

EPSON®

PriorityFax™ 1000

■ **Owner's Manual**

X-PRF1000

IMPORTANT NOTICE



- ❑ Pages of a multi-page document must be between 0.06 and 0.09 mm thick. If they are not, transmit them one by one or use a copier to copy them and send the copies instead.
- ❑ If a document stops partway through the feeder, press **STOP** to remove it. Do not open the paper cover without removing the document first.

TELEPHONE INFORMATION

This equipment complies with Part 68 of the FCC Rules. On the rear panel of this equipment is a label that contains, among other information, the FCC Registration number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company.

Ask your telephone company or installer to install the jack suitable for your device if such is not available.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have those devices ring when your telephone number is called. In most, but not all, areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

If your telephone equipment causes harm to the telephone network, the telephone **company** may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, please contact the manufacturer's authorized service agency for information on obtaining service or repair. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

WARNING

For protection against the risk of electrical shock, always disconnect all cables from the wall outlet before servicing, modifying, or installing the equipment.

This equipment may not be used on coin service provided by the telephone company nor connected to party lines.

Hearing Aid Compatibility

The telephone with this equipment is hearing aid compatible.

When Programming Emergency Numbers and/or Making Test Calls to Emergency Numbers:

1. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2. Call only in the off-peak hours, such as early morning or late evenings.

EPSON AMERICA, INC. LIMITED WARRANTY

What is Covered: Epson America, Inc. ("Epson") warrants that the Epson product enclosed with this Limited Warranty statement and purchased and used in the United States will conform to the manufacturer's specifications and be free from defects in workmanship and materials for a period of one year from the date of original purchase.

What We Will Do To Correct problems: Should your EPSON product prove defective during this period, please bring the product securely packaged in its original container or an equivalent, along with proof of the date of original purchase, to your Epson Dealer or Epson Customer Care Center. Epson will, at its option, repair or **replace** on an exchange basis the defective unit, without charge for parts or labor.

Mat This Warranty Does Not Cover: This warranty covers only normal consumer use in the United States. Epson is not responsible for **warranty** service should the EPSON label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, service other than by an Epson Authorized Servicer, or conditions outside the control of Epson such as common carrier equipment and/or facilities. Postage, insurance, or shipping costs incurred in presenting your Epson product for warranty service are your responsibility.

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This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To locate the Epson Authorized Reseller or Epson Customer Care Center nearest you call:

1-800-922-8911

or write to:
Epson America, Inc.
P.O. Box 1842
Torrance, CA 90505

FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

This equipment generates and uses radio frequency energy and if not installed and used properly that is, in strict accordance with the manufacturers instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna
- Relocate the equipment with respect to the receiver
- Move the equipment away from the receiver
- Plug the equipment into a different outlet so that the equipment and receiver are on different branch circuits.

If necessary, consult your dealer or an experienced radio/television technician for additional suggestions. You may find the following booklet prepared by the Federal Communications Commission helpful:

“Television Interference Handbook.”

This booklet is available from the U.S. Government Printing Office, Washington, DC 20402. Stock No. 004-000-0450-7.

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TRADEMARKS

Epson is a registered trademark of Seiko Epson Corporation.

IMPORTANT SAFETY INSTRUCTIONS

1. Read all of these instructions and save them for later reference.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water.
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built in installation unless proper ventilation is provided.
7. This product should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power **company**.
8. This product is equipped with a 3-wire grounding-type plug, a plug having a third (grounding) pin. This plug will only fit into a grounding type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounding type plug.
9. Do not locate this product where the cord will be walked on.
10. If an extension cord is used with this product, make sure that the total of the ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes.
11. Never push objects of any kind into this product through cabinet slots, as they may touch dangerous **voltage** points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
12. Except as specifically explained in the User's Manual, do not attempt to service this product yourself. opening or removing those covers that are marked 'Do Not Remove' may expose you to dangerous voltage points or other risks. Refer all servicing in those compartments to service personnel.
13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power cord or plug is damaged or frayed.
 - B. If liquid has been spilled into the product.
 - C. If the product has **been** exposed to rain or water.
 - D. If the product does not operate normally when the operating instructions are followed. Adjust **only** those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - E. If the product has been dropped or the cabinet has been damaged.
 - F. If the product exhibits a distinct change in performance, indicating a need for service.

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Introduction

The Epson PriorityFax™ 1000 is an advanced desktop facsimile machine and telephone that combines high speed and quality with a wide range of features.

Features

In addition to its compact design and ease of operation, this fax machine offers the following

- ❑ High-speed transmission
- ❑ An automatic document feeder holding up to five pages at a time
- ❑ A multi-featured telephone including one-touch and speed dialing and last number redial
- ❑ An automatic paper cutter
- ❑ A convenience copier capability
- ❑ Three levels of resolution - including an 8-shade gray scale for photos - to provide superior document transmission quality.

About This Manual

This manual provides step-by-step instructions for setting up and operating the fax machine.

Chapter 1 contains information on unpacking, setting up, connecting, and testing the fax machine.

Chapter 2 provides basic information on using the fax machine, including one-touch and speed dialing.

Chapter 3 explains using the fax machine as a telephone.

If the fax machine does not operate properly or the print quality is not **what** you expect, see Chapter 4 for a list of possible problems and recommended solutions.

Other chapters include information on general maintenance and technical specifications. There is also a glossary of terms.

Conventions Used In This Manual

Note



Notes contain important information and useful tips on the operation of your fax machine.

WARNING



Warnings must be followed carefully to avoid damage to your fax machine and to ensure that your fax machine operates correctly.

Where to Get Help

Customer service for Epson products is provided by a network of authorized Epson Customer Care Centers throughout the United States.

Call the Epson Consumer Information Center at 1-800-922-8911 for the following

- Customer Care Center referrals
- Technical support referrals
- Information on Epson User Groups.

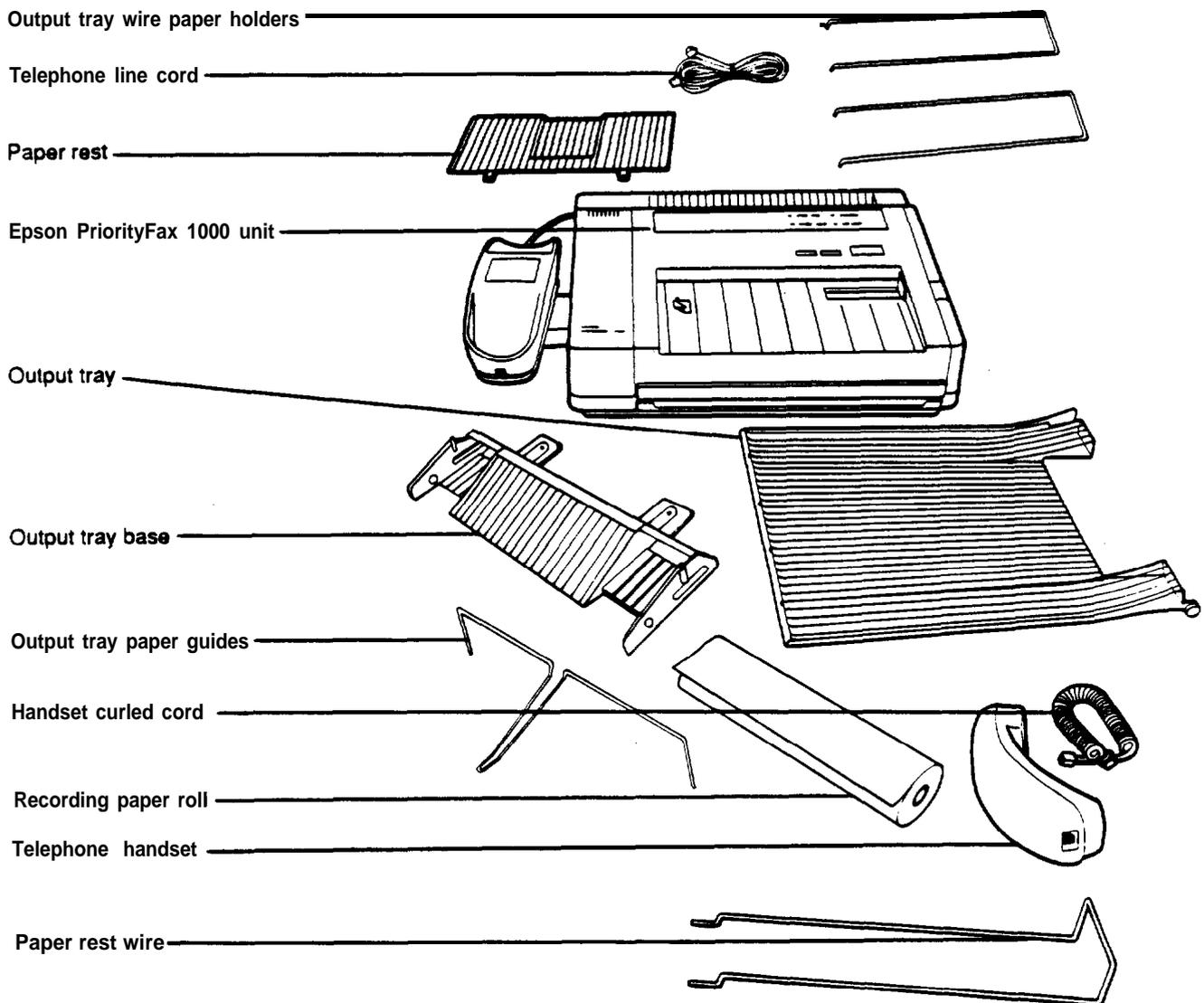
To locate or purchase accessories or supplies, contact your nearest Epson dealer or call 1-800-873-7766.

