



Selecting The Best Receive Mode & Phone Line Configuration

MX420

[Click Here to Begin](#)

Select the option that best describes your current phone line configuration

[Click here if you have one phone line that will be used for voice calls and faxes.](#)

[Click here if you have a separate phone line dedicated to faxing.](#)

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Select the option that best describes your answering machine/voice mail configuration

Click here if you have an answering machine or a phone with a built-in answering machine

Click here if you have voicemail.

Click here if you do not have an answering machine or voicemail.

None of the above apply to my configuration

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Since you have a dedicated fax line, the best receive mode is Fax Only Mode

In this mode:

- All incoming calls will be answered by the multifunction
- The multifunction will treat all calls as fax calls
- You do not have to be home to receive a fax

[Click here for "Fax Only Mode" Setup Directions](#)

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Are you able to place your answering machine and the MX420 in the same room?

With an answering machine connected to the MX420 you are able to receive fax calls even when you are not home. No additional phone services are required.

I can place the answering machine and the MX420 in the same room

I must have the answering machine in a different room

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The best receive mode for your configuration is the Default Mode (“Tel Priority Mode”)

To receive a fax when you are home you will:

- Pick up the handset on the phone connected to the MX420.
- Listen for fax tones.
- When the tones stop hang up the handset.
- The MX420 will receive the fax document.

To receive a fax while you are away:

- The answering machine will answer the call.
- If fax tones are heard by the MX420 it will take over the call and receive the fax document.

IMPORTANT: In order to receive a fax, you must either pick up the handset on a phone that is connected to the multifunction or let your answering machine answer the call.

[Click here for “Tel Priority Mode” Setup Directions](#)

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Available options when the answering machine is not connected to the MX420.

You can use the MX420 in the default mode (“Tel Priority” Mode) and receive faxes while you are home. The only way the MX420 can receive faxes when you are not home is to have the answering machine connected to the MX420.

Another option is to obtain a “Distinctive Ring” service from your phone provider and set the MX420 to “DRPD Mode”. This option will allow you to receive faxes when you are not home.

[Click here for Default Mode \(“Tel Priority Mode”\) Setup Directions](#)

[Click here for “Distinctive Ring” & “DRPD Mode” information](#)

[Click here if the options above do not meet your needs](#)

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The best receive mode for your phone configuration is DRPD (Distinctive Ring Pattern Detection)

How will DRPD work?

The MX420 will answer any calls that ring with the assigned unique ring pattern.

The MX420 will treat all such calls as incoming faxes and will receive the fax document automatically.

DRPD FAQs

[What is a distinctive ring pattern?](#)

[What do I need in order to use this mode?](#)

[What advantages does this method provide?](#)

[Why do I need to purchase a distinctive ring service from my phone company?](#)

[Open the DRPD Setup Instructions](#)

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Recommended options for Voice Mail users

You can use the MX420 in the default mode (Tel Priority” Mode) and receive faxes while you are home. **However, you will not be able to receive faxes when you are not home.**

Another option is to obtain a “Distinctive Ring” service from your phone provider and set the MX420 to “DRPD Mode”. This option will allow you to receive faxes when you are not home.

[Click here for Default Mode \(“Tel Priority Mode”\) Setup Directions](#)

[Click here for “Distinctive Ring” & “DRPD Mode” information](#)

[Click here if the options above do not meet your needs](#)

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Recommended options for persons who do not have voice mail or an answering machine

You can use the MX420 in the default mode (“Tel Priority” Mode) and receive faxes while you are home. **However, you will not be able to receive faxes when you are not home.**

Another option is to obtain a “Distinctive Ring” service from your phone provider and set the MX420 to “DRPD Mode”. This option will allow you to receive faxes when you are not home.

[Click here for Default Mode \(“Tel Priority Mode”\) Setup Directions](#)

[Click here for “Distinctive Ring” & “DRPD Mode” Information](#)

[Click here if the options above do not meet your needs](#)

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What is a Distinctive Ring Pattern?

