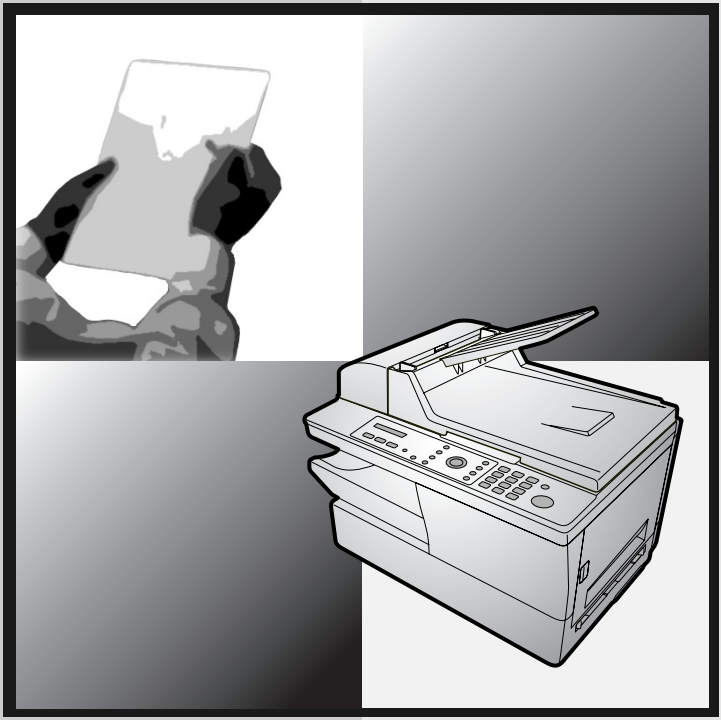
MODEL

AM-400



DIGITAL MULTIFUNCTIONAL SYSTEM

ONLINE GUIDE

1. Installation
2. Copying
3. Sending Faxes
4. Receiving Faxes
5. Special Fax Functions
6. Printing
7. Scanning
8. Printing Lists
9. Maintenance
10. Troubleshooting

SHARP®

SHARP

WARRANTY

Business Products

Congratulations on Your Purchase!

This Sharp product is warranted against faults in material and manufacture for the period as stated in the table below.

In the event of any defect arising in the equipment during the warranty period, such repairs should only be carried out by the Dealer from which the unit was originally purchased or a Service Centre approved by Sharp to service this type of equipment. These repairs would be carried out at no charge to the owner, subject to the conditions specified herein.

The owner is responsible for any transportation and insurance costs if the product has to be returned for repair.

This warranty does not extend to accessories or defects or injuries caused by or resulting from causes not attributable to faulty parts or the manufacture of the product, including but not limited to, defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, improper voltage, liquid spillage, vermin infestation, software, use of consumables other than those approved by Sharp or any alterations made to the product which are not authorised by Sharp.

Please retain your sales documentation, as this should be produced to validate a warranty claim.

This warranty is in addition to and in no way limits, varies or excludes any express and implied rights and remedies under any relevant legislation in the country of sale. However to the extent permitted by such legislation. Sharp excludes any liability for any indirect or consequential damage arising from the purchase or use of the product.

To the extent permitted by law, Sharp excludes all implied warranties and conditions and where the product is one that is not normally required for personal, domestic or household use. Sharp limits its liability to repair or replacement (at Sharp's option) of materials or workmanship which are found by Sharp to be defective.

WARRANTY PERIODS

Computers & Peripherals	12 months
Copiers & Ancillaries	6 months
Electronic Cash Registers	12 months
Facsimile	12 months
Projection Equipment	24 months (excluding lamps and air filters)
LCD Data Monitors	36 months
POS Terminals	12 months
Multi Function Device	12 months

SHARP

SHARP CORPORATION OF AUSTRALIA PTY LIMITED
ABN 40 003 039 405
1 Huntingwood Drive
Huntingwood NSW 2148

SHARP CORPORATION OF NEW ZEALAND LIMITED
59 Hugo Johnston Drive
Penrose, Auckland

SP form015 (JUNE 2004)

IMPORTANT NOTICE: This warranty applies to products sold in Australia & New Zealand

SHARP

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AUSTRALIA

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FACSIMILE: 09 573 0113

SHARP CORPORATION OF NEW ZEALAND LIMITED

SPform019(JUNE 2004)

Introduction

Welcome, and thank you for choosing a Sharp MFP! The MFP is a combination monochrome printer, copier, fax, and colour scanner. The features and specifications of the MFP are shown below.

Print specifications

Printer type	Laser
Toner cartridge yield* (continuous printing, 5% page coverage, A4 paper)	**Initial starter cartridge** (included with machine): Approx. 1500 pages **Replacement cartridge AM-30DC:** Approx. 3000 pages
Drum cartridge yield* (continuous printing, 5% page coverage, A4 paper)	**Initial cartridge** (included with machine): 20,000 pages (average) **Replacement cartridge (AM-90DR):** 20,000 pages (average)
PC print speed	12 ppm (pages per minute)
Resolution	600 × 600 dpi (dots per inch)

*The yields may vary depending on coverage and operating conditions.

Copy specifications

Copy speed	12 cpm (copies per minute)
Copy quality settings	Text, Photo
Copy resolution settings	300 dpi, 600 dpi
Enlargement/Reduction	25% to 400%
Contrast settings	7 levels
Multiple copies	Max. 99 copies per original
Maximum copy size	Document glass: A4 Auto document feeder: A4

Fax specifications

Automatic dialling	100 Speed Dial numbers
Modem speed	33,600 bps with automatic fallback to lower speeds (lowest speed 2400 bps).
Transmission time*	Approx. 3 seconds
Communication method	Super G3, G3
Compression scheme	MMR, MR, MH
Memory size*	2 MB (approx. 125 average A4 pages)
Resolution	**Horizontal:** 8 lines/mm **Vertical:** Standard: 3.85 lines/mm Fine /Halftone: 7.7 lines/mm Super fine: 15.4 lines/mm
Halftone	256 levels
Reception modes	FAX ONLY, EXT. TEL

*Based on Sharp Standard Chart at standard resolution, excluding time for protocol signals (i.e., ITU-T phase C time only).

Scanning specifications

Scanner type	CIS (Contact Image Sensor)
Resolution	300/600 x 300 dpi, 300/600 x 600 dpi
Scan speed (TWAIN scanning using the auto document feeder; reading time only)	Black and white: 300/600 x 300 dpi: 6 sec/page 300/600 x 600 dpi: 6 sec/page Color and grayscale: 300/600 x 300 dpi: 22 sec/page 300/600 x 600 dpi: 22 sec/page
Compatibility	TWAIN, WIA
Grayscale	256 levels
Colour	24-bit colour

General specifications

Auto document feeder	A4 size: 20 sheets max. (80 g/m^2)
Computer connection	USB 2.0 or 1.1 port (USB 2.0 or 1.1 cable must be purchased separately)
Effective scanning width	208 mm max.
Effective printing width	202 mm max.
Display	16-digit LCD display
Paper tray capacity (A4-size plain paper)	Approx. 250 sheets (80 g/m^2) (At room temperature and normal humidity)
Power requirements	230-240 V AC, 50 Hz
Operating temperature	10 - 30°C
Humidity	20 - 85% RH
Power consumption	Idle: 9 W Maximum: 870 W
Dimensions	Width: 475 mm Depth: 420 mm Height: 370 mm
Weight	Approx. 12.7 kg (including trays and toner and drum cartridges)

As a part of our policy of continuous improvement, SHARP reserves the right to make design and specification changes for product improvement without prior notice. The performance specification figures indicated are nominal values of production units. There may be some deviations from these values in individual units.

Important safety information

For your safety, if any of your equipment is not operating properly or should any physical damage occur to the equipment where internal parts may become exposed, the equipment should be immediately disconnected from the phone line and then the power line and returned to a SHARP authorised Service Centre for inspection, repair, or disposal.

Installing or modifying telephone lines should only be done by an ACA licensed serviceman.

This facsimile machine is designed for use in Australia only.

Do not disassemble this machine or attempt any procedures not described in this manual. Refer all servicing to qualified service personnel.

Do not install or use the machine near water, or when you are wet. For example, do not use the machine near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool. Take care not to spill any liquids on the machine.

Unplug the machine from the power outlet and consult a qualified service representative if any of the following situations occur:
- Liquid has been spilled into the machine or the machine has been exposed to rain or water.
- The machine produces odours, smoke, or unusual noises.
- The power cord is frayed or damaged.
- The machine has been dropped or the housing damaged.

Do not allow anything to rest on the power cord, and do not install the machine where people may walk on the power cord.

This machine must only be connected to a 230-240 V, 50 Hz, earthed (3-prong) outlet. Connecting it to any other kind of outlet will damage the machine.

Never insert objects of any kind into slots or openings on the machine. This could create a risk of fire or electric shock. If an object falls into the machine that you cannot remove, unplug the machine and consult a qualified service representative.

Do not place this machine on an unstable cart, stand or table. The machine could be seriously damaged if it falls.

Never install telephone wiring during a lightning storm.

Never install telephone sockets in wet locations unless the socket is specifically designed for wet locations.

Never touch bare telephone wires or terminals unless the telephone line has been disconnected at the network interface.

Use caution when installing or modifying telephone lines.

Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

Do not use a telephone to report a gas leak in the vicinity of the leak.

The power outlet must be installed near the equipment and must be easily accessible.

WARNING NOTICE:
NO calls can be made to or from this fax machine during a mains power failure.

WARNING: Australian Communications Authority (ACA) regulations state that no unauthorised changes or modifications to this equipment are permitted.

Note: Complies with ACA standard AS/NZS CISPR22 regarding emission of electromagnetic interference.

These limits are designed to provide reasonable protection against interference in an installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause interference. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause 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 the receiver.

- Connect the equipment to an outlet on a different circuit to that which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

The Ringer Equivalence Number (REN) for this equipment is written on the back of the machine. The sum of all Ringer Equivalence Numbers (REN's) on your telephone line should not exceed 3 to assure correct service from your telephone company.

Trademark information

- Sharpdesk is a trademark of Sharp Corporation.
- Microsoft, Windows and Internet Explorer are trademarks of Microsoft Corporation in the U.S.A. and other countries.
- Acrobat and Adobe are trademarks of Adobe Systems Incorporated.
- Eastman Software is a trademark of Eastman Kodak Company.
- All other company names and product names appearing in this manual are the trademarks of their respective owners.

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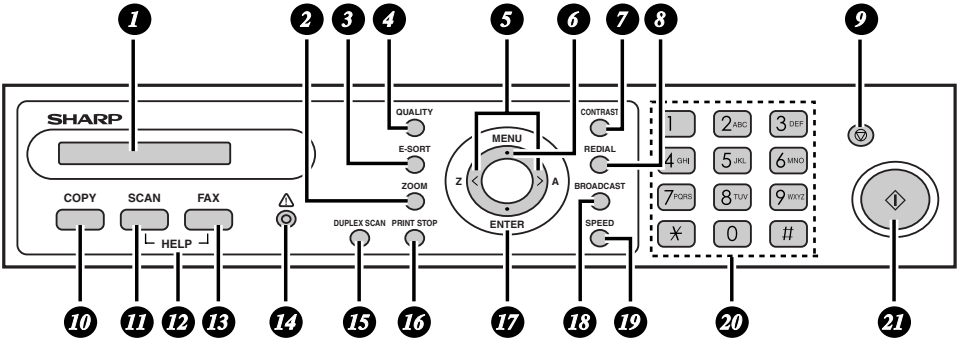
A Look at the Operation Panel



1 **Display**
This displays messages and prompts to help you operate the machine.

2 **ZOOM key**
Press this key to select an enlargement or reduction setting when making a copy (page 54).

3 **E-SORT key**
Press this key when making multiple copies to have the copies collated (sorted into sets with the pages ordered 1, 2, 3..., 1, 2, 3..., etc.) (page 56).

4 **QUALITY key**
When making a copy, press this key to select the type of original you are copying (TEXT or PHOTO) (page 55). When sending a fax, press this key to select a resolution setting (page 75).

5 **Right/left arrow keys**: When making a copy, press either of these keys after selecting an enlargement/reduction setting with the **ZOOM** key to increase or decrease the setting by 1% (page 54). When sending a fax, press either of these keys to search through your auto-dial fax numbers (page 67).

6 **MENU key**
Press this key, followed by the left or right arrow key, to access special functions and settings.

7 **CONTRAST key**
Press this key to select a contrast setting when making a copy (page 55) or sending a fax (page 75).

8 **REDIAL key**
Press this key followed by the **Start** key to automatically redial the last number dialled (page 69).

9 **Stop key**
Press this key to cancel an operation before it is completed.

10 **COPY key**
Press this key to select copy mode (page 51).

11 **SCAN key**
Press this key to select scan mode (page 120).

12 **HELP (FAX key and SCAN key)**
Press the **FAX** key and **SCAN** key simultaneously to print the HELP list, a brief guide to the operation of the machine.

13 **FAX key**
Press this key to select fax mode (page 65). When in fax mode, press this key to select the Line Monitor function (page 76).

14 **Alarm indicator**
This blinks when the toner cartridge nearly empty or the drum cartridge is near or at the end of its life. This lights steadily when the toner cartridge is empty, the machine is out of paper, the print compartment cover is open, or when a paper jam has occurred (a message will appear to indicate the problem).

15 **DUPLEX SCAN key**
Press this key to copy (page 56) or fax (page 76) multiple two-sided pages.

16 **PRINT STOP key**
Press this key to cancel a print job sent to the machine from a computer (page 100).

17 **ENTER key**
Press this key to enter or select a setting.

18 **BROADCAST key**
Press this key to send the same fax to multiple destinations (page 82).

19 **SPEED key**
Press this key to dial a fax number using an abbreviated 2-digit Speed Dial number (page 67).

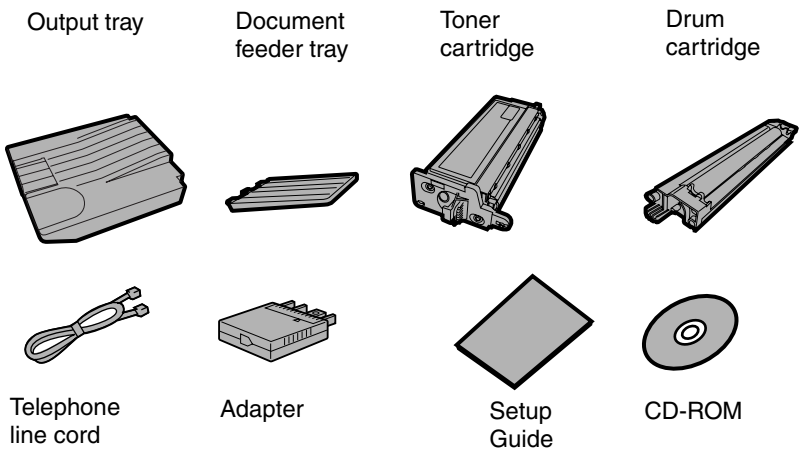
20 **Number keys**
Use these keys to enter the number of copies, dial fax numbers, and enter numbers and letters when storing auto-dial numbers.

21 **Start key**
Press this key when you are ready to begin copying, faxing, or scanning. The key can also be pressed in the date and time display of fax mode to show the percentage of memory currently used.

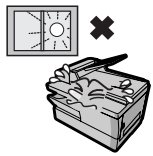
1. Installation

Unpacking Checklist

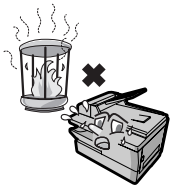
Before setting up, make sure you have all of the following items. If any are missing, contact your dealer or retailer.



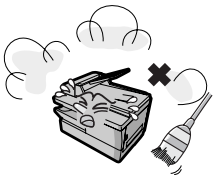
Points to keep in mind when setting up



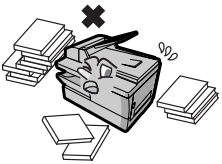
Do not place the machine in direct sunlight.



Do not place the machine near heaters or air conditioners.



Keep dust away from the machine.



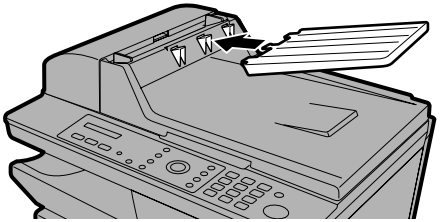
Keep the area around the machine clear.

About condensation
If the machine is moved from a cold to a warm place, it is possible that condensation may form on the scanning glass, preventing proper scanning of documents. To remove the condensation, turn on the power and wait approximately two hours before using the machine.

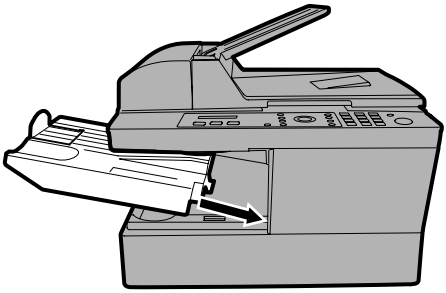
Installation

Attaching the trays

Attach the document feeder tray.



Slide the output tray into the machine as shown. When it stops, lift the end slightly and push in so that the tray locks in place.

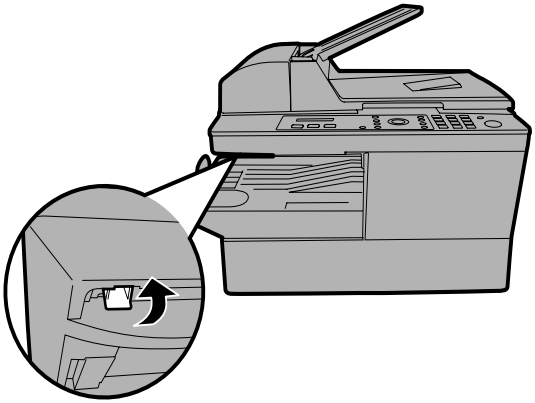


Important:
The output tray must be attached correctly or the machine will not operate.

Releasing the scanner

Before plugging in the power cord, pull the scanner release toward you to release the scanner lock.

♦ **Caution:** Plugging in the power cord without releasing the scanner lock may damage the machine.



If you need to move the machine:

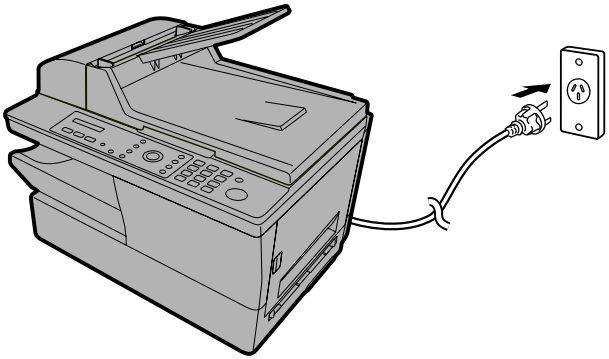
♦ In the event that you need to move the machine to a new location, disconnect the telephone line cord before unplugging the power cord. After you have unplugged the power cord, push the scanner release back in to lock the scanner.

♦ After moving, release the scanner lock first and then plug in the power cord. Connect the telephone line last.

Connecting the power cord

Plug the power cord into a 230-240 V, 50 Hz, earthed AC (3-prong) outlet.

- **Caution:** Make sure the scanner has been released as explained on the previous page before plugging in the power cord.
- When disconnecting the machine, unplug the telephone line cord before unplugging the power cord.
- The power outlet must be installed near the equipment and must be easily accessible.



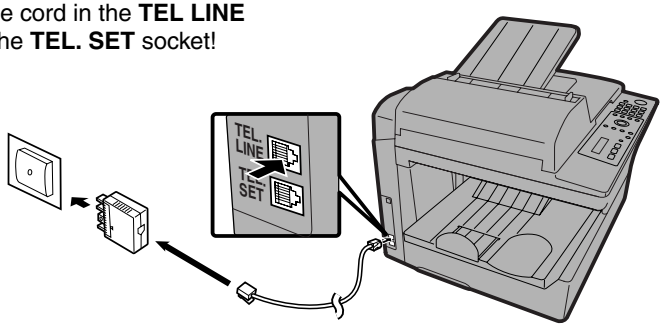
Comments:

- The machine does not have a power on/off switch. The power is turned on and off by simply plugging in or unplugging the power cord.
- Whenever you unplug the power cord, wait at least 5 seconds before plugging it back in.
- If your area experiences a high incidence of lightning or power surges, it is recommended that you install surge protectors for the power and telephone lines. Surge protectors can be purchased from your dealer or at most telephone specialty stores.

Connecting the telephone line cord

Insert one end of the telephone line cord into the adapter. Insert the other end of the line cord into the socket on the back of the machine marked **TEL. LINE**. Plug the adapter into the telephone socket on the wall.

Insert the line cord in the **TEL LINE** socket, not the **TEL. SET** socket!



Setting the dial mode:
The machine is set for tone dialling. If you are on a pulse dial line, you must set the fax machine for pulse dialling. Press the panel keys as follows:

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	Display: FAX SETTING
2	**Press 2ABC .**	1: DATE&TIME SET
3	**Press 3DEF .**	1:TONE
4	**Select the dial mode:** **TONE: 1 PULSE: 2ABC**	The display briefly shows your selection, then: 4: RINGER VOLUME
5	**Press repeatedly to exit.**	

Important:

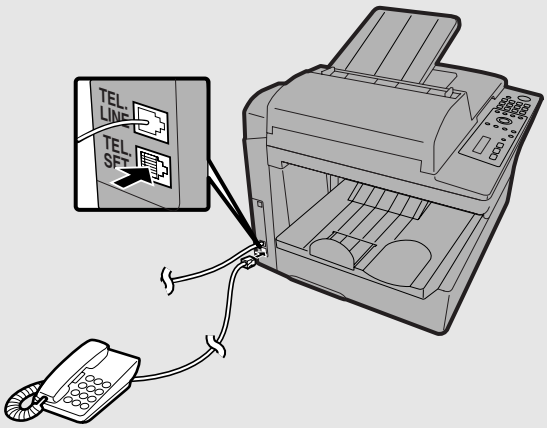
- The facsimile function of this machine is not designed for use on a line which has call waiting, call forwarding, or certain other special services offered by your telephone company. If you attempt to use the facsimile function in conjunction with any of these services, you may experience errors during transmission and reception of facsimile messages.
- The facsimile function of this machine is not compatible with digital telephone systems.

