



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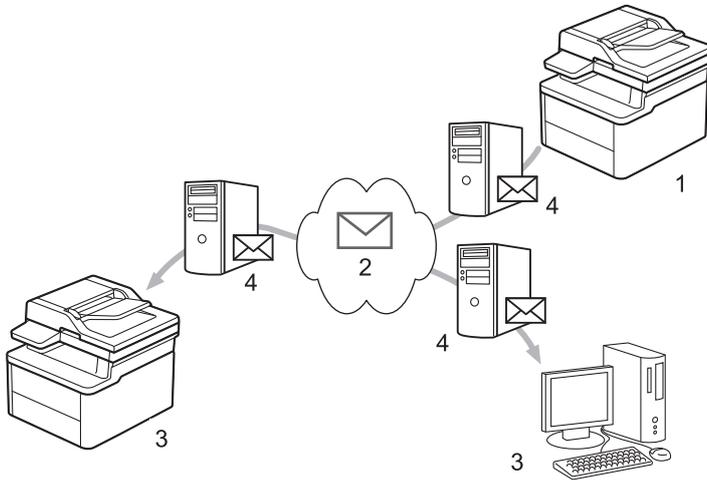
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## Fax Using the Internet (I-Fax) Overview

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



1. Sender
2. Internet
3. Receiver
4. Email server



I-Fax supports sending and receiving documents in Letter or A4 format and in monochrome 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 Machine for Email or Internet Fax (I-Fax)

Before using I-Fax, configure your machine to communicate with your network and mail server. You can configure these items using the machine's control panel or Web Based Management. Make sure the following items are configured on your machine:

- IP address (If you are already using your machine on your network, the machine's IP address has been configured correctly.)
- Email address
- SMTP, POP3, IMAP4 server address/port/Authentication method/Encryption method/Server Certificate Verification
- Mailbox name and password

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



### Related Information

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

## Initial Setup for Email or Internet Fax (I-Fax)

Before sending your I-Fax, use the control panel or Web Based Management to configure the following optional items:

- **E-mail Subject**
- **E-mail Message**
- **Size Limit**
- **Request Delivery Notification (Send)**

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



### Related Information

- [Configure Your Machine for Email or Internet Fax \(I-Fax\)](#)
- [How Your Machine Receives an Internet Fax \(I-Fax\)](#)

## How Your Machine Receives an Internet Fax (I-Fax)

When your machine receives an incoming I-Fax, it will print the I-Fax automatically. To receive an I-Fax, we recommend using the control panel or Web Based Management to configure the following optional items:

- **Auto Polling**
- **Polling Frequency**
- **Print Mail Header**
- **Delete/Read Receive Error Mail**
- **Send Delivery Notification (Receive)**

There are two ways you can 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.



- If your machine starts to receive email data, the LCD displays [Receiving]. The email will be printed 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 reloaded in the paper tray.
- When the machine's Temporary Fax Backup Function is turned on, received data will be stored for a certain period of time.
- If the received mail is not in a plain text format, or an attached file is not in the TIFF-F 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 from the email server automatically.



### Related Information

- [Initial Setup for Email or Internet Fax \(I-Fax\)](#)

## 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 Machine for Email or Internet Fax \(I-Fax\)](#)
-

## Send an Internet Fax (I-Fax)

Sending an I-Fax is like sending a normal fax. Make sure that your recipient's information is saved in your email address book, and load the document you want to I-Fax into your machine.



- If the computer to which you want to send a document is not running Windows Server 2016/2019/2022, Windows 10 or Windows 11, ask the computer's owner to install software that can view TIFF files.
- To send multiple pages, use the ADF.

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

1. Load your document.
2. Do one of the following:
  - If the Fax Preview option is set to [Off], press [Fax].
  - If the Fax Preview option is set to [On], press [Fax], and then press [Sending Faxes].
3. To change the fax-sending settings, press  [Options].
4. Swipe up or down or press ▲ or ▼ to scroll through the fax settings. When the setting you want appears, press it and select your preference. When you have finished changing settings, press [OK]. (If the [OK] button is displayed.)
5. Do one of the following:
  - Press , enter the email address using the touchscreen, and then press [OK].
  - Press [Address Book], select 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.
7. Press .

## Poll the Server Manually

The following steps may differ depending on your model.

1. Press  [Settings] > [All Settings] > [Network] > [E-mail/IFAX] > [Manual Receive].



If your machine displays the [All Settings] menu on the Home screen, skip the [Settings] menu.

2. Press [Yes] to confirm.
3. The LCD displays [Receiving] and your machine will print the data from the email server.

## I-Fax Options

- [Forward Received Email and Fax Messages](#)
- [Relay Broadcast](#)
- [Internet Fax \(I-Fax\) Verification Mail](#)

## Forward Received Email and Fax Messages

Use I-Fax feature to forward email or standard fax messages to another computer, to a fax machine, or to another I-Fax machine. Enable the Forwarding feature using your machine's control panel.



The following steps may differ depending on your model.

To enable email forwarding using your machine's control panel:

1. Press  [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Memory Receive] > [Fax Forward].



If your machine displays the [All Settings] menu on the Home screen, skip the [Settings] menu.

2. Do one of the following:
  - Press [Manual] to enter the recipient's fax number (up to 20 digits) or email address using the LCD. Press [OK].
  - Press [Address Book].  
Swipe up or down or press ▲ or ▼ to scroll until you find the fax number or email address where you want your faxes to be forwarded.  
Press the fax number or email address you want.
3. If you select the email address, select the file type you want.



Press [Backup Print: On] to print received faxes at your machine so you will have a copy.

