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Problems sending faxes when using Voice Over Internet Protocol (VoIP)

Voice Over Internet Protocol (VoIP) is a type of phone system that uses an internet connection instead of a traditional phone line.

Although your Brother machine does not support the use of VoIP, the sending problem you are experiencing may not be related to your VoIP service. You should verify your telephone line connection, paper feeding process, and machine functionality before making any adjustments related to the VoIP service.

1. Press **HOOK/HOLD** on the control panel and listen for a dial tone.

- If there is dial tone, press **HOOK/HOLD** again go to step 6.
- If there is no dial tone, go to step 2.

2. One end of the telephone line **must** be connected to the jack on the Brother machine labeled LINE.

When using VoIP, the other end of the telephone line may be connected to a modem, interface box, phone adapter, splitter, etc. This is determined by your VoIP provider.

3. If you corrected the line connection, press **HOOK/HOLD** after connecting the line cord correctly and listen for a dial tone.

- If there is a dial tone, press **HOOK/HOLD** again go to step 6.
- If there is still no dial tone, go to step 4.

4. Verify the date and time appear on the machine's display.

9/9/2024, 10:12 AM

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