

# Quick Setup Guide

# Start Here

MFC-J265W  
MFC-J415W



Before you can use the machine, please read this Quick Setup Guide for the correct setup and installation.

<b>WARNING</b>	<b>WARNING</b> indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
<b>CAUTION</b>	<b>CAUTION</b> indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

## 1 Unpack the machine and check the components

		 Inbox Ink Cartridges [x4]  Black Yellow Cyan Magenta (Approx. 65% yield of the replacement cartridge) For details, see <i>Consumable items</i> in the <i>Basic User's Guide</i> .	 Quick Setup Guide	
 Basic User's Guide	 Safety and Legal booklet	 Installation CD-ROM Documentation CD-ROM	 Power Cord	 Telephone Line Cord

### **WARNING**

Plastic bags are used in the packaging of your machine. To avoid danger of suffocation, please keep these bags away from babies and children.

■ Most of the illustrations in this Quick Setup Guide show the MFC-J415W.

- a** Remove the protective tape and film covering the machine, and also from the LCD.
- b** Remove the plastic bag containing the ink cartridges from on top of the paper tray.
- c** Make sure you have all components.

#### **Note**

- The components included in the box may differ depending on your country.
- Save all packing materials and the box in case for any reason you must ship your machine.
- You need to purchase the correct USB cable.

#### **USB cable**

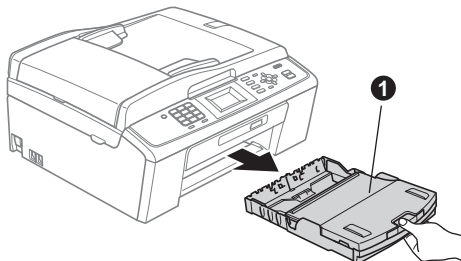
Please make sure you use a USB 2.0 cable (Type A/B) that is no more than 2 metres long (cable not included).



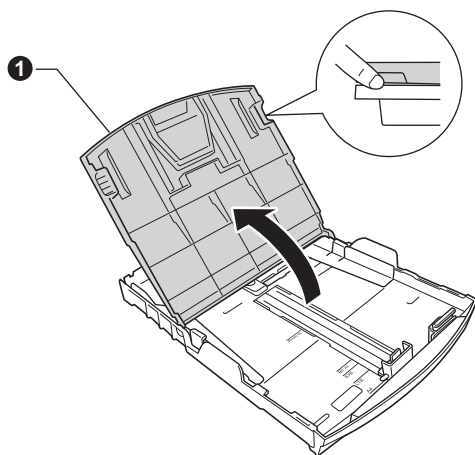
# 2

## Load plain A4 paper

- a** Pull the paper tray ① completely out of the machine.

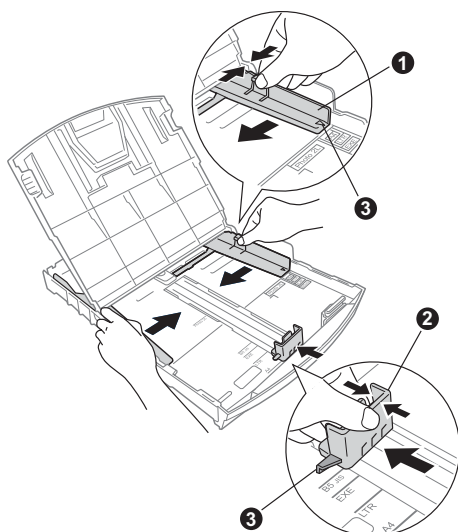


- b** Lift the output paper tray cover ①.



- c** With both hands, gently press and slide the paper side guides ① and then the paper length guide ② to fit the paper size.

Make sure that the triangular marks ③ on the paper side guides ① and paper length guide ② line up with the mark for the paper size you are using.

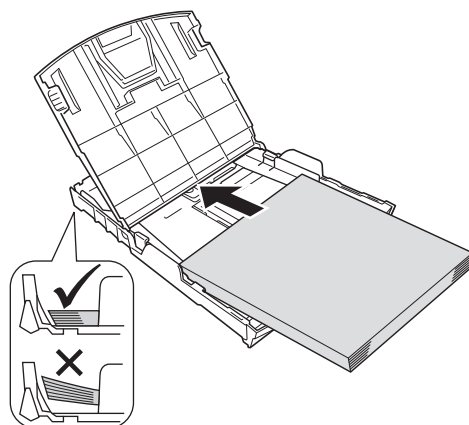


- d** Fan the stack of paper well to avoid paper jams and misfeeds.

- e** Gently put the paper into the paper tray print side down and top edge first. Check that the paper is flat in the tray.

### ! IMPORTANT

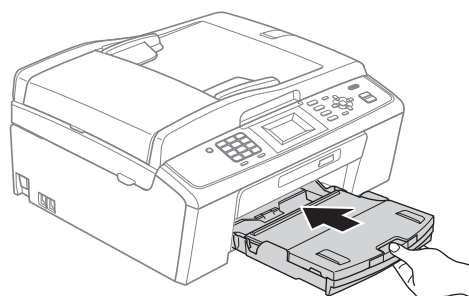
**DO NOT** push the paper in too far.



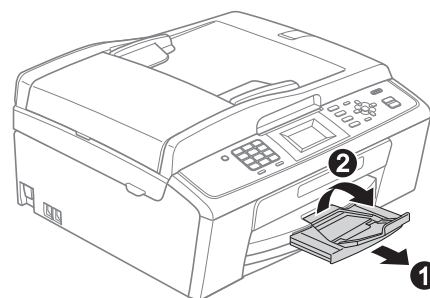
- f** Gently adjust the paper side guides to the paper with both hands. Make sure that the paper side guides touch the edges of the paper.

- g** Close the output paper tray cover.

- h** *Slowly* push the paper tray completely into the machine.



- i** While holding the paper tray in place, pull out the paper support ① until it clicks, and then unfold the paper support flap ②.





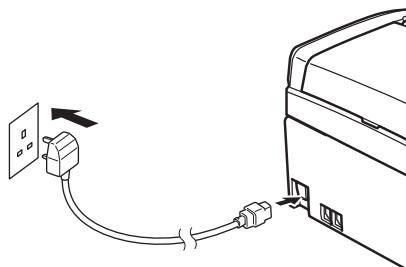
# 3

## Connect the power cord and telephone line

### ! IMPORTANT

**DO NOT** connect the USB cable yet (if you are using a USB cable).

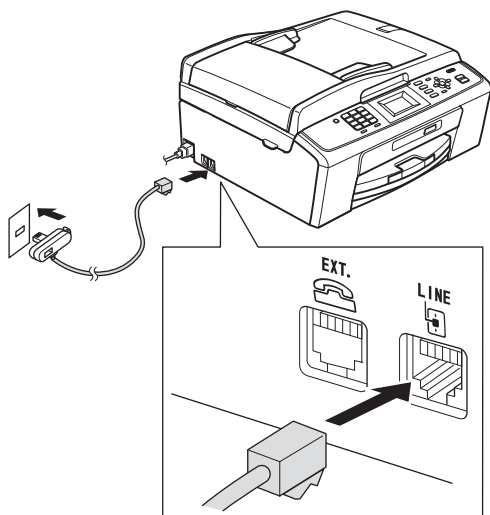
**a** Connect the power cord.



### ! WARNING

The machine must be fitted with an earthed plug.

**b** Connect the telephone line cord. Connect one end of the telephone line cord to the socket on the machine marked **LINE** and the other end to a telephone wall socket.



### ! WARNING

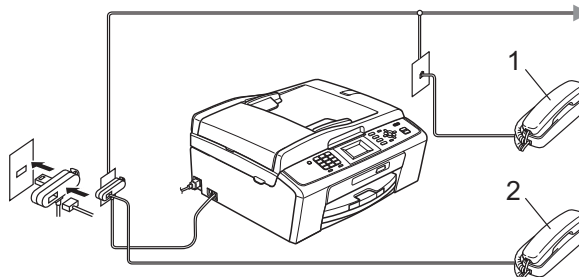
Since the machine is grounded through the power outlet, you can protect yourself from potentially hazardous electrical conditions on the telephone network by keeping the power cord connected to your machine when you connect it to a telephone line. Similarly, you can protect yourself when you want to move your machine by disconnecting the telephone line first and then the power cord.