4. Press .

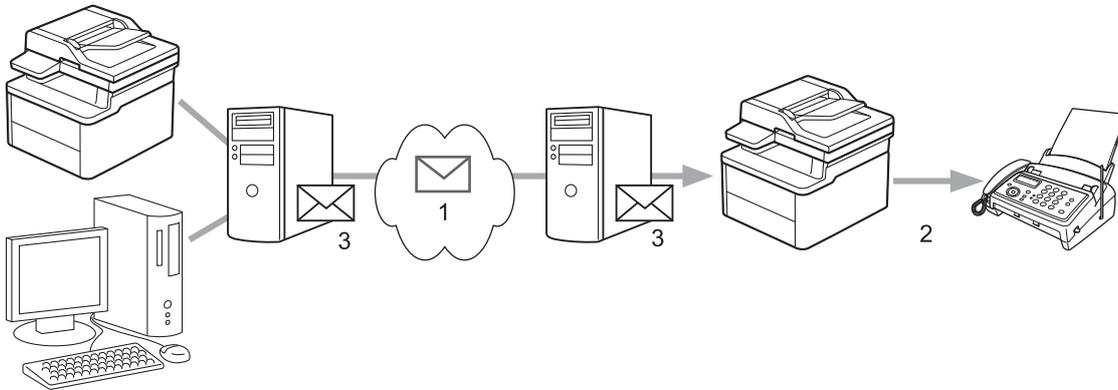


### Related Information

- [I-Fax Options](#)

## Relay Broadcast

A Relay Broadcast is when your 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. The Internet
2. Telephone line
3. Email server

Use your machine's control panel or Web Based Management to configure the following items:

- **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. If you wish to use your machine as a relay broadcast device, you must specify the trusted domain name (the portion of the name after the "@" sign) at the machine. Use care in selecting a trusted domain: any user on a trusted domain will be able to send a relay broadcast.

- **Relay Broadcast Report**

Specify whether or not you want a report to print after the machine completes the relay broadcast.

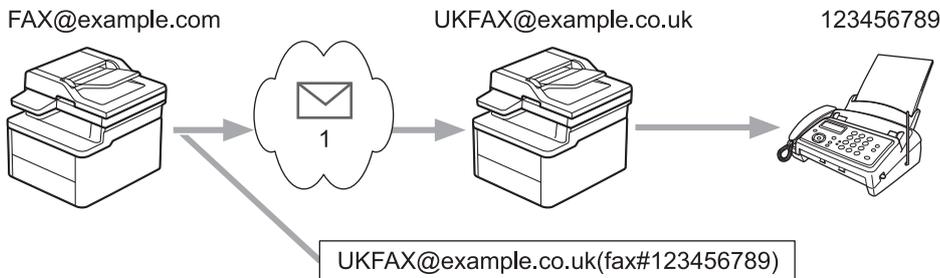
### ✓ Related Information

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

## Relay Broadcast from Your 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 the Fax Preview option is set to [Off], press [Fax].
  - If the Fax Preview option is set to [On], press [Fax], and then press [Sending Faxes].
3. Press  [Options].
4. Swipe up or down or press ▲ or ▼ to display the [Broadcasting] option.
5. Press [Broadcasting].
6. Press [Add Number].
7. 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]. Press the checkbox of the email address you want to add to the broadcast. After you have selected all the email addresses you want, press [OK].
  - Press [Search in Address book]. Enter the name or the first letter of 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@example.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].



If your machine displays , press it.

8. Press [Fax Start].



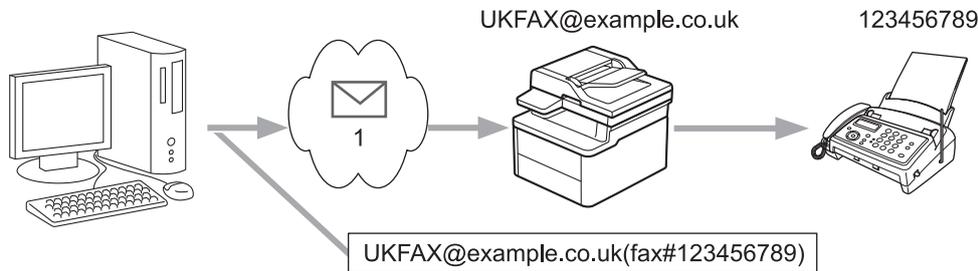
### Related Information

- [Relay Broadcast](#)
-

## 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@example.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

- [Relay Broadcast](#)

## 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 Notification 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].



If your machine displays the [All Settings] menu on the Home screen, skip the [Settings] menu.

2. Select [On] or [Off] to enable or disable the Send Notification feature.

When Send Notification is On, the fax includes an additional field, named Message Disposition Notification (MDN), that contains message delivery information. By default, Send Notification is set to Off.



Your fax recipient's machine must support the MDN field in order to send a notification report.

3. Press .



### Related Information

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

## Enable Receive Notification 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].



If your machine displays the [All Settings] menu on the Home screen, skip the [Settings] menu.

2. Press one of the three possible settings:

Option	Description
Receive Notification On	When Receive Notification is set to On, a template is sent back to the sender to indicate successful receipt and processing of the message. These templates depend on the operation requested by the sender. Example: SUCCESS : Received From <Mail Address>
Receive Notification MDN	When Receive Notification is set to MDN, a report to indicate successful receipt and processing is sent back to the sender if the originating station sent a request confirmation to the MDN (Message Disposition Notification) field.
Receive Notification Off	When Receive Notification is set to Off, all forms of receipt 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 these 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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