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Brother intellifax 2840 won't receive faxes

When faxing to an mfp, it rings but does not receive. Before, it would just spit out the paper after ringing. The fax line is not shared. The cable goes from the wall to the mfp. This started with a Brother MFC-495CW. I swapped the phone cable, checked fax settings, and reset the settings. Anyway, not like anything unique was set, always just kept defaults. Tried restarting. Then, I put in a spare MFC-295CN, and faxing worked just fine. Default settings. Now, I put in a brand-new out-of-the-box permanent replacement MFC-7860DW. Same issue - rings, but doesn't receive. Ensured it's set to receive mode fax only. I did read the setup guide, but no luck. Ideas? Fyi, was fixed some days ago by not following recommended/default settings. Set ring to 0, ok. Is the "test" machine the one you are replacing? I mean the one that worked? The only thing that is not happening is the fax must not be recognizing the call as a fax. No tones or it may be expecting a distinguished ring from the phone company. The fact that it happens with 2 different machines leads me away from broken machine and leans me towards needing an unique setting or a bad line of sorts. Correct, the test machine mfc-295cn was just a temp till the new one came in. Odd correlation - The problematic printers both had wireless networking enabled. Of course, printing/faxing is two different things. Can you plug a buttset into the back and answer the incoming fax? If you can then hit the go/receive button to see if it then picks up the fax. Fyi, was fixed some days ago by not following recommended/default settings. Set ring to 0, ok. Help! My fax machine (or computer with fax software) can is having trouble sending and receiving faxes - what do I do? A setting on the fax machine has changed Common settings that may have been changed: Automatic answering being turned off, or the number of rings to answer has changed. Explanation: Changes to a fax machine's settings can cause the fax to no longer send or receive. Symptoms: Settings have been changed without changing them back. Also, the fax was working before, and nothing else has changed. Resolution: Turn the settings back to where they were. The telephone line has been changed to a VoIP (Voice over IP) telephone line, or the telephone company has upgraded the line infrastructure to VoIP. VoIP and fax are mostly incompatible. Even when a test page completes, a fax machine on a VoIP phone line will often fail with multiple pages or more complex documents. Explanation: VoIP modifies (compresses) a phone signal to enable the call to transmit over the internet. This compression makes the fax signal unable to be understood by the receiving fax machine. Many VoIP phone lines are not compatible with fax, even if they advertise they are. Symptoms: Sometimes faxes go through, sometimes they do not (sometimes they never go through). Faxes that are many pages or include graphics are more likely to fail. There are some fax numbers that a fax is always impossible to communicate with. Resolution: Work with the phone provider to enable faxing on the line, or consider an alternative. Voicemail, an answering machine, modem, or other device has been added onto the telephone line and is answering before the fax machine can answer. Another device on the same phone line can cause a receiving fax to fail if it answers the phone line before the fax. Explanation: If another device answers before the fax machine does, the fax machine will not answer phone line to receive the fax. Resolution # 1: Get rid of the extra device on the phone line. Resolution #2: Add another phone line for the extra device. When each device has its own phone line, it can operate independently and not interrupt the other device Resolution #3: Add an extra phone number to the same phone line and use a fax with dual ring detection (DRFD). When the second phone number rings (with a unique ring) the fax machine will answer (but not the answering machine, voicemail, or modem). Resolution #4 (won't work for voicemail): Add a TAM device, or use a fax machine with TAM. The TAM will answer the phone line when it rings, and route the call to the appropriate device. A telephone line service such as call waiting, billing tone, privacy block, security screen, anonymous call rejection, or privacy manager has been added. Line services can interrupt a fax's communication. They should not be present on a fax line. Explanation: Extra line features (such as call waiting and billing tones) can make beeps on the line. Security screens and anonymous call rejection can prevent calls from connecting as fax machines cannot navigate their menus or understand their errors. Symptoms: The transmissions frequently end part of the way through (call waiting, billing tone). The fax can send but not receive (privacy block, security screen, anonymous call rejection, privacy manager). Resolution: Disable the extra phone features and try the fax again. More resources Manufacturer Support Telecom support Further troubleshooting Cnet forums - (Samsung) - Cannot receive faxes from one number Was this helpful? Thank you for your comment. Top positive reviewAll positive reviews> Ubaldo L.5.0 out of 5 starsThe Deep Sleep resolved.Reviewed in the United States on March 14, 2015This fax machine is excellent. However, the "deep sleep" mode problem is real. Pasting together several comments that appeared online, I learned the following. 1) The machine will spontaneously go into regular sleep mode when not in use. This saves energy. In regular sleep mode the machine will wake up and received faxes normally. So, that is good. 2) After a certain time (that you can set from the Ecology menu), left to its own devices, the machine will fall into "deep sleep" mode. This mode saves more power than regular sleep mode. However, the machine in deep sleep mode will only wake up and become able to receive faxes if: a) one physically touches a key, b) one lifts the handset, or c) if it received data from a computer or network. This will only happen if the fax machine is used as a printer, attached to a computer or a network. So, if one wants to use it as a stand-alone fax machine or one wants to receive faxes at all times, the deep sleep mode needs to be turned off. This is not an intuitive project.To turn off the Deep Sleep mode you need to do the following: Press Menu. With the up and down arrows select 1. General Setup, press OK. Select 4. Ecology, press OK. Select 2. Sleep Time, press OK. Then, with the two-digit sleep time still on the screen, PRESS TOGETHER the LOW ARROW + START keys. The Deep Sleep menu will appear. You can then choose yes or no with the up and down arrows. Enter OK, then press Stop/Exit to exit the Menu mode.As much as the deep sleep mode is ecologically friendly, it remains incomprehensible why Brother made the access to controlling the Deep Sleep mode so hidden and arcane.The machine makes excellent copies and is a great printer. As to durability and cost of maintenance, remains to be seen. Most Helpful Answer Here is the user guide for your fax machine: ... In chapter 1, page 4 and 5, it tells how to set the sleep timer, that is, how long the machine is idle before it will go into Sleep mode. Press Menu / 1 / 4 / 2. You can then enter the length of time the machine is idle before going into Sleep mode. You can probably put zero to make it never enter Sleep mode. If it won't allow that, then put the highest number you can (e.g. 999999999). But if you do that, it will eventually go into Sleep mode, so "never" would be a better option than "999999999". We are sorry, but Office Depot is currently not available in your country. 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