



- 800) 292-2492 to order paper and other supplies
- 972) 364-3314 to order operating instructions
- 972) 364-1053 to order fax parts
- 972) 364-3350 to speak with customer support

M620 Operating Instructions

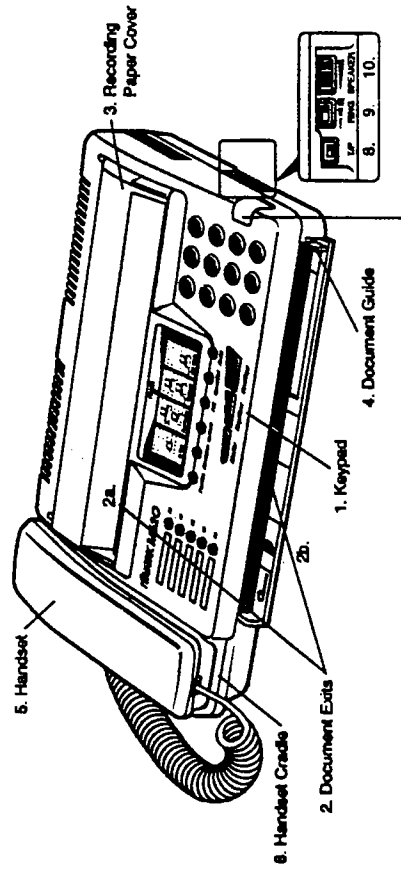
Table of Contents

Your M620	3	Making Copies	20
Your Fax Machine's Components	3	Activity Report	21
Keypad Layout	4	When "Phone Number" Data is Missing or Wrong	23
Tips for Use	5		
Suggested Areas for use	5	Receiving a Fax	23
Specifications	5	Manual Reception	23
		Automatic Reception	23
Installation	7	Fax/Tel Reception	23
Phone and Electrical Requirements	7	Changing Fax/Tel Setting	24
Quick Setup	7	Answering Machine Interface	24
Installing Paper Roll	8	Automatic Receive Ring Count	25
Reordering Paper	8	Out-of-Paper	25
Clearing M620 Memory Before Use	9	Fax paper replacement	25
Setting Dialing Mode	9		
Setup Checklist	9	Caring for Your Fax	26
Basic User Settings	11	Other Fax Options	27
Setting Features	11	Attaching a Second Telephone	27
Quick Reference—Function Keys	11	Answering Calls from a Second Telephone	27
Setting Date and Time	11	Answering Calls from Any Phone in Your Office	27
Confirmation Report	11	Call Reserve	27
Enter Your TTI	12	Polling	27
Terminal ID	13	Setting a Document for Polling	27
Print Basic Settings	13		
		Common Questions	28
Autodialer	15	Alarm Light and Alarm	28
Storing One-Touch Numbers	15	Transmitting	28
Storing Speed-Dial Numbers	15	Receiving Fax Messages	29
Notes on Storing Autodialer Numbers	16	Polling	29
Erasing an Autodialer Numbers	16	Copies	29
Printed Autodialer Directory	16	Storage, Location Tips	30
Using an Autodialer Number	16	Muratec's Full Circle Service	30
		Remedies	31
Telephone Features	17	Error Codes	31
Redial	17	Paper Jams	32
Monitor Speaker	17		
		Glossary	33
Sending a Fax/Copying	19	FCC/DOC Information	35
Resolution and Contrast	19	Warranty	39
Transmission with the Handset or Monitor	19		
Automatic Transmission with Monitor	20		
Automatic Redial	20		

Your M620

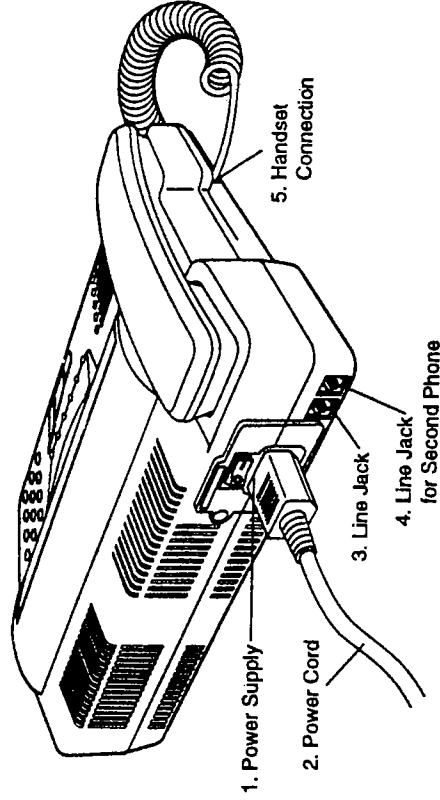
Your Fax Machine's Components

Before you use your fax, take a look at its physical features:



1. **Keypad**—Use the keypad to dial your phone and fax numbers and to program information.
2. **Document exits**—Your copies and fax receptions exit through 2a, and your originals enter and exit through 2b.
3. **Recording paper cover**—Lift ridge on the right end to install recording paper.
4. **Document guide and document feeder**—Adjust to accept documents up to 8.5 inches wide.
5. **Handset**—Use the handset to make voice and fax calls.
6. **Handset cradle**—Place handset here when not in use.
7. **Jam release key**—Press this to remove a jammed original.
8. **Tone/Pulse**—Use to change your phone setting from tone to pulse (rotary).
9. **Ringer volume control**—Select from three settings for the telephone ringer volume that best suits your needs.
10. **Monitor speaker volume control**—Adjusts the volume of your unit's monitor speaker. The monitor provides hands-free dialing, but does not allow hands-free conversation.

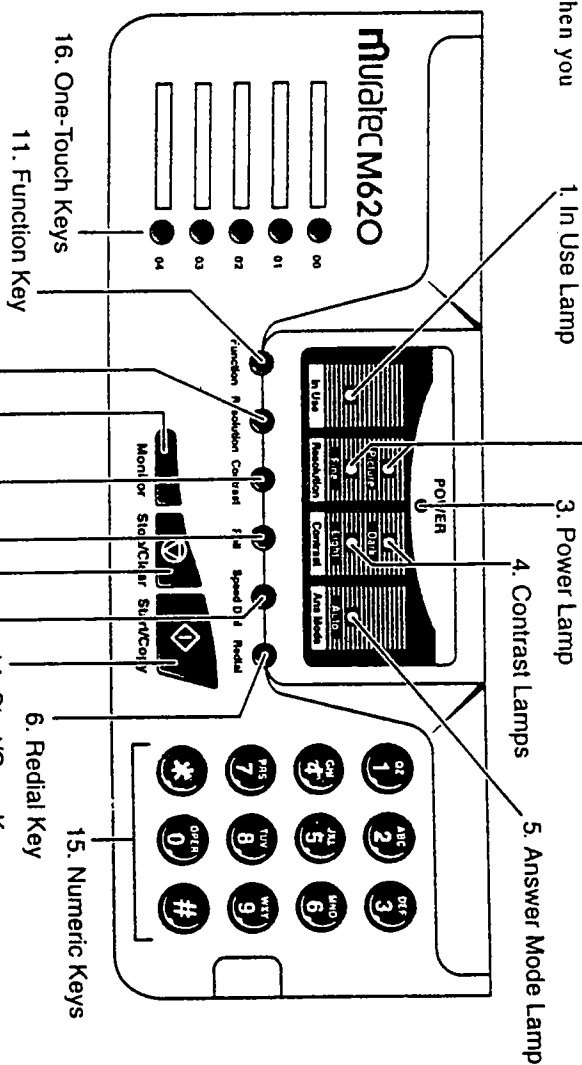
1. **Power supply**—Supplies power to your M620.
2. **Power cord**—Plugs into a 120-volt electrical outlet. Leave your M620 plugged in all the time.
3. **Line jack**—Connection for telephone line from wall jack.
4. **Line jack for second phone**—Connection for a second telephone or answering machine.
5. **Handset connection**—Plug the handset curl cord into this jack.



Keypad Layout

1. **In Use Lamp**—Lights when the telephone/fax line is in use.
2. **Resolution Lamps**—Show whether Fine or Picture resolution is in use. Use Picture resolution to send photos and other half-tone images. When neither is lit, your document will have normal resolution.
3. **Power**—Indicates your M620 is on.
4. **Contrast Lamps**—Lights when you select light or dark contrast.

8. **Poll**—Press to poll other faxes or allow another fax to poll a document from your feeder.
9. **Contrast**—Provides contrast for a very dark or very light document.
10. **Resolution**—Lets you select the resolution you need for sending a document.



5. **Ans Mode Lamp**—Remains steady when the M620 is set to receive faxes automatically. The light blinks when the M620 is in the function mode.
6. **Redial**—Automatically redials the last number you called.
7. **Speed Dial**—Used to store speed-dial numbers in your Autodialer and to dial speed-dial numbers.

11. **Function**—Used with other keys to change settings or print reports.
12. **Monitor**—Press Monitor to dial numbers or listen to calls without using the handset.
13. **Stop/Clear**—Press Stop to cancel information you were entering or to end a fax transmission or reception. Also, press Stop to feed a document out without transmitting.
14. **Start/Copy**—Press Start/Copy to begin transmissions or receptions or to make copies.
15. **Numeric keypad**—Use to dial phone numbers and to enter settings.
16. **One-touch keys**—Program these keys with your most frequently dialed fax and phone numbers.