Extension phone (optional)

If desired, you can connect an extension phone to the **TEL. SET** socket on the machine.

1 **Remove the seal covering the TEL. SET socket.**

2 **Connect the extension phone line to the TEL. SET socket.**



Installing the Toner Cartridge and Drum Cartridge

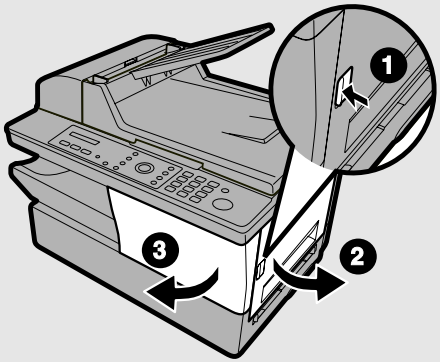
The laser printer in the machine uses a toner cartridge and a drum cartridge.

- ♦ The starter toner cartridge included with the machine can print approximately 1,500 A4-size pages at 5% page coverage.
- ♦ When replacing the toner cartridge, use a **SHARP AM-30DC** toner cartridge. One cartridge can print about 3,000 A4-size pages at 5% coverage.
- ♦ The drum cartridge can print approximately 20,000 A4-size pages. When replacing the drum cartridge, use a **SHARP AM-90DR** drum cartridge.

Follow the steps below to install the toner cartridge and the drum cartridge.

Note: The quality of the toner cartridge is guaranteed for 18 months after the date of manufacture indicated on the package. The quality of the drum cartridge is guaranteed for 24 months after the date of manufacture indicated on the package.

1 **Press the side cover release ❶, open the side cover ❷, and then open the front cover ❸.**

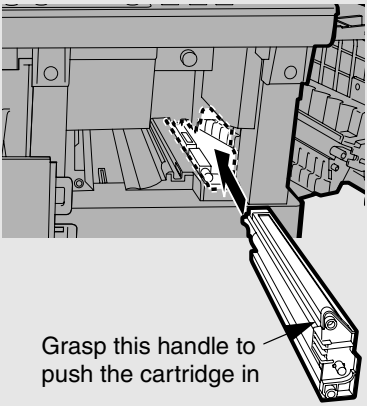


- **Caution!**
  The fusing unit inside the print compartment becomes very hot during operation. Do not touch the inside of the print compartment after the machine has been in operation.

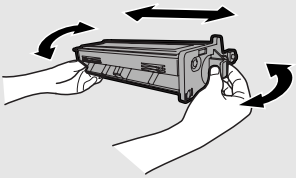
2 **Remove the new drum cartridge from its packaging.**

3 **Insert the drum cartridge into the print compartment, sliding it along the guides.**

- Do not touch or allow other objects to contact the drum (the green cylinder). This may damage the drum. If fingerprints, dust, or other contaminants get on the drum, wipe it gently with a clean cloth.
- Exposure to light for more than several minutes will damage the drum. Be sure to insert the drum cartridge promptly into the machine.
- If you find it necessary to leave the cartridge out of the machine for more than several minutes, wrap the cartridge in black paper.

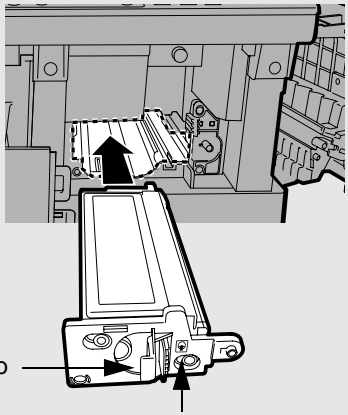


4 **Remove the new toner cartridge from its packaging. Shake the cartridge side to side four or five times to distribute the toner evenly within the cartridge.**



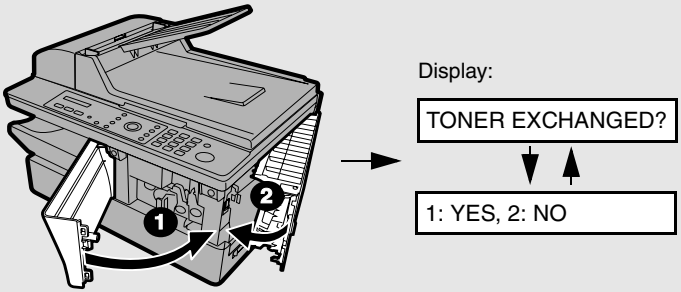
5 **Grasp the cartridge handle and insert the toner cartridge into the print compartment, sliding it along the guides.**

- After inserting the cartridge, press on the arrow mark to make sure it “clicks” into place.
- Do not touch the roller in the toner cartridge.



6 **Close the front cover ❶ and then the side cover ❷.**

- Make sure the side cover is completely closed. Otherwise, light may enter the print compartment and damage the drum.



7 **If you installed a new toner cartridge, press 1 to select YES (this will reset the toner counter to zero).**

NEW TONER?
↓ ↑
OK: PRESS START

- If you temporarily removed and then replaced an old toner cartridge for maintenance or other reason, press 2ABC to continue using the previous toner count. (Note: Be sure to press 2ABC or the machine will not alert you when the toner cartridge is out of toner.)

8 **Press ◇.**

9 **If you installed a new drum cartridge, reset the drum counter as explained below.**

Resetting the drum counter

Each time you install a new drum cartridge, follow the steps below to reset the drum counter to zero.

1 **Press MENU and then Z < or > A repeatedly until the display at right appears.**

Display:

LIFE

2 **Press 3DEF.**

CLEAR: START KEY
↓ ↑
DRUM COUNTER

3 **Press ◇.**

1: LIFE COUNTER

4 **Press ⊘ repeatedly to exit.**

Manually resetting the toner counter

When a new toner cartridge is installed, the toner counter is reset in Step 7 on the previous page. The procedure below is normally not necessary; however, it can be used in the event that you need to reset the toner counter manually.

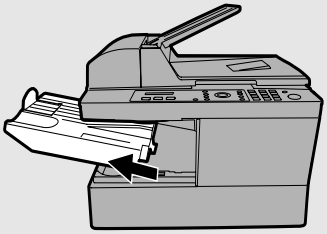
1	**Press MENU and then Z < or > A repeatedly until the display at right appears.**	Display: LIFE
2	**Press 2ABC.**	CLEAR: START KEY ↓ ↑ TONER COUNTER
3	**Press ◇.**	3: CLR DRUM COUNT
4	**Press ⊗ repeatedly to exit.**	

Loading Paper

You can load approximately 250 sheets of A4 paper (max. 80 g/m^2) in the paper tray.

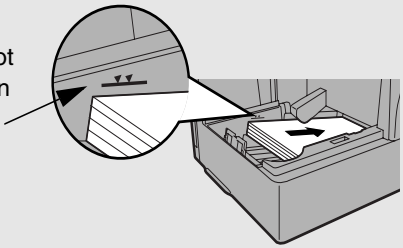
Caution!
Do not use the blank side of paper that has already been printed on.

1 **Remove the output tray.**

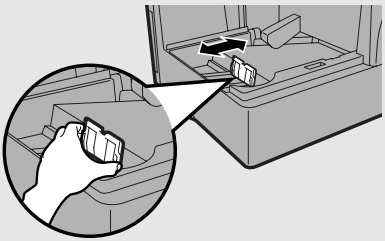


2 **Insert a stack of paper into the tray, print side up.**

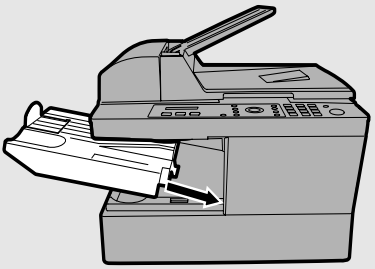
- **Important!** The stack of paper must not be higher than the paper height line on the paper tray.



3 **Squeeze the sides of the paper guide as shown and slide it to the slot for the length of the paper you are loading (A4).**



4 **Replace the output tray.**



Installing the Software

To use the machine as a printer and scanner for your computer, you must install the software and connect a USB cable.The CD-ROM that comes with the machine contains the following software:

- **MFP Drivers:** These consist of the printer driver that allows the machine to be used as a printer, and the scanner driver that allows you to scan using TWAIN and WIA compliant applications.
- **Sharpdesk:** This is an integrated software environment that makes it easy to manage image files and launch applications. (Note that Internet Explorer 5.5 or higher is required to install Sharpdesk; if this is not installed, you will be prompted during the installation procedure to install Internet Explorer® 6.0SP1 from the CD-ROM.)
- **Button Manager:** This allows you to initiate scanning from the operation panel of the machine by selecting one of six preset scan menus.

Minimum system requirements

Operating system:	Windows® Me / 2000 Professional / XP
Port	USB 2.0 or 1.1 port
Display:	800 x 600 (SVGA) with 256 colours or more
Free hard-disk space:	150 MB or more
Other requirements:	An environment in which the operating system can freely operate.

Comments:

- USB 2.0 Hi-Speed is only possible if your computer has a USB 2.0 port and you are using a USB 2.0 cable. In addition, the Microsoft USB 2.0 driver must be preinstalled in your computer, or the USB 2.0 driver for Windows® 2000/XP provided through Windows Update must be installed. Note that USB 2.0 Hi-Speed is not possible in Windows® Me.

- To scan the maximum document length (356 mm) using the auto document feeder at 1200 dpi in full colour, at least 1 GB of memory is required. In addition, at least 600 MB or more of free hard disk space is required on the drive where your operating system is installed. In Windows® Me, it is not possible to scan an A4 size document at 1200 dpi in full color or grayscale (a lower resolution or a smaller scanning area must be selected).

- **Note for Windows® Me**: In the **Power Management** settings in the **Control Panel**, **System standby** must be set to **Never**. In addition, do not use the standby feature that appears when you shut down Windows.

Installing the software

- A USB cable is required to connect the machine to your computer. Please purchase a USB 2.0 or USB 1.1 cable. The USB cable will be connected during the software installation procedure. (If you wish to use USB 2.0 Hi-Speed mode and your system meets the requirements for Hi-Speed mode, purchase a USB 2.0 cable. A USB 2.0 certified cable is recommended.)

- To install the software on Windows® 2000/XP using the installer, you must log in with administrator's rights.

- The windows shown in the following procedure appear in Windows® XP. The windows that appear in other versions of Windows may be slightly different.

- Make a note of the login name that you use when installing the software, as you must log in with the same name in order to remove the software.

Note: In the following instructions, "Windows 2000" indicates Windows 2000 Professional (the software cannot be installed on Windows 2000 Server).

1. ***Make sure that the USB cable is not connected to your computer.*** (The cable will be connected in Step 11.)

   - If the USB cable is connected, a Plug and Play window will appear. Click the Cancel button to close the window and disconnect the cable.

2. Insert the Sharp CD-ROM into your computer's CD-ROM drive.

3. In Windows® XP, click the **start** button, click **My Computer**, and then double-click the CD-ROM icon.

   In Windows® Me/2000, double click **My Computer** on the desktop and then double-click the CD-ROM icon.

4. Double-click the **setup** icon (

) in the CD-ROM window.

5. If the **Language Selection** window appears, select the language that you wish to use and click **Next** (the language selections will vary depending on your country or region).

6. Follow the instructions in the windows that appear.

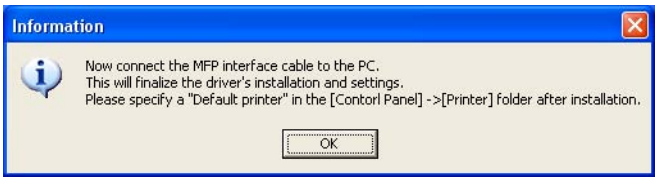
- ♦ When the **Setup Type Selection** window appears, select **Standard** to install all software components (this should normally be selected). If you only wish to install certain components, select **Custom** and then select the components that you wish to install.
  Note: If you wish to select the folder where Sharpdesk and/or Button Manager are installed, select **Custom**.

- ♦ In Windows® 2000/XP, if a warning message appears at any time regarding the Windows logo test or digital signature, be sure to click **Continue Anyway** or **Yes**.

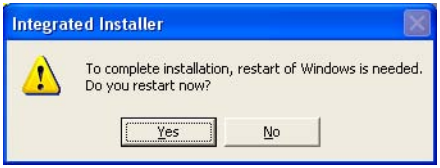
7. When the **Finish** window appears to indicate that the selected packages have been installed, click **Close**.

8. If the installation was a **Standard** installation, the following window will appear. Click **OK**.

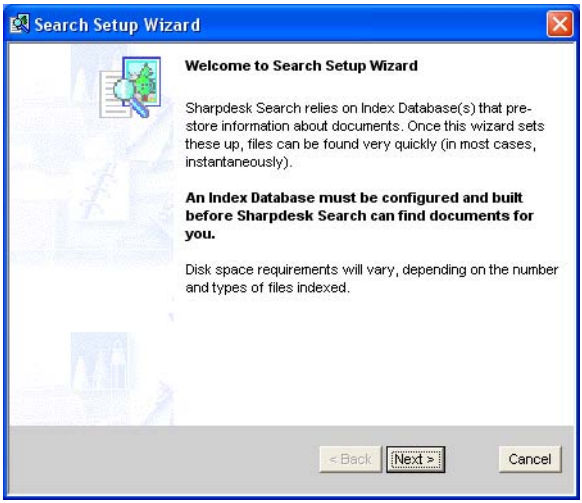
♦ If you installed the MFP drivers using a **Custom** installation and ***did not*** install Sharpdesk, the following window will appear. Click **OK** and go to Step 11.



9. The following window will appear. Click **Yes** to restart your computer.

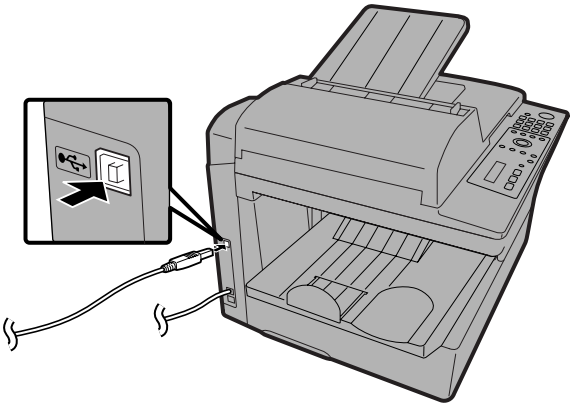


10. The **Search Setup Wizard** will appear. Follow the on-screen instructions to create an index database for Sharpdesk.



11. Make sure that the power cord of the machine is ***not*** plugged in (the machine is powered off), and then connect the USB cable.

- Insert one end of the USB cable into the USB port on the machine and the other end into your computer's USB port.



Comments:

- Do not connect the AM-400 to a hub to which another AM-400 is connected. If this is done, the AM-400 will not operate correctly.
- If you find that your computer does not recognize the machine or operation is unstable, try connecting the USB cable to a different USB port on your computer, or try a different USB cable (use the shortest possible cable).

12. Plug in the power cord of the machine.

- **Windows® XP:** Go to the procedure for completing installation of the software on Windows XP below.
- **Windows® 2000:** This completes the installation of the software.
  Note: If a warning message regarding the Windows logo test appears (the warning may appear twice), click **Yes** each time the window appears. This will complete the installation of the software.
- **Windows® Me**: This completes the installation of the software.

Completing installation of the software on Windows® XP

13. In Windows® XP, the **Found New Hardware Wizard** will appear. Make sure that **Install the software automatically (Recommended)** is selected and click **Next** (this will install software for using the machine as a scanner).

♦ **Note for Windows ® XP SP2**: The following window will appear first. Select **No, not this time** and click **Next**. Continue from the above window.

♦ If the following warning message appears regarding the Windows logo test, click **Continue Anyway**.

14. When the wizard finishes installing the scanner software, click **Finish** to close the wizard.

15. After a brief interval, the **Found New Hardware Wizard** will appear again to install software for using the machine as a printer. Make sure that **Install the software automatically (Recommended)** is selected and click **Next**.

♦ If the following warning appears regarding the Windows logo test, click **Continue Anyway**.

16. When the wizard finishes installing the printer software, click **Finish** to close the wizard. This completes the installation of the software on Windows® XP.

Sharpdesk online guide

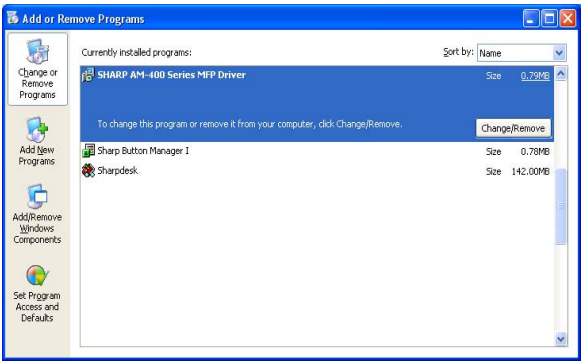
For information on using Sharpdesk, view the Sharpdesk online guide on the CD-ROM. To view the online guide, open the **Manual** folder and then the **English** folder on the CD-ROM, and double-click **SDUG_Eng.pdf**.

Removing the software

In the event that you need to remove the software from your computer, follow the steps below.

♦ To remove the software, you must log in using the same user name as when you installed the software.

1. Disconnect the USB cable from your computer and the machine.
2. Open the **Control Panel** and select **Add or Remove Programs** (or **Add/ Remove Programs**).
3. Select **SHARP AM-400 Series MFP Driver** (or **Sharpdesk**) from the list, and click the **Change/Remove** button (or the **Add/Remove** button).



4. Click **OK** to confirm the removal.

Using the Machine as a Shared Printer on a Network

If the computer to which the machine is connected is on a network, the machine can be used as a shared printer by other computers on the network.

To use the machine as a shared printer on a network, you must:

1. Configure settings on the computer (the print server pc) that is directly connected to the machine.

2. Install the printer driver using Add Printer on all other computers (the clients) that will use the machine as a printer.

♦ If you have not yet installed the software on the print server pc and connected the machine to the print server pc with a USB cable, do so as explained in the previous section (beginning on page 23) before completing the procedures in this section.

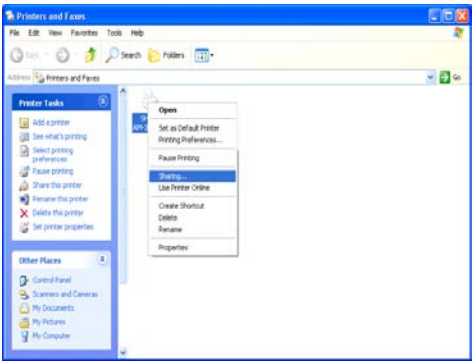
Note: The clients (the computers that are not connected directly to the machine) must be running the same version of Windows or a version that is older than the print server pc.

Configuring settings on the print server pc

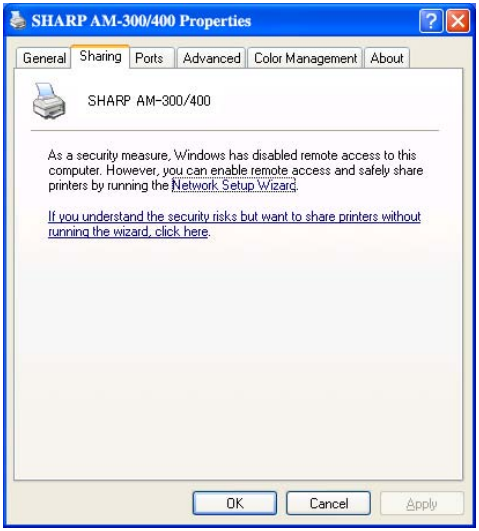
Follow the appropriate procedure below for the print server pc's operating system.

Windows® XP

1. Click the **start** button and click **Printers and Faxes**.
2. Right-click the **SHARP AM-300/400** icon and select **Sharing**.

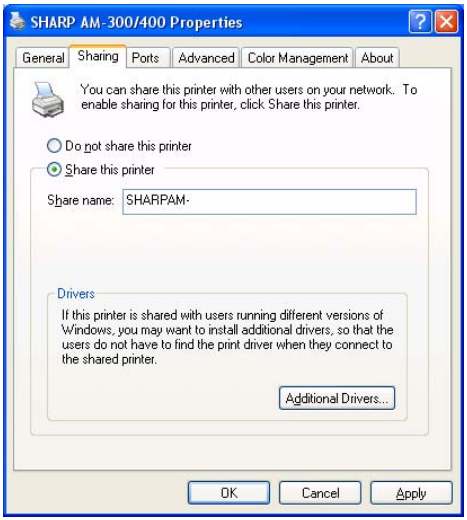


3. The following window will appear. Click **Network Setup Wizard** to run the wizard.



4. After running the wizard, the following window will appear. Select **Share this printer**.

♦ If you would like to change the name, enter a new name (this must be 8 characters or less to allow sharing with Windows® Me computers).

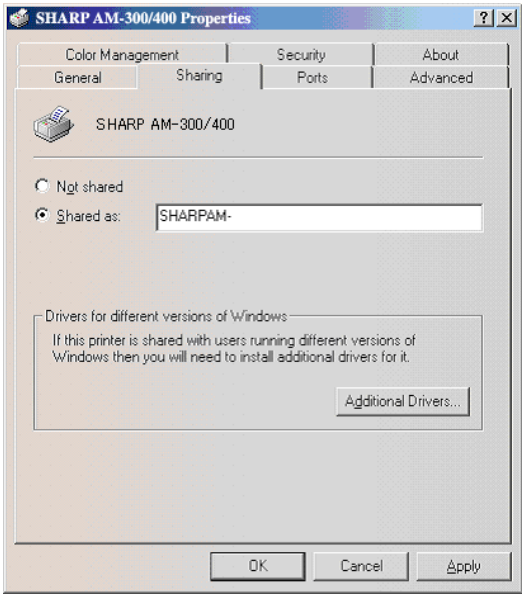


5. Click **OK**.

Windows® 2000

1. Click the **Start** button, point to **Settings**, and select **Printers**.
2. Right-click the **SHARP AM-300/400** icon and select **Sharing**.
3. The following window will appear. Click **Shared as**.

