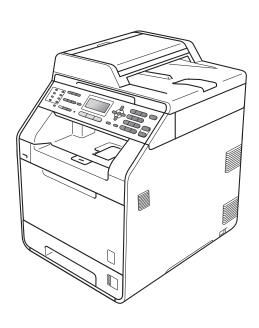


# BASIC USER'S GUIDE



MFC-9460CDN MFC-9465CDN

Not all models are available in all countries.

## If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-9460CDN and MFC-9465CDN (Circle your model number)

Serial Number: <sup>1</sup>

Date of Purchase:

Place of Purchase:

The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

http://www.brother.com/registration/

# User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
Safety and Legal	Please read the Safety Instructions before you set up your machine.	Printed / In the box
Quick Setup Guide  Read this Guide first. Follow the instead for setting up your machine and in the drivers and software for the op system and connection type you a		Printed / In the box
Basic User's Guide  Learn the basic Fax, Copy, Scan and Direct Print operations and how to replace consumables. See troubleshooting tips.		Printed / In the box  For HUN/BUL/ROM/POL/SVK/CZE: PDF file / Documentation CD-ROM / In the box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / Documentation CD-ROM / In the box
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup, PC-Fax, and using the Brother ControlCenter utility.	PDF file / Documentation CD-ROM / In the box
Network Glossary	This Guide provides basic information about advanced network features of Brother machines along with general networking and common terms.	PDF file / Documentation CD-ROM / In the box
Network User's Guide	This Guide provides useful information of wired and wireless network settings and security settings using Brother machine. You can also find supported protocol information for your machine and the detailed troubleshooting tips.	PDF file / Documentation CD-ROM / In the box

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# Table of Contents (ADVANCED USER'S GUIDE)

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You can view the Advanced User's Guide on the Documentation CD-ROM.

#### 1 General Setup

Memory storage

Automatic daylight savings time

Ecology features

LCD Contrast

Mode Timer

#### 2 Security features

Secure Function Lock 2.0

Setting Lock

Restricting dialling

#### 3 Sending a fax

Additional sending options

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#### 7 Making copies

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#### A Routine maintenance

Cleaning and checking the machine

Replacing periodic maintenance parts

Packing and shipping the machine

#### **B** Options

Optional paper tray (LT-300CL)

Memory board

#### C Glossary

#### D Index

# Gen

# **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 style identifies keys on the

machine control panel or

computer screen.

Italics Italicized style emphasizes an

important point or refers you to

a related topic.

Courier New Courier New font identifies the messages shown on the LCD

of the machine.

## WARNING

<u>WARNING</u> indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

## **A** CAUTION

<u>CAUTION</u> indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

### • IMPORTANT

<u>IMPORTANT</u> indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.



Electrical Hazard icons alert you to a possible electrical shock.



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



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

# Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features Fax, Copy, Printer, Scanner, PC-Fax and Network. When you are ready to learn detailed information about these operations, read the Advanced User's Guide, Software User's Guide, Network Glossary and Network User's Guide that are on the Documentation CD-ROM.

## **Viewing Documentation**

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



(Windows<sup>®</sup> users) If the screen does not appear automatically, go to **My Computer** (**Computer**), double-click the CD-ROM icon, and then double-click **index.html**.

(Macintosh users) Double-click the Documentation CD-ROM icon, and then double-click index.html.

3 Click your country.



Point to your language, point to **View Guide**, and then click the guide you want to read.







- (Windows<sup>®</sup> users only) Your web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click Allow Blocked Content, then click Yes in the Security Warning dialog box.
- (Windows<sup>®</sup> users only) <sup>1</sup> For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click Copy to local disk.
  - Microsoft<sup>®</sup> Internet Explorer<sup>®</sup> 6.0 or greater.

#### **How to find Scanning instructions**

There are several ways you can scan documents. You can find the instructions as follows:

#### Software User's Guide

- Scanning
- ControlCenter
- Network Scanning

# ScanSoft™ PaperPort™12SE with OCR How-to-Guides

#### (Windows®)

■ The complete ScanSoft<sup>™</sup> PaperPort<sup>™</sup>12SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft<sup>™</sup> PaperPort<sup>™</sup>12SE application.

# Presto! PageManager User's Guide (Macintosh)



Presto! PageManager must be downloaded and installed before use. See Accessing Brother Support (Macintosh) on page 4 for further instructions.

■ The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

#### How to find Network setup instructions

Your machine can be connected to a wired network. You can find basic setup instructions in the *Quick Setup Guide*. For more information about network setup please see the *Network User's Guide* on the Documentation CD-ROM.

# Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installation CD-ROM.

Click Brother Support on the main menu. The following screen will appear:



- To access our website (<u>http://www.brother.com/</u>), click **Brother Home Page**.
- For the latest news and product support information (http://solutions.brother.com/), click
   Brother Solutions Center.
- To visit our website for original Brother Supplies (http://www.brother.com/original/), click Supplies Information.
- To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click

#### **Brother CreativeCenter.**

To return to the main page, click Back or if you have finished, click Exit.

# Accessing Brother Support (Macintosh)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installation CD-ROM.

Double-click the Brother Support icon. The following screen will appear:

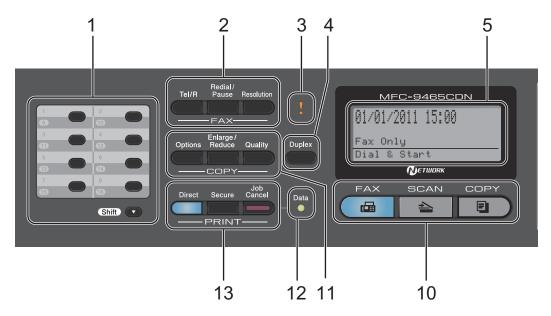


- To download and install Presto! PageManager, click Presto! PageManager.
- To register your machine from the Brother Product Register Page (<a href="http://www.brother.com/registration/">http://www.brother.com/registration/</a>), click On-Line Registration.
- For the latest news and product support information (<a href="http://solutions.brother.com/">http://solutions.brother.com/</a>), click Brother Solutions Center.
- To visit our website for original Brother Supplies (<a href="http://www.brother.com/original/">http://www.brother.com/original/</a>), click Supplies Information.

1

# **Control panel overview**

MFC-9460CDN and MFC-9465CDN have the same keys. The illustration is based on the MFC-9465CDN.



#### 1 One Touch keys

These 8 keys give you instant access to 16 previously stored numbers.

#### Shift

Lets you access One Touch numbers 9 to 16 when held down.

#### 2 FAX keys:

#### Tel/R

This key is used to have a telephone conversation after picking up the external handset during the F/T fast double-ring.

When connected to a PBX, you can use this key to gain access to an outside line, to recall an operator, or to transfer a call to another extension.

#### Redial/Pause

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

#### Resolution

Sets the resolution when sending a fax.

#### 3 Error LED

Blinks in orange when the LCD displays an error or an important status message.

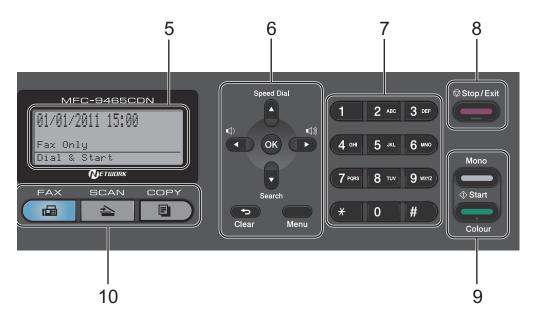
#### 4 Duplex

You can choose Duplex to copy on both sides of the paper.

(MFC-9465CDN) Also, this key enables automatic 2-sided (Duplex) fax sending when the machine is in Fax mode.

#### 5 LCD

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



#### 6 Clear

Deletes entered data or lets you cancel the current setting.

#### Menu

Lets you access the Menu to program your settings in this machine.

#### Λĸ

Lets you store your settings in the machine.

#### Volume keys:

Press to scroll backwards or forwards through menu selections. Press to change the volume when in fax or standby mode.

#### **▲** or **▼**

Press to scroll through the menus and options.

#### Speed Dial

#### ▲

Lets you access speed dial numbers directly.

#### Search

#### •

Lets you look up numbers that are stored in memory.

#### 7 Dial pad

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

The # key temporarily switches the dialling mode from Pulse to Tone during a telephone call.

#### 8 Stop/Exit

Stops an operation or exits from a menu.

#### 9 Start:

#### Colour

Lets you start sending faxes or making copies in full colour.

#### Mono

Lets you start sending faxes or making copies in black & white.

#### 10 Mode keys:

Puts the machine in Fax mode.

#### SCAN

Puts the machine in Scan mode.

#### OPY COPY

Puts the machine in Copy mode.

#### 11 COPY keys:

#### **Options**

You can quickly and easily choose temporary settings for copying.

#### Enlarge/Reduce

Reduces or enlarges copies.

#### Quality

Lets you change the quality for the next copy.

#### 12 Data LED

The LED will flash depending on the machine status.

#### 13 PRINT keys:

#### Direct

Lets you print data from a USB flash memory drive or a digital camera supporting mass storage directly to the machine.

(See Printing data from a USB Flash memory drive or digital camera supporting mass storage on page 49.)

#### Secure

You can print data saved in the memory when you enter your four-digit password. (For details about using the Secure key, see the *Software User's Guide*.)

When using Secure Function Lock, you can switch restricted users by holding down **Shift** as you press **Secure**. (See Secure Function Lock 2.0 in Chapter 2 of the Advanced User's Guide.)

#### **Job Cancel**

Cancels a programmed print job and clears it from the machine's memory. To cancel multiple print jobs, hold down this key until the LCD shows Job Cancel (All).

## **Data LED indications**

The **Data** LED (light emitting diode) will flash depending on the machine's status.



Machine Status	Description
Ready Mode	The machine is ready to print, in sleep mode, there is no print data, or the power switch is off.
Receiving Data	The machine is either receiving data from the computer, processing data in memory, or printing data.
Data Remaining in Memory	Print data remains in the machine memory.
	Ready Mode  Receiving Data  Data Remaining in

## Volume settings

## Ring volume

You can choose a range of ring volume levels, from High to Off.

While in Fax mode press <a>□</a> or <a>□</a> or <a>□</a> to adjust the volume level. The LCD will show the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the ring volume through the menu:

- 1 Press Menu, 1, 3, 1.
- Press A or V to choose Off, Low, Med or High.
  Press OK.
- 3 Press Stop/Exit.

## **Beeper volume**

When the beeper is on, the machine will beep when you press a key, make a mistake, or after you send or receive a fax. You can choose a range of volume levels, from High to Off.

- 1 Press Menu, 1, 3, 2.
- Press ▲ or ▼ to choose Off, Low, Med or High.

  Press OK
- 3 Press Stop/Exit.

## Speaker volume

You can choose a range of speaker volume levels, from High to Off.

- 1 Press Menu, 1, 3, 3.
- Press A or ▼ to choose Off, Low, Med or
  High.
  Press OK.
- 3 Press Stop/Exit.

# 2

# Loading paper

# Loading paper and print media

The machine can feed paper from the standard paper tray, optional lower tray or multi-purpose tray.

When you put paper into the paper tray, note the following:

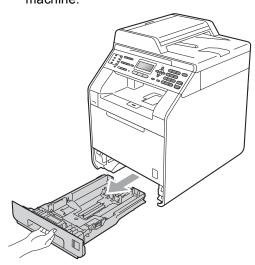
If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

# Loading paper in the standard paper tray

You can load up to 250 sheets for Tray 1 and 500 sheets for Tray 2. Paper can be loaded up to the maximum paper mark (▼ ▼ ▼) on the sliding paper with guide. (For recommended paper to use, see *Paper capacity of the paper trays* on page 23.)

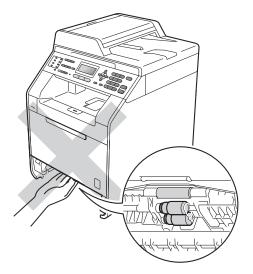
# Printing on plain paper, thin paper or recycled paper from the standard paper tray

Pull the paper tray completely out of the machine.

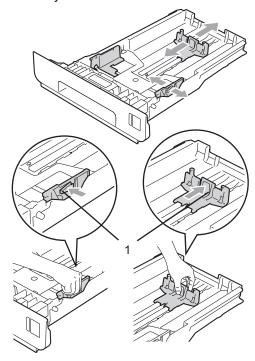


## **WARNING**

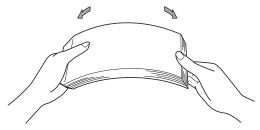
DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed.



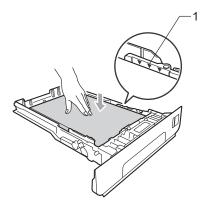
While pressing the green paper-guide release lever (1), slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.



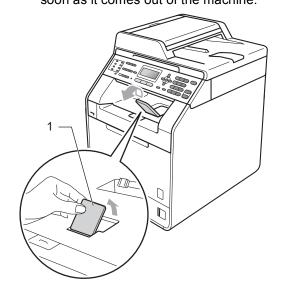
3 Fan the stack of paper well to avoid paper jams and misfeeds.



- 4 Put paper in the tray and make sure:
  - The paper is below the maximum paper mark (▼ ▼ ▼) (1).
    Over filling the paper tray will cause paper jams.
  - The side to be printed on must be face down.
  - The paper guides touch the sides of the paper so it will feed properly.



- 5 Put the paper tray firmly back in the machine. Make sure that it is completely inserted into the machine.
- 6 Lift up the support flap (1) to prevent paper from sliding off the *face down* output tray or remove each page as soon as it comes out of the machine.

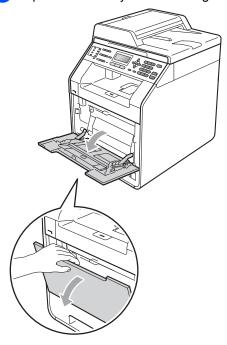


# Loading paper in the multi-purpose tray (MP tray)

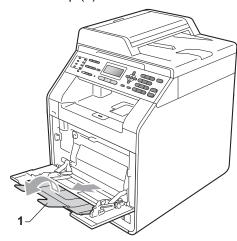
You can load up to 3 envelopes or special print media in the MP tray or up to 50 sheets of plain paper. Use this tray to print or copy on thick paper, bond paper, labels or envelopes. (For recommended paper to use, see *Paper capacity of the paper trays* on page 23.)

# Printing on plain paper, bond paper, labels or glossy paper from the MP tray

1 Open the MP tray and lower it gently.

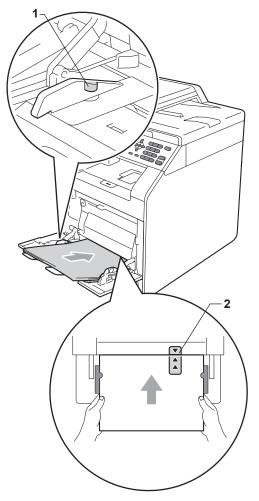


2 Pull out the MP tray support and unfold the flap (1).



#### Chapter 2

- 3 Put paper in the MP tray and make sure:
  - The paper stays under the maximum paper mark (1).
  - The top of paper edge is positioned between the arrows (2).
  - The side to be printed on must be face up with the leading edge (top of the paper) in first.





When you are using glossy paper, put only one sheet at a time in the MP tray to avoid a paper jam.

4 Lift up the support flap to prevent paper from sliding off the *face down* output tray, or remove each page as soon as it comes out of the machine.

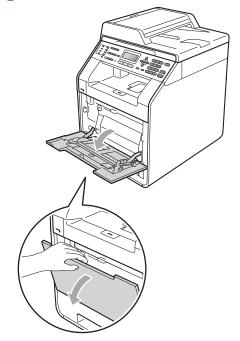


# Printing on envelopes and thick paper from the MP tray

Before loading, press the corners and sides of the envelopes to make them as flat as possible.



1 Open the MP tray and lower it gently.



Pull out the MP tray support and unfold the flap (1).

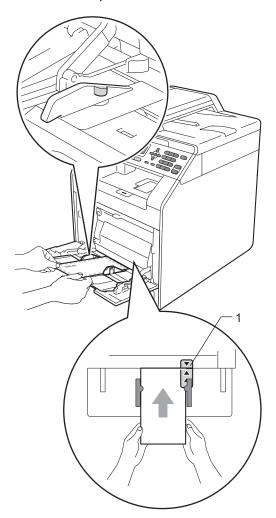


3 Lift up the support flap to prevent envelopes and thick sheets of paper from sliding off the *face down* output tray. If the support flap is closed you should remove each envelope as soon as it comes out of the machine.

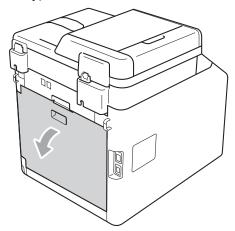


#### Chapter 2

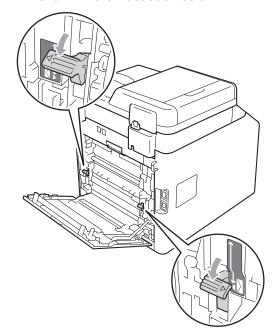
- Put up to 3 envelopes or up to 25 sheets of thick paper (163 g/m<sup>2</sup>) in the MP tray. If you add more envelopes or paper it may cause a jam. Make sure:
  - The top of envelope edge is positioned between the arrows (1).
  - The side to be printed on must be face up.



5 Open the back cover (Face up output tray).



6 Pull down the two grey levers, one on the left-hand side and one on the right-hand side, to the envelope position as shown in the illustration below.



- 7 Close the back cover.
- 8 Send the print data to the machine.

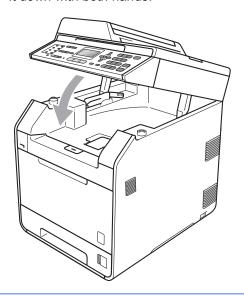
When you have finished printing, open the back cover and reset the two grey levers which were pulled down in step 6 back to their original positions.



- Remove each printed envelope immediately to prevent a paper jam.
- If your thick paper curls during printing, put only one sheet at a time in the MP tray and open the back cover (back output tray) to let the printed pages exit to the back output tray.
- To easily remove a small printout from the output tray, lift up the scanner by using both hands as shown in the illustration.

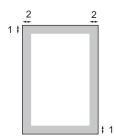


 You can still use the machine while the scanner is up. To close the scanner, push it down with both hands.



#### Unscannable area

The scannable area depends on the settings in the application you are using. The figures below show unscannable areas.



Usage	Document	Top (1)	Left (2)
	Size	Bottom (1)	Right (2)
Fax	Letter	4 mm	3.95 mm
	A4	4 mm	1 mm
Сору	Letter	4 mm	3.96 mm
	A4	4 mm	2 mm

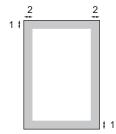


(For copies) This unprintable area shown above is for a single copy or a 1 in 1 copy using A4 size paper. The area that cannot be printed on will vary by paper size.

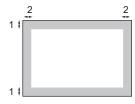
## Unprintable area when printing from a computer

When using the printer driver the printable area is smaller than the paper size. The figures below show unprintable areas.

#### **Portrait**



#### Landscape



	Windows <sup>®</sup> printer driver and Macintosh printer driver	
	BRScript printer driver for Windows <sup>®</sup> and Macintosh	
1	4.23 mm	
2	4.23 mm	



The area that cannot be printed on may vary depending on the paper size and the printer driver you are using. The unprintable area shown above is for A4 size paper.

# Paper settings

## **Paper Type**

Set up the machine for the type of paper you are using. This will give you the best print quality.

- 1 Do one of the following:
  - To set the paper type for the MP Tray press Menu, 1, 2, 1, 1.
  - To set the paper type for Tray#1 press Menu, 1, 2, 1, 2.
  - To set the paper type for Tray#2<sup>1</sup> press **Menu**, **1**, **2**, **1**, **3** if you installed the optional tray.
  - 1 Tray#2 appears only if the optional tray is installed.
- Press ▲ or ▼ to choose Thin, Plain, Thick, Thicker, Recycled Paper or Glossy Paper.
  Press OK.
- 3 Press Stop/Exit.



You can choose Glossy Paper for MP Tray.

### **Paper Size**

You can use ten sizes of paper for printing copies: A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 and Folio and four sizes for printing faxes: A4, Letter, Legal or Folio (8.5 in.  $\times$  13 in.).

When you change the size of paper in the tray, you will also need to change the setting for paper size at the same time so your machine can fit the document or an incoming fax on the page.

- 1 Do one of the following:
  - To set the paper size for the MP Tray press Menu, 1, 2, 2, 1.
  - To set the paper size for Tray#1 press Menu, 1, 2, 2, 2.
  - To set the paper size for Tray#2 1 press **Menu**, 1, 2, 2, 3 if you installed the optional tray.
  - 1 Tray#2 appears only if the optional tray is installed.
- Press ▲ or ▼ to choose A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6, Folio Or Any. Press OK.
- 3 Press Stop/Exit.



- The Any option appears only when you choose the MP tray.
- If you choose Any for the MP Tray Paper Size: You must choose MP Only for the Tray Use setting. You cannot use the Any Paper Size selection for the MP tray when making N in 1 copies. You must choose one of the other available Paper Size selections for the MP tray.
- A5 L and A6 size are not available for Tray#2.

### Tray Use in copy mode

You can change the priority tray that the machine will use for printing copies.

When you choose Tray#1 Only, MP Only or Tray#2 Only <sup>1</sup>, the machine pulls the paper only from that tray. If the selected tray is out of paper, No Paper will appear on the LCD. Insert the paper in the empty tray.

To change the tray setting follow the instructions below:

- 1 Press Menu, 1, 5, 1.
- Press A or ▼ to choose Tray#1 Only, Tray#2 Only <sup>1</sup>, MP Only, MP>T1>T2 <sup>1</sup> or T1>T2 <sup>1</sup>>MP. Press OK.
  - Tray#2 Only or T2 appears only if the optional tray is installed.
- 3 Press Stop/Exit.



- When loading the documents in the ADF and MP>T1>T2 or T1>T2>MP is selected, the machine looks for the tray with the most suitable paper and pulls paper from that tray. If no tray has suitable paper, the machine pulls paper from the higher priority tray.
- When using the scanner glass, your document is copied from the higher priority tray even if more suitable paper is in another paper tray.

### Tray Use in fax mode

You can change the default tray that the machine will use for printing received faxes.

When you choose Tray#1 Only, MP Only or Tray#2 Only <sup>1</sup>, the machine pulls the paper only from that tray. If the selected tray is out of paper, No Paper will appear on the LCD. Insert the paper in the empty tray.

When you choose T1>T2 <sup>1</sup>>MP, the machine pulls paper from Tray #1 until it is empty, then from Tray #2, and then from the MP tray.

When you choose MP>T1>T2  $^{1}$ , the machine pulls paper from the MP tray until it is empty, then from Tray #1, and then from Tray #2.



- You can use four sizes of paper for printing faxes: A4, Letter, Legal or Folio. When a suitable size is not in any of the trays received faxes will be stored in the machine's memory and Size mismatch will appear on the LCD. (For details, see Error and maintenance messages on page 107.)
- If the tray is out of paper and received faxes are in the machine's memory,
   No Paper will appear on the LCD. Insert paper in the empty tray.
- 1 Press Menu, 1, 5, 2.
- Press A or V to choose Tray#1 Only,
   Tray#2 Only 1, MP Only,
   MP>T1>T2 1 or T1>T2 1>MP.
  - Press OK.
  - Tray#2 Only or T2 appears only if the optional tray is installed.
- 3 Press Stop/Exit.

## Tray Use in print mode

You can change the default tray the machine will use for printing from your computer.

- 1 Press Menu, 1, 5, 3.
- Press ▲ or ▼ to choose Tray#1 Only, Tray#2 Only <sup>1</sup>, MP Only, MP>T1>T2 <sup>1</sup> or T1>T2 <sup>1</sup>>MP. Press OK.
  - Tray#2 Only or T2 appears only if the optional tray is installed.
- 3 Press Stop/Exit.

# Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: thin paper, plain paper, thick paper, bond paper, recycled paper, glossy paper, labels or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

# Recommended paper and print media

Paper Type	Item
Plain paper	Xerox Premier TCF 80 g/m <sup>2</sup>
	Xerox Business 80 g/m <sup>2</sup>
Recycled Paper	Xerox Recycled Supreme
	80 g/m <sup>2</sup>
Labels	Avery laser label L7163
Envelope	Antalis River series (DL)
Glossy Paper	International Paper Rey
	Color Laser Gloss 140 g/m <sup>2</sup>
	A4

## Type and size of paper

The machine feeds paper from the installed standard paper tray, multi-purpose tray or optional lower tray.

# The name for the paper trays in the printer driver in this Guide are as follows:

Tray and optional unit	Name
Standard paper tray	Tray 1
Multi-purpose tray	MP Tray
Optional lower tray	Tray 2

### Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Paper Tray (Tray 1)	A4, Letter, Legal, B5, Executive, A5, A5 (Long Edge), A6, B6, Folio <sup>1</sup>	Plain paper, Thin paper and Recycled paper	up to 250 [80 g/m <sup>2</sup> ]
Multi-purpose Tray (MP Tray)	Width: 69.8 to 216 mm Length: 116 to 406.4 mm	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes, Labels and Glossy paper.	50 sheets [80 g/m <sup>2</sup> ] 3 Envelopes 1 Glossy paper
Optional lower Tray (Tray 2)	A4, Letter, Legal, B5, Executive, A5, B6, Folio <sup>1</sup>	Plain paper, Thin paper and Recycled paper	up to 500 [80 g/m <sup>2</sup> ]

 $<sup>^{1}</sup>$  Folio size is 8.5 in.  $\times$  13 in. (215.9 mm x 330.2 mm)

### **Recommended paper specifications**

The following paper specifications are suitable for this machine.

Basis weight	75-90 g/m <sup>2</sup>
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm <sup>3</sup> /100
Grain direction	Long grain
Volume resistivity	10e <sup>9</sup> -10e <sup>11</sup> ohm
Surface resistivity	10e <sup>9</sup> -10e <sup>12</sup> ohm-cm
Filler	CaCO <sub>3</sub> (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use paper made for plain paper copying.
- Use paper that is 75 to 90 g/m<sup>2</sup>.
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

# Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the temperature of the machine's fusing process 392 degrees Fahrenheit (200 degrees centigrade).
- If you use bond paper, paper having a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.
- When you are using glossy paper, put only one sheet at a time in the MP tray to avoid a paper jam.

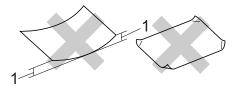
#### Types of paper to avoid

## IMPORTANT

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- · that is highly textured
- · that is extremely smooth or shiny
- · that is curled or warped



- 1 A curl of 2 mm or greater may cause jams to occur.
- · that is coated or has a chemical finish
- · that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- · that is designed for inkjet printing

If you use any of the types of paper listed, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.

#### **Envelopes**

Most envelopes designed for laser printers will be suitable for your machine. However, some envelopes may have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds and the leading edge should not be thicker than two sheets of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

We recommend that you print a test envelope to make sure the print results are what you want

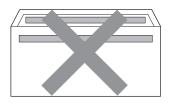
#### Types of envelopes to avoid

## IMPORTANT

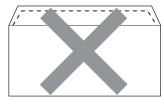
DO NOT use envelopes:

- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- · with self-adhesive closures
- that are of a baggy construction
- · that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser machine
- · that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square

- with windows, holes, cut-outs or perforations
- with glue on surface as shown in figure below



with double flaps as shown in figure below



- with sealing flaps that are not folded down when purchased
- with sealing flaps as shown in figure below



with each side folded as shown in figure below



If you use any of the types of envelopes listed above, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

#### Labels

The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 392 degrees Fahrenheit (200 degrees centigrade) for a period of 0.1 seconds.

#### Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.









## IMPORTANT

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print correctly and may cause damage to your machine.
- DO NOT reuse or insert labels that have previously been used or are missing a few labels on the sheet.

# 3

# **Loading documents**

# How to load documents

You can send a fax, make copies, and scan from the ADF (Automatic Document Feeder) and the scanner glass.

# Using the automatic document feeder (ADF)

The ADF can hold up to 35 pages and feeds each sheet individually. Use standard 80 g/m<sup>2</sup> paper and always fan the pages before putting them in the ADF.

#### **Document Sizes Supported**

Length:	147.3 to 356.0 mm
Width:	147.3 to 215.9 mm
Weight:	64 to 90 g/m <sup>2</sup>

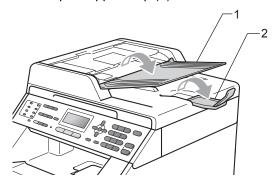
#### How to load documents

## ! IMPORTANT

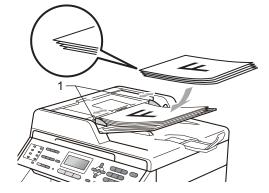
- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paperclipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

## Note

- To scan documents that are not suitable for the ADF, see *Using the scanner glass* on page 28.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.
- 1 Unfold the ADF document support (1). Lift up and unfold the ADF document output support flap (2).



- Pan the pages well.
- 3 Place your document face up top edge first, in the ADF until the LCD display message changes and you feel it touch the feed rollers.
- 4 Adjust the paper guides (1) to fit the width of your document.



## **!** IMPORTANT

- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.
- To scan non-standard documents, see *Using the scanner glass* on page 28.

## Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book one page at a time.

#### **Document Sizes Supported**

Length:	Up to 297.0 mm
Width:	Up to 215.9 mm
Weight:	Up to 2.0 kg

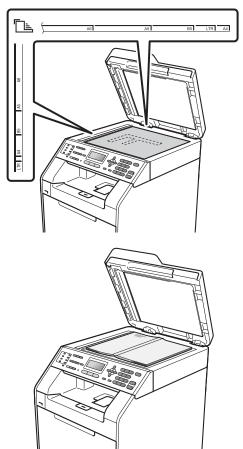
#### How to load documents



To use the scanner glass, the ADF must be empty.

1 Lift the document cover.

Using the document guidelines on the left and top, place the document face down in the upper left corner of the scanner glass.



3 Close the document cover.

## IMPORTANT

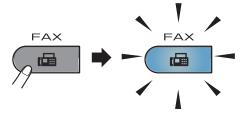
If the document is a book or is thick do not slam the cover or press on it.

## 4 Sending a fax

#### How to send a fax

The following steps show how to send a fax.

1 When you want to send a fax, or change fax send or receive settings, press the (FAX) key to illuminate it in blue.



■ The LCD shows:



- 2 Do one of the following to load your document:
  - Place the document face up in the ADF. (See Using the automatic document feeder (ADF) on page 27.)
  - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 28.)



To send colour faxes with multiple pages use the ADF.

3 Set the scanner glass size, fax resolution or contrast if you want to change them.

For more advanced fax sending operations and settings, see *Sending a fax* in *Chapter 3* of the *Advanced User's Guide*:

- Broadcast
- Duplex Scan (2-sided fax layout) (MFC-9465CDN)
- Delayed Fax
- Batch TX
- Real Time TX
- Polled TX
- Overseas Mode
- Fax Resolution
- Contrast
- Coverpg Setup (Coverpage Setup)
- Coverpage Note
- 4 (MFC-9465CDN) Choose one of the options below:
  - If you want to send a single-sided document, go to Step 6.
  - If you want to send a 2-sided document, press **Duplex**.



- You can send 2-sided documents from the ADF.
- When the machine is ready to scan
   2-sided documents the LCD shows D for Duplex in the lower right corner.
- Enter the fax number using the dial pad (up to 20 digits), a One touch key or ▲ Speed Dial and enter three-digit number.

Press Mono Start or Colour Start.

#### Faxing from the ADF

■ The machine starts scanning the document.

#### Faxing from the scanner glass

If you press Mono Start, the machine starts scanning the first page.

Do one of the following:

- To send a single page, press 2 to choose No (Send) (or press Mono Start again). The machine starts sending the document.
- To send more than one page, press 1 to choose Yes and place the next page on the scanner glass. Press OK. The machine starts scanning the page. (Repeat this step for each additional page.)
- If you press Colour Start, the machine starts sending the document.



To cancel, press Stop/Exit.

## Faxing Letter size documents from the scanner glass

When faxing Letter size documents, you will need to set the scan glass size to Letter; otherwise, a portion of your faxes will be missing.

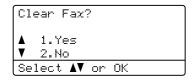
- 1 Make sure you are in Fax mode 📠.
- Press Menu, 1, 8, 1.
- Press ▲ or ▼ to choose Letter.
  Press OK.
- 4 Press Stop/Exit.

#### Colour fax transmission

Your machine can send a colour fax to machines that support this feature. Colour faxes cannot be stored in the machine's memory. When you send a colour fax, the machine will send it in real time (even if Real Time TX is set to Off).

#### Cancelling a fax in progress

Press **Stop/Exit** to cancel the fax. If you press **Stop/Exit** while the machine is dialling or sending, the LCD will show as below:



Press 1 to cancel the fax.

## Transmission verification report

You can use the Transmission Verification Report as proof that you sent a fax. (For details about how to set up the type of report you want, see *Transmission Verification Report* in *Chapter 6* of the *Advanced User's Guide*.) This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- On: Prints a report after every fax you send.
- On+Image: Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- Off: Prints a report if your fax is unsuccessful due to a transmission error. Off is the default setting.
- Off+Image: Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.
- 1 Press Menu, 2, 4, 1.
- Press ▲ or ▼ to choose On, On+Image, Off or Off+Image.

  Press OK.

#### Chapter 4

#### 3 Press Stop/Exit.



- If you choose On+Image or Off+Image, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (See Real Time Transmission in Chapter 3 of the Advanced User's Guide.)
- If your transmission is successful, OK will appear next to RESULT on the Transmission Verification Report. If transmission is not successful, ERROR will appear next to RESULT.

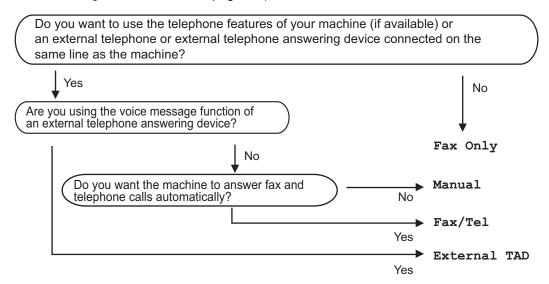
### Receiving a fax

#### Receive modes

You must choose a receive mode depending on the external devices and telephone services you have on your line.

#### Choosing the receive mode

By default, your machine will automatically receive any faxes that are sent to it. The diagrams below will help you choose the correct mode. (For more detailed information about the receive modes, see *Using receive modes* on page 34.)



To set the receive mode follow the instructions below.

- 1 Press Menu, 0, 1.
- Press ▲ or ▼ to choose the receive mode. Press OK.
- 3 Press Stop/Exit.

The LCD will display the current receive mode.

#### Using receive modes

Some receive modes answer automatically (Fax Only and Fax/Tel). You may want to change the Ring Delay before using these modes. (See *Ring Delay* on page 35.)

#### Fax Only

Fax Only mode will automatically answer every call as a fax.

#### 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 35 and *Ring Delay* on page 35.)

#### Manual

Manual mode turns off all automatic answering functions.

To receive a fax in Manual mode lift the handset of the external telephone. When you hear fax tones (short repeating beeps), press **Mono Start** or **Colour Start**, and then press **2** to receive a fax. You can also use the Fax Detect feature to receive faxes by lifting a handset on the same line as the machine.

(Also see Fax Detect on page 36.)

#### **External TAD**

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be dealt with in 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 on page 38.)

#### **Receive Mode settings**

#### Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in Fax Only and Fax/Tel modes.

If you have external or extension telephones on the same line as the machine, choose the maximum number of rings. (See *Operation from external or extension telephones* on page 40 and *Fax Detect* on page 36.)

- 1 Make sure you are in Fax mode 🖼
- Press Menu, 2, 1, 1.
- 3 Press ▲ or ▼ to choose how many times the line rings before the machine answers.
  Press OK.
- Press Stop/Exit.

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

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T ring it means that you have a voice caller on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using Remote Codes* on page 40.)

- 1 Make sure you are in Fax mode 🖼
- Press Menu, 2, 1, 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.
- 4 Press Stop/Exit.

#### **Fax Detect**

#### If Fax Detect is On:

The machine can receive a fax automatically, even if you answer the call. When you see Receiving on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

#### If Fax Detect is Off:

If you are at the machine and answer a fax call first by lifting the external handset, then press **Mono Start** or **Colour Start**, and then press **2** to receive.

If you answered at an extension telephone press **\*51**. (See *Operation from external or extension telephones* on page 40.)



- If this feature is set to On, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code \*51.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to Off.
- 1 Make sure you are in Fax mode 👜
- 2 Press Menu, 2, 1, 3.
- 3 Press A or ▼ to choose on or off. Press OK.
- 4 Press Stop/Exit.

## Telephone and external devices

## Telephone line services

## Setting the telephone 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 Telephone Line Type accordingly by completing the following steps. If you are using a line that features a PBX, you can set your machine so that it always accesses the outside line (using the prefix you entered), or accesses the outside line when Tel/R is pressed.

- 1 Press Menu, 0, 6.
- Press A or ▼ to choose PBX, ISDN (or Normal).
  Press OK.
- 3 Do one of the following:
  - If you chose ISDN or Normal, go to step ⑦.
  - If you chose PBX, go to step 4.
- 4 Do one of the following:
  - If you want to change the current prefix number, press 1 and go to step 5.
  - If you do not want to change the current prefix number, press 2 and go to step .
- 5 Enter the prefix number (up to 5 digits) on the dial pad.
  Press **OK**.



You can use the numbers 0 to 9, #, \* and !.

(Press Tel/R to display "!".)

- If you choose on, pressing Tel/R (the screen displays "!".) will let you access an outside line.
- If you choose Always, you can access an outside line without pressing Tel/R.
- 6 Press ▲ or ▼ to choose On or Always.
  Press OK.
- 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 Tel/R is pressed.

## Connecting an external TAD

You can connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will "listen" for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the display will show Telephone.

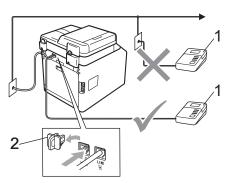
The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll saver feature on your external TAD if it needs more than four rings to activate it.



If you have problems receiving faxes, reduce the ring delay setting on your external TAD.

#### **Connections**

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



- 1 TAD
- 2 Protective Cap
- 1 Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
- 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 33.)

## Recording an outgoing message (OGM)

- 1 Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.
- 2 Limit your speaking to 20 seconds.
- 3 End your 20-second message by giving your Remote Activation code for people sending manual faxes. For example: "After the beep, leave a message or press \*51 and Start to send a fax."

#### Note

- You need to turn the Remote Codes setting to on to use the Fax Activation Code \*51. (See *Using Remote Codes* on page 40.)
- We recommend beginning your OGM with an initial 5 second silence because the machine cannot hear fax tones over a loud voice. You may try leaving out this pause, but if your machine has trouble receiving, then you should re-record the OGM to include it.

#### **Multi-line connections (PBX)**

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to Manual.

We cannot guarantee that your machine will operate properly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

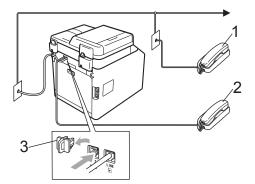
## **External and extension telephones**



You need to turn the Remote Codes setting to on to use the Remote Activation Code \*51 and Remote Deactivation Code #51. (See *Using Remote Codes* on page 40.)

## Connecting an external or extension telephone

You can connect a separate telephone directly to your machine as shown in the diagram below.



- 1 Extension telephone
- 2 External telephone
- 3 Protective Cap

When you are using an external telephone, the LCD shows Telephone.

## Operation from external or extension telephones

If you answer a fax call on an extension telephone, or an external telephone that is correctly connected to the machine through the T-piece connection, you can make your machine take the call by using the Remote Activation code. When you press the Remote Activation code \*51 the machine starts to receive the fax.

#### If you answer a call and no one is on the line:

You should assume that you' re receiving a manual fax.

Press **\*51** and wait for the chirp or until the LCD shows Receiving, and then hang up.



You can also use the Fax Detect feature to make your tactically take the call. (See Fax Detect on page 36.)

#### For Fax/Tel mode only

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

Lift the external telephone's handset, and then press **Tel/R** to answer.

If you are at an extension telephone, you will need to lift the handset during the F/T Ring Time and then press #51 between the fast 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 \*51.

## Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the telephone line cord (see page 39) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you will have to go to the machine so you can press **Tel/R** to transfer the call to the cordless handset.

#### **Using Remote Codes**

#### Remote Activation Code

If you answer a fax call on an external or extension telephone, you can tell your machine to receive it by pressing the Remote Activation Code \*51. Wait for the chirping sounds then replace the handset. (See *Fax Detect* on page 36.) Your caller will have to press start to send the fax.

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Mono Start** or **Colour Start**.

#### **Remote Deactivation Code**

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T (fast double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing #51 (make sure you press this *between* the rings).

If the machine answers a voice call and fast double-rings for you to take over, you can take the call at the external telephone by pressing **Tel/R**.

#### **Turning on the Remote Codes**

You need to turn the Remote Codes setting to on to use the Fax Receive Code and Telephone Answer Code.

- Press Menu 2, 1, 4.
- 3 Press ▲ or ▼ to choose on. Press **OK**.
- 4 If you do not want to change the Remote Activation Code, press **OK**.
- 5 If you do not want to change the Remote Deactivation Code, press **OK**.
- 6 Press Stop/Exit.

#### **Changing the Remote Codes**

The preset Remote Activation Code is **\*51**. The preset Remote Deactivation Code is **#51**. If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example **###** and 555.

- 2 Press Menu, 2, 1, 4.
- Press ▲ or ▼ to choose on or off.
  Press OK.
- 4 If you chose On in step 3, enter the new Remote Activation Code.
  Press OK.
- 5 Enter the new Remote Deactivation Code.
  Press **OK**.
- 6 Press Stop/Exit.

## Dialling and storing numbers

#### How to dial

You can dial in any of the following ways.

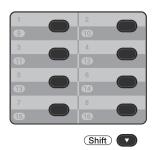
#### **Manual dialling**

Use the dial pad to enter all the digits of the telephone or fax number.



#### One Touch dialling

Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* on page 44.)



To dial One Touch numbers 9 to 16, hold down **Shift** as you press the One Touch key.

#### Speed dialling

Press **A Speed Dial** and enter the three digit Speed Dial number. (See *Storing Speed Dial numbers* on page 45.)







Three-digit number



If the LCD shows Register Now? when you enter a One Touch or a Speed Dial number, it means that a number is not stored there.

#### Search

You can search alphabetically for names you have stored in the One Touch and Speed Dial memories. (See *Storing One Touch Dial numbers* on page 44 and *Storing Speed Dial numbers* on page 45.)

- 1 Press ▼ Search.
- Press the dial pad key for the first few letters of the name. (Use the chart on Entering text on page 165 to help you enter letters.)

  Press **OK**.
- Press ▲ or ▼ to scroll until you find the name you are looking for. Press OK.
- 4 Press Mono Start or Colour Start.



- If you do not enter a letter and press OK in step ②, all registered names will appear.
   Press ▲ or ▼ to scroll until you find the name you are looking for.
- If the LCD shows No Contact Found when you enter the first few letters of the name, it means that a name for the letter is not stored.

#### Fax redial

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.

If you are sending a fax manually and the line is busy, press **Redial/Pause**, wait for the other fax machine to answer, 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.

#### Storing numbers

You can set up your machine to do the following types of easy dialling: One Touch, Speed Dial and Groups for Broadcasting faxes. You can also specify the default resolution for each One Touch and Speed Dial number. When you dial a quick dial number, the LCD shows the name, if you stored it, or the number. A scan profile can also be stored along with the fax number.

If you lose electrical power, the quick dial numbers stored in the memory will not be lost.

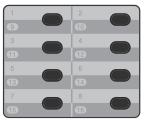
A scan profile is the resolution and other scan settings that you choose when you store a number.

#### Storing a pause

Press **Redial/Pause** to insert a 2.8-second pause between numbers. You can press **Redial/Pause** as many times as needed to increase the length of the pause.

## Storing One Touch Dial numbers

Your machine has 8 One Touch keys where you can store 16 fax or telephone numbers for automatic dialling. To access numbers 9 to 16, hold down **Shift** as you press the One Touch key.





- 1 Press the One Touch key where you want to store the number.

  If a number is not stored there, the LCD shows Register Now?.

  Press 1 to choose Yes.
- 2 Enter the telephone or fax number (up to 20 characters).
  Press **OK**.
- 3 Choose one of the following:
  - Enter the name using the dial pad (up to 15 characters). Use the chart on *Entering text* on page 165 to help you enter letters.

Press OK.

- Press **OK** to store the number without a name.
- If you want to save a fax resolution along with the number, choose one of the following:
  - To store the fax resolution, press ▲ or ▼ to select Std, Fine, S. Fine or Photo.

Press OK.

Press **OK** if you don't want to change the default resolution.

#### **Storing Speed Dial numbers**

You can store your frequently used numbers as Speed Dial numbers, so that when you dial you will only have to press a few keys (**A Speed Dial**, the three-digit number and **Mono Start** or **Colour Start**). The machine can store 300 Speed Dial numbers (001 - 300).

Press ▲ Speed Dial and enter a threedigit Speed Dial location number (001-300).

If a number is not stored there, the LCD shows Register Now?

Press 1 to choose Yes.

- 2 Enter the telephone or fax number (up to 20 characters).
  Press **OK**.
- Choose one of the following:
  - Enter the name using the dial pad (up to 15 characters). Use the chart on Entering text on page 165 to help you enter letters.

Press OK.

- Press **OK** to store the number without a name.
- If you want to save a fax resolution along with the number, choose one of the following:
  - To store the fax resolution, press A or ▼ to select Std, Fine, S. Fine or Photo.

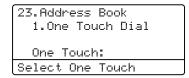
Press OK.

■ Press **OK** if you don't want to change the default resolution.

## Changing One Touch and Speed Dial numbers

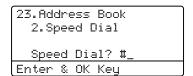
You can change a One Touch or Speed Dial number that has already been stored. The LCD will show the name or number, and if the number has a scheduled job, such as a delayed fax or a fax forwarding number, it will display a message.

- 1 Do one of the following:
  - To change a stored One Touch number, press **Menu**, **2**, **3**, **1**.



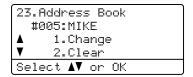
Press the One Touch key number you want to change.

■ To change a stored Speed Dial number, press **Menu**, **2**, **3**, **2**.



Enter the Speed Dial number you want to change then press **OK**.

- 2 Do one of the following:
  - To change the stored data, press 1. Go to step 3.
  - To exit without making a change, press **Stop/Exit**.



- 3 Edit the number and name by the following the instruction. When you are finished editing, press **OK**.
  - To edit the stored name or number, press or to position the cursor under the character you want to change and press Clear. Then enter the correct character.
- 4 If you want to save a fax resolution along with the number, do one of the following:
  - To store the fax resolution, press A or ▼ to select Std, Fine, S. Fine or Photo.

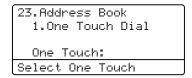
Press OK.

- Press **OK** if you don't want to change the default resolution.
- 6 Press Stop/Exit.

#### Deleting One Touch and Speed Dial numbers

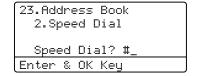
You can delete a One Touch or Speed Dial number that has already been stored. The LCD will show the name or number, and if the number has a scheduled job, such as a delayed fax or a fax forwarding number, it will display a message.

- 1 Do
  - Do one of the following:
  - To delete a stored One Touch number, press **Menu**, **2**, **3**, **1**.



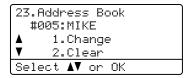
Press the One Touch key number you want to change.

■ To delete a stored Speed Dial number, press **Menu**, **2**, **3**, **2**.

