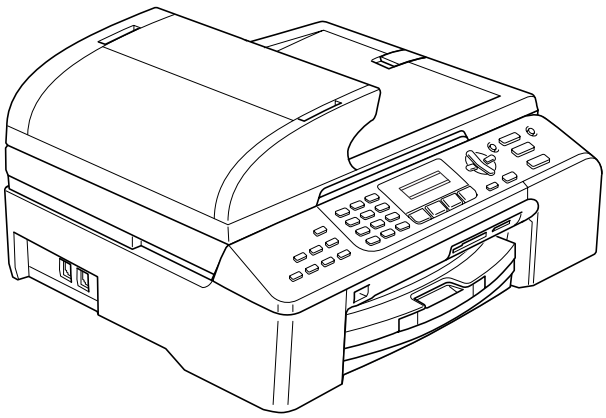
USER'S GUIDE

MFC-5460CN



CE

EC Declaration of Conformity under the R & TTE Directive

brother

EC Declaration of Conformity

Manufacturer
Brother Industries, Ltd.
15-1, Naeshiro-cho, Mizuho-ku, Nagoya 467-8561, Japan

Plant
Brother Industries (Shen Zhen) Ltd
G02414-1, Bao Chang Li Bonded Transportation Industrial Park,
Bao Long Industrial Estate, Longgang, Shenzhen, China

Herewith declare that:

Products description	**: Facsimile Machine**
Type	**: Group 3**
Model Name	**: MFC-5460CN, MFC-5860CN**

are in conformity with provisions of the R & TTE Directive (1999/5/EC) and we declare compliance with the following standards :

Harmonized :	Safety	EN60950-1:2001+A11:2004
	EMC	EN55022: 1998 +A1: 2000 +A2: 2003 Class B EN55024: 1998 +A1: 2001 +A2: 2003 EN61000-3-2: 2000 EN61000-3-3: 1995 +A1: 2001

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Signature :

Takashi Maeda

Takashi Maeda
Manager
Quality Management Dept.
Printing & Solutions Company

Table of Contents

Section I General

1 General Information 2

Using the documentation 2
Symbols and conventions used in the documentation 2
Control panel overview 3

2 Loading documents and paper 5

Loading documents 5
Using the ADF 5
Loading paper, envelopes and other media 6
Loading paper and other media 6

3 General setup 8

Power Save mode 8
Putting your machine in Power Save mode 8
Bringing your machine out of Power Save mode 8
Power Save setting 8
Mode Timer 9
Paper settings 9
Paper Type 9
Paper Size 9
Volume Settings 10
Ring Volume 10
Beeper Volume 10
Speaker Volume 10
Automatic Daylight Savings Time 10
LCD display 10
LCD Contrast 10

Section II Fax

4 Sending a fax 12

Entering Fax mode 12
Faxing from the ADF 12
Faxing from the scanner glass 12
Faxing Letter size documents from the scanner glass 12
Colour fax transmission 12
Broadcasting (Monochrome only) 13
Cancelling a Broadcast in progress 13
Additional sending operations 13
Sending faxes using multiple settings 13
Checking and cancelling waiting jobs 13

5 Receiving a Fax 14

Receive modes 14
Choosing the Receive Mode 14
Using receive modes 15
Fax only 15
Fax/Tel 15
Manual 15
External TAD 15
Receive mode settings 15
Ring Delay 15
F/T Ring Time (Fax/Tel mode only) 15
Fax Detect 15

6 Telephone and External devices 16

Voice Operations 16
Tone or pulse 16
Fax/Tel mode 16
Fax/Tel mode in Power Save condition 16
Telephone services 17
Setting the Phone Line Type 17
Connecting an external TAD (telephone answering device) 17
Connections 18
Recording an outgoing message (OGM) on an external TAD 18

7 Dialling and storing numbers 19

How to Dial 19
Manual dialling 19
Speed-Dialling 19
Search 19
Fax Redial 20
Storing numbers 20
Storing a pause 20
Storing Speed-Dial numbers 20
Setting up groups for broadcasting 21

8 Printing Reports 22

Fax reports 22
Transmission Verification Report 22
Fax Journal (activity report) 22
Reports 22
How to print a report 22

Section III Copy

9 Making copies 24

How to copy 24
Entering Copy mode 24
Making a single copy 24
Making multiple copies 24
Copy keys 25
Copy options 25

Section IV Direct Photo Printing

10 Printing photos from a memory card 28

PhotoCapture Center™ Operations 28
Scanning to a memory card without a PC 28
Using memory cards 28
How to print from a memory card 29
Printing the thumbnail index 29
Printing Images 29
DPOF printing 30
Borderless printing 31
Scan to Card 31
Changing the image quality 32
Changing the black & white file format 32
Changing the colour file format 32

11 Printing photos from a camera with PictBridge 33

Before Using PictBridge....33
PictBridge requirements....33

Section V Appendixes

A Safety and Legal 36

Choosing a location....36
To use the machine safely....37
Important safety instructions....41
IMPORTANT - For your safety....42
LAN connection....42
EU Directive 2002/96/EC and EN50419....43
Legal limitations for copying....43
Trademarks....44

B Troubleshooting and Routine Maintenance 45

Troubleshooting....45
If you are having difficulty with your machine....45
Error messages....51
Document jam....54
Printer jam or paper jam....55
Dial Tone detection....56
Phone line interference....57
Routine maintenance....57
Replacing the ink cartridges....57
Cleaning the scanner....59
Cleaning the print head....60
Checking the print quality....60
Checking the printing alignment....61
Packing and shipping the machine....61

C Menu and Features 63

Menu keys....63
Entering Text....64

D Specifications 65

General....65
Consumable items....67

E Index 68

Section I

General

General Information	2
Loading documents and paper	5
General setup	8

1 General Information

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies specific keys on the machine's control panel.
Italics	Italicized typeface emphasizes an important point or refers you to a related topic.
`Courier New`	Text in the Courier New font identifies messages on the LCD of the machine.

Warnings tell you what to do to prevent possible personal injury.

Electrical Hazard icons alert you to possible electrical shock.

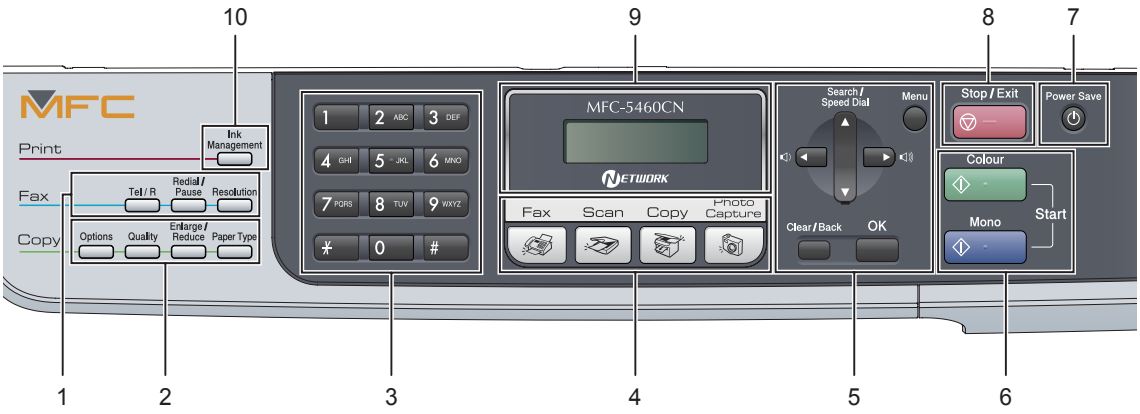
Hot Surface icons warn you not to touch machine parts that are hot.

Cautions specify procedures you must follow or avoid to prevent possible damage to the machine or other objects.

Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.

Improper Setup icons alert you to devices and operations that are not compatible with the machine.

Control panel overview



1 Fax keys:

- **Tel/R**

  This key is used to have a telephone conversation after picking up the external handset in F/T pseudo-ringing.

  Also, use this key to gain access to an outside line, or transfer a call to another extension when it is connected to a PBX.

- **Redial/Pause**

  Redials the last number called. It also inserts a pause when programming a quick dial numbers.

- **Resolution**

  Lets you temporarily change the resolution when sending a fax.

2 Copy keys (Temporary settings):

- **Options**

  Lets you temporarily change multiple copy settings when in copy mode.

- **Quality**

  Lets you temporarily change the quality setting.

- **Enlarge/Reduce**

  Lets you temporarily enlarge or reduce copies depending on the ratio you choose.

- **Paper Type**

  Lets you choose which type of paper you want to use for the next copy.

3 Dial Pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

The **#** key lets you temporarily switch the dialling mode during a telephone call from Pulse to Tone.

4 Mode keys:

- **Fax**

  Lets you access Fax mode.

- **Scan**

  Lets you access Scan mode.

- **Copy**

  Lets you access Copy mode.

- **PhotoCapture**

  Lets you access PhotoCapture Center™ mode.

5 Menu keys:

- **Menu**

  Lets you access the main menu.

- **▲ Search/Speed Dial**

  Lets you look up and dial numbers that are stored in the memory.

- **Volume keys**

  ◀ ▶

  In Fax mode, you can press these keys to adjust the ring volume.

- ◀

  Press to scroll backward to a menu selection.

- ▲ or ▼

  Press to scroll through the menus and options.

- **Clear/Back**

  Press to cancel the current setting.

- **OK**

  Lets you choose a setting.

6 Start keys:

- **Colour Start**

  Lets you start sending faxes or making copies in full colour. Also lets you start a scanning operation (in colour or mono, depending on the scanning setting in the ControlCenter software).

- **Mono Start**

  Lets you start sending faxes or making copies in monochrome. Also lets you start a scanning operation (in colour or mono, depending on the scanning setting in the ControlCenter software).

7 Power Save

Lets you put the machine into Power Save mode.

8 **Stop/Exit**

Stops an operation or exits from a menu.

9 LCD (liquid crystal display)

Displays messages on the screen to help you set up and use your machine.

10 Ink Management

Lets you clean the print head, check the print quality, and check the available ink volume.

2 Loading documents and paper

Loading documents

Using the ADF

The ADF can hold up to 35 pages and feeds each sheet individually. Use standard 80 g/m^2 (20 lb) paper and always fan the pages before putting them in the ADF.

Recommended environment

Temperature:	20 to 30° C (68 to 86° F)
Humidity:	50% to 70%
Paper:	80 g/m^2 A4 (20 lb LTR)

Document Sizes Supported

Length:	148 to 355.6 mm (5.8 to 14 in.)
Width:	148 to 215.9 mm (5.8 to 8.5 in.)
Weight:	64 to 90 g/m^2 (17 to 24 lb)

How to load documents

CAUTION

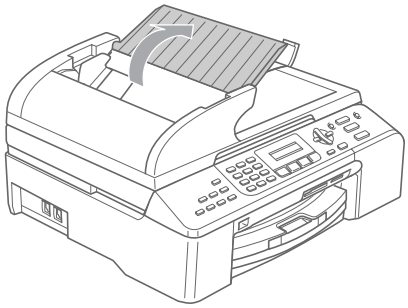
DO NOT pull on the document while it is feeding.

DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.

DO NOT use cardboard, newspaper or fabric.

- Make sure documents written with ink are completely dry.

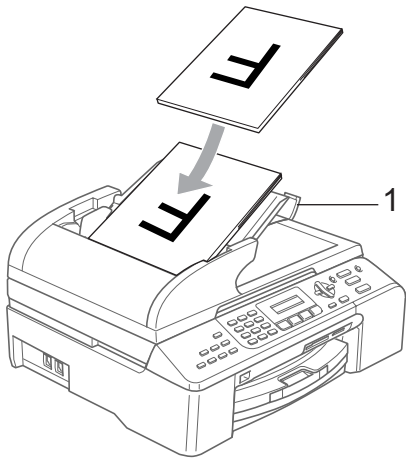
1. Unfold the ADF Document Support.



2. Fan the pages well. Make sure you put the documents **face up, top edge first** in the ADF until you feel them touch the feed roller.