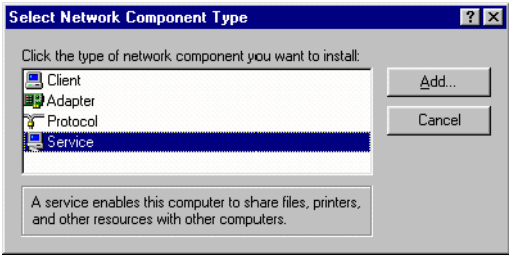
   ♦ If you would like to change the name, enter a new name (this must be 8 characters or less to allow sharing with Windows® Me computers).



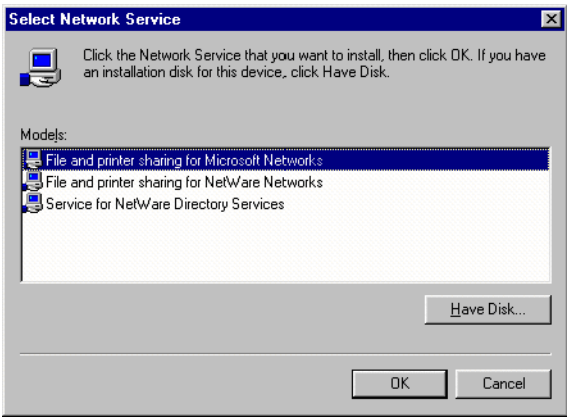
4. Click **OK**.

Windows® Me

1. Click the **Start** button, point to **Settings**, and select **Control Panel**.
2. Double-click the **Network** icon. The **Network** dialog box will appear. On the **Configuration** tab, see if **File and Printer Sharing for Microsoft Networks** appears in the list of installed network components. If it appears, click the **OK** button and go to Step 8. If it does not appear, continue from Step 3.
3. Click the **Add** button on the **Configuration** tab.
4. Select **Service** from the list of network component types and click **Add**.



5. Select **File and printer sharing for Microsoft Networks** and click **OK**.



6. Click **OK** in the **Network** dialog box.

   ♦ If you are asked for your Windows® Me CD-ROM, insert the CD-ROM into your CD-ROM drive and click **OK**.

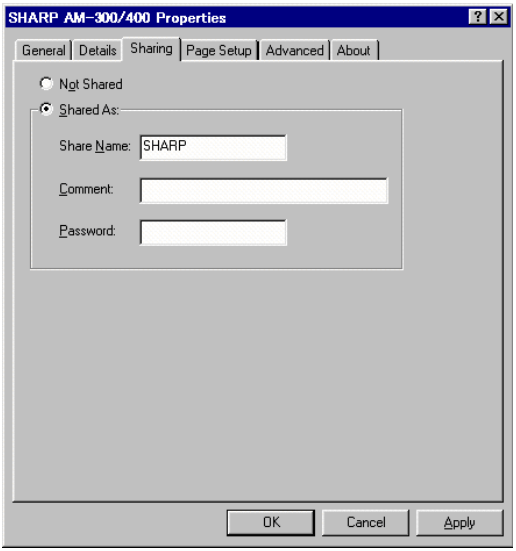
7. You will be prompted to restart your computer. Click **OK** to restart.

8. Click the **Start** button, point to **Settings**, and select **Printers**.

9. Right-click the **SHARP AM-300/400** icon and select **Sharing**.

10. Select **Shared As** on the **Sharing** tab.

    ♦ If you would like to change the name, enter a new name (this must be 8 characters or less).



11. Click **OK**.

Installing the printer driver on the clients

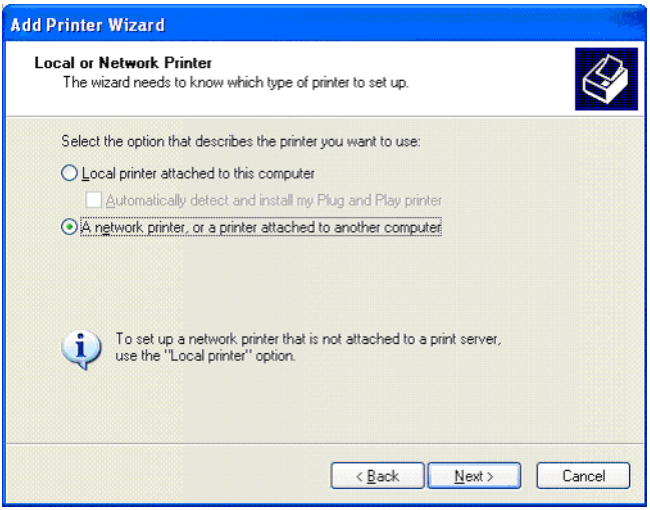
The printer driver must be installed on each client using Add Printer. Follow the appropriate procedure below for the operating system that each client is running.

♦ Each client can only print to one AM-400 printer. It is not possible to install printer drivers for multiple AM-400 printers connected to the network (or directly to the client) and switch between those printers.

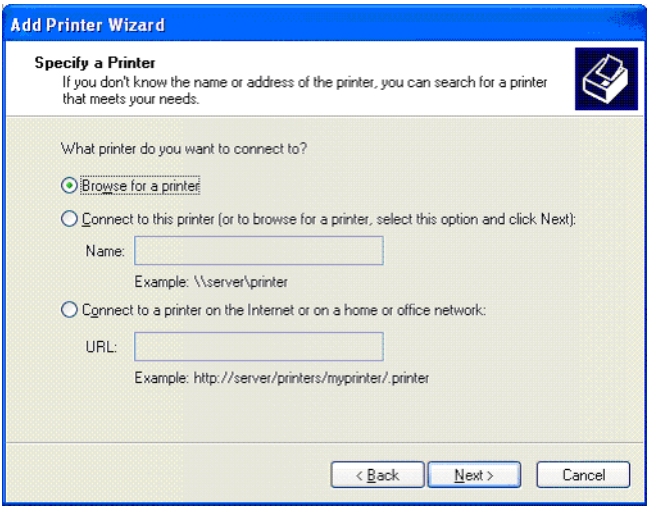
Note: If the print server pc is running Windows® XP or 2000, it may be necessary to set up an account for each client on the print server pc before installing the printer driver to allow the clients to select and use the machine.

Windows® XP

1. Click the **start** button and click **Printers and Faxes**.
2. Click **Add a printer**. The **Add Printer Wizard** will appear. Click **Next**.
3. The following window will appear. Select **A network printer, or a printer attached to another computer** and click **Next**.



4. Select **Browse for a printer** and click **Next**.



5. Select the **AM-300/400** from the list of shared printers and click **Next**.

6. Select **Yes** if you would like to use the AM-400 as the default printer and click **Next**.

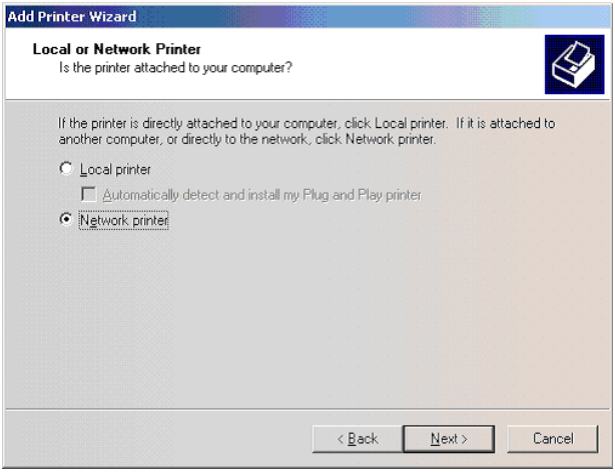
7. Click **Finish**.

Windows® 2000

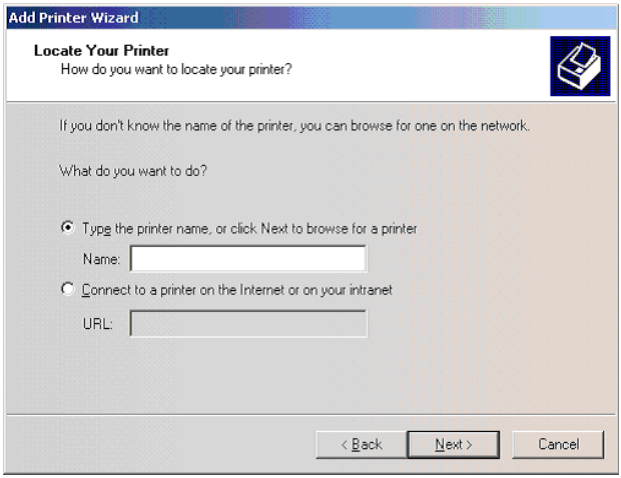
1. Click the **Start** button, point to **Settings**, and select **Printers**.

2. Double-click the **Add Printer** icon. Click **Next** in the **Add Printer Wizard**.

3. The following window will appear. Select **Network printer** and click **Next**.



4. Select **Type the printer name, or click Next to browse for a printer** and click **Next**.



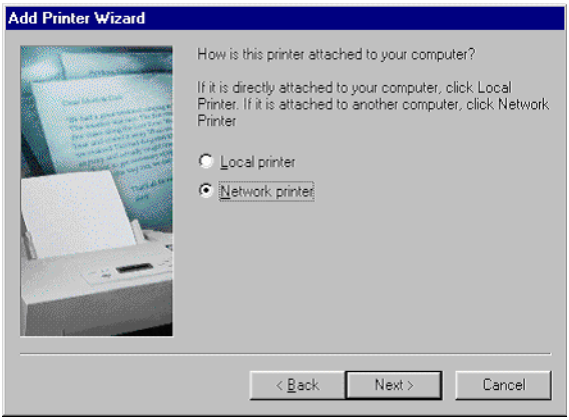
5. Select the **AM-300/400** from the list of shared printers and click **Next**.

6. Select **Yes** if you would like to use the AM-400 as the default printer. Click **Next**.

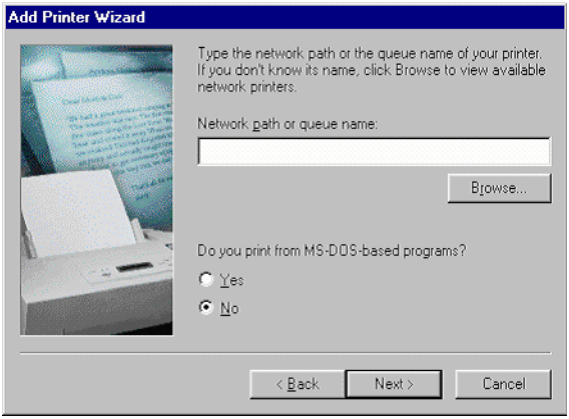
7. Click **Finish**.

Windows® Me

1. Click the **Start** button, point to **Settings**, and select **Printers**.
2. Double-click the **Add Printer** icon. Click **Next** in the **Add Printer Wizard**.
3. The following window will appear. Select **Network printer** and click **Next.**



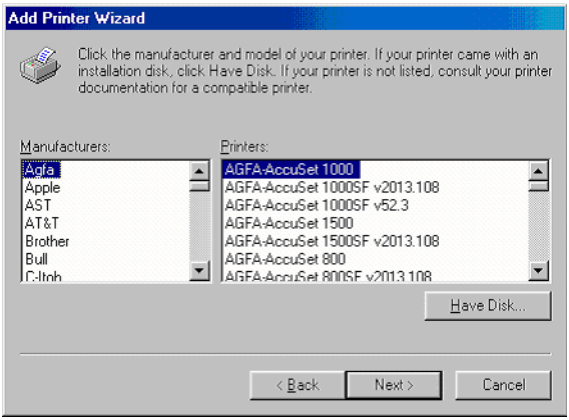
4. The following window will appear. Click **Browse**.



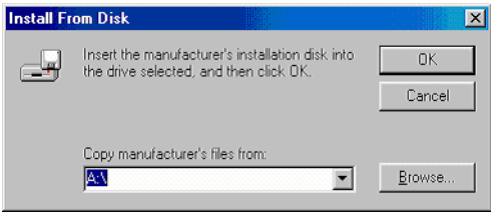
5. Select the **AM-300/400** from the list of shared printers and click **Next**.

6. If the print server pc is running Windows® XP or 2000, the dialog box below will appear. Click **Have Disk** and click **Next**.

If the print server pc is running Windows® Me, go to Step 10.

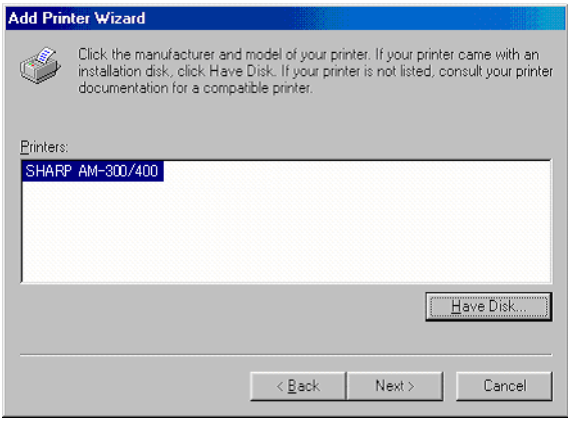


7. Click **Browse**.

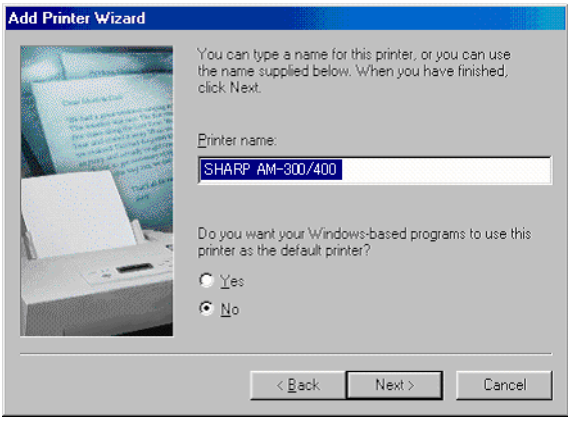


8. Navigate to your CD-ROM drive and open the **Driver** folder, the **Printer** folder, and then the **English** folder. Select **Win Me** and click **OK**.

9. The following window will appear. Click **Next**.



10. Select **Yes** if you would like to use the AM-400 as the default printer and click **Next**.

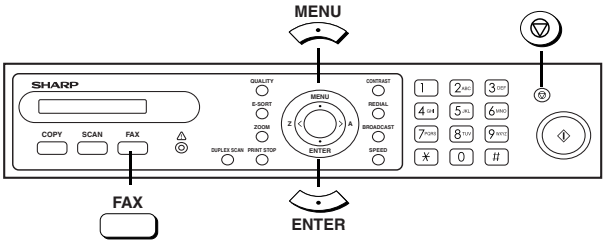


11. Select **Yes** if you would like the printer to print a test page. Click **Finish**.

Entering Your Name and Fax Number

Before you begin sending faxes, enter your name and fax (telephone) number as explained below and set the date and time as explained in the following section.

Once you enter this information, it will automatically appear at the top of each fax page you send.



1 **Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU**

Display:

FAX SETTING

2 **Press 2ABC.**

1: DATE&TIME SET

3 **Press 2ABC.**

ENTER FAX NUMBER

4 **Enter your fax number by pressing the number keys (max. 20 digits).**

- To insert a space between digits, press #. To enter "+", press ✳.
- To clear a mistake, press Z <.

5 **Press ENTER.**

6 **Enter your name by pressing number keys for each letter as shown in the chart below. Up to 24 characters can be entered.**

Example: SHARP = 7777 44 2 777 [>] A 7

SPACE = 1 1	G = 4	N = 6	U = 8
A = 2	H = 4 4	O = 6 6 6	V = 8 8 8
B = 2 2	I = 4 4 4	P = 7	W = 9
C = 2 2 2	J = 5	Q = 7 7	X = 9 9
D = 3	K = 5 5	R = 7 7 7	Y = 9 9 9
E = 3 3	L = 5 5 5	S = 7 7 7 7	Z = 9 9 9 9
F = 3 3 3	M = 6	T = 8	

♦ To enter two letters in succession that require the same key, press [>] A after entering the first letter. To clear a mistake, press Z [<].

♦ To enter a lower case letter, continue pressing the key for the letter until the lower case letter appears. To enter one of the following symbols, press [#] or [*] repeatedly: # @ . - _ / ! $ % & ’ ( ) + , : ; = ? [ ] { } ✱

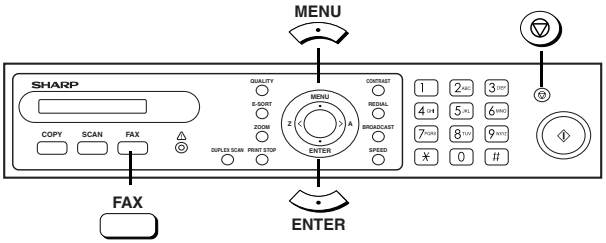
7 **Press** [ENTER] **.**

8 **Press** [⊘] **repeatedly to exit.**

Setting the Date and Time

The date and time appear in the fax mode display and are printed at the top of every page you fax. Set the date and time as explained below.

♦ If you will not be using fax mode, the date and time do not need to be set.



1 **Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU.**

Display:

FAX SETTING

2 **Press 2ABC.**

1: DATE&TIME SET

3 **Press 1.**

The currently set date appears:

DATE 01-01-2005

4 **Enter a two-digit number for the day ("01" to "31").**

Example: the 5th 0 5JKL

→ DATE 05-01-2005

- To correct a mistake, press Z.

5 **Enter a two-digit number for the month (“01” for January, “02” for February, “12” for December, etc.).**

Example: February 0 2ABC → DATE 05-02-2005

6 **Enter the year (four digits).**

Example: 2005 2ABC 0 0 5JKL

The currently set time appears (example):

TIME 00:00

7 **Enter a two-digit number for the hour (“00” to “23”) and a two-digit number for the minute (“00” to “59”).**

Example: 9:25 0 9WXYZ 2ABC 5JKL → 05-FEB 09:25

8 **Press** ENTER **to start the clock.** → 2: OWN NUMBER

9 **Press** ⊘ **repeatedly to exit.**

General Machine Settings

Ringer

Like a telephone, the machine will ring to alert you when a call comes in. To adjust the volume of the ringer or turn it off, follow the steps below.

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	Display: FAX SETTING
2	**Press 2 ABC .**	1: DATE&TIME SET
3	**Press 4 GHI .**	1: HIGH
4	**Press a number key to select the desired volume setting:** **1 : HIGH** **2 ABC : MIDDLE** **3 DEF : LOW** **4 GHI : OFF**	The display briefly shows your selection, then: 5: ALARM VOLUME
5	**Press repeatedly to exit.**	

Alarm volume

The machine sounds a three-beep alarm to alert you when an error occurs during fax transmission or reception. To adjust the volume of the alarm or turn it off, follow the steps below.

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU.**	Display: FAX SETTING
2	**Press 2.**	1: DATE&TIME SET
3	**Press 5.**	1: HIGH
4	**Press a number key to select the desired volume setting:** **1 : HIGH** **2 : LOW** **3 : OFF**	The display briefly shows your selection, then: 1: DATE&TIME SET
5	**Press repeatedly to exit.**	

Auto clear

After a fax or copy job is completed, the machine will automatically return all temporary copy settings or all temporary fax settings to the default settings if 60 seconds elapses without any keys being pressed on the operation panel. If desired, you can change the amount of time that must elapse to 30 seconds or 120 seconds, or turn auto clear off so that temporary settings are never automatically cleared.

1	**Press COPY (or SCAN) and then MENU.**	Display: COMMON SETTING
2	**Press 2 ABC.**	1: 30 SECONDS
3	**Press a number key to select the desired setting:** **1 : 30 SEC** **2 ABC : 60 SEC** **3 DEF : 120 SEC** **4 GHI : OFF**	The display briefly shows your selection, then: 3: KEY TONE
4	**Press repeatedly to exit.**	

Key tone off

The machine normally sounds a beep (key tone) each time you press a key on the operation panel. If you wish to turn off the key tone, follow the steps below.

		Display:
1	**Press COPY (or SCAN) and then MENU.**	COMMON SETTING
2	**Press 3 DEF.**	1: ON, 2: OFF
3	**Press 1 to turn on the key tone or 2 ABC to turn off the key tone.**	
4	**Press repeatedly to exit.**	

2. Copying

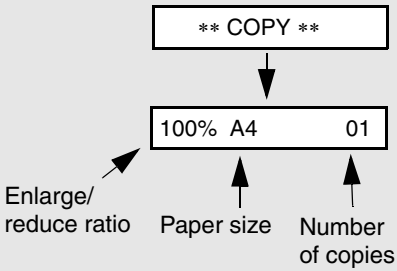
Making a Copy

To make a copy, you can place the original on the document glass or insert it into the auto document feeder.

♦ The auto document feeder allows you to load up to 20 A4-size originals at once.

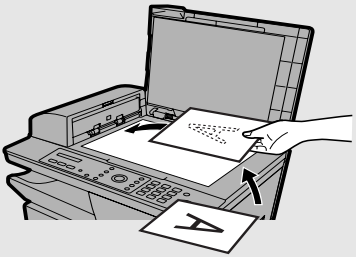
1 **Press COPY to select copy mode.**

Display:



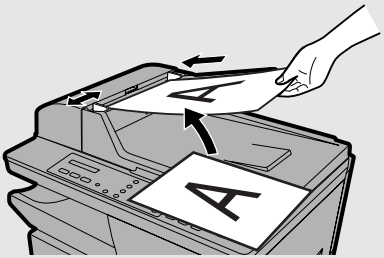
2 **Place the original on the document glass or in the auto document feeder.**

Using the document glass:
Open the document glass cover and place the original face down on the glass with the top edge against the document guide.



- Make sure the centre of the original is aligned with the centre mark on the document guide, and then close the cover.
- **Note:** The document glass is not suitable for making copies of books or other bound documents (the surface to be copied must lie flat on the glass).

Using the auto document feeder:
Adjust the document guide to the width of your original(s), and then insert the originals face up into the feeder.