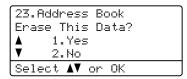


Enter the Speed Dial number you want to change then press **OK**.

2 To delete the stored data, press 2.



- 3 Do one of the following:
  - To delete the stored data, press 1.
  - To exit without deleting the stored data, press 2.



Press Stop/Exit.

#### **Tone or Pulse**

If you 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 telephone.
- Press # on the machine's control panel. Any digits dialled after this will send tone signals.

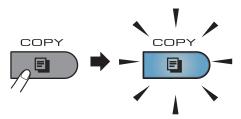
When you hang up, the machine will return to the Pulse dialling service.

## Making copies

#### How to copy

The following steps show the basic copy operation. For details about each option, see the *Advanced User's Guide*.

- 0
- When you want to make a copy, press (COPY) to illuminate it in blue.
- Make sure you are in Copy mode.



■ The LCD shows:



#### 1 No. of Copies

You can enter the number of copies you want by using the dial pad.



The default setting is Fax mode. You can change the amount of time that the machine stays in Copy mode after the last copy operation. (See *Mode Timer* in *Chapter 1* of the *Advanced User's Guide*.)

- Do one of the following to load your document:
  - Place the document face up in the ADF. (See Using the automatic document feeder (ADF) on page 27.)
  - Load your document face down on the scanner glass. (See Using the scanner glass on page 28.)



Press Mono Start or Colour Start.



If the LCD shows Please Wait and the machine stops copying while you are making multiple copies, please wait for 30 to 40 seconds until the machine finishes the colour registration and cleaning process of the belt unit.

#### Stop copying

To stop copying, press Stop/Exit.

#### Copy settings

Press **COPY** and then press **◄**, **▶**, **△** or **▼** to scroll through the copy settings. When the setting you want is highlighted, press **▶** and then press **OK**.

For details about changing the copy settings, see *Copy settings* in *Chapter 7* of the *Advanced User's Guide*.

You can change the following copy settings:

- Enlg/Red (Enlarge/Reduce)
- Quality
- Stack/Sort
- Contrast
- Brightness
- Color Adjust (Colour Saturation)
- Page Layout
- Tray Select (Tray Selection)
- Duplex

## Printing data from a USB Flash memory drive or digital camera supporting mass storage

With the Direct Print feature, you do not need a computer to print data. You can print by just plugging your USB Flash memory drive into the machine's USB direct interface. You can also connect and print directly from a camera set to USB mass storage mode.



- Some USB Flash memory drives may not work with the machine.
- If your camera is in PictBridge mode, you cannot print data. Please refer to the documentation supplied with your camera to switch from PictBridge mode to mass storage mode.

## Creating a PRN or PostScript<sup>®</sup> 3<sup>™</sup> file for direct printing

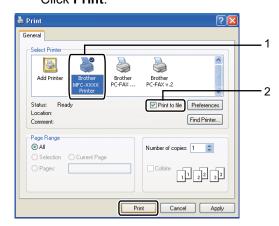


The screens in this section may vary depending on your application and operating system.

0

From the menu bar of an application, click **File**, then **Print**.

2 Choose Brother MFC-XXXX Printer (1) and check the Print to file box (2). Click Print.



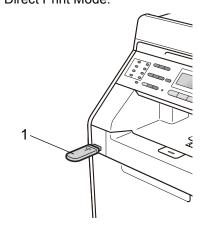
3 Choose the folder you want to save the file to and enter the file name if you are prompted to.

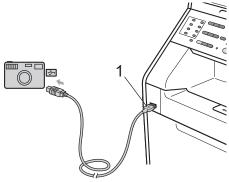
If you are prompted for a file name only, you can also specify the folder you want to save the file in by entering the directory name. For example: C:\Temp\FileName.prn

If you have a USB Flash memory drive or digital camera connected to your computer, you can save the file directly to the USB Flash memory drive.

# Printing data directly from the USB Flash memory drive or digital camera supporting mass storage

1 Connect your USB Flash memory drive or digital camera to the USB direct interface (1) on the front of the machine. The **Direct** key will light up. Press the **Direct** key. Your machine will enter Direct Print Mode.





- Note
- Make sure your digital camera is turned on.
- If your machine has been set to Secure Function Lock On, you may not be able to access Direct Print. (See Switching Users in chapter 2 of the Advanced User's Guide.)

- If Direct Print has been Enable and Colour Print has been Disable in Secure Function Lock and you insert a USB Flash memory drive into the machine and press **Direct**, the LCD will flash

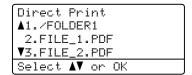
  Mono Print Only. You can only print in black & white.
- If your ID has been restricted to a page limit in Secure Function Lock and you insert a USB Flash memory drive into the machine and press **Direct**, the LCD will show Remaining Pages with the number of pages you have left to print.
- 2

Press ▲ or ▼ to choose the folder name or file name you want to print.

Press OK.

If you have chosen the folder name, press  $\blacktriangle$  or  $\blacktriangledown$  to choose the file name you want to print.

Press OK.





- Your digital camera must be switched from PictBridge mode to mass storage mode.
- If you want to print an index of the files, choose Index Print, and then press
   OK. Press Mono Start or Colour Start to print the data.
- When the machine is in the Deep Sleep mode, the LCD does not show any information even if you connect a USB flash memory drive to the USB direct interface. Press **Direct** to wake up the machine and light up the Direct key, and then press **Direct** again to view the Direct Print menu.

- 3 Do one of the following:
  - Press ▲ or ▼ to choose a setting you need to change and press OK, and then press ▲ or ▼ to choose an option for the setting and press OK.
  - If you do not need to change the current default settings, go to step 4.

Print File Set ▲Paper Size Media Type ▼Multiple Page Select ▲▼ or OK



· You can choose the following settings:

Paper Size
Media Type
Multiple Page
Orientation
Duplex
Collate
Tray Use
Print Quality
PDF Option

- Depending on the file type, some of these settings may not appear.
- 4 Press Mono Start or Colour Start if you have finished.
- 5 Press the dial pad key to enter the number of copies you want. Press **OK**.

Direct Print

FILE\_1.PDF

No. of Copies:

Press Start

6 Press Mono Start or Colour Start to print the data.

#### IMPORTANT

- To prevent damage to your machine, DO NOT connect any device other than a digital camera or USB Flash memory drive to the USB direct interface.
- DO NOT remove the USB Flash memory drive or digital camera from the USB direct interface until the machine has finished printing.



You can change the default settings for Direct Print by using the control panel when the machine is not in the Direct Print mode. Press **Menu**, **5** to enter the USB Direct I/F menu. (See *Menu table* on page 147.)

## How to print from a computer

#### Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver. (See *Printing* for Windows<sup>®</sup> or *Printing* and *Faxing* for Macintosh in *Software User's Guide* for the details about the print settings.)

- 1 Install the Brother printer driver on the Installation CD-ROM. (See the Quick Setup Guide.)
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the **Print** dialog box and click **Properties**.
- 4 Choose the settings you want in the **Properties** dialog box.
  - Paper Size
  - Orientation
  - Copies
  - Media Type
  - Print Quality
  - Colour / Mono
  - **Multiple Page**
  - Duplex / Booklet
  - Paper Source
- 6 Click **OK** to begin printing.

### How to scan to a computer

## Scanning a document as PDF file using ControlCenter4 (Windows®)

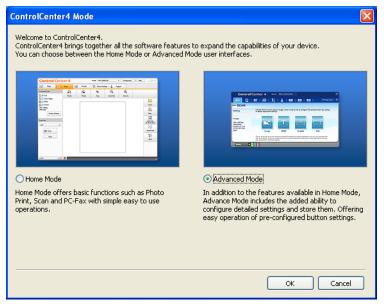
(For Macintosh users) See Scanning in the Software User's Guide.



The screens on your PC may vary depending on your model.

ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

- 1 Load your document. (See How to load documents on page 27.)
- Open ControlCenter4 by clicking start/All Programs/Brother/XXX-XXXX (where XXX-XXXX is your model name)/ControlCenter4. The ControlCenter4 application will open.
- 3 Choose Home Mode or Advanced Mode before you use ControlCenter4.

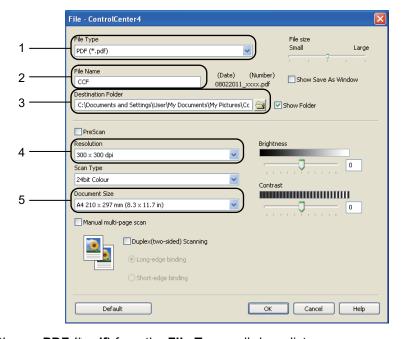


4 Make sure the machine you want to use is selected from the **Model** pull-down list.

5 Set the file type for saving to a folder. By default, the scanned data is saved as **JPEG** (\*.jpg). Click **Configuration**, and then select **Button settings**, **Scan** and **File**.



The configuration dialog box appears. You can change the default settings.



- 1 Choose PDF (\*.pdf) from the File Type pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.
- 6 Click **OK**.

7 Click File.

The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



#### Changing the SCAN key settings

#### **Before scanning**

To use the machine as a scanner, install a scanner driver. If the machine is on a network, configure it with a TCP/IP address.

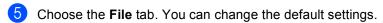
- Install the scanner drivers on the Installation CD-ROM. (See the Quick Setup Guide.)
- Configure the machine with a TCP/IP address if network scanning does not work. (See Configuring Network Scanning in the Software User's Guide.)

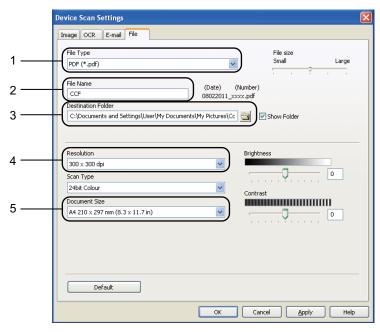
#### **SCAN** key settings

You can change your machine's **SCAN** key settings using ControlCenter4.

- 1 Open ControlCenter4 by clicking start/All Programs/Brother/XXX-XXXX (where XXX-XXXX is your model name)/ControlCenter4. The ControlCenter4 application will open.
- Make sure the machine you want to use is selected from the Model pull-down list.
- Click the Device Settings tab.
- 4 Click Device Scan Settings.







- 1 You can choose the file type from the pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.
- 6 Click **OK**.

#### Scanning using the SCAN key

- 1 Load your document. (See How to load documents on page 27.)
- 3 Press A or ▼ to choose Scan to PC. Press OK.
- 4 Press ▲ or ▼ to choose File. Press **OK**.
- (MFC-9465CDN)

If you want to change the duplex setting, press  $\blacktriangle$  or  $\blacktriangledown$  to choose 1sided, 2sided (L) edge or 2sided (S) edge.

Press **OK**.

6 (For Network users)

Press ▲ or ▼ to choose the destination computer you want to send to.

Press OK.

If the LCD prompts you to enter a PIN number, enter the 4-digit PIN number for the destination computer using the dial pad on the control panel.

Press OK.

Press Mono Start or Colour Start.
The machine starts the scanning process.



Choose the scan mode you want.

#### Scan to:

- USB
- Network
- FTP
- E-mail
- Image
- OCR
- File

## A

## **Routine maintenance**

#### Replacing the consumable items

The following messages appear on the LCD in the Ready mode. These messages provide advanced warnings to replace the consumable items before they reach the end of their life. To avoid any inconvenience, you may want to buy spare consumable items before the machine stops printing.

Toner cartridge	Drum unit		
See <i>Replacing a Toner cartridge</i> on page 63.  Model Name: TN-340BK, TN-348BK, TN-340C, TN-345C, TN-348C, TN-340M, TN-345M, TN-348M, TN-340Y, TN-345Y, TN-348Y	See Replacing the drum unit on page 69.  Model Name: DR-340CL		
Belt unit	Waste toner box		
See Replacing the belt unit on page 76.	See Replacing the waste toner box on page 81		
Model Name: BU-300CL	Model Name: WT-300CL		

LCD messages	Consumable item to replace	Approximate life	How to replace	Model name
Toner Low	Toner cartridge	<black></black>	See page 63.	TN-340BK <sup>3</sup> ,
Prepare New X Toner Cartridge.	X = Black, Cyan, Magenta, Yellow	2,500 pages <sup>1 2 3</sup> 6,000 pages <sup>1 2 4</sup> <cyan, magenta,="" yellow=""> 1,500 pages <sup>1 2 3</sup> 3,500 pages <sup>1 2 4</sup> 6,000 pages <sup>1 2 5</sup></cyan,>		TN-340BK <sup>5</sup> ,  TN-348BK <sup>5</sup> ,  TN-349C <sup>3</sup> ,  TN-345C <sup>4</sup> ,  TN-348C <sup>5</sup> ,  TN-340M <sup>3</sup> ,  TN-345M <sup>4</sup> ,  TN-345M <sup>5</sup> ,  TN-348M <sup>5</sup> ,  TN-340Y <sup>3</sup> ,
				TN-345Y <sup>4</sup> , TN-348Y <sup>5</sup>
WT Box End Soon	Waste toner box	50,000 pages <sup>1</sup>	See page 81.	WT-300CL

<sup>&</sup>lt;sup>1</sup> A4 or Letter size single-sided pages.

<sup>&</sup>lt;sup>2</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>3</sup> Standard toner cartridge

<sup>&</sup>lt;sup>4</sup> High capacity toner cartridge

<sup>&</sup>lt;sup>5</sup> Super High capacity toner cartridge

You will need to clean the machine regularly and replace the consumable items when the following messages are displayed on the LCD.

LCD messages	Consumable item to replace	Approximate life	How to replace	Model name
Replace Toner	Toner cartridge	<black></black>	See page 63.	TN-340BK <sup>5</sup> ,
		2,500 pages <sup>1 2 5</sup>		TN-348BK <sup>7</sup> ,
		6,000 pages <sup>1 2 6</sup>		
	<cyan, magenta,="" yellow=""></cyan,>	, , ,		TN-340C <sup>5</sup> ,
		1,500 pages <sup>1 2 5</sup>		TN-345C <sup>6</sup> ,
		3,500 pages <sup>1 2 6</sup>		TN-348C <sup>7</sup> ,
		6,000 pages <sup>1 2 7</sup>		TN-340M <sup>5</sup> ,
		o,ooo pagoo		TN-345M <sup>6</sup> ,
				TN-348M <sup>7</sup> ,
				TN-340Y <sup>5</sup> ,
			TN-345Y <sup>6</sup> ,	
				TN-348Y <sup>7</sup>
Replace Parts Drum	Drum unit	25,000 pages <sup>1 3 4</sup>	See page 70.	DR-340CL
Drum Stop				
Replace Parts Belt Unit	Belt unit	50,000 pages <sup>1</sup>	See page 76.	BU-300CL
Replace WT Box	Waste toner box	50,000 pages <sup>1</sup>	See page 81.	WT-300CL
Replace Parts Fuser Unit	Fuser unit	100,000 pages <sup>1</sup>	Call your Brother dealer for a replacement fuser unit.	
Replace Parts Laser Unit	Laser unit	100,000 pages <sup>1</sup>	Call your Brother dealer for a replacement laser unit.	
Replace Parts PF Kit 1	Paper feeding kit 1	100,000 pages <sup>1</sup>	Call your Brother dealer for a replacement paper feeding kit 1.	
Replace Parts PF Kit 2	Paper feeding kit 2	100,000 pages <sup>1</sup>	Call your Brother dealer for a replacement paper feeding kit 2.	
Replace Parts PF Kit MP	Paper feeding kit MP	50,000 pages <sup>1</sup>	Call your Brother dealer for a replacement paper feeding kit MP.	

A4 or Letter size single-sided pages.

<sup>&</sup>lt;sup>2</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>&</sup>lt;sup>3</sup> 1 page per job.

<sup>&</sup>lt;sup>4</sup> Drum life is approximate and may vary by type of use.

<sup>5</sup> Standard toner cartridge

<sup>&</sup>lt;sup>6</sup> High capacity toner cartridge

Super High capacity toner cartridge



- If you choose not to return your used consumable, please discard the used consumable
  according to local regulations, keeping it separate from domestic waste. If you have questions,
  call your local waste disposal office. (See EU Directive 2002/96/EC and EN 50419 in the Safety
  and Legal Booklet.)
- We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life of the toner cartridges is based on ISO/IEC 19798. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

#### A

#### Replacing a Toner cartridge

Model Name: For the model name of toner cartridges, see *Replacing the consumable items* on page 59.

The Standard toner cartridges can print approximately 2,500 pages (black) or approximately 1,500 pages (cyan, magenta, yellow) <sup>1</sup>. The High Yield toner cartridges can print approximately 3,500 pages (cyan, magenta, yellow) <sup>1</sup>. The Super High Yield toner cartridges can print approximately 6,000 pages (black, cyan, magenta, yellow) <sup>1</sup>. Actual page count will vary depending on your average type of document. When a toner cartridge is running low, the LCD shows Toner Low.

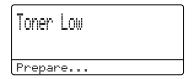
The toner cartridges that come supplied with the machine are standard toner cartridges.

Approx. cartridge yield is declared in accordance with ISO/IEC 19798.



- It is a good idea to keep a new toner cartridge ready for use when you see the Toner Low warning.
- To ensure high quality printing, we recommend that you use only Brother Original toner cartridges. When you want to buy toner cartridges, please call your Brother dealer.
- We recommend that you clean the machine when you replace the toner cartridge. See Cleaning and Checking the machine on page 88.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

#### **Toner Low**



If the LCD shows Toner Low Prepare New X Toner Cartridge., buy a new toner cartridge and have it ready before you get a Replace Toner message. The LCD shows the toner colour that is near the end of its life (Cyan, Magenta, Yellow or Black).

#### **Replace Toner**

When the following message appears on the LCD, you need to replace the toner cartridge:

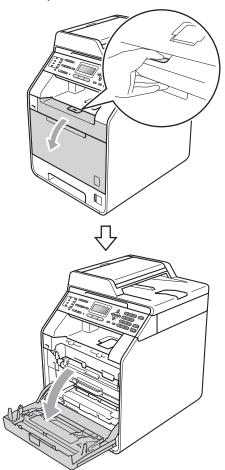


The message in the last line of the LCD indicates which colour you need to replace.

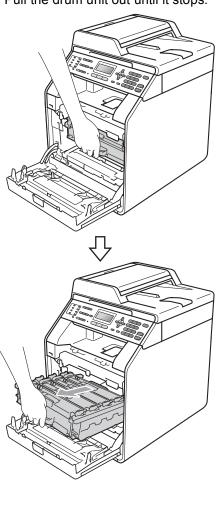
The machine will stop printing until you replace the toner cartridge. A new or unused Brother Original toner cartridge will reset the Replace Toner mode.

#### Replacing the toner cartridges

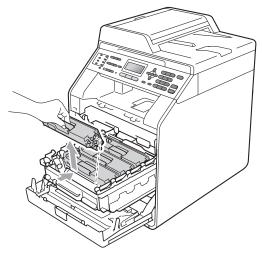
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and then open the front cover.



3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



4 Hold the handle of the toner cartridge and slightly push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



### **MARNING**

DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray or any type of flammable substance to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.

See To use the product safely in the Safety and Legal Booklet for how to clean the machine.



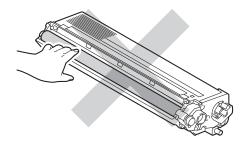




Be careful not to inhale toner.

### IMPORTANT

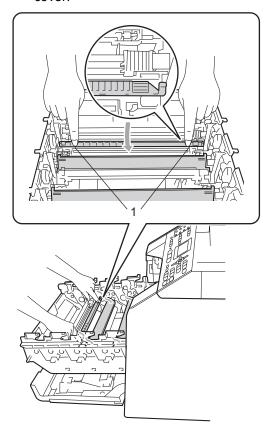
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.



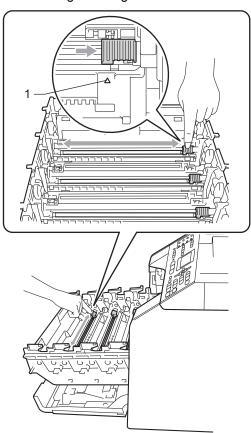


- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. (See EU Directive 2002/96/EC and EN 50419 in the Safety and Legal Booklet)

5 Push to release the latches of the corona wire cover (1), and then open the cover.



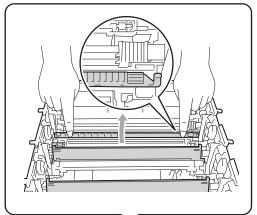
6 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.

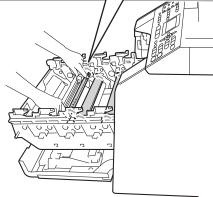


**Note** 

Be sure to return the tab to the home position ( $\blacktriangle$ ) (1). If you do not, printed pages may have a vertical stripe.

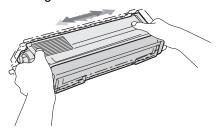
Close the corona wire cover.





8 Repeat steps 6 to 7 to clean each of three remaining corona wires.

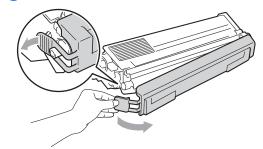
Unpack the new toner cartridge. Gently shake it from side to side several times to distribute the toner evenly inside the cartridge.



### IMPORTANT

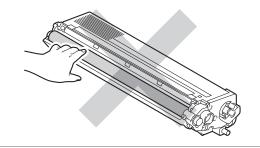
- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.
- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other part of this machine as a result of the use of toner or toner cartridges other than Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.

10 Pull off the protective cover.

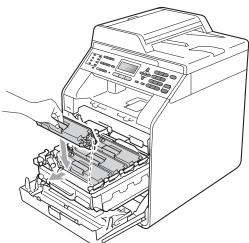


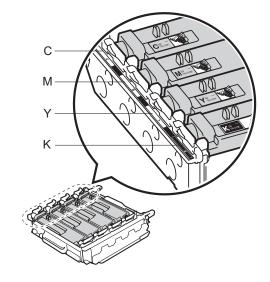
## ! IMPORTANT

Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, DO NOT touch the shaded parts shown in the illustrations.



Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.





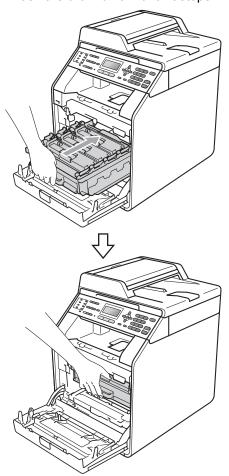
C - Cyan

M - Magenta

Y - Yellow

K - Black

Push the drum unit in until it stops.



(13) Close the front cover of the machine.



After you replace a toner cartridge, DO NOT turn off the machine's power switch or open the front cover until the LCD clears the Please Wait message and returns to Ready mode.

### Replacing the drum unit

Model name: DR-340CL

A new drum unit can print approximately 25,000 A4 or Letter size single-sided pages.

### IMPORTANT

For best performance, use a Brother Original drum unit and Brother Original toner units. Printing with a third-party drum unit or toner unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage may not apply to problems caused by the use of a third-party drum or toner unit.

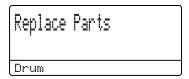
#### **Drum Error**



The corona wires have become dirty. Clean the corona wires in the drum unit. (See *Cleaning the corona wires* on page 94.)

If you cleaned the corona wires and Drum Error was not cleared then the drum unit is at the end of its life. Replace the drum unit with a new one.

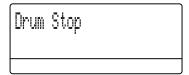
#### **Replace Drum**



The drum unit has exceeded its rated life. Please replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit.

### **Drum Stop**



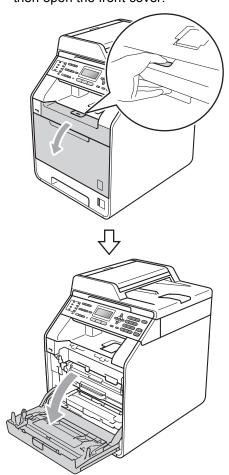
We cannot guarantee the print quality. Please replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit.

