

不能發送傳真的解決方案 Possible solution for cannot fax out

1. 檢查印表機是否出現錯誤訊息（如出現支援號碼，請參閱使用手冊進行疑難排解或聯絡客戶服務熱線31912333尋求支援）

Check printer if any errors occur (Please refer to user manual for trouble shooting if support code is displayed or contact customer service hotline 31912333 to seek for support)

2. 確保傳真訊號線已連接至印表機的傳真訊號插口



Make sure the fax line cable already connected to printer's fax line jack




3. 確保傳真號碼正確並以黑白發送傳真（接收方的傳真機必需具備彩色傳真功能才能以彩色發送傳真）



Make sure the fax number is correct and fax out by black & white (Fax by color only works when receiver's fax machine with color fax function)



4. 如出現“傳真資訊不匹配”的錯誤訊息，可按以下步驟關閉“檢查接受傳真資訊”功能（以MX497為例子）



If “FAX information does not match” error message shows up, please follow below steps to turn off “Check RX FAX info” function (MX497 as example)

- I. 於印表機按“設定” 按鈕



Press “Setup”  button on printer

- II. 按  按鈕以選擇“傳真設定”，然後按  按鈕



Press  button to select “Fax settings”, and press  button



- III. 按  按鈕以選擇“安全控制”，然後按  按鈕

Press  button to select “Security control”, and press  button

















- IV. 按  按鈕以選擇“檢查接受傳真資訊”，然後按  按鈕

Press  button to select “Check RX FAX info”, and press  button

- V. 按  按鈕以選擇“關”，然後按  按鈕















Press  button to select “Off”, and press  button









5. 如出現“記憶體已滿”的錯誤訊息，可按以下步驟刪除記憶體中的文件（以MX497為例子）
If “Memory is full” error message shows up, please follow below steps to delete documents in memory (MX497 as example)

- I. 於印表機按“傳真” 按鈕
Press “FAX”  button on printer
- II. 按“功能表” 按鈕
Press “Menu”  button
- III. 按  按鈕以選擇“記憶體資訊”，然後按  按鈕
Press  button to select “Memory reference”, and press  button
- IV. 按  按鈕以選擇“刪除所有文件”，然後按  按鈕
Press  button to select “Delete all docs”, and press  button
- V. 按  按鈕以選擇“是”，然後按  按鈕
Press  button to select “Yes”, and press  button

6. 電話線路或連接狀態不佳時，選擇較低的傳送開始速度可能解決傳送問題，可按以下步驟調低傳送開始速度（以MX497為例子）





















When the telephone line condition or connection is poor, selecting a lower transmission start speed may solve transmission problems, can follow below steps to decrease transmission start speed (MX497 as example)

- I. 於印表機按“設定” 按鈕
Press “Setup”  button on printer
- II. 按  按鈕以選擇“傳真設定”，然後按  按鈕
Press  button to select “Fax settings”, and press  button
- III. 按  按鈕以選擇“進階傳真設定”，然後按  按鈕
Press  button to select “Adv. FAX settings”, and press  button
- IV. 按  按鈕以選擇“進階通訊設定”，然後按  按鈕
Press  button to select “Adv. communication”, and press  button

- V. 按  按鈕以選擇“傳送開始速度”，然後按  按鈕
Press  button to select “TX start speed”, and press  button
- VI. 按  按鈕以選擇“14400 bps”或更慢速度，然後按  按鈕
Press  button to select “14400 bps” or lower speed, and press  button

7. 禁用ECM傳送（以MX497為例子）

Disable ECM TX (MX497 as example)

- I. 於印表機按“設定” 按鈕
Press “Setup”  button on printer
- II. 按  按鈕以選擇“傳真設定”，然後按  按鈕
Press  button to select “Fax settings”, and press  button
- III. 按  按鈕以選擇“進階傳真設定”，然後按  按鈕
Press  button to select “Adv. FAX settings”, and press  button
- IV. 按  按鈕以選擇“進階通訊設定”，然後按  按鈕
Press  button to select “Adv. communication”, and press  button
- V. 確認已選擇“ECM傳送”，然後按  按鈕
Make sure already selected “ECM TX”, and press  button
- VI. 按  按鈕以選擇“關”，然後按  按鈕
Press  button to select “OFF”, and press  button

<完>

<End>