Operating Instructions

Tips for Use

Keep the following precautions in mind when choosing a place for your M620:

- Don't install your M620 where it can be splashed by water.
- Keep your M620 away from cooking areas, dust and spray cleaners.
- Don't install your M620 on the same electrical circuit as a high-consumption electrical appliance like a copy machine.
- Keep your M620 out of direct sunlight.
- Do not keep your M620 inside a drawer or use a dust cover on it. Either may cause your unit to overheat.

Suggested Areas for Use

You may want to install your M620 right on your desk. Your fax will be accessible to your paperwork, files, and work area.

Muratec recommends that you plug your machine into a surge protector for both the telephone line and electrical line. These devices can absorb and divert damaging high-voltage surges caused by lightning or static electricity without interfering with your fax and telephone use.

Don't plug your M620 into an electrical circuit you use for any large appliance. And don't plug your unit into an outlet that is operated by a wall switch—you don't want to risk turning off the M620 and missing an important fax.

Specifications

High-speed facsimile transmitter and receiver for home and office use.

Phone: Public Switched Telephone Network (PSTN) or equivalent.

Modem: 9600 bps with fallback to 7200, 4800, and 2400.

Compatibility: CCITT Group 3.

Transmission Speed: 20 seconds per page *

Document feeder: 1 page

Resolution: Normal 203 H x 98 V lpi, Fine 203 H x 196 V lpi.

Original Document Size: 8.5" (W) x 59 (H)"

Dimensions: 12.04" (W) x 8.19" (D) x 2.95" (H)

Grayscale: 16 levels.

Printing Width: 8.5 inches

Scanning Width: 8.5 inches

Scanning Method: CIS

Recording paper: 8.5" x 98"

Power: 120 V $\pm$ 10%, 50/60 Hz

Weight: 5.73 lbs.

* Based on transmission of CCITT Test Chart 1 to a Muratec fax. Your transmission times will vary, but your fax will always provide the fastest transmission speeds possible under CCITT 9600 bps guidelines and phone line conditions.

All specifications are subject to change without notice.

Installation

Phone and Electrical Requirements

Setting up your fax takes only a minute. To ensure proper operation of your machine, make sure you have the appropriate telephone and electrical systems before you install.

Your fax should not be connected to a multi-line system (PBX) like those found in many offices. Some PBX systems are not compatible with fax transmission. Ask your PBX manufacturer or its representative before using any fax on your system.

Fax transmission and reception can be stopped by telephone call-waiting signals. If you have requested call-waiting service for the phone line on which you use your fax machine, you may experience interruptions of fax transmissions and receptions.

Power your machine from a standard three-pronged 120-volt electrical outlet. Keep your machine plugged in all the time.

Most of the information you enter in your fax is protected by a nonreplaceable internal battery. This provides enough back-up to cover brief electrical outages and moves from room to room or office to office.

Muratec recommends that you plug your machine into a surge protector for both the telephone line and electrical line. These devices can absorb and divert damaging high-voltage surges caused by lightning or static electricity without interfering with your fax and telephone use.

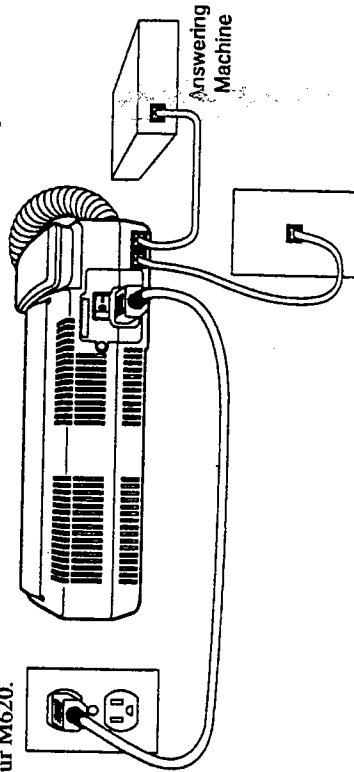
Power Consumption:	Standby	7 W
	Transmission	20 W
	Reception	85 W
	Copy	90 W

Quick Setup

To set up your machine:

1. First, install the telephone handset on the left side of the fax.
Plug one end of the curled telephone handset cord into the connection on the left side of the machine. Plug the other end into the telephone handset. Place the handset on the cradle. If you want a longer handset cord, you can buy one from a telephone supplier or retailer and use it in place of the curl cord that came with your M620.
2. Select a location for your M620 with a standard electrical outlet and a standard modular telephone jack (called an RJ-11C). Keep in mind the M620's site requirements (see left) when you choose the spot.
3. Plug one end of the uncoiled telephone line cord into the Line connector on the back of the fax. Plug the other end into the telephone wall jack.
4. Plug the power cord into your surge protector or a standard 120-volt AC electrical wall outlet and turn on the power with the switch at the back of the fax. Don't worry if your fax beeps and the lights flash when you first plug in the power supply. The lights will stop blinking when you add paper to your fax.

Note: See page 24 for instructions on connecting an answering machine to your M620.

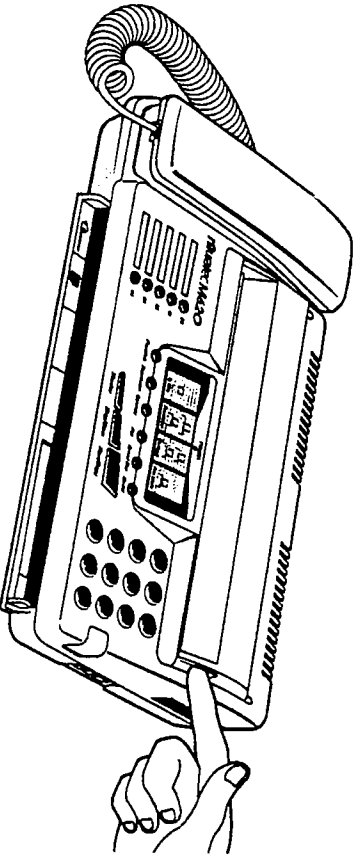


Installing Paper Roll

You must install a roll of paper into your M620 before proceeding. Your M620 includes a 98-foot paper roll for fax receptions. Be sure to have plenty of extra Muratec 98-foot rolls on hand to ensure proper operation and smooth fax receptions. (See page 9, "Recording Paper.")

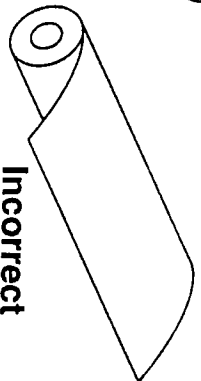
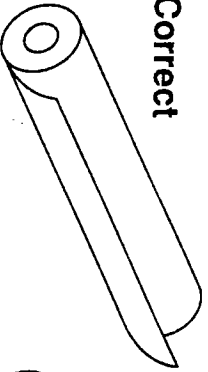
To install fax paper:

1. Lift the paper cover. Inside the cradle are two plastic paper roll holders. Remove these and discard the cellophane wrapper.



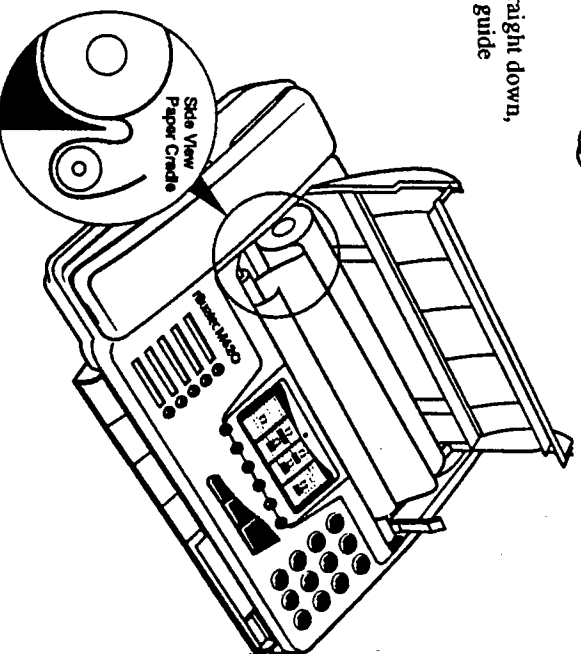
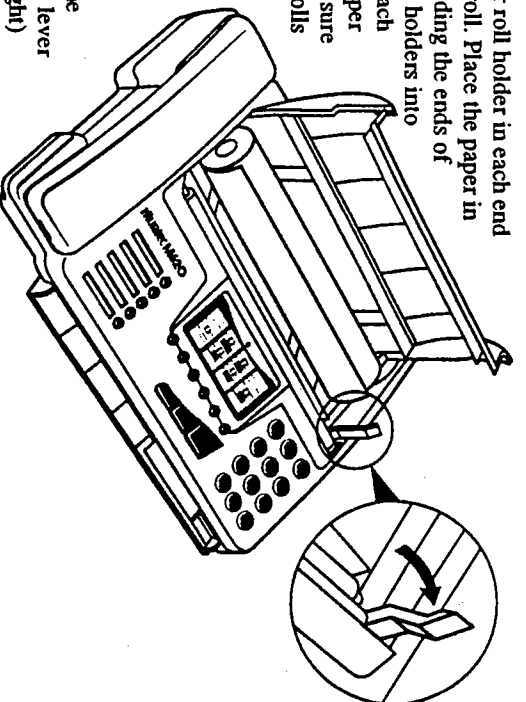
2. Remove the wrapper from a roll of fax paper.