3. Adjust the paper guides to fit the width of your documents.

4. Unfold the ADF Document Output Support Flap (1).



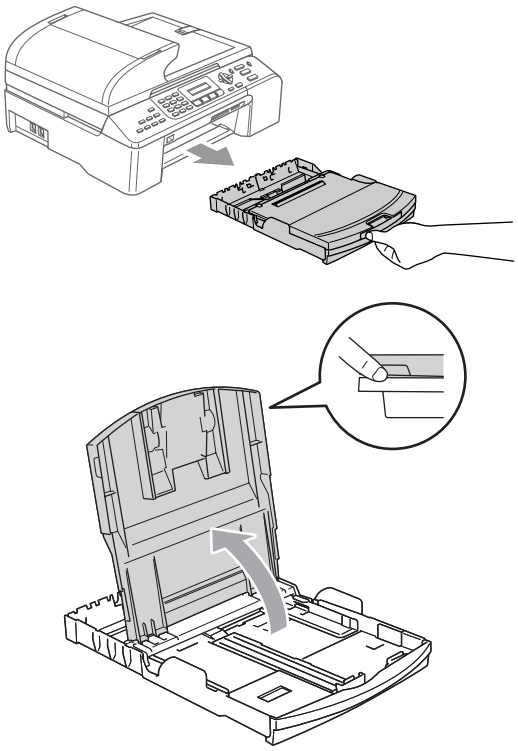
CAUTION

DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.

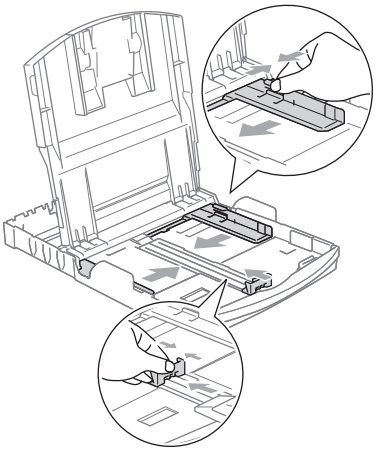
Loading paper, envelopes and other media

Loading paper and other media

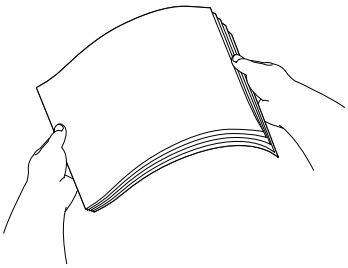
1



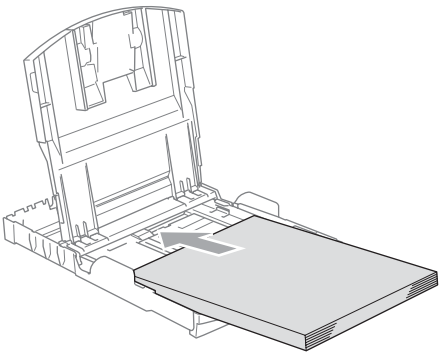
2



3

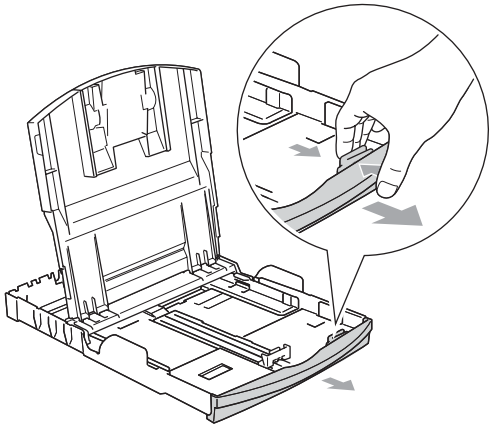


4

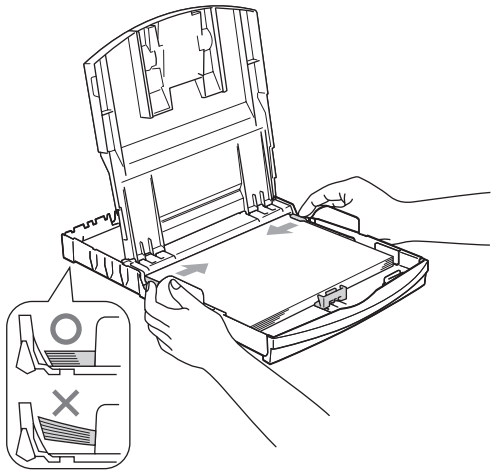


Note

When you use Legal size paper, press and hold the universal guide release button as you slide out the front of the paper tray.



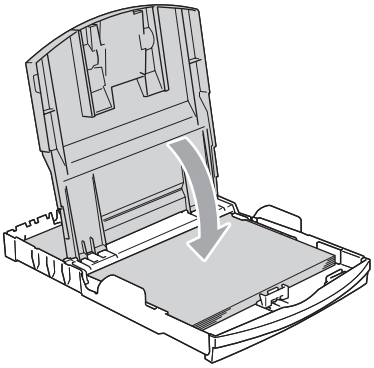
5 Gently adjust the paper side guides with both hands to fit the paper.



Note

Be careful that you do not push the paper in too far; it may lift at the back of the tray and cause feed problems.

6 Close the output paper tray cover.



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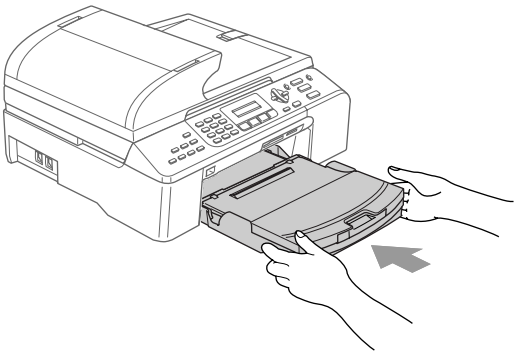

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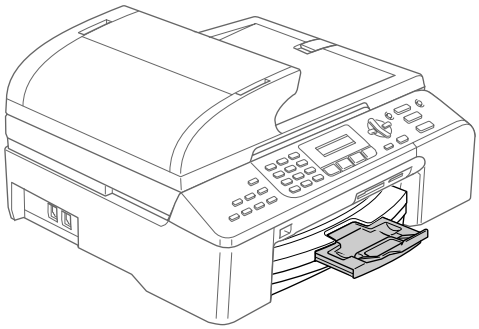


3 General setup

Power Save mode

Putting your machine in Power Save mode

1. Press and hold down the **Power Save** key until the LCD shows `Shutting Down`.
   The LCD light goes off.

Bringing your machine out of Power Save mode

1. Press and hold down the **Power Save** key until the LCD shows `Please Wait`.
   The LCD shows the date and time.

Power Save setting

You can customize the machine's **Power Save** key.

1. Press **Menu**, **1**, **6**.
2. Press ▲ or ▼ to choose `Fax Receive:On`, or `Fax Receive:Off`.
   Press **OK**.
3. Press **Stop/Exit**.

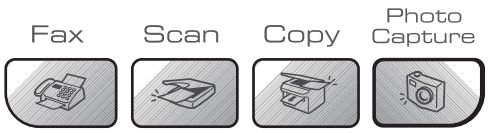
On/Off setting	Receive mode	Available operations
`Fax Receive: On` (default)	`Fax Only` `External TAD`	Fax Receive Fax Detect Delayed Fax [1] Remote Fax Options [1] Remote Retrieval [1] ■ You cannot receive a fax with **Mono Start** or **Colour Start**.
	`Manual` `Fax/Tel` [2]	Fax Detect Delayed Fax [1] ■ You cannot receive a fax with **Mono Start** or **Colour Start**.
`Fax Receive: Off`	—	No machine operations will be available other than cleaning the print head.

[1] Should be set before you switch off the machine.

[2] You cannot receive a fax automatically even if you have set the receive mode to `Fax/Tel`.

Mode Timer

You can change the amount of time the machine takes after the last Scan, Copy or PhotoCapture operation before it returns to Fax mode.



1. Press **Menu**, **1**, **1**.
2. Press ▲ or ▼ to choose `0 Sec`, `30 Secs`, `1 Min`, `2 Mins`, `5 Mins` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Paper settings

Paper Type

1. Press **Menu**, **1**, **2**.
2. Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother Photo`, `Other Photo` or `Transparency`.
   Press **OK**.
3. Press **Stop/Exit**.

Paper Size

1. Press **Menu**, **1**, **3**.
2. Press ▲ or ▼ to choose `Letter`, `Legal`, `A4`, `A5` or `10x15cm`.
   Press **OK**.
3. Press **Stop/Exit**.

Volume Settings

Ring Volume

While in Fax mode , press ◄ or ► to adjust the volume level.

Setting the Ring Volume from the menu

1. Press **Menu**, **1**, **4**, **1**.
2. Press ▲ or ▼ to choose `Off`, `Low`, `Med` or `High`.
   Press **OK**.
3. Press **Stop/Exit**.

Beeper Volume

1. Press **Menu**, **1**, **4**, **2**.
2. Press ▲ or ▼ to choose `Off`, `Low`, `Med` or `High`.
   Press **OK**.
3. Press **Stop/Exit**.

Speaker Volume

1. Press **Menu**, **1**, **4**, **3**.
2. Press ▲ or ▼ to choose `Off`, `Low`, `Med` or `High`.
   Press **OK**.
3. Press **Stop/Exit**.

Automatic Daylight Savings Time

1. Press **Menu**, **1**, **5**.
2. Press ▲ or ▼ to choose `On` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

LCD display

LCD Contrast

1. Press **Menu**, **1**, **7**.
2. Press ▲ or ▼ to choose `Light` or `Dark`.
   Press **OK**.
3. Press **Stop/Exit**.

Section II

Fax

Sending a fax	12
Receiving a Fax	14
Telephone and External devices	16
Dialling and storing numbers	19
Printing Reports	22

4 Sending a fax

Entering Fax mode

To enter fax mode, press (**Fax**), and the key will glow green.

Faxing from the ADF

1. Make sure you are in Fax mode .
2. Put the document face up in the ADF.
3. Dial the fax number.
4. Press **Mono Start** or **Colour Start**.
   The machine starts scanning the document.

Faxing from the scanner glass

1. Make sure you are in Fax mode .
2. Load your document on the scanner glass.
3. Dial the fax number.
4. Press **Mono Start** or **Colour Start**.
   - If you press **Mono Start**, the machine starts scanning the first page. Go to step ❺.
   - If you press **Colour Start**, the machine starts sending the document.
5. Do one of the following:
   - To send a single page, press **2** to choose `No` (or press **Mono Start** again).

     The machine starts sending the document.
   - To send more than one page, press **1** to choose `Yes` and go to step ❻.
6. Put the next page on the scanner glass.
   Press **OK**.
   The machine starts scanning the page.
   (Repeat step ❺ and step ❻ for each additional page.)

Faxing Letter size documents from the scanner glass

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **2**, **0**.
3. Press ▲ or ▼ to choose `Letter`.
   Press **OK**.
4. Press **Stop/Exit**.

Colour fax transmission

Your machine can send a colour fax to machines that support this feature.

Broadcasting (Monochrome only)

1. Make sure you are in Fax mode .
2. Load your document.
3. Enter a number. Press **OK**.
   You can use either a Speed-Dial, a Group, or a manually entered number using the dial pad.
4. Repeat step ❸ until you have entered all the fax numbers you wish to broadcast to.
5. Press **Mono Start**.

Cancelling a Broadcast in progress

1. Press **Menu**, **2**, **6**.
   The LCD will show the fax number being dialled.
2. Press **OK**.
   The LCD will show the job number.

   ```
   XXXXXXXXXX
   1.Clear  2.Exit
   ```

3. Press **1** to clear.
   The LCD will then show the Broadcast job number and `1.Clear 2.Exit`.
4. To cancel the Broadcast, press **1**.
5. Press **Stop/Exit**.

Additional sending operations

Sending faxes using multiple settings

1. Make sure you are in Fax mode .
2. Load your document.
3. Choose a setting you want to change. Press **OK**.
4. Choose one of the options below:

   ```
   Next
   1.Yes 2.No
   ```

   - Press **1** to change another setting.
   - Press **2** when you have finished choosing your settings.
5. Send the fax as usual.

