




# I-FAX Guide

## Definitions of Notes

We use the following symbols and conventions throughout this User's Guide:

|   |   |
|---|---|
| <b>IMPORTANT</b>  | IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality. |
| <b>NOTE</b>   | NOTE specifies the operating environment, conditions for installation, or special conditions of use.  |
|  | Tips icons indicate helpful hints and supplementary information.  |
| <b>Bold</b>   | Bold style identifies buttons on the machine's control panel or computer screen.  |
| <i>Italics</i>  | Italicised style emphasises an important point or refers you to a related topic.  |
| Courier New   | Courier New font identifies messages shown on the machine's LCD.  |

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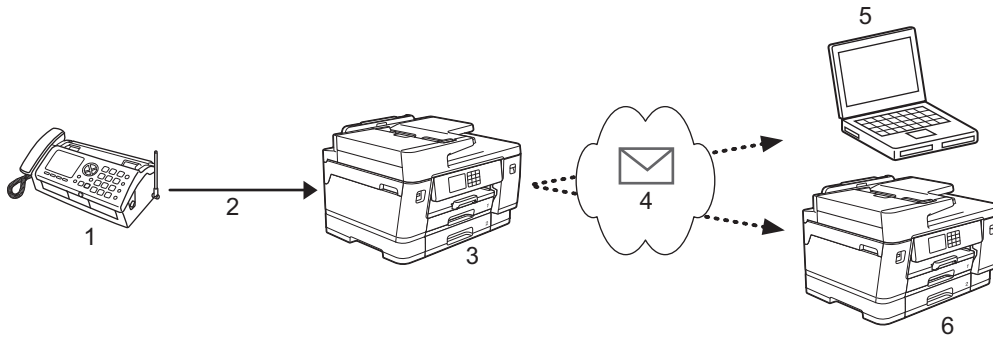
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## Fax Using the Internet (I-Fax) Overview

With Brother's I-Fax program, you can send and receive fax documents using the Internet as the transport mechanism. Documents are transmitted in email messages as attached TIFF files. Your computer can send and receive documents as long as it has an application that can generate and view TIFF files. You can use any TIFF viewer application. Documents sent via the Brother machine will be converted into a TIFF format automatically. If you want to send and receive messages to and from your Brother machine, your computer's email application must support Multipurpose Internet Mail Extensions (MIME).



1. Fax (Sender)
2. Telephone line
3. Your Brother Machine (Receiver/Sender)
4. The Internet
5. A computer receives a forwarded email
6. A fax machine receives a forwarded fax



- I-Fax supports sending and receiving documents in Letter or A4 format and in monochrome only.
- If your document is in Ledger or A3 format, it will be reduced to Letter or A4 format automatically when it is sent. (Supported models only)

## Important Information about Internet Fax (I-Fax)

I-Fax communication on a LAN is very similar to communication via email; however, it is different from fax communication using standard phone lines. Make sure you read the following information about using I-Fax:

- Factors such as the receiver's location, structure of the LAN and how busy the circuit (such as the Internet) is may cause the system to take longer than usual to send an error mail.
- When sending confidential documents, we recommend using standard phone lines instead of the Internet (due to its low level of security).
- If the receiver's mail system is not MIME-compatible, you cannot use I-Fax to send documents. If possible, check this in advance, and note that some servers will not send an error reply.
- If a document is too large to send via I-Fax, it may not reach the receiver.
- You cannot change the font or size of the text in any Internet mail you receive.

## Configure Your Brother Machine for Email or I-Fax

Before using I-Fax, configure your Brother machine to communicate with your network and mail server. You can configure these items using the machine's control panel or Web Based Management. We recommend using Web Based Management to configure the optional items.

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).  
For example:  
https://192.168.1.2  
Your machine's IP address can be found in the Network Configuration Report.
3. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Network > Network > Protocol**.



If the left navigation bar is not visible, start navigating from **≡**.