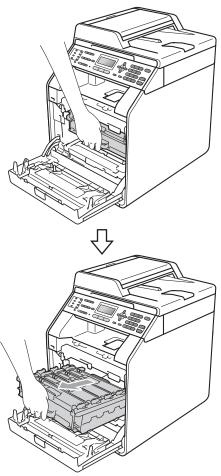
### Replacing the drum unit

## ! IMPORTANT

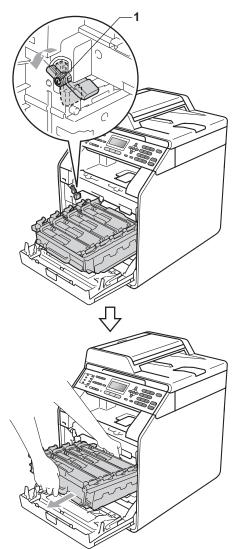
- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- Every time you replace the drum unit, clean the inside of the machine. (See Cleaning and Checking the machine on page 88.)
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and then open the front cover.



Hold the green handle of the drum unit.
Pull the drum unit out until it stops.

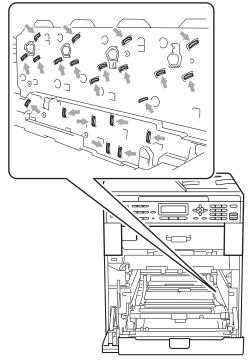


4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

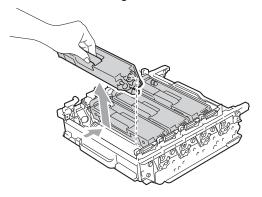


### ! IMPORTANT

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



 Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit. Hold the handle of the toner cartridge and slightly push it to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



### **A WARNING**

DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock.

See To use the product safely in the Safety and Legal Booklet for how to clean the machine.



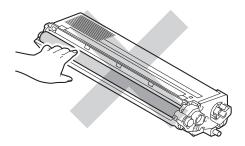




Be careful not to inhale toner.

### ! IMPORTANT

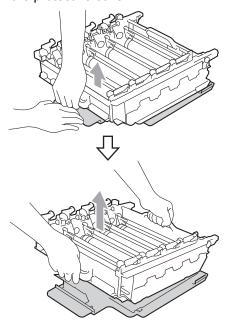
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.





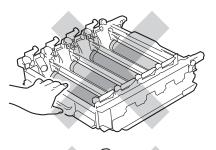
- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the unit.
- If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. (See EU Directive 2002/96/EC and EN 50419 in the Safety and Legal Booklet)

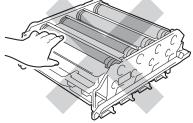
6 Unpack the new drum unit and remove the protective cover.



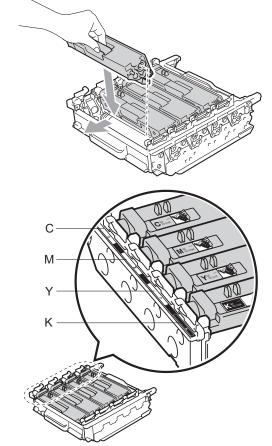
### !MPORTANT

 To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

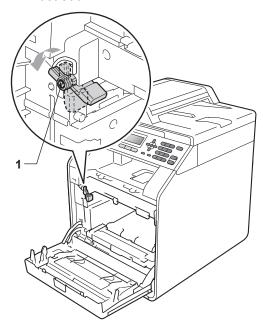




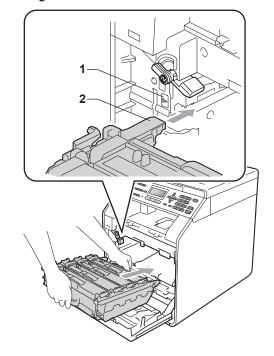
 Unpack the drum unit just before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit. 7 Hold the handle of the toner cartridge and slide the toner cartridge into the new drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.



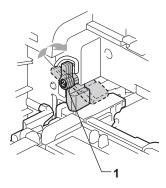
C - Cyan M - Magenta Y - Yellow K - Black 8 Make sure the green lock lever (1) is in the release position as shown in the illustration.



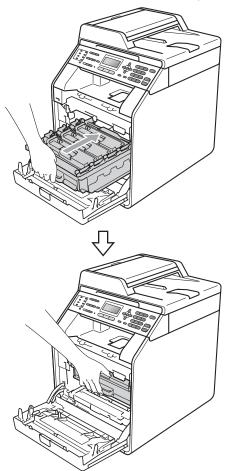
Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



10 Turn the green lock lever (1) clockwise to the lock position.



11 Push the drum unit in until it stops.



12 Close the front cover of the machine.

### Resetting the drum counter

When you replace a drum unit with a new one, you need to reset the drum counter by completing the following steps:

- 1 Press Menu, 8, 4.
- Press A or V to choose Drum. Press OK.
- 3 Press 1 to reset the drum unit counter.
- 4 Press Stop/Exit.

## Replacing the belt unit

Model name: BU-300CL

A new belt unit can print approximately 50,000 A4 or Letter size single-sided pages.

### Replace Belt

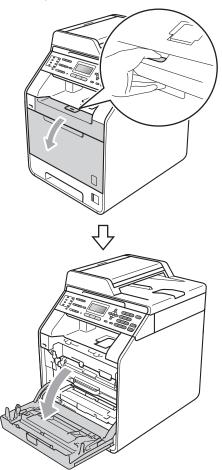
When the following message appears on the LCD, you need to replace the belt unit:

Replace Parts
Belt Unit

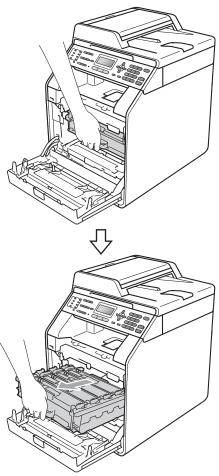
### IMPORTANT

- DO NOT touch the surface of the belt unit.
   If you touch it, it could degrade print quality.
- Damage caused by incorrect handling of the belt unit may void your warranty.

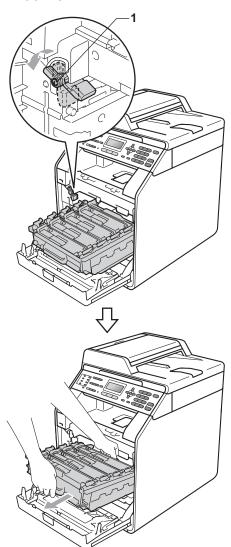
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and then open the front cover.



Hold the green handle of the drum unit.
Pull the drum unit out until it stops.

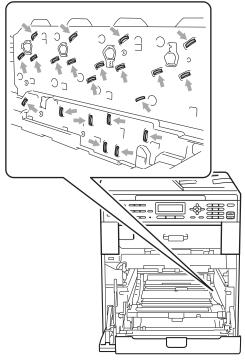


4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

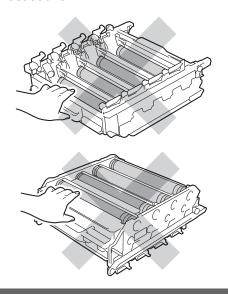


### **!** IMPORTANT

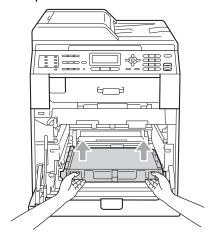
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



 Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit.  To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

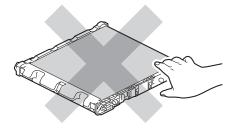


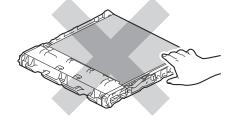
5 Hold the green handle of the belt unit with both hands and lift the belt unit up, then pull it out.



## ! IMPORTANT

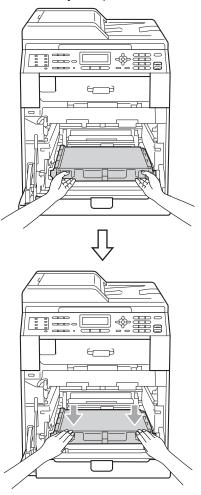
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.



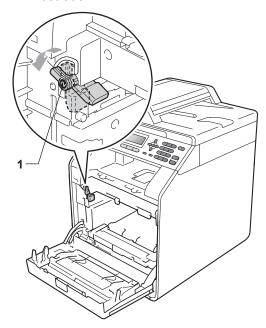


6 Unpack the new belt unit.

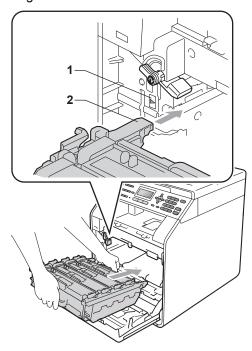
Put the new belt unit back in the machine. Make sure the belt unit is level and fits firmly into place.



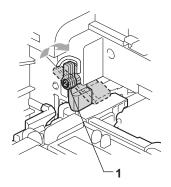
8 Make sure the green lock lever (1) is in the release position as shown in the illustration.



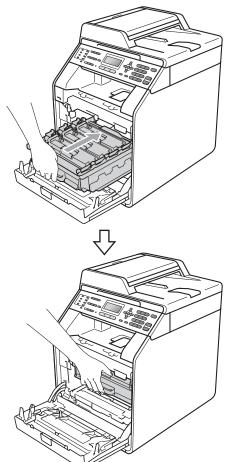
Match the guide ends (2) of the drum unit to the ▶ marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



10 Turn the green lock lever (1) clockwise to the lock position.



11 Push the drum unit in until it stops.



12 Close the front cover of the machine.

#### A

### Resetting the belt unit counter

When you replace a belt unit with a new one, you need to reset the belt unit counter by completing the following steps:

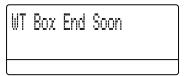
- Press Menu, 8, 4.
- Press ▲ or ▼ to select Belt Unit. Press OK.
- 3 Press 1 to reset the belt unit counter.
- Press Stop/Exit.

# Replacing the waste toner box

Model name: WT-300CL

A new waste toner box can print approximately 50,000 A4 or Letter size single-sided pages.

#### **WT Box End Soon**



If the LCD shows WT Box End Soon, it means the waste toner box is near the end of its life. Buy a new waste toner box and have it ready before you get a Replace WT Box message.

### **Replace WT Box**

When the following message appears on the LCD, you need to replace the waste toner box:

Replace WT Box

### **▲** WARNING

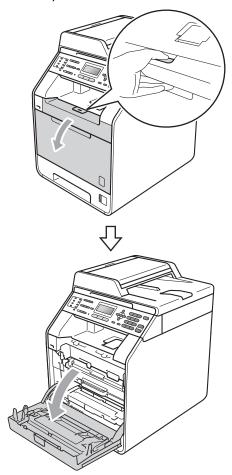
DO NOT put the waste toner box into a fire. It could explode.

Be careful not to spill the toner. DO NOT inhale or allow it to get into your eyes.

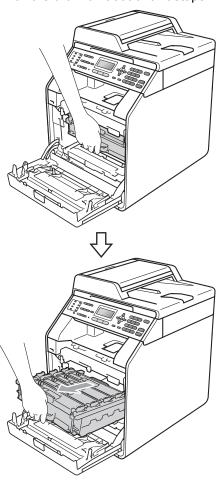
## ! IMPORTANT

DO NOT reuse the waste toner box.

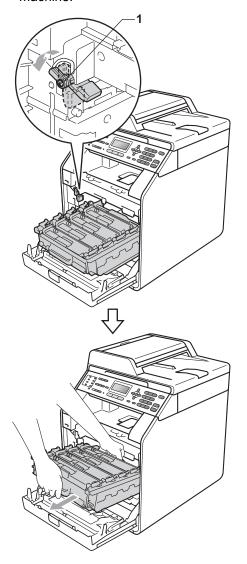
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and then open the front cover.



3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

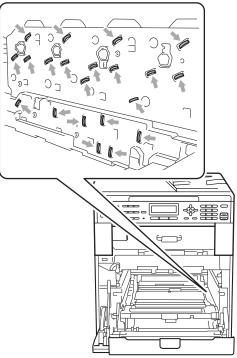


Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

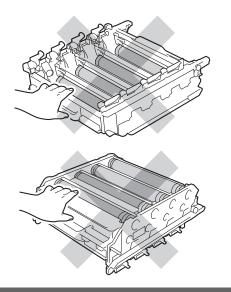


## ! IMPORTANT

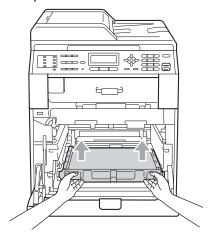
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



 Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit.  To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

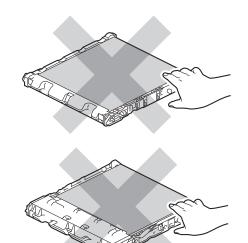


6 Hold the green handle of the belt unit with both hands and lift the belt unit up, then pull it out.

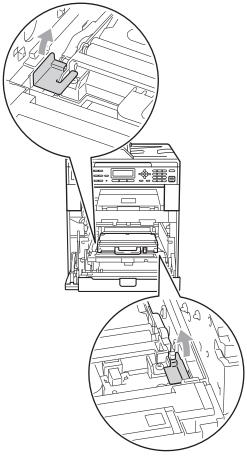


# ! IMPORTANT

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.



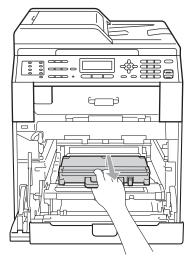
6 Remove two pieces of orange packing material and discard them.





This step is only necessary when you are replacing the waste toner box for the first time, and are not required for the replacement waste toner box. The orange packing pieces are installed at the factory to protect your machine during shipment.

7 Hold the green handle of the waste toner box and remove the waste toner box from the machine.



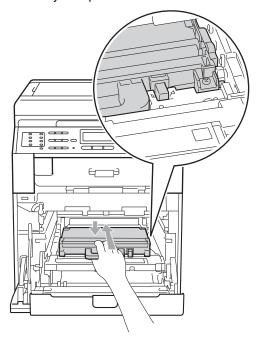
## **A** CAUTION

Handle the waste toner box carefully in case you accidentally spill or scatter toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

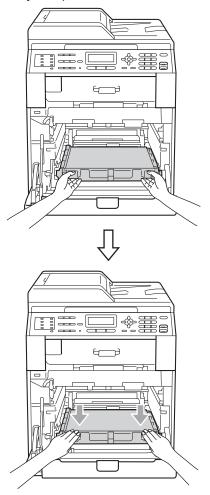


Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

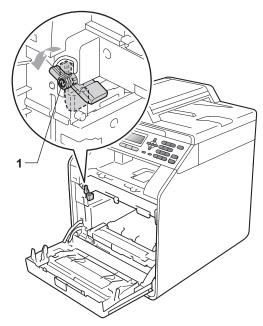
8 Unpack the new waste toner box and put the new waste toner box in the machine using the green handle. Make sure the waste toner box is level and fits firmly into place.



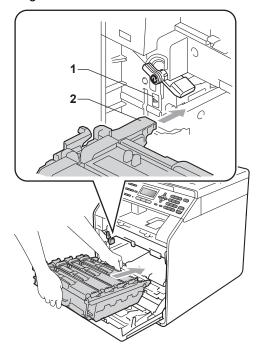
9 Put the belt unit back into the machine. Make sure the belt unit is level and fits firmly into place.



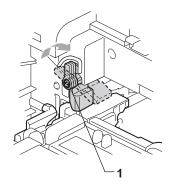
10 Make sure the green lock lever (1) is in the release position as shown in the illustration.



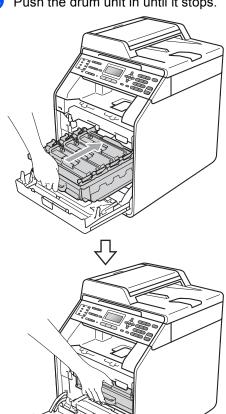
11 Match the guide ends (2) of the drum unit to the ▶ marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



12 Turn the green lock lever (1) clockwise to the lock position.



13 Push the drum unit in until it stops.



Close the front cover of the machine.

# Cleaning and Checking the machine

Clean the outside and inside of the machine regularly with a dry, lint-free cloth. When you replace the toner cartridge or the drum unit, make sure that you clean the inside of the machine. If printed pages are stained with toner, clean the inside of the machine with a dry, lint-free cloth.

### **▲ WARNING**

DO NOT use any flammable substances, spray or organic solvent/liquids containing alcohol/ammonia to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.







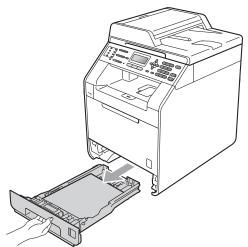
Be careful not to inhale toner.

## ! IMPORTANT

Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the surface of the machine.

# Cleaning the outside of the machine

- 1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.
- Pull the paper tray completely out of the machine.

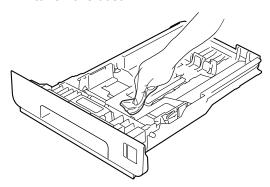


Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.



Remove any paper that is in the paper tray.

Wipe the inside and the outside of the paper tray with a dry, lint-free soft cloth to remove dust.



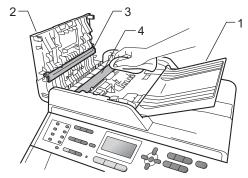
- 6 Re-load the paper and put the paper tray firmly back in the machine.
- Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

### Cleaning the scanner glass

- 1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.
- (MFC-9465CDN) Unfold the ADF document support (1) and then open the ADF cover (2).

  Clean the white bar (3) and the scanner glass strip (4) underneath it with a soft lint-free cloth moistened with water.

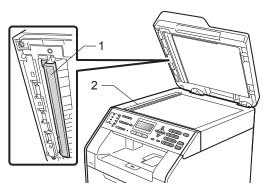
  Close the ADF cover (2) and fold the ADF document support (1).



3 Lift the document cover (1).
Clean the white plastic surface (2) and scanner glass (3) underneath it with a soft lint-free cloth moistened with water.



4 In the ADF unit, clean the white bar (1) and the scanner glass strip (2) underneath it with a soft lint-free cloth moistened with water.



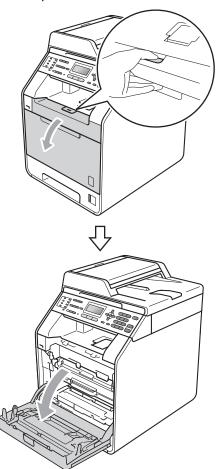


In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning.

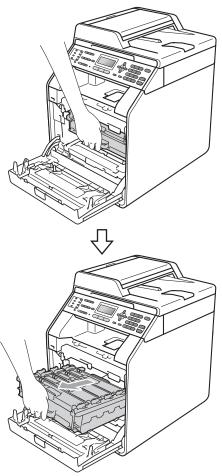
5 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

# Cleaning the laser scanner windows

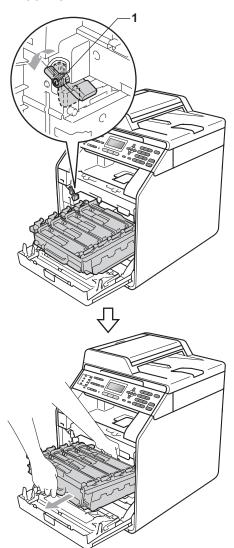
- 1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Press the front cover release button and then open the front cover.



Hold the green handle of the drum unit.
Pull the drum unit out until it stops.

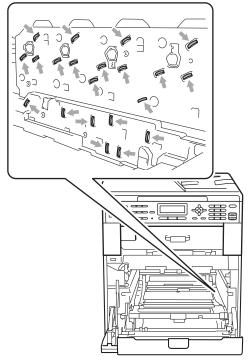


4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

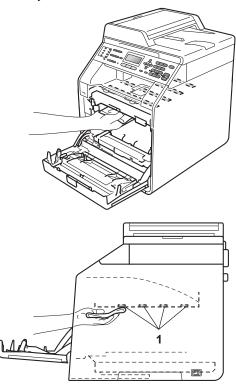


### ! IMPORTANT

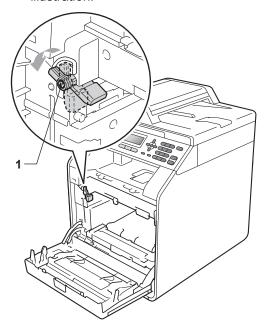
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



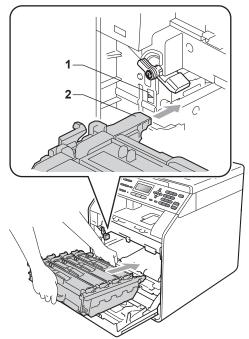
 Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit. 5 Wipe the four scanner windows (1) with a dry, lint-free cloth.



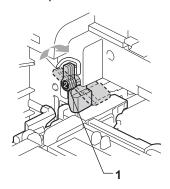
6 Make sure the green lock lever (1) is in the release position as shown in the illustration.



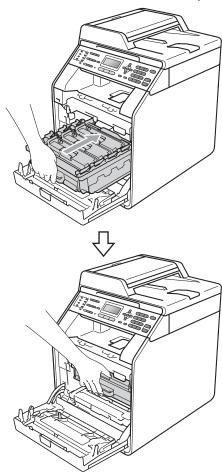
Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



8 Turn the green lock lever (1) clockwise to the lock position.



9 Push the drum unit in until it stops.

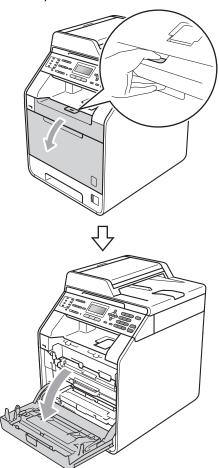


- 10 Close the front cover of the machine.
- Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

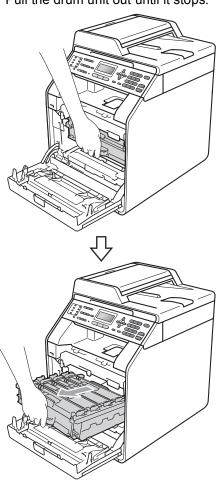
## Cleaning the corona wires

If you have print quality problems, clean the four corona wires as follows:

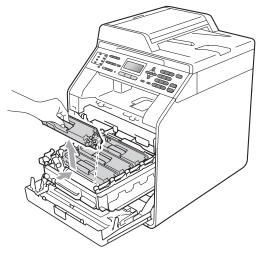
1 Press the front cover release button and then open the front cover.



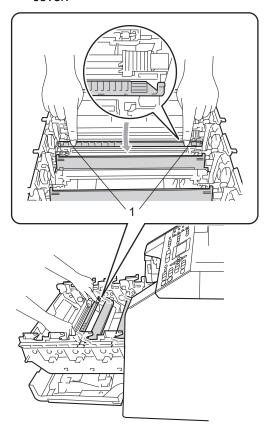
2 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



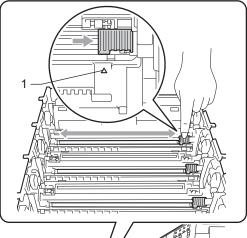
3 Hold the handle of the toner cartridge and slightly push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.

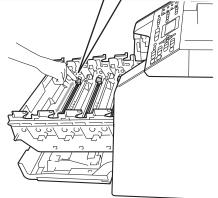


Push to release the latches of the corona wire cover (1), and then open the cover.



5 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.

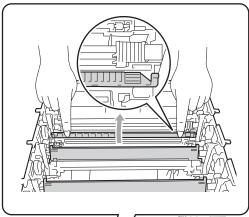


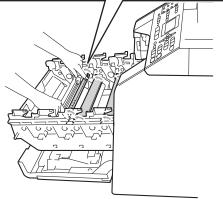




Be sure to return the tab to the home position (**A**) (1). If you do not, printed pages may have a vertical stripe.

6 Close the corona wire cover.

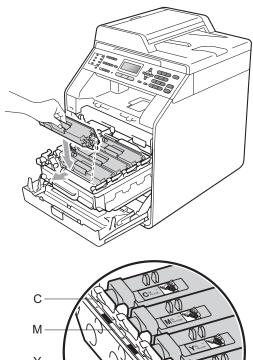




Repeat steps 4 to 6 to clean each of three remaining corona wires.