Correct



Incorrect

3. Insert a paper roll holder in each end of the paper roll. Place the paper in the cradle, sliding the ends of the paper roll holders into the slots on each side of the paper cradle. Make sure the paper unrolls under and toward you. Pull out about six inches of paper.
4. Gently pull the paper release lever (see circle, right) toward you.
5. Insert the paper straight down, between the paper guide and the roller.
6. Gently feed the paper through until it passes around the roller and emerges.
7. Push the paper release lever back in place. Close the paper release cover.
8. Tear the page from left to right.



Low-Paper Warning

A colored line appears on the back of your recording paper when you are down to a few feet of paper, and the machine stops operating. If the fax is out of paper, all the lamps on your keypad will light. Replace the paper immediately. You cannot receive faxes when your fax is out of paper. You can transmit faxes, but confirmation reports will not print.

Reordering paper

To order Muratec paper and other supplies, call 1-800-292-2492. Please refer to reorder number FX12 for 98-foot, high-sensitivity Muratec paper.

Clearing M620 Memory Before Use

Before you begin entering information into your M620, you should clear the machine's current settings. Do this before you program speed-dial numbers, your user ID, or any other information, for existing settings will be cleared. Clearing your memory ensures that the only information in your M620 is the information you will enter, and it only takes a moment.

1. Press the following sequence of keys: **Function**, **#**, *****, **3**, **1**. Your M620 beeps when you press **#**, *****, and **3**. These beeps are normal.
2. Your M620 will print the words "Engineering Function" along with some information about the machine's software.
3. Press **1**. The memory will clear, and your M620 prints: **MEMORY IS CLEARED**.
4. Press **Stop**, and the Ans Mode lamp will go out.

Your M620 is now ready to program with your own settings and information.

Setting Dialing Mode

Your M620 needs to know whether you are on a touch-tone phone system or a rotary phone system. To set the dialing mode, merely locate the switch labeled T/P on the right side of the fax, and change it to either T for tone dialing or P for pulse.

Setup Checklist

Review this checklist before you begin entering information into your M620.

- Is the phone line plugged into the line connection? Is the other end plugged into the wall or into a telephone line surge protector?
- Is the power supply cord firmly plugged into a wall outlet or power surge protector? Is the power switch turned to the "ON" position?
- Pick up the handset. If you have installed your fax correctly, you will hear a dial tone and will be able to use the handset as you would a standard telephone.

Note: Your monitor speaker volume may be adjusted lower if you prefer when your machine is first installed. Look for the speaker volume control on the right side of the machine. The monitor can be set at a low volume, but it cannot be turned off.

Basic User Settings

Setting Features

The following section gives step-by-step instructions on defining some essential basic settings.

Preparing your fax is easy. Just follow the directions carefully. Press the Function key combined with keys on the numeric keypad to choose available basic settings in the machine. If you make a mistake, simply press Stop and begin again. When you press Function and a numeric key, the fax will print a description of what the machine's current settings are. While you are performing a function, the Ans Mode lamp will blink. When the process is complete, the lamp will go dark.

Quick Reference - Function Keys

Your M620 will print a report which lists how to change your machine settings. This is handy when your manual isn't nearby and you can't remember which numeric key changes a particular setting. To print a quick reference for different functions:

1. Press Function, *. A report will print.

The zero item at the top of the report shows you how to print reports. Thereafter, the commands for changing settings correspond to the numbers on this listing. For example, the first function listed is Date and Time, and the command for changing the date and time is Function, 1. The second function listed is User Name, and the command for entering your user name is Function, 2.

For some options, additional directions for the function are printed in parentheses just afterward.

Setting Date and Time

Although most of the settings in your M620 are protected from power failures by a nonreplaceable internal battery, the date and time may become incorrect during a power failure. If you turn off your fax or suffer a power failure, you may need to reset your date and time.

1. To set the date and time, press Function, 1.

2. Your M620 records time on a 24-hour clock. 11:00 a.m. is 1100, for instance, and 4:00 p.m. is 1600.

3. Using the numeric keypad, enter a ten-digit sequence of numbers to describe the date and time. The calendar format is:

MMDDYYHHMM

For example, if you want your clock to read May 17, 1993, 3:00 p.m., you would enter: 0517931500

Note: Your M620 won't allow you to enter an invalid date. If you enter 13 in the location for the month, for example, your machine considers the rest of the information incorrect. When you press Start/Copy, the machine beeps and prints: **INVALID DATE AND TIME**.

Your machine stays in the date-setting function until you enter a valid date and time.

4. After you have entered a correct date and time, press Start/Copy. Your new date and time is printed. The alarm signals the end of the function, and the Ans Mode lamp goes dark.

Confirmation Report

You can select from two options for printing the confirmation report or you can turn off the feature altogether. The M620 is designed to print reports after each transmission, after each transmission or reception, or not at all. You choose the best option for your needs. If you want reassurance that your important documents were transmitted, the M620 confirmation report is invaluable.

Each confirmation report lists:

- Date and time of the transmission or reception
- Remote fax's telephone number
- Length of the call
- Number of pages faxed
- Whether it was a transmission or a reception.

Each confirmation report also includes a "Result" listing. A successful transmission appears in the Result column as "OK." A report for an unsuccessful transmission includes an explanation of the error and a corresponding error code. See page 31 for more information on these messages.

Follow these steps to tell your M620 when to print a confirmation report. If you leave this feature turned off, your M620 prints confirmation reports only after unsuccessful transmission attempts.

1. Press Function, 6.
 2. Your M620 prints the current confirmation report setting.
 3. Select desired confirmation report mode.
 - For Send Only, press 1.
 - For Send & Receive, press 2.
 - For No Report, press 3.
 4. Press Start/Copy. Your new confirmation report setting is printed. The alarm signals the end of the function, and the Ans Mode lamp goes dark.
- Note: To return to having a confirmation report only after a transmission fails, repeat steps 1-4. In step 3, select "No Report" (3).

Enter Your TTI

The top of each page you send includes your Transmitt Terminal Identifier (TTI), a name that identifies you to the people who receive your fax transmissions. This identifier can be your name, the name of your business, or even a greeting. Your TTI can be up to 32 characters long. Simply choose a name and enter it into your fax as shown below.

1. Press Function, 2. Your current TTI prints.
2. You may use up to 32 characters in your TTI. A character is a letter, space, comma, or period. Use the numeric keypad to enter these characters, and press Start/Copy after each character.

Note: At various points while you are entering your settings, your M620 prints question marks. This means no information is stored for the function you are performing, or that the information previously stored will be replaced by the new information you enter. If you press Stop when the question mark appears, your old setting remains.

To enter a letter of the alphabet, press the numeric key it appears upon. To tell your M620 which letter you want, press the key once to advance one letter in the sequence on the key. Please refer to the chart below.

Described here are the keys on your fax's numeric keypad and the character assignments for each. If the corresponding number is blank, there is no character available for that option.

Note: When you are finished with one character, press the Start/Copy key to advance to the next.

	Number of times key is pressed		
	1	2	3
KEY	Resulting Character		
1	Q	Z	
2	A	B	C
3	D	E	F
4	G	H	I
5	J	K	L
6	M	N	O
7	P	R	S
8	T	U	V
9	W	X	Y
.	.		
#	.		
Speed Dial	[SPACE]		

3. When you have finished spelling the word or words you desire in your TTI, press Start/Copy a second time after the last letter.
If you accidentally press Start/Copy twice, your M620 accepts what you have entered so far and the alarm signals that the function is complete. To begin again, merely start over at step 1.

Example: To enter a User ID of Joe Smith, you would press the following sequence of keys:

5	Start/Copy	(For "J")
666	Start/Copy	(For "O")
33	Start/Copy	(For "E")
[Speed Dial]	Start/Copy	(For a space)
777	Start/Copy	(For "S")
6	Start/Copy	(For "M")
444	Start/Copy	(For "I")
8	Start/Copy	(For "T")
44	Start/Copy	(For "H")
Start/Copy		

Note: You won't hear any confirmation tones when you press the keys.

Also included with the TTI at the top of every page is your telephone number (also referred to as fax number or subscriber ID). This number can be up to 20 digits long. Once entered, it appears in the visual display of most fax machines you'll be communicating with. Make sure your fax number is always up to date.

1. Press **Function**, 3. Your M620 will print a question mark.
2. Enter your phone number as if you were dialing it on the numeric keypad. Remember your area code. To put spaces in the number for easier readability, press **Speed Dial**.
3. Press **Start/Copy**. Your alarm will beep and the Ans Mode lamp will go dark, and your M620 will print the new setting.

Terminal ID

The terminal identification setting controls the placement of your name and telephone number at the top of the documents you send.

Placing the terminal identification "inside" instructs your fax to ignore a very small portion at the top of your documents. It uses this space for your name and telephone number, so the resulting document printed by the remote fax is exactly the same length as your original. Placing the terminal identification "outside" the document adds to the document's length. "No ID" prevents your terminal identification from appearing on the fax documents you send.

As a convenience to the owners of the plain-paper fax machines with which you communicate, consider setting the terminal identification inside your document. Some plain-paper fax machines must print out two pages for each 11-inch page they receive accompanied by a name and telephone number.

1. Press **Function**, 7. The current setting will print.
2. To have your TTI printed inside your document, press 1. To print it outside, press 2. To turn off the TTI, press 3.
3. Press **Start/Copy**. The new setting will print.