1 Setting Up the PriorityFax

This chapter takes you through the steps of unpacking, assembling, and testing the fax machine.

Unpacking the Fax Machine

As you unpack the fax machine, check that you have all the items shown below and none have been damaged during transportation.



After removing the contents, store the packaging materials in case you ever need to transport your fax machine.

WARNING



Lift the fax machine by its body, never by the telephone handset or cradle.

Choosing a Place for the Fax Machine

When you select a location for your fax machine, keep the following in mind:

- Place the fax machine on a flat, stable surface.
 - Select a vibration-free area.
 - Locate the unit near a telephone wall jack and a standard grounded outlet.
-

WARNING



- a** Avoid locations that are subject to direct sunlight, excessive heat, moisture, or dust.
 - a** Avoid using electrical outlets controlled by wall switches or automatic timers. Disruption of power can wipe out information in the unit's memory.
 - a** Avoid using outlets on the same circuit with large motors or other appliances that might disturb the power supply.
 - a** Keep the unit away from potential sources of interference, such as loudspeakers or the base units of cordless telephones.
-

Assembling the Fax Machine

To assemble the fax machine, you need only do the following:

- Connect the handset
- Plug in the line cord
- Install the output tray and paper rest

Connecting the Handset

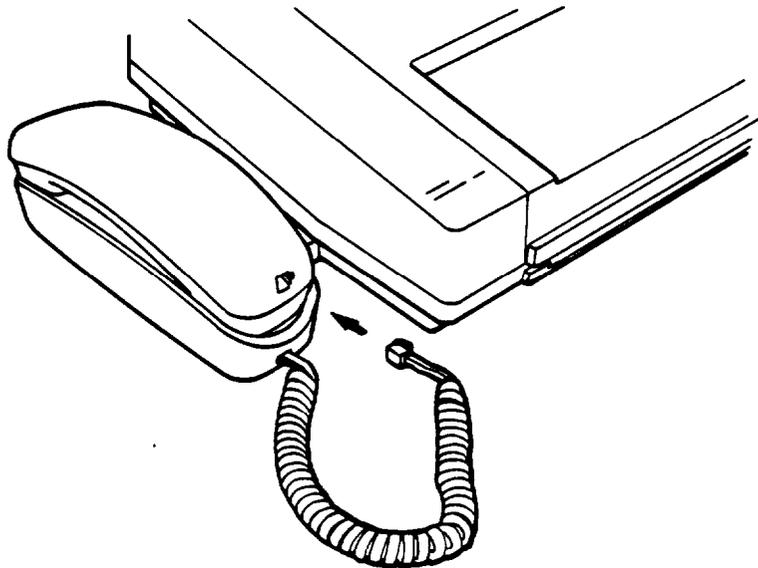
The first step in assembling the fax machine is attaching the handset to the unit.

1

Locate the insert opening on the front end of the telephone cradle and plug in one end of the curled handset cord. Push firmly to be sure it is locked.

2

Connect the other end of the curled handset cord to the end of **the** handset, as shown below. Be sure that the inserted plug clicks securely in place.



Connecting the Fax Machine to the Telephone Line

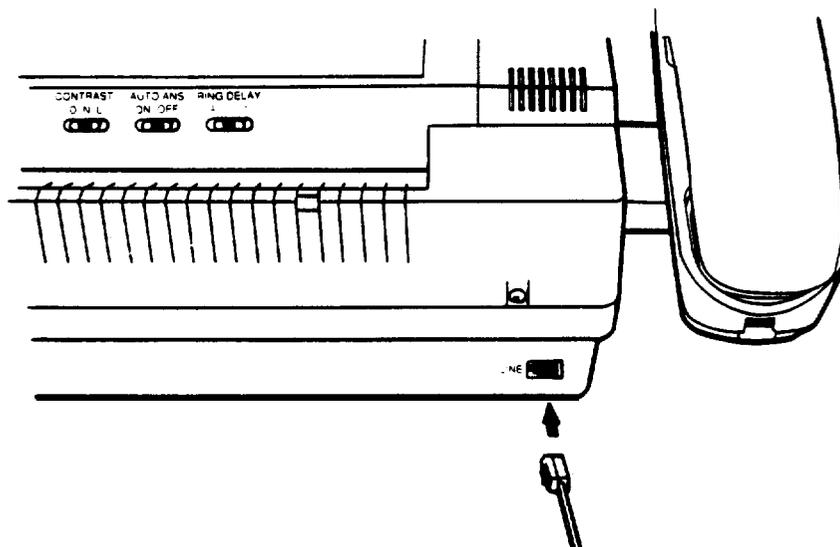
There are two types of **connections** for installing your fax machine: single-line and multi-line.

Installing a single-line telephone connection

A single-line connection is the preferred solution for installing the fax machine. To hook up to **a** single-line connection, perform **the** following steps:

1

Plug one end of the telephone line cord (the flat cord) into the back of the fax machine, as shown below.



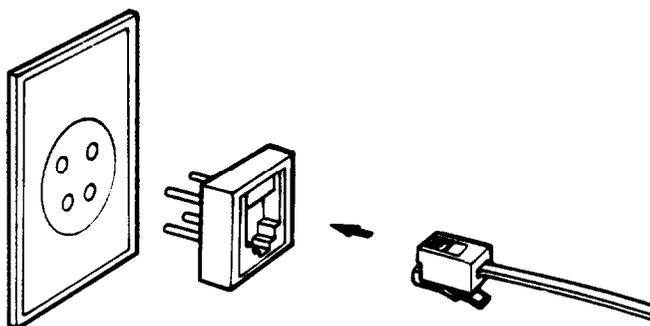
2

Plug the other end into your modular telephone wall jack (USOC RJ11C). Make sure both ends of the cord click securely into place.

Note



If you have the older 4-prong telephone wall jack, you must use a modular 4-prong adapter (USOC RJA1X). Plug the adapter into the wall jack, and then plug the telephone cord into the adapter, as shown in the illustration below.



Installing a multi-line telephone connection

Most offices have key systems or PBXs. Although in many cases it is relatively easy to connect the fax machine to a key system or a PBX, we suggest that you contact the company that installed your organization's telephone system and ask them to connect the fax machine for you.

It is preferable to have a separate line for the fax machine. This way, you can leave the unit in Automatic Answer mode 24 hours a day and derive full benefit from the fax machine's unattended operations capabilities.

If the fax machine is connected to a multi-line system, ask your installer to connect the fax machine to the last line on the system. This prevents the fax machine from being activated each time a telephone call comes into your office.

Installing the Output Tray and Paper Rest

There are two types of paper holders for the PriorityFax: the output tray for holding documents sent to you, and the paper rest for holding documents you have just sent to others.

Installing the output tray

The larger of the two paper holders, the output tray, receives incoming and copied documents. You can position the output tray **at a 90°** angle to the fax machine at the front edge of the table you are using, so that incoming or copied documents fall directly into the output tray.

Note:

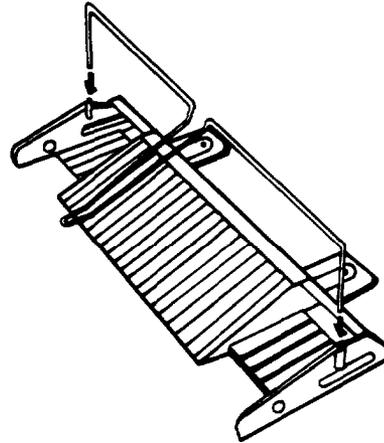


Using the output tray is optional. If you install only the output tray base, you can collect incoming or copied documents on the table or other surface you are using for the fax machine.