1. When you subscribe to distinctive ring pattern service with your phone company, you will be provided an additional phone number.
2. You will not receive an additional phone line, instead you will have two different numbers that will work on your existing phone line.
3. The new number will have a ring pattern that is different from a standard phone ring. For example, it may ring twice quickly followed by a pause (Ring-Ring-pause). A standard ring pattern is one long ring (ringing will be heard for 2 seconds) and a long pause (for approximate 4 seconds).
4. If someone dials your original number you will hear a standard phone ring pattern. If someone dials your distinctive ring number you will hear an alternative ring pattern.
5. Your phone company will assign the ring pattern for your service.

[Open the DRPD Setup Instructions](#)

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What do I need in order to use this mode?

1. You will need to contact you phone service provider.
2. Inform them that you would like to subscribe to a distinctive ring service.
(Note: phone providers may have different names for this service.)
3. Your phone service provider will give you the following information:
 - A. The phone number assigned to your distinctive ring pattern
(This is the number you will give as your fax number.)
 - B. The ring pattern for your new number.
(ex. Two short rings and a normal pause).

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Why do I need to purchase a distinctive ring service from my phone company?

Only your phone company can provide an additional number that will ring your home phone line with a distinctive ring.

The multifunction can detect this distinctive ring pattern and can be set to treat all incoming calls with that ring pattern as an incoming fax.

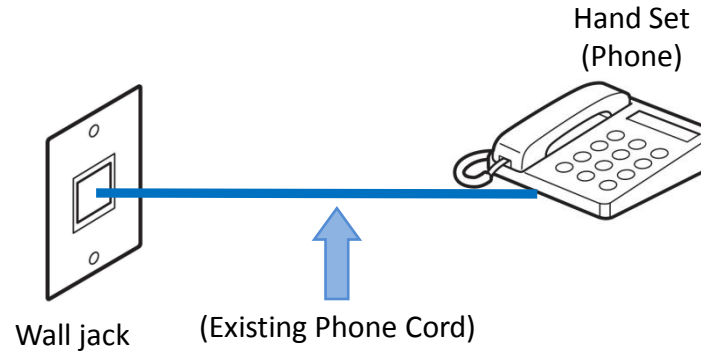
[Open the DRPD Setup Instructions](#)

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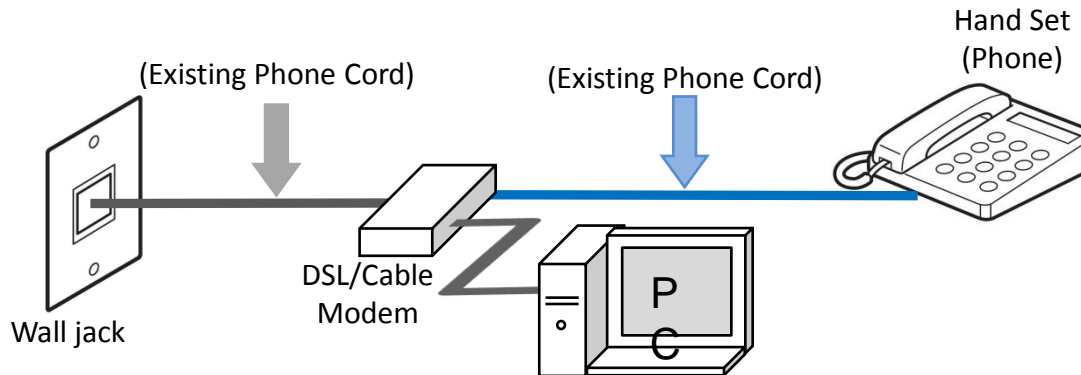
What advantages does this method provide?