Checking and cancelling waiting jobs

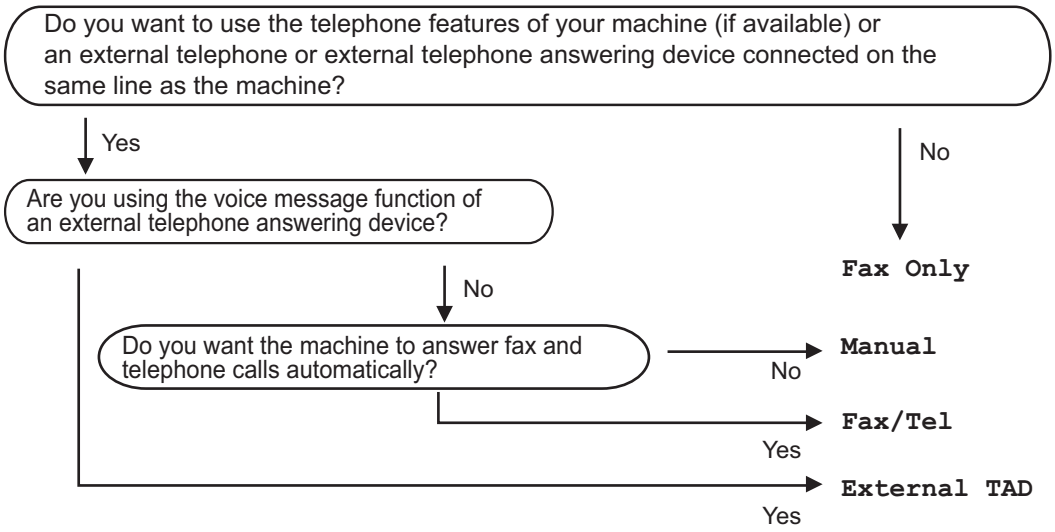
1. Press **Menu**, **2**, **6**.
   Any waiting jobs appear on the LCD.
2. Press ▲ or ▼ to scroll through the jobs and choose the job you want to cancel. Press **OK**.
3. Do one of the following:
   - Press **1** to cancel it.
   - Press **2** to exit without cancelling.
4. When you have finished, press **Stop/Exit**.

5 Receiving a Fax

Receive modes

Choosing the Receive Mode

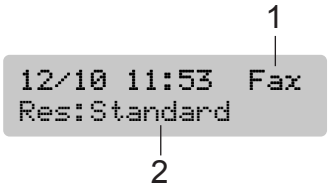
By default, your machine will automatically receive any faxes that are sent to it.



To choose or change your Receive Mode.

1. Press **Menu**, **0**, **1**.
2. Press ▲ or ▼ to choose `Fax Only`, `Fax/Tel`, `External TAD` or `Manual`. Press **OK**.
3. Press **Stop/Exit**.

The LCD will display the current receive mode.



1 Current receive mode

`Fax`: Fax Only

2 Fax resolution

Using receive modes

Fax only

Fax only mode will automatically answer every call. If the call is a fax your machine will receive it.

Fax/Tel

Fax/Tel mode helps you automatically manage incoming calls, by recognising whether they are fax or voice calls and dealing with them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T ring to tell you to pick up the line. The F/T ring is a fast double ring made by your machine.

Also see *F/T Ring Time (Fax/Tel mode only)* on page 15 and *Ring Delay* on page 15.

Manual

Manual mode turns off all automatic answering functions.

External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be dealt with in one of the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.

For more information see *Connecting an external TAD (telephone answering device)* on page 17.

Receive mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in `Fax Only` or `Fax/Tel` mode.

1. Press **Menu**, **2**, **1**, **1**.
2. Press ▲ or ▼ to choose how many times the line rings before the machine answers.
   Press **OK**.
   If you choose `00`, the line will not ring at all.
3. Press **Stop/Exit**.

F/T Ring Time (Fax/Tel mode only)

1. Press **Menu**, **2**, **1**, **2**.
2. Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
   Press **OK**.
3. Press **Stop/Exit**.

Fax Detect

1. Press **Menu**, **2**, **1**, **3**.
2. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.
3. Press **Stop/Exit**.

6 Telephone and External devices

Voice Operations

Voice calls can be made either with an extension or external telephone.

Tone or pulse

If you are using an external phone and have a pulse dialling service, but need to send tone signals (for example, for telephone banking), follow the instructions below. If you have Touch Tone service, you will not need this feature to send tone signals.

1. Lift the handset of the external phone.
2. Press **#** on the control panel of your machine. Any digits dialled after this will send tone signals.
   When you hang up, the machine will return to the pulse dialling service.

Fax/Tel mode

When the machine is in Fax/Tel mode, it will use the F/T Ring Time (pseudo/double-ringing) to alert you to pick up a voice call.

If you are at an external telephone, lift the handset of the external telephone, and then press **Tel/R** to answer.

If you are at an extension phone, you'll need to lift the handset during the F/T Ring Time and then press **# 5 1** between the pseudo/double rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing ✳ **5 1**.

Fax/Tel mode in Power Save condition

Fax/Tel mode does not work in the power save condition. The machine will not answer telephone or fax calls and will keep ringing. If you are at an external or extension phone, lift the handset and talk. If you hear fax tones, hold the handset until Fax Detect activates your machine. If the other party says they want to send you a fax, activate the machine by pressing ✳ **5 1**.

Telephone services

Setting the Phone Line Type

If you are connecting the machine to a line that features a PBX or ISDN to send and receive faxes, it is necessary to change the Phone Line Type accordingly by completing the following steps.

1. Press **Menu**, **0**, **6**.

   ```
   Initial Setup
   6.Phone Line Set
   ```

2. Press ▲ or ▼ to choose, `PBX`, `ISDN` (or `Normal`).
   Press **OK**.

3. Press **Stop/Exit**.

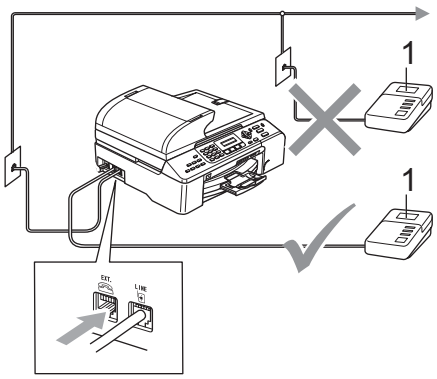
Connecting an external TAD (telephone answering device)

You may choose to connect an external answering device. However, when you have an **external** TAD on the same telephone line as the machine, the TAD answers all calls and the machine 'listens' for fax calling (CNG) tones. If it hears them, the machine takes over the call and receives the fax. If it does not hear CNG tones, the machine lets the TAD continue playing your outgoing message so your caller can leave you a voice message.

The TAD must answer within four rings (the recommended setting is two rings). The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax 'handshake'. Make sure you carefully follow the instructions in this guide for recording your outgoing message. We do not recommend using the toll saver feature on your external answering machine if it exceeds five rings.

Note

If you do not receive all your faxes, cut the Ring Delay setting on your external TAD.



1 TAD

When the TAD answers a call, the LCD shows `Telephone`.

Connections

The external TAD must be connected as shown in the previous illustration.

1. Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
2. Record the outgoing message on your external TAD.
3. Set the TAD to answer calls.
4. Set the Receive Mode to `External TAD`. (See *Choosing the Receive Mode* on page 14.)

Recording an outgoing message (OGM) on an external TAD

1. Record 5 seconds of silence at the beginning of your message. (This allows your machine time to listen for the fax CNG tones of automatic transmissions before they stop.)
2. Limit your speaking to 20 seconds.

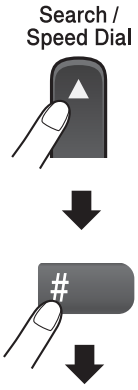
7 Dialling and storing numbers

How to Dial

Manual dialling

Speed-Dialling

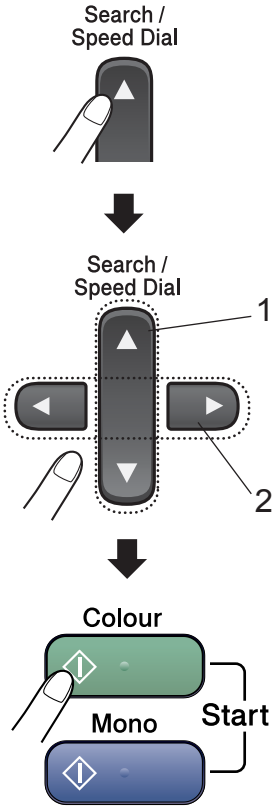
1



Two-digit number

Search

You can search for names you have stored in the Speed-Dial memories.



1 **To search numerically.**

2 **To search alphabetically, you can use the dial pad to enter the first letter of the name you are looking for.**

Fax Redial

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Mono Start** or **Colour Start** to try again. If you want to make a second call to the last number dialled, you can save time by pressing **Redial/Pause** and **Mono Start** or **Colour Start**.

Redial/Pause only works if you dialled from the control panel.

If you are sending a fax automatically and the line is busy, the machine will automatically redial up to three times at five minute intervals.

Note

In Real Time Transmission the automatic redial feature does not work when using the scanner glass.

Storing numbers

Storing a pause

Press **Redial/Pause** to put a 3.5-second pause between numbers. If you are dialling overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing Speed-Dial numbers

1. Press **Menu**, **2**, **3**, **1**.
2. Use the dial pad to enter a 2-digit Speed-Dial location number (00-99).
   Press **OK**.
3. Enter the fax or telephone number (up to 20 digits).
   Press **OK**.
4. Do one of the following:
   - Enter the name (up to 16 characters) using the dial pad.

     Press **OK**. (To help you enter letters, see *Entering Text* on page 64.)
   - To store the number without a name, press **OK**.
5. Do one of the following:
   - To store another Speed-Dial number, go to step ❷.
   - To finish the setting, press **Stop/Exit**.

Setting up groups for broadcasting

If you regularly want to send the same fax message to many fax numbers you can set up a Group.

1. Press **Menu**, **2**, **3**, **2**.

```
Set Quick-Dial
2.Setup Groups
```

2. Use the dial pad to enter the two-digit Speed-Dial number where you want to store the Group.
Press **OK**.

3. Use the dial pad to enter a Group number (1 to 6).
Press **OK**.

```
Setup Groups
Setup Groups:G01
```

4. To add Speed-Dial numbers follow the instructions below:
For example, for Speed-Dial numbers 05 and 09.
Press **Search/Speed Dial**, **05**, **Search/Speed Dial**, **09**.
The LCD shows: `#05 #09`.

```
Setup Groups
G01: #05 #09
```

5. Press **OK** when you have finished adding numbers.

6. Use the dial pad to enter a name for the Group.
Press **OK**.

7. Press **Stop/Exit**.

Note

You can easily print a list of all your Speed-Dial numbers. Numbers that are part of a group will be marked in the GROUP column. (See *How to print a report* on page 22.)

8 Printing Reports

Fax reports

Transmission Verification Report

This report lists the time and date of transmission and whether the transmission was successful (OK).

1. Press **Menu**, **2**, **4**, **1**.
2. Press ▲ or ▼ to choose `Off+Image`, `On`, `On+Image` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Fax Journal (activity report)

You can set the machine to print a journal at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days).

1. Press **Menu**, **2**, **4**, **2**.
2. Press ▲ or ▼ to choose an interval.
   Press **OK**.
   (If you choose 7 days, the LCD will ask you to choose the first day for the 7-day countdown.)
   - 6, 12, 24 hours, 2 or 7 days
   - Every 50 Faxes
3. Enter the time to start printing in 24-hour format.
   Press **OK**.
   (For example: enter 19:45 for 7:45 PM.)
4. Press **Stop/Exit**.

Reports

The following reports are available:

```
1.XMIT Verify
2.Help List
3.Quick-Dial
4.Fax Journal
5.User Settings
6.Network Config
```

Prints a list of your current Network settings.

How to print a report

1. Press **Menu**, **6**.
2. Choose one of the options below:
   - Press ▲ or ▼ to choose the report you want. Press **OK**.
   - Enter the number of the report you want to print. For example, press **2** to print the help list.
3. Press **Mono Start**.