To install the output tray base and the output tray, follow these steps:

1

Place the output tray base on the table in front of you, with the tabs on the output tray base pointing away from you. Then insert the wire output tray paper guide into the holes on either side of the output tray base so that the bend in the wire paper guide points toward you, as shown in the following illustration.

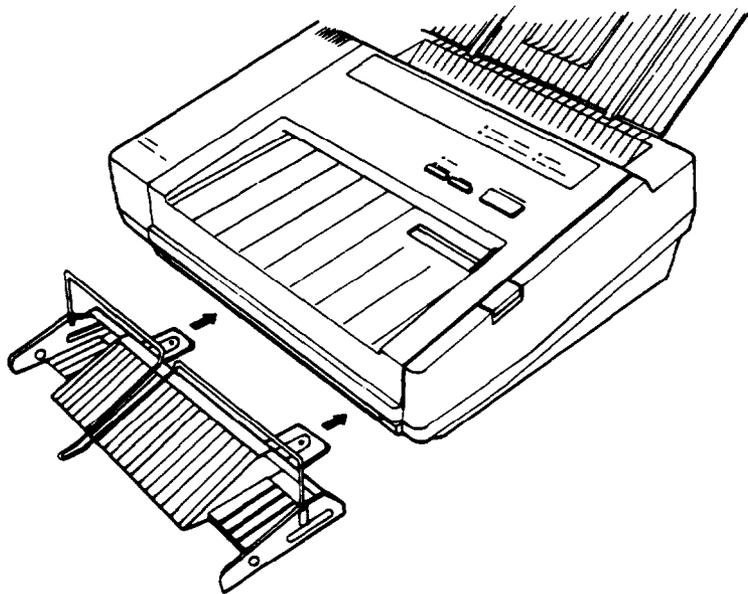


2

Place the fax machine at the edge of the table and locate the two notches on the front underside of the fax machine.

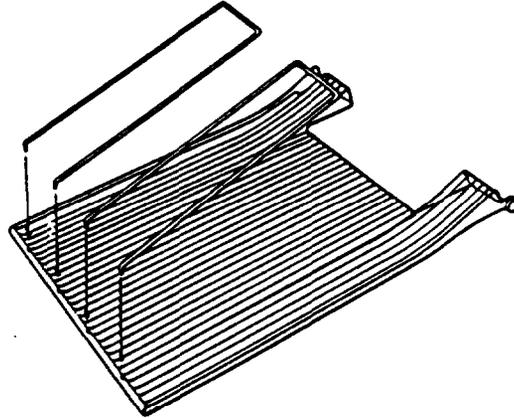
3

Holding the output tray base level, press the tabs extending from the output tray base into the notches on the front of the fax machine, as shown in the following illustration.



4

Place the output tray in front of you and insert each of the two wire paper holders into the holes at the edge of the output tray, as shown below.

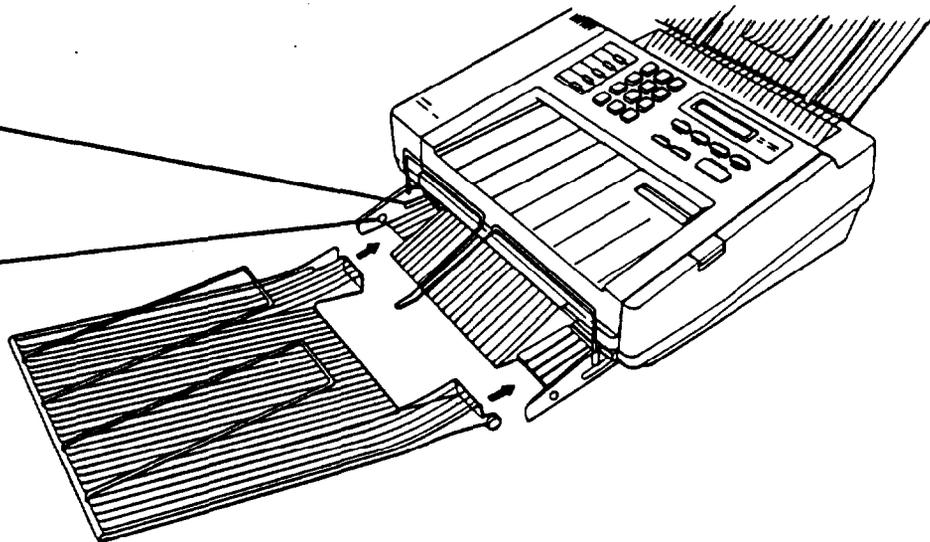


5

To attach **the** output tray to **the** output tray base, locate the holes on either side of the output tray base. Then **insert the** pegs on **either** side of the output tray into these holes, as shown below.

Rear slot

Front hole

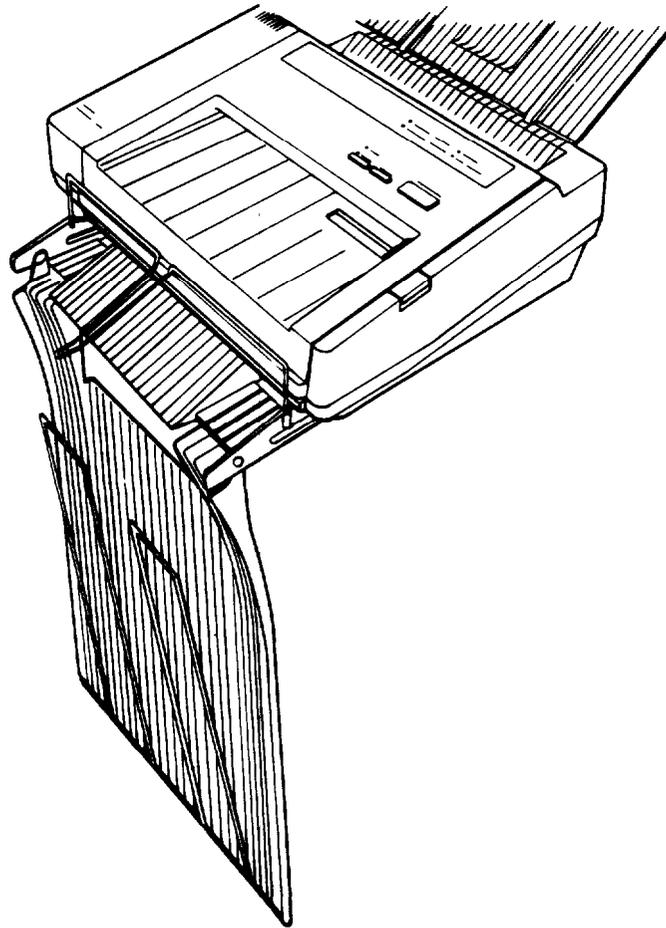


Note



This tray can be used in a horizontal position instead of the vertical position shown on the next page. If you plan to use the tray in the horizontal position, insert the pegs into the rear slots instead of **the** front holes. Then push the output tray as far back as it will go.

When the output tray is installed, it hangs over the edge of the fax **machine** operating surface to catch your incoming or copied documents, as shown below.



Installing the paper rest

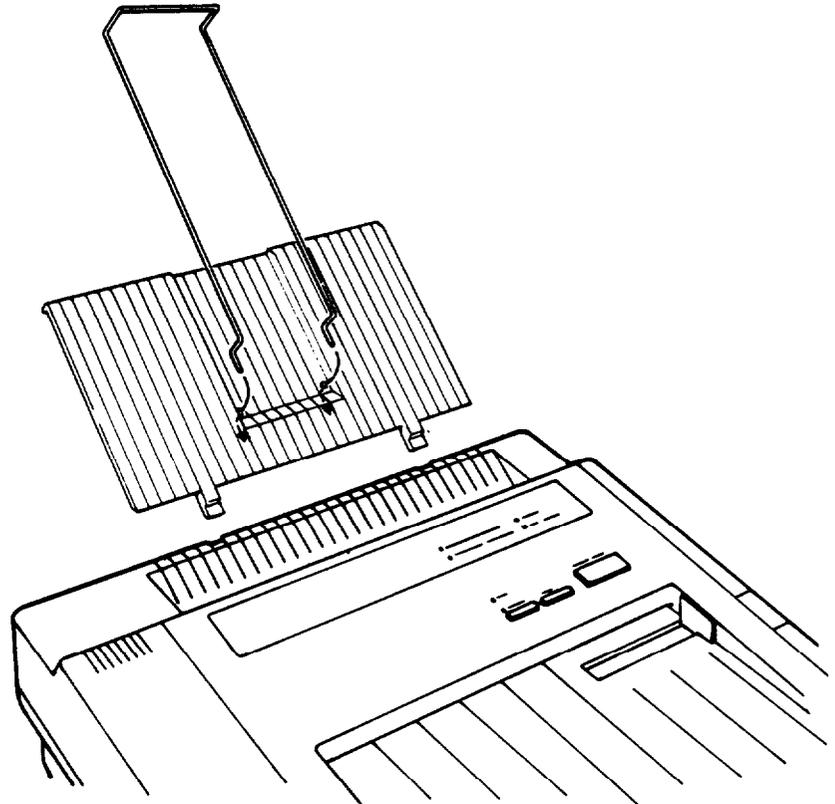
1

The smaller of the paper holders, the paper rest, is used to hold documents that you have just faxed to others. To install the paper rest, follow these steps:

Locate the grooves at the back of the fax machine, right below the back control panel.