5. In the **POP3/IMAP4/SMTP Client** field, click **Advanced Settings** and configure the settings as needed.



If you are unsure of any of these items, contact your system administrator.

6. When finished, click **Submit**.

The **Test Send/Receive E-mail Configuration** dialog box appears.

7. Follow the instructions in the dialog box to test the current settings.



### Related Information

- [Initial Setup for Email or I-Fax](#)
- [Receive an I-Fax Automatically](#)
- [How Received I-Faxes Appear on a Computer](#)

## Initial Setup for Email or I-Fax

Before sending your I-Fax, use Web Based Management to configure sending and receiving options, if needed.

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).  
For example:  
https://192.168.1.2  
Your machine's IP address can be found in the Network Configuration Report.
3. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "Pwd". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Fax** > **E-mail Send**.



If the left navigation bar is not visible, start navigating from ☰.

5. Configure the settings as needed.
6. When finished, click **Submit**.



### Related Information

- [Configure Your Brother Machine for Email or I-Fax](#)

## Receive an I-Fax Automatically

To receive an I-Fax automatically, use Web Based Management to configure receiving options, if needed.

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

For example:

https://192.168.1.2

Your machine's IP address can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "Pw". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Fax > E-mail Receive**.



If the left navigation bar is not visible, start navigating from ☰.

5. Configure the settings as needed.



There are two ways to receive email messages:

- POP3/IMAP4 receiving at regular intervals
- POP3/IMAP4 receiving, manually initiated

When using POP3/IMAP4 receiving, the machine polls your email server to receive data. Polling can occur at set intervals (for example, you can configure the machine to poll the email server every ten minutes) or you can manually poll the server.

6. When finished, click **Submit**.



- If your machine starts to receive email data, the LCD will display [Receiving]. The email will print automatically.
- If your machine is out of paper when receiving data, the received data will be held in the machine's memory. This data will be printed automatically after paper is re-inserted into the machine.
- If the received mail is not in a plain text format, or an attached file is not in the TIFF format, the error message "ATTACHED FILE FORMAT NOT SUPPORTED." will be printed.
- If the received mail is too large, the error message "E-MAIL FILE TOO LARGE." will be printed.
- If **Delete/Read Receive Error Mail** is **On** (default), then the error mail will be deleted (POP3) or read (IMAP4) from the email server automatically.



### Related Information

- [Configure Your Brother Machine for Email or I-Fax](#)

## How Received I-Faxes Appear on a Computer

When a computer receives an I-Fax document, the document is attached to an email message that notifies you in its Subject field that your email server has received an I-Fax. You can either wait for your machine to poll the email server, or you can manually poll the email server to receive the incoming data.



### Related Information



- [Configure Your Brother Machine for Email or I-Fax](#)
-


## Send an I-Fax



If the computer to which you want to send a document is not running Windows, ask the computer's owner to install software that can view TIFF files.


The following steps may differ depending on your model.

1. Load your document.
2. Do one of the following:
  - If [Fax Preview] is set to [Off], press [Fax].
  - If [Fax Preview] is set to [On], press [Fax], and then press [Sending Faxes].
3. To change the fax-sending settings, press  [Options].
4. Press ▲ or ▼ to scroll through the fax settings. When the setting you want is displayed, press it and choose your preference. When you have finished changing settings, press [OK].
5. Do one of the following:
  - Press , and then enter the email address.
  - Press [Address Book], choose the email address of your recipient, and then press [Apply].
6. Press [Fax Start].

The machine starts scanning. After the document is scanned, it is transmitted to the recipient via your SMTP server. You can cancel the send operation by pressing  during scanning. When the transmission is finished, the machine will enter standby mode.

## Poll the Server Manually

The following steps may differ depending on your model.