1. Provides the benefits of a dedicated fax line without the expense of getting a second phone line installed.
2. The monthly cost of distinctive ring service is significantly less than a second phone line.
3. When you're home, you will know by the ring pattern what type of call is being received.
4. You can receive fax calls while you are away.
5. You can give a unique number for all fax related items.

Wall Jack or DSL/Cable Connection



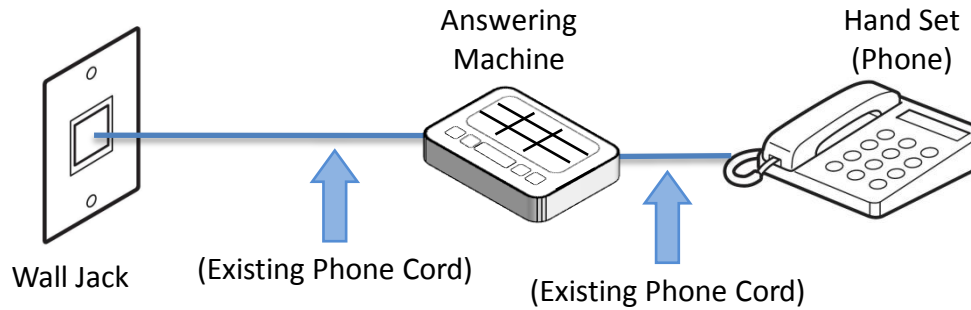
Setup Directions for Wall Jack Connection



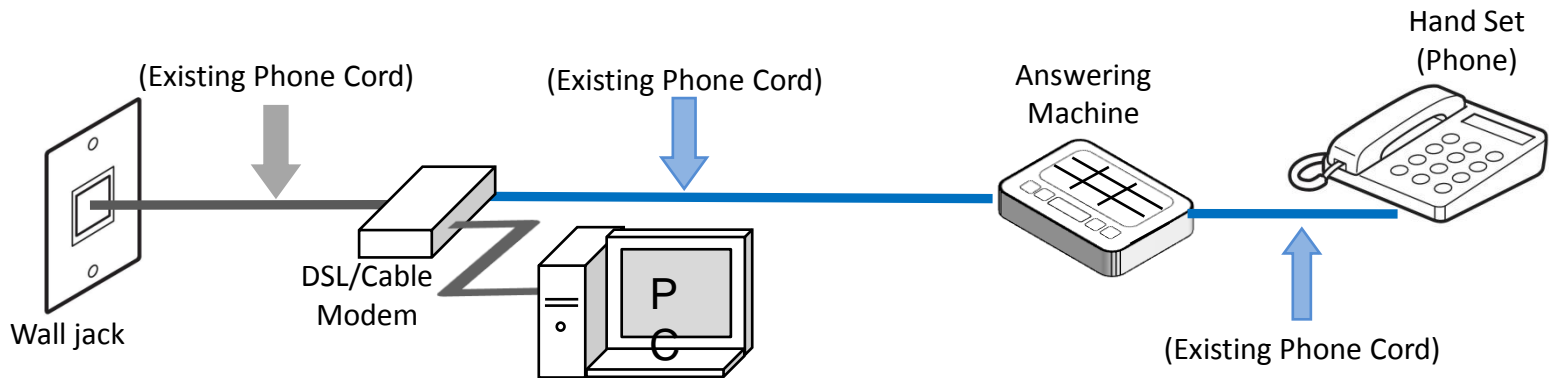
Setup Directions for DSL/Cable Modem Connection

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Wall Jack or DSL/Cable Connection



Setup Directions for Wall Jack Connection



Setup Directions for DSL/Cable Modem Connection

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Based on your selection it is best that you use our knowledge base or contact us for additional assistance

[Click here to search our knowledge base](#)

[Click here to contact us by email](#)

Canon Customer Support Center

Monday.-Friday 10:00 a.m. - 10:00 p.m. ET, excluding holidays

1-800-OK-CANON (1-800-652-2666)

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