Print Basic Settings

To view your present basic settings, press **Function**, 0, 3. As you progress through the manual, you'll see how these can easily be adjusted to suit your needs. For quick reference, the page numbers are included here.

- **Date**—Today's date as recorded by your fax. (page 11)
- **Time**—The current time. (page 11)
- **Phone Number**—The telephone number used by your fax. (page 13)
- **Name**—The user name you've given your fax. (page 12)
- **Terminal ID (Inside or Outside)**—Indicates whether you want the name and phone number printed inside the document you fax or outside the document. (page 13)
- **Confirmation Report**—Shows at what times your M620 will print a confirmation report. (page 11-12)
- **Auto-Receive Ring Count**—The number of rings your M620 will allow before answering. You'll also use this setting to change from automatic to manual reception. (page 25)
- **Call Monitor On/Off**—Indicates whether your M620 is set up to monitor calls. (page 17)
- **Auto Fax/Tel Switch**—If your Fax/Tel setting is on, this prints to remind you the fax will answer after a period of time you determine. (page 23)
- **Fax/Tel Duration**—Determines the length of time you have to answer your M620 while Fax/Tel is engaged. You change this setting at the same time you enable or disable the Fax/Tel setting.

Autodialer

Your M620 stores 20 phone or fax numbers. These numbers put even international phone numbers just a few keystrokes away. The autodialer simplifies dialing wherever you call or fax most often.

The following chart illustrates how the M620 designates five speed-dial numbers as one-touch numbers.

One-Touch	Speed-Dial	Location	Speed-Dial	Location
00	00		10	
01	01		11	
02	02		12	
03	03		13	
04	04		14	
	05		15	
	06		16	
	07		17	
	08		18	
	09		19	

Any of your stored telephone numbers can be dialed by pressing **Speed Dial** and a two-digit speed-dial number, 00 to 19. You can print an autodialer directory with only three keystrokes (see page 16).

To store an autodialer number in your M620, you:

- Assign a name to the two-digit autodialer number.
- Enter a phone number for the individual or business.

You don't have to enter a name for each autodialer number stored, but it makes sense to. Your M620 can print a master list of all stored autodialer numbers, so recording names is to your advantage.

Storing One-Touch Numbers

1. Press **Function**, then the one-touch key you want to program.
2. To enter a name, Press 1. A question mark will appear below the word "Name." (If you don't want to enter a name, skip to step 5.)

3. Use up to 11 characters to enter the name of the person or company assigned to the one-touch key, using the method described on pages 12-13 (under "Entering your TTY").

4. Press **Start/Copy** when you're finished. Your M620 saves these settings and prints them for your verification. (To re-enter the name, merely repeat steps 2 and 3.)

5. To enter the phone number, press 2. A question mark will appear under the words "Phone Number."

Enter up to 16 digits for each autodialer number. With tone dialing service, you can add the asterisk (*) and pound keys (#) as necessary. These keys are used in some long-distance service passcodes and other special telephone services. You can also enter a three-second pause in the dialing sequence by pressing **Redial** at the appropriate location. Each pause, asterisk, or pound character you enter counts as one of the 16 characters allowed in your autodialer numbers.

6. Enter the number as it should be dialed, up to 16 digits in length.

7. Press **Start/Copy**. The alarm signals the end of the function, and the Ans Mode lamp goes out.

Storing Speed Dial Numbers

Remember, your M620 reserves autodialer numbers 00-04 for your one-touch keys. So if you select any of these numbers as a speed dial, you will overwrite whatever information you have stored on the corresponding one-touch key.

To program a speed-dial number:

1. Press **Function, Speed Dial**.
2. Press any two-digit number of your choice. For numbers under 10, enter 05, 06, 07, etc. The current name and phone number for that two-digit speed-dial number prints. (Press **Stop** to choose a different number.)
3. To enter the name of the individual or business, press 1.
4. The current settings print again, but a question mark appears below **Name**.

5. Use up to 11 characters to enter the name of the individual with the numeric keypad, as you did when you entered your TTI (see page 12). Press **Start/Copy** a second time after the last character of the name.
6. Press 2. Your M620 prints current settings for that speed dial number, and a question mark appears below the words **Phone Number**.
7. Enter the number exactly as it should be dialed. See "Notes" on page 16.
8. If the number is correct, press **Start/Copy**. Your M620 saves these settings and prints them for your verification.
To make a change to the number entered, repeat steps 6-9.
9. Press **Start/Copy**. The alarm signals the end of the function, and the Ans Mode lamp goes out.

Notes on Storing Autodialer Numbers

- If you're entering a long-distance telephone number, be sure to precede the number with a "1" and the proper area code. If you are dialing from an office where you are required to begin any call with a "9," be sure to remember this.
- To insert a three-second delay in a speed-dial number, press **Redial** at the appropriate location in the number. When you print the autodialer directory, the pause appears in the speed-dial number as a letter P.
- To save a new telephone number over an existing speed-dial number, simply enter the new number as you would normally. The new number replaces the old number in your autodialer. Remember to enter a new name if necessary.

Erasing An Autodialer Number

The steps for erasing a speed-dial number are identical to the first steps for storing a speed-dial number, so you should make yourself familiar with this to avoid inadvertently clearing a number you've stored.

1. Press **Function, Speed Dial**.
2. Press the two-digit number you wish to erase. Your M620 prints the current information stored for that number.
3. Press 2. This is the option you use to enter a phone number for a speed-dial number.

4. Your M620 prints the same report again, with one exception. In place of the phone number, a question mark appears. Press **Start/Copy**.
5. Press **Start/Copy** a second time. The same report prints with no phone number listed. The name will still appear, but the speed-dial number is effectively cleared. If you print this speed-dial number again, you'll see that neither a phone number nor a name is stored.

Printed Autodialer Directory

The M620 provides a list of all the speed-dial numbers you have programmed, so you'll never be stuck if you forget whether you set up a speed-dial number for your accountant.

To print an autodialer directory, press **Function, 0, 2**.

Using an Autodialer Number

To use an autodialer number to place a telephone call:

1. Pick up the M620's telephone handset or press **Monitor** to receive a dial tone.
2. To dial a speed-dial number, press **Speed Dial**, then the two-digit number that has been assigned.
3. If you dialed using the monitor, pick up the handset to begin your conversation.

Note: For information on using the autodialer to send a fax, see page 19.

Telephone Features

Your M620 is a handy personal telephone, and it includes features you'll find convenient around the office.

To use the M620 as a telephone, just pick up the telephone handset and use the numeric keypad to dial the number you need.

Here are other telephone features included on the M620:

Redial

Pressing **Redial** while the handset is out of the cradle, or while the monitor speaker is turned on, redials the last number you dialed. If you've reached a busy signal, you must hang up before pressing **Redial**. **Redial** will not automatically disconnect the line before redialing.

Monitor Speaker

You may also dial hands-free by depressing the monitor while the telephone handset remains down. Then dial the telephone number using the numeric keypad or by pressing **Speed Dial** and a two-digit speed-dial number. When the person answers, pick up the handset and begin your conversation.

Sending a Fax/Copying

Your M620 provides Group 3 fax compatibility, so it can communicate with virtually all modern fax machines around the world.

You can transmit images from almost any piece of normal-weight paper. Your M620 easily accommodates oversize reports and short notes as well. The exact maximum and minimum width and length requirements are:

Maximum: 8.5 inches x 59 inches

Minimum: 5.7 inches x 1.97 inches

Do not transmit:

- Extremely thin or wrinkled pages
- Folded pages
- Cardboard, newspaper, or fabric
- Documents carrying staples, glue, tape, or paper clips
- Pages with duplicating carbon on one side
- Curled or torn pages

Resolution and Contrast

Resolution is useful for faxing more detailed documents, and changing the resolution is easy. Pressing Resolution with a document in the document feeder changes the resolution from standard to fine to picture. The resolution lamps light only when a document is in the feeder.

Standard transmission is good for typed pages like memos or letters. Fine transmission is better with detailed drawings or handwritten material. When sending photographs, use the picture selection.

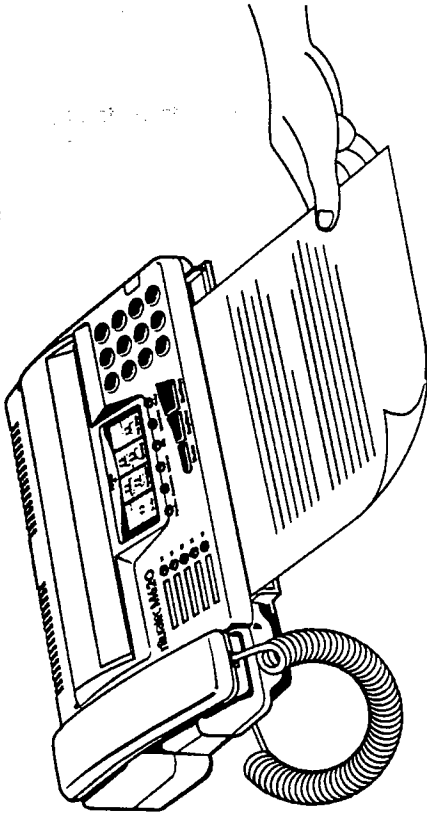
Transmissions in fine and picture require more time per page than standard transmission. When you are transmitting over long-distance telephone lines, remember that transmission in standard resolution can save time. Transmission in fine or picture resolution can improve image quality.