Section III

Copy

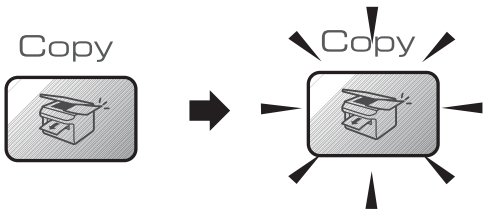
Making copies 24

9 Making copies

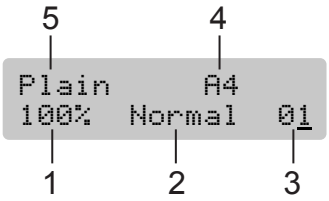
How to copy

Entering Copy mode

Press (**Copy**) to enter Copy mode. The default setting is Fax. You can change the number of seconds or minutes that the machine stays in Copy mode.
(See *Mode Timer* on page 9.)



The LCD shows the default copy setting:



1 **Copy Ratio**
2 **Quality**
3 **No of Copies**
4 **Paper Size**
5 **Paper Type**

Making a single copy

1. Make sure you are in Copy mode .
2. Load your document.
3. Press **Mono Start** or **Colour Start**.

Making multiple copies

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Mono Start** or **Colour Start**.

Note

To sort your copies, press the **Options**.

Copy keys

When you want to quickly change the copy settings temporarily for the next copy, use the Copy keys.

The machine returns to its default settings 60 seconds after it finishes copying, or if the mode timer returns the machine to Fax mode. For more information see *Mode Timer* on page 9.

Copy options

When you want to quickly change the copy settings temporarily for the next copy, use the **Options** key.

Press	Menu selection	Options
Options	Paper Size	Letter Legal A4 A5 10(W) x 15(H)cm
	Brightness	- □□■□□ +
	Contrast	- □□■□□ +
	Stack/Sort	Stack Sort
	Page Layout	Off(1 in 1) 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L) Poster(3 x 3)
	No. of Copies	No. of Copies: 01 (01 - 99)

Section IV

Direct Photo Printing

Printing photos from a memory card 28

Printing photos from a camera with PictBridge 33

10 Printing photos from a memory card

PhotoCapture Center™ Operations

Scanning to a memory card without a PC

You can scan documents and save them directly to a memory card.
See *Scan to Card* on page 31.

Using memory cards

CompactFlash®

Memory Stick®

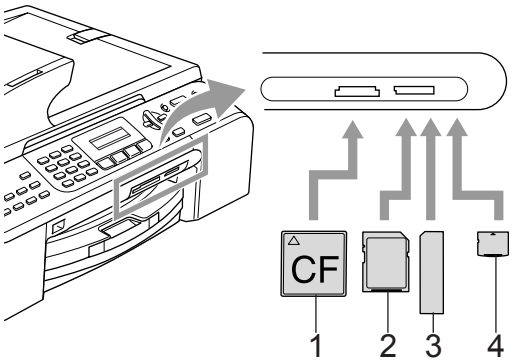
Memory Stick Pro™

SecureDigital™

MultiMediaCard™

xD-Picture Card™

- miniSD™ can be used with a miniSD™ adapter.
- Memory Stick Duo™ can be used with a Memory Stick Duo™ adapter.
- Memory Stick Pro Duo™ can be used with a Memory Stick Pro Duo™ adapter.
- Adapters are not included with the machine. Contact a third party supplier for adapters.

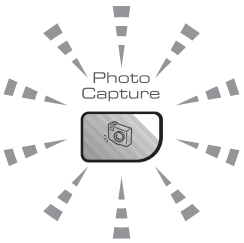


1 **CompactFlash®**

2 **SecureDigital™, MultiMediaCard™**

3 **Memory Stick®, Memory Stick Pro™**

4 **xD-Picture Card™**



- **On**

  A memory card is inserted correctly.

- **Off**

  No memory card is present, or it is incorrectly inserted.

- **Blinking**

  The inserted memory card is being read, or is being written to.

The machine can only read one memory card at a time so do not put more than one card in a slot.

How to print from a memory card

1. Make sure you have put the memory card in the correct slot. The LCD will show the following message:

   ```
   C.Flash Active
   Press PhotoCapture.
   ```

2. Press **PhotoCapture**. For DPOF printing, see *DPOF printing* on page 30.

3. Press ▲ or ▼ to choose `Print Index` and then press **OK**.

4. Press **Colour Start** to start printing the index sheet. Make a note of the image number you want to print. See *Printing the thumbnail index* on page 29.

5. Press ▲ or ▼ to choose `Print Images` and then press **OK**. See *Printing Images* on page 29.

6. Enter the image number and press **OK**.

7. Press **Colour Start** to start printing.

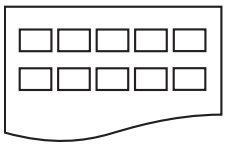
Printing the thumbnail index

The PhotoCapture Center™ assigns each of your images a number.

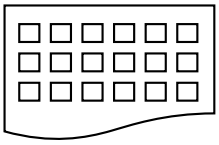
1. Make sure you have put the memory card in the correct slot.
   Press (**PhotoCapture**).

2. Press ▲ or ▼ to choose `Print Index`.
   Press **OK**.

3. Press ▲ or ▼ to choose `6 Images/Line` or `5 Images/Line`.
   Press **OK**.



`5 Images/Line`



`6 Images/Line`

4. Press **Colour Start** to print.

Printing Images

1. Make sure you have put the memory card in the correct slot.

2. Print the index first. (See *Printing the thumbnail index* on page 29.)
   Press (**PhotoCapture**).

3 Press ▲ or ▼ to choose `Print Images`. Press **OK**.

Note

If your memory card contains valid DPOF information, the LCD will show `DPOF Print:Yes`. See *DPOF printing* on page 30.

4 Enter the image number that you want to print from the thumbnail index.
Press **OK**.

```
Enter Image No.
No.:
```

Multiple numbers can be entered by using the **OK** key to separate numbers. For example **1**, **OK**, **3**, **OK**, **6** would print images 1, 3 and 6.
The **#** key can be used to print a range of numbers, for example **1**, **#**, **5** would print all images from 1 to 5.

5 After you have chosen all the images you want to print, press **OK** to choose your settings.
If you have already chosen your settings, press **Colour Start**.

6 Press ▲ or ▼ to choose the type of paper you are using, `Plain Paper`, `Inkjet Paper`, `Brother Photo` or `Other Photo`.
Press **OK**.

7 Press ▲ or ▼ to choose the paper size you are using, `Letter`, `A4`, `10x15cm` or `13x18cm`.

- If you chose Letter or A4, go to step 8.
- If you chose another size, go to step 9.
- If you have finished choosing settings, press **Colour Start**.

8 Press ▲ or ▼ to choose the print size (`10x8cm`, `13x9cm`, `15x10cm`, `18x13cm`, `20x15cm` or `Max. Size`).
Press **OK**.

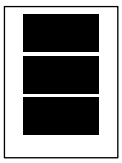
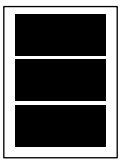
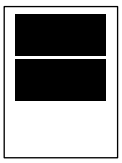
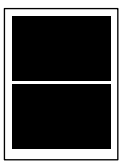
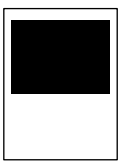
9 Choose one of the options below:

- To choose the number of copies go to step 10.
- If you have finished choosing settings, press **Colour Start**.

10 Enter the number of copies you want.
Press **OK**.

11 Press **Colour Start** to print.

The printing positions when using A4 paper are shown below.

1 10x8cm	2 13x9cm	3 15x10cm
		
4 18x13cm	5 20x15cm	6 Max. Size
		

DPOF printing

1 Firmly insert the memory card into the card slot.

```
C.Flash Active
Press PhotoCapture.
```

Press (**PhotoCapture**).

2 Press ▲ or ▼ to choose `Print Images`. Press **OK**.

3 If there is a DPOF file on the card, the LCD will show:

```
Select ▲▼ & OK
DPOF Print:Yes
```

4 Press ▲ or ▼ to choose `DPOF Print:Yes`. Press **OK**.

5 Press ▲ or ▼ to choose the type of paper you are using, `Plain Paper`, `Inkjet Paper`, `Brother Photo` or `Other Photo`.
Press **OK**.

6 Press ▲ or ▼ to choose the paper size you are using, `Letter`, `A4`, `10x15cm` or `13x18cm`.
Press **OK**.
If you chose Letter or A4, press ▲ or ▼ to choose the print size you are using, `10x8cm`, `13x9cm`, `15x10cm`, `18x13cm`, `20x15cm` or `Max. Size`.
Press **OK**.

7 Press **Colour Start** to print.

Borderless printing

This feature expands the printable area to the edges of the paper. Printing time will be slightly slower.

1 Press **Menu**, **4**, **8**.

2 Press ▲ or ▼ to choose `Off` (or `On`).
Press **OK**.

3 Press **Stop/Exit**.

Scan to Card

You can scan monochrome and colour documents into a memory card.

1 Insert a CompactFlash®, Memory Stick®, Memory Stick Pro™, SecureDigital™, MultiMediaCard™ or xD-Picture Card™ into your machine.

WARNING

Do not take out the memory card while **PhotoCapture** is blinking to avoid damaging the card or data stored on the card.

2 Load your document.

3 Press (**Scan**).

4 Press ▲ or ▼ to choose `Scan to Card`, choose one of the options below:

- To change the quality press **OK** and go to step 5.
- To start scanning press **Mono Start** or **Colour Start**.

5 Press ▲ or ▼ to choose the quality, choose one of the options below:

- To change the file type press **OK** and go to step 6.
- To start scanning press **Mono Start** or **Colour Start**.

6 Press ▲ or ▼ to choose the file type, choose one of the options below:

- To change the file name press **OK** and go to step 7.
- To start scanning press **Mono Start** or **Colour Start**.

7 The file name is set automatically. However, you can set a name of your choice using the dial pad. You can only change the first 6 digits. Press **Mono Start** or **Colour Start**.

Changing the image quality

1 Press **Menu**, **4**, **9**, **1**.

2 Press ▲ or ▼ to choose `B/W 200x100 dpi`, `B/W 200 dpi`, `Color 150 dpi`, `Color 300 dpi` or `Color 600 dpi`.
Press **OK**.

3 Press **Stop/Exit**.

Changing the black & white file format

1 Press **Menu**, **4**, **9**, **2**.

2 Press ▲ or ▼ to choose `TIFF` or `PDF`.
Press **OK**.

3 Press **Stop/Exit**.

Changing the colour file format

1 Press **Menu**, **4**, **9**, **3**.

2 Press ▲ or ▼ to choose `PDF` or `JPEG`.
Press **OK**.

3 Press **Stop/Exit**.

11 Printing photos from a camera with PictBridge

Before Using PictBridge

PictBridge requirements

To avoid errors, remember the following points:

- The machine and the digital camera must be connected using a suitable USB cable.
- The image file extension must be .JPG (Other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).
- PhotoCapture Center™ operations are not available when using the PictBridge feature.

Section V

Appendixes

Safety and Legal	36
Troubleshooting and Routine Maintenance	45
Menu and Features	63
Specifications	65

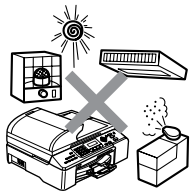
A Safety and Legal

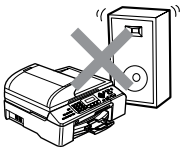
Choosing a location

Put your machine on a flat, stable surface that is free of vibration and shocks, such as a desk. Put the machine near a telephone socket and a standard grounded electrical socket. Choose a location where the temperature remains between 10° and 35° C (50° F and 95° F).

CAUTION

- Avoid placing your machine in a high-traffic area.
- Avoid placing your machine on a carpet.
- DO NOT put the machine near heaters, air conditioners, refrigerators, medical equipment, chemicals or water.
- DO NOT expose the machine to direct sunlight, excessive heat, moisture, or dust.
- DO NOT connect your machine to electrical sockets controlled by wall switches or automatic timers.
- Disruption of power can wipe out information in the machine's memory.
- Do not connect your machine to electrical sockets on the same circuit as large appliances or other equipment that might disrupt the power supply.
- Avoid interference sources, such as speakers or the base units of non-Brother cordless phones.



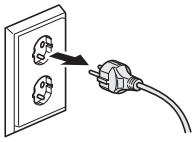


To use the machine safely

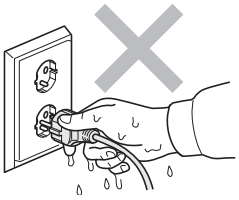
Please keep these instructions for later reference and read them before attempting any maintenance.

