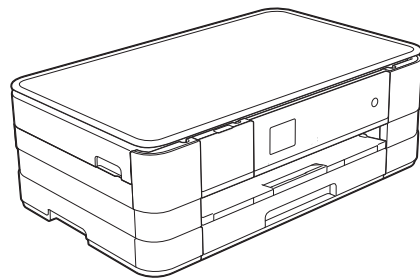# brother®

Basic User's Guide

DCP-J4110DW

If you need to call Customer Service

Complete the following information for future reference:

Model Number: DCP-J4110DW

Serial Number: [1]

Date of Purchase:

Place of Purchase:

[1] 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 them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine, and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Copy, Scan and PhotoCapture Center™ operations and how to replace consumables. See troubleshooting tips.	Printed / In the box [1]
Advanced User's Guide	Learn more advanced operations: Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning, PhotoCapture Center™, Web Services (Scan), and using the Brother ControlCenter utility.	PDF file / CD-ROM
Network User's Guide	This Guide provides useful information about wired and wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	PDF file / CD-ROM
Web Connect Guide	This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images, printing data and uploading files directly to Internet services.	PDF file / Brother Solutions Center [2]
AirPrint Guide	This Guide provides information for using AirPrint to print from Mac OS X v10.7.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.	PDF file / Brother Solutions Center [2]
Google Cloud Print Guide	This Guide provides information about how to use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center [2]
Wi-Fi Direct™ Guide	This Guide provides information about how to configure and use your Brother machine for wireless printing directly from a mobile device supporting the Wi-Fi Direct™ standard.	PDF file / Brother Solutions Center [2]
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi network.	PDF file / Brother Solutions Center [2]

[1]   This may differ depending on your country.

[2]   Visit us at http://solutions.brother.com/.

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Table of Contents
(Basic User's Guide)

Table of Contents
(Advanced User's Guide)

The Advanced User's Guide explains the following features and operations.

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

1 General information

Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

⚠ WARNING

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

⚠ CAUTION

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

IMPORTANT

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

NOTE

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

⚡ Electrical Hazard icons alert you to possible electrical shocks.

Bold   Bold typeface identifies the buttons on your computer screen.

Italics   Italicized typeface emphasizes an important point or refers you to a related topic.

`Courier New`   Text in the Courier New font identifies messages on the Touchscreen of the machine.

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 for Copy, PhotoCapture Center™, Printer, Scanner, and Network. When you are ready to learn detailed information about these operations, you can read the **Advanced User's Guide**, **Software User's Guide** and **Network User's Guide** that are on the CD-ROM.

Viewing User's Guides

(Windows®)

To view the documentation, from 🪟,

All Programs, select **Brother**, **DCP-XXXX** (where XXXX is your model name) from the programs list, and then choose **User's Guides**.

If you have not installed the software, you can find the documentation on the CD-ROM by following the instructions below:

❶ Turn on your PC. Insert the Brother CD-ROM into your CD-ROM drive.

NOTE

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

② If the model name screen appears, click your model name.

③ If the language screen appears, click your language. The CD-ROM **Top Menu** will appear.
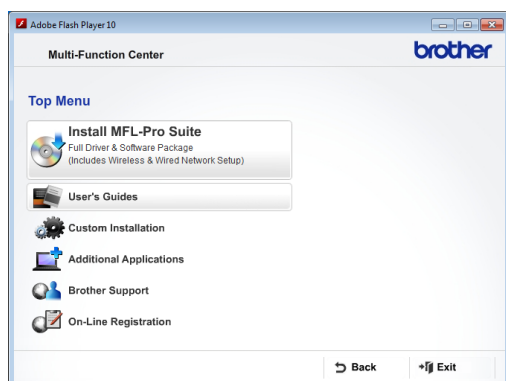
④ Click **User's Guides**.

⑤ Click **PDF documents**. If the country screen appears, choose your country. After the list of User's Guides appears, choose the guide you want to read.

(Macintosh)

① Turn on your Macintosh. Insert the Brother CD-ROM into your CD-ROM drive. The following window will appear.

② Double-click the **User's Guides** icon.

③ Choose your language.

④ Click **User's Guides**. If the country screen appears, choose your country.

⑤ After the list of User's Guides appears, choose the Guide you want to read.

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*

Nuance™ PaperPort™ 12SE How-to-Guides
(Windows®)

■ The complete Nuance™ PaperPort™ 12SE How-to-Guides can be viewed from the Help section in the PaperPort™ 12SE application.

Presto! PageManager User's Guide (Macintosh)

NOTE

Presto! PageManager must be downloaded and installed before use. For more information, see *Accessing Brother Support (Macintosh)* on page 3.

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

How to find Network setup instructions

Your machine can be connected to a wireless or wired network.

■ Basic setup instructions (See Quick Setup Guide.)

■ The wireless access point or router supports Wi-Fi Protected Setup™ or AOSS™ (See Quick Setup Guide.)

■ More information about network setup (See Network User's Guide.)

