear plate calking ASSY 5.1.36 Develop Joint 1 Remove the develop joint from the gear plate calking ASSY. Develop joint Gear plate calking ASSY 5 6 2. Be careful not to lose them by disassembling the gear ASSY.Ball 574 Confidential. Ball 5 7 5 Confidential. MODEL MANUFACTURED MFC7220 BROTHER CORP.ASIALTD. I.T.E. BROTHER BUJI NAN LING FACTORY 1T22 SER. NO. SER.NO. LISTED Gold garden Industry, Nan Ling Village,Buji, Rong Gang, Shenzhen, China. Confidential. You can customize the EEPROM according to the shipment destination of the machine concerned. Next press the key four times to make the machine enter the maintenance mode. TIP FAX models equipped with numerical keypads can enter the maintenance mode in the same way as conventional models;. When each of the useraccessible functions is completed, the machine automatically returns to the standby state.Entering the function code 01 initializes all of the EEPROM areas, but entering 91 does not initialize some areas, as listed below. Operating Procedure Do not start this function merely after powering on the equipment but start it after carrying out a sequence of scanning operation. Operating Procedure Press the 0 and 9 keys in this order in the initial stage of the maintenance mode. The figure below shows test pattern. The firmware switches have been set at the factory in conformity to the communications standards and codes of each country. Function WSW38 V.34 transmission settings WSW39 V.34 transmission speed WSW40 V.34 modem settings WSW41 ONduration of the scanning light source WSW42 Internet mail settings WSW43 Function setting 21 WSW44 Speeding up scanning1 WSW45 Speeding up scanning2 WSW46. Operating Procedure 1

Press the 1 key twice in the initial stage of the maintenance mode.

Operating Procedure 1 Press the 1 and 2 keys in this order in the initial stage of the maintenance mode. The LCD shows the screen given at figure below. The machine returns to the initial stage of the maintenance mode.Operating Procedure 1 Press the 3 and 2 keys in this order in the initial stage of the maintenance mode. The machine beeps 1100 Hz and 400 Hz tones cyclically through the following volumes for testing the speaker. It is useful when the machine cannot print received data due to the printing mechanism defective. NOTE The number of files that can be transferred at a time is 99. To transfer 100 files or more, carry out the following procedure more than one time. The “SCAN START ADJ.”. Operating Procedure 1 Press the 5 key twice in the initial stage of the maintenance mode. The newly entered code appears. NOTE The machine does not work properly when an incorrect code is entered. Operating Procedure 1 Press the 8 and 0 keys in this order in the initial stage of the maintenance mode. The USB serial number appears on the LCD. Operating Procedure 1 Press the 8 and 2 keys in this order in the initial stage of the maintenance mode.If any error message appears, refer to this chapter to find which components should be checked or replaced. The latter half of this chapter provides sample problems that could occur in the main sections of the machine and related troubleshooting procedures. For the communications errors, the equipment also prints out the transmission verification report and the communications list. If there are faxes you need to save them before following the suggestions below. Close the back cover.No paper tray loaded. Load the paper tray. Foreign materials in the paper Remove foreign materials.Actuator R caught on the Reassemble the actuator R. surrounding parts Scanning motor F sub ASSY Replace the scanning motor F defective sub ASSY. Definition of error codes on the communications list Calling Code 1. Remote terminal not ready for polling.

Remote terminal not equipped with password function or its password switch OFF. Remote terminal not equipped with or not ready for confidential mailbox function. Receive buffer empty. 5second timeout Receive buffer full during operation except receiving into memory. Decoding error continued on 500 lines. Decoding error continued for 10 seconds. It is impossible to anticipate all of the possible problems which may occur in future and determine the troubleshooting procedures, so this section covers some sample problems. Even if the same problem occurs again, follow the procedures in the table below. Check also that the cable is connected to the correct interface connectors of both the printer and PC. Highvoltage Check the connections of Replace the highvoltage power power supply the connector between the supply PCB. Software bug Does this problem appear Inform the Brother office of the when printing specific data used specific data, printer or printing under a specific condition and system environment.Possible cause Step Check Result Remedy Link lever Does the link lever work. Remove the cause of non does not move Isnt the link lever bent.Possible cause Step Check Result Remedy Two or more Does paper double feeding Replace the separation pad.Foreign body Is a foreign body caught on Remove a foreign body. Conditions such as humidity, high temperatures, etc.Disable toner save mode within Printer Properties tab of the driver. 3 Try installing a new toner cartridge or drum unit. High temperature and high humidity conditions can increase the amount of background shading. 3 Clean the corona wire with the wire cleaner. 4 Try installing a new toner cartridge or drum unit. Drum unit Are the drum shaft and Clean the shaft and the drum electrode of the electrode. Install a new drum unit. Ground Possible cause Check Remedy Step Result contacts Corona failure Is the corona wire dirty. Clean the corona wire with the wire cleaner.