WARNING

There are high voltage electrodes inside the machine. Before you clean the inside of the machine, make sure you have unplugged the telephone line cord first and then the power cord from the electrical socket. Doing this will prevent an electrical shock.



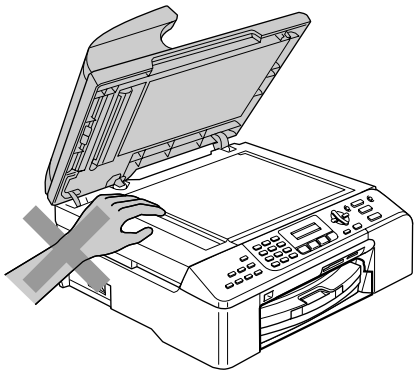
DO NOT handle the plug with wet hands. Doing this might cause an electrical shock.

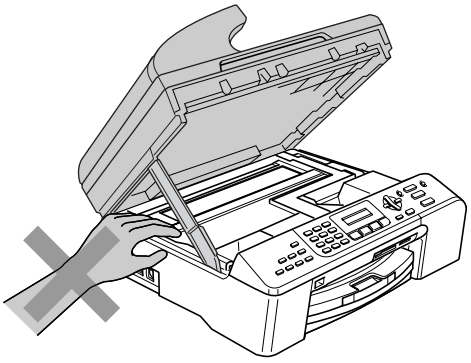


Always make sure the plug is fully inserted.

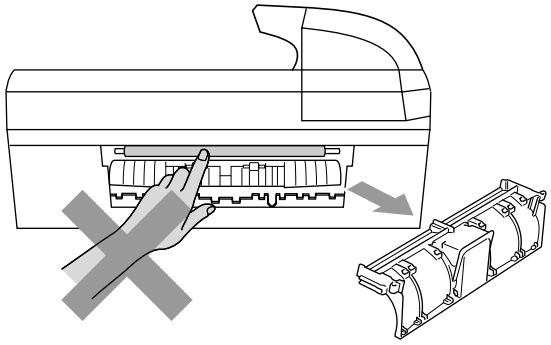
DO NOT pull in the middle of the AC power cord. Doing this might cause an electrical shock.

DO NOT put your hands on the edge of the machine under the document cover or the scanner cover. Doing this may cause injury.



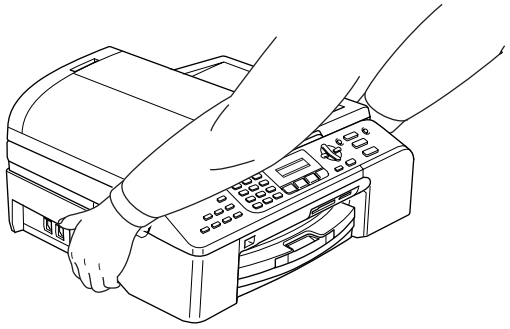


DO NOT touch the paper feed roller. Doing this may cause injury.



DO NOT touch the area shaded in the illustration. Doing this may cause injury.

When moving the machine you must lift it from the base, by placing a hand at each side of the unit as shown in the illustration. Do not carry the machine by holding the scanner cover.



If the machine becomes hot, releases smoke, or generates any strong smells, immediately unplug the machine from the electrical socket. Call your Brother dealer or Brother Customer Service.

If metal objects, water or other liquids get inside the machine, immediately unplug the machine from the electrical socket. Call your Brother dealer or Brother Customer Service.

WARNING

- Use caution when installing or modifying telephone lines. Never touch telephone wires or terminals that are not insulated unless the telephone line has been unplugged at the wall socket. Never install telephone wiring during a lightning storm. Never install a telephone wall socket in a wet location.
- This product must be installed near an electrical socket that is easily accessible. In case of an emergency, you must unplug the power cord from the electrical socket to shut off the power completely.
- Always make sure the plug is fully inserted.

WARNING

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to people, including the following:

1 DO NOT use this product near water, for example, near a bath tub, wash bowl, kitchen sink or washing machine, in a wet basement or near a swimming pool.

2 Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

3 DO NOT use this product to report a gas leak in the vicinity of the leak.

Important safety instructions

1 Read all of these instructions.

2 Save them for later reference.

3 Follow all warnings and instructions marked on the product.

4 Unplug this product from the wall socket before cleaning the inside of the machine. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

5 Do not use this product near water.

6 Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.

7 Slots and openings in the cabinet and the back or bottom are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless adequate ventilation is provided.

8 This product should be operated from the type of power source indicated on the label. If you are not sure of the type of power available, call your dealer or local power company.

9 Use only the power cord supplied with this machine.

10 This product is equipped with a 3-wire grounded plug, a plug having a third (grounded) pin. This plug will only fit into a grounded power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, call your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounded plug.

11 Do not allow anything to rest on the power cord. Do not place this product where people can walk on the cord.

12 Do not place anything in front of the machine that will block received faxes. Do not place anything in the path of received faxes.

13 Wait until pages have exited the machine before picking them up.

14 Unplug this product from the power socket and refer all servicing to Brother Authorized Service Personnel under the following conditions:

- When the power cord is damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when the operating instructions are followed, adjust only those controls that are covered by the operating instructions. Incorrect adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product has been dropped or the casing has been damaged.
- If the product exhibits a distinct change in performance, indicating a need for service.

15 To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).

16 To reduce the risk of fire, electric shock and injury to people, note the following:

- Do not use this product near appliances that use water, a swimming pool, or in a wet basement.
- Do not use the machine during an electrical storm (there is the remote possibility of an electrical shock) or to report a gas leak in the vicinity of the leak.

IMPORTANT - For your safety

To ensure safe operation, the supplied three-pin plug must be inserted only into a standard three-pin electrical socket that is effectively grounded through the normal household wiring.

The fact that the equipment operates satisfactorily does not imply that the power is grounded and that the installation is completely safe. For your safety, if in any doubt about the effective grounding of the power, consult a qualified electrician.

LAN connection

CAUTION

DO NOT connect this product to a LAN connection that is subject to over-voltages.

EU Directive 2002/96/EC and EN50419

European
Union only

This equipment is marked with the above recycling symbol. It means that at the end of the life of the equipment you must dispose of it separately at an appropriate collection point and not place it in the normal domestic unsorted waste stream. This will benefit the environment for all. (European Union only)

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It is an offence to make reproductions of certain items or documents with the intent to commit fraud. This memorandum is intended to be a guide rather than a complete list. We suggest you check with relevant legal authorities if in doubt about a particular item or document.

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- Bonds or other certificates of indebtedness
- Certificates of Deposit
- Armed Forces Service or Draft papers.
- Passports
- Postage Stamps (cancelled or uncancelled)
- Immigration Papers
- Welfare documents
- Cheques or Drafts drawn by Governmental Agencies
- Identification Documents, badges or insignias
- Licences and Certificates of Title to motor vehicles

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B Troubleshooting and Routine Maintenance

Troubleshooting

If you are having difficulty with your machine

Printing

Difficulty	Suggestions
No printout	Check the interface cable connection on both the machine and your computer. (See the *Quick Setup Guide*.)
	Make sure the machine is plugged in and not in Power Save mode.
	One or more ink cartridges are empty. (See *Replacing the ink cartridges* on page 57.)
	Check to see if the LCD is showing an error message. (See *Error messages* on page 51.)
	Check that the correct printer driver has been installed and chosen.
	Make sure the machine is online. Click **Start** and then **Printers and Faxes**. Right-click and choose 'Brother MFC-XXXX' (where XXXX is your model name), and make sure that 'Use Printer Offline' is unchecked.
Poor print quality	Check the print quality. (See *Checking the print quality* on page 60.)
	Make sure that the Printer Driver or Paper Type setting in the menu matches the type of paper you are using. (See *Printing* for Windows® in the Software User's Guide on the CD-ROM and *Paper Type* on page 9.)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge was in your machine over six months. ■ The ink cartridge may not have been stored properly before use.
	Try using the recommended types of paper. (See *Loading documents and paper* on page 5.)
	The recommended environment for your machine is between 20°C to 33°C (68°F to 91°F).
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* on page 60.)
	Try using the recommended types of paper. (See *Loading documents and paper* on page 5.)
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 60.)
Characters and lines are stacked.	Check the printing alignment. (See *Checking the printing alignment* on page 61.)
Printed text or images are skewed.	Make sure the paper is loaded properly in the paper tray and the paper side guide is adjusted correctly. (See *Loading paper, envelopes and other media* on page 6.)
	Make sure the Jam Clear Cover is set properly.
Smudged stain at the top center of the printed page.	Make sure the paper is not too thick or curled. (See *Loading documents and paper* on page 5.)
Printing appears dirty or ink seems to run.	Make sure you are using the correct types of paper. (See *Loading documents and paper* on page 5.) Don't handle the paper until the ink is dry.

Printing (Continued)

Difficulty	Suggestions
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink.
	Make sure you are using the paper support flap. (See *Loading paper, envelopes and other media* on page 6.)
The machine prints dense lines on the page.	Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	In the printer driver **Basic** tab, click the **Settings**, and uncheck the **Bi-Directional Printing**.
Cannot perform '2 in 1 or 4 in 1' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver **Basic** tab. Also, click the **Settings** tab, and make sure you uncheck **Colour Enhancement**.
	Turn the borderless feature off. Borderless printing is slower than normal printing. (See *Printing* for Windows® in the Software User's Guide on the CD-ROM.)
Machine feeds multiple pages	Make sure the paper is loaded properly in the paper tray. (See *Loading paper, envelopes and other media* on page 6.)
	Check that more than two types of paper are not loaded in the paper tray at any one time.
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See *Loading paper, envelopes and other media* on page 6.)
Printed pages double-feed and cause a paper jam.	Make sure you pull out the paper support until it clicks.
Machine does not print from Paint Brush.	Try setting the Display setting to '256 colours'.
Machine does not print from Adobe Illustrator.	Try to reduce the print resolution. (See *Printing* for Windows® in the Software User's Guide on the CD-ROM.)
The machine cannot print full pages of a document. `Out of Memory` message occurs.	Reduce the printing resolution. (See *Printing* for Windows® in the Software User's Guide on the CD-ROM.) Reduce the complexity of your document and try again. Reduce the graphic quality or the number of font sizes within your application software.

Printing Received Faxes

Difficulty	Suggestions
Condensed print and white streaks across the page or the top and bottom of sentences are cut off.	You probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Received colour fax prints only in black and white.	Replace the colour ink cartridges that are empty or nearly empty, and then ask the other person to send the colour fax again. (See *Replacing the ink cartridges* on page 57.)
Left and Right margins are cut off or a single page is printed on two pages.	Turn on Auto Reduction.

Phone Line or Connections

Difficulty	Suggestions
Dialling does not work. (No dial tone)	Check that the machine is plugged in and switched on.
	Check all line cord connections.
	Change Tone/Pulse setting. (See *the Quick Setup Guide*.)
	Lift the external phone's handset (or the machine's handset or cordless handset if available), and then dial the number to send a manual fax. Wait to hear fax receiving tone before pressing **Mono Start** or **Colour Start**.
The machine does not answer when called.	Check all line cord connections.
	Make sure the machine is in the correct receiving mode for your setup. (See *Choosing the Receive Mode* on page 14.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax	Check all line cord connections.
	Make sure the machine is in the correct receiving mode for your setup. (See *Receive modes* on page 14.)
	If you often have interference on the phone line, try changing the menu setting of Compatibility to `Basic` or `Normal`. (See *Phone line interference* on page 57.)
	If you connect your machine to PBX or ISDN, set the menu setting of Phone Line Type to your phone type. (See *Setting the Phone Line Type* on page 17.)