1

Accessing Brother Support (Windows®)

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

■ Click **Brother Support** on the **Top Menu**. The following screen will appear:
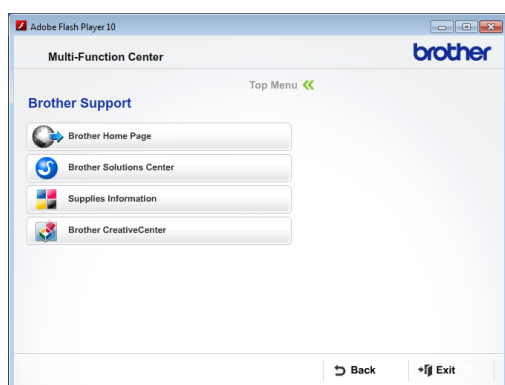
■ To access our website (http://www.brother.com/), click **Brother Home Page**.

■ 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 top menu, 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 CD-ROM.

■ Double-click the **Brother Support** icon. The following screen will appear:
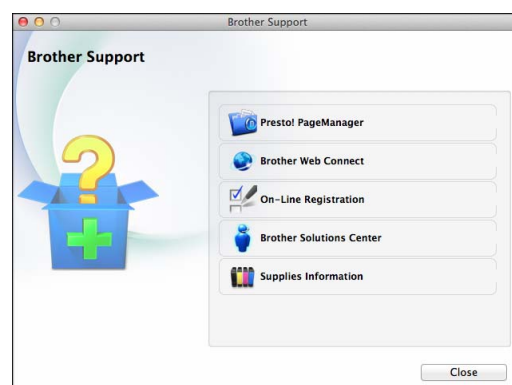
■ To download and install Presto! PageManager, click **Presto! PageManager**.

■ To access the Brother Web Connect page, click **Brother Web Connect**.

■ To register your machine from the Brother Product Registration Page (http://www.brother.com/registration/), click **On-Line Registration**.

■ 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**.

Control panel overview
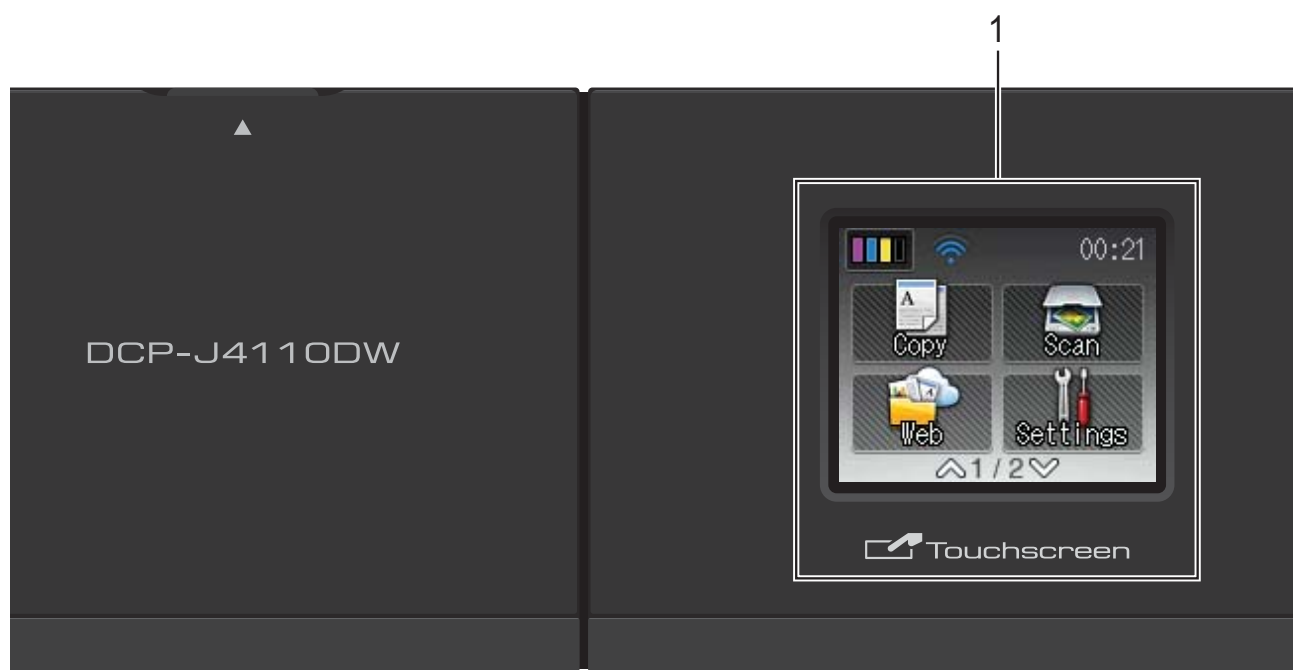
1 **1.8" Touchscreen LCD (Liquid Crystal Display)**

This is a Touchscreen LCD. You can access the menus and options by pressing them as they are displayed on this screen.

You can adjust the angle of the Touchscreen LCD and Touchpanel by lifting it. To lower this control panel, push the release button that is located behind the mark, as shown in the illustration.