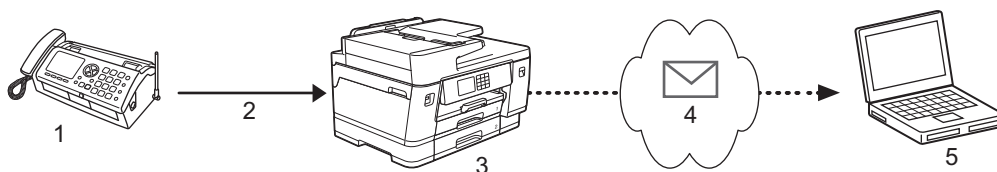
1. Press  [Settings] > [All Settings] > [Network] > [E-mail/IFAX] > [Manual Receive] > [Yes].
2. The LCD will display [Receiving] and your machine will print the data from the email server.

## I-Fax Options

- [Forward Received Email and Fax Messages](#)
- [Set Up Relay Broadcast on Your Brother Machine](#)
- [Internet Fax \(I-Fax\) Verification Mail](#)
- [Configure Your Brother Machine for Email or I-Fax](#)

## Forward Received Email and Fax Messages

Use Brother I-Fax to forward email or standard fax messages to another computer, to a fax machine, or to another I-Fax machine. Enable the Forwarding function using Web Based Management.



1. Fax (Sender)
2. Telephone line
3. Your Brother Machine (Receiver/Sender)
4. The Internet
5. A computer receives a forwarded email

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).  
For example:  
https://192.168.1.2  
Your machine's IP address can be found in the Network Configuration Report.
3. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Fax > Remote Fax Options**.



If the left navigation bar is not visible, start navigating from ☰.

5. Select **Fax Forward** in the **Fwd/Store/Cloud/Network** field.
6. Select the **E-mail Address** option in **Fax Forward #**, and then type the recipient's email address.
7. When finished, click **Submit**.

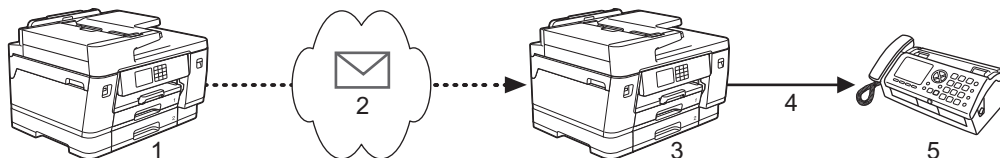


### Related Information

- [I-Fax Options](#)


## Set Up Relay Broadcast on Your Brother Machine

A Relay Broadcast is when your Brother machine receives a message over the Internet and then relays it to another fax machine using conventional telephone lines. If you must fax a document over a long distance or abroad, use the "relay broadcast" function to save the communication fee.





1. Internet-available fax machine
2. The Internet
3. Your Brother Machine
4. Telephone line
5. Fax machine

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).  
For example:  
https://192.168.1.2  
Your machine's IP address can be found in the Network Configuration Report.
3. If required, type the password in the **Login** field, and then click **Login**.

 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Fax > Relay Function**.

 If the left navigation bar is not visible, start navigating from .

5. Configure settings as needed.
  - **Relay Broadcast Function**  
Set the **Relay Broadcast Function** to **On**.
  - **Relay Domain**  
Configure your machine's domain name on the machine that will broadcast the document to the conventional fax machine. To use your machine as a relay broadcast device, you must specify the trusted domain name (the portion of the name after the "@" sign) on the machine. Use care in selecting a trusted domain: any user on a trusted domain will be able to send a relay broadcast. You can register up to five domain names.
  - **Relay Broadcast Report**  
Specify whether or not you want a report to print after the machine completes the relay broadcast.
6. When finished, click **Submit**.