### ! IMPORTANT

The telephone line cord **MUST** be connected to the socket on the machine marked **LINE**.

### Note

If you are sharing one telephone line with an external telephone, connect it as shown below.



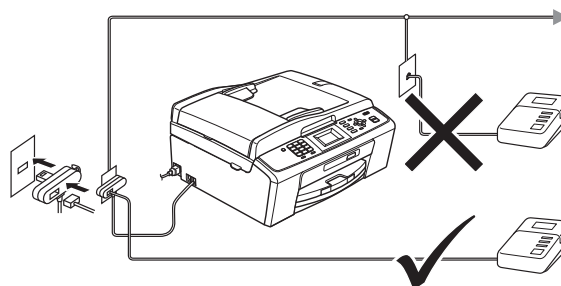
1 Extension telephone

2 External telephone

Please make sure you use an external telephone with a cable no more than 3 metres long.

### Note

If you are sharing one telephone line with an external telephone answering machine, connect it as shown below.



Set the receive mode to *External TAD* if you have an external answering machine. See Choose a Receive Mode on page 6. For additional details, see Connecting an external TAD (telephone answering device) in chapter 6 in the Basic User's Guide.



# 4

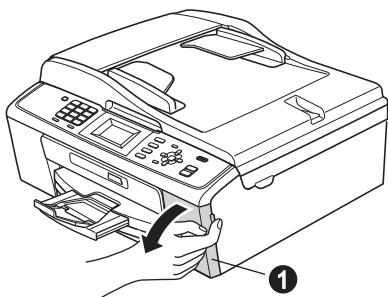
## Install the ink cartridges

### CAUTION

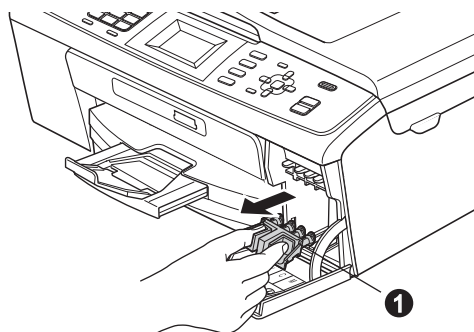
If ink gets in your eyes, wash them out with water at once, and if irritation occurs consult a doctor.

**a** Make sure that the power is turned on. The LCD shows `No Ink Cartridge`.

**b** Open the ink cartridge cover ❶.



**c** Remove the green protective part ❶.



#### Note

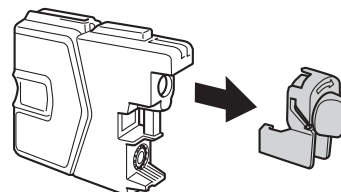
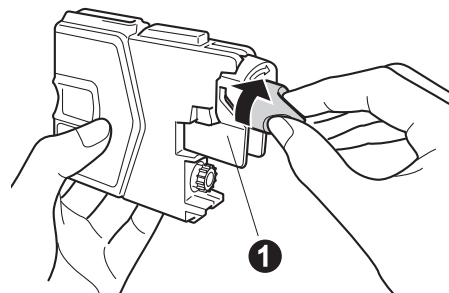
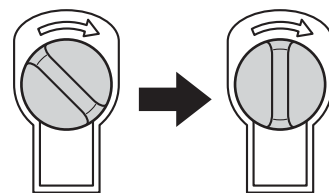
Do not throw away the green protective part. You will need it if you transport the machine.

**d** Unpack the ink cartridge.

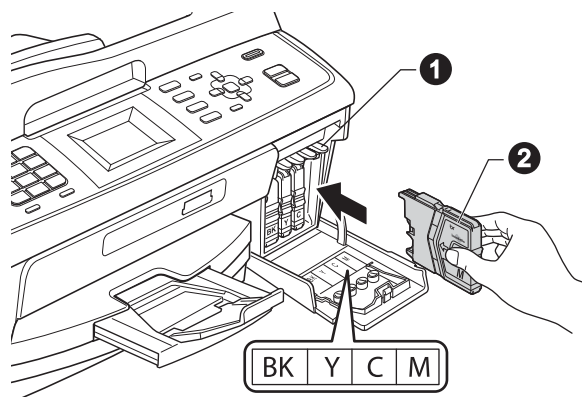
#### Note

Make sure you install the Inbox Ink Cartridges included with your machine first.

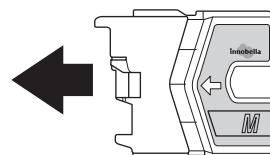
**e** Turn the green knob on the protective yellow cap clockwise until it clicks to release the vacuum seal, then remove the cap ❶.



**f** Take care to match the colour of the lever ❶ with the cartridge colour ❷, as shown in the diagram below.

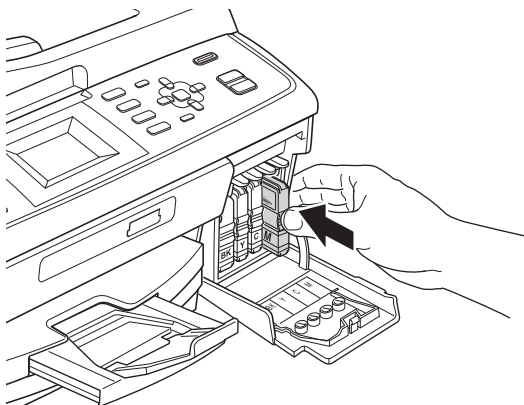


**g** Install each ink cartridge in the direction of the arrow on the label.





- h** Gently push the ink cartridge until it clicks. After all the ink cartridges are installed close the ink cartridge cover.



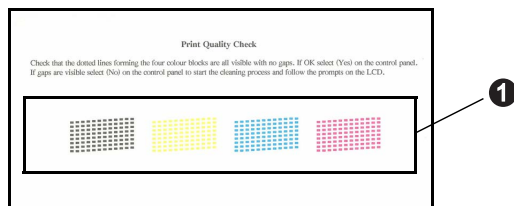
#### Note

*The machine will prepare the ink tube system for printing. This process will take approximately four minutes. Do not turn off the machine.*

## 5

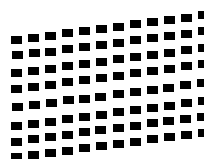
### Check the print quality

- a** When the preparation process has finished, the LCD shows `Set Paper` and `Press Start`. Press **Colour Start**.
- b** Check the quality of the four colour blocks **1** on the sheet. (black/yellow/cyan/magenta)



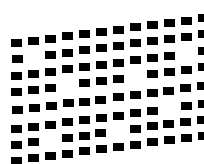
- c** If all lines are clear and visible, press **1** (**Yes**) on the dial pad to finish the quality check and go to step **6**.

OK



If you can see missing short lines, press **2** (**No**) on the dial pad and follow the steps on the LCD.