2   4

3
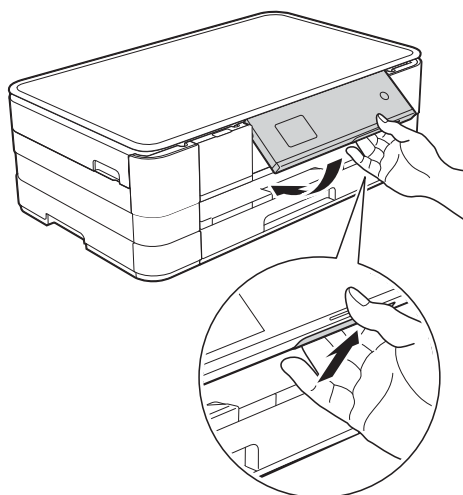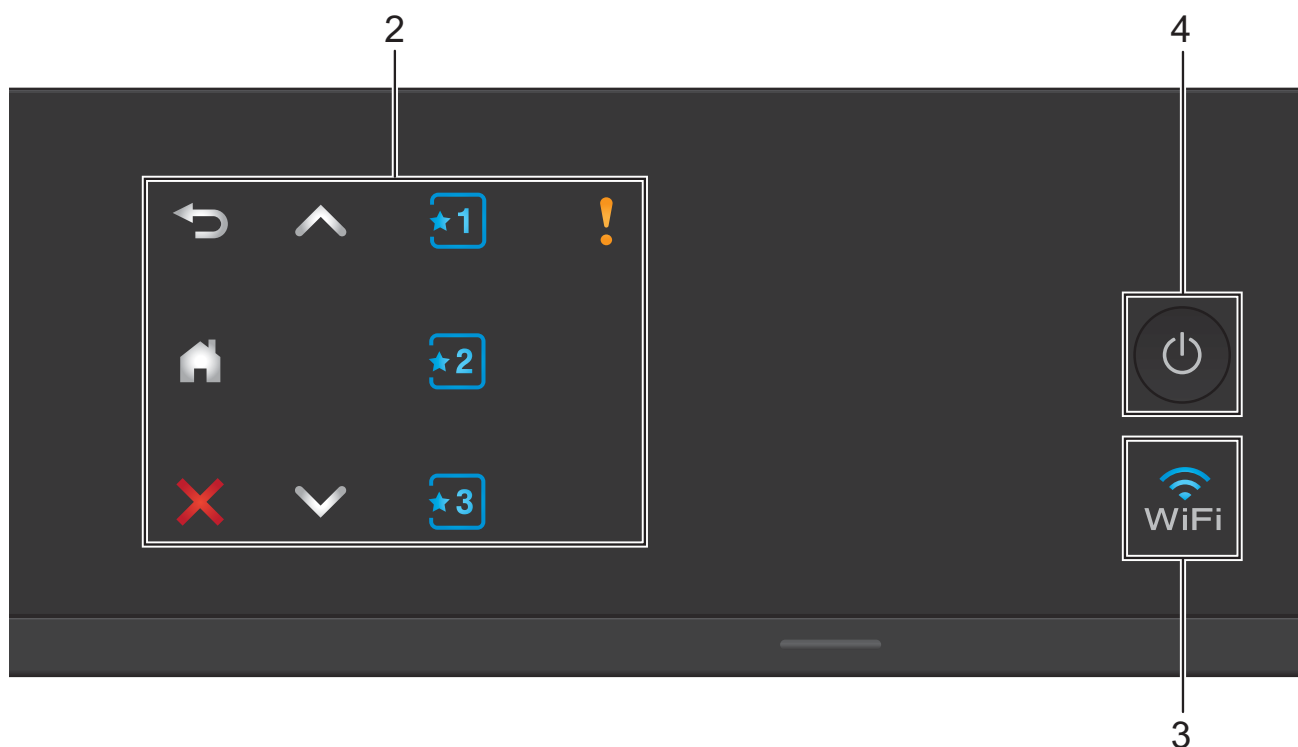
2   Touchpanel:

The LEDs on the Touchpanel only light up when they are available for use.

■ ⬅ **Back**

Press to go back to the previous menu level.

■ 🏠

Press to return to the Home screen.

■ ✖ **Cancel**

Press to cancel an operation when lit.

■ ⌃ or ⌄

Press to display the previous or next page. The Up and Down arrows do not light up when there is only one page.

■ ⭐1 ⭐2 ⭐3 **Shortcut**

Press to use preset Shortcut settings. These are always lit, even when you have not yet added your Shortcut settings. Press to display instructions about how to set up a Shortcut.

■ ❗ **Warning icon**

The warning icon ❗ lights up when there is an error or maintenance message. Press

❗ to view the instruction on the Touchscreen. For information about error messages, see *Error and Maintenance messages* on page 54.

3   📶
WiFi
The WiFi light is on when the network interface is set to WLAN.

4 ⏻ **Power On/Off**

Press ⏻ to turn the machine on.

Press and hold down ⏻ to turn the machine off. The Touchscreen LCD will show Shutting Down and will stay on for a few seconds before turning off.

If you turn the machine off using ⏻, it will still periodically clean the print head to maintain print quality. To prolong the life of the print head, provide better ink efficiency and maintain print quality, you should keep your machine connected to the power at all times.

1.8" Touchscreen LCD

The Touchscreen LCD shows the machine's status when the machine is idle.
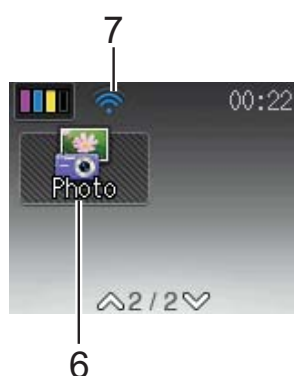
1 ▮▮▮ **Ink**

Lets you see the available ink volume. Also, lets you access the Ink menu.