Α

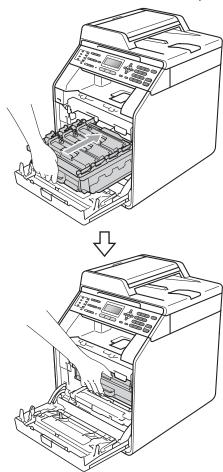
8 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.



C - Cyan M - Magenta Y - Yellow K - Black

K -

9 Push the drum unit in until it stops.

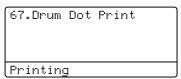


10 Close the front cover of the machine.

### Cleaning the drum unit

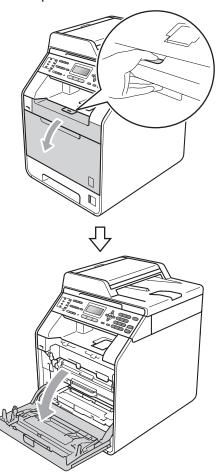
If your printout has coloured dots at 3.7 in. (94 mm) intervals, follow the steps below to solve the problem.

1 Make sure that the machine is in the Ready mode. Press Menu, 6, 7, then press Mono Start or Colour Start to print the drum dot check sheet.

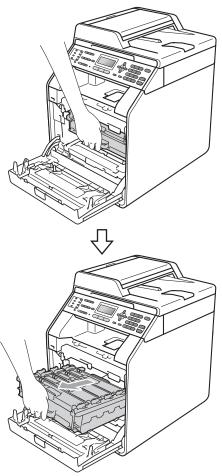


2 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.

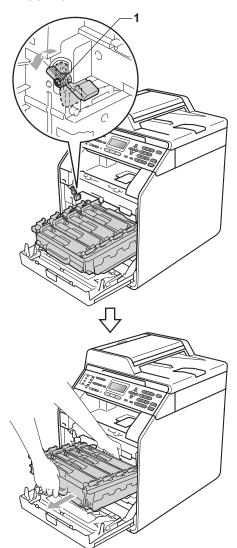
3 Press the front cover release button and then open the front cover.



4 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

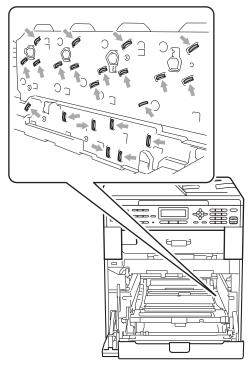


5 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

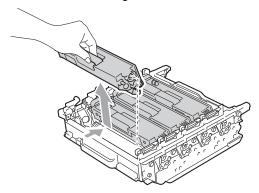


### ! IMPORTANT

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

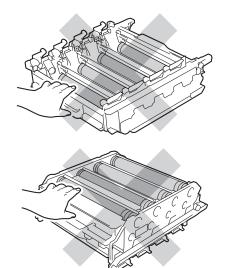


 Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit. 6 Hold the handle of the toner cartridge and slightly push it to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.

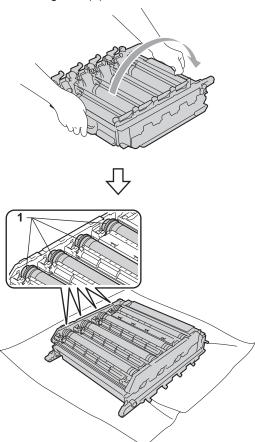


### ! IMPORTANT

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

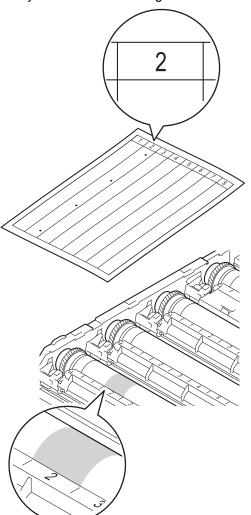


7 Turn the drum unit over by holding the green handles. Make sure that the drum unit gears (1) are on the left hand side.

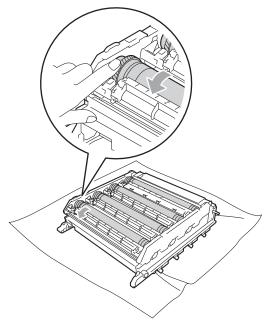


- 8 Note the following information from the drum dot check sheet:
  - Dot colour
    For example, a mark on the cyan drum would produce a cyan dot on the check sheet.
  - Dot location Note which of the printed columns the dot appears in.

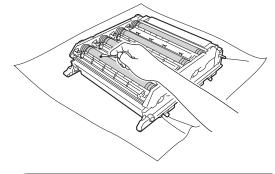
On the problem colour drum, use the numbered markers next to the drum roller to find the mark. For example, a cyan dot in column 2 on the check sheet would mean that there is a mark on the cyan drum in the "2" region.



Turn the drum unit gear toward you by hand while looking at the surface of the suspected area.



When you have found the mark on the drum that matches the drum dot check sheet, wipe the surface of the drum gently with a cotton swab until the mark on the surface comes off.

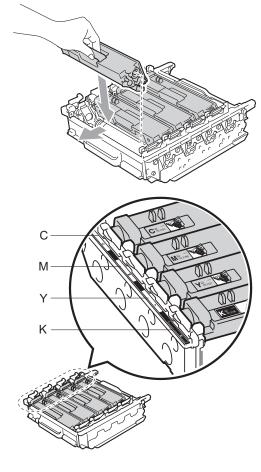


### IMPORTANT

DO NOT clean the surface of the photosensitive drum with a sharp object.

12 Turn the drum unit over by holding the green handles.

Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.



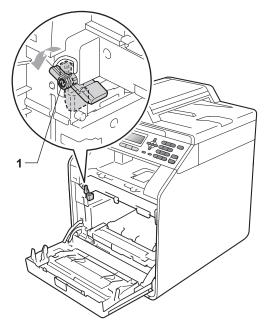
C - Cyan

M - Magenta

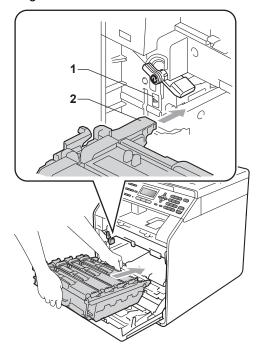
Y - Yellow

K - Black

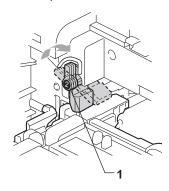
Make sure the green lock lever (1) is in the release position as shown in the illustration.



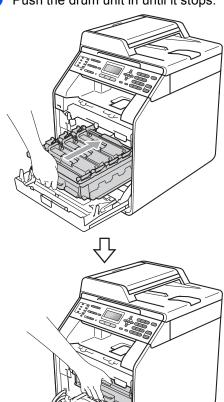
Match the guide ends (2) of the drum unit to the ▶ marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



Turn the green lock lever (1) clockwise to the lock position.



17 Push the drum unit in until it stops.



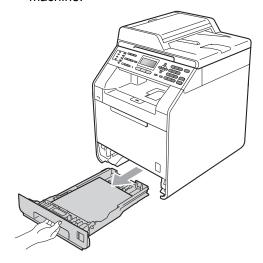
(8) Close the front cover of the machine.

Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

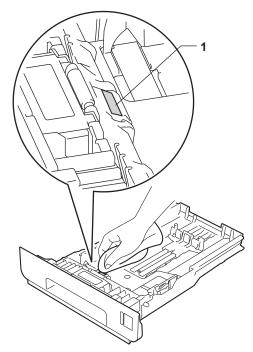
## Cleaning the paper pick-up rollers

If you have paper feed problems, clean the pick-up rollers as follows:

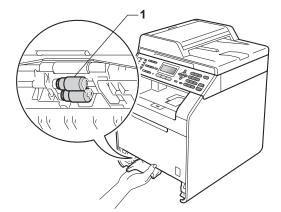
- 1 Turn off the machine. Unplug the power cord from the electrical socket.
- Pull the paper tray completely out of the machine.



3 Tightly wring out a lint-free cloth soaked in lukewarm water, and then wipe the separator pad (1) of the paper tray with it to remove dust.



Wipe the two pick-up rollers (1) inside the machine to remove dust.



- 5 Put the paper tray back in the machine.
- 6 Plug the machine's power cord back into the electrical socket. Turn on the machine.

#### Â١

#### Calibration

The output density for each colour may vary depending on the environment the machine is in such as temperature and humidity. Calibration helps you to improve the colour density.

- 1 Press Menu, 4, 6.
- Press ▲ or ▼ to select Calibrate.
- 3 Press **OK**.
- 4 Press 1 to select Yes.
- 5 Press Stop/Exit.

You can reset the calibration parameters back to those set at the factory.

- 1 Press Menu, 4, 6.
- Press ▲ or ▼ to Reset.
- 3 Press **OK**.
- 4 Press 1 to select Yes.
- 5 Press Stop/Exit.



- If an error message is displayed, press
   Mono Start or Colour Start and try again.
   (For more information, see Error and
   maintenance messages on page 107.)
- If you print using the Windows<sup>®</sup> printer driver, the driver will get the calibration data automatically if both Use Calibration Data and Get Device Data
   Automatically are on. The default settings are on. (See Advanced tab in the Software User's Guide.)
- If you print using the Macintosh printer driver, you need to perform the calibration using the **Status Monitor**. After turning the **Status Monitor** on, choose Color Calibration from the Control menu. (See *Status Monitor* in the *Software User's Guide*. When the **Status Monitor** is open, choose **Control / Color Calibration** from the menu bar.)

#### **Auto Registration**

#### Registration

If solid areas of colour or images have cyan, magenta or yellow fringes, you can use the auto-registration feature to correct the problem.

- 1 Press Menu, 4, 7.
- 2 To start, press 1. To exit, press 2.
- 3 Press Stop/Exit.

### **Manual Registration**

If colour still appears incorrectly after autoregistration, you will need to perform manual registration.

- 1 Press Menu, 4, 8, 1.
- Press Mono Start or Colour Start to start printing the colour registration chart.
- When the machine has finished printing the registration chart, press 2 (Set Regist.) to correct the colour manually.
- 4 Starting at 1 (1 Magenta Left) on the chart, check which coloured bar has the most uniform print density and enter its number into the machine using the ▲ and ▼ keys.

Press **OK**.

Repeat for 2 (2 Cyan Left), 3 (3 Yellow Left), 4, 5, 6 to 9.

5 Press Stop/Exit.

## Frequency (Colour Correction)

You can set how often the colour correction (Colour Calibration and Auto Registration) occurs. The default setting is Normal. The colour correction process consumes some amount of the toner.

- 1 Press Menu, 4, 9.
- Press ▲ or ▼ to choose Normal, Low or Off.
  Press OK.
- 3 Press Stop/Exit.

# B

### **Troubleshooting**

### **Error and maintenance messages**

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown below.

You can clear most errors and perform routine maintenance messages by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:

Visit us at http://solutions.brother.com/.

Error Message	Cause	Action
Access Denied	The function you want to use is restricted by Secure Function Lock.	Contact your administrator to check your Secure Function Lock Settings.
Access Error	The device is removed from the USB direct interface while the data is processing.	Press <b>Stop/Exit</b> . Reinsert the device and try to print with Direct Print.
Calibrate	Calibration failed.	Press <b>Mono Start</b> or <b>Colour Start</b> and try it again.
		Turn off the machine. Wait a few seconds, then turn it on again.
		■ Put in a new drum unit. (See Replacing the drum unit on page 70.)
		■ Put in a new belt unit. (See Replacing the belt unit on page 76.)
		■ Put in a new waste toner box. (See Replacing the waste toner box on page 81.)
		If the problem continues, call your Brother dealer.
Cartridge Error Put the Black (K) Toner Cartridge back in. 1	The toner cartridge is not installed correctly.	Pull out the drum unit and remove the toner cartridge for the colour that is indicated on the LCD, then re-install the toner cartridge in the drum unit.
The toner cartridge colour with the problem is shown in the message.		
Comm.Error	Poor telephone 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 telephone line.

Error Message	Cause	Action
Condensation	One of the issues that can cause this error is that condensation may form inside the machine after a room temperature change.	Leave switched ON. Fully open the front cover. Wait 30 minutes, switch OFF and close cover, then switch ON. If this does not clear the error, call your Brother dealer.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current	Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something.
	print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows Cooling Down, and Wait for	If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes.
	a while.	If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.
Cover is Open	The front cover is not completely closed.	Close the front cover of the machine.
Cover is Open	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF is open while loading a document.	Close the ADF cover of the machine, then press <b>Stop/Exit</b> .
Cover is Open	The fuser cover is not completely	■ Close the fuser cover of the machine.
	closed or paper was jammed in the back of the machine when you turned on the power.	Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press Mono Start or Colour Start.
DIMM Error	■ The DIMM is not installed correctly.	■ Turn off the machine and remove the DIMM.
	<ul><li>The DIMM is broken.</li><li>The DIMM does not meet the required specifications.</li></ul>	Confirm the DIMM meets the required specifications. (See Memory board in Appendix B of the Advanced User's Guide.)
		Re-install the DIMM correctly. Wait a few seconds, and then turn it on again.
		■ If this error message appears again, replace the DIMM with a new one. (See Installing extra memory in Appendix B of the Advanced User's Guide.)
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 correctly, or the document scanned from the ADF was too long.	See Document is jammed in the top of the ADF unit on page 115 or Using the automatic document feeder (ADF) on page 27.

Error Message	Cause	Action
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See Cleaning the corona wires on page 94.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See Replacing the drum unit on page 70.)
Duplex Disabled	The back of the machine is not	Close the back cover of the machine.
Close the Back Cover of the machine.	closed completely.	
Duplex Disabled Reload paper, then press Start.	Although the size of paper in the paper tray matches the paper size that was selected from the control panel or printer driver, the machine has stopped printing when it encountered an additional, different size of paper in the tray.	Make sure the paper tray contains only the size of paper you select in either the control panel or printer driver, then press <b>Mono Start</b> or <b>Colour Start</b> .
	The paper tray was pulled out before the machine completed printing on both sides of the paper.	Re-install the paper tray and press Mono Start or Colour Start.
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.
	The fuser unit is too hot.	
Init Unable XX	The machine has a mechanical problem.	■ Turn the power switch off, and then turn it on again. (See <i>Transferring your faxes or Fax Journal report</i> on page 114.)
		If the problem continues, call your Brother dealer.
Jam Duplex	The paper is jammed underneath Paper Tray 1 or in the fuser unit.	(See Paper is jammed underneath paper tray 1 on page 125.)
Jam Inside	The paper is jammed inside the machine.	(See <i>Paper is jammed inside the machine</i> on page 121.)
Jam MP Tray	The paper is jammed in the MP tray of the machine.	(See Paper is jammed in the MP tray on page 117.)
Jam Rear	The paper is jammed in the back of the machine.	(See Paper is jammed at the back of the machine on page 119.)
Jam Tray 1 Jam Tray 2	The paper is jammed in the paper tray of the machine.	(See Paper is jammed in paper tray 1 or tray 2 on page 118.)
Limit Exceeded	The printing limit set by Secure Function Lock 2.0 was reached.	Contact your administrator to check your Secure Function Lock Settings.
Low Temperature	The room temperature is too low for the machine to operate.	Increase the room temperature to allow the machine to operate.

Error Message	Cause	Action
No Belt Unit	The belt unit is not installed correctly.	Re-install the belt unit. (See Replacing the belt unit on page 76.)
No Paper	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following:
		■ Refill the paper in the paper tray.
	the paper tray.	■ Remove the paper and load it again.
		■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See Cleaning the paper pick-up rollers on page 104.)
No Permission	You have attempted to print in colour using a Secure Function Lock ID that is restricted to mono printing only. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
No Response/Busy	The number you dialled does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge for the colour indicated on the LCD is not installed correctly.	Pull out the drum unit. Take out the toner cartridge for the colour indicated on the LCD, and then put it back into the drum unit.
No Tray	The paper tray indicated on the LCD is not installed properly.	Re-install the paper tray that is indicated on the LCD.
No Waste Toner	The waste toner box is not installed properly.	Re-install the waste toner box. (See Replacing the waste toner box on page 81.)
Not Available	The requested function is not permitted to all IDs by Secure Function Lock 2.0.	Contact your administrator to check your Secure Function Lock Settings.

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	Fax sending or copy operation in progress
		Do one of the following:
		■ Press Mono Start or Colour Start to send or copy the scanned pages.
		Press Stop/Exit and wait until the other operations in progress finish, and then try again.
		■ Clear the faxes from the memory.
		Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory. (See Printing a fax from the memory in Chapter 4 of the Advanced User's Guide and Fax Storage in Chapter 4 of the Advanced User's Guide.)
		Add optional memory. (See Memory board in Appendix B of the Advanced User's Guide.)
		Print operation in process
		Do one of the following:
		■ Reduce the print resolution. (See Advanced tab in the Software User's Guide.)
		■ Clear the faxes from the memory. (See the above explanation.)
Print Unable XX	The machine has a mechanical	Do one of the following:
	problem.	■ Turn the power switch off, wait a few minutes, and then turn it on again. (See Transferring your faxes or Fax Journal report on page 114.)
		■ If the problem continues, call your Brother dealer.
Protected Device	The protect switch of the USB Flash memory drive is on.	Turn off the protect switch of the USB Flash memory drive.

Error Message	Cause	Action
Registration	Registration failed.	Press Mono Start or Colour Start and try again.
		Do one of the following:
		Turn off the machine's power switch. Wait a few seconds, then turn it on again.
		■ Try Manual Registration, <b>Menu</b> , <b>4</b> , <b>8</b> . (See <i>Manual Registration</i> on page 106.)
		■ Put in a new belt unit. (See Replacing the belt unit on page 76.)
		If the problem continues, call your Brother dealer.
Rename the File	There is already a file on the USB Flash memory drive with the same name as the file you are trying to save.	Change the file name of the file on the USB Flash memory drive or the file you are trying to save.
Replace Parts Belt Unit	It is time to replace the belt unit.	Replace the belt unit. (See Replacing the belt unit on page 76.)
Replace Parts	It is time to replace the drum unit.	Replace the drum unit.
Drum		(See Replacing the drum unit on page 70.)
	The drum unit counter was not	Reset the drum unit counter.
	reset when a new drum was installed.	(See Resetting the drum counter on page 75.)
Replace Parts Fuser Unit	It is time to replace the fuser unit.	Call your Brother dealer or a Brother Authorized Service Center to replace the fuser unit.
Replace Parts PF Kit 1	It is time to replace the paper feeding kit.	Call your Brother dealer or a Brother Authorized Service Center to replace the
PF Kit 2		PF Kit.
PF Kit MP		
Replace Toner	The toner cartridge is at the end of its life.	Replace the toner cartridge for the colour indicated on the LCD. (See <i>Replacing a Toner cartridge</i> on page 63.)
Replace WT Box	It is time to replace the waste toner box.	Replace the waste toner box. (See Replacing the waste toner box on page 81.)
Scan Unable XX	The machine has a mechanical problem.	■ Turn the power switch off, and then turn it on again. (See <i>Transferring your faxes or Fax Journal report</i> on page 114.)
		If the problem continues, call your Brother dealer.
	Document is too long for duplex scanning.	Press <b>Stop/Exit</b> . Use the suitable size of paper for duplex scanning. (See <i>Print media</i> on page 170.)

Error Message	Cause	Action
Short paper	The length of the paper in the tray is too short for the machine to deliver it to the <i>Face down</i> output tray.	Open the back cover to let the printed paper out on the back output tray. Remove the printed pages and then press <b>Mono Start</b> or <b>Colour Start</b> .
Size Error DX	The paper size defined in the printer driver is not usable for the automatic duplex printing.	Press Mono Start or Colour Start. Choose a paper size which is supported by the duplex tray. (See <i>Type and size of paper</i> on page 22.)
Size mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the "Paper Size" ( <b>Menu</b> , <b>1</b> , <b>2</b> , <b>2</b> ). (See <i>Paper Size</i> on page 19.)
Small paper	The paper size specified in the printer driver is too small for the machine to deliver it to the <i>Face down</i> output tray.	Open the back cover to let the printed paper out on the back output tray and then press <b>Mono Start</b> or <b>Colour Start</b> .
Toner Error	One or more toner cartridges are not installed correctly.	Pull out the drum unit. Take out all the toner cartridges, and then put them back into the drum unit.
Toner Low	The toner cartridge is near the end of its life.	Buy a new toner cartridge for the colour that is indicated on the LCD before you get a Replace Toner message.
Too Many Files	There are too many files stored on the USB Flash memory drive.	Reduce the number of files stored on the USB Flash memory drive.
Unusable Device	An incompatible or defective device has been connected to the USB direct interface.	Remove the USB Flash memory drive from the USB direct interface.
WT Box End Soon	The waste toner box is near the end of its life.	Buy a new waste toner box before you get a Replace WT Box message.

# Transferring your faxes or Fax Journal report

#### If the LCD shows:

- Init Unable XX
- Print Unable XX
- Scan Unable XX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 114 or *Transferring faxes to your PC* on page 114.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring Fax Journal report to another fax machine* on page 114.)



If there is an error message on the machine's LCD, after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

### Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See Enter personal information (Station ID) in the Quick Setup Guide.)

- 1 Press Menu, 9, 0, 1.
- 2 Do one of the following:
  - If the LCD shows No Data, there are no faxes left in the machine's memory. Press Stop/Exit.
  - Enter the fax number to which faxes will be forwarded.
- Press Mono Start or Colour Start.

#### Transferring faxes to your PC

You can transfer the faxes from your machine's memory to your PC.

- 1 Make sure that you have installed MFL-Pro Suite on your PC, and then turn on PC-Fax Receiving on the PC. (For details about PC-Fax Receive, see PC-FAX receiving in the Software User's Guide.)
- Make sure that you have set

  PC Fax Receive on the machine.

  (See PC-Fax Receive in Chapter 4 of
  the Advanced User's Guide.)
  If faxes are in the machine's memory
  when you set up PC-Fax Receive, the
  LCD will ask if you want to transfer the
  faxes to your PC.
- 3 Do one of the following:
  - To transfer all faxes to your PC, press 1. You will be asked if you want a backup print.
  - To exit and leave the faxes in the memory, press 2.
- 4 Press Stop/Exit.

## Transferring Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Enter personal information (Station ID)* in the *Quick Setup Guide*.)

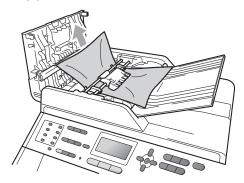
- 1 Press Menu, 9, 0, 2.
- 2 Enter the fax number to which the Fax Journal report will be forwarded.
- 3 Press Mono Start or Colour Start.

#### В

# Document Jams and Paper Jams

# Document is jammed in the top of the ADF unit

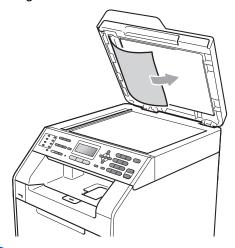
- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Pull the jammed document out to the left.



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

## Document is jammed under the document cover

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



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

# Removing small documents jammed in the ADF

- 1 Lift the document cover.
- 2 Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



- 3 Close the document cover.
- 4 Press Stop/Exit.

# Document is jammed at the output tray

- 1 Take out any paper from the ADF that is not jammed.
- Pull the jammed document out to the right.

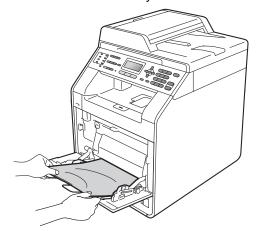


3 Press Stop/Exit.

# Paper is jammed in the MP tray

If the LCD shows  ${\tt Jam\ MP\ Tray},$  follow these steps:

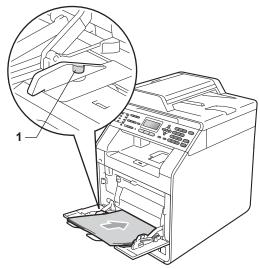
- 1 Remove the paper from the MP tray.
- Remove any jammed paper from in and around the MP tray.