- Up to 20 A4-size sheets can be inserted at once.
- For detailed information on using the auto document feeder and the types of originals that can be used, see pages 60 to 62.

Note: If an original is placed in both the auto document feeder and on the document glass, the original in the auto document feeder will be copied.

3 **The default temporary copy settings are as follows. To change a setting, see the following section, *Selecting Temporary Copy Settings*.**

- Enlarge/reduce: 100%
- Number of copies: 1
- Quality: TEXT
  (Note: The default quality setting can be changed as explained on page 57.)

- Contrast: Medium (bar at mid-point)
  (Note: The default contrast setting can be changed as explained on page 59.)
- E-Sort (collating sets of copies): OFF
- Duplex Scan: OFF

Note: After temporary copy settings are selected, the settings will revert to the above default settings if the auto clear time elapses without any keys being pressed on the operation panel (see page 49). You can also press ⊘ to reset the settings to the default settings.

---

4 **When you are ready to make the copy, press ◇.**

- **If Duplex Scan is selected:**
  After the stack of originals is fed through the auto document feeder, turn the entire stack over (do not change the order of the pages or remove any pages), insert it into the auto document feeder again, and press ◇.
- **If you are using the document glass to copy multiple originals and E-Sort is selected:**
  After the original is scanned, the following alternating messages will appear:

  [START] NEXT SCAN ◄► [#] START PRINT

  Remove the original from the document glass, place the next original, and press ◇. Repeat until all originals have been scanned. After the last original has been scanned, press # to begin printing the copies.

Maximum original size when using the document glass
The maximum original size that can be used on the document glass is A4. The maximum scanning width is 208 mm, and the top and bottom 4 mm of the original cannot be scanned.

If MEMORY IS FULL appears...

If the memory becomes full while multiple originals are being scanned using the auto document feeder, MEMORY IS FULL will appear in the display.

- Press 1 if you want to make copies of only the originals that have already been scanned. The remaining originals will be ejected from the feeder.
- Press 2ABC if you want to cancel the copy job.

Selecting Temporary Copy Settings

You can adjust one or more of the following temporary copy settings before pressing ◇ to begin copying.

Enlarge/reduce

Press ZOOM one or more times until the desired enlargement or reduction percentage appears in the display. The preset percentages are 100%, 70%, 50%, 25%, 400%, 200%, and 141%.

70%: A4 --> A5
141%: A5 --> A4

- After selecting one of the above preset percentages, you can also press Z < or > A to increase or decrease the percentage in increments of 1%. The maximum percentage is 400% and the minimum percentage is 25%.

When the desired percentage appears, press the ENTER key.

Number of Copies

If you wish to make more than one copy of the original (or of each original if you have loaded multiple originals in the auto document feeder), press the number keys to enter the number of copies.

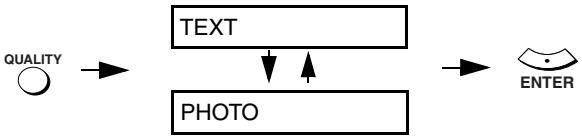
- The maximum number is 99.
- To clear a mistake, press .

Example: Press 5 JKL for 5 copies → 100% A4 05

Quality

Adjust this setting to match the type of original you are copying. Selections are TEXT and PHOTO. To change the setting, press QUALITY until the desired selection appears in the display and then press ENTER.

Note: TEXT may not produce a satisfactory result with certain types of originals. If you find that the result is not satisfactory when TEXT is selected, try PHOTO.



Contrast

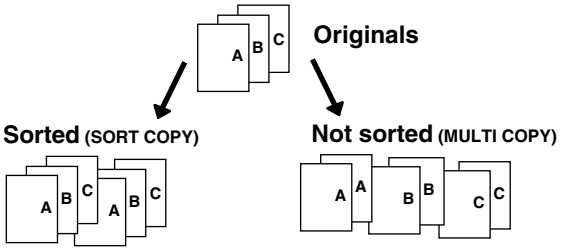
To adjust the contrast, press CONTRAST repeatedly (or press CONTRAST followed by Z < or > A) to increase or decrease the length of the bar in the display. Make the bar shorter (for less contrast) when copying a dark original. Make the bar longer (for more contrast) when copying a faint original. When the bar is the desired length, press ENTER.

E-Sort (collating sets of copies)

To sort the copies as shown below under “Sorted”, first set the number of copies per original (at least “2” copies must be set), and then press E-SORT once or twice so that “E-SORT ON” appears.

E-SORT ON	→	100% SORT 02

Example: Two copies each of three originals



Duplex Scan

Duplex Scan provides a convenient method for making copies of multiple two-sided originals using the auto document feeder. When this setting is selected, after the stack of originals is fed through the auto document feeder the first time, you simply turn the stack over (do not change the order of the pages or remove any pages), insert it into the auto document feeder again, and press ◇ to scan the reverse side of the originals. The machine will automatically sort the copies into the correct order (front of 1st page, back of 1st page, front of 2nd page, back of 2nd page, etc.).

- ♦ Note that any blank sides must be included when scanning the pages (if the number of pages is not equal each time the machine scans the stack, an error will result).

To select Duplex Scan, press DUPLEX SCAN once or twice so that “DUPLEX SCAN ON” appears, and then press ENTER .

DUPLEX SCAN ON	→	100% A4 01

Permanent Copy Settings

The following copy settings remain in effect until they are changed. These settings ***do not*** revert to the default settings when the auto clear time elapses or when (Stop) is pressed.

Default copy quality setting

The default quality setting (page 55) is “TEXT” (this is the setting that is used if you do not make a selection). If desired, you can change the default quality setting to “PHOTO”.

		Display:
1	**Press MENU and then Z < or > A until the display at right appears.**	COPY SETTING
2	**Press 1.**	1: TEXT
3	**Select the default quality setting:** **TEXT: 1 PHOTO: 2ABC**	The display briefly shows your selection, then: 2: COPY RESO.
4	**Press (Stop) repeatedly to exit.**	

Copy resolution

The copy resolution is initially set to 300 dpi. If you need a sharper image, follow the steps below to change the setting to 600 dpi.

1	**Press MENU and then Z < or > A until the display at right appears.**	Display: COPY SETTING
2	**Press 2ABC.**	1: 300 DPI
3	**Select the resolution setting:** **300 DPI: 1** **600 DPI: 2ABC**	The display briefly shows your selection, then: 3: COPY CONTRAST
4	**Press repeatedly to exit.**	

Default copy contrast setting

The default contrast setting (page 55) is medium (this is the setting that is used if you do not make a selection). If desired, you can change the default contrast to a higher or lower level.

1 **Press MENU and then Z < or > A until the display at right appears.**

Display:

COPY SETTING

2 **Press 3 DEF.**

-[■■■■]+

3 **Press Z < to decrease the default contrast level, or > A to increase the default contrast level.**

4 **Press ENTER.**

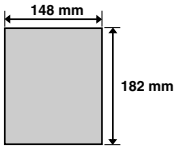
5 **Press repeatedly to exit.**

Using the Auto Document Feeder

Size and weight of originals that can be fed through the auto document feeder

Minimum document size:

Minimum size



Minimum weight

Maximum document size:

The maximum size and weight of documents that you can load in the document feeder depend on how many sheets you load.

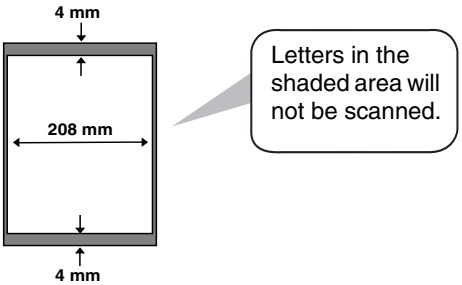
Up to 20 sheets at once:

Size: A4 (210 x 297 mm)
Max. weight: 80 g/m^2

1 sheet at a time (manual feeding):

Max. size: 216 x 356 mm
Max. weight: 157 g/m^2

Letters or graphics on the edges of a document will not be scanned.(The maximum scanning width is 208 mm, and the top and bottom 4 mm of the document cannot be scanned.)



Other restrictions

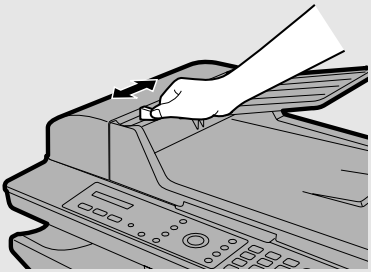
- The scanner cannot recognise yellow, greenish yellow, or light blue ink.
- Ink, glue, and correcting fluid on documents must be dry before they pass through the document feeder.
- All clips, staples, and pins must be removed from documents before loading in the feeder. If these are not removed, they may damage the machine.
- Documents which are patched, taped, torn, smaller than the minimum size, carbon backed, easily smudged, or have a slippery coated surface should be copied or faxed from the document glass.

Loading the Document

Up to 20 A4 size sheets can be placed in the auto document feeder at once. The sheets will automatically feed into the machine starting from the top sheet.

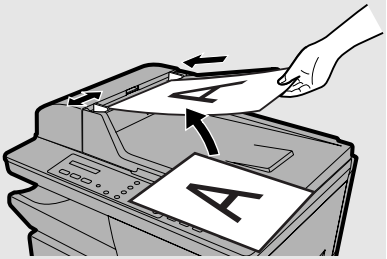
- If you need to send or copy more than the maximum number of sheets, place the additional sheets gently and carefully in the feeder ***under the last sheet*** while the last sheet is being scanned. Do not try to force the sheets in, as this may cause double-feeding or jamming.
- If your document consists of several large or thick sheets which must be loaded one at a time, insert each sheet into the feeder as the previous sheet is being scanned. Insert gently to prevent double-feeding.

1 **Adjust the document guides to the width of your document.**



2 **Insert the document face up into the document feeder. The top edge of the document should enter the feeder first.**

- DOCUMENT READY will appear briefly in the display.
- You can now continue with a copy, fax, or scan operation.



Copying onto Envelopes and Cards

To copy onto envelopes, cards, and other special sizes of paper, use the bypass tray on the side of the machine.

The bypass tray can be used to copy onto the following sizes:
1: A4
2: A5
3: Envelope #10 (ENVELOPE:COM10) (105 x 241 mm)
4: Envelope Monarch (ENV.:MONARCH) (98 x 191 mm)
5: Envelope DL (ENV.:ISO DL) (110 mm x 220 mm)
6: A6 (European postcard) (105 mm x 148 mm)
7: Letter (216 x 279 mm)
8: Legal (216 x 356 mm)

♦ Only one sheet (envelope, card, etc.) can be inserted at a time in the bypass tray.

1 **Press COPY to select copy mode.**

Display:

** COPY **

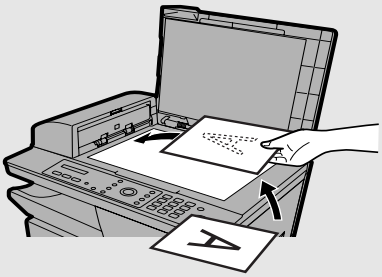
↓

100% A4 01

2 **Place the original on the document glass or in the auto document feeder.**

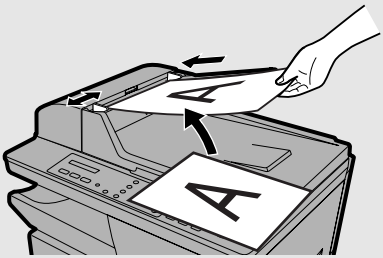
Using the document glass:
Open the document glass cover and place the original face down on the glass with the top edge against the document guide.

- Make sure the center of the original is aligned with the center mark on the document guide, and then close the cover.

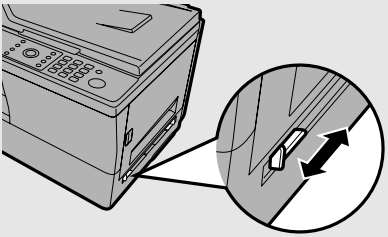


Using the auto document feeder:
Adjust the document guide to the width of your original, and then insert the original face up into the feeder.

- Multiple originals (maximum A4 size) can be placed.

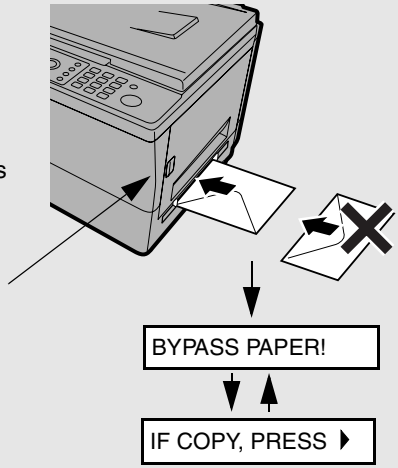


3 **Adjust the document guides on the bypass tray to the width of the sheet or envelope.**



4 **Insert the sheet or envelope into the bypass tray as shown with the print side face down.**

- When inserting an envelope, the flap should be positioned on the left side as shown.



Note: If you find it necessary to remove the sheet or envelope, press this release and open the side cover first.

5 **Press** A.

SET PAPER SIZE

1: A4

6 **Press** Z or A **until the correct size appears in the display.**

7 **Press** ENTER.

- **Changing the size setting:** If you need to change the size setting, press (if the number of copies setting is other than 1, press twice).

  "PAP. SIZE RESET?" will appear. Press 1 to select YES and then reset the paper size.

8 **Select temporary copy settings as needed and then press to begin copying.**

- If you placed multiple originals in the auto document feeder or set the number of copies to more than "1", copying will stop after the first copy is made and the display will alternately show SET BYPASS PAPER and the required paper size. When you insert the next sheet or envelope in the bypass tray, the next copy will start automatically.

3. Sending Faxes

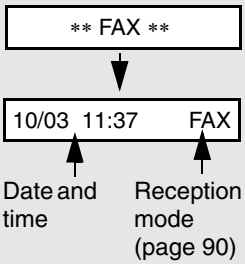
Sending a Fax

Follow the steps below to send a fax. To dial the fax number of the receiving machine, you can either directly enter the number with the number keys (Direct Keypad Dialling), or press SPEED and enter a two-digit Speed Dial number (Speed Dialling).

- To use a Speed Dial number, you must first store the number in the machine as explained on page 70.
- You can perform the following procedure even when the machine is already busy sending or receiving a fax. In this case, the fax transmission will be stored in the machine's memory and performed once all previously stored jobs have been completed.

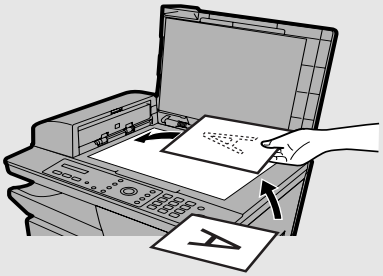
1 **Make sure that the date and time display of fax mode appears (if needed press FAX).**

Display:



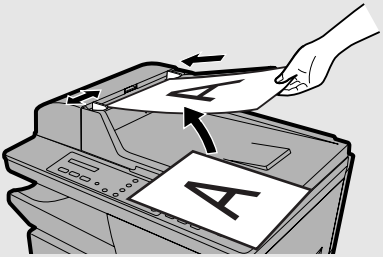
2 **Place the original on the document glass or in the auto document feeder.**

Using the document glass:
Open the document glass cover and place the original face down on the glass with the top edge against the document guide.



- Make sure the centre of the original is aligned with the centre mark on the document guide, and then close the cover.

Using the auto document feeder:
Adjust the document guide to the width of your original(s), and then insert the originals face up into the feeder.



- Up to 20 A4-size sheets can be inserted at once.
- For detailed information on using the auto document feeder and the types of originals that can be used, see pages 60 to 62.

♦ If an original is placed in both the auto document feeder and on the document glass, the original in the auto document feeder will be faxed.

♦ When the document glass is used to send a fax, the document image printed by the receiving machine may be reduced slightly more than when the auto document feeder is used, and there may be a slightly larger margin at the bottom of the page (this will depend on the size of paper used by the receiving machine).

3 **The default temporary fax settings are as follows. To change a setting, see *Selecting Temporary Fax Settings* on page 75.**

- Resolution: STANDARD
  (Note: The default resolution setting can be changed as explained on page 79.)
- Contast: NORMAL
- Duplex Scan: OFF
- Line monitor: OFF
  (Note: The default Line Monitor setting can be changed as explained on page 80.)

Note: After temporary fax settings are selected, the settings will revert to the above default settings if the auto clear time elapses without any keys being pressed on the operation panel (see page 49). You can also press to reset the settings to the default settings.

4 **Enter the number of the receiving machine using one of the following methods:**

- **Direct Keypad Dialling:** Press the number keys to enter the fax number. Note: If a pause is required between any of the digits to access a special service or an outside line, press REDIAL. The pause will appear as a hyphen. Several pauses can be entered in a row.
- **Speed Dialling:** Press SPEED and enter the 2-digit Speed Dial number that has been stored for the receiving fax machine (see page 70).
  Example: Speed Dial 01: SPEED 0 1
- **Search Dialling:** If you cannot remember which Speed Dial number you stored a destination in, you can press Z or A until the destination appears in the display (the name programmed for the destination will appear, or the fax number if no name was programmed).

5 **Check the display. If the name or number shown is correct, press ◇.**

- If you made a mistake when entering a number, press ▽ to backspace and clear one digit at a time, and then re-enter the correct digit(s).

6 **Scanning of the original(s) will begin.**

- **If you are using the auto document feeder:**
  After the originals are scanned, the machine will dial the receiving machine and send the fax. If the machine is busy with a previously stored job, the fax job will be stored in memory and then transmitted once the machine is free.

- **If Duplex Scan is selected:** After the stack of originals is fed through the auto document feeder, turn the entire stack over (do not change the order of the pages or remove any pages), insert it into the auto document feeder again, and press ◇. After scanning is finished, the machine will dial the receiving machine and send the fax. If the machine is busy with a previously stored job, the fax job will be stored in memory and then transmitted once the machine is free.

- **If you are using the document glass:**
  After the original is scanned, the following alternating messages will appear:

  START: CONT. READ ◄► # KEY: END OF SET

  Remove the original from the document glass, place the next original, and press ◇. Repeat until all originals have been scanned. After the last original has been scanned, press # to end scanning. The machine will dial the receiving machine and send the fax. If the machine is busy with a previously stored job, the fax job will be stored in memory and then transmitted once the machine is free.
  Note: If no keys are pressed for one minute after the original is scanned, fax transmission will begin automatically (or the job will be stored).

- If the transmission is completed successfully, the machine will beep once.

- If an error occurs, the machine will beep three times and print a Transaction Report to inform you of the problem (see page 128).

If the memory becomes full...

If the memory becomes full while the document is being scanned, MEMORY IS FULL will appear in the display.

- Press [1] if you want to transmit the pages which have been stored up to that point in memory. If you are using the auto document feeder, the remaining pages will feed out without being scanned. After transmission, the memory will be cleared and you can transmit the remaining pages. You will also need to transmit the page which was being scanned when the memory filled up.
- Press [2ABC] if you want to cancel the entire transmission.

Using the REDIAL key

When sending a fax, you can also automatically redial the last number dialled by the machine. Follow the fax sending procedure on the previous pages. In Step 4, press REDIAL, make sure the number that appears in the display is the number you wish to dial, and then press [◇]. Scanning of the originals will begin (see Step 6).

Storing a Number for Speed Dialling

You can dial a fax number by pressing SPEED and entering a two-digit number. This is called Speed Dialling.

♦ To use Speed Dialling, you must first store the full fax number in the machine and select a two-digit Speed Dial number for it. One hundred Speed Dial numbers are available (00 to 99).

		Display:
1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU.**	FAX SETTING
2	**Press 1.**	1: SPEED DIAL
3	**Press 1.**	1: NEW, 2: CHANGE
4	**Press 1.**	ENTER FAX NUMBER

5 **Enter the fax number by pressing the number keys (max. of 60 digits). (Note: A space cannot be entered.)**

- To clear a mistake, press Z.
- If a pause is required between any of the digits to access a special service or an outside line, press REDIAL. The pause appears as a hyphen. Several pauses can be entered in a row.

6 **Press ENTER.**

7 **Enter a name by pressing number keys for each letter as shown in the chart below. Up to 20 characters can be entered. (If you do not wish to enter a name, go directly to Step 8.)**

Example: SHARP = 7777 44 2 777 [>] A 7

SPACE = 1 1	G = 4	N = 6 6	U = 8 8
A = 2	H = 4 4	O = 6 6 6	V = 8 8 8
B = 2 2	I = 4 4 4	P = 7	W = 9
C = 2 2 2	J = 5	Q = 7 7	X = 9 9
D = 3	K = 5 5	R = 7 7 7	Y = 9 9 9
E = 3 3	L = 5 5 5	S = 7 7 7 7	Z = 9 9 9 9
F = 3 3 3	M = 6	T = 8	

- To enter two letters in succession that require the same key, press [>] A after entering the first letter. To clear a mistake, press Z [<].
- To enter a lower case letter, continue pressing the key for the letter until the lower case letter appears.
- To enter one of the following symbols, press [#] or [*] repeatedly:
  # @ . - _ / ! $ % & ' ( ) + , : ; = ? [ ] { } *

8 **Press** [ENTER] **.**

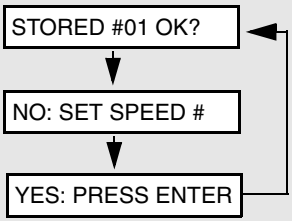
SUPER G3

↓ ↑

1: ON, 2: OFF

9 **Press 1 if you want the machine to use Super G3 mode (the fastest transmission mode) when using this number. Press 2ABC if you do not want the machine to use Super G3 mode.**

- Press 2ABC for OFF if line errors frequently result when Super G3 mode is used.
- Note that even when ON is selected, Super G3 mode is used only if the other machine also supports Super G3 mode.



Note: "#01" is shown as an example above.

10 **The display will show the next available Speed Dial number. If that number is acceptable, press ENTER. If not, enter the desired two-digit number and press ENTER.**

11 **Return to Step 4 to store another number, or press repeatedly to exit.**

- To confirm that an auto-dial number has been stored correctly, print out the Telephone Number List as explained on page 127.