Poor

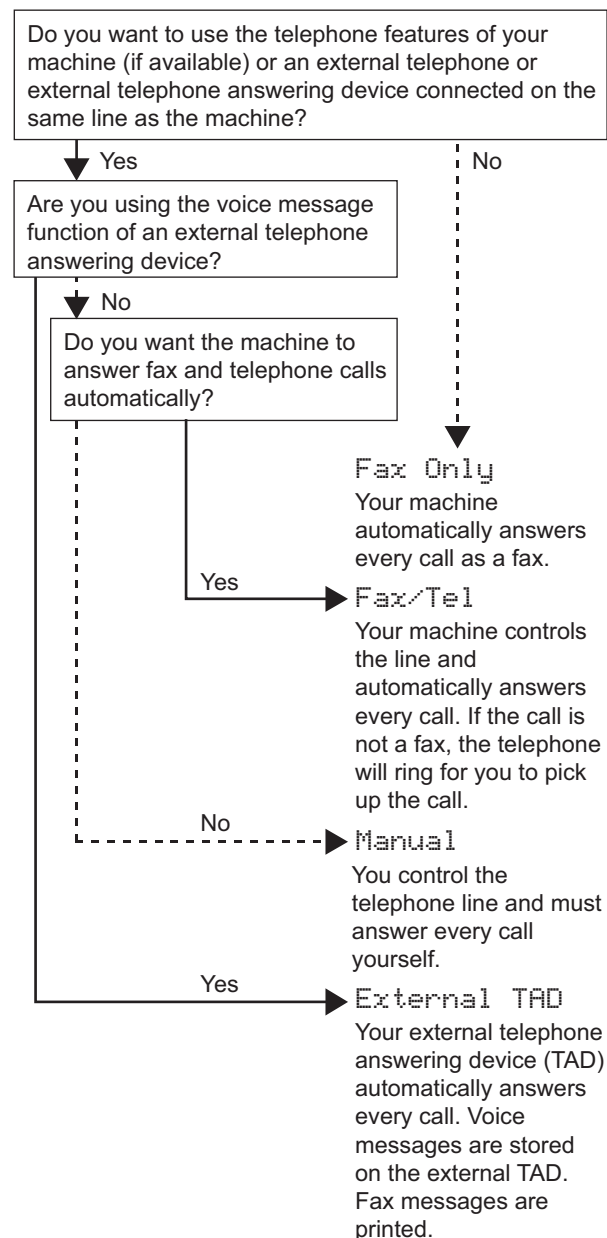




# 6

## Choose a Receive Mode

There are four possible receive modes: Fax Only, Fax/Tel, Manual and External TAD.



- a** Press **Menu**.
- b** Press **▲** or **▼** to choose **Initial Setup**. Press **OK**.
- c** Press **▲** or **▼** to choose **Receive Mode**. Press **OK**.
- d** Press **▲** or **▼** to choose the receive mode. Press **OK**.
- e** Press **Stop/Exit**.



For details, see Using receive modes in chapter 5 in the Basic User's Guide.

# 7

## Set the LCD contrast (if needed)

If you are having difficulty reading the LCD, try changing the contrast setting.

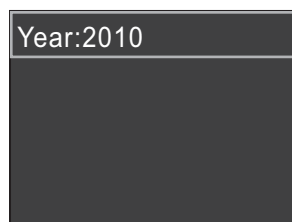
- a** Press **Menu**.
- b** Press **▲** or **▼** to choose **General Setup**. Press **OK**.
- c** Press **▲** or **▼** to choose **LCD Settings**. Press **OK**.
- d** Press **▲** or **▼** to choose **LCD Contrast**. Press **OK**.
- e** Press **◀** or **▶** to choose the contrast level. Press **OK**.
- f** Press **Stop/Exit**.

# 8

## Set the date and time

The machine displays the date and time, and if you set up the station ID, it will add it to each fax you send.

- a** Press **Menu**.
- b** Press **▲** or **▼** to choose **Initial Setup**. Press **OK**.
- c** Press **▲** or **▼** to choose **Date&Time**. Press **OK**.
- d** Enter the last two digits of the year on the dial pad, and then press **OK**.



(e.g. Enter **1 0** for 2010.)

- e** Repeat for month/day/time in 24-hour format.
- f** Press **Stop/Exit**.



## 9 Enter personal information (Station ID)

You should store your name and fax number to be printed on all fax pages that you send.

- a** Press **Menu**.
- b** Press **▲** or **▼** to choose **Initial Setup**. Press **OK**.
- c** Press **▲** or **▼** to choose **Station ID**. Press **OK**.
- d** Enter your fax number (up to 20 digits) on the dial pad, and then press **OK**. To enter a "+" for international codes, press **\***.
- e** Enter your name (up to 20 characters) using the dial pad, and then press **OK**.

### Note

- See the following chart for entering your name.
- If you need to enter a character that is on the same key as the last character, press **▶** to move the cursor to the right.
- If you entered a letter incorrectly and want to change it, press **◀** or **▶** to move the cursor to the incorrect character, press **Clear**.

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

- f** Press **Stop/Exit**.

### Note

If you make a mistake and want to start again, press **Stop/Exit** and go back to **a**.



For details, see Entering Text in Appendix C in the Basic User's Guide.

## 10 Fax Transmission Report

Your Brother machine is equipped with a Transmission Verification Report that can be used as confirmation that you sent a fax. This report lists the name or fax number of the receiving party, the date, time, and duration of the transmission, the number of pages transmitted, and whether or not the transmission was successful. If you want to use the Fax Transmission Report feature, see *Transmission Verification Report* in chapter 4 in the *Basic User's Guide*.

## 11 Set Tone or Pulse dialling mode

Your machine comes set for Tone dialling service. If you have Pulse dialling service (rotary), you need to change the dialling mode.

- a** Press **Menu**.
- b** Press **▲** or **▼** to choose **Initial Setup**. Press **OK**.
- c** Press **▲** or **▼** to choose **Tone/Pulse**. Press **OK**.
- d** Press **▲** or **▼** to choose **Pulse (or Tone)**. Press **OK**.
- e** Press **Stop/Exit**.



## 12 Set the telephone line type

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

- a** Press **Menu**.
- b** Press **▲** or **▼** to choose **Initial Setup**. Press **OK**.
- c** Press **▲** or **▼** to choose **Phone Line Set**. Press **OK**.
- d** Press **▲** or **▼** to choose **Normal**, **PBX** or **ISDN**. Press **OK**.
- e** Press **Stop/Exit**.

### PBX and TRANSFER

The machine is initially set to **Normal**, which lets the machine connect to a standard PSTN (Public Switched Telephone Network) line. However, many offices use a central telephone system or Private Branch Exchange (PBX). Your machine can be connected to most types of PBX. The machine's recall feature supports timed break recall only (TBR). TBR will work with most PBX systems allowing you to gain access to an outside line, or transfer calls to another extension. The feature works when the **Tel/R** key is pressed.

## 13 Set the phone line compatibility

If you are connecting the machine to a VoIP service (over the Internet) you need to change the compatibility setting.



### Note

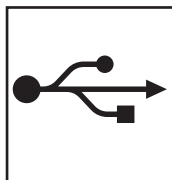
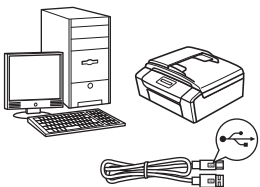
*If you are using an analogue telephone line you can skip this step.*

- a** Press **Menu**.
- b** Press **▲** or **▼** to choose **Initial Setup**. Press **OK**.
- c** Press **▲** or **▼** to choose **Compatibility**. Press **OK**.
- d** Press **▲** or **▼** key to choose **Basic**(for VoIP). Press **OK**.
- e** Press **Stop/Exit**.



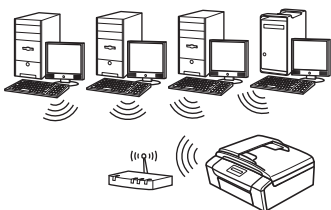
# 14

## Choose your connection type



### For USB interface cable

Windows<sup>®</sup>, go to page 10  
Macintosh, go to page 14



### For Wireless Network

Windows<sup>®</sup> and Macintosh,  
go to page 17



#### Note

For Windows Server<sup>®</sup> 2003/2003 x64 Edition/2003 R2/2003 R2 x64 Edition/2008/2008 R2, see the Network User's Guide on the documentation CD-ROM.





For USB interface users  
(Windows® 2000 Professional/XP/XP Professional x64 Edition/  
Windows Vista®/Windows® 7)

# 15

## Before you install

- a** Make sure that your computer is ON and you are logged on with Administrator rights.

### ! IMPORTANT

- **DO NOT** connect the USB cable yet.
- For the latest drivers and information, visit <http://solutions.brother.com/>
- If there are any programs running, close them.
- The screens may differ depending on your operating system.

# 16

## Install MFL-Pro Suite

- a** Put the supplied installation CD-ROM into your CD-ROM drive. If the model name screen appears, choose your machine. If the language screen appears, choose your language.

### Note

If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

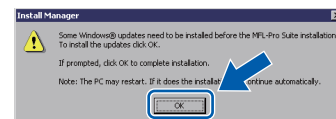
## b

The CD-ROM Top Menu will appear. Click **Install MFL-Pro Suite** and click **Yes** if you accept the license agreements. Follow the on-screen instructions.



### Note

- If this screen appears, click **OK** and restart your computer.