3 Fan the paper stack, and then put it back in the MP tray.



When loading paper in the MP tray, make sure that the paper stays under the maximum paper height guides (1) on both sides of the tray.



5 Press Mono Start or Colour Start to resume printing.

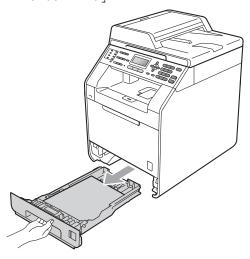
# Paper is jammed in paper tray 1 or tray 2

If the LCD shows Jam Tray 1 or Jam Tray 2, follow these steps:

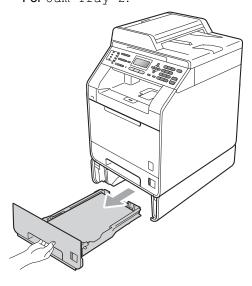
1

Pull the paper tray completely out of the machine.

For Jam Tray 1:

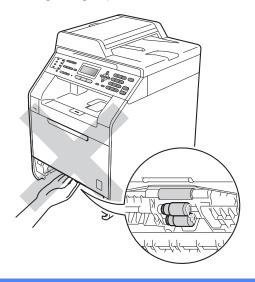


For Jam Tray 2:

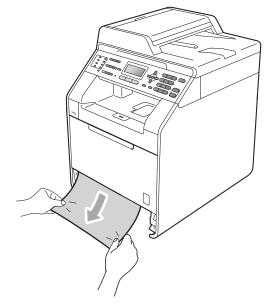


### **▲** WARNING

DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed.



2 Use both hands to slowly pull out the jammed paper.



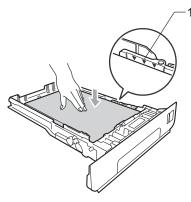
### ! IMPORTANT

If the paper cannot easily be removed in this direction, stop and follow the instructions for *Paper is jammed inside the machine* on page 121.



Pulling out the jammed paper downwards allows you to remove the paper easier.

Make sure the paper is below the maximum paper mark (▼ ▼) (1) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See Loading paper in the standard paper tray on page 11.)

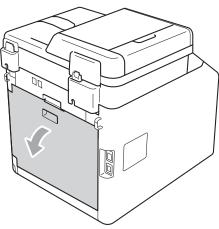


4 Put the paper tray firmly back in the machine.

## Paper is jammed at the back of the machine

If the LCD shows <code>Jam Rear</code>, a paper jam occurred behind the back cover. Follow these steps:

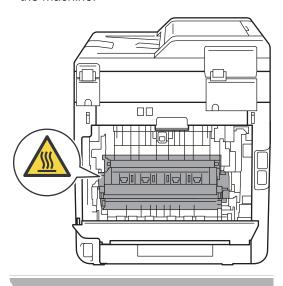
- 1 Leave the machine turned on for 10 minutes to cool down.
- 2 Open the back cover.



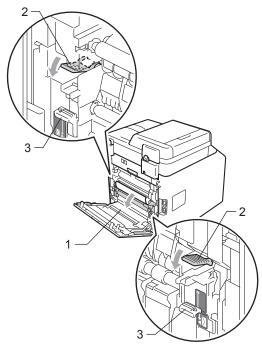
### **A** CAUTION

### MHOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



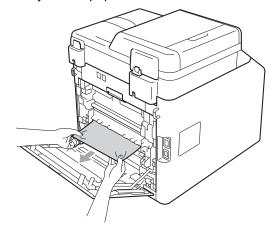
3 Pull the green tabs (2) at the left and right hand sides toward you and fold down the fuser cover (1).



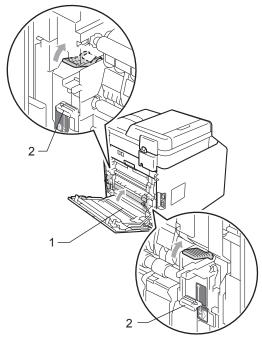


If the envelope levers (3) inside the back cover are pulled down to the envelope position, lift these levers to the original position before pulling the green tabs (2) down.

4 Using both hands, gently pull the jammed paper out of the fuser unit.



5 Close the fuser cover (1).





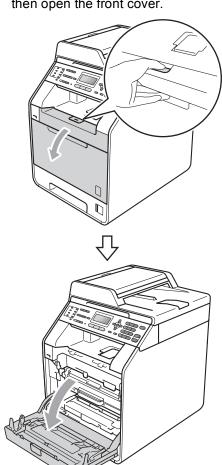
If you are printing on envelopes, pull down the envelope levers (2) to the envelope position again before closing the back cover.

6 Fully close the back cover.

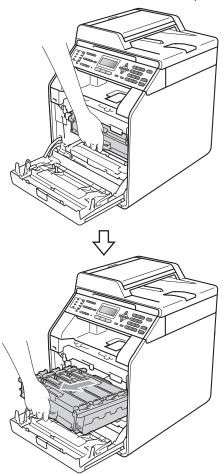
## Paper is jammed inside the machine

If the LCD shows  ${\tt Jam}\ {\tt Inside},$  follow these steps:

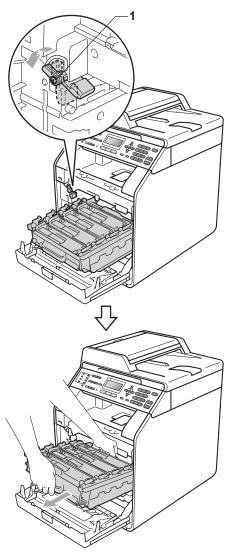
- 1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Press the front cover release button and then open the front cover.



Hold the green handle of the drum unit.
Pull the drum unit out until it stops.

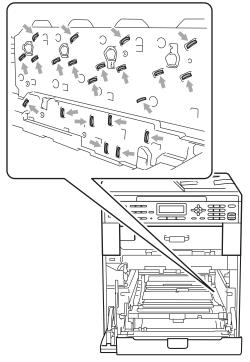


4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

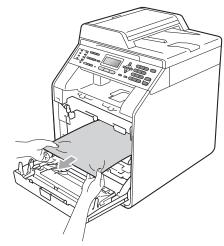


### ! IMPORTANT

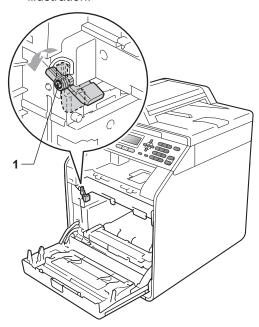
- We recommend that you place the drum unit and the toner cartridges on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



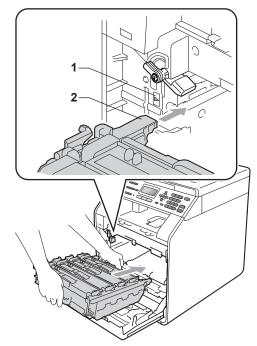
 Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit. 5 Pull out the jammed paper slowly.



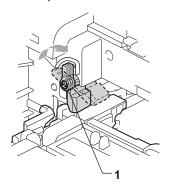
6 Make sure the green lock lever (1) is in the release position as shown in the illustration.



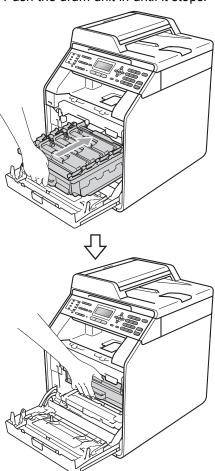
Match the guide ends (2) of the drum unit to the ▶ marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



8 Turn the green lock lever (1) clockwise to the lock position.



9 Push the drum unit in until it stops.



10 Close the front cover of the machine.



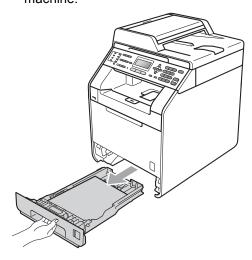
If you turn off the machine while the LCD shows <code>Jam Inside</code>, the machine will print incomplete data from your computer. Before you turn on the machine, delete the print spool job on your computer.

Plug the machine's power cord back into the electrical socket first, and reconnect all cables and the telephone line cord. Turn on the machine.

# Paper is jammed underneath paper tray 1

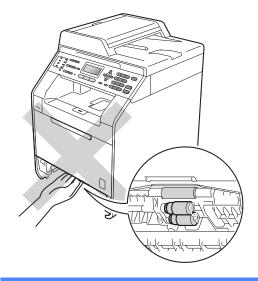
If the LCD shows Jam Duplex, follow these steps:

- 1 Leave the machine turned on for 10 minutes to cool down.
- Pull the paper tray completely out of the machine.

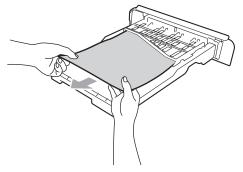


### **▲ WARNING**

DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed.



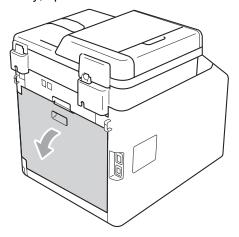
3 If paper is not caught inside the machine, turn the paper tray over and check underneath the paper tray.





DO NOT put the paper tray back in at this point.

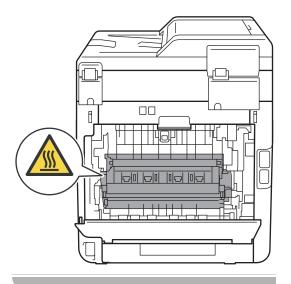
4 If the paper is not caught in the paper tray, open the back cover.



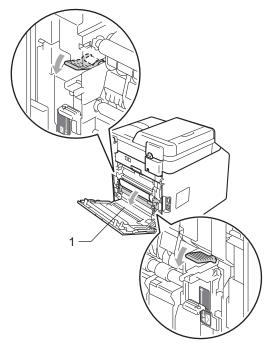
### **A** CAUTION

### MHOT SURFACE

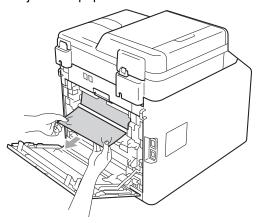
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



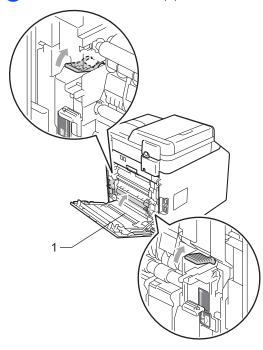
5 Push down and pull the green tabs at the left and right hand sides toward you and fold down the fuser cover (1).



6 Using both hands, gently pull out the jammed paper.



7 Close the fuser cover (1).



- 8 Fully close the back cover.
- 9 Put the paper tray firmly back in the machine.

### If you are having difficulty with your machine

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at http://solutions.brother.com/.

If you think there is a problem with the way your faxes look, make a copy first. If the copy looks good, the problem may not be your machine. Check the chart below and follow the troubleshooting tips.

#### Printing or printing received faxes

Difficulties	Suggestions
■ Condensed print	Usually this is caused by a poor telephone connection. If your copy looks good,
■ Horizontal streaks	you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
■ Top and bottom sentences are cut off	
Missing lines	
Poor print quality	See Improving the print quality on page 137.
Vertical black lines when receiving	The corona wires for printing may be dirty. Clean the corona wires on the drum unit. (See <i>Cleaning the corona wires</i> on page 94.)
	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.
	If the problem continues, call your dealer for service.
Received faxes appear as split or blank pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using. (See <i>Paper Size</i> on page 19.)
	Turn on Auto Reduction. (See <i>Printing a reduced incoming fax</i> in <i>Chapter 4</i> of the <i>Advanced User's Guide</i> .)

#### Telephone line or connections

Difficulties	Suggestions
Dialling does not work.	Check for a dial tone.
	Change Tone/Pulse setting. (See the Quick Setup Guide.)
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	If an external phone is connected to the machine, send a manual fax by lifting the handset of the external telephone and dialling the number. Wait to hear the fax receiving tones before pressing <b>Mono Start</b> or <b>Colour Start</b> .
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. (See <i>Receive Mode settings</i> on page 35.) 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 you do not hear ringing when you call your machine, ask your telephone company to check the line.

### **Receiving Faxes**

Difficulties	Suggestions
Cannot receive a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See <i>Receive Mode settings</i> on page 35.)
	If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select Fax Only mode.
	If your Brother machine shares a line with an external answering machine, you should select the External TAD mode. In External TAD mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.
	If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the ${\tt Fax/Tel}$ mode. In ${\tt Fax/Tel}$ mode, your Brother machine will automatically receive faxes and produce a fast double-ring to alert you to answer voice calls.
	If you do not want your Brother machine to automatically answer any incoming faxes, you should select the Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.
	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting:
	■ If the answer mode is set to Fax Only or Fax/Tel, reduce the ring delay to 1 ring. (See <i>Ring Delay</i> on page 35.)
	■ If the answer mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2.
	■ If the answer mode is set to Manual, DO NOT adjust the ring delay setting.
	Have someone send you a test fax:
	■ If you received the test fax successfully, your machine is operating properly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer.
	If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.

### **Receiving Faxes (continued)**

Difficulties	Suggestions	
Cannot receive a fax. (continued)	If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See <i>Connecting an external TAD</i> on page 38.)	
	1 Connect the external TAD as shown in the illustration on page 38.	
	2 Set your answering machine to answer in one or two rings.	
	3 Record the outgoing message on your answering machine.	
	Record five seconds of silence at the beginning of your outgoing message.	
	■ Limit your speaking to 20 seconds.	
	End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax."	
	4 Set your answering machine to answer calls.	
	5 Set your Brother machine's Receive Mode to External TAD. (See Receive Mode settings on page 35.)	
	Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See <i>Fax Detect</i> on page 36.)	
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to <code>Basic(for VoIP)</code> . (See Telephone line interference on page 136.)	
	Contact your administrator to check your Secure Function Lock Settings.	

### Sending faxes

Difficulties	Suggestions
Poor sending 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 <i>Cleaning the scanner glass</i> on page 89.)
Transmission Verification Report says RESULT:ERROR.	There is probably temporary noise or static on the line. Try sending the fax again. If you are sending a PC-Fax message and get RESULT:ERROR on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see Changing Remote Fax Options in Chapter 4 of the Advanced User's Guide), print fax messages in memory (see Printing a fax from the memory in Chapter 4 of the Advanced User's Guide) or cancel a delayed fax or polling job (see Checking and cancelling waiting jobs in Chapter 3 of the Advanced User's Guide). If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP). (See Telephone line interference on page 136.)
Sent faxes are blank.	Make sure you are loading the document properly. (See <i>Loading documents</i> on page 27.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. (See <i>Cleaning the scanner glass</i> on page 89.)
Cannot send a fax.	Contact your administrator to check your Secure Function Lock Settings.

### Handling incoming calls

Difficulties	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 <b>Stop/Exit</b> . Try avoiding this problem by turning Fax Detect to Off. (See <i>Fax Detect</i> on page 36.)
Sending a Fax Call to the machine.	If you answered on an external or extension telephone, press your Remote Activation 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, Caller ID, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone 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 line with no custom features is recommended.

#### Menu access difficulties

Difficulties	Suggestions
The machine beeps when you try to access the Setup Receive and Setup Send menus.	If FAX is not illuminated, press it to turn on Fax mode. The Setup Receive settings (Menu, 2, 1) and Setup Send settings (Menu, 2, 2) are available only when the machine is in Fax mode.

### **Copy difficulties**

Difficulties	Suggestions
Cannot make a copy.	■ Make sure that <b>COPY</b> is illuminated. (See <i>How to copy</i> on page 48.)
	■ Contact your administrator to check your Secure Function Lock Settings.
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or one or more corona wires are dirty. (See <i>Cleaning the scanner glass</i> on page 89 and <i>Cleaning the corona wires</i> on page 94.)
Copies are blank.	Make sure you are loading the document properly. (See <i>Using the automatic document feeder (ADF)</i> on page 27 or <i>Using the scanner glass</i> on page 28.)

### **Printing difficulties**

Difficulties	Suggestions
No printout.	■ Check that the machine is plugged in and the power switch is turned on.
	Check that the toner cartridge and drum unit are installed correctly. (See Replacing the drum unit on page 70.)
	■ Check the interface cable connection on both the machine and your computer. (See the <i>Quick Setup Guide</i> .)
	■ Check that the correct printer driver has been installed and chosen.
	<ul> <li>Check to see if the LCD is showing an error message. (See Error and maintenance messages on page 107.)</li> </ul>
	■ Check the machine is online:  (Windows® 7 and Windows Server® 2008 R2) Click the Start button and  Devices and Printers. Right-click Brother MFC-XXXX Printer. Make sure that Use Printer Offline is unchecked.
	(Windows Vista®) Click the Start button, Control Panel, Hardware and Sound, and then Printers. Right-click Brother MFC-XXXX Printer. Make sure that Use Printer Offline is unchecked.
	(Windows® XP and Windows Server® 2003/2008) Click the <b>Start</b> button and choose <b>Printers and Faxes</b> . Right-click <b>Brother MFC-XXXX Printer</b> . Make sure that <b>Use Printer Offline</b> is unchecked.
	(Windows <sup>®</sup> 2000) Click the <b>Start</b> button and choose <b>Settings</b> and then <b>Printers</b> . Right-click <b>Brother MFC-XXXX Printer</b> . Make sure that <b>Use Printer Offline</b> is unchecked.
	■ Contact your administrator to check your Secure Function Lock settings.
The machine prints unexpectedly	■ Press Job Cancel to cancel print jobs.
or it prints garbage.	Check the settings in your application to make sure it is set up to work with your machine.
The machine prints the first couple of pages correctly, then some	Check the settings in your application to make sure that it is set up to work with your machine.
pages have text missing.	Your computer is not recognising the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See the Quick Setup Guide.)
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See <i>Unprintable area when printing from a computer</i> on page 18.)
The machine does not print on both sides of the paper even though the printer driver setting is Duplex.	Check the paper size setting in the printer driver. You need to choose A4 [60 to 105 g/m²].
The machine is not printing or has stopped printing.	Press <b>Job Cancel</b> . As the machine cancels the job and clears it from the memory it may produce an incomplete printout.
The machine does not change to Direct Print mode when a USB flash memory drive is connected to the USB direct interface.	When the machine is in Deep Sleep mode, the machine does not wake up when a USB flash memory drive is connected to the USB direct interface. Press <b>Direct</b> to wake up the machine and light up the Direct key, and then press <b>Direct</b> again to view the Direct Print menu.

### **Scanning difficulties**

Difficulties	Suggestions
TWAIN errors appear while scanning.	Make sure that the Brother TWAIN driver is chosen as the primary source. In PaperPort™ 12SE, click <b>File</b> , <b>Scan or Get Photo</b> and choose the Brother TWAIN driver.
OCR does not work.	Try increasing the scanning resolution.
	(Macintosh users) Presto! PageManager must be downloaded and installed before use. See Accessing Brother Support (Macintosh) on page 4 for further instructions.
Network scanning does not work.	See Network difficulties on page 134.
Cannot scan.	Contact your administrator to check your Secure Function Lock Settings.

### **Software difficulties**

Difficulties	Suggestions
Cannot install software or print.	Run the <b>Repair MFL-Pro Suite</b> program on the CD-ROM. This program will repair and reinstall the software.
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.
The machine does not print from Adobe <sup>®</sup> Illustrator <sup>®</sup> .	Try to reduce the print resolution. (See Advanced tab in the Software User's Guide.)

### Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper.	■ If there is no paper, load a new stack of paper into the paper tray.
The LCD shows No Paper or a Paper Jam message.	If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray.
	■ Reduce the amount of paper in the paper tray, and then try again.
	■ Make sure that manual feed mode is not chosen in the printer driver.
	■ Clean the paper pick-up roller. See Cleaning the paper pick-up rollers on page 104.
	■ If the LCD shows the Paper Jam message and you still have a problem, see Error and maintenance messages on page 107.
The machine does not feed paper	■ Make sure that <b>MP tray</b> is chosen in the printer driver.
from the MP tray.	■ Fan the paper well and put it back in the tray firmly.
How do I print on envelopes?	You can load envelopes in the MP tray. Your application must be set up to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application. (See your application's manual for more information.)
What paper can I use?	You can use thin paper, plain paper, thick paper, bond paper, recycled paper, glossy paper, envelopes and labels that are made for laser machines. (For details, see <i>Acceptable paper and other print media</i> on page 22.)
There is a paper jam.	Clear the jammed paper. (See Error and maintenance messages on page 107.)

### **Print quality difficulties**

Difficulties	Suggestions
Printed pages are curled.	Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray.
	Make sure that you choose the Paper Type that suits the print media type you are using. (See Acceptable paper and other print media on page 22.)
Printed pages are smeared.	The Paper Type setting may be incorrect for the type of print media you are using, or the print media may be too thick or have a rough surface. (See Acceptable paper and other print media on page 22 and Basic tab in the Software User's Guide.)
Printouts are too light.	■ If this problem occurs when making copies or printing received faxes, set Toner Save mode to Off in the machine menu settings. (See <i>Toner Save</i> in <i>Chapter 1</i> of the <i>Advanced User's Guide</i> )
	Set Toner Save mode to Off in the Advanced tab in the printer driver. (See Advanced tab in the Software User's Guide.)
	■ In the Basic tab of the printer driver, click the Settings button and check the Enhance Black Printing check box.

### **Network difficulties**

Difficulties	Suggestions
Cannot print over a wired Network.	If you are having Network problems see the <i>Network User's Guide</i> for more information.
	Make sure your machine is powered on and is on-line and in the Ready mode. Print the Network Configuration list to see your current Network settings. (See <i>Reports</i> in <i>Chapter 6</i> of the <i>Advanced User's Guide</i> .) Reconnect the LAN cable to the hub to verify that the cable and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. You can check the current wired network status from the Network control panel menu.
The network scanning feature does not work.	(Windows®)  It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below:
	■ In Name: Enter any description, for example Brother NetScan.
	■ In Port number: Enter 54925.
	■ In Protocol: UDP is selected.
	Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.
	For more details, you can read FAQs and troubleshooting suggestions at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> .
	(Macintosh) Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the model list in ControlCenter2.

### **Network difficulties (continued)**

Difficulties	Suggestions
The network PC-Fax Receive feature does not work.	(Windows® only) It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below:
	■ In Name: Enter any description, for example Brother PC-FAX Rx.
	■ In Port number: Enter 54926.
	■ In Protocol: UDP is selected.
	Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.
	For more details, you can read FAQs and troubleshooting suggestions at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> .
Your computer cannot find your machine.	(Windows®) The firewall setting on your PC may be rejecting the necessary network connection. (For details, see the instructions above.)
	(Macintosh) Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the Model pop-up menu of ControlCenter2.

### Other

Difficulties	Suggestions
The machine will not turn on.	Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on.
	If the problem is not solved, turn off the machine. Plug the power cord into a different known working outlet and turn on the machine.

### **Setting Dial Tone detection**

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to Detection you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the default No Detection setting.

- 1 Press Menu, 0, 5.
- Press A or ▼ to choose Detection or No Detection.
  Press OK.
- 3 Press Stop/Exit.

#### Telephone line interference

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

- 1 Press Menu, 2, 0, 1.
- Press ▲ or ▼ to choose
  Basic (for VoIP), Normal or High.
  - Basic (for VoIP) reduces the modem speed to 9600 bps and turns the error correction mode (ECM) off.

For a standard telephone line: If you regularly experience interference on your standard telephone line try this setting.

If you are using VoIP: VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors try this setting.

- Normal sets the modem speed at 14400 bps.
- High sets the modem speed at 33600 bps.

Press **OK**.

3 Press Stop/Exit.



When you change the Compatibility to Basic (for VoIP), the ECM feature is only available for colour fax sending.

# Improving the print quality

If you have a print quality problem, print a test page first (Menu, 4, 2, 3). If the printout looks good, the problem is probably not the machine. Check the interface cable connections or try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.



Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with toner from other sources.

- To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See Acceptable paper and other print media on page 22.)
- Check that the drum unit and toner cartridges are installed properly.