Editing and deleting auto-dial numbers

If you need to make changes to a previously stored auto-dial number, or clear a number, follow these steps:

		Display:
1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	FAX SETTING
2	**Press 1 .**	1: SPEED DIAL
3	**Press 1 .**	1: NEW, 2: CHANGE
4	**Press 2ABC .**	1: EDIT, 2: CLEAR
5	**Press 1 to edit a number, or 2ABC to delete a number.**	
6	**Enter the 2-digit Speed Dial number that you wish to edit or delete (for example, press 0 1), or press Z or A until the name or fax number of the destination appears in the display and press ENTER .** • If you pressed 2ABC for CLEAR in Step 5, go to Step 12.	
7	**If you selected EDIT in Step 5, make the desired changes to the number.** • To move the cursor to the right, press A . When the cursor is over a digit that you wish to change, simply enter the new digit. The new digit will replace the old digit. To backspace and clear digits, press Z . • If you do not wish to change the number, go directly to Step 8.	

8 **Press ENTER.**

9 **Make the desired changes to the name.**

- To move the cursor to the right, press A. When the cursor is over a letter that you wish to change, press the appropriate number key repeatedly until the desired letter appears (see Step 7 on page 71). The new letter will replace the old letter. To backspace and clear letters, press Z.
- If you do not wish to change the name, go directly to Step 10.

10 **Press ENTER.**

SUPER G3

1: ON, 2: OFF

11 **Press 1 if you want the number to use Super G3 mode. Otherwise press 2ABC.**

12 **Return to Step 4 to edit or delete another number, or press repeatedly to exit.**

Selecting Temporary Fax Settings

You can adjust one or more of the following temporary fax settings before pressing to begin transmission.

Resolution

The following resolution settings are available for faxing:

STANDARD	Use STANDARD for ordinary documents. This setting gives you the fastest and most economical transmission.
FINE	Use FINE for documents containing small letters or fine drawings.
SUPER FINE	Use SUPER FINE for documents containing very small letters or very fine drawings.
HALF TONE	Use HALF TONE for photographs and illustrations. The original will be reproduced in 256 shades of gray.

To select a resolution setting, press QUALITY until the desired setting appears in the display and then press ENTER.

Note: The resolution and contrast settings are only effective for sending a document. They are not effective for receiving a document.

Contrast

Three contrast settings are available for faxing: LIGHT (for dark originals), NORMAL, and DARK (for faint originals).

To adjust the contrast, press CONTRAST until the desired setting appears in the display and then press ENTER.

Duplex Scan

Duplex Scan provides a convenient method for faxing multiple two-sided originals using the auto document feeder. When this setting is selected, after the stack of originals is fed through the auto document feeder the first time, you simply turn the stack over (do not change the order of the pages or remove any pages), insert it into the auto document feeder again, and press to scan the reverse side of the originals. The machine will automatically transmit the pages in the correct order (front of 1st page, back of 1st page, front of 2nd page, back of 2nd page, etc.).

♦ Note that any blank sides must be included when scanning the pages (if the number of pages is not equal each time the machine scans the stack, an error will result).

To select Duplex Scan, press DUPLEX SCAN once or twice so that “DUPLEX SCAN ON” appears, and then press ENTER .

Line Monitor

Select this setting when you wish to listen to the line (hear the dial tone, fax tones, etc.) through the machine’s speaker during a fax transmission. This is useful when you wish to make sure that the receiving machine is responding correctly.

To select Line Monitor, press FAX one or more times until MONITOR ON appears in the display.

♦ The Line Monitor setting automatically reverts to the default setting after the fax transmission is finished.

Other Fax Transmission Settings

Checking and cancelling stored fax jobs

Follow the steps below to check the fax jobs that are waiting in memory for transmission. You can also use this procedure to cancel a stored fax job.

1 **Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU.**

Display:

FAX SETTING

2 **Press 6 MNO. The first job will appear in the display.**

3 **Press Z < or > A to scroll through the jobs.**

4 **To cancel a job, scroll until the job appears and then press ENTER.**

CANCEL?

1: YES, 2: NO

5 **Press 1 to cancel the job.**

6 **When you have finished checking the jobs, press repeatedly to exit.**

Automatic redialling when the line is busy

If you use Direct Keypad Dialling, Speed Dialling, or Search Dialling to send a fax and the line is busy, the machine will automatically redial the number. The machine will make two redial attempts at intervals of five minutes.

- To cancel a job that is waiting for automatic redialling, follow the procedure in *Checking and cancelling stored fax jobs* on page 77. (When you scroll to the job during the procedure, the number or name of the destination will alternate with RECALL: BUSY in the display.)

- Under certain conditions (for example if a person answers the call on a telephone), automatic redialling may stop before two redial attempts are made.

Automatic redialling after a line error

If you use Direct Keypad Dialling, Speed Dialling or Search Dialling to send a fax and a line error occurs during the transmission, the machine will automatically redial the number and attempt to complete the transmission. Retransmission will begin from the page which was being transmitted when the error occurred. The machine will make one attempt at retransmission after an interval of two minutes.

- To cancel a job that is waiting for automatic redialling, follow the procedure in *Checking and cancelling stored fax jobs* on page 77. (When you scroll to the job during the procedure, the number or name of the destination will alternate with RECALL: ERROR in the display.)

Default resolution for faxing

The default resolution for faxing is initially set to STANDARD. If desired, you can change the default resolution to FINE or SUPER FINE.

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	Display: FAX SETTING
2	**Press 3 DEF .**	1: FAX RESOLUTION
3	**Press 1 .**	
4	**Select the resolution setting:** **1 : STANDARD** **2 ABC : FINE** **3 DEF : SUPER FINE**	The display briefly shows your selection, then: 2: LINE MONITOR
5	**Press repeatedly to exit.**	

Default Line Monitor setting

The default setting for Line Monitor (listening to the line and fax tones through the speaker during a fax transmission) is initially MONITOR OFF. If desired, you can change the default setting to MONITOR ON.

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	Display: FAX SETTING
2	**Press 3 DEF .**	1: FAX RESOLUTION
3	**Press 2 ABC .**	1: MONITOR ON
4	**Press 1 to select MONITOR ON or 2 ABC to select MONITOR OFF.**	The display briefly shows your selection, then: 3: TIMER SEND
5	**Press repeatedly to exit.**	

Using an Extension Phone to Send a Fax

If you have connected an extension phone to the **TEL. SET** socket on the machine as explained on page 15, you can use the extension phone to send a fax.

- Using an extension phone to send a fax allows you to listen to the line and talk to the other party before faxing.
- This procedure cannot be used when the machine is busy with another job. Note that if the transmission is not sucessful because the line is busy or a line error occurs, automatic redialling will not take place.

1 **Make sure that the date and time display of fax mode appears (if needed press FAX).**

2 **Place the original on the document glass or in the auto document feeder.**

- If the document glass is used, only one page can be transmitted.
- If needed, select the resolution and/or contrast.

3 **Pick up the extension phone, listen for the dial tone, and dial the fax number of the receiving machine using the keypad of the extension phone.**

4 **Depending on the setting of the other machine, you will either hear a fax tone or the other person will answer.**

- If the other person answers, ask them to press their Start key. This causes the other machine to issue a fax tone.

5 **When you hear the fax tone, press on the machine.**

MANUAL MODE
↓
1:SEND, 2:RECEIVE

6 **Press 1 to select SEND. Replace the extension phone.**

- Transmission will begin.

Broadcasting (Sending a Fax to Multiple Destinations)

This function allows you to send the same fax to as many as 100 different destinations in just one operation.

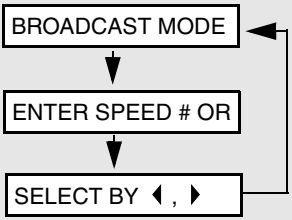
♦ When sending to multiple destinations, only destinations that have been stored as Speed Dial numbers can be selected (full fax numbers cannot be dialled).

1 **Make sure that the date and time display of fax mode appears (if needed press FAX).**

2 **Place the original on the document glass or in the auto document feeder.**

- If needed, select temporary fax settings such as the resolution and contrast.

3 **Press BROADCAST**



4 **Select a destination using one of the methods below.**

- Enter the 2-digit Speed Dial number of the destination.
- Press Z◀ or ▶A until the name of the destination appears in the display (if no name was stored, the number will appear).

5 **Press ENTER to store the destination.**

6 **Repeat Steps 4 and 5 for each of the other destinations to which you wish to send the fax (maximum of 100).**

- To check your selected destinations, press MENU to scroll through them. To delete a destination, scroll to the destination and then press .

7 **When you are ready to begin transmission, press .**

- A Transaction Report is automatically printed out after Broadcasting is completed. Check the "Note" column of the report to see if any of the destinations are marked "Busy" or have a communication error code. If so, send the document to those destinations again.

Broadcasting using a Group Key

If the fax machines to which you want to broadcast have all been programmed into a Group (see *Storing numbers in a Group* which follows), you can perform the broadcasting operation using the following simplified procedure:

1 **Make sure that the date and time display of fax mode appears (if needed press FAX).**

2 **Place the original on the document glass or in the auto document feeder.**

- If needed, select temporary fax settings such as the resolution and contrast.

3 **Press A once or twice to display Group 1 or Group 2.**

4 **Press . Transmission will begin.**

Storing numbers in a Group

Groups allow you to send a fax to a group of fax machines by simply specifying the appropriate Group. To store a selection of numbers in a Group, follow the steps below.

♦ Two groups are available, Group 1 and Group 2.

♦ Up to 100 numbers can be stored in each Group.

Only Speed Dial numbers can be stored in a Group. Full numbers cannot be stored.

1 **Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU.**

Display:

FAX SETTING

2 **Press 1.**

1: SPEED DIAL

3 **Press 2ABC.**

1: SET, 2: CLEAR

4 **Press 1 to select SET.**

The first available Group appears:

GROUP 1

ENTER SPEED # OR

SELECT BY ◀ , ▶

- Note which Group number (Group 1 or Group 2) appears in the display. This is the number of the Group you are storing.

5 **Select a destination using one of the methods below.**

- Enter the 2-digit Speed Dial number of the destination.
- Press Z◀ or ▶A until the name of the destination appears in the display (if no name was stored, the number will appear).

6 **Press ENTER to store the destination.**

7 **Repeat Steps 5 and 6 for each of the other destinations that you want to include in the Group (maximum of 100).**

- To check your selected destinations, press MENU to scroll through them. To delete a destination, scroll to the destination and then press .

8 **When you have finished storing the destinations, press ENTER .**

9 **Press repeatedly to exit.**

Deleting a Group

Follow the steps below to delete a Group.

	Display:
1 **Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	FAX SETTING
2 **Press 1 .**	1: SPEED DIAL
3 **Press 2ABC .**	1: SET, 2: CLEAR
4 **Press 2ABC to select CLEAR.**	GROUP CLEAR ↓ ↑ ENTER GROUP #

5 **Enter the number of the Group that you want to clear.**

Example: 2ABC

6 **Press ENTER .**

7 **Press repeatedly to exit.**

Timer Transmission

The Timer function allows you to store a fax job to be transmitted automatically at a specified time. Up to four timer fax jobs can be stored at once, and the time of each can be specified up to a week in advance.

♦ You can use this function to take advantage of off-peak rates without having to be there when the fax is sent.

Note: If a power failure occurs or the machine's power cord is unplugged after a timer transmission job is stored, the job will be cleared from memory. When the power is restored, a MEMORY CLEAR report will be printed to inform you that the job was cleared. If this happens, store the job again.

1 **Make sure that the date and time display of fax mode appears (if needed press FAX).**

2 **Place the original on the document glass or in the auto document feeder.**

3 **Press MENU.**

Display:

FAX SETTING

4 **Press 3 DEF.**

1: FAX RESOLUTION

5 **Press 3 DEF.**

1: SET, 2: CLEAR

6 **Press [1] to select SET.**

- Note which Timer number (Timer 1, 2, 3, or 4) appears in the display. This is the number of the Timer job you are storing.

The first available Timer number appears:

TIMER NUMBER=1

↓

ENTER TIME

7 **Enter the time at which you want the fax to be sent.**

- Enter two-digits for the hour (“00” to “23”) and two-digits for the minute (“00” to “59”).

  Example: 9:25 [0] [9 WXYZ] [2 ABC] [5 JKL]

8 **Enter a number as follows to select the day of the operation (skip this step if the fax will be sent within the next 24 hours):**

[0] **Sunday**

[1] **Monday**

[2 ABC] **Tuesday**

[3 DEF] **Wednesday**

[4 GHI] **Thursday**

[5 JKL] **Friday**

[6 MNO] **Saturday**

9 **Press [ENTER].**

ENTER STATION #

10 **Specify the destination using one of the methods below:**

- Press SPEED, enter the 2-digit Speed Dial number of the destination, and press ENTER.
- Press Z < or > A until the name of the destination appears in the display (if no name was stored, the number will appear), and press ENTER.
- Enter the full fax number of the destination and press ENTER.

11 **If needed, select temporary fax settings such the the resolution and contrast.**

12 **Press . The original is scanned and the timer job is stored.**

Cancelling a timer job

If you need to cancel a timer job before it is performed, follow the steps below.

♦ You will need to know the timer number assigned to the job in order to cancel it. If you don't remember the number (it appears in the display when you store the job), print out the Timer List. (See page 126.)

		Display:
1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	FAX SETTING
2	**Press 3 DEF .**	1: FAX RESOLUTION
3	**Press 3 DEF .**	1: SET, 2: CLEAR
4	**Press 2 ABC to select CLEAR.**	ENTER TIMER # ↓↑ TIMER CLEAR
5	**Enter the number of the timer job that you want to clear.** **Example: 2 ABC**	
6	**Press repeatedly to exit.**	

4. Receiving Faxes

Selecting the Reception Mode

The machine has two modes for receiving faxes:

FAX ONLY mode:
Select this mode when you only want to receive faxes on the line connected to the machine. The machine will automatically answer all calls on one ring and receive incoming faxes. (“FAX” will appear in the fax mode display.)

EXT. TEL mode:
Select this mode when an extension phone is connected either directly to the machine (page 15) or to the same line as the machine and you want to receive both faxes and voice calls on that line. **All calls, including faxes, must be answered by picking up the extension phone**. (“TEL” will appear in the fax mode display.)

To select the reception mode, follow the steps below.

♦ The reception mode is initially set to **FAX ONLY** mode.

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	Display: FAX SETTING
2	**Press 4 GHI .**	1:RECEPTION MODE
3	**Press 1 .**	1: FAX ONLY
4	**Select the reception mode:** 1 **: FAX ONLY** 2 ABC **: EXT. TEL**	The display briefly shows your selection, then: 2: NUMBER OF RING
5	**Press repeatedly to exit.**	

Fax mode display when FAX ONLY is selected:

10/03 11:37 FAX

Fax mode display when EXT. TEL is selected:

10/03 11:37 TEL

Using FAX ONLY Mode

When the reception mode is set to FAX ONLY, the machine will automatically answer all calls on two rings and receive incoming faxes.

- The number of rings on which the machine answers can be changed as explained below.
- When the reception mode is set to FAX ONLY mode, the machine will receive faxes automatically no matter whether it is in copy, fax, or scan mode.

Changing the number of rings

If desired, you can change the number of rings on which the machine answers incoming calls in FAX ONLY mode. Any number from 2 to 4 can be selected.

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	Display: FAX SETTING
2	**Press 4 GHI .**	1:RECEPTION MODE
3	**Press 2 ABC .**	ENTER (2-4) (2) ↓ ↑ NUMBER OF RING
4	**Enter the desired number of rings (any number from 2 to 4).** **Example: 3 rings 3 DEF**	The display briefly shows your selection, then: 3: RECEIVE RATIO
5	**Press repeatedly to exit.**	

Using EXT. TEL Mode

When the reception mode is set to EXT. TEL, you must answer all calls (even faxes) by picking up an extension phone that is connected either directly to the machine or to the same line as the machine.

Important: If a document is loaded in the machine's feeder, remove it before performing the steps below. (Fax reception is not possible when a document is in the feeder.)

1 **Answer the extension phone when it rings.**

2 **If you hear a fax tone, press 5 once and ✳ twice on the keypad of the extension phone (this is only possible if you are on a tone dial phone). This signals the machine to begin reception. Hang up.**

- If the other party first speaks with you, perform Step 2 after speaking. (Perform Step 2 before the sender presses their Start key to begin fax transmission.)

Alternative method for beginning fax reception: After answering on an extension phone, you can also begin fax reception using the machine's operation panel (use this method if you are on a pulse dial phone). When you hear the fax tone, or after speaking with the other person, press ◇ on the operation panel. The following messages will appear:

MANUAL MODE	→	1:SEND, 2:RECEIVE

Press 2 to select RECEIVE. Make sure that RECEIVING appears in the display and then hang up the extension phone.

Note: To use this method, the machine must be in fax mode ***before*** you answer the call on the extension phone (if needed press FAX so that the date and time display of fax mode appears).

Reception Ratio

The machine has been set at the factory to automatically reduce the size of received documents to fit the size of the printing paper. This ensures that data on the edges of the document are not cut off. If desired, you can turn this function off and have received documents printed at full size.

- ♦ If a document is too long to fit on the paper, the remainder will be printed on a second page. In this case, the cut-off point may occur in the middle of a line.
- ♦ Automatic reduction may not be possible if the received document is too large, contains too many fine graphics or images, or is sent at high resolution. In this case, the remainder of the document will be printed on a second page.

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	Display: FAX SETTING
2	**Press 4 GHI .**	1:RECEPTION MODE
3	**Press 3 DEF .**	1: AUTO
4	**Press 1 (AUTO) to select automatic reduction, or 2 ABC (100%) to select full-size printing.**	The display briefly shows your selection, then: 4: POLLING
5	**Press repeatedly to exit.**	

Substitute Reception to Memory

In situations where printing is not possible, such as when the machine runs out of paper, the toner cartridge needs replacement, or the paper jams, incoming faxes will be received to memory. Incoming faxes will also be received to memory if a sheet of paper or envelope is inserted in the bypass tray (fax reception cannot take place on paper in the bypass tray).

When you have received a fax in memory, FAX RX IN MEMORY will appear in the display, alternating with a message that indicates the problem. When you resolve the problem, the stored faxes will automatically print out.

- If you received faxes in memory because the machine ran out of paper, be sure to add paper which is the same size as the paper previously used. If not, the document print-out size may not match the size of the paper.

Caution!

- When faxes are stored in memory, do not turn the power off. This will erase all of the contents.
- If faxes received in memory are lost due to a power failure or other interruption in the power supply, a CLEAR REPORT will be printed out when the power is restored. This provides information about the receptions lost, including the fax numbers of the transmitting machines if they are available.

5. Special Fax Functions

Distinctive Ring (Requires Subscription to Service)

If you subscribe to a distinctive ring service from your telephone company, you will need to turn on the distinctive ring function. When this is done, the machine will signal voice calls by the normal ring pattern, and fax transmissions by a special ring pattern. In the case of a fax transmission, the machine will automatically answer the call and receive the fax.

The distinctive ring function is used with the reception mode set to FAX. When your fax number is dialled, the machine will signal the call with a special ringing sound, then answer automatically and begin reception after the number of rings set with the Number of Rings setting (the initial setting is 2 rings—see page 91). When your voice number is dialled, the machine will signal the call with the normal ringing sound to let you know that you must answer personally.

The initial setting for distinctive ring is NO. If set to YES, (Fax Duet) distinctive ring are supported.

Important:

- The distinctive ring function can only be used if you subscribe to a distinctive ring service from your telephone company. Do not turn on distinctive ring if you are on a normal line, as the machine will not operate properly.

		Display:
1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU .**	FAX SETTING
2	**Press 4 GHI .**	1:RECEPTION MODE
3	**Press 5 JKL .**	1: YES, 2: NO

4 **Press 1 to turn on distinctive ring, or 2ABC to turn it off.**

5 **Press repeatedly to exit.**

6 **Make sure that the reception mode is set to FAX ONLY (see page 90).**

Polling (Requesting a Fax Transmission)

Polling allows you to call another fax machine and have it send a document (previously loaded in the machine's feeder or stored in memory) to your machine without assistance from the operator of the other machine.

Hint: Polling is useful when you want the receiving fax machine, not the transmitting fax machine, to bear the cost of the call.

- To use the polling function, the other machine must be capable of being polled.
- Before polling, make sure the other machine is set up to receive your polling request.

1 **Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU.**

Display:

FAX SETTING

2 **Press 4 GHI.**

1:RECEPTION MODE

3 **Press 4 GHI.**

POLLING

↓

ENTER STATION #

4 **Dial the number of the machine that you want to poll using one of the following methods:**

- Enter the full fax number and press ◇.
- Press SPEED, enter a 2-digit Speed Dial number, and press ◇.
- Press Z < or > A until the name of the party appears in the display (or the number if no name was stored), and press ◇.

5 **Your machine will call the other machine and receive the fax.**

Being polled (Memory polling)

To let another fax machine poll your machine, you must first store the document in memory using the following procedure. Transmission will take place when the other fax machine calls your machine and activates polling. You can choose whether to allow polling only once, or an unlimited number of times. In the latter case, your machine can be used as an electronic "bulletin board".

♦ If you allow polling only once, the document(s) will be automatically cleared from memory after polling. If you allow polling an unlimited number of times, the document will remain in memory until you clear it as explained in the following section, *Clearing a memory polling document*.

1 **Place the original on the document glass or in the auto document feeder.**

2 **Make sure that the date and time display of fax mode appears (if needed press [FAX]) and then press [MENU].**

Display:

FAX SETTING

3 **Press [3 DEF].**

1: FAX RESOLUTION

4 **Press [4 GHI].**

1: SET, 2: CLEAR

5 **Press [1] to select SET.**

1: ONCE, 2: REPEAT

6 **Press [1] to allow polling only once, or [2 ABC] to allow polling an unlimited number of times.**

7 **If needed, select the resolution and/or contrast (otherwise, skip this step).**

8 **Press** ◇.

- The document is scanned into memory.
- Make sure the reception mode is set to FAX ONLY (see page 90). (When the polling fax machine calls, the machine must answer automatically in order to transmit the document.)