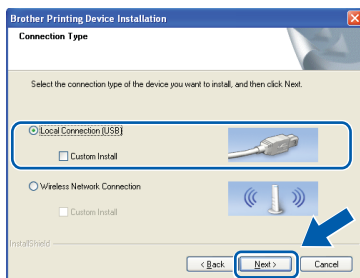


- If the installation does not continue automatically, open the top menu again by ejecting and then reinserting the CD-ROM or double-click the **start.exe** program from the root folder, and continue from **b** to install MFL-Pro Suite.
- For Windows Vista® and Windows® 7, when the **User Account Control** screen appears, click **Allow** or **Yes**.

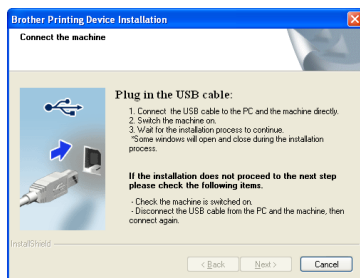




- c** Choose **Local Connection**, and then click **Next**. The installation continues.

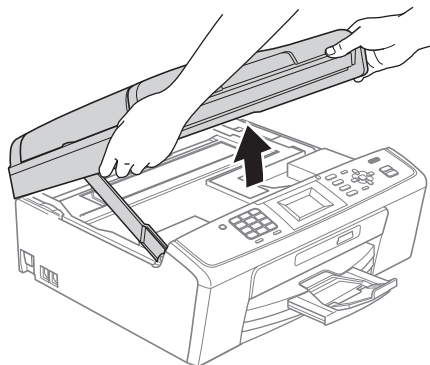



- d** When this screen appears, go to the next step.

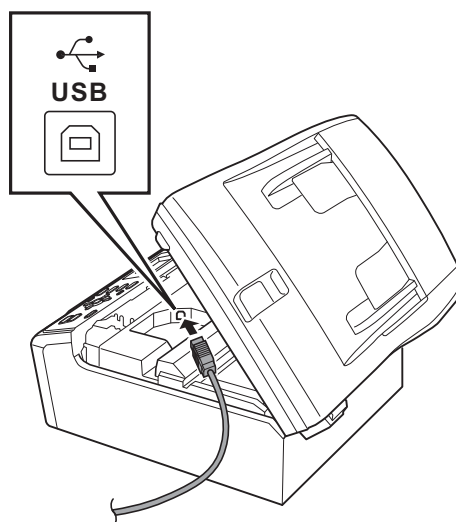


## 17 Connect the USB cable

- a** Using both hands, use the plastic tabs on both sides of the machine to lift the scanner cover until it locks securely into the open position.



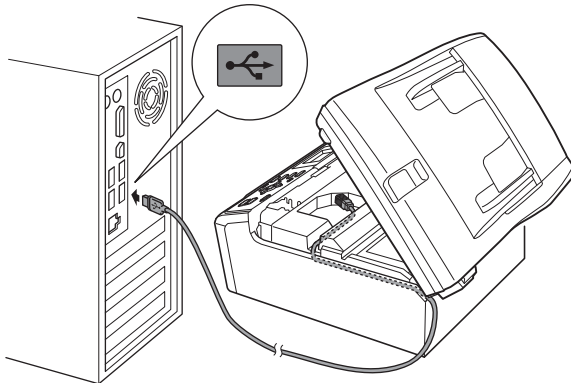
- b** Connect the USB cable to the USB socket marked with a  symbol. You will find the USB socket inside the machine as shown below.







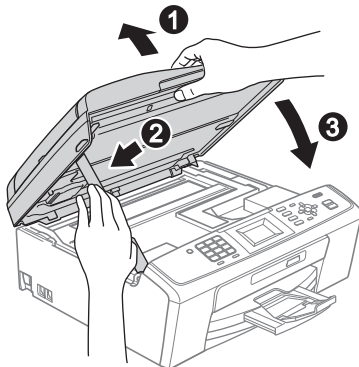
- c** Carefully guide the USB cable through the trench as shown below, following the trench around and toward the back of the machine. Then connect the cable to your computer.



## ! IMPORTANT

**Make sure that the cable does not restrict the cover from closing, or an error may occur.**

- d** Lift the scanner cover to release the lock ①. Gently push the scanner cover support down ② and close the scanner cover ③.



- e** The installation will continue automatically. The installation screens appear one after another.

## ! IMPORTANT

**DO NOT** cancel any of the screens during the installation. It may take a few seconds for all screens to appear.



## Note

*For Windows Vista® and Windows® 7, when the **Windows Security** screen appears, click the check box and click **Install** to complete the installation correctly.*

- f** When the **User's Guides** screen is displayed, click **View Manuals on the Web** if you want to download the manuals and follow the on-screen instructions. You can also view the manuals on the documentation CD-ROM.
- g** When the **On-Line Registration** screen is displayed, make your selection and follow the on-screen instructions.
- h** If you do not want to set your machine as the Default printer, uncheck **Set as Default Printer**.

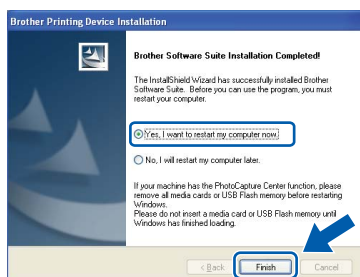




## 18

## Finish and restart

- a** Click **Finish** to restart your computer. After restarting the computer, you must be logged on with Administrator rights.

 **Note**

- If an error message appears during the software installation, run the **Installation Diagnostics** located in **start/All Programs/Brother/MFC-JXXX** (where MFC-JXXX is your model name).
- Depending on your security settings, a Windows Security or antivirus software window may appear when using the machine or its software. Please allow or permit the window to continue.

- b** In the **Check for Firmware Updates** screen, choose the firmware update setting you want and click **OK**.

**Note**

Internet access is required for the firmware update.

**Finish**

The installation is now complete.

**Now go to**

Proceed to Install Optional Applications on page 29.

**Note****XML Paper Specification Printer Driver**

The XML Paper Specification Printer Driver is the most suitable driver when printing from applications that use the XML Paper Specification documents. Please download the latest driver by accessing the Brother Solutions Center at <http://solutions.brother.com/>





## For USB interface users (Mac OS X 10.4.11, 10.5.x, 10.6.x)

### 15

#### Before you install

- a** Make sure your machine is connected to the power and your Macintosh is ON. You must be logged on with Administrator rights.

#### ! IMPORTANT

- For the latest drivers and information on the Mac OS X you are using, visit <http://solutions.brother.com/>
- For Mac OS X 10.4.0 to 10.4.10 users, upgrade to Mac OS X 10.4.11 - 10.6.x.

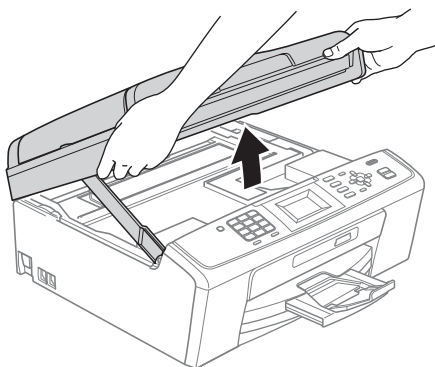
### 16

#### Connect the USB cable


#### ! IMPORTANT

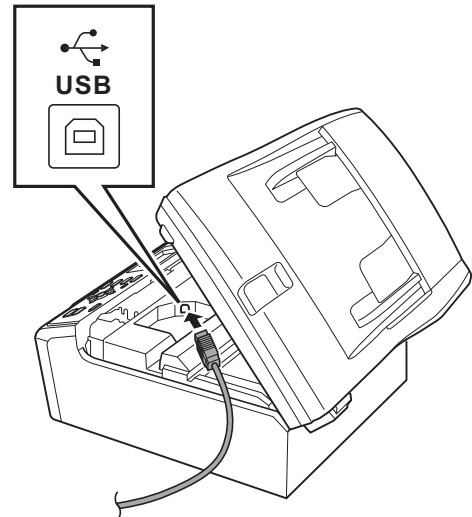
- **DO NOT** connect the machine to a USB port on a keyboard or a non-powered USB hub.
- Connect the machine directly to your Macintosh.

- a** Using both hands, use the plastic tabs on both sides of the machine to lift the scanner cover until it locks securely into the open position.