Examples of poor print quality	Recommendation
White lines, bands or ribbing across the page	■ Put in a new drum unit. (See Replacing the drum unit on page 70.)
Colours are light or unclear on the whole page	Make sure Toner Save mode is off in the control panel of the machine or the printer driver.
	Make sure that you choose the correct media type in the printer driver or in the machine's Paper Type menu setting. (See Acceptable paper and other print media on page 22 and Basic tab in the Software User's Guide.)
	■ Shake all four toner cartridges gently.
	■ Wipe the laser scanner windows with a dry lint-free soft cloth. (See Cleaning the laser scanner windows on page 90.)
	■ Perform the calibration. (See <i>Calibration</i> on page 105.)

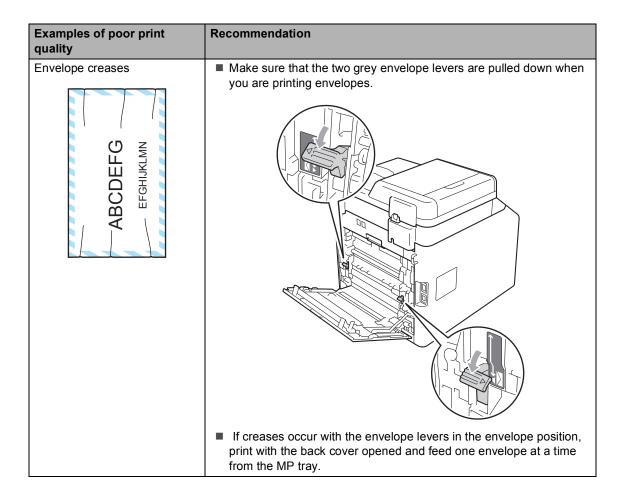
## **Examples of poor print** Recommendation quality White streaks or bands down ■ Wipe the laser scanner windows with a dry lint-free soft cloth. (See the page Cleaning the laser scanner windows on page 90.) ■ Clean the drum unit. (See *Cleaning the drum unit* on page 98.) ■ Identify the missing colour and put in a new toner cartridge. (See Replacing a Toner cartridge on page 63.) To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. Coloured streaks or bands ■ Clean all four corona wires (one for each colour) inside the drum unit down the page by sliding the green tab. (See Cleaning the corona wires on page 94.) ■ Make sure the corona wire green tabs are at their home positions (▲). ■ Clean the scanner glass and scanner glass strip. (See Cleaning the scanner glass on page 89.) ■ Replace the toner cartridge that matches the colour of the streak or band. (See Replacing a Toner cartridge on page 63.) To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new drum unit. (See Replacing the drum unit on page 70.) ■ If coloured lines appear at 30 mm intervals, replace the toner Coloured lines across the page cartridge that matches the colour of the line. (See Replacing a Toner cartridge on page 63.) To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting ■ If coloured lines appear at 94 mm intervals, put in a new drum unit. (See Replacing the drum unit on page 70.) White spots or hollow print ■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu match the type of paper you are using. (See Acceptable paper and other print media on page 22 and Basic tab in the Software User's Guide.) ■ Check the machine's environment. Conditions such as high humidity can cause white spots or hollow print. (See *To use the product safely* in the Safety and Legal Booklet.)

## Examples of poor print Recommendation quality Completely blank or some ■ Put in a new toner cartridge. (See Replacing a Toner cartridge colours are missing on page 63.) To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new drum unit. (See Replacing the drum unit on page 70.) Coloured spots at 94 mm ■ If the problem is not solved after printing, the drum may have foreign material, such as glue from a label, stuck on the drum surface. Clean the drum unit. (See Cleaning the drum unit on page 98.) 94 mm ■ Put in a new drum unit. (See *Replacing the drum unit* on page 70.) 94 mm Coloured spots at 30 mm ■ Identify the colour causing the problem and put in a new toner cartridge. (See Replacing a Toner cartridge on page 63.) To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting 30 mm tips. 30 mm Toner scatter or toner stain ■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. (See Choosing a location in the Safety and Legal Booklet.) ■ Identify the colour causing the problem and put in a new toner cartridge. (See Replacing a Toner cartridge on page 63.) To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ If the problem continues, put in a new drum unit. (See *Replacing the* drum unit on page 70.)

Examples of poor print quality	Recommendation
The colour of your printouts is not what you expected	Make sure Toner Save mode is off in the control panel of the machine or the printer driver.
	■ Perform the calibration. (See <i>Calibration</i> on page 105.)
	Adjust the colour by using the custom setting in the printer driver and by using the control panel of the machine. Colours the machine can print and colours you see on a monitor are different. The machine may not be able to reproduce the colours on your monitor.
	■ If colours appear in the printed grey areas, make sure there is a check in the Improve Grey Colour check box of the printer driver. (See Basic tab for Windows <sup>®</sup> printer driver, Advanced tab for Macintosh printer driver or Features for Macintosh BR-Script printer driver in the Software User's Guide.)
	■ If shaded areas look dull, remove the check from the Improve Grey Colour check box.
	■ If a printed black graphic is too light, choose <b>Enhance Black Printing</b> mode in the printer driver. (See <i>Settings Dialog</i> for Windows <sup>®</sup> printer driver, <i>Advanced options</i> for Windows <sup>®</sup> BR-Script printer driver, <i>Print Settings</i> for Macintosh printer driver or <i>Printer Features</i> for Macintosh BR-Script printer driver in the <i>Software User's Guide</i> .)
	Identify the colour causing the problem and put in a new toner cartridge. (See Replacing a Toner cartridge on page 63.)
	■ Put in a new drum unit. (See Replacing the drum unit on page 70.)
All one colour	■ Put in a new drum unit. (See Replacing the drum unit on page 70.)
Colour misregistration	■ Make sure that the machine is on a solid level surface.
	■ Perform the auto colour registration using the control panel (see <i>Auto Registration</i> on page 106) or perform the manual colour registration using the control panel (see <i>Manual Registration</i> on page 106).
Б	<ul> <li>Put in a new drum unit. (See Replacing the drum unit on page 70.)</li> <li>Put in a new belt unit. (See Replacing the belt unit on page 76.)</li> </ul>

Evennies of near print	Becommendation
Examples of poor print quality	Recommendation
Uneven density appears	■ Perform the calibration. (See <i>Calibration</i> on page 105.)
periodically across the page	Adjust the contrast or brightness when you are in copy mode. (See Adjusting Contrast, Colour and Brightness in Chapter 7 of the Advanced User's Guide.)
B	Identify the colour that is uneven and put in a new toner cartridge for that colour. (See Replacing a Toner cartridge on page 63.) To identify the colour of the toner cartridge, visit us at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.
	■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 70.)
Thin lines do not print	Make sure Toner Save mode is off in the control panel of the machine or the printer driver.
	■ Change the print resolution.
	■ If you use a Windows <sup>®</sup> printer driver, choose Improve Pattern Printing or Improve Thin Line in Settings from the Basic tab. (See Settings Dialog in the Software User's Guide.)
Wrinkle	■ Change to the recommended type of paper. (See Recommended paper and print media on page 22.)
AACESTOO (AAAOCHISTI TAI) (XXX SIZIQITTI aloolojagiineeee AACESTOO (AAAOCHISTI TAI) (XXX SIZIQITTI aloolojagiineeee AACESTOO (AAAOCHISTI TAI) (XXX SIZIQITTI aloolojagiineeee AACESTOO (AAAOCHISTI TAI) (XXX SIZIQITTI TAI)	■ Make sure that the back cover is closed properly.
	Make sure that the two grey levers inside the back cover are in the up position.
B	Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See Acceptable paper and other print media on page 22 and Basic tab in the Software User's Guide.)
Offset image	■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See Acceptable paper and other print media on page 22 and Basic tab in the Software User's Guide.)
	Make sure that the two grey levers inside the back cover are in the up position.
	Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem. (See Choosing a location in the Safety and Legal Booklet.)
	■ Put in a new drum unit. (See Replacing the drum unit on page 70.)

Examples of poor print quality	Recommendation
Poor fixing	Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See Acceptable paper and other print media on page 22 and Basic tab in the Software User's Guide.)
	Make sure that the two grey levers inside the back cover are in the up position.
	■ Choose Improve Toner Fixing mode in the printer driver. (See Other
	Print Options (For Windows® printer driver), Advanced options (For Windows® BR-Script printer driver), Print Settings (For Macintosh printer driver) or Printer Features (For Macintosh BR-Script printer driver) in the Software User's Guide.)  If this selection does not provide enough improvement, change the printer driver setting in Media Type to a thick setting.
Curled or wavy	■ Choose Reduce Paper Curl mode in the printer driver when you do
	not use our recommended paper. (See Other Print Options (For Windows <sup>®</sup> printer driver), Advanced options (For Windows <sup>®</sup> BR-Script printer driver), Print Settings (For Macintosh printer driver) or Printer Features (For Macintosh BR-Script printer driver) in the Software User's Guide.)
	If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray.
	Store the paper where it will not be exposed to avoid high temperatures and high humidity.
	Open the back cover (face up output tray) to let the printed paper out on the back output tray.



# **Machine Information**

## **Checking the Serial Number**

You can see the machine's Serial Number on the LCD.

- 1 Press Menu, 8, 1.
- Press Stop/Exit.

### **Reset functions**

The following reset functions are available:

1 Network

You can reset the internal print server back to its default factory settings such as the password and IP address information.

2 Address & Fax

Address & Fax resets the following settings:

- Address Book
   (One Touch Dial/Speed Dial/Setup Groups)
- Programmed fax jobs in the memory (Polled TX, Delayed Fax)
- Station ID (name and number)
- Coverpage Msg (comments)
- Remote Fax Option
   (Remote Access Code, Fax Storage, Fax Forwarding, Paging and PC-Fax)
- Report settings
   (Transmission Verification Report/Tel Index List/Fax Journal)
- Setting Lock password
- 3 All Settings

You can reset all the machine settings back to the settings that were set at the factory.

Brother strongly recommends you perform this operation when you dispose of the machine.



Unplug the interface cable before you choose Network or All Settings.

### How to reset the machine

- 1 Press Menu, 0, 7.
- Press ▲ or ▼ to choose the reset function you want to use. Press OK.
- 3 Do one of the following;
  - To reset the settings, press 1 and go to step 4.
  - To exit without making changes, press 2 and go to step **⑤**.
- 4 You will be asked to reboot the machine.
  Do one of the following;
  - To reboot the machine press 1. The machine will begin the reset.
  - To exit without rebooting the machine, press 2. Go to step **⑤**.
- 5 Press Stop/Exit.



You can also reset the Network settings by pressing **Menu**, **7**, **0**.

# C

# Menu and features

# On-screen programming

Your machine has been designed to be easy to use. The LCD provides on-screen programming using the menu keys.

We have created step by step on-screen instructions to help you program your machine. Simply follow the steps as they guide you through the menu selections and programming options.

# How to access the menu mode

- 1 Press Menu.
- Choose an option.
  - Press 1 for General Setup menu.
  - Press 2 for Fax menu.
  - Press **3** for Copy menu.
  - Press 4 for Printer menu.
  - Press 5 for USB Direct I/F menu.
  - Press 6 for Print Reports menu.
  - Press 7 for Network menu.
  - Press 8 for Machine Info. menu.
  - Press **9** for Service menu. <sup>1</sup>
  - Press **0** for Initial Setup menu.
  - This will appear only when the LCD shows an error message.

You can also scroll through each menu level by pressing ▲ or ▼ for the direction you want.

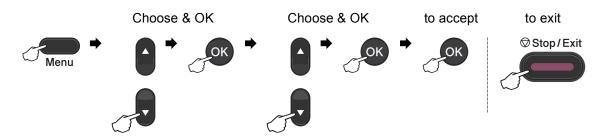
Press **OK** when the option you want appears on the LCD.

The LCD will then show the next menulevel.

- 4 Press ▲ or ▼ to scroll to your next menu selection.
- 5 Press **OK**. When you have finished setting an option, the LCD will show Accepted.
- 6 Press Stop/Exit to exit Menu mode.

# Menu table

The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup	1.Mode Timer	_	_	0 Sec	Sets the time to	See <sup>1</sup> .
				30 Secs	return to Fax mode and the time the	
				1 Min	machine will change	l
				2 Mins*	from individual user to public user mode	
				5 Mins	when using Secure	İ
				Off	Function Lock.	
	2.Paper	1.Paper Type	1.MP Tray	Thin	Sets the type of	19
				Plain*	paper in the paper tray.	
				Thick	r	
				Thicker		
				Recycled Paper		
				Glossy Paper		
			2.Tray#1	Thin	Sets the type of	19
				Plain*	paper in the paper tray.	
				Thick	uay.	
				Thicker		
				Recycled Paper		
			3.Tray#2	Thin	Sets the type of	19
			(This menu	Plain*	paper in the paper	
			only appears if	Thick	tray.	
			you have the optional	Thicker		
			tray#2.)	Recycled Paper		

- See Advanced User's Guide.
- See Software User's Guide



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup	2.Paper	2.Paper Size	1.MP Tray	A4*	Sets the size of the	19
(Continued)	(Continued)			Letter	paper in the paper tray.	
				Legal		
				Executive		
				A5		
				A5 L		
				A6		
				B5		
				В6		
				Folio		
				Any		
			2.Tray#1	A4*	Sets the size of the	19
				Letter	paper in the paper tray.	
				Legal		
				Executive		
				A5		
				A5 L		
				A6		
				В5		
				В6		
				Folio		
			3.Tray#2	A4*	Sets the size of the	19
			(This menu	Letter	paper in the paper tray.	
			only appears if you have the	Legal	,	
		optional tray#2.)	Executive			
			tray#2.)	A5		
				В5		
				В6		
				Folio		

- See Advanced User's Guide.
- See Software User's Guide



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup	3.Volume	1.Ring	_	Off	Adjusts the ring	10
(Continued)				Low	volume.	
				Med*		
				High		
		2.Beeper	_	Off	Adjusts the volume	10
				Low	level of the beeper.	
				Med*		
				High		
		3.Speaker	_	Off	Adjusts the speaker	10
				Low	Increases the page yield of the toner cartridge.  Conserves power.	
				Med*		
				High		
	4.Ecology	1.Toner Save	_	On		See <sup>1</sup> .
				Off*		
		2.Sleep Time	_	Range varies		
				depending on		
				models.		
		1 0		003Min*	Changes the travelent	20
	5.Tray Use	1.Copy	_	Tray#1 Only	Chooses the tray that will be used for Copy	20
				Tray#2 Only	mode.	
				MP Only		
				MP>T1>T2*		
				T1>T2>MP		
				(Tray#2 or T2 appears only if		
				you installed the		
				optional paper tray.)		
		2.Fax	_	Tray#1 Only	Chooses the tray that	20
				Tray#2 Only	will be used for Fax	
				MP Only	mode.	
				MP>T1>T2		
				T1>T2>MP*		
				(Tray#2 or T2		
				appears only if		
				you installed the optional paper		
				tray.)		
	1 See Advan	ced User's Guide		<u> </u>	1	<u>I</u>
	•	re User's Guide				
	The factor					

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	5.Tray Use (Continued)	3.Print	_	Tray#1 Only Tray#2 Only MP Only	Chooses the tray that will be used for Print mode.	21
				MP>T1>T2*		
				T1>T2>MP		
				(Tray#2 or T2 appears only if you installed the optional paper tray.)		
	6.LCD Contrast	_	_	-□□□□■+	Adjusts the contrast of the LCD.	See <sup>1</sup> .
				+	of the LCD.	
				-□□■□□+*		
				+		
				-■□□□□+	Can restrict selected machine operation for up to 25 individual users and all other non-authorized Public users.  Stops unauthorized users from changing the machine's current settings.	
	7.Security	1.Function Lock	_	_		
		2.Setting Lock	_	_		
	8.Document Scan	1.Glass ScanSize	_	A4*	Adjusts the scan	30
				Letter	area of the scanner glass to the size of the document.	
		2.File Size	1.Color	Small	You can set your own	See <sup>2</sup> .
				Middle*	default settings of the data compression	
				Large	rate.	
			2.Gray	Small		
				Middle*		
				Large		
		3.Duplex Scan	_	Long edge*	Chooses the duplex scanning format.	See <sup>1</sup> .
		(MFC-9465CDN only)		Short edge	osamming format.	
		ced User's Guide				
	<sup>2</sup> See Softwa	re User's Guide				

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax	1.Setup Receive (In Fax mode only)	1.Ring Delay	(02 - 08) <b>02*</b>	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	35
		2.F/T Ring Time	20 Secs 30 Secs* 40 Secs 70 Secs	Sets the fast double-ring time in Fax/Tel mode.	35
		3.Fax Detect	On*	Receives fax messages without pressing Mono Start or Colour Start.	36
		4.Remote Codes	On (*51, #51) Off*	Allows you to answer all calls at an extension or external phone and use codes to turn the machine on or off. You can personalize these codes.	40
		5.Auto Reduction	On*	Cuts the size of incoming faxes.	See <sup>1</sup> .
		6.Print Density	-00000+ -00000+* -00000+	Makes printouts darker or lighter.	
		7.Polling RX	Standard* Secure Timer	Sets up your machine to poll another fax machine.	
		8.Fax Rx Stamp	On Off*	Prints the received time and date on the top of the received faxes.	
		9.Duplex	On Off*	Prints receive faxes on both sides of the paper.	

See Advanced User's Guide.



Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax	2.Setup Send	1.Contrast	Auto*	Changes the	See <sup>1</sup> .
(Continued)	(In Fax mode only)		Light	lightness or darkness of faxes you send.	
			Dark		
		2.Fax Resolution	Standard*	Sets the default	
			Fine	resolution for outgoing faxes.	
			S.Fine		
			Photo		
		3.Delayed Fax	_	Sets the time of day in	
				24 hour format that the delayed faxes will	
				be sent.	
		4.Batch TX	On	Combines delayed	
			Off*	faxes going to the same fax number at	
				the same time of day	
				into one transmission.	
		5.Real Time TX		Sends a fax without	
			Next Fax:Off	using the memory.	
			On		
			Off*		
		6.Polled TX	Standard*	Sets up your machine	
			Secure	with a document to be retrieved by another	
				fax machine.	
		7.Coverpg Setup	Next Fax:On	Automatically sends a	
			Next Fax:Off	cover page you have programmed.	
			On		
			Off*		
			Print Sample		
		8.Coverpage Note	_	Sets up your own	
				comments for the fax cover page.	
		9.Overseas Mode	On	If you are having	
		J.OVELEGAS MODE	Off*	difficulty sending	
				faxes overseas, set this to On.	
	1 Soo Advanced I	la ada Osida		uns to On.	
	<sup>1</sup> See Advanced l	Jser's Guide.			



Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	3.Address Book	1.One Touch Dial		Stores up to 16 One Touch Dial numbers, so you can dial by pressing one key (and Mono Start or Colour Start).	44
		2.Speed Dial		Stores up to 300 Speed Dial numbers, so you can dial by pressing only a few keys (and Mono Start or Colour Start).	45
		3.Setup Groups	_	Sets up to 20 Group numbers for Broadcasting.	See <sup>1</sup> .
	4.Report Setting	1.XMIT Report	On On+Image Off*	Sets initial setup for Transmission Verification Report.	31
		2.Journal Period	Off+Image  Every 50 Faxes*	Sets the interval for	See <sup>1</sup> .
			Every 6 Hours Every 12 Hours	automatic printing of the Fax Journal.	
			Every 24 Hours		
			Every 2 Days Every 7 Days Off		
	5.Remote Fax Opt	1.Forward/Store	Off* Fax Forward Fax Storage PC Fax Receive	Sets the machine to forward fax messages, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC.	See <sup>1</sup> .
		(Backup Print)		If you chose Fax Forward or PC-Fax Receive, you can turn on the safety feature Backup Print.	
		2.Remote Access	X	Sets your own code for Remote Retrieval.	
		3.Print Document	_	Prints incoming faxes stored in the memory.	
	<sup>1</sup> See Advanced l	Jser's Guide.			
	The factory se	ttings are shown in B	old with an asterisk.		

Level 1	Level 2	Level 3	Options	Descriptions	Page
2.Fax (Continued)	6.Dial Restrict.	1.Dial Pad	Off* Enter # twice On	You can set the machine to restrict dialling when using the dial pad.	See <sup>1</sup> .
		2.One Touch Dial	Off* Enter # twice On	You can set the machine to restrict the dialling of One Touch numbers.	
		3.Speed Dial	Off* Enter # twice On	You can set the machine to restrict the dialling of Speed Dial numbers.	
	7.Remaining Jobs	_	_	You can check which jobs are in the memory and lets you cancel scheduled jobs.	
	0.Miscellaneous	1.Compatibility	High* Normal Basic(for VoIP)	Adjusts the equalization for transmission difficulties.	136
				VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic(for VoIP).	
	<sup>1</sup> See Advanced U	Jser's Guide			



Level 1	Level 2	Level 3	Options	Descriptions	Page
3.Сору	1.Quality	_	Auto*	You can choose the	See <sup>1</sup>
			Text	Copy resolution for your type of	
			Photo	document.	
			Graph		
	2.Brightness	_	-□□□□■+	Adjust the brightness for copies.	
			+		
			-□□■□□+*		
			+		
	3.Contrast	_	-0000■+	Adjusts the contrast for copies.	
			+		
			+*		
			+		
	4.Color Adjust	1.Red	-0000■+	Adjusts the red colour for copies.	
			-□□□■□+	·	
			-□□■□□+*		
			+		
			-■□□□□+		
		2.Green	-□□□□■+	Adjusts the green colour for copies.	
			+		
			+*		
			+		
		3.Blue	-0000■+	Adjusts the blue colour for copies.	
			+	·	
			-□□■□□+*		
			-■□□□□+		

See Advanced User's Guide.



Emulation	_	Auto* HP LaserJet	Chooses the emulation mode.	See <sup>2</sup> .
Desire Collins		BR-Script 3		
Print Options	1.Internal Font	1.HP LaserJet 2.BR-Script 3	Prints a list of the machine's internal fonts.	
	2.Configuration	_	Prints a list of the machine's printer settings.	
	3.Test Print	_	Prints a test page.	
3.Duplex	_	Off* On(Long Edge)	Enables or disables duplex printing. You can also choose long	
		On(Short Edge)	edge or short edge duplex printing.	
Output Color	_	Auto* Color B&W	Chooses colour or black & white printed documents. If you choose Auto, the machine selects a suitable option for the document (color or B&W).	
.Reset Printer	_	1.Reset 2.Exit	Restores the printer settings to the original factory default settings.	
.Calibration	_	Calibrate Reset	Adjusts the colour density or returns the colour calibration to the factory settings.	105
.Auto Regist.		1.Start 2.Exit	Adjust the print position of each colour automatically.	106
	Output Color  Reset Printer  Calibration	3.Test Print  Duplex —  Output Color —  Reset Printer —  Calibration —	3.Test Print —  Output Color — Auto* Color B&W  Reset Printer — 1.Reset 2.Exit  Calibration — Calibrate Reset Auto Regist. — 1.Start	machine's printer settings.  3.Test Print — Prints a test page.  Duplex — Off* Enables or disables duplex printing. You can also choose long edge or short edge duplex printing.  Output Color — Auto* Chooses colour or black & white printed documents. If you choose Auto, the machine selects a suitable option for the document (color or B&W).  Reset Printer — 1.Reset Restores the printer settings to the original factory default settings.  Calibration — Calibrate Reset Adjusts the colour density or returns the colour calibration to the factory settings.  Auto Regist. — 1.Start Adjust the print position of each



Level 1	Level 2	Level 3	Options	Descriptions	Page
4.Printer (Continued)	8.Manual Regist.	1.Print Chart	_	Print the chart to manually check the registration of the colours.	106
		2.Set Regist.	1 Magenta Left	Sets the correction	
			2 Cyan Left	value on the chart you printed from	
			3 Yellow Left	Print Chart.	
			4 Magenta Center		
			5 Cyan Center		
			6 Yellow Center		
			7 Magenta Right		
			8 Cyan Right		
			9 Yellow Right		
	9.Frequency	_	Normal*	Sets the interval time	106
			Low	you want to carry out the auto registration	
			Off	and the calibration.	
	<sup>1</sup> See Advanced l	Jser's Guide			
	<sup>2</sup> See Software U	ser's Guide.			
1		· · · · · · · · · · · · · · · · · · ·	·	· · · · · · · · · · · · · · · · · · ·	



.Direct Print	1.Paper Size	Letter Legal Executive A5 A5 L A6 B5 B6 Folio Thin Plain*	Sets the paper size when printing directly from the USB flash memory drive.  Sets the media type when printing directly	49
	2.Media Type	Legal Executive A5 A5 L A6 B5 B6 Folio Thin	from the USB flash memory drive.	49
	2.Media Type	Executive A5 A5 L A6 B5 B6 Folio Thin	memory drive.  Sets the media type	49
	2.Media Type	A5 A5 L A6 B5 B6 Folio Thin		49
	2.Media Type	A5 L A6 B5 B6 Folio Thin		49
	2.Media Type	A6 B5 B6 Folio Thin		49
	2.Media Type	B5 B6 Folio Thin		49
	2.Media Type	B6 Folio Thin		49
	2.Media Type	Folio Thin		49
	2.Media Type	Thin		49
	2.Media Type			49
		Plain*	when printing directly	
			from the USB flash memory drive.	
		Thick		
		Thicker		
		Recycled Paper		
		Glossy Paper		
	3.Multiple Page	1in1*	Sets the page style when printing multiple	50
		2in1	pages directly from	
		4in1	the USB Flash	
		9in1	memory drive.	
		16in1		
		25in1		
		1 in 2x2 pages		
		1 in 3x3 pages		
		1 in 4x4 pages		
		1 in 5x5 pages		
	4.Orientation	Portrait*	Sets the page	50
		Landscape	printing directly from the USB Flash	
	5.Collate	On*	Enables or disables	50
		Off	the page collation when printing directly from the USB Flash memory drive.	
	¬^		4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages 4.Orientation Portrait* Landscape  5.Collate On* Off	Ain1   pages directly from the USB Flash memory drive.