Use the Contrast key before transmissions to compensate for an overly light or dark original document.

Normal contrast is right for most documents. Select light if your document is light or washed-out looking. Select dark if your original document is dark.

Transmission with the Handset or Monitor

1. Remove all paper clips and staples from the document.



2. Place your page face up with the top edge feeding into the fax machine. Adjust the document guide for documents narrower than 8.5 inches.
 3. Press Resolution to choose the transmission resolution that's right for your page. Use Contrast if your document is written in pencil and very light, or a dark document printed on colored paper.
 4. Pick up the handset or press Monitor and dial your number using a speed-dial number or the numeric keypad. Remember to first enter "1" and an area code for long-distance transmissions, and "9" if you are in an office where this is appropriate.
 5. When you hear fax tones from the remote unit, press Start/Copy to begin transmission. If a person answers, tell them you are trying to send a fax. When they engage their machine and you hear the fax tones, press Start/Copy and return the handset to its cradle.
- Your M620 beeps when it finishes feeding a page. If you fax more than one page, insert subsequent pages in the feeder when the alarm beeps. Note: Whether your monitor is on or off, you will hear the machines' "handshake" at the beginning of the call. Hearing these tones is normal, and it means your M620 is working correctly.

Automatic Transmission with Monitor

You can also send fax documents automatically. This is handy if you want to send a fax but don't want to have to wait until you hear fax tones.

After you enter the fax number, simply press Start. Your fax will automatically begin trying to fax the document, and when the remote unit answers, the two faxes will commence communication.

Automatic Redial

If the remote fax is busy, your M620 automatically redials the number eight times, as illustrated below.

After a busy signal, the M620 will wait:	To make
40 seconds	Redial attempt 1
40 seconds	Redial attempt 2
40 seconds	Redial attempt 3
3 minutes	Redial attempt 4
40 seconds	Redial attempt 5
40 seconds	Redial attempt 6
40 seconds	Redial attempt 7
3 minutes	Redial attempt 8

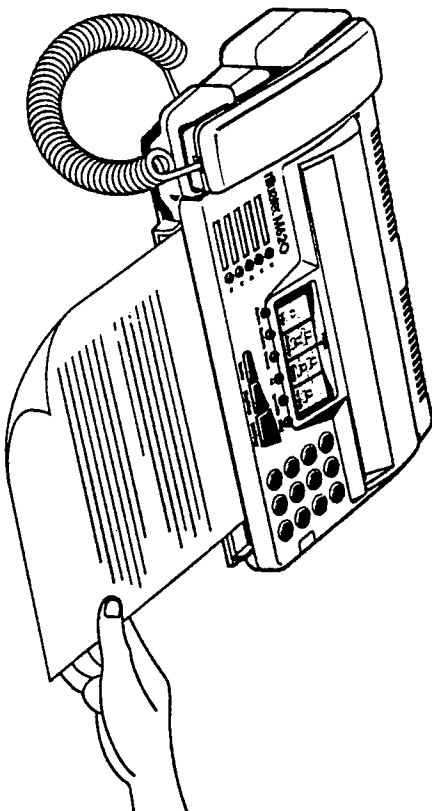
If your fax is unsuccessful after eight tries, the transmission will error. Press Stop to turn off the Alarm. Wait a while and try sending the fax again.

Making Copies

Your M620 serves as a convenient copier, so you can copy personal documents such as insurance forms without leaving your desk. With this feature, you can also get an idea of what documents will look like to the recipient.

To make copies with your machine:

1. Make sure the telephone handset is in its cradle.
2. Place the document to be copied face up in the document feeder.



3. If desired, press Resolution to choose the preferred copy resolution. Press Contrast to adjust the lightness or darkness of the copy.
 4. Press Start/Copy.
- When copying more than one page, insert additional pages in the feeder when the alarm beeps.

Activity Report

Your M620 automatically prints a list after 50 transmissions and receptions. After this printing, the report memory is cleared.

To print an activity report at any other time, press **Function, 0, 1**. If you are in doubt about whether a fax was sent or received, this feature is helpful.

Note: Printing an activity report manually will not clear those transmissions and receptions listed. Only after 50 transactions will the report memory automatically be cleared.

No.—Fax transmissions and receptions are numbered sequentially. Your activity report stores up to 50 transactions.

Phone Number—Information identifying the sender or receiver is recorded in this space. The transmission phone number is printed as you dial, and the reception phone number printed is the number sent by the remote unit.

Date & Time—Records the date and time each transaction took place.

Duration—Records the length of each transaction, from the time the remote fax emits a fax tone to the time the last page finishes transmitting or receiving.

Pages—Records the number of pages transmitted or received.

Results—Shows the outcome of a transmission or reception. If an error occurs, the error code is listed here.

When "Phone Number" Data is Missing or Wrong

If the "Phone Number" column does not record the telephone number you expected to see:

1. There may not be one programmed at the remote unit. The telephone number is optional on most units, and may not have been programmed by the operator of the remote fax.
2. Since these fields are optional, users can enter any information they want into them—even blank spaces. It is possible the telephone number entered by the remote operator, for example, is not the same number your unit dialed to send the fax.
3. Some fax machines do not offer a programmable telephone number.
4. The transaction may be cut off before the phone number can be exchanged. In such cases, your activity report will usually print an error message showing the communication was not complete.
5. Poor telephone lines can sometimes block the transmission of the telephone number.
6. A few fax manufacturers do not follow the CCITT standards for this data. In these cases, information appearing in your Phone Number column can be garbled and unreadable.

Receiving a Fax

Your M620 provides four ways to respond to incoming calls:

1. Ignore incoming calls so you can answer them manually;
2. Automatically answer incoming calls after the number of rings you choose and begin fax reception;
3. Automatically answer incoming calls after one ring, then alert you with a special ring if the call isn't from a fax machine;
4. Allow your answering machine to respond to all calls, and to interrupt the answering machine if the M620 detects a remote fax machine trying to send to you.

1. Manual Reception

When you choose to answer calls manually, you are instructing your M620 to ignore all calls. When the Ans Mode lamp is off, your fax machine cannot answer calls.

To select manual reception:

1. If the Ans Mode lamp is off, no change is necessary.
2. If the Ans Mode lamp is on, press Function, 5.
3. Press numeric 0, then Start/Copy. Your M620 is now set to manual answer.

When your fax machine rings, pick up the telephone handset. If the call is from a person, begin your conversation. If the call is from a fax machine, you will hear distinctive electronic tones from the remote unit. Press Start/Copy to begin reception then hang up the handset.

If you answer a fax call from a telephone connected to the M620's Tel jack, press 3, * to send the call back to the fax to be printed. Hang up the handset.

If you answer a fax call from another telephone in your office, lay the handset down without hanging it up. Walk to the M620. Pick up its handset and press Start/Copy. You may then hang up the M620's handset and the other telephone's handset.

2. Automatic Reception

When you let your M620 respond to incoming calls automatically, it will answer calls after the number of rings you choose and try to begin fax reception.

Even if your M620 and telephone are on a single telephone line, this can be a very useful setting. Just select any number of rings from one through seven. These settings allow you time to answer calls manually if you wish, but still ensure that the M620 will answer calls if you are away.

If your fax is on a dedicated telephone line in the office, use this setting and a one-ring setting on page 25 to instruct your fax to respond to all calls immediately. To select automatic reception:

1. Press Function, 5.
2. Using the numeric keypad, select the number of rings you want, from one to seven.
3. Press Start/Copy. If calls were previously being answered manually, you'll now notice the Ans Mode lamp is on. This means your M620 is now answering calls automatically.

While the Auto Ans lamp is on, your fax will answer calls after the number of rings you select. After your fax answers, it will immediately attempt to communicate with a remote fax. Callers to your fax machine will hear fax tones from your unit.

3. Fax/Tel Reception

Your M620's Fax/Tel feature is handy if you don't plan to hook up an answering machine to your fax. Fax/Tel is a way for you to distinguish between voice and fax calls. Your callers have the option of waiting for you to answer, or they can send you a fax. It's a convenient way to answer your phone when you like without worrying about missing fax messages if you leave the room.

In the Fax/Tel mode, your fax answers and listens for fax tones. If the call is from a fax, your M620 recognizes the fax tones and immediately begins receiving the fax. If the call isn't from a fax, your M620 will sound a special ring for 10, 20, or 30 seconds, allowing you time to answer the phone. You determine

the length of time your M620 sounds this ring. If you don't answer during this period, your M620 will emit fax tones, trying to communicate with another fax.

Note: After 20 seconds have passed (or the length of time you've chosen) from the first ring, you cannot manually answer the fax.

Changing Fax/Tel Setting

1. Press Function, 9. Your M620 prints your current Fax/Tel setting.
2. Press 1 to turn the Fax/Tel on. Press 2 to turn it off.
3. Press Start/Copy.

Your M620 then prints the current Fax/Tel duration, or length of time from the first ring of an incoming call until the M620 emits fax tones. This duration is the length of time you have to answer the call manually.

4. Press 1 for 10 seconds, 2 for 20 seconds, or 3 for 30 seconds.
5. Press Start/Copy.

Note: When Fax/Tel is on, your M620 will always answer after one ring in the automatic answer mode, no matter what number you have entered in your auto receive ring count. The caller, however, can't hear a difference in the ring tone. The caller will hear only a normal tone for the length of time you've determined. After that time, the caller will hear fax tones as your M620 tries to initiate a fax.