2

Holding the paper rest at about a 45 degree angle to the fax machine, press the tabs extending from one end of the rest into the grooves, as shown in the following illustration. If you wish, you can also install the paper rest wire as-shown below. Do not use the paper rest wire with legal-sized documents.



3

Make sure that the rest fits evenly and securely.

Plugging in the Fax Machine

The fax machine can be plugged into any standard power outlet. Make sure that the outlet is grounded and that it is not on the same line as large appliances or office machines that tend to draw a lot of power in a very short period of time, such as refrigerators and copiers. The fax machine power requirements can be found in Technical Specifications, Chapter 6.

Plug the power cord into a properly grounded electrical outlet. You do not need to turn the fax machine on or off.

Now you should insert the recording paper roll.

Inserting the Recording Paper Roll

Follow these steps to insert the recording paper roll.

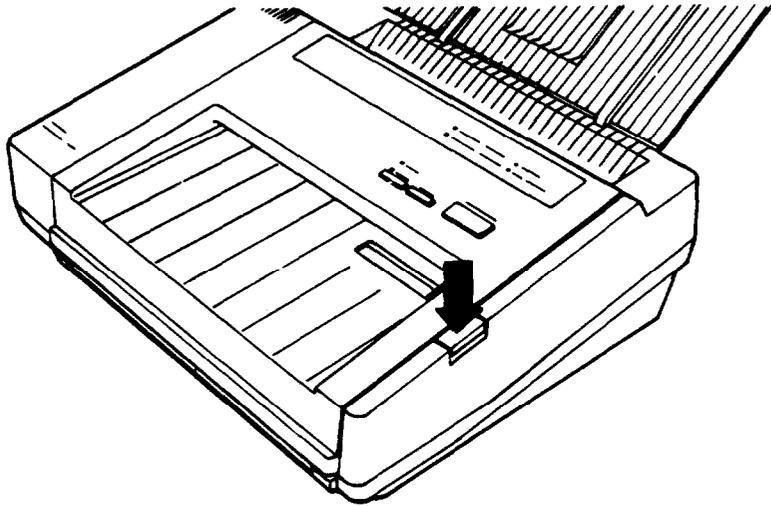
WARNING



The recording paper is heat-sensitive. Avoid exposure to high temperature, high humidity, direct sunlight, alcohol, or blueprints. Otherwise, documents may become discolored.

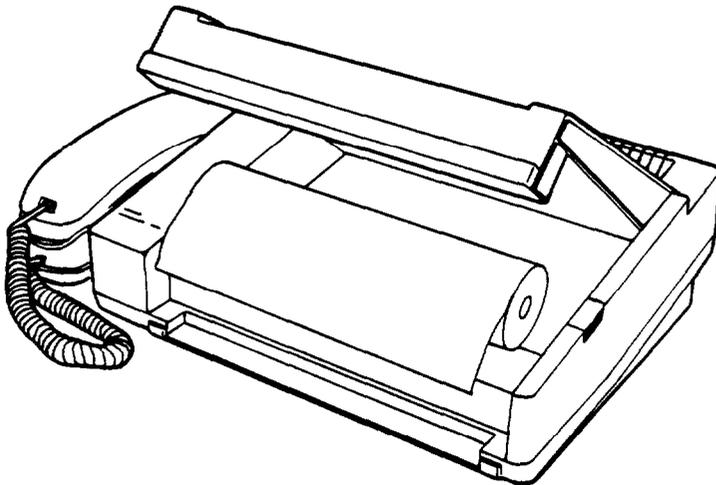
1

Press the paper cover button, which is located at the right edge of the top of the machine. This opens the cover.



2

Unwrap the paper roll. Hold the roll so that the free end of the paper points toward you from the top of the roll, as shown.



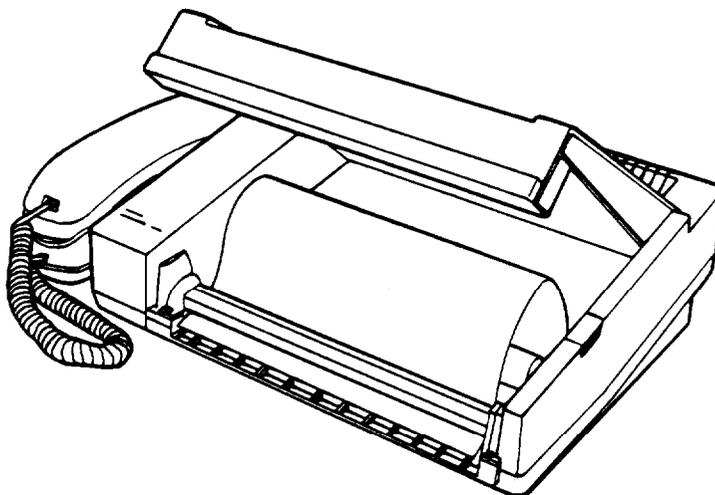
Note



Be sure not to insert the paper roll upside down. If the paper roll is inserted upside down, the fax machine cannot produce an image.

3

Place the paper into the machine. Then pull approximately five inches (15 cm) of paper from the top of the roll and insert the end of the paper under the paper cutter guide, as shown in the illustration below. (Paper loading instructions are also printed inside the fax machine.)



If you've inserted the paper correctly, it comes out through the front of the machine. Make sure that approximately four inches (10 cm) of paper protrude from the unit.

4

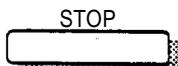
Push the recording paper cover shut until you hear a click. The automatic cutter then cuts off the excess paper.

Note



Any time you open the recording paper cover, make sure that the paper remains under the paper cutter guide when you close the cover.

5



Press STOP. The fax machine is ready for use.

WARNING



Always use the proper type of recording paper in this fax machine. Epson PriorityFax paper is recommended.

Reloading paper

The indicator light lets you know when to replace the paper roll. When approximately four inches (10 cm) of paper is left, the ADD PAPER message light goes on. When you see this, remove the old roll and follow the instructions above to insert the new roll.

Running a Copy Test

A quick test of your PriorityFax is the convenience copy function. You can copy any document that is no more than 8.5 inches wide. Just follow the instructions below.

Note



When you send or copy a document, remember that the fax machine cannot read text or images closer than 0.15 inches (3.8 mm) to any of the four edges of the document.

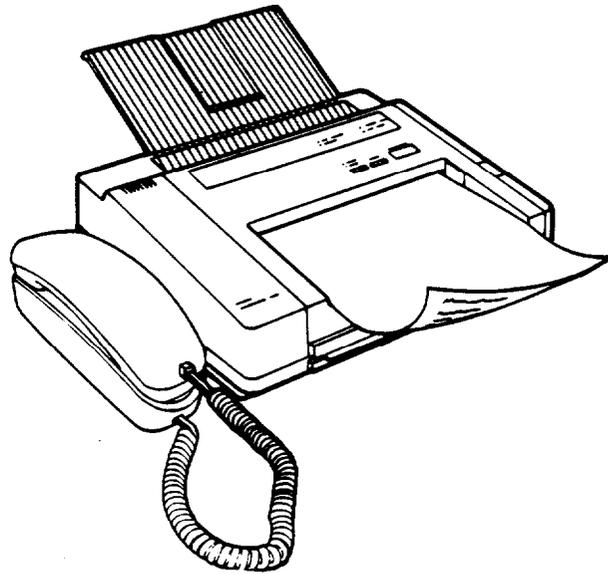
Use copies duplicated by this machine as temporary copies only. If it is necessary to store a copy for a long time, use a copy machine to reproduce the original document.

1

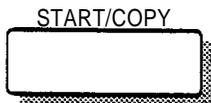
Turn the document you wish to copy **face down**.

2

Insert the document into the feeder as shown in the illustration below. If the document is less than 8.5 inches wide, adjust the document guide on the right to match the width of the paper. The paper is drawn slightly into the fax machine.