Level 1	Level 2	Level 3	Options	Descriptions	Page
5.USB Direct I/F (Continued)	1.Direct Print (Continued)	6.Print Quality	Normal* Fine	Sets the print quality option when printing directly from the USB Flash memory drive.	50
		7.PDF Option	Document* Document&Markup Document&Stamps	Sets the PDF option whether to print comments (Markup) or stamps in the PDF file along with the text.	50
		8.Index Print	Simple* Details	Sets the index print option, simple format or details.	50
	2.Scan to USB	1.Resolution	Color 100 dpi* Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200 dpi	Sets the resolution to send the scanned data to USB Flash memory drive.	See <sup>1</sup> .
		2.File Name	_	Enter the file name of the scanned data.	



1.XMIT Verify 2.Help List	1.View on LCD 2.Print Report		Prints a Report for your last	See 1.
2.Help List			transmission.	
	_	_	Prints the Help List so you can see at-a-glance how to quickly program your machine.	
3.Tel Index List	1.Numeric	_	Lists names and	
	2.Alphabetic	One T	numbers stored in the One Touch and Speed Dial memory, in numerical or alphabetical order.	
4.Fax Journal	_	_	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)	
.User Settings	_	_	Lists your settings.	
6.Network Config	_	_	Lists your Network settings.	
7.Drum Dot Print		_	Prints the drum dot check sheet.	
3.Order Form	rder Form —		You can print an accessories order form to fill out and send to you Brother dealer.	
5.	User Settings Network Config Drum Dot Print Order Form	Fax Journal —  User Settings —  Network Config —  Drum Dot Print —	Fax Journal	One Touch and Speed Dial memory, in numerical or alphabetical order.  Fax Journal — Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)  User Settings — Lists your settings.  Network Config — Lists your Network settings.  Drum Dot Print — Prints the drum dot check sheet.  Order Form — You can print an accessories order form to fill out and send to you Brother dealer.



_evel 1	Level 2	Level 3	Level 4	Options	Descriptions
7.Network	1.TCP/IP	1.Boot Method	_	Auto* Static	Chooses the BOOT method that best suits your needs.
				RARP	suits your needs.
				BOOTP	
				DHCP	
		2.IP Address	_	[000-255]. [000-255]. [000-255].	Enter the IP address
		3.Subnet Mask	_	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
		4.Gateway	_	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
		5.Node Name	_	BRNXXXXXXXXXXX	Enter the Node name.
		6.WINS Config	_	Auto*	Chooses the WINS
				Static	configuration mode.
		7.WINS Server	_	Primary	Specifies the IP
				[000-255]. [000-255]. [000-255].	address of the primary or secondar WINS server.
				Secondary	
				[000-255]. [000-255]. [000-255].	
		8.DNS Server	_	Primary	Specifies the IP
				[000-255]. [000-255]. [000-255].	address of the primary or secondar DNS server.
				Secondary	
				[000-255]. [000-255]. [000-255].	
		9.APIPA	_	On*	Automatically
				Off	allocates the IP address from the link-local address range.
		0.IPv6	_	On Off*	Enable or Disable th IPv6 protocol. If you want to use the IPv protocol, visit http://solutions.brother.col for more information

Level 1	Level 2	Level 3	Level 4	Options	Descriptions
7.Network	2.Ethernet	_	_	Auto*	Chooses the
(Continued)				100B-FD	Ethernet link mode.
				100B-HD	
				10B-FD	
				10B-HD	
	3.Status	_	_	Active 100B-FD	Shows the Ethernet
				Active 100B-HD	link status.
				Active 10B-FD	
				Active 10B-HD	
				Inactive	
	4.MAC Address	_	_	_	Shows the MAC
					address of the machine.
	5.Scan To FTP	_		Color 100 dpi*	Chooses the file
				Color 200 dpi	format to send the
				Color 300 dpi	scanned data via
				Color 600 dpi	
				Gray 100 dpi	
				Gray 200 dpi	
				Gray 300 dpi	
				B&W 200 dpi	
				B&W 200x100 dpi	
	6.ScanTo Network	_	_	Color 100 dpi*	You can scan a black
				Color 200 dpi	and white or colour
				Color 300 dpi	document directly to a CIFS server on
				Color 600 dpi	your local network or
				Gray 100 dpi	on the internet.
				Gray 200 dpi	
				Gray 300 dpi	
			B&W 200 dpi		
				B&W 200x100 dpi	
	0.Network Reset	1.Reset		1.Yes	Restore all network
				2.No	settings to factory
		2.Exit	_	_	default.
	See Network Use	er's Guide.	J	1	I

Level 1	Level 2	Level 3	Options	Descriptions	Page
8.Machine Info.	1.Serial No.	_	_	You can check the serial number of your machine.	144
	2.Page Counter  3.Parts Life	_	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See <sup>1</sup> .
	3.Parts Life	1.Drum	_	You can check the percentage of a machine part's life that remains available.  (PF Kit 2 appears only if you installed the optional paper tray.)	
		2.Belt Unit	_		
		3.Fuser	_		
		4.Laser	_		
		5.PF Kit MP	_		
		6.PF Kit 1	_		
		7.PF Kit 2	_		
	<sup>1</sup> See Advanced U	Jser's Guide.		•	



Level 1	Level 2	Level 3	Options	Descriptions	Page
0.Initial Setup	1.Receive Mode	_	Fax Only* Fax/Tel External TAD Manual	Chooses the receive mode that best suits your needs.	33
	2.Date&Time	1.Date&Time	—	Puts the date and time on the LCD and in headings of faxes you send.	See <sup>2</sup> .
		2.Auto Daylight	On Off*	Changes for Daylight Savings Time automatically.	See <sup>1</sup> .
		3.Time Zone	UTCXXX:XX	Sets the time zone for your country.	See <sup>3</sup> .
	3.Station ID	_	Fax: Tel: Name:	Sets your name and fax number to appear on each page you fax.	See <sup>2</sup> .
	4.Tone/Pulse	_	Tone* Pulse	Chooses the dialling mode.	
	5.Dial Tone	_	Detection No Detection*	You can shorten the dial tone detect pause.	136
	6.Phone Line Set	_	Normal* ISDN PBX	Select the phone line type.	37
	7.Reset	1.Network	1.Reset 2.Exit	Restores all network settings to factory default.	144
		2.Address & Fax	1.Reset 2.Exit	Restores all stored phone numbers and fax settings.	
		3.All Settings	1.Reset	Restores all the machine settings to	

- See Quick Setup Guide.
- See Network User's Guide.



# **Entering text**

When setting certain menu selections, such as the Station ID, you will need to type text characters. The dial pad keys have letters printed on them. The keys:  $\mathbf{0}$ ,  $\mathbf{\#}$  and  $\mathbf{\times}$  do *not* have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

Press Key	one time	two times	three times	four times	five times	six times	seven times	eight times	nine times
1	@		1	1	@		1	1	@
2	а	b	С	Α	В	С	2	а	b
3	d	е	f	D	Е	F	3	d	е
4	g	h	İ	G	Н	1	4	g	h
5	j	k	I	J	K	L	5	j	k
6	m	n	0	M	N	0	6	m	n
7	p	q	r	s	Р	Q	R	S	7
8	t	u	V	T	U	V	8	t	u
9	W	Х	у	Z	W	Х	Υ	Z	9

For menu selections that do not allow lower case character selection, please use this reference table.

Press Key	one time	two times	three times	four times	five times
2	Α	В	С	2	Α
3	D	Е	F	3	D
4	G	Н	I	4	G
5	J	K	L	5	J
6	М	N	Ο	6	М
7	Р	Q	R	S	7
8	Т	U	V	8	Т
9	W	Χ	Υ	Z	9

#### 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 a letter incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and then press **Clear**.

#### Repeating letters

To enter a character on the same key as the previous character, press ▶ to move the cursor right before pressing the key again.

## Special characters and symbols

Press ★, # or 0, then press ◀ or ▶ to move the cursor to the symbol or character you want. Press OK to choose it. The symbols and characters below will appear depending on your menu selection.

Press *	for	(space)!"#\$%&'() + +,/€
Press #	for	:;<=>?@[]^_\~' {}
Press 0	for	ÄËÖÜÀÇÈÉO

# D

# **Specifications**

## General

Printer Type Laser

Print Method Electrophotography by semiconductor laser beam scanning

Memory Capacity (MFC-9465CDN) 256 MB

(MFC-9460CDN) 128 MB

LCD (liquid crystal

display)

22 characters  $\times$  5 lines

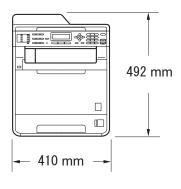
**Power Source** 220 - 240 V AC 50/60Hz

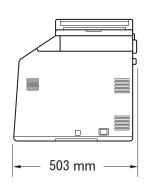
Power Consumption <sup>1</sup> Peak: 1200 W

Copying (Average): Approx. 570 W <sup>2</sup>
Deep Sleep (Average): Approx. 1.7 W
Ready (Average): Approx. 70 W

USB connection to PC

#### **Dimensions**





Weight With Consumables: 26.5 kg

D

<sup>&</sup>lt;sup>2</sup> When making a copy from one sheet

Noise level Sound power <sup>1</sup>

Operating Lwad = 6.68 B (A)

(Colour Copying):

Operating LwAd = 6.67 B (A)

(Monochrome Copying):

Office equipment with LWAd > 6.30 B (A) is not suitable for use in room where people do primarily intellectual work. Such equipment should be placed in separate rooms because of the noise

emission.

Standby: LwAd = 4.26 B (A)

Sound pressure

Operating (Printing): LPAm = 57 dB (A) Standby: LPAm = 33 dB (A)

**Temperature** Operating: 10 to 32.5°C

Storage: 0 to 40°C

**Humidity** Operating: 20 to 80% (without condensation)

Storage: 10 to 90% (without condensation)

ADF (automatic document

feeder)

Up to 35 pages (Staggered) [80 g/m<sup>2</sup>]

Measured in accordance with ISO 9296.

### D

# **Document Size**

Document SizeADF Width:147.3 to 215.9 mm(Single-sided)ADF Length:147.3 to 356.0 mm

Scanner Glass Width: Max. 215.9 mm Scanner Glass Length: Max. 297 mm

Document Size (2-sided (Duplex)) (MFC-9465CDN) ADF Width: 147.3 to 215.9 mm ADF Length: 147.3 to 356.0 mm

## **Print media**

Paper Input Paper Tray

■ Paper Type: Plain paper, Thin paper or Recycled paper

■ Paper Size: Letter, A4, B5 (ISO/JIS), A5,

A5 (Long Edge), B6 (ISO), A6, Executive,

Legal and Folio

■ Paper Weight: 60 to 105 g/m<sup>2</sup>

■ Maximum Paper Tray Up to 250 sheets of 80 g/m²

Capacity: Plain paper

Multi-purpose tray (MP tray)

■ Paper Type: Envelope, Env. Thin, Env. Thick, Labels <sup>1</sup>,

Glossy paper, Thin paper, Thick paper,

Thicker paper, Recycled paper, Bond paper or Plain paper

■ Paper Size: Width: 69.8 to 216 mm

Length: 116 to 406.4 mm

■ Paper Weight: 60 to 163 g/m<sup>2 2</sup>

■ Maximum Paper Tray Lin to 50

Capacity:

Up to 50 sheets of 80 g/m<sup>2</sup> Plain paper

Paper Tray 2 (option)

■ Paper Type: Plain paper, Thin paper or Recycled paper

■ Paper Size: Letter, A4, B5 (ISO/JIS), A5, B6 (ISO),

Executive, Legal and Folio

■ Paper Weight: 60 to 105 g/m<sup>2</sup>

■ Maximum Paper Tray Up to 500 sheets of 80 g/m²

Capacity: Plain paper

Paper Output Face-Down Output Tray Up to 150 sheets (face down print delivery

to the output paper tray)

Face-Up Output Tray One sheet (face up print delivery to the

Face up output tray)

D

Duplex Printing

Manual Duplex: YesAutomatic Duplex: YesPaper Size A4

(Automatic Duplex):

■ Paper Weight 60 to 105 g/m²

(Automatic Duplex):

■ Paper Type Plain paper, Thin paper, Recycled paper or (Automatic Duplex): Glossy paper

<sup>&</sup>lt;sup>1</sup> For labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

<sup>&</sup>lt;sup>2</sup> 60 to 105 g/m<sup>2</sup> for duplex print.

## **Fax**

Compatibility ITU-T Super Group 3

Modem Speed Automatic Fallback: 33,600 bps

2-sided (Duplex) Print Yes

Receiving

Automatic 2-sided (Duplex) Yes (from ADF)

Sending (MFC-9465CDN)

Scanning WidthMax. 208 mmPrinting WidthMax. 208 mmGreyscale8 bit/256 levels

Resolution Horizontal: 8 dot/mm

Vertical

■ Standard: 3.85 line/mm (Mono)

7.7 line/mm (Colour)

■ Fine: 7.7 line/mm (Mono)

7.7 line/mm (Colour)

■ Photo: 7.7 line/mm (Mono)

■ Superfine: 15.4 line/mm (Mono)

One Touch Dial $16 (8 \times 2)$ Speed Dial300 stationsGroupsUp to 20Broadcasting366 stations

Automatic Redial 3 times at 5 minute intervals

Memory Transmission Up to 500 <sup>1</sup> pages <sup>2</sup>
Out of Paper Reception Up to 500 <sup>1</sup> pages <sup>2</sup>

<sup>&#</sup>x27;Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

Black & White only

## Copy

Colour/Black Yes/Yes

Copy Width Max. 210 mm
Automatic 2-sided (Duplex) Yes (from ADF)

Copy (MFC-9465CDN)

Multiple Copies Stacks or Sorts up to 99 pages

Reduce/Enlarge 25% to 400% (in increments of 1%)

**Resolution** Up to  $1200 \times 600$  dpi

First Copy Out Time Less than 19 seconds (from the READY mode and standard

(Monochrome) tra

First Copy Out Time Less than 21 seconds (from the READY mode and standard

(Colour) tray)

## Scanner

Colour/Black Yes/Yes

**TWAIN Compliant** Yes (Windows® 2000 Professional/Windows® XP/

Windows® XP Professional x64 Edition/Windows Vista®/

Windows® 7)

Mac OS X 10.4.11 - 10.6.x 1

WIA Compliant
Yes (Windows® XP/Windows Vista®/Windows® 7)

Colour Depth 48 bit internal / 24 bit external colour

**Resolution** Up to  $19200 \times 19200$  dpi (interpolated) <sup>2</sup>

Up to 1200 × 2400 dpi (optical) <sup>2</sup> (from Scanner Glass)

Up to  $1200 \times 600$  dpi (optical) <sup>2</sup> (from ADF)

Scanning Width Max. 210 mm

Automatic 2-sided Yes (from ADF)

(Duplex) Scanning (MFC-9465CDN)

Greyscale 256 levels

For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com/.

Maximum 1200 x 1200 dpi scanning with the WIA driver in Windows<sup>®</sup> XP, Windows Vista<sup>®</sup> and Windows<sup>®</sup> 7 (resolution up to 19200 x 19200 dpi can be chosen by using the scanner utility)

## **Printer**

Automatic 2-sided Yes

(Duplex) Print

**Emulations** PCL6, BR-Script3 (PostScript<sup>®</sup> 3™)

**Resolution**  $600 \text{ dpi} \times 600 \text{ dpi}, 2400 \text{ dpi} (2400 \times 600) \text{ quality}$  **Print Speed** Up to 14 sides/minute (Up to 7 sheets/minute)

(Monochrome Duplex) (A4 size) 1

**Print Speed** Up to 14 sides/minute (Up to 7 sheets/minute)

(Colour Duplex) (A4 size) 1

Print Speed Up to 24 pages/minute (A4 size) 1

(Monochrome)

Print Speed Up to 24 pages/minute (A4 size) 1

(Colour)

First Print Out Time Less than 16 seconds (from the READY mode and standard tray)

(Monochrome)

First Print Out Time Less than 16 seconds (from the READY mode and standard tray)

(Colour)

The print speed may vary depending on the type of document you print.

## **Interfaces**

USB Use a USB cable (Type A/B) that is no more than 2 meters long. 12

Ethernet <sup>3</sup> Use an Ethernet UTP cable category 5 or greater.

Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

Third-party USB ports are not supported.

See Network (LAN) on page 181 and the Network User's Guide for detailed network specifications.

## **Direct Print feature**

**Compatibility** PDF version 1.7 <sup>1</sup>, JPEG, Exif + JPEG, PRN (created by Brother

printer driver), TIFF (scanned by all Brother MFC or DCP models), PostScript<sup>®</sup> 3<sup>™</sup> (created by Brother BR-Script 3 printer driver), XPS

version 1.0.

Interface USB direct interface

<sup>&</sup>lt;sup>1</sup> PDF data including a JBIG2 image file, a JPEG2000 image file or a transparency file is not supported.

## **Computer requirements**

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC	Supported PC
					For Drivers	For Applications	Software Functions	Interface <sup>3</sup>
Windows <sup>®</sup> Operating System <sup>1</sup>	Windows <sup>®</sup> 2000 Professional <sup>5</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> II or equivalent	64 MB	256 MB	150 MB	500 MB	Printing, PC-Fax <sup>4</sup> , Scanning	USB, 10/100 Base Tx (Ethernet)
	Windows <sup>®</sup> XP Home <sup>2 6</sup> Windows <sup>®</sup> XP Professional <sup>2 6</sup>		128 MB					(Enemet)
	Windows <sup>®</sup> XP Professional x64 Edition <sup>2 6</sup>	64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	256 MB	512 MB				
	Windows Vista <sup>® 6</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> 4 or equivalent 64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.2 GB		
	Windows <sup>®</sup> 7 <sup>6</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> 4 or equivalent 64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)	650 MB			

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC	Supported PC
					For Drivers	For Applications	Software Functions	Interface <sup>3</sup>
Windows <sup>®</sup> Operating System <sup>1</sup>	Windows Server® 2003 (print only via network)	Intel <sup>®</sup> Pentium <sup>®</sup> III or equivalent	256 MB	512 MB	50 MB	N/A	Printing	10/100 Base Tx (Ethernet)
	Windows Server <sup>®</sup> 2003 x64 Edition (print only via network)	64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU						
	Windows Server <sup>®</sup> 2008 (print only via network)	Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD 64) supported CPU	512 MB	2 GB				
	Windows Server <sup>®</sup> 2008 R2 (print only via network)	64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU						
Macintosh Operating System	Mac OS X 10.4.11 10.5.x	PowerPC G4/G5 Intel <sup>®</sup> Core™ Processor	512 MB	1 GB	80 MB	400 MB	Printing, PC-Fax Send <sup>4</sup> ,	USB, 10/100 Base Tx
	Mac OS X 10.6.x	Intel <sup>®</sup> Core™ Processor	1 GB	2 GB			Scanning	(Ethernet)

<sup>&</sup>lt;sup>1</sup> Internet Explorer<sup>®</sup> 6.0 or greater.

For the latest driver updates, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.

All trademarks, brand and product names are property of their respective companies.

<sup>&</sup>lt;sup>2</sup> For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

 $<sup>^{3}</sup>$  Third-party USB ports are not supported.

<sup>&</sup>lt;sup>4</sup> PC-Fax supports black and white only.

<sup>&</sup>lt;sup>5</sup> PaperPort™ 11SE supports Microsoft<sup>®</sup> SP4 or higher for Windows<sup>®</sup> 2000.

PaperPort<sup>™</sup> 12SE supports Microsoft<sup>®</sup> SP3 or higher for Windows<sup>®</sup> XP and SP2 or higher for Windows Vista<sup>®</sup> and Windows<sup>®</sup> 7.

## Consumable items

Toner Cartridge Life	Starter Toner Cartridge:
----------------------	--------------------------

Black Approx. 2,500 pages (A4) <sup>1</sup>
Cyan, Magenta, Yellow Approx. 1,500 pages (A4) <sup>1</sup>

Standard Toner Cartridge:

TN-340BK (Black): Approx. 2,500 pages (A4) <sup>1</sup>
TN-340C (Cyan): Approx. 1,500 pages (A4) <sup>1</sup>
TN-340M (Magenta): Approx. 1,500 pages (A4) <sup>1</sup>
TN-340Y (Yellow): Approx. 1,500 pages (A4) <sup>1</sup>

High Capacity Toner Cartridge:

TN-345C (Cyan): Approx. 3,500 pages (A4) <sup>1</sup>
TN-345M (Magenta): Approx. 3,500 pages (A4) <sup>1</sup>
TN-345Y (Yellow): Approx. 3,500 pages (A4) <sup>1</sup>

Super High Capacity Toner Cartridge:

TN-348BK (Black): Approx. 6,000 pages (A4) <sup>1</sup>
TN-348C (Cyan): Approx. 6,000 pages (A4) <sup>1</sup>
TN-348M (Magenta): Approx. 6,000 pages (A4) <sup>1</sup>
TN-348Y (Yellow): Approx. 6,000 pages (A4) <sup>1</sup>

Drum UnitDR-340CLApprox. 25,000 pages (A4) 2Belt UnitBU-300CLApprox. 50,000 pages (A4)Waste Toner BoxWT-300CLApprox. 50,000 pages (A4)

Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>&</sup>lt;sup>2</sup> Drum yield is approximate, and may vary by type of use.

## **Network (LAN)**



For details about the full Network specifications, see Network User's Guide.

LAN You can connect your machine to a network for Network Printing,

Network Scanning, PC-Fax Send, PC-Fax Receive (Windows<sup>®</sup> only) and Remote Setup <sup>1</sup>. Also included is Brother BRAdmin Light <sup>2</sup>

Network Management software.

Wired Network Security

APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP,

EAP-TLS, EAP-TTLS), Kerberos

<sup>&</sup>lt;sup>1</sup> See Computer requirements on page 178.

<sup>&</sup>lt;sup>2</sup> BRAdmin Professional and Web BRAdmin are available as a download from <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.

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The machine is approved for use in the country of purchase only, local Brother companies or their dealers will only support machines purchased in their own countries.