4. Answering Machine Interface

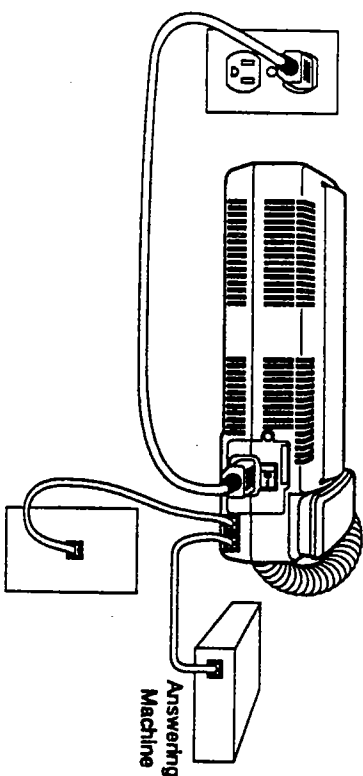
Your M620 can operate side-by-side with many answering machines. This operation allows the best of both worlds: Callers can leave a message on your answering machine and remote fax machines can send messages to your M620. Callers can even leave a message on your answering machine and then press Start on their units to send a voice and fax message on a single call.

This feature may not work properly with all answering machines. Some answering machines are unable to co-exist with fax machines.

To turn the Auto Ans lamp on and select automatic fax reception while allowing your answering machine to receive voice calls:

1. Make sure the Fax/Tel setting is off (see page 23). When the Fax/Tel setting is on, your M620 always answers after one ring, preventing your answering machine from responding.

2. Attach the telephone line from your answering machine to the M620's Tel jack. To work properly with your M620, the answering machine must be physically attached to the M620's Tel jack, and not to a wall telephone jack.



3. Set your answering machine to answer calls after one or two rings. See your answering machine's operating instructions for more details.
4. Instruct your M620 to answer calls after more rings than your answering machine (see page 25). This setting is very important: Your answering machine must be set to answer calls before your M620.

When someone calls you, your answering machine will respond (because you have instructed it to answer after fewer rings than the M620). While the answering machine responds to calls, your M620 will listen quietly on the telephone line. Callers will hear the outgoing message you have recorded on your answering machine and will not be aware of your M620.

If a fax machine calls, your M620 will hear the distinctive tones emitted by calling units and will come on the line to receive a fax message. Your answering machine may record a brief portion of the calling fax machine's tones.

Note: Some remote fax machines may not emit tones. In this case, automatic reception is not possible in this mode.

You may want to modify your answering machine's outgoing message once you have attached your answering machine to your M620. To comply with the fax transmission standards that calling fax machines must adhere to, keep your

outgoing message length under 10 seconds. Here's a message you can use to explain your callers' options:

Hello. This is (your name or telephone number). If you would like to leave a message, wait for the beep. If you would like to send a fax, press start now.

Automatic Receive Ring Count

Use this setting to select the number of times your M620 will ring before answering calls while the Auto Ans lamp is on. You can select zero through seven rings. Carefully read the section on automatic reception (page 23) before selecting a setting for this function. If you select zero rings, your M620 will not answer any calls, and you must answer them manually.

Note: If the Fax/Tel feature is turned on, the machine always answers after the first ring. This setting cannot be changed. See page 23 for more information about Fax/Tel reception.

To select the number of rings:

1. Press **Function, 5**. The number of rings currently programmed in your M620 will be printed.
2. Select a number of rings from one to seven by using the keypad. Press **Start/Copy**. Your M620 prints the new number of rings programmed, and a beep signals the end of the function.

For example, let's say you wanted to tell your M620 to answer after only one ring. You would press **Function, 5**. After your M620 prints its current setting, press **1, Start/Copy**. Your new setting will print.

Out-of-Paper Line

Within a few feet of the paper roll's end, a low-paper line appears on the left underside of the page as it feeds out of the machine. When this line appears, your M620 will stop functioning and you'll need to replace the paper roll. You cannot receive fax messages when your machine is out of paper. You can send faxes, but confirmation reports and other reports won't print. Use only Muratec-labelled 98-foot paper specifically designed for use in your M620.

Fax paper replacement

Muratec recommends that for best results with your M620, you use only Muratec paper. To order more paper, call 1-800-292-2492. Please refer to reorder #FX12 98-foot paper when you call.

Caring for Your Fax

With proper installation and a little maintenance, your Muratec fax machine should provide dependable service for years to come.

Although little day-to-day care is required for your fax, you can take these simple precautions to keep it in top form.

- Muratec recommends that you plug your M620 into a surge protector to minimize the possibility of damage or disruption of fax operations.
- Make sure your fax machine is installed according to Muratec's specifications. Review the site requirements on page 7 before you install your unit. Don't install your fax where it can overheat, gather dust, or get splashed by water or other liquids.
- Use Muratec thermal fax paper labeled for use with your M620 to ensure first-rate copy quality and long system life.
- Clean your fax, if needed.

- Use dry, dust-free compressed air to gently blow dust and other material from areas you cannot reach with swabs.

Cleaning Outside

Use a mild cleaning solution sprayed onto a lint-free towel or cloth to wipe down the machine's cover and handset.

Cleaning Inside

Never attempt to clean inside sealed areas of your unit and never spray cleaning solution directly onto your fax.

- Never spray cleaner directly on your fax. The drifting spray could damage components inside your unit.
- Always unplug your unit before cleaning. Your M620's nonreplaceable internal battery protects most of the information you have stored.
- Use lint-free swabs, a mild cleaning solution, and a supply of dust-free air to clean inside your fax.
- Use a lint-free cloth moistened with cleaning solution to wipe the plastic surfaces inside your unit.
- Use lint-free swabs moistened with cleaning solution to gently wipe components inside your fax.

Other Fax Options

Attaching a Second Telephone

Attaching a second telephone to your M620 is quick and easy. Do not plug your telephone directly into a wall jack. For the transfer-to-fax feature to work, the telephone you are using must be physically connected to the phone connector.

1. Install your fax (page 7). Plug your telephone's line into the plug marked Tel. Attach only a single telephone to the M620's phone jack.
3. Pick up your telephone's handset. If you have properly connected the telephone to the M620, you should be able to hear a dial tone and to use the telephone as you would normally.

Transferring Fax Calls from a Second Telephone

Your M620 automatically allows the transfer to fax from the second line. To transfer from a voice call to a fax call, at any time, press 3*.

Answering Calls From Any Phone in Your Office

You can answer calls from any branch phone in your office if you're unable to answer from your M620 or second telephone. Simply pick up a telephone handset anywhere in your office. If you hear beeping fax tones, do the following:

1. Lay the handset down without hanging up.
2. Go to your M620, pick up the telephone handset and press Start/Copy.
3. Hang up both your M620's handset and your telephone's handset. Your M620 will take over the phone line to receive the fax message.

Call Reserve

Call reserve lets you request a conversation with the operator of the remote fax machines with which you communicate. Call reserve works whether you are sending or receiving fax messages, and notifies the remote operator—if one is present—that you would like to speak with them.

To request a conversation after you send or receive a fax message:

1. While your machine is transmitting or receiving a fax message, press Monitor. Your In Use lamp will flash.
2. When the document is finished faxing, your M620 will initiate a ring at the receiving fax. If a person answers the call, you may then begin your conversation.

Polling

Polling lets you automatically "pull" a page or document from another fax machine's document feeder.

You can use polling anytime you need to retrieve information and don't want the source to pay for the phone call. With polling, you pay for the call and get the information you need. To poll a page or document from a remote fax:

To poll a document someone else has set in their fax machine:

1. First, tell the person whose fax you want to poll that you're ready to receive the fax.
2. When you're sure the remote fax is ready to poll, call that number. When the remote fax answers, press Poll, then Start/Copy. Your M620 will receive the fax set to be polled.

Setting a Document for Polling

You can also set a document in your feeder to be polled by a remote fax:

1. Insert your document in the document feeder.
2. Press Poll.
3. Your M620 will print a message, "Polled Set," signifying the document is ready to be polled. The alarm will sound.
4. The unit returns to standby and is ready to be polled by the remote fax.

Common Questions

If you have a question about using your machine, read the section that applies to your particular question.

General Questions

- Q:** How do I know what my fax number is?
- A:** If your office operates on a single phone line, your fax number is the same as your phone number.
- Q:** Where do I add ink or toner to make my fax print darker?
- A:** Your fax does not use ink or toner. Instead, it uses a special printing technique called thermal printing. You can adjust the darkness of the pages you transmit and copy—just insert your page and press the Contrast key until you see the Light setting. This setting is designed to enable light originals to print darker. After you've adjusted the setting, transmit or copy as you normally would.
- Q:** When I unplug my machine, will I lose the information I've entered (TTI, autodialer numbers, etc.)?
- A:** A nonreplaceable battery inside the M620 protects most of your settings if power fails or if you decide to move your fax. You will, however, need to reset your date and time.

Alarm Light and Alarm

- Q:** How do I turn off my machine's Alarm light and Alarm?
- A:** In some cases your fax will print an error message for help in diagnosing the problem. Fix the problem and press Stop.

Transmitting

- Q:** I just tried to send a fax. I dialed a number and heard a horrible screeching sound, so I hung up.
- A:** Don't worry. You will hear screeching sounds any time you call a fax machine that answers calls automatically. Fax machines use these tones to signal a fax communication. Next time you hear the tones, just press Start/Copy to send a fax.