Sending Faxes

Difficulty	Suggestions
Cannot send a fax	Check all line cord connections.
	Make sure that the Fax key is illuminated. (See *Entering Fax mode* on page 12.)
	Ask the other party to check that the receiving machine has paper.
	Print the Transmission Verification Report and check for an error. (See *Reports* on page 22.)
Transmission Verification Report says 'Result:NG' or 'Result:ERROR'.	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get 'Result:NG' on the Transmission Verification Report, your machine may be out of memory. If the problem continues, ask the telephone company to check your phone line.
	If you often get transmission errors due to possible interference on the phone line, try changing the menu setting of Compatibility to `Basic` or `Normal`. (See *Phone line interference* on page 57.)
	If you connect your machine to PBX or ISDN, set the Phone Line Type in the menu settings. (See *Setting the Phone Line Type* on page 17.)
Poor fax send quality.	Try changing your resolution to `Fine` or `S.Fine`. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner* on page 59.)
Vertical black lines when sending.	If the copy you made shows the same problem, clean the scanner. (See *Cleaning the scanner* on page 59.)

Handling Incoming Calls

Difficulty	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If Fax Detect is set to on, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning Fax Detect to off. (See *Fax Detect* on page 15.)
Sending a Fax Call to the machine.	If you answered at the machine, press **Mono Start** and hang up at once. If you answered on an external or extension phone, press your Fax Receive Code (default setting is ✳**51**). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, an alarm system or other custom feature on a single phone line with your machine, it may create a problem sending or receiving faxes. **For example:** If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate phone line with no custom features is recommended.

Menu Setting Difficulties

Difficulty	Suggestions
The machine beeps when you try to access the Setup Receive menu.	If the Fax key is not illuminated, press it to turn on Fax mode. The Setup Receive setting is available only when the machine is in Fax mode.

Copying Difficulties

Difficulty	Suggestions
Cannot make a copy	Make sure that the Copy key is illuminated. (See *Entering Copy mode* on page 24.)
Vertical streaks appear on copies	If you see vertical streaks on copies, clean the scanner. (See *Cleaning the scanner* on page 59.)
Poor copy results when using the ADF.	Try using the scanner glass.

Scanning Difficulties

Difficulty	Suggestions
TWAIN/WIA errors appear while scanning.	Make sure the Brother TWAIN/WIA driver is chosen as the primary source. In PaperPort® SE with OCR, click **File**, **Scan** and choose the Brother TWAIN/WIA driver.
Poor scanning results when using the ADF.	Try using the scanner glass.

Software Difficulties

Difficulty	Suggestions
Cannot install software or print	Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
'Device Busy'	Make sure the machine is not showing an error message on the LCD.

PhotoCapture Center™ Difficulties

Difficulty	Suggestions
Removable Disk does not work properly.	1 Have you installed the Windows® 2000 update? If not, do the following: 1) Unplug the USB cable. 2) Install the Windows® 2000 update, and see the Quick Setup Guide. After the installation the PC will be automatically restarted. 3) Wait about 1 minute after you restart the PC, and then connect the USB cable. 2 Take out the memory card and put it back in again. 3 If you have tried 'Eject' from within Windows®, take out the memory card before you continue. 4 If an error message appears when you try to eject the memory card, it means the card is being accessed. Wait a while and then try again. 5 If all of the above do not work, turn off your PC and machine, and then turn them on again. (You will have to unplug the power cord of the machine to turn it off.)
Cannot access Removable Disk from Desktop icon.	Make sure you have put the memory card into the media slot.

Network Difficulties

Difficulty	Suggestions
Cannot print over the Network.	Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (see *Reports* on page 22.) and check the current Network settings printed in this list. Reconnect the LAN cable to the hub to verify that the cabling and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. If the connections are good, the machine shows `LAN Active` for 2 seconds. (If you are having Network problems, see the Network User's Guide on the CD-ROM for more information.)

Network Difficulties (Continued)

Difficulty	Suggestions
The network scanning feature does not work. The network PC-Fax Receive feature does not work.	(For Windows® users only) The Firewall setting on your PC may be rejecting the necessary network connection. Follow the instructions below to configure the Firewall. If you are using personal Firewall software, see the User's Guide for your software or contact the software manufacturer. <Windows® XP SP2 users> 1 Click the **Start** button, **Control Panel** and then **Windows Firewall**. Make sure that Windows Firewall on the **General** tab is set to On. 2 Click **Advanced** tab and **Settings** button in **Network Connection Settings**. 3 Click **Add** button, and in the **Description of service** field,enter any name. In the **Name or IP Address** field enter "localhost". In the internal and external port numbers fields enter 54925 for network scanning. Choose **UDP** and click **OK**. Repeat this step adding Port 137 for Windows®. 4 Make sure the new settings are added and the box is checked, and then click **OK**. For Windows® XP SP1 user's, please visit the Brother Solutions Center.
Your computer cannot find your machine.	<Windows® users> The Firewall setting on you PC may be rejecting the necessary network connection. For detail, see the instruction above. <Macintosh® users> Re-select your machine in the DeviceSelector application located in Macintosh HD/Library/Printers/Brother/Utilities or from the model of ControlCenter2.

Error messages

Error Message	Cause	Action
Change Unable XX	The machine has a mechanical problem. **—OR—** A foreign objects such as a clip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects inside the machine. If the error message continues, before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.
Clean Unable XX	The machine has a mechanical problem. **—OR—** A foreign objects such as a clip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects inside the machine. If the error message continues, before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.
Comm.Error	Poor phone line quality caused a communication error.	Try sending the fax again or try connecting the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your phone line.
Cover is Open	The scanner cover is not closed completely.	Lift the scanner cover and then close it again.
	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Data Remaining	Print data is left in the machine's memory.	Re-start printing from your computer.
	Print data is left in the machine's memory. The USB cable was unplugged while the computer was sending the data to the machine.	Press **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	See *Using the ADF* on page 5. See *Document jam* on page 54.
High Temperature	The print head is too warm.	Allow the machine to cool down.
Init. Unable XX	The machine has a mechanical problem. **—OR—** A foreign objects such as a clip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects inside the machine. If the error message continues, before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.

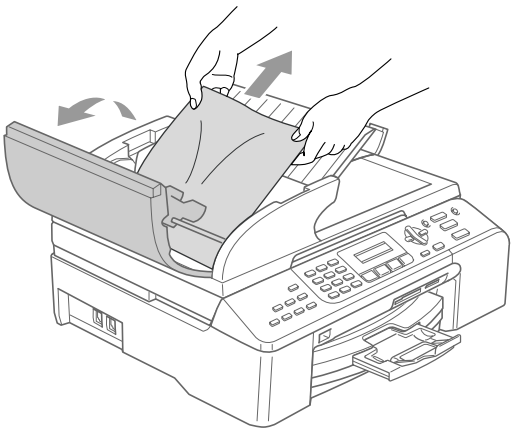
Error Message	Cause	Action
Ink Empty XX	One or more of the ink cartridges is empty. The machine will stop all print operations. While memory is available, black and white faxes will be stored in the memory. If a sending machine has a colour fax, the machine's 'handshake' will ask that the fax be sent as black and white. If the sending machine has the ability to convert it, the colour fax will be stored in the memory as a black and white fax.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 57.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.
Media Error	The memory card is either corrupted, incorrectly formatted, or there is a problem with the memory card.	Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive by putting in another memory card that you know is working.
Near Empty XX	One or more of the ink cartridges are running out of ink. If a sending machine has a colour fax, the machine's 'handshake' will ask that the fax be sent as black and white. If the sending machine has the ability to convert it, the colour fax will be received into memory as a black and white fax.	Order a new ink cartridge.
No Cartridge	An ink cartridge is not installed properly.	Take out the ink cartridge and put it in again seating it properly. (See *Replacing the ink cartridges* on page 57.)
No File	The memory card in the media drive does not contain a .JPG file.	Put the correct memory card into the slot again.
No Paper Fed	The machine is out of paper or paper is not properly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Mono Start** or **Colour Start**. ■ Remove the paper and load it again and then press **Mono Start** or **Colour Start**.
	The paper is jammed in the machine.	See *Printer jam or paper jam* on page 55.
No Response/Busy	The number you dialled does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that is not programmed.	Set up the Speed Dial number. (See *Storing Speed-Dial numbers* on page 20.)

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in progress** Press **Stop/Exit** and wait until the other operations in progress finish and then try again. **Printing operation in progress** Reduce print resolution. (For details, see *Printing* for Windows® in the Software User's Guide on the CD-ROM.)
Paper Jam	Paper is jammed in the machine.	See *Printer jam or paper jam* on page 55.
Print Unable XX	The machine has a mechanical problem. **—OR—** A foreign objects such as a clip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects inside the machine. If the error message continues, before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.
Scan Unable XX	The machine has a mechanical problem. **—OR—** A foreign objects such as a clip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects inside the machine. If the error message continues, before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.
Wrong Paper Size	Paper is not the correct size.	Load the correct size of paper (Letter, Legal or A4), and then press **Mono Start** or **Colour Start**.
Wrong USB Device	A non-PictBridge compatible or broken device has been connected to the PictBridge port.	Unplug the device from the PictBridge port, then press **Power Save** to turn the machine off and then on again.

Document jam

Document is jammed in the top of the ADF unit

1. Take out any paper from the ADF that is not jammed.
2. Open the ADF cover.
3. Pull the jammed document out to the right or left.



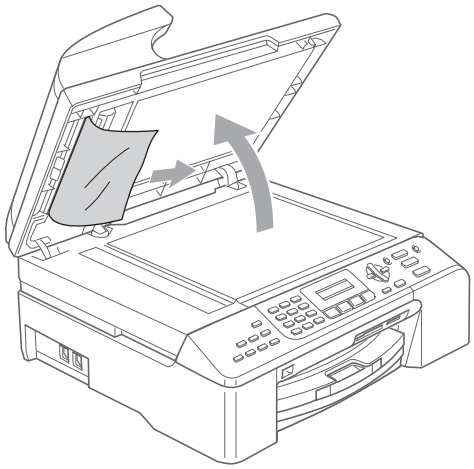
4. Close the ADF cover.
5. Press **Stop/Exit**.

Note

To avoid document jams close the ADF cover properly by pressing it down in the center.

Document is jammed inside the ADF unit

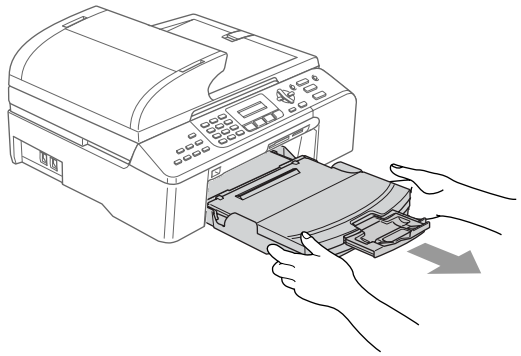
1. Take out any paper from the ADF that is not jammed.
2. Lift the document cover.
3.



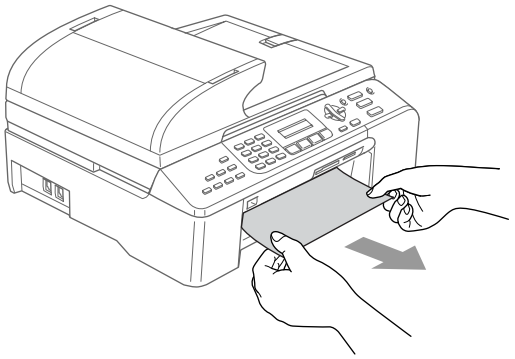
4. Close the document cover.
5. Press **Stop/Exit**.