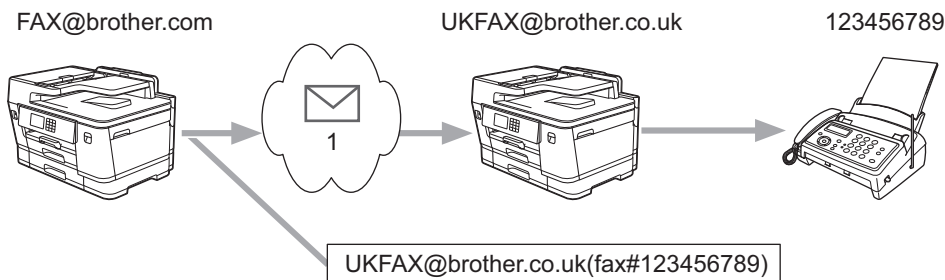
### Related Information

- [I-Fax Options](#)
  - [Relay Broadcast from Your Brother Machine](#)
  - [Relay Broadcast from Your Computer](#)

## Relay Broadcast from Your Brother Machine

Use the Relay Broadcast Function to send an email from your machine to a conventional fax machine.



Confirm the **POP3/IMAP4/SMTP Client** and **SMTP Server** checkboxes are selected in Web Based Management. If the **POP3/IMAP4/SMTP Client** and **SMTP Server** checkboxes are not selected, select the **POP3/IMAP4/SMTP Client** and **SMTP Server** checkboxes. Click **Submit**, and then restart your machine.



### 1. The Internet

In this example, your machine's email address is FAX@example.com and you want to send a document from your machine to a standard fax machine in England with the email address UKFAX@example.co.uk, and you want your machine to send the document using a conventional telephone line.

**The following steps may differ depending on your model.**

1. Load your document.
2. Do one of the following:
  - If [Fax Preview] is set to [Off], press [Fax].
  - If [Fax Preview] is set to [On], press [Fax], and then press [Sending Faxes].
3. Press  [Options] > [Broadcasting] > [Add Number].
4. You can add email addresses to the broadcast in the following ways:
  - Press [Add Number] and press , enter the email address and press [OK].
  - Press [Add from Address book]. Select the checkbox of the email address you want to add to the broadcast. After you have checked all the email addresses you want, press [OK].
  - Press [Search in Address book]. Enter the name and press [OK]. The search results will be displayed. Press the name and then press the email address you want to add to the broadcast.

The following is an example of how to enter the email address and phone number:

UKFAX@brother.co.uk(fax#123456789)

email address                      Fax Phone Number

The word "fax#" must be included with the phone number inside the parenthesis.

After you have entered all of the fax numbers, press [OK].

5. Press [Fax Start].



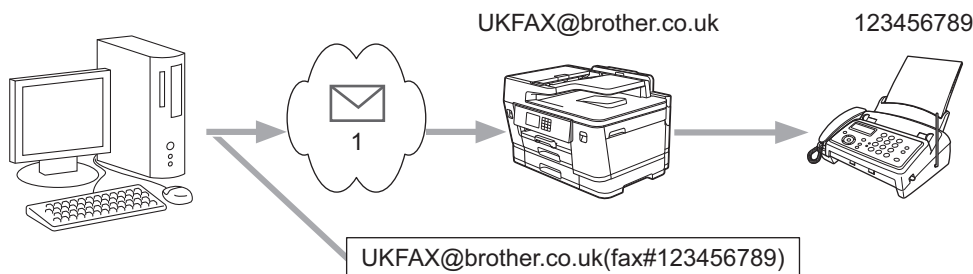
## Related Information

- [Set Up Relay Broadcast on Your Brother Machine](#)
-

## Relay Broadcast from Your Computer

Use the Relay Broadcast Function to send an email from your computer to a conventional fax machine.

- Some email applications do not support sending an email to multiple fax numbers. If your email application cannot support multiple fax numbers, you can relay to only one fax machine at a time.