3



Press **START**. The fax machine draws the original document through the machine, and the copy begins to emerge from the slot at the front of the unit.

4

Once copying is complete, the automatic cutter cuts off the page and the unit beeps. Now the copy can be removed from the output tray.

WARNING



Do not pull on the paper while copying. You may ruin the copied image.

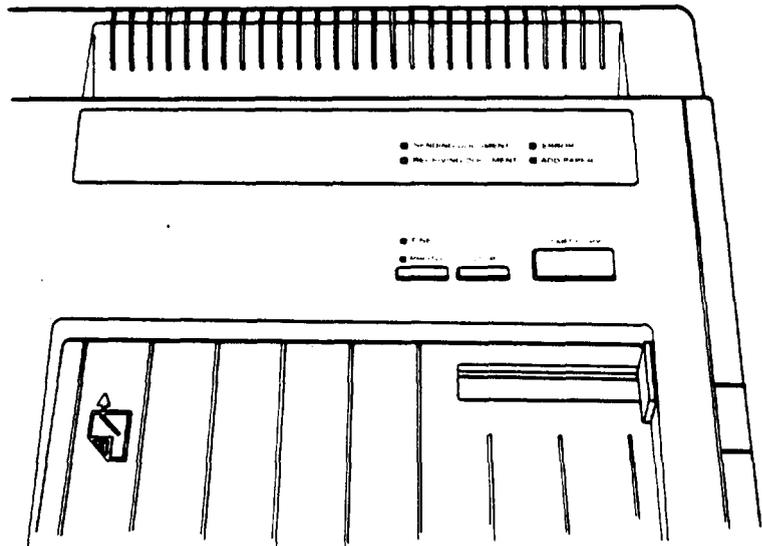
2 Using the PriorityFax

This chapter covers the control panels, sending and receiving documents, and one-touch and speed dial faxing.

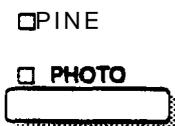
The Control Panels

The buttons, message lights, and switches on the top and back control panels let you control many of the fax machine's settings. The keypad and buttons on the telephone handset also control some fax functions discussed later in this chapter.

The Top Control Panel



Buttons

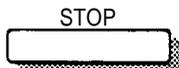


The PriorityFax uses three resolutions for sending faxes: standard, fine, and photo. The FINE and PHOTO lights indicate which mode is on, and each press of the button changes the resolution. If neither light is on, the resolution is standard.

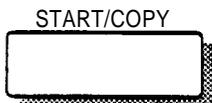
Note



The fine and photo modes give more detail, but they are slower than the standard mode; therefore, use the photo mode only for photographs and the fine mode only when necessary.



Pressing the STOP button halts operation during document transmission or copying and is pressed after each insertion of a new paper roll.



After dialing, press START to begin sending a document. If Automatic Answering is off, pressing this button starts document receiving.

Pressing COPY starts copying (as with a photocopier) if you insert a document and do not dial a number.

Message lights

SENDING DOCUMENT. When this light is on, it shows that a document is being sent.

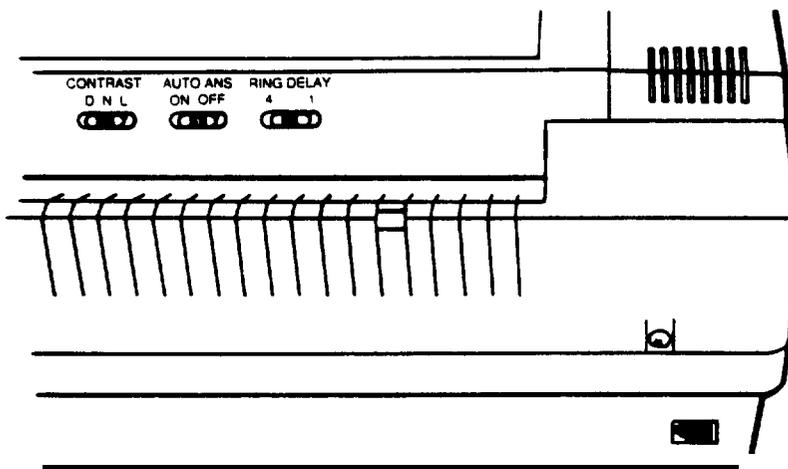
RECEIVING DOCUMENT. When this light is on, your fax machine is accepting an incoming fax document, which prints out on the paper appearing through the slot at the front of the machine.

ERROR. When this light is on, a malfunction may have occurred. See Troubleshooting, Chapter 4. If this light is on immediately after plugging in the machine or after inserting a roll of paper, press STOP.

ADD PAPER. When this light is on, your fax machine has approximately four inches of paper or less left on the paper roll.

The Back Control Panel

The back control panel contains three switches.



Switches



CONTRAST. Moving this switch adjusts darkness or lightness based on the document you are sending. Choose **D** for dark if you have a dark document, **N** for normal if no adjustment is required, or **L** for light if you have a light document.



AUTO ANS (Automatic Answering). When this is turned on, fax reception begins after the telephone rings the number of times (one or four) set by the **RING DELAY** switch. When off, automatic fax reception begins if the telephone handset is not picked up within ten rings.



RING DELAY. This switch is effective only when Automatic Answering is on. It selects how many times (one or four) the telephone rings before automatic fax reception begins.

Memory Batteries

You must activate the memory batteries so that you can use some of the features in this chapter. They are already installed, but an insulation strip is installed to ensure maximum battery life. Follow the steps below to activate the batteries:

1

Locate the label just below the earpiece of the handset.

2

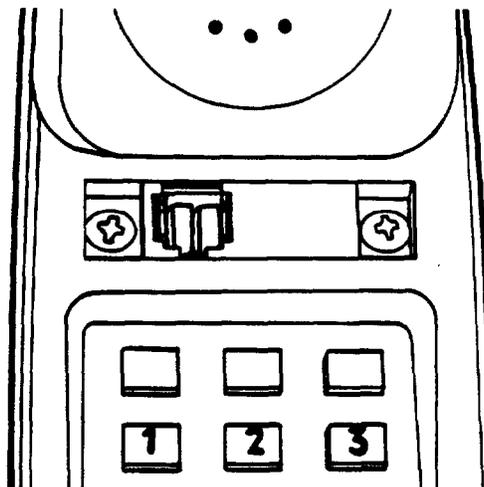
Remove the label.

3

You see a plastic tab coming out of the battery compartment. This is the insulation strip. Pull it completely out and discard it.

4

Now you should see the batteries in their compartment as shown in the illustration below. Make sure that the flat side of each battery faces to the right, as shown.



5

Replace the label.

Replacing the Batteries

Once a year you should replace the memory batteries. Remove the old batteries and replace them with new ones, making sure that the new ones are in the position shown in the illustration above. Use Maxell SR41 W or the equivalent.

Note



To avoid losing information in the memory, make sure that the line cord is connected to the fax machine and that the telephone line and handset curled cords are connected before you replace the batteries and that you do not touch the hook switch on the telephone cradle while you are changing the batteries.

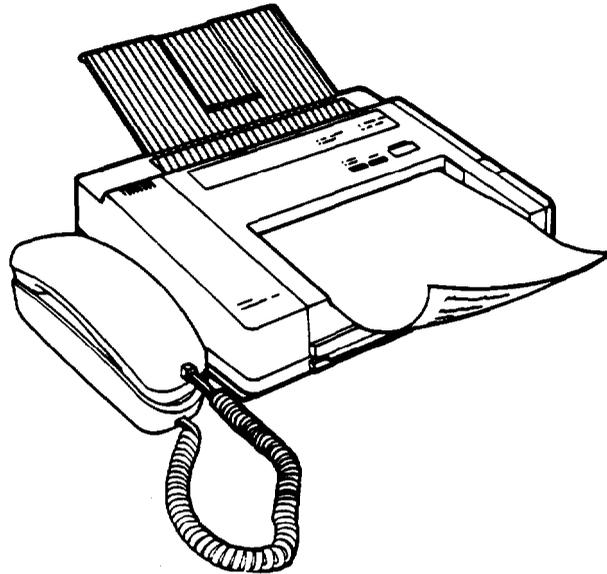
Sending a Document

Sending a document is a simple process. Instructions later in this chapter tell you how to make it even more simple by using one-touch and speed dial faxing.

Included with the PriorityFax is a test document for you to send to Epson. It is ideal for your first exercise in sending a document. Simply follow the steps on the next page.

1

Complete the information on the PriorityFax Test Sheet. Then insert the Test **Sheet** *face down* in the fax machine as shown below.