Printer jam or paper jam

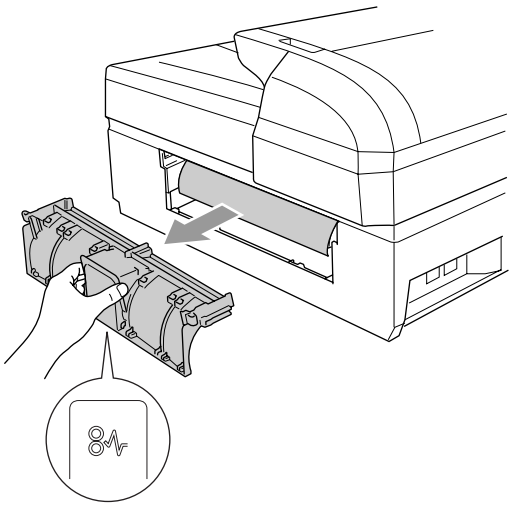
1

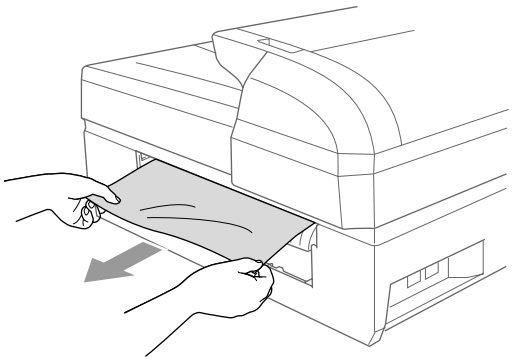


2

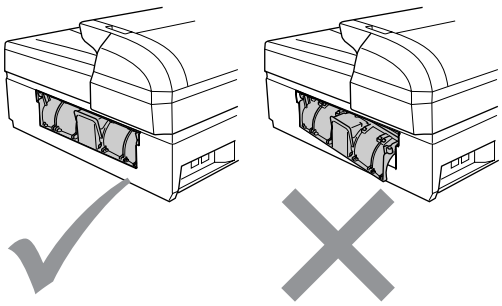


3 Remove the Jam Clear Cover. Pull the jammed paper out of the machine.

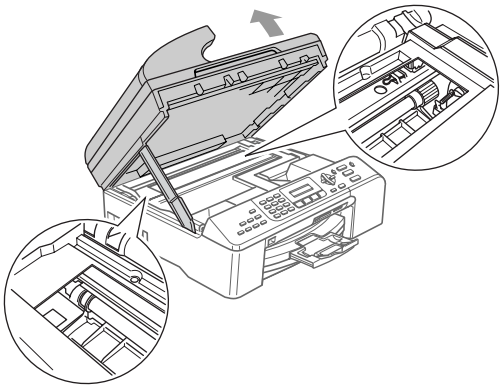




4



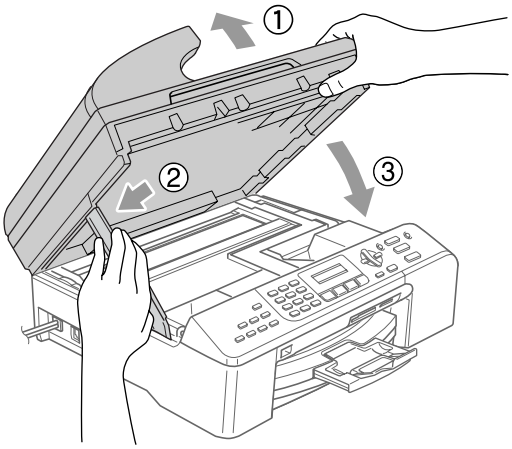
5



Note

If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

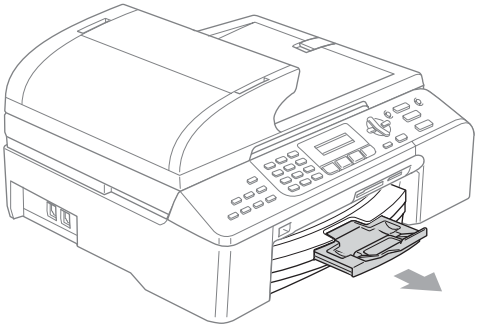
6



7 Push the paper tray firmly back into the machine.

Note

Make sure that you pull out the paper support until it clicks.



Dial Tone detection

1 Press **Menu**, **0**, **5**.

2 Press ▲ or ▼ to choose `Detection` or `No Detection`.
Press **OK**.

3 Press **Stop/Exit**.

Phone line interference

1. Press **Menu**, **2**, **0**, **2**.
2. Press ▲ or ▼ to choose `Normal`, `Basic` (or `High`).
   - `Basic` cuts the modem speed to 9600 bps. Unless interference is a recurring problem on your phone line, you may prefer to use it only when needed.
   - `Normal` sets the modem speed at 14400 bps.
   - `High` sets the modem speed at 33600 bps. (Default)

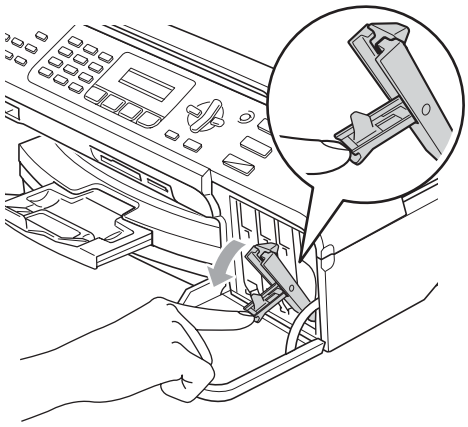
   Press **OK**.
3. Press **Stop/Exit**.

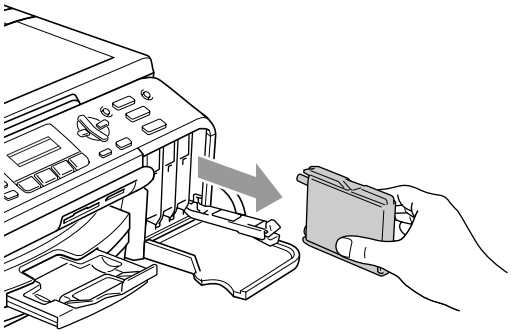
Note

When you change the compatibility to `Basic`, the ECM feature is only available for colour fax sending.

Routine maintenance

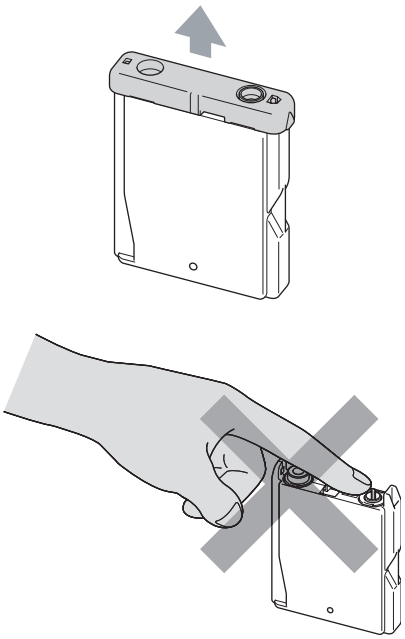
Replacing the ink cartridges

1. Open the ink cartridge cover.
2. 



3. Open the new ink cartridge bag for the colour shown on the LCD, and then take out the ink cartridge.

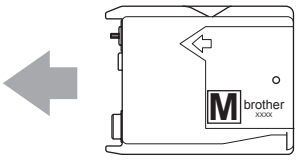
4



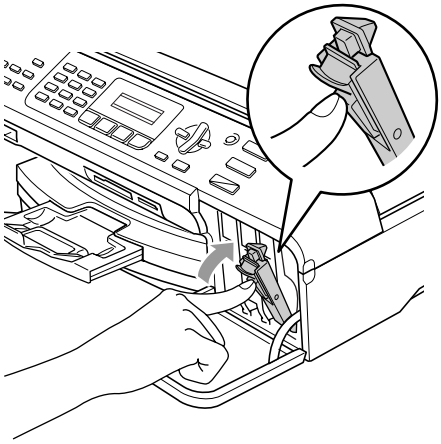
Improper Setup

DO NOT touch the area shown in the illustration below.

5



6



7 (For example, `Did You Change Blck?`) For each new cartridge you installed, press **1** (`Yes`) to automatically reset the ink dot counter for that colour.

WARNING

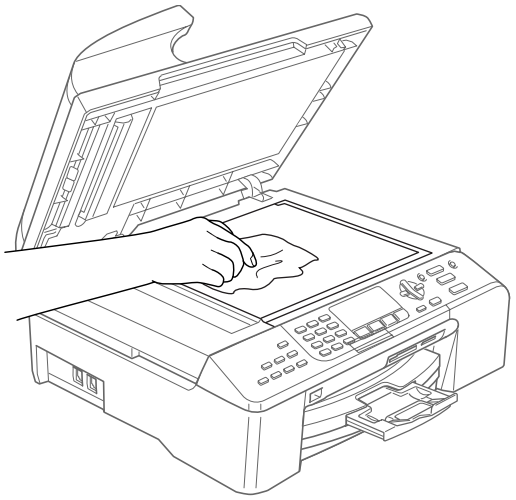
If ink gets in your eyes, wash them out with water at once and call a doctor if you are concerned.

CAUTION

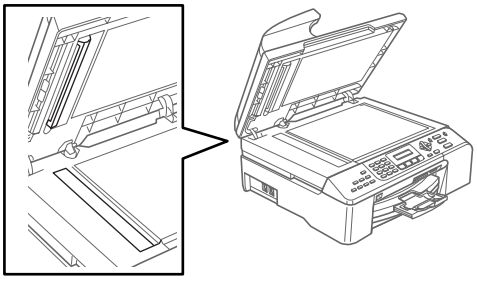
Brother multifunction machines are designed to work with ink of a particular specification and will work to a level of optimum performance when used with genuine Brother Branded ink cartridges. Brother cannot guarantee this optimum performance if ink or ink cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than genuine Brother Branded cartridges or the refilling of empty cartridges with this machine or the refilling of empty cartridges with ink from other sources. If damage is caused to the print head or other parts of this machine as a result of using incompatible products with this machine, any repairs required as a result may not be covered by the warranty.

Cleaning the scanner

1



2



Cleaning the print head

1. Press **Ink Management**.
2. Press ▲ or ▼ to choose `Cleaning`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Black`, `Color` or `All`.
   Press **OK**.
   The machine cleans the print head.
   When cleaning is finished, the machine will go back to standby mode automatically.

Note

If you clean the print head at least five times and the print has not improved, call your Brother dealer or Brother Customer Service.

Checking the print quality

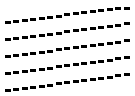
1. Press **Ink Management**.
2. Press ▲ or ▼ to choose `Test Print`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Print Quality`.
   Press **OK**.
4. Press **Colour Start**.
5. Check the quality of the four colour blocks on the sheet.

   ```
   Is Quality OK?
   1.Yes 2.No
   ```

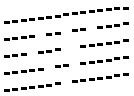
6. Do one of the following:
   - If all lines are clear and visible, press **1** to choose `Yes`.

     Press **Stop/Exit**.
   - If you can see missing short lines as shown below, press **2** to choose `No`.

OK



Poor



7. The LCD asks you if the print quality is OK for black and three colours.

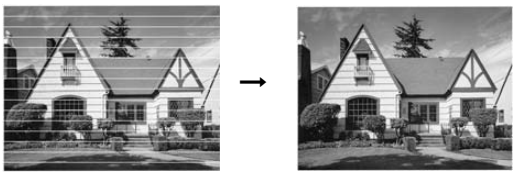
   ```
   Black OK?
   1.Yes 2.No
   ```

   Press **1** (`Yes`) or **2** (`No`).
8. The LCD asks you if you want to start cleaning.

   ```
   Start Cleaning?
   1.Yes 2.No
   ```

   Press **1** (`Yes`).
   The machine starts cleaning the print head.
9. After cleaning is finished, press **Colour Start**.
   The machine starts printing the Print Quality Check Sheet again and then returns to step ❺.
10. Press **Stop/Exit**.
    If you repeat this procedure at least five times and the print quality is still poor, replace the ink cartridge for the clogged colour.
    After replacing the ink cartridge, check the print quality. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call your Brother dealer or Brother Customer Service.

Note



Checking the printing alignment

1. Press **Ink Management**.
2. Press ▲ or ▼ to choose `Test Print`. Press **OK**.
3. Press ▲ or ▼ to choose `Alignment`. Press **OK**.
4. Press **Mono Start** or **Colour Start**. The machine starts printing the Alignment Check Sheet.

```
Is Alignment OK?
1.Yes 2.No
```

5. Check the 600 dpi and 1200 dpi test prints to see if number 5 most closely matches number 0.
   - If the number 5 sample of both the 600 dpi and 1200 dpi are the best matches, press **1** (`Yes`) to finish Alignment Check, and go to step ❽.
   - If another test print number is a better match for either 600 dpi or 1200 dpi, press **2** (`No`) to choose it.
6. For 600 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

```
600dpi Adjust
Select Best #5
```

7. For 1200 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

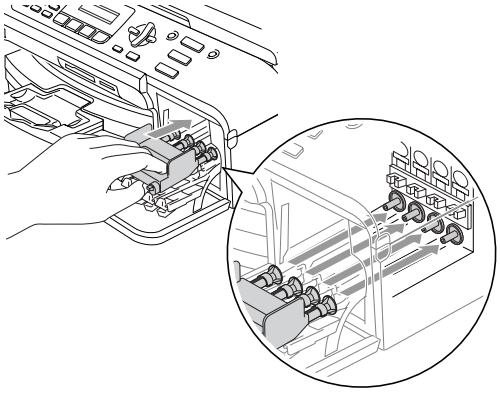
```
1200dpi Adjust
Select Best #5
```

8. Press **Stop/Exit**.

Packing and shipping the machine

CAUTION

It is important to allow the machine to 'park' the print head after a print job. Listen carefully to the machine before unplugging it to make sure that all mechanical noise has stopped. Not allowing the machine to finish this parking process may lead to print problems and possible damage to the print head.