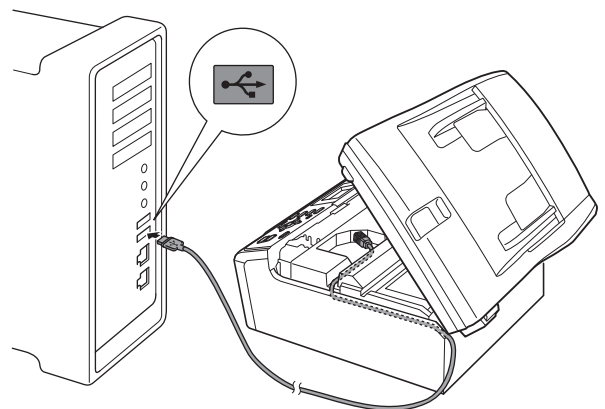
#### b

Connect the USB cable to the USB socket marked with a  symbol. You will find the USB socket inside the machine as shown below.



#### c

Carefully guide the USB cable through the trench as shown below, following the trench around and toward the back of the machine. Then connect the cable to your Macintosh.



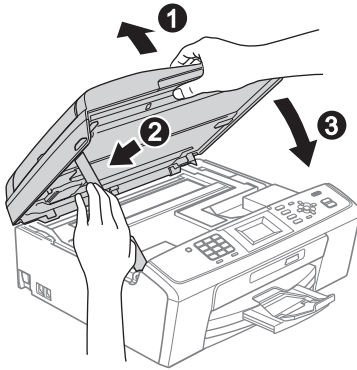
#### ! IMPORTANT

**Make sure that the cable does not restrict the cover from closing, or an error may occur.**





- d** Lift the scanner cover to release the lock ①. Gently push the scanner cover support down ② and close the scanner cover ③.

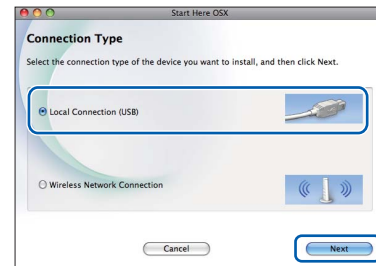


## 17 Install MFL-Pro Suite

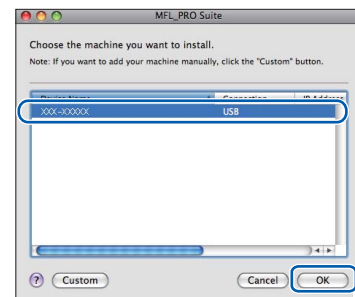
- a** Put the supplied installation CD-ROM into your CD-ROM drive.
- b** Double-click the **Start Here OSX** icon to install.



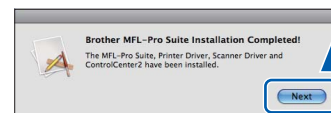
- c** Choose **Local Connection**, and then click **Next**. Follow the on-screen instructions.



- d** Please wait, it will take a few seconds for the software to install. After the installation, the Brother software will search for the Brother device.
- e** Choose the machine from the list, and then click **OK**.



- f** When this screen appears, click **Next**.



- g** When the **Brother Support** screen appears, click **Close** to finish the installation or go to step **18**.

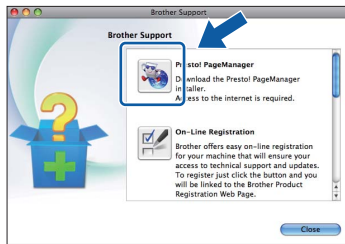




## 18 Download and install Presto! PageManager (MFC-J415W only)

When Presto! PageManager is installed OCR capability is added to Brother ControlCenter2. You can easily scan, share and organize photos and documents using Presto! PageManager.

- a** Click the **Presto! PageManager** icon to go to the Presto! PageManager download site, and follow the on-screen instructions.



### Finish

The installation is now complete.



#### Note

To use Image Capture on Mac OS X 10.6.x, please install the CUPS Printer Driver, which can be downloaded from the Brother Solutions Center (<http://solutions.brother.com/>).





## For wireless network interface users

### 15 Before you begin

First you must configure the wireless network settings of your machine to communicate with your network access point/router. After the machine is configured to communicate with your access point/router, computers on your network will have access to the machine. To use the machine from these computers, you will need to install the drivers and software. The following steps will guide you through the configuration and installation process.

To achieve optimum results with normal everyday document printing, place the Brother machine as close to the network access point/router as possible with minimal obstructions. Large objects and walls between the two devices as well as interference from other electronic devices can affect the data transfer speed of your documents.

Due to these factors, wireless may not be the best method of connection for all types of documents and applications. If you are printing large files, such as multi-page documents with mixed text and large graphics, you may want to consider choosing USB for the fastest throughput speed.

#### ! IMPORTANT

**If you have previously configured the wireless settings of the machine you must reset the network (LAN) settings before you can configure the wireless settings again.**

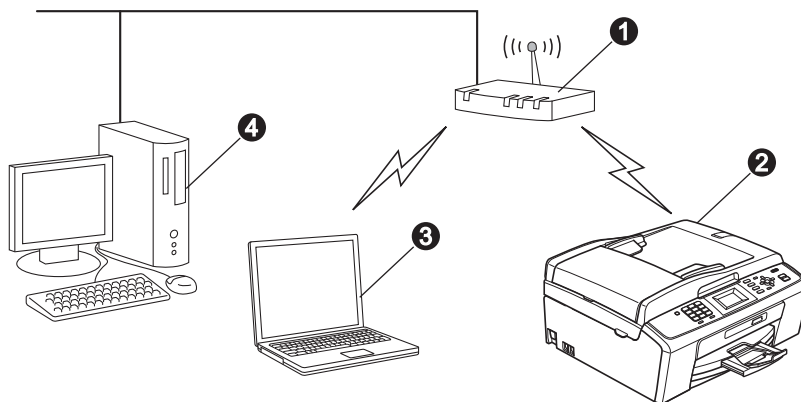
**On your machine, press Menu. Press ▲ or ▼ to choose *Network* and press OK.**

**Press ▲ or ▼ to choose *Network Reset*, and then press OK.**

**Press 1 twice for *Yes* to accept the change.**

The following instructions are for infrastructure mode (connected to a computer through an access point/router).

#### Infrastructure Mode



- ① Access point/router
- ② Wireless Network machine (your machine)
- ③ Wireless capable computer connected to the access point/router
- ④ Wired computer connected to the access point/router

**Please make sure the wireless network settings of the machine match the access point/router.**

#### Note

To set up your machine in Ad-hoc mode (connected to a wireless capable computer without an access point/router) you can find instructions in the Network User's Guide on the documentation CD-ROM.

Also you can download the Network User's Guide by following the instructions below.

1 Turn on your computer. Insert the installation CD-ROM into your CD-ROM drive.

For Windows®:

2 Choose your model and the language. The CD-ROM top menu will appear.

3 Click **Documentation**, and follow the on-screen instructions.

For Macintosh:

2 Double-click **Documentation**, and follow the on-screen instructions.





## 16

### Confirm your network environment (Infrastructure Mode)

The following instructions will offer two methods for installing your Brother machine in a wireless network environment.

- a** If your wireless access point/router does not support Wi-Fi Protected Setup (WPS) or AOSS™, **write down the wireless network settings** of your wireless access point/router in the area below.

#### ! IMPORTANT

**Please do not contact Brother Customer Service for assistance without the wireless security information. We cannot assist you in locating your network security settings.**

Item	Record the current wireless network settings
Network Name: (SSID/ESSID)	
Password (Network Key)	

\* The Password may also be described as the Network Key, Security Key or Encryption Key.

#### Note

**If you do not know this information (Network Name (SSID/ESSID) and Password (Network Key)), you cannot continue the wireless setup.**

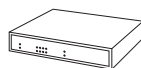
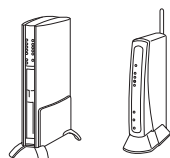
**How can I find this information (Network Name (SSID/ESSID) and Password (Network Key))**

- 1) You should see the documentation provided with your wireless access point/router.
- 2) The initial network name could be the manufacturer's name or the model name.
- 3) If you do not know the security information, please consult the router manufacturer, your system administrator, or internet provider.