2 🖹 **Copy**

Lets you access the Copy mode.

3 🖼 **Scan**

Lets you access the Scan mode.

4 🛠 **Settings**

Lets you access the full Settings menu.

5 📁 **Web**

Lets you connect the Brother machine to an Internet service when you press 📁.

For more information, see the Web Connect Guide.

6 📷 **Photo**

Lets you access Photo mode when you press ∨, and then press 📷.

7 Wireless Status

A four-level indicator on the Ready mode screen shows the current wireless signal strength if you are using a wireless connection.

• ⌃ ⌃ ⌃
0   Max

If you see WiFi at the top on the screen, you can easily configure the wireless settings by pressing it. For more information, see Quick Setup Guide.

The warning icon ⚠ appears when there is an error or maintenance message. For information about error messages, see *Error and Maintenance messages* on page 54.

1

Basic Operations

To operate the Touchscreen LCD, use your finger to press directly on the Touchscreen. To display and access all of the settings, features, and available options, press ⌃ or ⌄ on the Touchpanel to scroll through them.

The following steps show how to change a setting in the machine. In this example the Paper Type setting is changed from Plain Paper to Inkjet Paper.

1. Press ![Settings icon] (Settings).

2. Press ⌃ or ⌄ on the Touchpanel to display General Setup.

   ![Settings screen showing Shortcut Settings and General Setup]

3. Press General Setup.

4. Press ⌃ or ⌄ to display Paper Type.

   ![General Setup screen showing Ink and Paper Type Plain Paper]
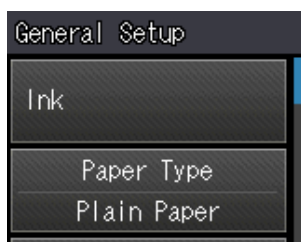
5. Press Paper Type.

6. Press ⌃ or ⌄ to display Inkjet Paper.

7. Press Inkjet Paper.

   ![Paper Type screen showing Plain Paper and Inkjet Paper highlighted]

NOTE

Press ![back icon] if you want to go back to the previous level.

8. Press ![home icon].

Shortcut Settings

You can add the copy and scan settings you use most frequently by setting them as your Shortcuts. Later you can recall and apply these settings quickly and easily. You can add three Shortcuts.

The following settings can be included in a copy or scan Shortcut:

`Copy`
- `Quality`
- `Paper Type`
- `Paper Size`
- `Enlarge/Reduce`
- `Density`
- `Stack/Sort`
- `Page Layout`
- `2-sided Copy`
- `Advanced Settings`

`Scan` (`Scan to Media`)
- `Scan Type`
- `Resolution`
- `File Type`
- `File Name`
- `Remove Background`

`Scan` (`Scan to Network`)

`Scan` (`Scan to FTP`)

Adding Shortcuts

1. Press ![settings icon] (`Settings`).

2. Press ⌃ or ⌄ on the Touchpanel to display `Shortcut Settings`. Press `Shortcut Settings`.

3. Press ![*1] , ![*2] or ![*3] where you have not added a Shortcut.

NOTE

`-Blank-` will appear as the name of available Shortcuts.

4. Read the information on the Touchscreen, and then press `Next` to display the modes `Copy` and `Scan`.

5. Press `Copy` or `Scan` for the mode of your new Shortcut.
If you press `Scan`, press ⌃ or ⌄ to display `Scan to Media`, `Scan to Network` or `Scan to FTP`, and then press the type of scan you want to set.
Do one of the following:
- If you press `Scan to Media`, go to step 6.
- If you press `Scan to Network` or `Scan to FTP`, press ⌃ or ⌄ to display the Profile Name, and then press it. Go to step 9.

6. Press ⌃ or ⌄ to display the available settings for the mode you chose in step 5, and then press the setting you want to change.

7. Press ⌃ or ⌄ to display the available options for the setting, and then press the new option you want to set.
Repeat steps 6 and 7 until you have chosen all the settings for this Shortcut.

8. When you have finished choosing settings, press `OK`.

1

⑨ Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering Text* on page 98.)
Press OK.

⑩ Press ⌃ or ⌄ to review and confirm the displayed list of settings you have chosen.
Do one of the following:

■ Press Yes to save your Shortcut. Go to step ⑪.

■ Press No to return to step ⑥.

⑪ Read the information on the Touchscreen, and then confirm it by pressing OK.

⑫ Press ⌂.

NOTE

-Blank- appears when accessing through Settings.

Changing Shortcuts

You can change the settings in a Shortcut.

① Press ⏸ (Settings).

② Press ⌃ or ⌄ on the Touchpanel to display Shortcut Settings.
Press Shortcut Settings.

③ Press the Shortcut ⋆1, ⋆2 or ⋆3 that you want to change.

④ Press Change.

⑤ Read the information on the Touchscreen, and then press Yes to confirm.

⑥ Press ⌃ or ⌄ to display the current settings for this Shortcut, and then press the setting you want to change.

⑦ Press ⌃ or ⌄ to display the available options for the setting, and then press the new option you want to set.

Repeat steps ⑥ and ⑦ to change other settings as needed.

⑧ When you have finished changing settings, press OK.

⑨ To edit the name, hold down ⌫ to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (To help you enter letters, see *Entering Text* on page 98.)
Press OK.