- Q:** Why can't I send a fax? I just dialed the number, hung up the handset, and pressed Start/Copy.
- A:** Press Start/Copy before you disconnect the call so your fax knows what to do.
- Q:** Can I transmit and receive at the same time?
- A:** No, but use the call reserve feature (see page 27) to ask the remote operator if he or she wants to transmit or receive after your transaction is completed.
- Q:** Do I have to dial a "1" for long distance?
- A:** Yes. Remember to include any numbers needed for long-distance dialing when you program your one-touch and speed-dial numbers. You can even include a special pause character needed when calling through a telephone system that requires "9-" to reach an outside line (see page 19).
- Q:** How do I send a fax to an overseas telephone number?
- A:** Dialing requirements for overseas calls may vary depending on your local telephone company's requirements. For most overseas calls, dial 011, then the appropriate country code, city code, and phone number. Country and city codes are frequently included in the front section of telephone directories. Contact an international operator at your local phone company for further information on placing an international call.
- Q:** Sometimes my fax transmissions take a long time. What causes this to happen?
- A:** Several things can cause slow fax transmissions. If you're sending pages in fine resolution or in grayscale, there is more information to be sent over the phone lines, which results in longer transmissions. Or, slow transmissions can be caused by poor phone conditions.
- Q:** Can I transmit if my fax is out of paper?
- A:** Yes, however confirmation reports are not available when transmitting without recording paper in your fax.
- Q:** How do I transmit a double-sided page?
- A:** Make a copy of the reverse side of the document. Then transmit as a two-page document.
- Q:** Can I transmit pages from a newspaper?
- A:** No. Newspaper can jam in your document feeder.

- Q:** Can I transmit a page after using correction fluid on it?
- A:** Yes, so long as the fluid is completely dry before the page passes through the machine.
- Q:** How can I be sure my fax was received?
- A:** Your machine can print out a confirmation report to verify a transmission. (See page 11.)

Receiving Fax Messages

- Q:** My fax never answers. What's wrong?
- A:** Make sure your fax is properly connected to a working electrical outlet and phone jack. Make sure the Auto Answer lamp on your M620 is lit. If it is not, see page 23 for instructions on how to select automatic reception. Call your telephone company if you continue to have problems.
- Q:** Sometimes when I answer my fax I hear a beeping sound that repeats every few seconds. Are these fax calls?
- A:** Yes. When you hear a beeping sound, you know that someone is trying to send you a fax. Press **Start/Copy** and hang up to receive a fax message.
- Q:** Does my fax have to be plugged in to receive a fax message?
- A:** Yes. Your phone rings if the phone line is connected, but you can't receive a fax unless your fax machine is plugged in. Make sure your fax machine is plugged in all the time so you never miss an important reception.
- Q:** My fax rings, but a fax message never comes through. What's wrong with my machine?
- A:** The caller may have dialed the wrong number, then hung up.
- Q:** Can I receive a fax if I'm using the phone on my machine?
- A:** You can receive a fax from the person you're talking to. When the caller has a document ready in his or her machine's feeder, press **Start/Copy**. However, like your telephone, your fax machine can only handle one phone call at a time.

Polling

- Q:** What is polling used for?
- A:** Polling lets a fax machine automatically "pull" a page or document from another fax machine's document feeder. You can use polling whenever you need to retrieve information and don't want the source to pay for the phone call. With polling, you pay for the call and get the information you need.
- Q:** How do I set up a document to be polled?
- A:** See page 27 for an explanation of polling with the M620.

Copies

- Q:** How long will my fax copies last?
- A:** Under ideal conditions, your fax copies should last about three years. However, if you want to guarantee a permanent copy, make copies of your important documents on bond paper.
- Q:** A colored line is appearing on the back of my received pages and copies. What's wrong?
- A:** It's time to replace the paper roll. For best results, use Muratec-compatible 98-foot paper.
- Q:** One of my fax copies has faded so much that it's unreadable. What happened?
- A:** The fax copy probably came in contact with window cleaner or some other solvent or its vapors. Your fax copies should be stored away from cleaners, solvents, and vinyls.

Storage, Location Tips

- Q:** Where should I put my fax machine?
- A:** Keep the following precautions in mind when choosing a place for your machine:
- Don't install your machine where it can be splashed by water.
 - Keep your machine away from cooking areas, dust, and household spray cleaners.
 - Don't install your machine on the same outlet as a high-consumption appliance or device such as a copy machine.
 - Keep your machine out of direct sunlight.
 - Do not keep your fax inside a drawer.
- Q:** Where should I store fax paper?
- A:** Keep fax paper away from heat, bright sunlight, solvents, cleaners, and vinyls.
- Q:** Can I use a dust cover on my fax?
- A:** No: A dust cover blocks air circulation and could cause your fax to overheat.

Telephone Features

- Q:** My fax machine's speaker phone doesn't work.
- A:** The monitor speaker on your fax is not a two-way monitor. The monitor is used for on-hook dialing and hands-free fax transmissions only not for voice conversations. You can't talk to your callers using your machine's monitor.

Muratec's Full Circle Service

If you have a question about your machine that isn't answered in this manual, you can call our trained support personnel toll-free. They'll be happy to help you with the problem, and they have an excellent track record: More than 90 percent of our users' questions are solved over the telephone.

Before you call, please have your machine's serial number ready.

To find your machine's serial number, look on the bottom of your fax. You will see a label with a bar code printed on it. The last eight numbers on the bar code label are your serial number.

Our toll-free number is: 1-800-347-3295

For information on ordering paper and other fax supplies, dial: 1-800-292-2492.

In Canada, our toll-free number is: 1-800-347-3271

Remedies

Occasionally your M620 detects a problem with the telephone line in use or encounters a problem when sending or receiving a fax. Don't worry when this happens. Your fax will print an error message which will help you solve the problem.

Alarm

When your fax detects a problem, you'll be alerted by the Alarm light and tone. To turn off the Alarm and return to standby, fix the error condition and press Stop.

Error Codes

When your fax detects an error, it prints out a confirmation report—a slip of paper that gives you an error code. With the explanations here, you'll discover what went wrong and how to correct it.

These errors can be caused by things like telephone line interference or "hiss"—the same things that cause the line noise you sometimes hear when talking on the telephone.

In many cases, simply trying your call again is all that's necessary. If the problem persists, you can always call a trained Muratec customer service representative or your phone company for help.

Described here are the error codes you may encounter along with their meanings.

Reception Errors

ER02, 04, 07, 08, 11, 41—Communication stopped or failed due to poor telephone line condition, fax machine incompatibility, or a problem which developed with the transmitting unit.

ER10, 12, 16, 17—The transmitting fax machine is incompatible with your M620.

ER 18, 20—Poor telephone line conditions may have prevented your fax from properly printing some or all of the pages it received.

ER42, 43, 46—Transmission was complete, but the fax copy quality is inferior due to poor telephone line condition.

ER70—Especially heavy usage has caused your M620 to overheat. Turn off the machine, unplug it, and allow it to cool. Make certain your M620 is receiving ample air circulation. Do not store it in a drawer or under a dust cover.

ER73—Your M620 is out of fax paper. See page 8 for instructions on installing fax paper.

ER80—Stop key was pressed and reception was stopped.

ER 92, 93, 95—Reception failed due to a malfunction of the transmitting equipment.

Transmission Errors

ER05, 06, 23—Transmission of document was not possible, or transmission was stopped, because of fax machine incompatibility.

ER10, 13, 14, 21, 22, 25—The receiving fax machine is incompatible with your M620.

ER 18, 20—Poor telephone line conditions developed during transmission. Transmit the fax again.

ER44, 45—Transmission was complete, but poor line conditions affected the received document copy quality. Transmit the document again.

ER70—Especially heavy usage has caused your M620 to overheat. Turn off the machine, unplug it, and allow it to cool.

ER 71—Document is jammed.

ER80—Stop key pressed during transmission.

ER96, 97, 98—Reception failed due to a malfunction of the receiving fax.

BUSY—Transmission is not possible at this time because receiving telephone fax line is engaged. This error message appears only after your M620 attempts eight automatic redials. Try your call a little later.

Paper Jams

Occasionally, a page may jam in the document feeder or paper feeder of your fax. If this occurs, do not pull the original document out of the document feeder from the outside. This may damage your document feeder. Instead, do the following:

Original Document Jam

Press down on the jam release key, which will release the document.

Recording Paper Jam

1. Lift the paper cover.
2. Pull out the jammed portion of the paper completely. Tear off the wrinkled portion of paper, then thread fresh recording paper through the paper path.
3. Close the M620's cover.
4. Tear off the extra recording paper from left to right.

Glossary

The terms and words below are often used when discussing facsimile machines and fax communication. Use these definitions for your reference only. Specifications and technical information are always subject to change, so call the Customer Support Center (see page 30) if you have any questions.

Call-Waiting Service

Many telephone systems offer an optional call-waiting service that identifies when another party is calling while you are on the phone. Call-waiting signals may cause interruption of facsimile transmission or reception.

Compatibility

The term "compatible" describes the ability of separate things to work together. Your Muratec fax machine offers Group 3 compatibility, the modern standard for worldwide fax communication.

Copy

You can use your Muratec fax as a convenience copier. Many Muratec units can copy in two or more levels of resolution.

Data Compression

Used by digital fax machines to speed transmission. Your machine uses the Group 3 standard data compression method, MH.