**Now go to**

**page 19**

- b** If your wireless access point/router supports automatic wireless (one-push) setup (Wi-Fi Protected Setup or AOSS™)



**Now go to**

**page 20**





## Connecting the Brother machine to the wireless network

# 17

### Configure the wireless settings (typical Wireless Setup in infrastructure mode)

**a** On your machine, press **Menu**.  
Press **▲** or **▼** to choose **Network** and press **OK**.  
Press **▲** or **▼** to choose **Setup Wizard** and press **OK**.  
When **Enable WLAN?** is displayed, press **OK** to accept.  
This will start the wireless setup wizard.  
To cancel, press **Stop/Exit**.

**b** The machine will search for available SSIDs. If a list of SSIDs is displayed, use the **▲** or **▼** keys to choose the SSID you wrote down in step **16-a** on page 18, then press **OK**. If you are using an authentication and encryption method that requires a Password (Network Key), go to **c**.  
  
If your authentication method is Open System and your encryption mode is None, go to **d**.

#### Note

*It will take several seconds to display a list of available SSIDs.*

*If a list of SSIDs is not displayed, make sure your access point is on. Move your machine closer to the access point and try starting from **a** again.*

If your access point is set to not broadcast the SSID, you will have to manually add the SSID name. For details, see the *Network User's Guide* on the documentation CD-ROM.

**c** Enter the Password (Network Key) you wrote down in step **16-a** on page 18 using the dial pad to choose each letter or number.

For example, to enter the letter **a**, press the **2** key on the dial pad once. To enter the number **3**, press the **3** key on the dial pad seven times.

The letters appear in this order: lower case, upper case and then numbers.  
You can use the **◀** and **▶** keys to move the cursor left and right.  
(For more information, see *Entering Text for Wireless Settings* on page 30.)

Press **OK** when you have entered all the characters, then press **1** for **Yes** to apply your settings.

**d** Your machine will now try to connect to your wireless network using the information you have entered.  
It may take a few minutes to connect to your wireless network.

**e** A connection result message appears for 60 seconds on the LCD and a wireless LAN report will automatically be printed. If the connection failed, check the error code on the printed report and refer to *Troubleshooting* on page 21.



**A four level indicator at the top of your machine's LCD will show the wireless signal strength of your access point/router.**

**To install MFL-Pro Suite, continue to step 18.**

**For Windows® Users:**

**Now go to**

**Page 23**

**For Macintosh Users:**

**Now go to**

**Page 27**





## 17 Configure the wireless settings using the automatic wireless (one-push) method

- a** Confirm your wireless access point/router has the Wi-Fi Protected Setup or AOSS™ symbol as shown below.



- b** Place the Brother machine within range of your Wi-Fi Protected Setup or AOSS™ access point/router. The range may differ depending on your environment. Refer to the instructions provided with your access point/router.
- c** Push the Wi-Fi Protected Setup or AOSS™ button on your wireless access point/router. See the user's guide for your wireless access point/router for instructions.
- d** On your machine, press **Menu**.  
Press **▲** or **▼** to choose **Network** and press **OK**.  
Press **▲** or **▼** to choose **WPS/AOSS** and press **OK**.  
When **Enable WLAN?** is displayed, press **OK** to accept.  
This will start the wireless setup wizard.

This feature will automatically detect which mode (Wi-Fi Protected Setup or AOSS™) your access point/router uses to configure your machine.



### Note

If your wireless access point/router supports Wi-Fi Protected Setup (PIN Method) and you want to configure your machine using the PIN (Personal Identification Number) Method, see Using the PIN Method of Wi-Fi Protected Setup in the Network User's Guide on the documentation CD-ROM.

- e** A connection result message appears for 60 seconds on the LCD and a wireless LAN report will automatically be printed. If the connection failed, check the error code on the printed report and refer to *Troubleshooting* on page 21.



A four level indicator at the top of your machine's LCD will show the wireless signal strength of your access point/router.

To install MFL-Pro Suite, continue to step **18**.

For Windows® Users:

Now go to

Page 23

For Macintosh Users:

Now go to

Page 27





## Troubleshooting

### ! IMPORTANT

Please do not contact Brother Customer Service for assistance without the wireless security information. We cannot assist you in locating your network security settings.

## How can I find the wireless security information (SSID and Network Key)

- 1) You should see the documentation provided with your wireless access point/router.
- 2) The initial network name could be the manufacturer's name or the model name.
- 3) If you do not know the security information, please consult the router manufacturer, your system administrator, or internet provider.

\* The Network Key may also be described as the Password, Security Key or Encryption Key.


## Wireless LAN report

If the wireless LAN report that printed shows that the connection failed, check the error code on the printed report and refer to the following instructions.

Error code	Recommended Solutions
TS-01	<p>The wireless setting is not activated, turn the wireless setting to ON.</p> <p>On your machine, press <b>Menu</b>. Press <b>▲</b> or <b>▼</b> to choose <b>Network</b> and press <b>OK</b>. Press <b>▲</b> or <b>▼</b> to choose <b>WLAN Enable</b> and press <b>OK</b>. Press <b>▲</b> or <b>▼</b> to choose <b>On</b> and press <b>OK</b>. Press <b>Stop/Exit</b>.</p>
TS-02	<p>The wireless access point/router cannot be detected.</p> <p>1. Check the following 4 points.</p> <ul style="list-style-type: none"><li>- Make sure that the wireless access point/router is powered on.</li><li>- Move your machine to an obstruction-free area, or closer to the wireless access point/router.</li><li>- Temporarily place your machine within about one metre from the wireless access point when you are configuring the wireless settings.</li><li>- If your wireless access point/router is using MAC address filtering, confirm the MAC address of the Brother machine is allowed in the filter.</li></ul> <p>2. If you manually entered the SSID and security information (SSID/authentication method/encryption method/Network Key), the information may be incorrect. Reconfirm the SSID and security information and reenter the correct information as necessary.</p> <p>See <i>How can I find the wireless security information (SSID and Network Key)</i> on page 21 to confirm.</p>





TS-04	<p>The Authentication/Encryption methods used by the selected wireless access point/router are not supported by your machine.</p> <p>For infrastructure mode, change the authentication and encryption methods of the wireless access point/router. Your machine supports the following authentication methods:</p> <table border="1" data-bbox="416 394 1177 658"> <thead> <tr> <th>authentication method</th><th>encryption method</th></tr> </thead> <tbody> <tr> <td rowspan="2">WPA-Personal</td><td>TKIP</td></tr> <tr> <td>AES</td></tr> <tr> <td>WPA2-Personal</td><td>AES</td></tr> <tr> <td rowspan="2">Open</td><td>WEP</td></tr> <tr> <td>None (without encryption)</td></tr> <tr> <td>Shared key</td><td>WEP</td></tr> </tbody> </table> <p>If your problem is not solved, the SSID or network settings you entered may be incorrect. Reconfirm the wireless network settings.</p> <p>See <i>How can I find the wireless security information (SSID and Network Key)</i> on page 21 to confirm.</p> <p>For ad-hoc mode, change the authentication and encryption methods of your computer for the wireless setting. Your machine supports Open authentication method only, with optional WEP encryption.</p>	authentication method	encryption method	WPA-Personal	TKIP	AES	WPA2-Personal	AES	Open	WEP	None (without encryption)	Shared key	WEP
authentication method	encryption method												
WPA-Personal	TKIP												
	AES												
WPA2-Personal	AES												
Open	WEP												
	None (without encryption)												
Shared key	WEP												
TS-05	<p>The security information (SSID/Network Key) is incorrect. Reconfirm the SSID and security information (Network Key). If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.</p> <p>See <i>How can I find the wireless security information (SSID and Network Key)</i> on page 21 to confirm.</p>												
TS-06	<p>The wireless security information (Authentication method/Encryption method/Network Key) is incorrect. Reconfirm the wireless security information (Authentication method/Encryption method/Network Key) in the table of TS-04. If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.</p> <p>See <i>How can I find the wireless security information (SSID and Network Key)</i> on page 21 to confirm.</p>												
TS-07	<p>The machine cannot detect a wireless access point/router that has WPS or AOSS™ enabled.</p> <p>If you would like to configure your wireless settings using WPS or AOSS™, you must operate both your machine and the wireless access point/router. Confirm your wireless access point/router supports WPS or AOSS™ and try starting again.</p> <p>If you do not know how to operate your wireless access point/router using WPS or AOSS™ see the documentation provided with your wireless access point/router, ask the manufacturer of your wireless access point/router or ask your network administrator.</p> 												
TS-08	<p>Two or more wireless access points that have WPS or AOSS™ enabled are detected.</p> <ul style="list-style-type: none"> <li>- Confirm that only one wireless access point/router within range has the WPS or AOSS™ method active and try again.</li> <li>- Try starting again after a few minutes in order to avoid interference from other access points.</li> </ul>												





## Install the drivers & software

(Windows® 2000 Professional/XP/XP Professional x64 Edition/  
Windows Vista®/Windows® 7)

### 18

#### Before you install

- a** Make sure that your computer is ON and you are logged on with Administrator rights.