Clearing a memory polling document

To clear a memory polling document from memory, follow these steps:

	Display:
1 **Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU.**	FAX SETTING
2 **Press 3 DEF.**	1: FAX RESOLUTION
3 **Press 4 GHI.**	1: SET, 2: CLEAR
4 **Press 2 ABC to select CLEAR.**	M. POLL CLEAR ↓ ↑ PRESS ENTER KEY

5 **Press ENTER.**

- The document is cleared from memory.

6. Printing

Printing a Document From an Application

♦ To use the machine as a printer, the machine must be connected to your computer with a USB cable, and the printer driver must be installed on your computer (see page 23).

1. When you are ready to print a document from an application on your computer, select **Print** from the **File** menu.

   The **Print** dialog box appears.

2. If you need to select a special size of paper or adjust any of the other print settings, click **Properties**, **Setup**, or **Printer** in the **Print** dialog box (the name of the button varies depending on the application).

   The **SHARP AM-300/400 Printing Preferences** ("**SHARP AM-300/400 Properties**" in some versions of Windows) appear. Adjust the settings as desired (see page 101), and then click **OK**.

   Note: Do not use the keys on the machine to adjust print settings. The machine keys are only for copying and faxing.

4. Select the print range and adjust any other settings as desired in the **Print** dialog box.

5. When you are ready to begin printing, click **Print** or **OK** in the Print dialog box.

   Note: When you adjust the print settings as explained above in Step 2, your changes will only remain in effect while you are using the application. To make permanent changes, see page 101.

Cancelling a print job

To cancel a print job that the machine has received, press PRINT STOP on the machine. The display will show the following message:

CANCEL PRINTING?	◄►	1: YES, 2: NO

Press 1 to cancel the print job.

Selecting Print Settings

The print settings are selected in the **SHARP AM-300/400 Printing Preferences (“SHARP AM-300/400 Properties”** in some versions of Windows).

- To make temporary changes to the print settings, open the **SHARP AM-300/400 Printing Preferences** from an application as explained in Step 2 on page 100. The settings will remain in effect only while the application is running.

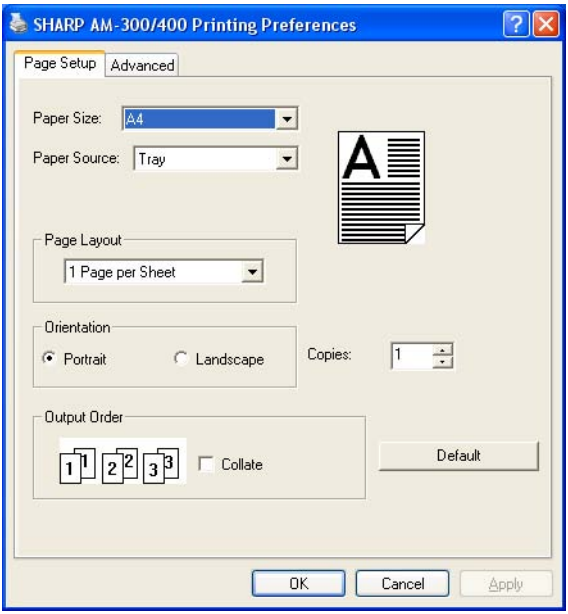
- To make permanent changes to the print settings, open the **SHARP AM-300/400 Printing Preferences** from the **Printers and Faxes** folder (the **Printers** folder in Windows® Me/2000) as explained below:

  Windows® XP: Click the **start** button, click **Control Panel**, click **Printers and Other Hardware**, and then click **Printers and Faxes**. In the **Printers and Faxes** window, click on the **SHARP AM-300/400** icon and select **Printing Preferences** from the **File** menu.

  Windows® 2000: Click the **Start** button, point to **Settings**, and select **Printers**. In the **Printers** window, click on the **SHARP AM-300/400** icon and select **Printing Preferences** from the **File** menu.

  Windows® Me: Click the **Start** button, point to **Settings**, and select **Printers**. In the **Printers** window, click on the **SHARP AM-300/400** icon, and select **Properties** from the **File** menu.

Page Setup tab



- Select the **Paper Size** and **Paper Source**.
  When the **Paper Source** is set to **Tray**, the **Paper Size** can be set to **A4**.
  When the **Paper Source** is set to **BypassTray**, the **Paper Size** can be set to **Letter**, **Legal**, **A4**, **A5**, **Envelope #10** (105 x 241 mm), **Envelope DL**, **Envelope Monarch** (98 x191 mm”), or **A6**.

- In **Page Layout**, normally **1 Page per Sheet** is selected. If you wish to print two reduced pages on each sheet of paper, select **2 Pages per Sheet**.

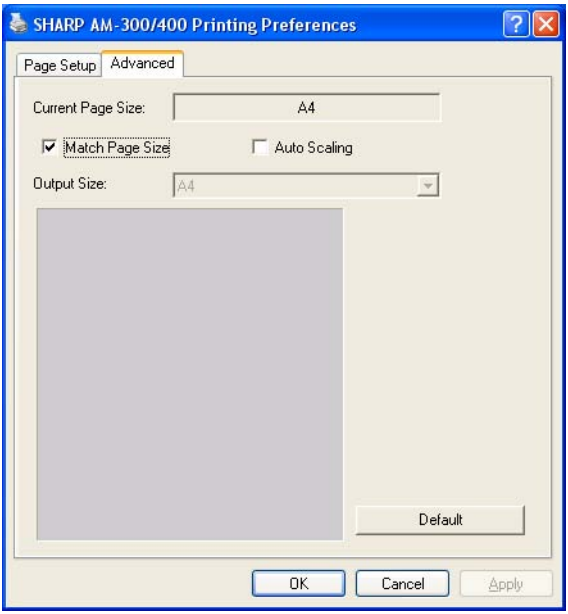
- For a normal document, set the **Orientation** to **Portrait**. If the document is oriented so that the width is longer than the height (like a landscape painting), select **Landscape**.

- If you set **Copies** to a number greater than 1, use **Output Order** to select how the copies are ordered. The displayed page order changes depending on whether or not **Collate** is selected.

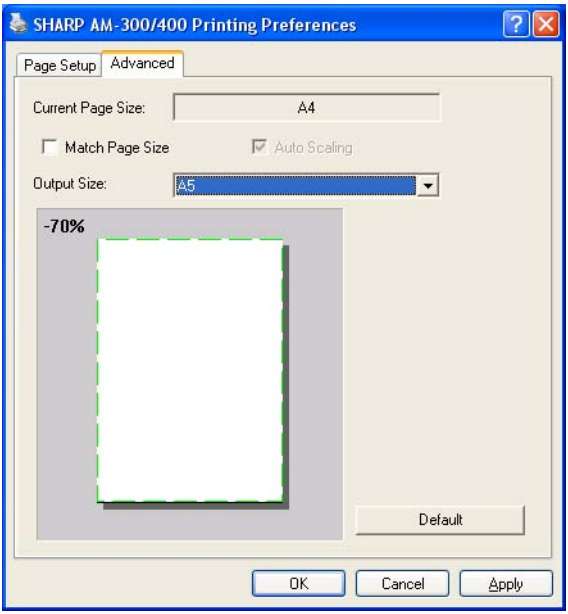
Note: When printing from an application that has settings such as “Collate”, the application settings may override the above printer driver settings.

Advanced tab

The Advanced tab is used to specify how the printed image is scaled to the paper. Normally **Match Page Size** is selected so that the image size matches the paper size selected on the **Page Setup** tab (the image is not reduced).



- If you wish to scale the image to a smaller size, select **Auto Scaling**. The paper size setting on the **Page Setup** tab will appear in **Current Page Size**. Select the size to which you wish to scale the image in **Output Size**. The amount of the reduction will be shown in the page image. The following example shows reduction of an A4-size image to A5 size:



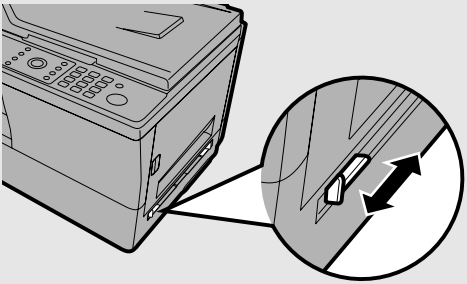
Printing on Envelopes and Cards

To print on envelopes, cards, and other special sizes of paper, use the bypass tray on the side of the machine.

The bypass tray can be used to print on the following sizes:
A4
A5
Envelope #10 (105 x 241 mm)
Envelope Monarch (98 x 191 mm)
Envelope DL (110 mm x 220 mm)
A6 (European postcard) (105 mm x 148 mm)
Letter (216 x 279 mm)
Legal (216 x 356 mm)

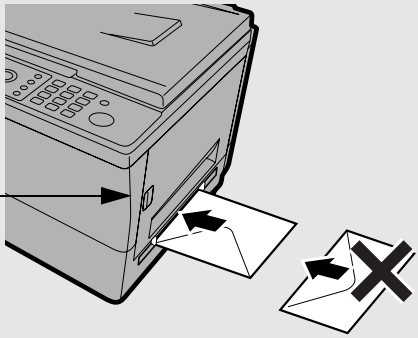
- Only one sheet (envelope, card, etc.) can be inserted at a time in the bypass tray.
- Be sure to select the correct envelope or paper size in the **Page Setup** tab of the SHARP AM-300/400 Printing Preferences (or “Properties”) before printing. (Select **Properties**, **Setup**, or **Printer** from the **Print** dialog box to open the SHARP AM-300/400 Printing Preferences.)

1 **Adjust the document guides on the bypass tray to the width of the sheet or envelope.**



2 **Insert the sheet or envelope into the bypass tray as shown with the print side face down.**

- When inserting an envelope, the flap should be positioned on the left side as shown.



Note: If you find it necessary to remove the sheet or envelope, press this release and open the side cover first.

♦ After the sheet is inserted, the display will show the alternating messages "BYPASS PAPER! / IF COPY, PRESS ▶". The messages are only for copying and can be disregarded.

3 **Select Print from the File menu of your application to open the Print dialog box. Click "Properties", "Setup", or "Printer" (the name of the button varies depending on the application) in the dialog box to open the SHARP AM-300/400 Printing Preferences (or "Properties"). Set the "Paper Source" to "Bypass Tray" on the "Page Setup" tab and then select the appropriate paper size.**

- Select other settings as needed and click **OK**. Click **Print** or **OK** in the Print dialog box to begin printing.
- Do not use the keys on the machine to adjust print settings. The machine keys are only for copying and faxing.
- If you are printing multiple copies or pages, printing will stop after the first copy/page is printed. When you insert the next sheet or envelope in the bypass tray, printing will resume automatically.

7. Scanning

The machine can be used to scan documents to your computer. Both colour and black and white scanning are possible. You can either begin scanning from a TWAIN- or WIA-compliant software program, or from the operation panel of the machine.

♦ To use the machine as a scanner, the machine must be connected to your computer with a USB cable, and the scanner driver and utility software (Sharpdesk and Button Manager) must be installed on your computer (see page 23).

♦ Depending on your system and the application being used, it may take considerable time for an image scanned at high resolution to appear on your monitor. During this time your computer will not respond.

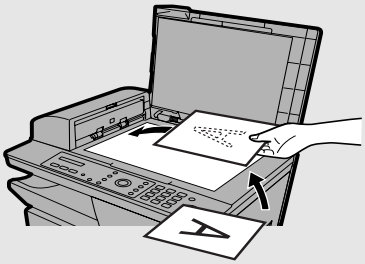
Scanning From a TWAIN Application

You can scan a document into Sharpdesk or any other TWAIN-compliant software program.

♦ The machine does not need to be in scan mode to scan a document from a TWAIN application.

1 Place the original on the document glass or in the auto document feeder.

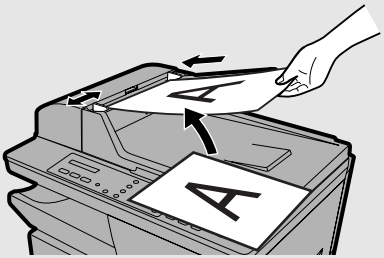
Using the document glass:
Open the document glass cover and place the original face down on the glass with the top edge against the document guide.



- Make sure the centre of the original is aligned with the centre mark on the document guide, and then close the cover.
- **Important:** Make sure the glass is clean. Any dirt, fingerprints, hair, or other debris may affect the quality of the scanned image.

- **Note:** The document glass is not suitable for scanning books or other bound documents (the surface to be copied must lie flat on the glass).

Using the auto document feeder:
Adjust the document guide to the width of your original(s), and then insert the originals face up into the feeder.

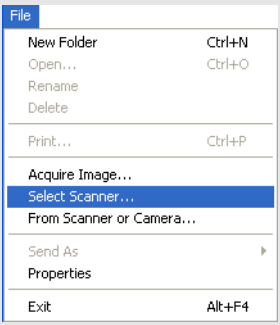


- Up to 20 A4-size sheets can be inserted at once. Note that some applications may only allow you to scan one page at a time.
- For detailed information on using the auto document feeder and the types of originals that can be used, see pages 60 to 62.

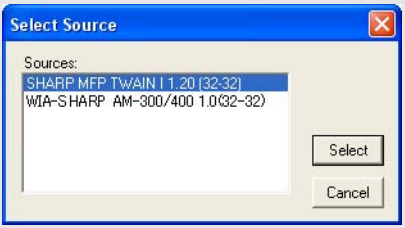
2 **Start your TWAIN-compliant application on your computer.**

3 **Click the File menu and select “Select Scanner”.**

- The File menu of Sharpdesk is shown below.



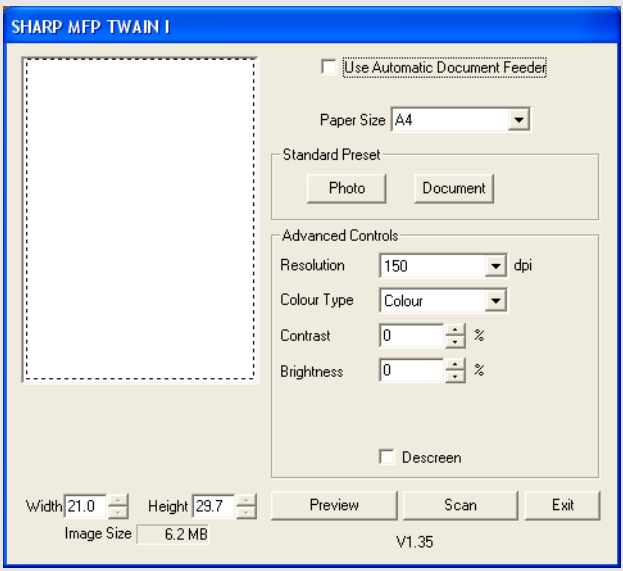
4 **In the dialog box that appears, select "SHARP MFP TWAIN I" and click the Select button.**



Note: The selection **WIA-SHARP AM-300/400** is for WIA applications and is explained in the following section.

5 **Click the File menu and select "Acquire Image".**

6 **The TWAIN scanner driver window will appear. Select settings as desired (see the next page) and then click the Scan button to begin scanning.**



- If you are using the auto document feeder, select **Use Automatic Document Feeder**.
- If you wish to use the standard preset scanning settings, click **Photo** or **Document** as appropriate for the original in the **Standard Preset** field.
- The **Advanced Controls** can be adjusted as needed. Note that the **Contrast** and **Brightness** settings only appear when **Colour Type** is set to **Colour** or **Grayscale**.
- If you wish to specify the area that is scanned, drag the frame that appears in the preview screen with your mouse. The dimensions of the area will appear in **Width** and **Height**.
- To view a preview of the scanned image using the selected settings, click the **Preview** button.

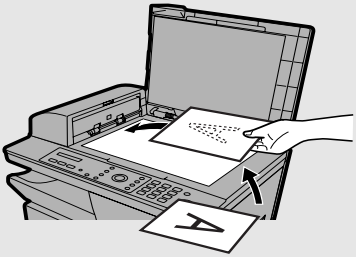
Scanning From a WIA Application (Windows XP/Me only)

If you are using Windows® XP or Windows® Me, you can scan a document into Paint or any other WIA-compliant application.

- ♦ The auto document feeder cannot be used to scan a document into a WIA application.
- ♦ The maximum resolution is 600 dpi.
- ♦ The machine does not need to be in scan mode to scan a document from a WIA application.

1 Place the original on the document glass.

Open the document glass cover and place the original face down on the glass with the top edge against the document guide.

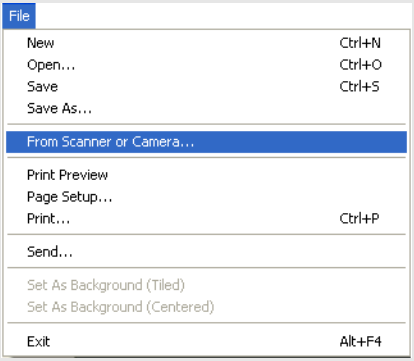


- Make sure the centre of the original is aligned with the centre mark on the document guide, and then close the cover.
- Important: Make sure the glass is clean. Any dirt, fingerprints, hair, or other debris may affect the quality of the scanned image.

2 Start your WIA-compliant application on your computer.

3 **Click the File menu and select “From Scanner or Camera”.**

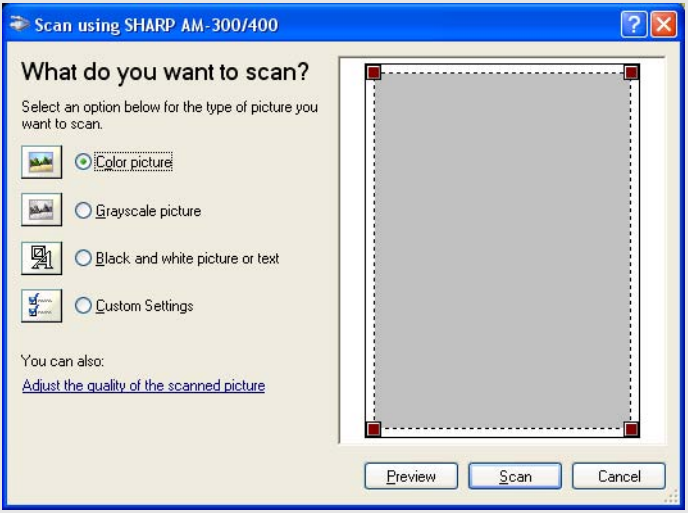
- The **File** menu of Paint is shown below.



4 **If you have WIA drivers for other devices installed on your system, the “Select Device” window will appear. Select “WIA-SHARP AM-300/400” and click the OK button.**

5 **The following window will appear. Select the desired scan settings and then click the Scan button to begin scanning.**

- To view a preview of the scanned image using the selected settings, click the **Preview** button.



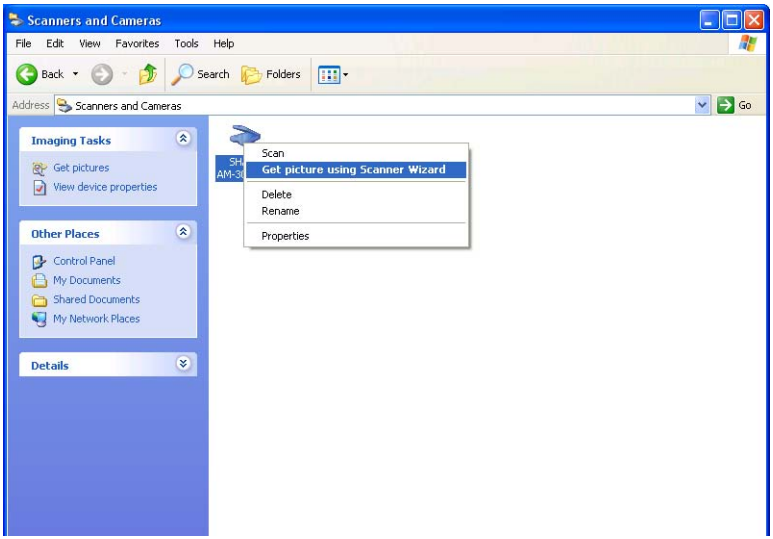
- After the **Preview** button is pressed and the preview image appears, the scanning area (indicated by the dotted frame on the preview image) is automatically set to the size of the original. To change the scanning area, drag any of the four corners of the dotted frame with your mouse.

Scanning From the Scanner Wizard (Windows XP/Me only)

If you are using Windows® XP/Me, you can also scan from the Scanner and Camera Wizard.

Place the original on the document glass (the auto document feeder cannot be used). Click the **start** button, click **Control Panel**, click **Printers and Other Hardware**, and then click **Scanners and Cameras**. (In Windows Me, click the **Start** button, point to **Settings,** select **Control Panel**, and then double-click **Scanners and Cameras**).

In the window below, right-click the **SHARP AM-300/400** icon and select **Get picture using Scanner Wizard** (select **Use Wizard** in Windows Me).



The Scanner and Camera Wizard will open. Follow the instructions in the wizard to scan the original and save the image to your computer.

Scanning From the Operation Panel

You can scan directly from the machine by selecting scan mode and then one of six scan menus on the operation panel.

- To scan from the operation panel, Button Manager must be installed on your computer and must be running. Button Manager starts automatically when you start your computer and runs in the background. The Button Manager icon appears on the Windows taskbar.

- Before you can scan from the operation panel, Button Manager must be selected to handle scanner events as explained on the following page.

Six scan menus (SC1 to SC6) are available on the machine. Each scan menu is linked to an application on your computer. When you begin scanning after selecting one of the scan menus, the application linked to that scan menu automatically starts on your computer and the image is scanned into that application.

The scan menus are initially linked to the following applications:

SC1:	Sharpdesk
SC2:	E-mail
SC3:	FAX
SC4:	OCR (Optical Character Recognition)
SC5:	Microsoft Word
SC6:	Filing (save to a file on your hard disk)

Important:

- To use the FAX application, you must have a fax driver installed on your computer. The fax driver must be specified in the scan menu settings in Button Manager as explained on page 123.

- To use the OCR application, you must have an OCR program installed on your computer. The OCR program must be specified in the scan menu settings in Button Manager as explained on page 124.