1. Open the ink cartridge cover.
2. Pull the lock release levers down and take out all the ink cartridges. (See *Replacing the ink cartridges* on page 57.)
3. 

CAUTION

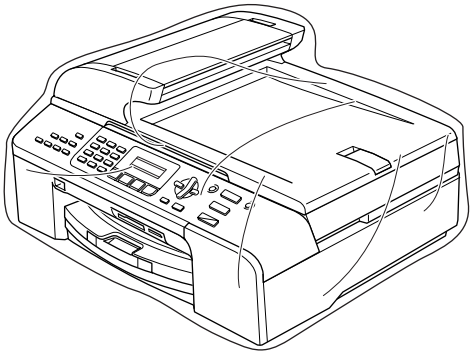
If you are not able to find the yellow protective parts, DO NOT remove the ink cartridges before shipping. It is essential that the machine be shipped with either the yellow protective parts or the ink cartridges in position. Shipping without them will cause damage to your machine and may void your warranty.

4 Unplug the machine from the telephone wall socket and take the telephone line cord out of the machine.

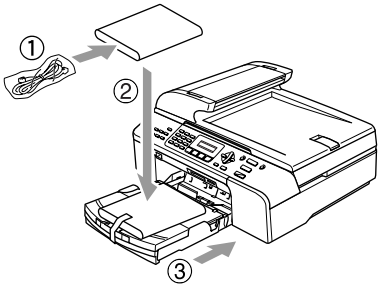
5 Unplug the machine from the electrical socket.

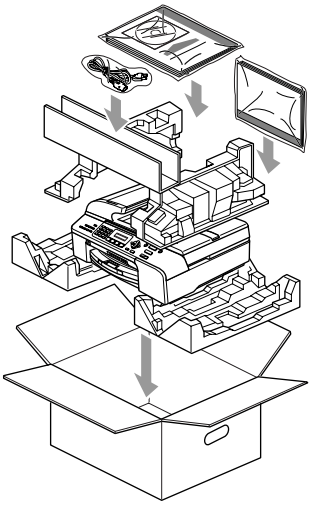
6 Lift the scanner cover from the front side of the machine until it lock securely into the open position. Then unplug the interface cable from the machine, if it is connected.

7



8

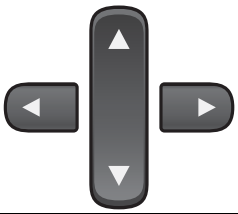




9 Close the carton and tape it shut.

C Menu and Features

Menu keys

	
Menu	Access the menu.
OK	Go to the next menu level. Accept an option.
Clear / Back	Go back to the previous menu level. Delete an incorrect letter when you need to enter text into the machine.
	Scroll through the current menu level.
	Go back to the previous menu level.
Stop / Exit	Exit the menu.

To access the menu mode:

1. Press **Menu**.
2. Choose an option.
   - Press **1** for General Setup menu.
   - Press **2** for Fax menu.
   - Press **3** for Copy menu.

     ⋮
   - Press **0** for Initial Setup menu.

   You can scroll more quickly through each menu level by pressing ▲ or ▼ for the direction you want.
3. Press **OK** when that option appears on the LCD.
   The LCD will then show the next menu level.
4. Press ▲ or ▼ to scroll to your next menu selection.
5. Press **OK**.
   When you finish setting an option, the LCD shows `Accepted`.

Entering Text

Press Key	one time	two times	three times	four times
2	A	B	C	2
3	D	E	F	3
4	G	H	I	4
5	J	K	L	5
6	M	N	O	6
7	P	Q	R	S
8	T	U	V	8
9	W	X	Y	Z

Inserting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between characters.

Making corrections

If you entered an incorrect letter and want to change it, press ◀ to move the cursor under the incorrect character. Then press **Clear/Back**.

Repeating letters

If you need to enter a letter that is on the same key as the letter before, press ▶ to move the cursor to the right before you press the key again.

Special characters and symbols

Press ✳, **#** or **0**, and then press ◀ or ▶ to move the cursor under the special character or symbol you want. Then press **OK** to choose it.

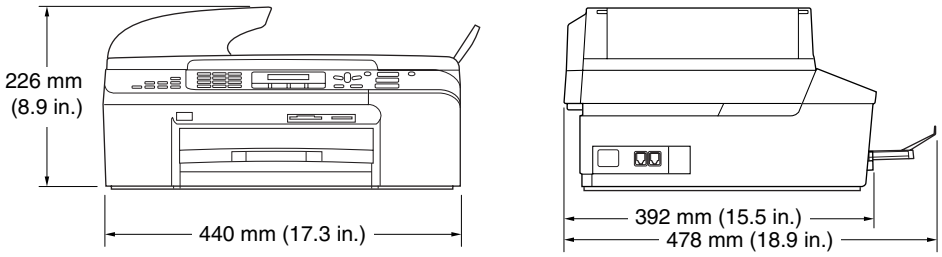
Press ✳	for	(space) ! " # $ % & ' ( ) ✳ + , - . / €
Press **#**	for	: ; < = > ? @ [ ] ^ _
Press **0**	for	Ä Ë Ö Ü À Ç È É 0

D Specifications

General

Memory Capacity	32 MB	
ADF (automatic document feeder)	Up to 35 pages	
	Temperature: 20° C - 30° C (68° F - 86° F)	
	Humidity: 50% - 70%	
	Paper: [80 g/m^2 (20 lb)] A4 size	
Paper Tray	100 Sheets [80 g/m^2 (20 lb)]	
Printer Type	Ink Jet	
Print Method	Mono:	Piezo with 94 × 1 nozzles
	Colour:	Piezo with 94 × 3 nozzles
LCD (liquid crystal display)	16 characters × 2 lines, Back light	
Power Source	AC 220 to 240V 50/60Hz	
Power Consumption	Power Save Mode:	Average 6.5 W
	Standby:	Average 9 W
	Operating:	Average 31 W

Dimensions



Weight	9.0 kg (19.8 lb)	
Noise	Operating:	50 dB or less [1]
Temperature	Operating:	10 to 35° C (50° F to 95° F)
	Best Print Quality:	20 to 33° C (68° F to 91° F)
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)

[1] This depends on printing conditions.

Consumable items

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	Black - Approximately 500 pages at 5% coverage High Yield Black - Approximately 900 pages at 5% coverage. Yellow, Cyan and Magenta - Approximately 400 pages at 5% coverage ■ The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality print outs. This process will only happen once. With all following ink cartridges you can print the specified number of pages. ■ The above figures assume continuous printing at a resolution of 600 x 600 dpi in normal mode after installing new ink cartridge. ■ The number of pages a cartridge will print may change depending on how often you use the machine and how many pages you print with each use. ■ The machine will automatically and periodically clean the print head assembly, a process that uses a small amount of ink. ■ When the machine identifies a cartridge as empty there may be a small amount of ink left in it. This is necessary to prevent air from drying out and damaging the print head assembly.
Replacement Consumables	<Standard Black> LC1000BK, <High Yield Black> LC1000HY-BK, <Cyan> LC1000C, <Magenta>LC1000M, <Yellow> LC1000Y

E Index

A

ADF (automatic document feeder) 5, 12
ADF cover 54
Answering machine (TAD) 17
  connecting 18
Automatic
  fax receive 14
    Fax Detect 15

B

Broadcasting 13
  setting up Groups for 21

C

Cancelling
  jobs awaiting redial 13
Cleaning
  print head 60
  scanner 59
Clear/Back key 4
Connecting
  external TAD 17
Consumable items 67
Control panel overview 3
ControlCenter
  See Software User's Guide on the CD-ROM. .....
Copy
  enter Copy mode 24
  keys 25
  multiple 24
  single 24
  temporary settings 25
  using ADF 24
Custom telephone features on a single line 48

D

Dialling
  a pause 20
  Groups 13
  manual 19
  Speed-Dial 19

E

Error messages on LCD 51
  Change Unable 51
  Clean Unable 51
  Comm. Error 51
  document jam 51
  Init. Unable 51
  Ink Empty 52
  Near Empty 52
  No Paper Fed 52
  Out of Memory 53
  Print Unable 53
  Scan Unable 53

F

Fax Detect 15
Fax, from PC
  See Software User's Guide on the CD-ROM. .....
Fax, stand-alone
  receiving 14
    difficulties 45, 46
    F/T Ring Time, setting 15
    phone line interference 57
    Receive Mode, choosing 14
    Ring Delay, setting 15
  sending 12
    Broadcasting 13
    cancelling from memory 13
    colour fax 12
    enter Fax mode 12
    from scanner glass 12
    phone line interference 57
    redial 20
Fax/Tel mode
  Ring Delay 15

G

Groups for Broadcasting 21

H

HELP
  LCD messages
    using menu keys 63

I

Ink cartridges
  ink dot counter 57
  replacing 57
Ink Management key 60

J

Jacks
  EXT
    external telephone 17
    TAD (answering machine) 18
Jams
  document 54
  paper 54

L

LCD (liquid crystal display) 63
  Contrast 10
  Help List 22

M

Maintenance, routine 57
Manual
  dialling 19
  receive 14
Menu keys 63
Mode, entering
  Copy 24
  Fax 12
  PhotoCapture 3
  Scan 3

O

Options key (copying) 25

P

Packing the machine 61
Paper
  document size 5, 12
  size 9
  type 9
PaperPort® SE with OCR
  See Software User's Guide on the
  CD-ROM. .....
Phone line
  connections 18
  difficulties 47
Phone line interference 57
PhotoCapture Center™
  Borderless 31
  CompactFlash® 28
  DPOF printing 30
  from PC
    See Software User's Guide on the
    CD-ROM. .....
  Memory Stick Pro™ 28
  Memory Stick® 28
  MultiMediaCard™ 28
  SecureDigital™ 28
  xD-Picture Card™ 28
Print
  checking alignment 61
  difficulties 45, 46
  improving quality 60
  paper jams 55
  reports 22
Printing
  images 29
  index 29
  See Software User's Guide on the
  CD-ROM. .....
Programming your machine 63

Q

Quality key (copying) 25
Quick-Dial
  Broadcasting 13
    using Groups 13
  Group dial
    setting up Groups for
    Broadcasting 21
  Search 19

Speed-Dial
setting up by location 20
using 19

R

Receive Mode 14
External TAD 14
Fax Only 14
Fax/Tel 14
Manual 14
Redial/Pause key 20
Remote Setup
See Software User's Guide on the CD-ROM. .....
Reports 22
Fax Journal 22
Journal Period 22
Help List 22
how to print 22
Quick-Dial List 22
Transmission Verification 22
User Settings 22
Ring Delay, setting 15

S

Safety Instructions 41
Scanning
See Software User's Guide on the CD-ROM. .....
Shipping the machine 61
Speed-Dial
dialling 19
storing 20

T

TAD (telephone answering device), external 14, 17
connecting 17, 18
receive mode 14
recording OGM 18
Temporary copy settings 25
Text, entering 64
special characters 64
Troubleshooting 45
document jam 54
error messages on LCD 51
if you are having difficulty
copying 48
incoming calls 48
Network 49
phone line or connections 47
PhotoCapture Center™ 49
printing 45
printing received faxes 46
receiving faxes 47
scanning 48
sending faxes 47
software 49
paper jam 55
print quality 60

V

Volume, setting
beeper 10
ring 10
speaker 10

W

Windows®
See Software User's Guide on the CD-ROM. .....

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http://www.brother.com

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EEU-ENG