⑩ Press ⌃ or ⌄ to review and confirm the displayed list of settings for this Shortcut, and then press Yes to save your changes.

⑪ Read the information on the Touchscreen, and then confirm it by pressing OK.

⑫ Press ⌂.

NOTE

-Blank- appears when accessing through Settings.

Deleting Shortcuts

You can delete a Shortcut.

1. Press ![Settings icon] (Settings).

2. Press ⌃ or ⌄ on the Touchpanel to display Shortcut Settings. Press Shortcut Settings.

3. Press the Shortcut (⭐1, ⭐2 or ⭐3) that you want to delete.

4. Press Delete to delete the Shortcut that you chose in step 3. Press Yes to confirm.

5. Press ![Home icon].

NOTE

-Blank- appears when accessing through Settings.

Using Shortcuts

The Shortcuts ⭐1 ⭐2 ⭐3 are always displayed on the Touchpanel. To use a Shortcut, simply press it on the Touchpanel.

Volume Settings

Beeper Volume

When the beeper is on, the machine will beep when you press a key, or make a mistake.

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

1. Press ![Settings icon] (Settings).

2. Press ⌃ or ⌄ on the Touchpanel to display General Setup.

3. Press General Setup.

4. Press ⌃ or ⌄ to display Beep.

5. Press Beep.

6. Press ⌃ or ⌄ to display Low, Med, High or Off, and then press the option you want to set.

7. Press ![Home icon].

Touchscreen LCD

Setting the backlight brightness

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

a Press ⚙ (Settings).

b Press ⌃ or ⌄ on the Touchpanel to display General Setup.

c Press General Setup.

d Press ⌃ or ⌄ to display LCD Settings.

e Press LCD Settings.

f Press Backlight.

g Press ⌃ or ⌄ to display Light, Med or Dark, and then press the option you want to set.

h Press 🏠.

2 Loading paper

Loading paper and other print media

> ⚠️ **CAUTION**
>
> DO NOT carry the machine by holding the scanner cover, the Jam Clear Cover, the manual feed slot cover, or the control panel. Doing this may cause the machine to slip out of your hands. Carry the machine by sliding your hands into the handhold indentations located on each side of the machine.
>
> For detailed information, see Product Safety Guide.

Loading paper in the paper tray

Load only one size of paper and one type of paper in the paper tray at any time.

a Pull the paper tray completely out of the machine.
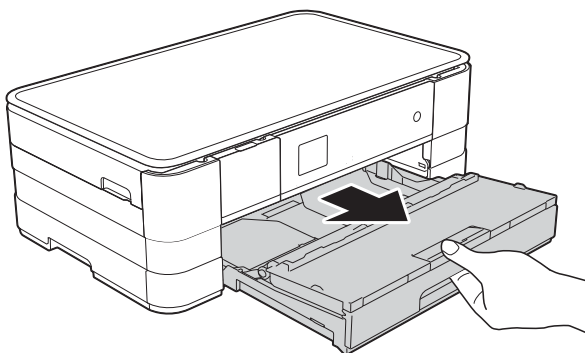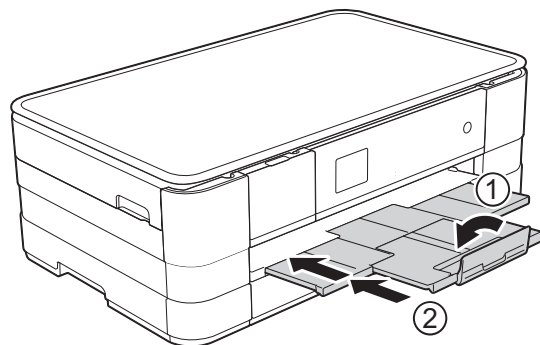
b Open the output paper tray cover (1).
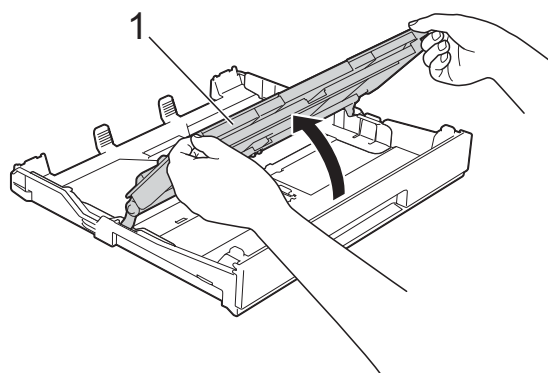
c Gently press and slide the paper guides (1) to fit the paper size.
Make sure that the triangular mark (2) on the paper guide (1) lines up with the mark for the paper size you are using.
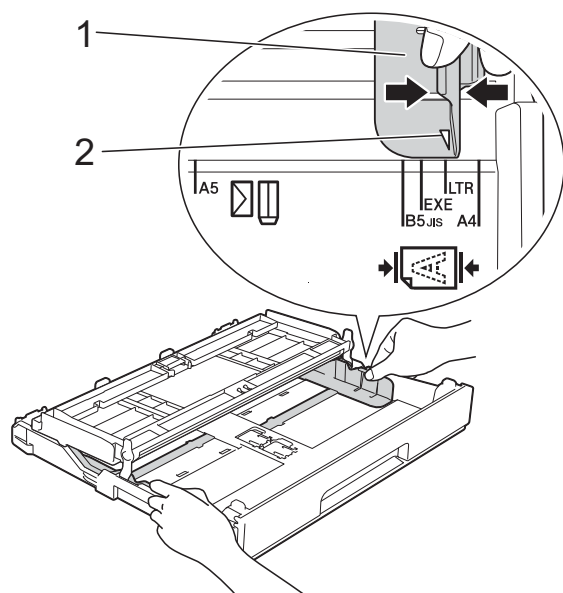
d Fan the stack of paper well to avoid paper jams and misfeeds.
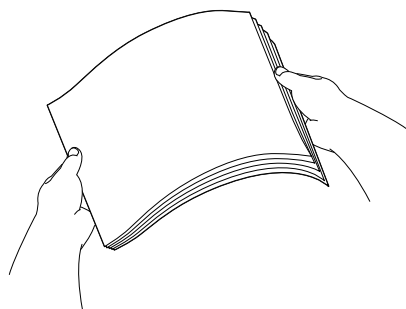
NOTE