#### ! IMPORTANT

- For the latest drivers and information, visit <http://solutions.brother.com/>
- If there are any programs running, close them.
- The screens may differ depending on your operating system.

### 19

#### Install MFL-Pro Suite

- a** Put the supplied installation CD-ROM into your CD-ROM drive. If the model name screen appears, choose your machine. If the language screen appears, choose your language.

#### Note

If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

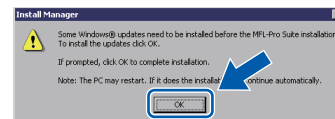
#### b

The CD-ROM Top Menu will appear. Click **Install MFL-Pro Suite** and click **Yes** if you accept the license agreements. Follow the on-screen instructions.



#### Note

- If this screen appears, click **OK** and restart your computer.

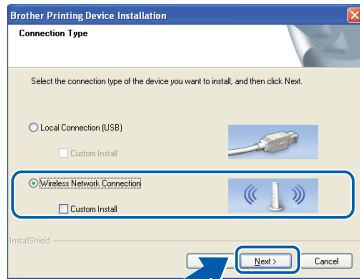


- If the installation does not continue automatically, open the top menu again by ejecting and then reinserting the CD-ROM or double-click the **start.exe** program from the root folder, and continue from **b** to install MFL-Pro Suite.
- For Windows Vista® and Windows® 7, when the **User Account Control** screen appears, click **Allow** or **Yes**.

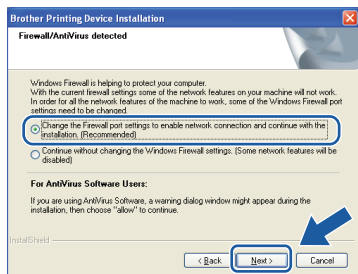




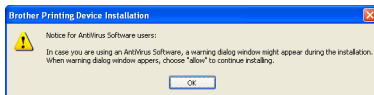
- C** Choose **Wireless Network Connection**, and then click **Next**.



- d** When this screen appears, choose **Change the Firewall port settings to enable network connection and continue with the installation. (Recommended)** and click **Next**. (Not for Windows® 2000 users)



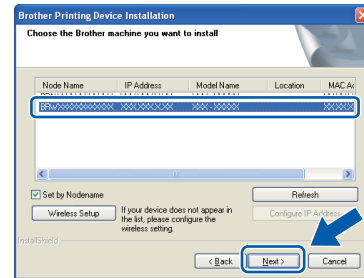
If you are using a firewall other than Windows® Firewall or Windows® Firewall is off, this screen may appear.



See the instructions provided with your firewall software for information on how to add the following network ports.

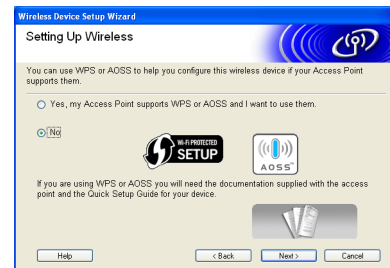
- For network scanning, add UDP port 54925.
- For network PC-Fax receiving, add UDP port 54926.
- If you still have trouble with your network connection, add UDP port 137.

- e** Choose your machine from the list, and then click **Next**.



## Note

- If your wireless settings fail, the **Wireless Device Setup Wizard** will appear during the installation of **MFL-Pro Suite**. Confirm your settings by following the on-screen instructions. If you encounter this failure, go to **step 16-a** on page 18 and setup the wireless connection again.



- If you are using **WEP** and the **LCD** displayed **Connected** but your machine is not found, make sure you entered the **WEP** key correctly. The **WEP** key is case sensitive.





- f** The installation of the Brother drivers will automatically start. The installation screens appear one after another.

## ! IMPORTANT

**DO NOT cancel any of the screens during the installation. It may take a few seconds for all screens to appear.**

## Note

For Windows Vista® and Windows® 7, when the **Windows Security** screen appears, click the check box and click **Install** to complete the installation correctly.

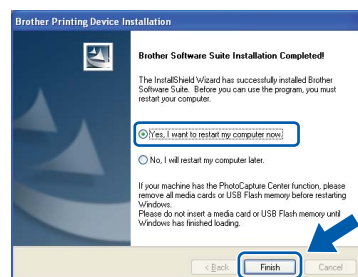
- g** When the **User's Guides** screen is displayed, click **View Manuals on the Web** if you want to download the manuals and follow the on-screen instructions. You can also view the manuals on the documentation CD-ROM.

- h** When the **On-Line Registration** screen is displayed, make your selection and follow the on-screen instructions.

- i** If you do not want to set your machine as the Default printer, uncheck **Set as Default Printer**.

## 20 Finish and restart

- a** Click **Finish** to restart your computer. After restarting the computer, you must be logged on with Administrator rights.



## Note

- If an error message appears during the software installation, run the **Installation Diagnostics** located in **start/All Programs/Brother/MFC-JXXX** (where MFC-JXXX is your model name).
- Depending on your security settings, a Windows Security or antivirus software window may appear when using the machine or its software. Please allow or permit the window to continue.

- b** In the **Check for Firmware Updates** screen, choose the firmware update setting you want and click **OK**.

## Note

Internet access is required for the firmware update.





## 21 Install MFL-Pro Suite on additional computers (if needed)

If you want to use your machine with multiple computers on the network, install MFL-Pro Suite on each computer. Go to step **18** on page 23.

### Note

#### **Network license (Windows®) (MFC-J415W only)**

*This product includes a PC license for up to 2 Users. This license supports the installation of the MFL-Pro Suite including ScanSoft™ PaperPort™ 11SE on up to 2 PCs on the network. If you want to use more than 2 PCs with ScanSoft™ PaperPort™ 11SE installed, please purchase the Brother NL-5 pack which is a multiple PC license agreement pack for up to 5 additional users. To purchase the NL-5 pack, contact your authorized Brother dealer or contact Brother customer service.*

## Finish

The installation is now complete.

Now go to

Proceed to Install Optional Applications on page 29.

### Note

- If you specify an IP Address for the machine, you must set the Boot Method to Static by using the control panel. For more information, see the Network User's Guide on the documentation CD-ROM.
- **XML Paper Specification Printer Driver**  
The XML Paper Specification Printer Driver is the most suitable driver when printing from applications that use the XML Paper Specification documents. Please download the latest driver by accessing the Brother Solutions Center at <http://solutions.brother.com/>





## Install the drivers & software (Mac OS X 10.4.11, 10.5.x, 10.6.x)

### 18 Before you install

- a** Make sure your machine is connected to the power and your Macintosh is ON. You must be logged on with Administrator rights.

#### ! IMPORTANT

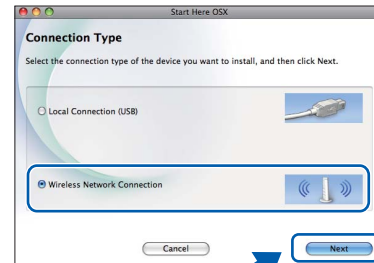
- For the latest drivers and information on the Mac OS X you are using, visit <http://solutions.brother.com/>
- For Mac OS X 10.4.0 to 10.4.10 users, upgrade to Mac OS X 10.4.11 - 10.6.x.