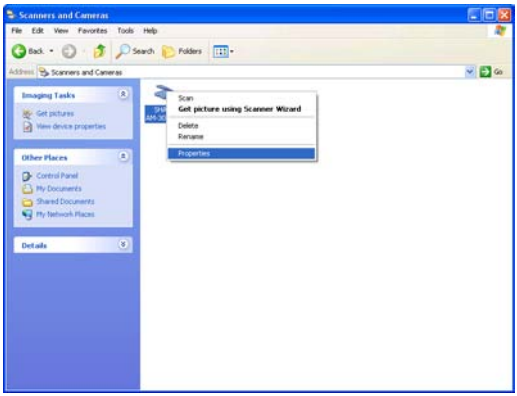
Selecting Button Manager to handle scanner events

To scan from the operation panel, you must first select Button Manager as the program on your computer that handles scanner events from the machine. Follow the appropriate procedure below and on the following pages for your operating system.

Windows® XP

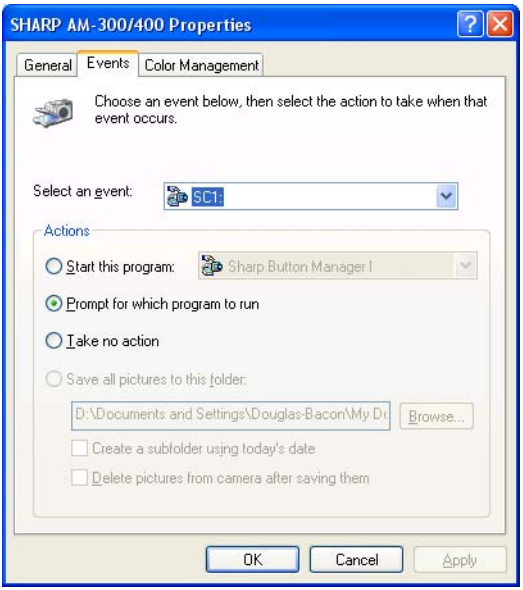
1. Click the **start** button, click **Control Panel**, and double-click **Scanners and Cameras**.

2. Right-click the **SHARP AM-300/400** icon and select **Properties**.

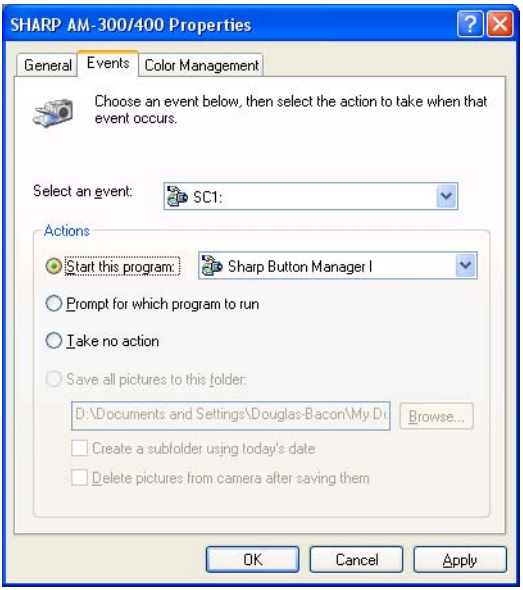


3. The **SHARP AM-300/400 Properties** appear. Click on the **Events** tab.

4. Select **SC1** (scan menu SC1) from the **Select an event** list.



5. In the **Actions** field, select **Start this program** and then select **Sharp Button Manager I** from the list of programs.



6. Click the **Apply** button.

7. Repeat Steps 4 through 6 for each of events SC2 through SC6 (select **Sharp Button Manager I** for each event). When finished, click the **OK** button to close the window.

Windows® 2000

1. Click the **Start** button, point to **Settings**, and select **Control Panel**.

2. In the **Control Panel**, double-click **Scanners and Cameras.**

3. Select **SHARP AM-300/400** and click the **Properties** button.

4. Click the **Events** tab in the **SHARP AM-300/400 Properties**.

5. Select **SC1** from the **Scanner events** list.

6. In **Send to this application**, select **Sharp Button Manager I**.

   ♦ If other applications appear in the list, make sure that none are selected.

7. Click the **Apply** button.

8. Repeat Steps 5 through 7 for each of events SC2 through SC6 (select **Sharp Button Manager I** for each event). When finished, click the **OK** button to close the window.

   ♦ To make the new scanner event settings take effect, you must restart your computer.

Windows® Me

1. Click the **Start** button, point to **Settings**, select **Control Panel**, and then double-click **Scanners and Cameras**.

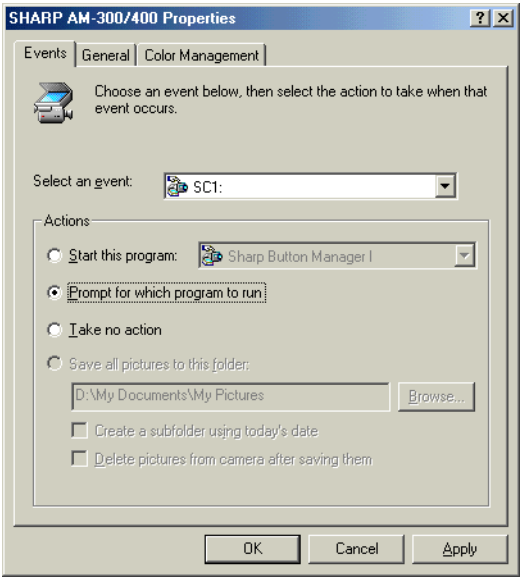
   ♦ If **Scanners and Cameras** does not appear in the Control Panel, click **view all Control Panel options**.

2. Right-click the **SHARP AM-300/400** icon and select **Properties.**

3. The **SHARP AM-300/400 Properties** appear. Click on the **Events** tab.

4. Select **SC1** (scan menu SC1) from the **Select an event** list.

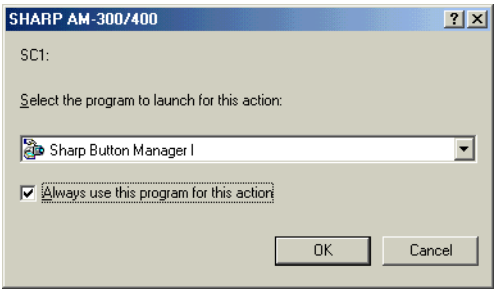
5. In the **Actions** field, select **Prompt for which program to run**.



6. Click the **Apply** button.

7. Repeat Steps 4 through 6 for each of events SC2 through SC6 (select **Prompt for which program to run** for each event). When finished, click the **OK** button to close the window.

8. When you begin scanning after selecting one of the scan menus on the operation panel, the following window will appear on your computer. Select **Sharp Button Manager I** for the program to launch. In addition, to stop the window from appearing each time you use that scan menu, select **Always use this program for this action**.



Scanning a document from the operation panel

1 **Press SCAN to select scan mode.**

Display:

** SCAN **

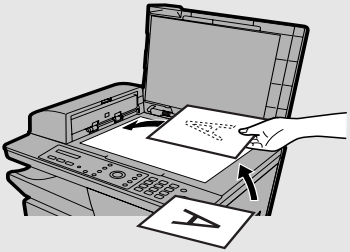
↓

SCAN : SC1

The currently selected scan menu appears

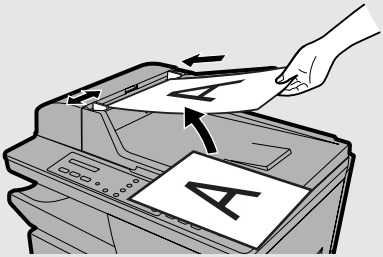
2 **Place the original on the document glass or in the auto document feeder.**

Using the document glass:
Open the document glass cover and place the original face down on the glass with the top edge against the document guide.



- Make sure the centre of the original is aligned with the centre mark on the document guide, and then close the cover.
- **Important:** Make sure the glass is clean. Any dirt, fingerprints, hair, or other debris may affect the quality of the scanned image.

Using the auto document feeder:
Adjust the document guide to the width of your original(s), and then insert the originals face up into the feeder.



- Up to 20 A4-size sheets can be inserted at once. Note that some applications may only allow you to scan one page at a time.
- For detailed information on using the auto document feeder and the types of originals that can be used, see pages 60 to 62.

Note: If an original is placed in both the auto document feeder and on the document glass, the original in the auto document feeder will be used.

3 **Press Z or A until the desired scan menu appears in the display.**

Example: Press A once for SC2:

SCAN : SC2

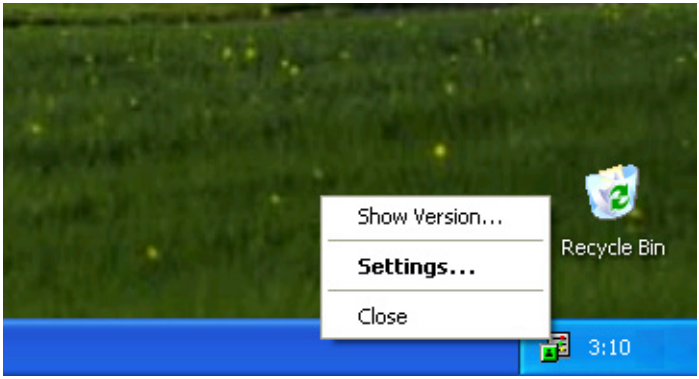
4 **Press .**

- If the selected scan menu has been set to display the TWAIN driver settings on your computer (page 122), adjust the settings as desired on your computer and then click the **Scan** button (see page 109).
- The document is scanned. The corresponding application starts on your computer and the image appears in that application.

Configuring Button Manager settings

Follow the steps below to configure or change the settings of any of the six preset scan menus of Button Manager.

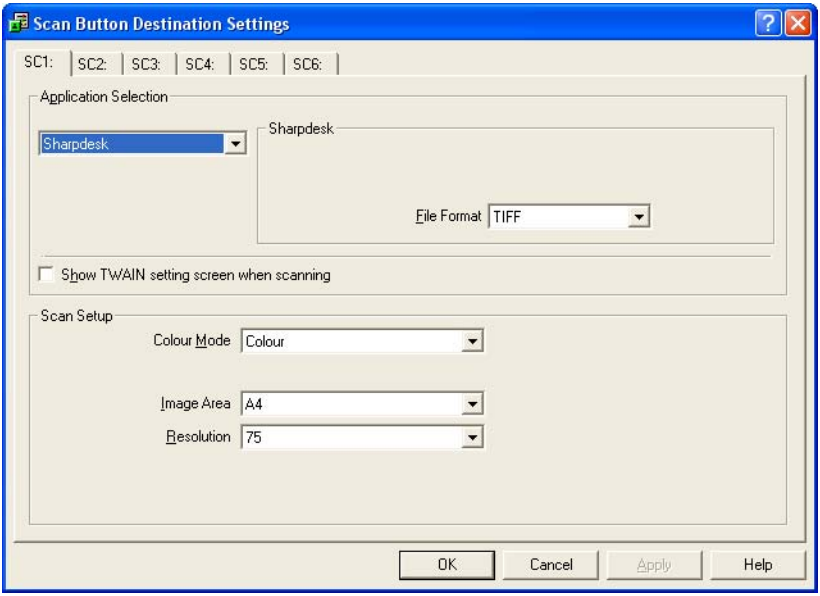
1. Right-click the Button Manager icon on the Windows taskbar and select **Settings** from the pop-up menu.



♦ If the Button Manager icon does not appear on the taskbar, click the **start** button, select **All Programs** (**Programs** in Windows® 2000/Me), select **Sharp Button Manager I**, and then click **Button Manager** to start Button Manager.

2. In the **Scan Button Destination Settings** window, click the tab of the scan menu that you want to configure. Adjust the settings as explained below.

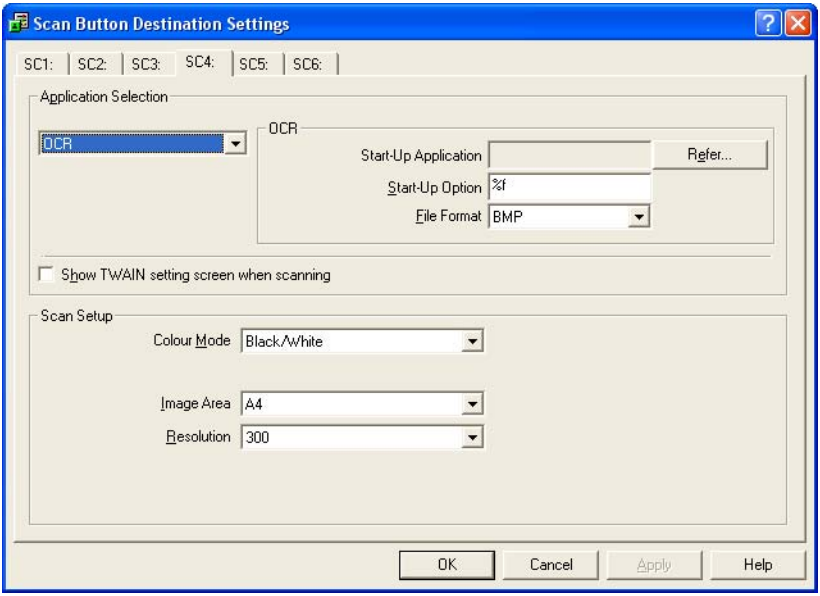
♦ The SC1 tab (initially linked to Sharpdesk) is shown as an example.



- If you wish to assign a different application to the scan menu, select the desired application in **Application Selection**.
- In **File Format**, select the format of the image file that will be created. Note: **File Format** appears when Sharpdesk, E-mail, or Microsoft Word is selected as the application. See the following pages for the settings that appear in this field when FAX, OCR, or Filing is selected.
- If you wish to have the TWAIN driver open on your computer during scanning from the operation panel to allow you to select scan settings, select **Show TWAIN setting screen when scanning**.
- In the **Scan Setup** field, select the **Colour Mode**, **Image Area**, and **Resolution**.

- **When FAX is selected as the application**
  To select the fax driver that is used to send the scanned image as a fax, click **FAX source refer** in the **FAX** field. Select the desired fax driver in the **FAX Source** window and click **OK**. The selected driver will appear in **FAX source name**.

- **When OCR is selected as the application**
  To select the OCR program to be used, click **Refer** in the **OCR** field. Select the desired program in the **Application** window and click **OK**. The selected program will appear in **Start-Up Application**. Select the **Start-Up Option** and **File Format**.



- **When Filing is selected as the application**
  To select the folder where the image file will be saved, click **Refer** in the **Filing** field. Select the desired folder in the **Browse for Folder** window and click **OK**. The selected folder will appear in **Path**. Select the **File Format.**

3. When you have finished configuring the settings, click the **OK** button to save your settings and close the **Scan Button Destination Settings** window.

- To save your settings without closing the window, click **Apply**.

8. Printing Lists

You can print lists showing settings and information entered in the machine, and recent fax transactions. The lists are described below. To print a list, follow these steps.

		Display:
1	**Press MENU and then Z < or > A until the display at right appears.**	REPORT&LIST
2	**Press ENTER .**	1: ACTIVITY LIST
3	**Press Z < or > A until the desired list appears in the display.**	
4	**Press ENTER once.**	

Activity List

This list shows information on your most recent 30 fax transactions. The report is divided into two parts: the SEND REPORT, which shows information on fax transmissions, and the RECEIVE REPORT, which shows information on fax receptions.

- All information is erased after a report is printed out. If information on 30 fax transactions accumulates, the information on the oldest transaction will be deleted each time a new transaction takes place.
- You can have the Activity List printed out automatically each time information on 30 fax transactions accumulates. See page 130.
- The Activity List contains the same headings as the Transaction Report. See page 128 for an explanation of the headings.

Telephone Number List

This list shows the fax numbers that have been stored for automatic dialling.

Group List

This list shows the fax numbers that have been stored in each Group Key.

Setup List

This list shows your current selections for the **MENU** key settings. The list also shows your name and fax number as entered in the machine, and a sample of the header printed at the top of every page you transmit (**HEADER PRINT**).

Timer List

This shows the timer transmission jobs that are currently stored.

Help List

This list provides a brief guide to the operation of the machine. To print this list, press SCAN and FAX simultaneously.

Transaction Report

This report is printed out automatically after an operation is completed to allow you to check the result. The machine is set at the factory to print out the report only when an error occurs.

♦ The Transaction report cannot be printed on demand.

Headings in the Transaction Report

SENDER/ RECEIVER	The name or fax number of the other machine involved in the transaction.
START	The time at which transmission/reception started.
TX/RX TIME	Total time taken for transmission/reception.
PAGES	Number of pages transmitted/received.
NOTE	(One of the following notes will appear under **NOTE** in the report to indicate whether the transaction was successful, and if not, the reason for the failure.) **OK** - Transmission/reception was successful. **P.FAIL** - A power failure prevented the transaction. **JAM** - The printing paper or document jammed, preventing the transaction. **BUSY** - The fax was not sent because the line was busy. **COM.E-X** - (Where “X” is a number.) A telephone line error prevented the transaction. See *Line error* on page 139. **CANCEL** - The transaction was cancelled because the **STOP** key was pressed, no document was in the feeder, or the other machine requested transmission using a function which your fax machine does not have. If you were attempting to fax, make sure a document is in the feeder. If you were receiving, contact the faxing party to see how they are trying to send to you.

Transaction Report print condition

You can change the condition under which a Transaction Report is printed out. Follow the steps below.

1 **Make sure that the date and time display of fax mode appears (if needed press [FAX]) and then press [MENU]**

Display:

FAX SETTING

2 **Press [5 JKL].**

1:TX/RX REPORT

3 **Press [1].**

1: ALWAYS PRINT

(Selections appear alternately)

4 **Press a number from [1] to [4 GHI] to select the condition for printing.**

[1]	ALWAYS PRINT	A report will be printed after each transmission, reception, or error.
[2 ABC]	SEND ONLY	A report will be printed after each transmission.
[3 DEF]	ERROR ONLY	A report will be printed only when an error occurs.
[4 GHI]	NEVER PRINT	A report will never be printed.

The display briefly shows your selection, then:

2: ACTIVITY LIST

5 **Press [⊘] repeatedly to exit.**

Auto print-out of Activity List

You can set the Activity List to print automatically whenever information on 30 fax transactions has accumulated. (The Activity List can still be printed on demand at any time.) Follow these steps:

1	**Make sure that the date and time display of fax mode appears (if needed press FAX) and then press MENU**	Display: FAX SETTING
2	**Press 5 JKL .**	1:TX/RX REPORT
3	**Press 2 ABC .**	1: AUTO PRINT:YES
4	**Press 1 to turn on auto print, or 2 ABC to turn it off.**	The display briefly shows your selection, then: 1:TX/RX REPORT
5	**Press repeatedly to exit.**	

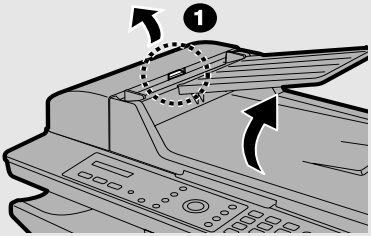
9. Maintenance

Cleaning the Scanning Glasses and Rollers

Any dirt, fingerprints, or other small debris on the scanning glasses will degrade the quality of copies, faxes, and scanned images, and increase scanning time. Clean the document glass and the scanning glass in the auto document feeder regularly as explained below.

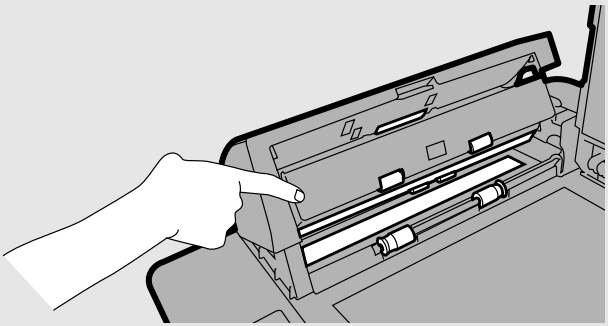
Cleaning the scanning glass in the auto document feeder

1 **Squeeze the cover release ❶ and open the auto document feeder cover. Open the document glass cover.**



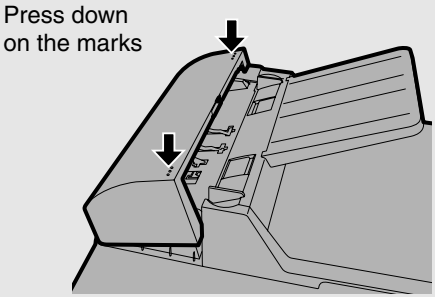
2 **Wipe the parts indicated in white below (scanning glass, rollers, and white backplate) with a clean cloth.**

- Make sure that all dirt and stains (such as correcting fluid) are removed. Dirt and stains will cause vertical lines on transmitted images and copies.



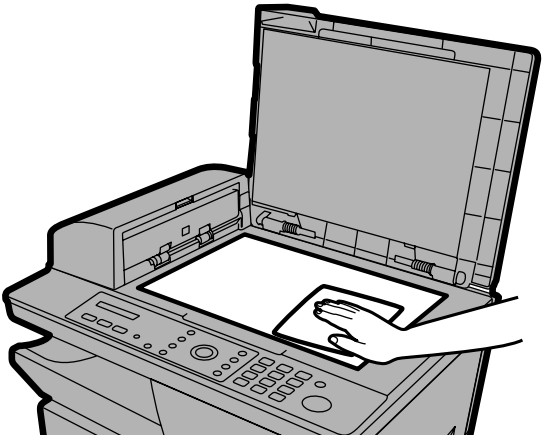
If the scanning glass is difficult to clean
If you find it difficult to remove dirt from the scanning glass, you can try moistening the cloth with isopropyl alcohol or denatured alcohol. Take care that no alcohol gets on the rollers.