2

Lift the handset. When you hear the dial tone, dial the number of the receiving fax machine.

3



When you hear the fax tone, press **START**. Then hang up.

Note



If the receiving machine is not using automatic answering, a voice may answer. If that happens, simply ask the other party to start fax reception. When you hear the fax tone, press **START**. Then hang up.

The fax machine pulls the document through the slot as it sends it; then it beeps once when transmission is complete. The receiving fax machine prints the page number at the top of **each** page.

A transmission verification message automatically prints out on your fax machine. If your message says OK, your document has successfully reached its destination.

Document Sending Cautions

Whenever you send any documents, keep these cautions in mind.

Never put more than five pages in the feeder at a time.

Do not send documents on any of the following types of paper:

- Thick paper (over 0.1 mm thick)
- Very thin paper such as tissue, tracing, or carbon paper
- Wet, wrinkled, torn, curled, or slippery-surfaced paper
- Paper with tape or staples.

If you need to send documents on any of these types of paper, copy them first with a photocopy machine and then send the copies with the fax machine.

When you send a document, remember that the fax machine cannot read text or images closer than 0.15 inches (3.8 mm) to any of the four edges of the document.

Document Sending Enhancements

CI FINE



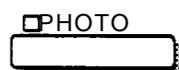
Each time you send a document, you can, if you wish, choose one or both of the following enhancement options:

- Resolution. You can change this from standard to fine or photo.
- Contrast. You can change this from normal to light or dark for sending documents that are unusually light or dark.

Resolution

With this option, you can change the resolution from standard to either fine or photo. Standard is for typewritten or typeset text and line drawings; fine is for newsprint and detailed drawings; and photo is for photographs.

FINE



The fine and photo modes give more detail, but they are slower than the standard mode; therefore, use the photo mode only for photographs and the fine mode only when necessary.

To choose the fine or photo mode, follow the steps below:

1

Insert the document face down in the feeder.

2



Press **FINE/PHOTO** until a light appears beside the selection you desire.

3

Follow the steps for Sending a Document earlier in this chapter.

Contrast



Use this feature if the document you are sending is unusually dark or light. If the document is dark, choose the dark setting; if the document is light, choose the light setting.

1

Insert the document face down in the feeder.

2

Move the contrast switch on the back control panel as appropriate.

3

Follow the steps for Sending a Document earlier in this chapter.

Sending Documents More Than Five Pages Long

You can send documents longer than five pages if you make sure that the feeder never has more than five pages in it at one time.

The easiest way to send more than five pages is to follow the steps below:

1

Insert the first five pages of your document face down. Since the fax machine sends **the** bottom page first, the pages are sent in **the correct** order.

2



Dial the fax number and press **START** when you hear the fax tone.

As the pages are fed into the fax machine, notice when there is only one page left. Then place the next four pages face down on top of the page that is still in the feeder and *push* them gently in as far as they will go.

4

Continue performing Step 3 as often as necessary until the entire document has been sent.

If the last page in one group has been drawn completely through, you can still put additional pages in the machine without redialing if you do so before the beep sounds.

Receiving Documents



The PriorityFax can receive documents either automatically or manually; you make the choice with the AUTO ANS switch on the back control panel. If Automatic Answering is on, fax reception is automatic; if it is off, fax reception is manual.

Automatic answering is recommended unless you have only one line for both faxing and telephoning.

Automatic Reception



If Automatic Answering is on, do not answer your telephone when it rings. After one ring the fax machine begins fax reception. If you wish, you can use the RING DELAY switch on the back control panel to have the fax machine wait four rings before beginning fax reception.



The document you are receiving begins appearing from the paper slot at the front of the fax machine. The automatic cutter cuts off each page as it is received, and the machine beeps when the transmission is complete.

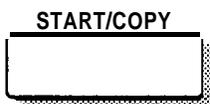
Do not touch the received document until it is completely out of the front paper slot. Pulling on a document that is still coming out of the fax machine can decrease the image quality.

Manual Reception



If Automatic Answering is off, lift the handset and speak to the other party when the phone rings.

If the other party is telephoning you and not trying to send a fax, simply use the PriorityFax as an ordinary telephone, but if the other party wants to send you a fax, press START and hang up.



The document you are receiving begins appearing from the paper slot at the front of the machine. The automatic cutter cuts off each page as it is received, and the machine beeps once when the transmission is complete.

Do not touch the received document until it is completely out of the front paper slot. Pulling on a document that is still coming out of the fax machine can decrease the image quality.



Don't worry about missing a fax if you leave the AUTO ANS switch off and are away and unable to answer your telephone. After ten rings with no answer, the fax machine begins automatic reception anyway.

One-touch and Speed Dial Faxing

You can dial the fax numbers you use most often by pressing only one key (for up to three numbers) or only three keys (for up to 17 more numbers). Once you register them with the procedures described below, the numbers are in the memory of the PriorityFax for easy access.

One-touch Faxing

You can register up to three fax numbers for dialing frequently called numbers by pressing just one button. If you prefer using the one-touch feature for telephone numbers, see Chapter 3.

Registering one-touch fax numbers

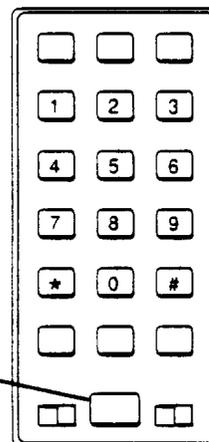
To register the one-touch fax numbers, first set the TONE/PULSE switch as described on page 3-2. Then follow the steps below:

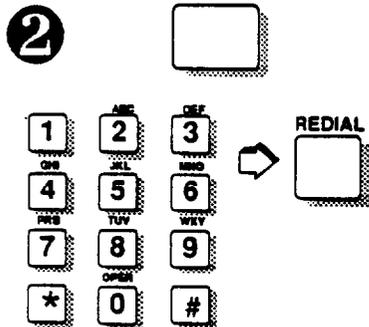
1



Lift the telephone handset and look at the handset buttons. The large button at the bottom is the DIAL TONE RESET button, which is shown below.

Dial Tone Reset





While holding down the DIAL TONE RESET button, enter a telephone number using the keypad. If you are using an international access code, press REDIAL after the code and before the rest of the number. Also, if your telephone system requires a code such as 9 before a telephone number, press REDIAL after the code. Pressing REDIAL inserts a pause in the dialing. You may enter a maximum of 16 digits (15 if tone is selected) for each one touch number. (A pause counts as one digit.)



Press M1.



Release the DIAL TONE RESET button. The number you entered is now stored and can be dialed with the **MI** button.



Write down an identification next to M1 on the Memory Index label on the telephone cradle.

Repeat the above steps to create two more one-touch fax numbers.

Using one-touch faxing

After you have registered the one-touch numbers, you can send a fax to any of those numbers in just four steps:



Insert the document face down in the feeder.



Lift up the handset and wait for a dial tone.



Press the button for the one-touch fax number you want to use - M1, M2, or M3- and listen for the fax tone.



Press START and hang up when you hear the fax tone.

Speed Dial Faxing



You can register up to 17 speed dial numbers for dialing frequently called fax numbers by pressing STORE/MEMORY and two number keys. First you must register the fax numbers.

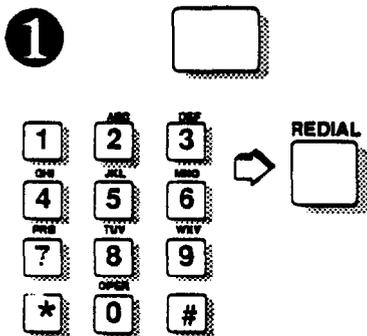
Note



Speed dial may be used for telephone numbers as well as fax numbers.

Registering speed dial fax numbers

To register the speed dial numbers, follow the steps below:



While holding down the DIAL TONE RESET button (which is shown on page 2-9), enter a telephone number using the keypad. If you are using an international access code, press REDIAL after the code and before the rest of the number. Also, if your telephone system requires a code such as 9 before a telephone number, press REDIAL to enter a pause after the code. You may enter a maximum of 16 digits for each speed dial number. (A pause counts as one digit.)



Press STORE/MEMORY.



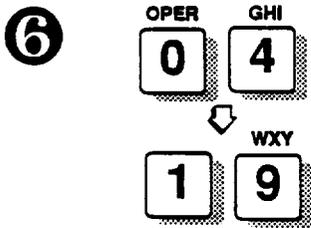
Because speed dial numbers are 03 through 19, enter 03 to register the first speed dial fax number.



Release the DIAL TONE RESET button. The number you entered is *now* stored and can be dialed by pressing STORE/MEMORY and then 03 on the keypad.