### 1. The Internet

- Confirm the **POP3/IMAP4/SMTP Client** and **SMTP Server** checkboxes are selected in Web Based Management. If the **POP3/IMAP4/SMTP Client** and **SMTP Server** checkboxes are not selected, select the **POP3/IMAP4/SMTP Client** and **SMTP Server** checkboxes. Click **Submit**, and then restart your machine.

If you are sending an email to a conventional fax machine, the method of entering the fax machine's fax number will vary, depending on the mail application you are using.

- In your email application, create a new email message and type the email address of the relay machine and fax number of the first fax machine in the "TO" box.

The following is an example of how to enter the email address and fax number:

UKFAX@brother.co.uk(fax#123456789)

email address                      Fax Phone Number

The word "fax#" must be included with the phone number inside the parenthesis.



For Microsoft Outlook, the address information must be entered into the address book as follows:

Name: fax#123456789

Email address: UKFAX@example.co.uk

- Type the email address of the relay machine and fax number of the second fax machine in the "TO" box.
- Send the email.



### Related Information

- [Set Up Relay Broadcast on Your Brother Machine](#)

## Internet Fax (I-Fax) Verification Mail

- Verification Mail for sending allows you to request notification from the receiving station where your I-Fax or email was received and processed.
- Verification Mail for receiving allows you to transmit a default report back to the sending station after successfully receiving and processing an I-Fax or email.

To use this feature, set the [Notification] options in the [Setup Mail RX] and [Setup Mail TX] options of your machine's control panel menu.




### Related Information

- [I-Fax Options](#)
  - [Enable Send Notifications for TX Verification Mail](#)
  - [Enable Receive Notifications for TX Verification Mail](#)
  - [I-Fax Error Mail](#)

## Enable Send Notifications for TX Verification Mail

The following steps may differ depending on your model.

1. Press  [Settings] > [All Settings] > [Network] > [E-mail/IFAX] > [Setup Mail TX] > [Notification].
2. When switched to [On], an additional field of information is sent with the image data. This field is named MDN (Message Disposition Notification).



The receiver must support the MDN field to be able to send a notification report, otherwise the request will be ignored.

3. Press .




### Related Information

- [Internet Fax \(I-Fax\) Verification Mail](#)

## Enable Receive Notifications for TX Verification Mail

The following steps may differ depending on your model.

1. Press  [Settings] > [All Settings] > [Network] > [E-mail/IFAX] > [Setup Mail RX] > [Notification].
2. Press one of the three possible settings:

| Option                   | Description   |
|--------------------------|---|
| Receive Notification On  | When Receive Notification is On, a fixed message is sent back to the sender to indicate successful reception and processing of the message.<br>These fixed messages depend on the operation requested by the sender.<br>Example:<br>SUCCESS: Received From <Mail Address> |
| Receive Notification MDN | When Receive Notification is MDN, a report to indicate successful reception and processing is sent back to the sender if the originating station sent a request confirmation to the MDN field.  |
| Receive Notification Off | When Receive Notification is Off, all forms of receive notification are disabled and no message is sent back to the sender regardless of the request.   |



- To send TX verification mail, the Sender must configure these settings:
  - Switch [Notification] in [Setup Mail TX] to [On].
  - Switch [Header] in [Setup Mail RX] to [All] or [Subject+From+To].
- To receive TX verification mail, the Receiver must configure these settings:  
Switch [Notification] in [Setup Mail RX] to [On].

3. Press .



### Related Information

- [Internet Fax \(I-Fax\) Verification Mail](#)

## I-Fax Error Mail

If there is a delivery error while sending an I-Fax, the mail server will send an error message back to your machine and the error message will be printed.

If there is an error while receiving an I-Fax, an error message will be printed, for example, "**ATTACHED FILE FORMAT NOT SUPPORTED.**"

To receive the error mail and have it printed on your machine, in [Setup Mail RX], switch the [Header] option to [All] or to [Subject+From+To].



### Related Information

- [Internet Fax \(I-Fax\) Verification Mail](#)
-

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