Digital Facsimile

Unlike analog systems that scan every portion of a page, digital fax machines survey a page's overall picture content. Digital fax machines scan a line and convert the information into a binary code of zeros and ones. The fax machine can take this information and compress it, providing transmission speeds of well under one minute per page. Muratec units offer the standard Group 3 data compression method for rapid transmissions to any other Group 3 fax, and many Muratec units offer proprietary transmission speeds for faster transmissions between Muratec units.

Facsimile

Although business fax use has grown rapidly since the advent of fast, powerful Group 3 units, facsimile communication itself has a surprisingly long history. The first facsimile system was introduced in 1842, and wide-spread service was underway before 1910. In the United States, fax units attached to home radios provided facsimile newspaper service in several cities through the late 1940s. Facsimile's growing success for news transmission was halted, however, by the development of commercial television.

Fax Number

The fax number is your unit's telephone number (also called Subscriber ID). Part of the TTI, your fax number is printed at the top of each page received from your unit.

Confirmation Report

A confirmation report provides information about a transmitted or received fax. Printed after transmission, the confirmation report lists whether the fax was a transmission or reception, the date and time of the fax, the remote fax's phone number, the length of the call, the number of pages which were faxed, the group of the remote fax, and the results of the fax.

G3

G3 stands for Group 3. Your machine is a Group 3 fax. Group 3 compatibility is the modern standard for worldwide communication as determined by the CCITT, an international communication group.

Handshaking

Used by telecommunications and computer equipment to "introduce" two systems to each other. Facsimiles use a handshaking protocol, for example, to identify the type of unit and to begin fax communication.

MH

Modified Huffman, the CCITT Group 3 standard data compression method. A feature of all Muratec fax machines, MH assures better than one-page-per-minute transmissions when communicating with other Group 3 units, regardless of manufacturer.

Standard Resolution

The standard resolution mode for Group 3 units.

Original Document Size

Used when defining the largest (or smallest) page that can be fed safely through your fax machine. Check your unit's operating instructions for more information.

PBX

Private branch exchange. Often called PBX, PABX, and others. Privately owned telephone equipment serving a particular building, business, or area. Many PBX systems use digital transmission lines which, unlike more common PSTN lines, are not compatible with fax machine use. Do not connect your

Muratec unit to a PBX without first checking with the system manufacturer or service representative.

Pulse (Rotary), Tone Dialing

Most telephone systems in the United States offer pulse (rotary) and touch-tone dialing options. Muratec units are compatible with both rotary and tone dialing signal requirements. Check your operating instructions for information on setting your unit for pulse or touch-tone dialing.

Resolution

The resolution of documents transmitted or copied by fax machines is measured by the number of horizontal (H) and vertical (V) lines per inch the unit can print. Your Muratec unit offers the following resolution levels:

Norm: 203H x 98V lpi

Fine: 203H x 196V lpi

Your unit also offers 16-level grayscale transmissions for accurate reproduction of photographs.

RJ-11C

A standard plug-in telephone jack. The RJ-11C is commonly used in North America for telephone line connections, but call your telephone company if you are unsure of the type of jacks in your office.

Surge Protector

A device that protects your telephone or electrical lines. A telephone surge protector can absorb and divert high-voltage surges caused by lightning or static electricity without interfering with normal telephone operation. An electrical surge protector protects your fax from high-voltage surges in the AC line that may cause damage to your fax.

Touch-Tone

A push-button telephone or the characteristic tones made by such a phone. Also a registered trademark of Western Electric for a brand of telephones.

Transmit Terminal Identifier

Your TTI is sent automatically with every page you send, and appears at the top of each page printed by the receiving unit. The TTI can be your personal or business name or any other identifier.

FCC/DOC Information

FCC Regulations

Ringier Equivalence Number: 3.0B

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Telephone Company Procedures

The goal of the telephone company is to provide you with the best service it can. In order to do this, it may occasionally be necessary for them to make changes in their equipment, operations, or procedures. If these changes might affect your service or the operation of your equipment, the telephone company will give you notice, in writing, to allow you to make any changes necessary to maintain uninterrupted service.

If you have any questions about your telephone line, such as how many pieces of equipment you can connect to it, the telephone company will provide this information upon request.

In certain circumstances, it may be necessary for the telephone company to request information from you about the equipment which you have connected to your telephone line. Upon request of the telephone company, provide the FCC registration number and the ringier equivalence number (REN) of the equipment which is connected to your line. Both of these numbers are listed on the equipment label attached to your fax machine.

The sum of all RENs on your telephone line should be fewer than five (5) in order to

assure proper service from the telephone company. Sometimes, a sum of five (5) may not be usable on a given telephone line.

Note: This equipment is hearing aid compatible (HAC).

Notice: The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it was sent and an identification of the business or other identity, or other individual sending the message and the telephone number of the sending machine or such business, entity, or individual.

Type of Service

Your fax is designed for use on standard device telephone lines. Your fax connects to the telephone line with a standard jack called the USOC RJ-11C. Connection to telephone company-provided coin service (central office implemented systems) is prohibited. Connection to party line service is subject to State tariffs.

If Problems Arise

If any of your telephone equipment is not operating properly, you should immediately remove it from your telephone line, as it may cause harm to the telephone network. If the telephone company notes a problem, they may temporarily stop service. When practical, they will notify you before this disconnection. If advance notice is not feasible, you will be notified as soon as possible. When you are notified, you will be given the opportunity to correct the problem and will be informed of your right to file a complaint with the FCC.

In the event repairs are ever needed on your fax, they should be done by Muratec, or an authorized representative of Muratec. For information, contact the Customer Support Center (see page 43).

DOC Regulations

DOC Load Number: 20

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of the Department of Communications.

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques," NMB-003 édictée par le ministre des Communications.

Notice: The Canadian Department of Communications label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. Sometimes, the company's inside wiring associated with a single line individual service may be extended with a certified connector assembly (telephone extension cord). The customer should be aware that compliance with these conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any equipment malfunctions or repairs or alterations made by the user to this equipment may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician.

The Load Number assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the load numbers of all the devices does not exceed 100. The DOC Load Number for your fax is 20.

Index

- Activity report 21
- Alarm light and alarm 28
- Answering machine, using an 24
- Answering calls from a second phone 27
- Autodialer 15, 16
- Automatic
 - reception 23
 - redial 20
 - ring count, setting 25
 - transmission 20
- Battery, internal 7
- Call reserve 27
- Calling 16
- Caring for your fax 26
- Cleaning your fax 26
- Clock, setting 11
- Confirmation report 12
- Contrast 4, 19
- Copies, making 20, 29
- DOC and FCC information 35
- Date and time, setting 11
- Dialing 16, 17
- Displays, LED 4
- Document exits 3
- Document guide and document feeder 3
- Electrical connections 7
- Erasing autodialer numbers 16
- Error codes 31
- FCC/DOC Information 35
- Fax
 - cleaning your 26
 - reception 23
 - transmitting 19
- Fax/tel reception 23
- Full Circle Service, Muratec 30
- Function 4
- Glossary 33
- Grayscale 19
- Handset 3, 7, 19
- Installation 5, 7, 8, 24
- Line, telephone connections 7
- Jam release key 3
- Jams, paper 32
- Keypad 3
- Lamps, display 4
- LED displays 4
- Line jack 3
- Line jack for second phone 3
- Location for fax 5, 30
- Maintenance, fax 26
- Making copies 20
- Making phone calls 16
- Manual reception 23, 25
- Memory, clearing 9
- Monitor speaker 3, 17, 19, 30
- Name
 - entering your 12
 - appearing on your faxes 13
- One-touch keys 4, 15
- Options
 - fax reception 23
 - other fax 26
- PBX, using with a 7
- Paper cover, recording 3
- Paper
 - installation 8
 - jams 32
 - low paper warning 9, 25

reordering	8, 25	confirmation report	11
Phone number data, missing	21	date and time	11
Photographs, faxing	19	dialing mode	9
Polling	4, 27, 28	printing your	13
Power consumption	7	ring count, automatic	25
Power cord	3	a document for polling	27
Power supply	3, 7		
Printing		Setup	
activity reports	21	checklist	9
autodialer directory	16	quick	7
basic settings	13	Site requirements	5, 7
confirmation reports	12	Speaker	3, 17, 19, 30
quick reference	11	Specifications	5
Pulse dialing	9	Speed dial	4, 15, 16
Questions	28	Storing speed-dial numbers	15
Receiving a fax	22	Surge protector	7
Recording paper cover	3	Suggestions for installation	5
Redial	4, 17, 20	TTI, entering your	12
Reference, quick printout	11	Telephone	
Reception		connections	7
automatic	23	dialing with	17
errors	30	Terminal ID	13
fax/fel	23	Tips	
manual	23, 25	for installation	5, 30
questions	29	for sending a fax	19
with an answering machine	24	for storing autodialer numbers	16
Reports	11, 12, 13, 16, 21	Toll-free line	
Requesting a call	27	for questions	39
Resolution	4, 19	for reordering paper	8, 25
Ring count	25	Tone/pulse	
Ring volume control	3	setting	9
Rotary dialing	9	switch	3
Second phone, line jack	3, 27	Transferring a call	
Sending a fax	19	from a second phone to the fax	27
Service	30, 39	Transmitting a fax	19, 20, 28, 30
Setting(s)	11	Warranty	39
clearing before use	9		