Write down an identification next to 03 on the Memory Index label on the telephone cradle.



Repeat the above steps to create speed dial fax numbers 04 through 19.

Using speed dial faxing

1

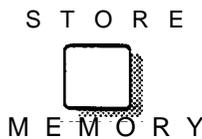
After you have registered the speed dial numbers, you can send a fax to any of those numbers in just five steps:

Insert the document face down in the feeder.

2

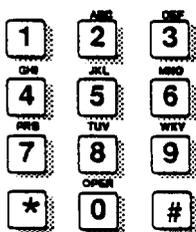
Lift up the handset and wait for a dial tone.

3



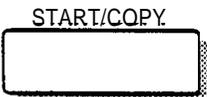
Press STORE/MEMORY.

4



Press the two numbers on the keypad corresponding to the speed dial number you want to use.

5



When you hear the fax tone, press START and hang up.

Manual Redial



You can redial the last number dialed by pressing DIAL TONE RESET (the large button below the keypad) and then REDIAL.

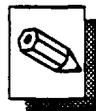
The Add Paper Message Light

The ADD PAPER message light on the top control panel lights up when approximately four inches (10 cm) of paper is left. When you see this light on, remove the old roll and follow the instructions in Chapter 1 to insert a new roll.

3 Using the PriorityFax as a Telephone

The PriorityFax offers you sophisticated, yet easy-to-use telephone capabilities. You can use your fax machine for voice conversation even when it is set to automatic fax reception mode.

Note

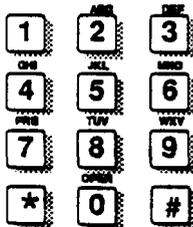


Before using the memory features, you must remove the insulation strip from your memory batteries in the handset. Though the batteries are installed, they are not active until the insulation strip is removed. See the section on memory batteries in Chapter 2 for further instructions.

The Telephone Controls

Most telephone operations are controlled with the buttons and switches located on the underside of the telephone handset and on the telephone cradle.

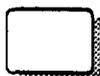
Buttons and Switches



KEYPAD. Use the keypad to dial telephone or fax numbers and to access speed dial numbers.



REDIAL Pressing this button dials the most recent number called. It may also be used in registering one-touch and speed dial numbers, as discussed later in this chapter and in Chapter 2.



DIAL TONE RESET. Pressing this button gives you a dial tone so that you may redial or begin another dialing operation. It is also used to store speed dial numbers to memory as detailed in Chapter 2.

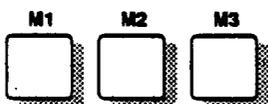


FLASH. Pressing this button allows you to use call waiting if it is part of your regular telephone service.

WARNING



Call waiting is discouraged for use with this fax machine because it may interfere with fax transmission and reception.



M1, M2, and M3. Each of these buttons represents a one-touch dialing number. These buttons are also used to store the one-touch numbers in memory.

HOOK. Pressing this button by placing the handset in the cradle hangs up the telephone. Pressing HOOK with your finger brings on a dial tone and allows you to begin another dialing operation.

RINGER. This switch is on the right side of the telephone cradle between the cradle and the body of the fax machine. Move the switch toward the back of the fax machine for a loud tone, to the middle for a quiet tone, and toward the front to turn off the ring.



TONE/PULSE. Set this switch, located at the bottom right corner of the handset keypad, to match the type of telephone line you have. Leave it set on tone if you are not sure about the type you have. If necessary, check with your telephone company to find out which setting to use.



VOLUME. Moving this switch, located at the bottom left corner of the handset keypad, changes the handset (listening) volume from normal to high.

Adjusting the Handset Volume and Ringer Switches

The handset of the PriorityFax is used like the handset of any other telephone. To adjust the listening volume of the handset, follow these steps:



Locate the volume adjustment switch in the bottom left corner on the underside of the handset.

2

Move the switch left for normal volume or right for high volume.

To adjust the loudness of the ring:

1

Locate the ringer switch on the right side of the telephone cradle.

2

Move the switch toward the back of the fax machine for a loud tone, to the middle for a quiet tone, and toward the front to turn off the ring.

Using Standard Dialing

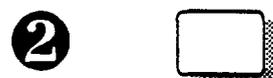
To dial a telephone call, simply pick up the handset and wait for a dial tone before dialing the number you wish to reach

Using Redialing

When you receive a busy signal, you can save time by pressing just two buttons to try the number again. Follow these steps:

1

Lift the handset, wait for a dial tone, and dial the number you wish to Call



Upon receiving a busy signal, press **DIAL TONE RESET** (the large button below the keypad) to bring on a dial tone.



Press REDIAL

Note



Redialing may be used to send a fax. See Chapter 2.

One-touch Telephone Dialing

The PriorityFax allows you to register three one-touch telephone numbers for dialing frequently called numbers by pushing just one button. If you prefer using one-touch dialing for fax numbers, see Chapter 2. First you must register the one-touch telephone numbers.

Note

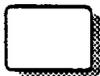


Using one-touch dialing requires use of the telephone's memory capability. Your telephone unit requires annual replacement of two button batteries to ensure that the telephone numbers stored in memory are not erased during a power failure. See Memory Batteries in Chapter 2.

Registering One-touch Telephone Numbers

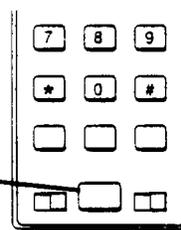
To register one-touch telephone numbers, first set the TONE/PULSE switch as described on page 3-2. Then follow the steps below:

1

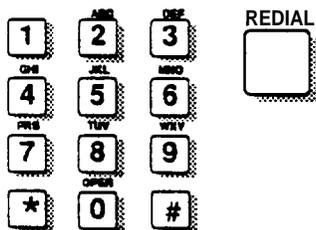


Lift the telephone handset and locate the DIAL TONE RESET button, which is the large button at the bottom.

Dial Tone Reset



2



While holding down DIAL TONE RESET, enter the telephone number using the keypad. If you are using an international access code, press REDIAL after the code and before the rest of the number. Also, if your telephone system requires a code such as 9 before a telephone number, press REDIAL to enter a pause after the code. A maximum of 16 digits (15 if tone is selected) may be entered for each one-touch number. (A pause counts as one digit.)

3



Press M1.

4



Release the DIAL TONE RESET button. The number you entered is now stored and can be dialed with the M1 button.

5



Write down an identification next to M1 on the Memory Index label on the telephone cradle.

6

Repeat the above steps to create up to two more one-touch telephone numbers.

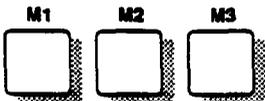
Using One-touch Telephone Dialing

After you have registered the one-touch numbers, you can call any of those numbers in just two steps:

1

Lift up the handset and wait for a dial tone.

2



Press the button for the one-touch telephone number you want to use-M1, M2, or M3.

4 Troubleshooting

This chapter discusses problems you may encounter and their likely solutions.

Problems and Solutions

This section includes four categories: sending, receiving, copying, and telephoning.

Sending

Document jam .

- ❑ Rush down on the cover release button to open up the fax machine. Remove the jammed document. Rush the cover back in place until you hear a click. Make a copy of the jammed document, and **send** the copy.

Document doesn't enter the feeder properly .

- ❑ The cover may not be closed securely. Push down on the cover until you hear a click.
 - ❑ The document's left edge is not aligned with the document guide. Open the paper cover to remove the document and then push it closed until you hear a click. Align the document with the document guide.
 - ❑ The documents may be too thick or too thin. Use a copier other than the fax machine to reproduce the original document. Then send the copy.
 - ❑ The documents may be wrinkled, wet, curled, or torn. Use a copier other than the fax machine to reproduce the document. Then send the copy.
 - ❑ The documents may be too small. Use a copier other than the fax machine to reproduce the original document. Then send the copy.
 - ❑ Multi-page documents on bond paper may need to be fed one page at a time.
-

**Sending
(continued)**

Documents cannot be fed into the fax machine.

- You may be trying to feed the documents from the back of the fax machine. Make sure you insert documents from the front side where the Face Down icon appears.

You hear continuous ringing and the receiving party's fax machine does not pick up.

- Be sure you entered a fax number and not a telephone number.
- Be sure you entered the correct fax number. Enter it again.
- The other fax machine may be out of paper.

The receiving party complains that document image quality is poor.

If the receiving party reports poor image quality, first use the convenience copying capability of the fax machine to copy the document. If the image quality of the copy is good, the problem is probably with the receiving party's machine.

If the image quality of the copy is poor, try the following steps:

Make another copy but change the contrast setting as described on page 2-7.