3 **Close the auto document feeder cover, pressing down on both sides to make sure it clicks into place.**



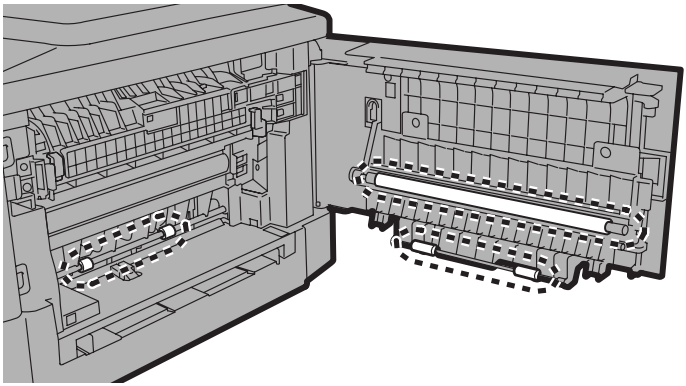
Cleaning the document glass

Open the document glass cover and clean the document glass by wiping it with a soft, dry cloth (be sure not to use a cloth that will scratch the glass). If needed, moisten the cloth with isopropyl alcohol or denatured alcohol.



Cleaning the print rollers

Clean the print rollers frequently to prevent smudges or other dirt from appearing on your output. To clean the rollers, press the side cover release to open the side cover, and then clean the rollers indicated below with a clean cloth.



Cleaning the housing

Wipe the external parts and surface of the machine with a dry cloth.

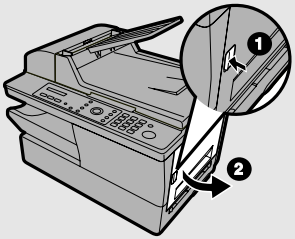
Caution!

- Do not use benzene or thinner. These solvents may damage or discolor the machine.

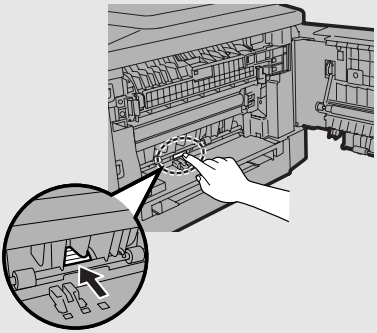
Cleaning the paper feed roller

In order to avoid multi-feeds (multiple sheets of paper feeding at once) and paper jams, clean the paper feed roller regularly as shown below.

1 **Press the side cover release ❶ and open the side cover ❷.**

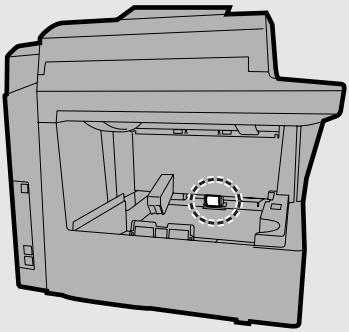


2 **Press the center roller with your finger to make it rotate a half turn back into the machine.**



3 **Remove the output tray and then remove the paper from the paper tray. Wipe the side of the center roller that is visible in the paper inlet with a damp cloth.**

- When finished, replace the paper and the output tray and close the side cover.



Replacing the Toner Cartridge

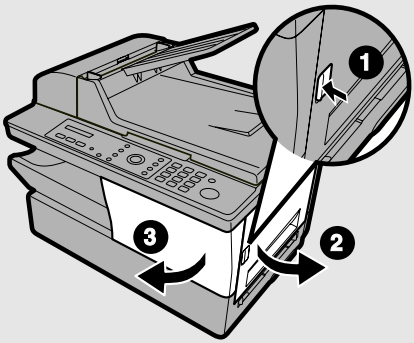
When the toner cartridge nears empty (about 200 pages can still be printed), TONER NEAR EMPTY will appear in the display. When the toner cartridge is empty, TONER EMPTY will appear in the display.

♦ While TONER EMPTY appears, printing will be possible (although the output will be increasingly faint) until a fax is received. Once a fax is received, it will be held in memory and printing will no longer be possible.

Replace the toner cartridge with the following cartridge:

Sharp AM-30DC toner cartridge

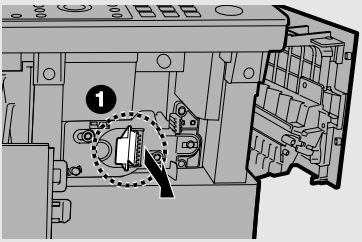
1 Press the side cover release ❶, open the side cover ❷, and then open the front cover ❸.



- **Caution!**
  The fusing unit inside the print compartment becomes very hot during operation. Do not touch the inside of the print compartment.

2 Squeeze the toner cartridge handle ❶ and pull the toner cartridge out of the compartment.

- Dispose of the old toner cartridge according to local regulations. If in doubt, contact your local waste disposal agency.



3 **Continue from Step 4 on page 17 to install the new toner cartridge.**

Replacing the Drum Cartridge

Viewing the total number of pages printed

To maintain excellent image quality, we recommend that you replace the drum cartridge after 20,000 pages have been printed. Follow these steps to view the total number of pages printed:

1 **Press MENU and then Z < or > A repeatedly until the display at right appears.**

Display:

LIFE

2 **Press 1.**

- The number of pages printed will appear in the display.

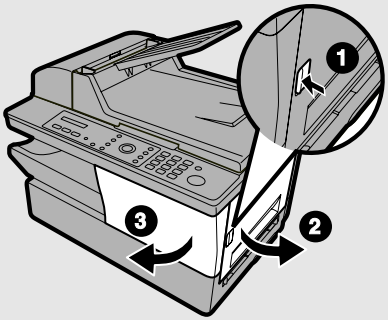
3 **Press repeatedly to exit.**

Replacing the drum cartridge

When 20,000 pages have been printed, DRUM LIFE OVER will appear in the display. Replace the drum cartridge with the following cartridge:

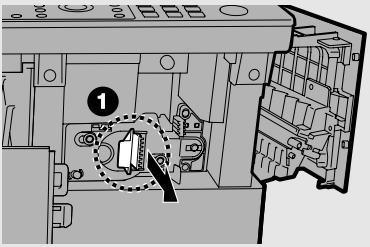
Sharp AM-90DR drum cartridge

1 **Press the side cover release ❶, open the side cover ❷, and then open the front cover ❸.**



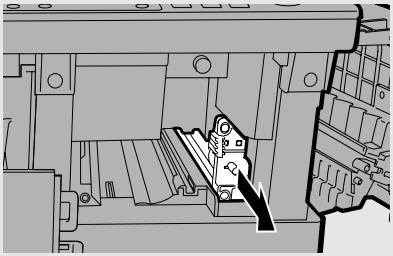
- **Caution!**
  The fusing unit inside the print compartment becomes very hot during operation. Do not touch the inside of the print compartment except as instructed in the following steps.

2 **Squeeze the toner cartridge handle ❶ and pull the toner cartridge out of the compartment.**



- Place the toner cartridge on a sheet of paper on a level surface.
- Do not touch the roller in the toner cartridge.

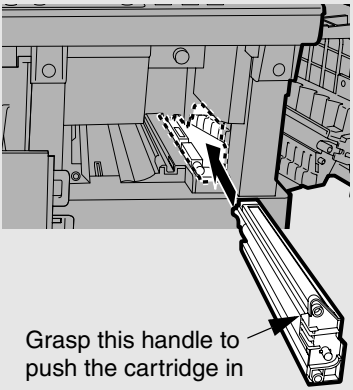
3 **Grasp the drum cartridge handle and gently pull the old cartridge out of the machine.**



4 **Remove the new drum cartridge from its packaging.**

5 **Insert the drum cartridge into the print compartment, sliding it along the guides.**

- Do not touch or allow other objects to contact the drum (the green cylinder). This may damage the drum. If fingerprints, dust, or other contaminants get on the drum, wipe it gently with a clean cloth.
- Exposure to light for more than several minutes will damage the drum. Be sure to insert the drum cartridge promptly into the machine.
- If you find it necessary to leave the cartridge out of the machine for more than several minutes, wrap the cartridge in black paper.



6 **Replace the toner cartridge and close the front cover and then the side cover (see Steps 5 and 6 on page 18). When finished, reset the drum cartridge counter as explained on page 19.**

10. Troubleshooting

Problems and Solutions

Line error

Problem	Solution
LINE ERROR appears in the display.	A line error occurs when your machine cannot communicate correctly with the other fax machine. The error is usually due to a problem on the phone line. Try the transaction again. If the error persists, check the following: • Check the connection. The cord from the **TEL. LINE** socket to the wall socket should be no longer than two meters. • Make sure there are no modem devices sharing the same telephone line. • Check with the other party to make sure their fax machine is functioning properly. • Have your telephone line checked for line noise. • Try connecting the machine to a different telephone line. • If the problem still occurs, your machine may need service.

Dialling and fax transmission problems

Problem	Solution
No dial tone when you pick up an extension phone connected to the machine or use the line monitor function.	• Make sure that the telephone line is properly connected to both the **TEL. LINE** socket and the wall socket (see page 14). • Make sure that the telephone line is good.
Dialling is not possible.	• Make sure the power cord is properly plugged into a power outlet. • Make sure that the telephone line is properly connected to both the **TEL. LINE** socket and the wall socket (see page 14). • Make sure that the machine is set to the correct dialling mode for your telephone line (see page 14).
The power is on, but no transmission takes place.	• Make sure that the receiving machine has paper. • Make sure that the telephone line cord is plugged into the **TEL. LINE** socket, and not the **TEL. SET** socket. • If the receiving machine is in manual mode with no attendant, reception will not be possible. • Check the display for error messages. • If an extension phone is connected to the machine, pick up the phone and check for a dial tone. Dial the receiving machine using the extension phone and make sure that it is responding (you should hear a fax tone). If an extension phone is not connected to the machine, use the Line Monitor function (see page 76).
Nothing is printed at the receiving end.	• Make sure that the document for transmission is placed face down if you are using the document glass, or face up if you are using the auto document feeder.

A distorted image is received at the other end.	• Noise on the telephone line may cause distortion. Try sending the document again. • Make a copy of the document on your machine. If the copy is also distorted, your machine may need service.

Fax reception problems

Problem	Solution
The machine doesn't receive faxes automatically.	• Make sure that the reception mode is set to FAX ONLY (see page 90).
The power is on, but reception does not take place.	• Make sure that the telephone line cord is plugged into the **TEL. LINE** socket, and not the **TEL. SET** socket.
The paper comes out blank when you receive a fax.	• Make sure that the document is loaded properly in the feeder of the transmitting machine. Make a copy or print a report to confirm the printing ability of your machine.
The received document is faint.	• Ask the other party to send higher contrast documents. If the contrast is still too low, your machine may need service. Make a copy or print a report to check your machine's printing ability. • The toner cartridge may need replacement.
Received images are distorted.	• Noise on the telephone line may cause distortion. Have the other party try sending the document again. • Make a copy or print a report on your machine. If the copy or report is also distorted, your machine may need service.

When a fax is received, the size of the printed document image does not match the size of the paper.	• Make sure that an appropriate reception ratio setting has been selected (see page 93).
No reception occurs when polling is attempted.	• Make sure the transmitting machine is in automatic reception mode. • If the transmitting machine has polling security, make sure that your fax number has been entered both in your machine (see page 43) and in the transmitting machine.

Copying problems

Problem	Solution
The quality of copies is poor and/or dark vertical lines appear when the document feeder is used.	• Any dirt or material on the scanning glasses will cause spots or lines to appear on copies (and on transmitted faxes and scanned images). Clean the scanning glasses as explained on page 131.
The paper comes out blank when you make a copy.	• If you are using the document feeder, make sure the original is placed ***face up*** in the feeder. • If you are using the document glass, make sure the original is placed ***face down*** on the glass.
The size of the printed document image does not match the size of the paper.	• Make sure an appropriate enlarge/reduce setting is selected (see page 54).
Dots appear at regular intervals on copies.	• The drum cartridge may be damaged. Replace the drum cartridge.
A copy is faint.	• Adjust the contrast setting (see page 55). • If output is generally faint, the toner cartridge may need replacement.

General problems

Problem	Solution
Nothing appears in the display.	• Make sure the power cord is properly plugged into a power outlet. • Connect another electrical appliance to the outlet to see if it has power.
The machine does not respond when you press any of its keys.	• If a beep sound is not made when you press the keys, unplug the power cord, wait at least 5 seconds, and then plug it in again.
Automatic document feeding does not work .	• Check the size and weight of the document (see page 60).
Dots appear at regular intervals on printed output.	• The drum cartridge may be damaged. Replace the drum cartridge.
The machine makes an abnormal grating sound when the power cord is plugged in.	• Unplug the power cord immediately and make sure that the scanner lock has been released (see page 12).
Characters or parts of the image are missing from printed output.	• Remove the drum cartridge as explained on page 137 and wipe the surface of the drum (the green cylinder) with a dry cotton swab. If print quality does not improve after wiping with a dry cotton swab, you can try moistening the swab with isopropyl alcohol or ethanol. However, do not moisten the swab with isopropyl alcohol or ethanol unless absolutely necessary, as this may cause stains or smears to appear on the first pages printed after cleaning and the stains may never completely disappear.
The paper plate is up, preventing paper from being loaded in the paper tray.	• Remove any paper that remains in the paper tray and then replace and remove the output tray. This should cause the paper plate to go down and allow paper to be loaded.

Messages and Signals

Display messages

ADD PAPER	Check the paper. If the tray is empty, add paper. If there is paper in the tray, make sure it is inserted correctly (take out the stack, align the edges evenly, and then reinsert it in the tray). Printing will resume automatically when the output tray is replaced.
BYPASS MISFEED	The paper is not inserted correctly in the bypass tray. Remove the paper and insert it again.
BYPASS PAPER! / IF COPY, PRESS ▶ (alternating messages)	Paper has been inserted in the bypass tray. If the paper has been inserted for a copy job, press A to set the paper size. If the paper is for a print job, the message can be disregarded.
CHK SCANNER LOCK / PLS RETURN POWER (alternating messages)	Make sure that the scanner lock has been released (see page 12) and then unplug the power cord, wait at least 5 seconds, and plug it back in.
COVER OPEN	One or both of the print compartment covers are open. Make sure both covers are closed.
DOCUMENT JAMMED	The original document is jammed. See the following section, *Clearing Paper Jams*. Document jams will occur if you load more than 20 pages at once or load documents that are too thick (see page 60). The document may also jam if the receiving machine doesn't respond properly when you attempt to send a fax.
DOCUMENT READY	A document has been inserted in the auto document feeder and the machine is waiting for you to begin faxing or copying.
DRUM LIFE OVER	This appears when the drum cartridge needs replacement.

FAX RX IN MEMORY	A fax has been received in memory because the toner cartridge needs replacement, you have run out of paper, the paper is jammed, or paper is inserted in the bypass tray. The fax will print out automatically when the problem is fixed.
GRP. SPACE FULL	This appears if you attempt to store a Group when both Groups are already programmed.
LINE ERROR	Transmission or reception was not successful. Press the **STOP** key to clear the message and then try again. If the error persists, see *Line error* on page 139.
MEMORY IS FULL	If faxes have been received to memory because printing is not possible (an additional message will indicate the problem), resolve the problem so that printing can continue (see *Substitute Reception to Memory* on page 94). If you are attempting to send a fax, see *If the memory becomes full* on page 69. If you are copying, see *If MEMORY IS FULL appears* on page 54.
NO # STORED	This appears if you attempt to search for a Speed Dial number when none have been stored.
OFF HOOK	This appears when an extension phone connected to the machine is lifted. Only can be pressed in fax mode when this message appears.
OUTPUT TRAY OFF	The output tray is not attached correctly. Attach it as explained on page 11. The machine will not operate if the output tray is not attached correctly.
PAPER JAMMED	The paper is jammed. See page 149.
PAPER MISMATCHED	This appears after printing if the size of the printed image did not match the paper size on some pages of the job. Check the printed pages and reprint as needed.

REMOVE / BYPASS PAPER (alternating messages)	A fax has been received to memory because paper is inserted in the bypass tray (faxes cannot be printed while paper is in the bypass tray). Remove the paper from the bypass tray to allow the fax to be printed.
SET BYPASS PAPER / SIZE: XXXX (alternating messages; a paper size appears in “XXXX”)	Paper must be inserted in the bypass tray for a print job or copy job that requires use of the bypass tray. Insert the indicated size of paper in the tray.
SYSTEM ERROR [XX] (a number appears in “XX”)	If this message appears, unplug the power cord, wait about 10 seconds, and then plug it back in. If the message still appears, unplug the power cord and call for service.
TONER EMPTY	The toner cartridge must be replaced. Printing will be possible (although the output will be increasingly faint) until a fax is received. Once a fax is received, it will be held in memory and printing will not be possible until the toner cartridge is replaced.
TONER NEAR EMPTY	The toner cartridge is almost out of toner (approximately 200 pages can be printed).
TOTAL PAGE(S) 01	Number of fax pages transmitted or received.

Audible signals

Continuous tone	3 seconds	Indicates the end of fax transmission or reception.
Intermittent tone (3 beeps)	5 seconds (1 second on, 1 second off)	Indicates incomplete fax transmission or reception.
Rapid intermittent tone	35 seconds (0.7 seconds on, 0.3 seconds off)	Indicates that an extension phone connected to the machine is off hook.

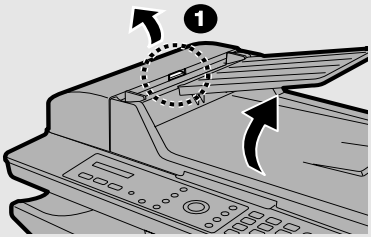
Clearing Paper Jams

Clearing a jammed document

If the original document doesn't feed properly during transmission or copying, or DOCUMENT JAMMED appears in the display, first try pressing . If the document doesn't feed out, open the auto document feeder cover and remove it.

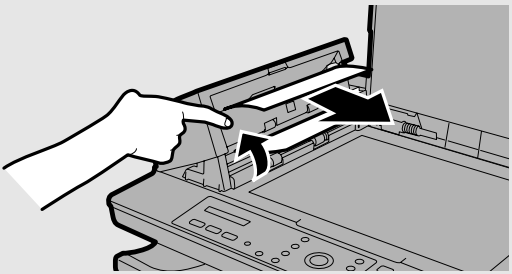
Important:
Do not try to remove a document without opening the auto document feeder cover. This may damage the feeder mechanism.

1 **Squeeze the cover release ❶ and open the auto document feeder cover. Open the document glass cover.**

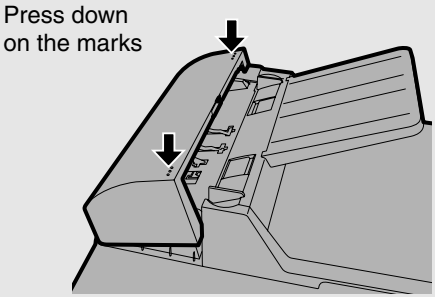


2 **Remove the document.**

- The document can be removed from either the top or the bottom slot, whichever is easiest.

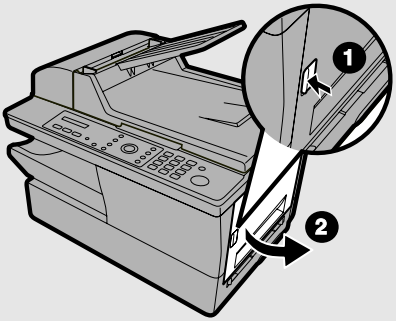


3 **Close the auto document feeder cover, pressing down on both sides to make sure it clicks into place.**



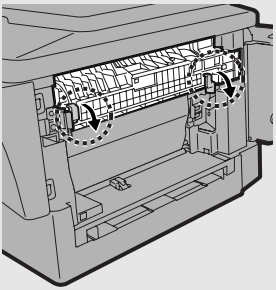
Clearing jammed paper

1 **Press the side cover release ❶ and then open the side cover ❷.**



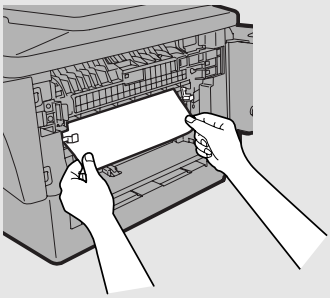
2 **Push the two heater roller release levers down to release the heater roller.**

- **Caution!**
  The fusing unit (indicated in white at right) becomes very hot during operation. Do not touch the fusing unit.

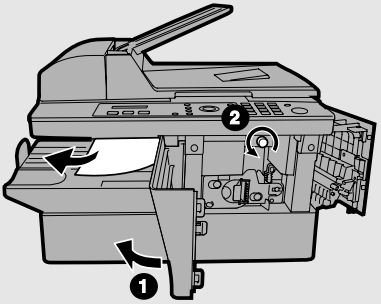


3 **If the jammed page is protruding from the side of the machine, gently pull it out. Take care not to tear the paper or leave any torn pieces of paper in the print compartment.**

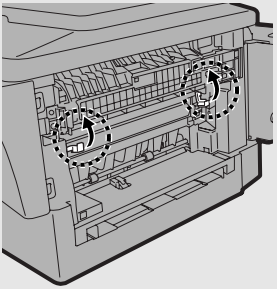
- If this clears the jam, go to Step 5.
- If you are unable to clear the jam in this way, go to Step 4.
- Take care not to touch or allow other objects to contact the drum (the green cylinder). This may damage the drum.



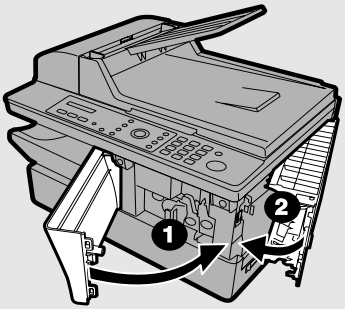
4 **If the jammed page cannot be pulled out directly, open the front cover ❶ and rotate the white knob ❷ in the direction shown to feed the jammed page out into the output tray.**



5 **After the jammed page has been removed, push the two heater roller release levers back up.**



6 **Close the front cover ❶ (if you opened it) and then the side cover ❷.**



Note: If you find that another paper jam occurs immediately after clearing a paper jam, open the side cover and then the front cover and remove the jammed paper as explained above. With the front cover and side cover still open, remove the output tray and remove the printing paper from the paper tray. Replace the output tray and close the front cover and then the side cover. Remove the output tray once again, fan the printing paper, replace it in the paper tray, and then replace the output tray.

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