### 19 Install MFL-Pro Suite

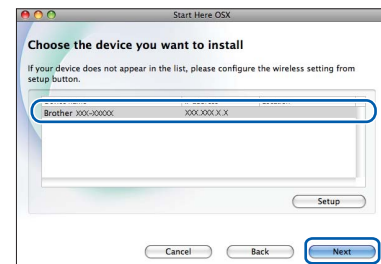
- a** Put the supplied installation CD-ROM into your CD-ROM drive.
- b** Double-click the **Start Here OSX** icon to install.



- c** Choose **Wireless Network Connection**, and then click **Next**.



- d** The Brother software will search for the Brother device in your wireless network. If the machine is configured for your network, choose the device you want to install, and then click **Next**.



#### Note

If your wireless settings fail, the **Wireless Device Setup Wizard** will appear during the installation of MFL-Pro Suite. Confirm your settings by following the on-screen instructions. If you encounter this failure, go to step **16-a** on page 18 and setup the wireless connection again.

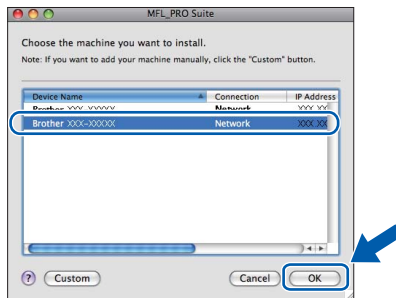






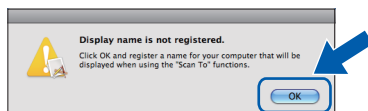
- e** Please wait, it will take a few seconds for the software to install. After the installation, this window will appear.

Choose your machine from the list, and then click **OK**.

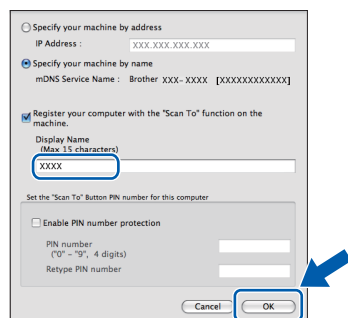


### Note

If this screen appears click **OK**.

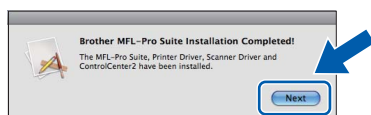


Enter a name for your Macintosh in **Display Name** up to 15 characters long and click **OK**. Go to **f**.



The name you enter will appear on the machine's LCD when you press the **SCAN** key and choose a scan option. (For more information, see Network Scanning (For models with built-in network support) in the Software User's Guide on the documentation CD-ROM.)

- f** When this screen appears, click **Next**.



- g** When the **Brother Support** screen appears, click **Close** to finish the installation or go to step **20**.

## 20 Download and install Presto! PageManager (MFC-J415W only)

When Presto! PageManager is installed OCR capability is added to Brother ControlCenter2. You can easily scan, share and organize photos and documents using Presto! PageManager.

- a** Click the **Presto! PageManager** icon to go to the Presto! PageManager download site, and follow the on-screen instructions.



## 21 Install MFL-Pro Suite on additional computers (if needed)

If you want to use your machine with multiple computers on the network, install MFL-Pro Suite on each computer. Go to step **18** on page 27.

# Finish

The installation is now complete.

### Note

- If you specify an IP Address for the machine, you must set the Boot Method to Static by using the control panel. For more information, see the Network User's Guide on the documentation CD-ROM.
- To use Image Capture on Mac OS X 10.6.x, please install the CUPS Printer Driver, which can be downloaded from the Brother Solutions Center (<http://solutions.brother.com/>).



## 1

### Install FaceFilter Studio/BookScan & Whiteboard Suite supported by Reallusion, Inc

**FaceFilter Studio** is an easy-to-use borderless photo printing application. FaceFilter Studio also lets you edit your photo data and add photo effects such as red eye reduction or skin tone enhancement. The **BookScan Enhancer** software can correct your scanned book images automatically. The **Whiteboard Enhancer** software cleans up and enhances text and images from photos taken of your whiteboard.

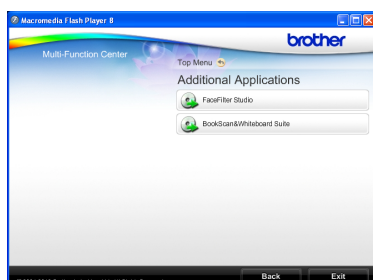
#### ! IMPORTANT

- The machine must be ON and connected to the computer.
- The computer must be connected to the Internet.
- Make sure you are logged on with Administrator rights.
- This application is not available for Windows Server® 2003/2008 series.

- Open the top menu again by ejecting and then reinserting the installation CD-ROM or by double-clicking the **start.exe** program from the root folder.
- The CD-ROM Top Menu will appear. Choose your language and then click **Additional Applications**.



- Click the button for the application you want to install.




- Go back to the Additional Applications screen to install more applications.

## 2

### Install FaceFilter Studio Help

To get instructions on how to use FaceFilter Studio, download and install FaceFilter Studio Help.

- To run FaceFilter Studio, go to **start/All Programs/Reallusion/FaceFilter Studio** on your computer.
- Click the  button on the upper right corner of the screen.
- Click **Check for updates** to go to the Reallusion update web page.



- Click the **Download** button and choose a folder to save the file in.
- Close FaceFilter Studio before you start the installer for FaceFilter Studio Help. Double-click the downloaded file from the folder you specified and follow the on-screen instructions for installation.

#### Note

To view the complete FaceFilter Studio Help, choose **start/All Programs/Reallusion/FaceFilter Studio/FaceFilter Studio Help** on your computer.



## Restore the network settings to factory default

To restore all network settings of the internal Print/Scan server to factory default, please follow the steps below.

- a** Make sure the machine is not operating.
- b** Press **Menu**.
- c** Press **▲** or **▼** to choose **Network**.  
Press **OK**.
- d** Press **▲** or **▼** to choose **Network Reset**.  
Press **OK**.
- e** Press **1** to choose **Yes**.
- f** Press **1** to choose **Yes**.
- g** The machine will restart, and the reset is complete.

## Entering Text for Wireless Settings

Most number keys have three or four letters printed on them. The keys for **0**, **#** and **\*** do not have printed letters because they are used for special characters.

By pressing the correct number key repeatedly, you can access the character you want.

### For configuring wireless network settings

Press Key	One time	Two times	Three times	Four times	Five times	Six times	Seven times	Eight times
2	a	b	c	A	B	C	2	a
3	d	e	f	D	E	F	3	d
4	g	h	i	G	H	I	4	g
5	j	k	l	J	K	L	5	j
6	m	n	o	M	N	O	6	m
7	p	q	r	s	P	Q	R	S
8	t	u	v	T	U	V	8	t
9	w	x	y	z	W	X	Y	Z

### Putting spaces

To enter a space in a name, press **►** twice between characters.

### Making corrections

If you entered a letter incorrectly and want to change it, press **◀** or **►** to move the cursor under the incorrect character, press **Clear**. Re-enter the correct character. You can also back up and insert letters.

### Repeating letters

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

### Special characters and symbols

Press **\***, **#** or **0** repeatedly until you see the special character or symbol you want.

Press **\*** for (space) ! " # \$ % & ' ( ) \* + , - . /

Press **#** for : ; < = > ? @ [ ] ^ \_

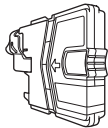
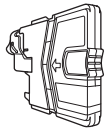
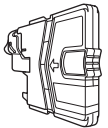
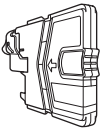
Press **0** for 0 \ { | } ~



## Replacement consumables

When the time comes to replace ink cartridges, an error message will be indicated on the LCD. For more information about the ink cartridges for your machine, visit <http://www.brother.com/original/> or contact your local Brother re-seller.

### Ink cartridge

Black	Yellow	Cyan	Magenta
LC985BK	LC985Y	LC985C	LC985M
			

#### What is Innobella™?

Innobella™ is a range of genuine consumables offered by Brother. The name “Innobella™” derives from the words “Innovation” and “Bella” (meaning “Beautiful” in Italian) and is a representation of the “innovative” technology providing you with “beautiful” and “long lasting” print results.



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