1

Make another copy, but change the resolution setting as described on pages 2-6 and 2-7. For detailed drawings or photos, use the fine or photo modes.

2

Clean the inside of the fax machine as described in Chapter 5 and make another copy.

3

If none of these methods improves the image quality, take the fax machine to an authorized Epson Customer Care Center. To find the location of the nearest Customer Care Center, call 1-800-922-8911.

Sending (continued)

Documents you sent are received blank.

- Be sure you sent the document through the fax machine face *down*. Resend the document, being careful to place the document in the feeder face *down*.

One-touch or speed dial faxing does not work.

- You may have used a one-touch or speed dial number that is a telephone number, not a fax number. Check to be sure the number you are dialing is a fax number, and try again.
- You may have pushed a one-touch or speed dial number that is not registered properly. Check Chapters 2 and 3 for proper registration procedures.
- You may need to replace the memory batteries in the PriorityFax. Follow the instructions on pages 2-3 through 2-4.

Receiving

Manual reception doesn't work.

- A document is in the feeder. Remove the document, and try manual reception again.

Recording paper is jammed.

- Push down on the recording paper cover button to open up the fax machine. Pull out the jammed recording paper. Use scissors to make a clean edge on the end of the paper roll. Reinsert the paper according to the instructions in Chapter 1.

Received copies are blank.

- The recording paper roll may be in upside down. Reinsert the paper according to the instructions on pages 1-10 through 1-11.
- Documents may have been sent to you incorrectly. Check with the sending party.

Received documents are excessively curled.

- This may happen when you are almost out of paper. You may want to replace the recording paper roll.

Receiving (continued)

The telephone rings continuously.

- ❑ Be sure that the recording paper roll is inserted. If not, load in a roll of thermal recording paper as described in Chapter 1.
- ❑ **When the AUTO ANS** switch on the back control panel is turned off, the telephone rings ten times before reception **begins**. Turn on the **AUTO ANS** switch.
- ❑ The paper cover may not be closed securely. Push the cover shut until you hear a click

Received document image quality is poor.

- ❑ The scanning area may be dirty. See Chapter 5 for cleaning **instructions**.
- ❑ You may be using the wrong type of paper. Use Epson PriorityFax recording paper for best results.
- ❑ The sending party's resolution and/or contrast may need adjustment. Check with the sending party.

If none of these methods improves the image quality, take the fax machine to an authorized Epson Customer Care Center. To find the location of the nearest Customer Care Center, call 1-800-922-8911.

Copying

Nothing comes out of the paper slot

- ❑ The paper roll may not be inserted properly. See Chapter 1.
- ❑ The recording paper may be jammed. Push down on the paper cover button to open the fax machine. Pull out the jammed recording paper. Use scissors to make a clean edge on the end of the **paper** roll. Reinsert the paper according to the instructions in Chapter 1.

Copying (continued)

No image appears on the paper roll.

- The paper roll may be inserted upside down. See Chapter 1.
- Be sure that you inserted the document in the feeder face down. Try copying again.

Print quality of the copy is poor.

- You may be using the wrong type of paper. Use Epson PriorityFax recording paper for best results.

After checking the type of paper you are using, try the following steps:

1

Make another copy but change the contrast setting as described on page 2-7.

2

Make another copy, but change the resolution setting as described on pages 2-6 and 2-7. For detailed drawings or photos, use the fine or photo modes.

3

Clean the inside of the fax machine as described in Chapter 5 and make another copy.

If none of these methods improves the image quality, take the fax machine to **an** authorized Epson Customer Care Center. To find the location of the nearest Customer Care Center, call 1-800-922-8911.

Telephone

One-touch and speed dialing don't work.

- The one-touch and speed dialing numbers are not registered properly. See Chapter 3.
- You may need to replace the memory batteries in the PriorityFax. Follow the instructions on pages 2-3 through 2-4.

**Telephone
(continued)**

The telephone does not ring.

- The ringer switch is off. Move the ringer switch forward.

5 Maintenance

To maintain optimum printing quality, clean your PriorityFax after every three or four rolls of recording paper you use.

Cleaning the Interior of the Fax Machine

To clean the interior of the fax machine, follow these steps:

WARNING



Unplug the machine before cleaning it to avoid electric shock.

①

Unplug the machine.

②

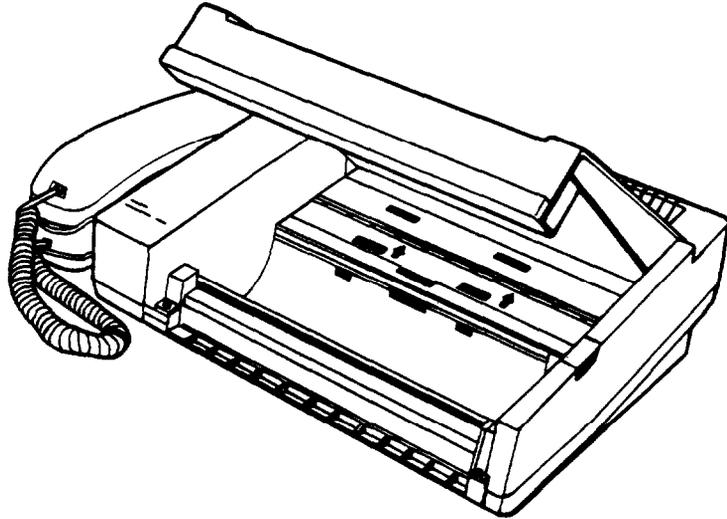
Press down on the recording paper cover button to open up the fax machine.

③

Remove the recording paper roll.

④

Use a soft cloth or a cotton swab soaked in isopropyl alcohol to gently clean the surfaces and rollers inside the machine. Be particularly careful to clean the clear plastic cover of the scanner (indicated by the two arrows in the illustration below) and **the** white document pressure bar above it.



WARNING



Do not use organic solvents, such as benzene or thinner.

5

Use a dry cloth to gently wipe off any excess alcohol from the newly cleaned interior.

6

Replace the recording paper roll as described in Chapter 1.

**Cleaning the
Exterior of the Fax
Machine**

To clean the exterior of the fax machine, use a dry cloth to gently wipe off any dirt from the surface.

WARNING



Do not use water, alcohol, thinner, or any other organic solvent on the exterior of the machine.

6 Technical Specifications

Type	Desktop facsimile transceiver
Transmission Mode Compatibility	CCITT Group 3
Coding System	Modified Huffman (MH)
Transmission Speed	V.27 ter and a V.29 modem
Transmission Time	15 seconds with 9,600 bps
Document input Size	8.5" (width)
Recording Paper Roll Size	8.5" x 98' (30m)
Recording Paper Roll Type	Thermal
Effective Scanning Width	8.2"
Scanner Method	CIS (Contact Image Sensor)
Recorder Type	Line, thermal
Resolution	Standard mode - 203 x 98 lines/inch Fine mode - 203 x 196 lines/inch Photo mode - 203 x 196 lines/inch
Gray Scale	8 shades
Document Feeder	5 pages
Paper Cutter	Automatic
Dialing Method	Selectable tone/pulse
Station Memory	20 numbers
Power Source	110-120 VAC, 60 Hz
Communications Source	Public Switch Telephone
Network Connection	USOC RJ11C modular jack or equivalent
Power Consumption	Standby - under 12W Peak - under 150W

Operating Environment	41 - 95° F, 10 - 75% humidity
Dimensions (Including Handset)	17.25" W x 11" D x 4.7" H
Weight (Including Handset)	13.2 lbs

Specifications are subject to change without notice.

Glossary

Convenience copier	A copier used to make occasional, temporary reproductions of documents.
Fine resolution	203 x 196 lines per inch, a transmission mode used by fax to transmit images containing a great deal of detail.
Gray scale	Shades of gray (8 for the PriorityFax) used to provide a faithful reproduction of photographic images.
One-touch dialing	A feature by which you can dial a number by pressing just one button .
PBX	Private branch exchange, a computerized telephone switch, usually found in large organizations, which accepts calls from the outside and transfers them to various extensions inside and which routes calls from the inside to the outside.
Photo resolution	A transmission mode used by the fax machine to transmit camera images containing a great deal of detail. See <i>also gray scale</i> .
Speed dialing	A feature by which you can dial a number by pressing just three buttons.
Standard resolution	203 x 98 lines per inch, the transmission mode used by the fax to transmit images containing typewritten or printed matter and less-detailed drawings.
Tone/pulse	Types of dialing; pulse is the rotary method, where the phone system counts pulses (clicks) to determine the number you are dialing. Tone is the audio method where the system listens to the tones to determine the number you are dialing.
USOC RJ11C jack	The standard modular single-line telephone jack