Always make sure that the paper is not curled or wrinkled.

e Gently put the paper into the paper tray print side down.
Check that the paper is flat in the tray.

■ Using A4, Letter or Executive
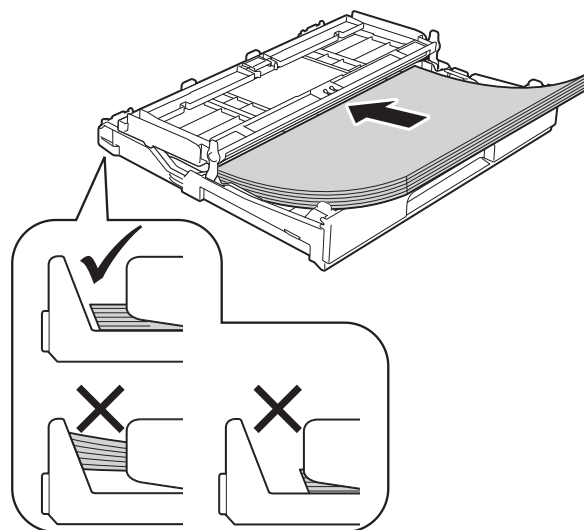
Landscape orientation

IMPORTANT

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

NOTE

• A5 or smaller size paper should be loaded into the tray in portrait orientation.
For more information, see *Loading smaller paper (Photo, Photo L and envelopes)* on page 15.

• If you want to add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well before loading it in the tray. If you add paper without fanning the stack, the machine may feed multiple pages.

• For more information about paper orientation, see *Paper orientation and capacity of the paper trays* on page 28.

2

f Gently adjust the paper guides (1) to fit the paper.
Make sure the paper guides touch the sides of the paper.
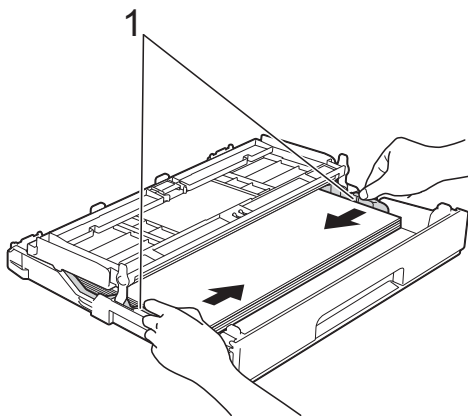
g Check that the paper is flat in the tray and below the maximum paper mark (1).
Overfilling the paper tray may cause paper jams.
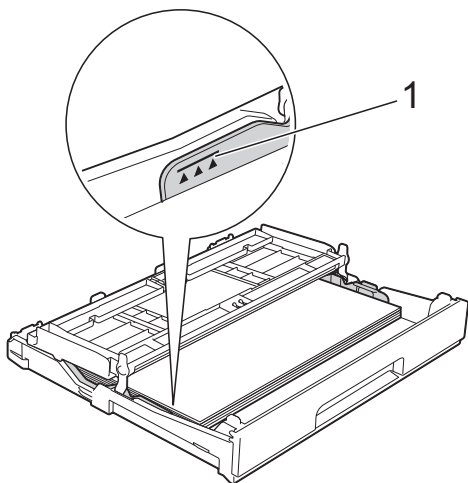
h Close the output paper tray cover.
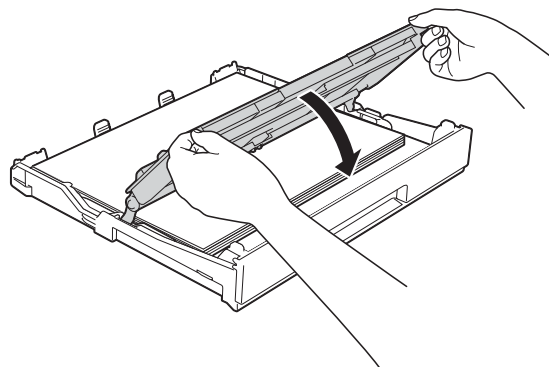
i *Slowly* push the paper tray completely into the machine.
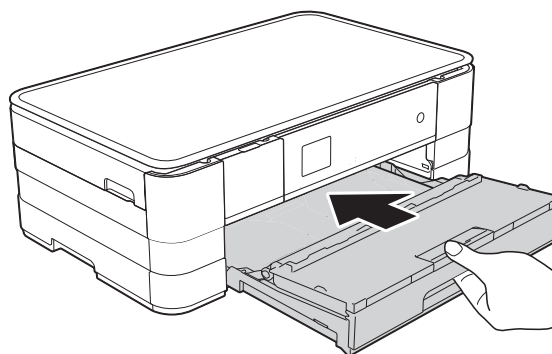
j While holding the paper tray in place, pull out the paper support (1) until it clicks and unfold the paper support flap (2).
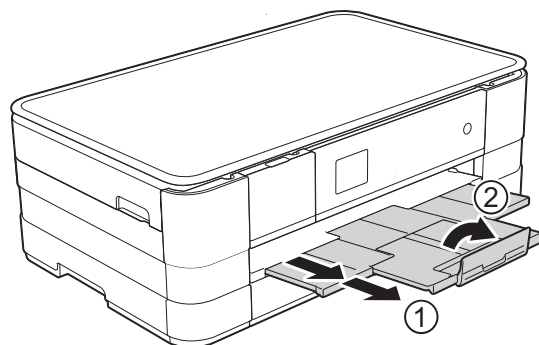
NOTE

If you are using paper that is longer than A4, Letter size paper or envelopes with the flap on the short edge, close the paper support flap.
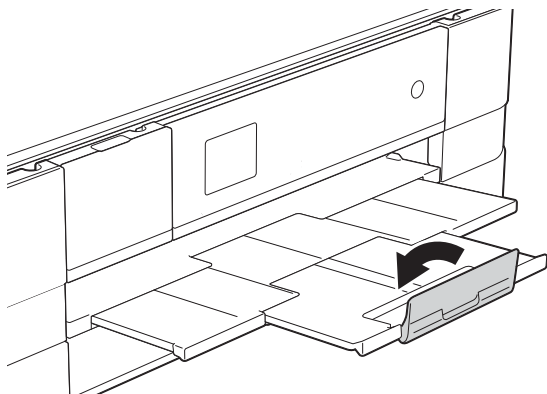
Loading smaller paper (Photo, Photo L and envelopes)

Portrait orientation

(A5 or smaller size paper)
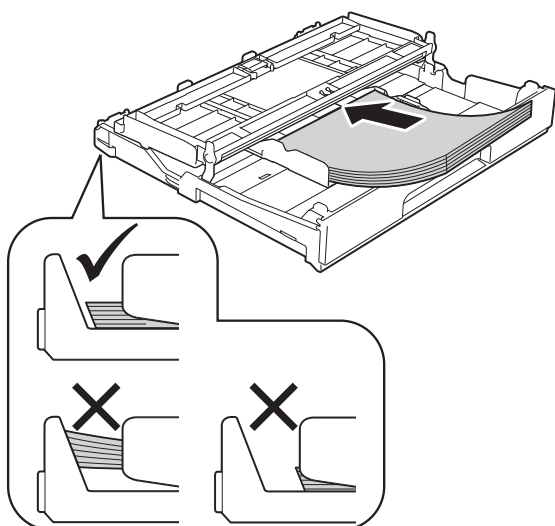
IMPORTANT

Be careful not to push the paper in too far; it may lift at the back of the tray and cause paper feed problems.
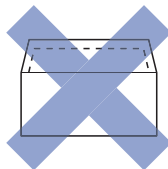
About envelopes

■ Use envelopes that weigh between 80 to 95 g/m^2.

■ Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing many envelopes.

IMPORTANT

DO NOT use the following types of envelopes, as they will not feed correctly:

- That are of a baggy construction.
- That have windows.
- That are embossed (have raised writing on them).
- That have clasps or staples.
- That are pre-printed on the inside.

Glue	Double flaps

Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

Loading envelopes

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

IMPORTANT

If envelopes are "double-feeding", put one envelope in the paper tray at a time.
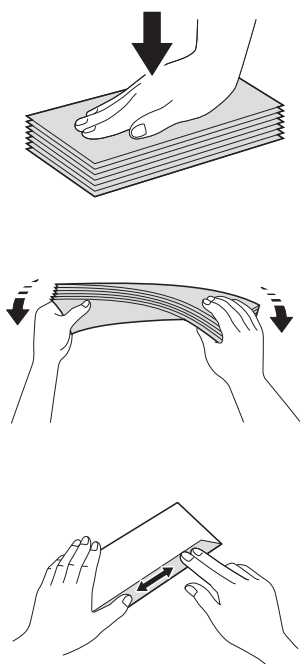
2 Put envelopes in the paper tray with the address side down. If the envelope flaps are on the long edge, load the envelopes with the flap on the left, as shown in the illustration. Gently press and slide the paper guides (1) to fit the size of the envelopes.
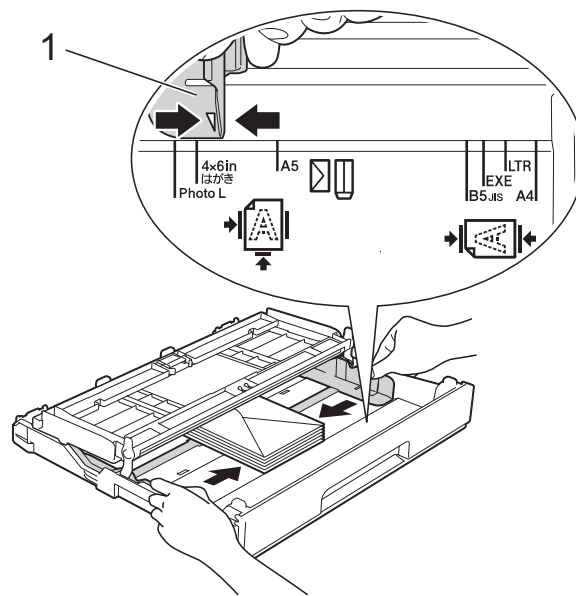
NOTE

- If you are using envelopes with the flap on the short edge, insert envelopes in the paper tray as shown in the illustration.
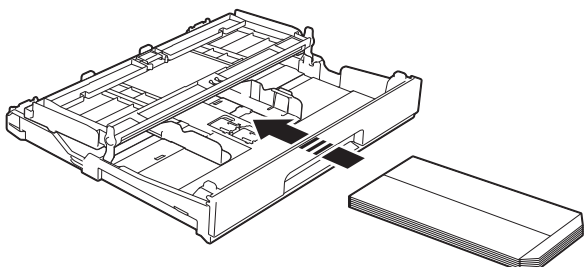
- If you are using envelopes with the flap on the short edge, close the paper support flap.
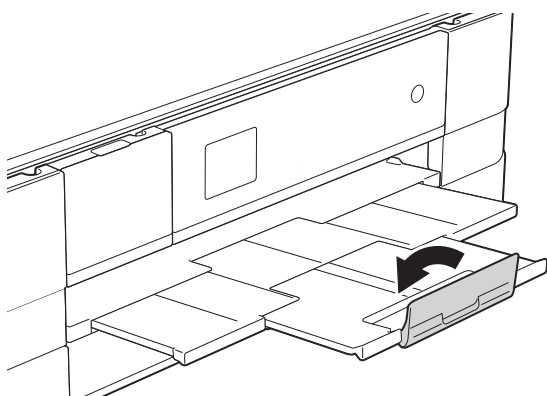
If you have problems printing on envelopes with the flap on the short edge, try the following:

a Open the envelope flap.

b Put the envelope into the paper tray with the address side down and the flap positioned as shown in the illustration.
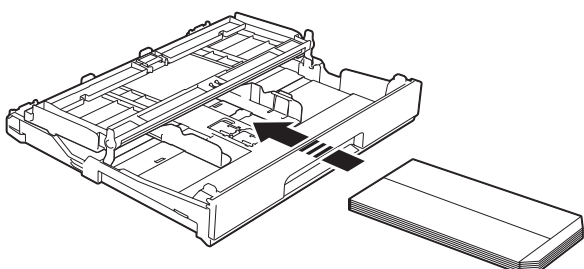
c Select **Reverse Print** (Windows®) or **Reverse page orientation** (Macintosh) in the printer driver's dialog box, and then adjust the size and margin in your application.
(See Software User's Guide: *Printing* (Windows®).)
(See Software User's Guide: *Printing and Faxing* (Macintosh).)

Loading Photo and Photo L paper

a Before loading, press the corners and sides of the Photo and Photo L paper to make them as flat as possible.

IMPORTANT

If Photo (10 × 15 cm) or Photo L (89 × 127 mm) paper is "double-feeding", put one piece of the Photo paper in the tray at a time.

b Do one of the following:

- If you put Photo L (89 × 127 mm) in the paper tray, lift up the Photo L stopper (1).

- If you put Photo (10 × 15 cm) in the paper tray, lift up the Photo stopper (2).

Gently press and slide the paper guides (3) to fit the paper size.
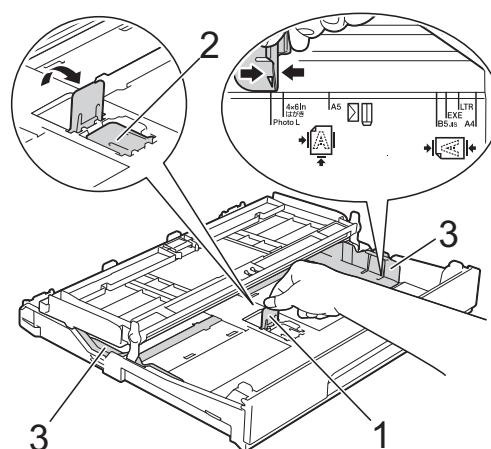
^c Close the output paper tray cover.
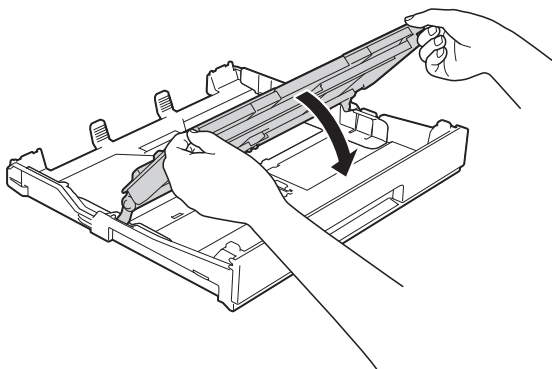
^d Put Photo or Photo L paper in the paper tray print side down.
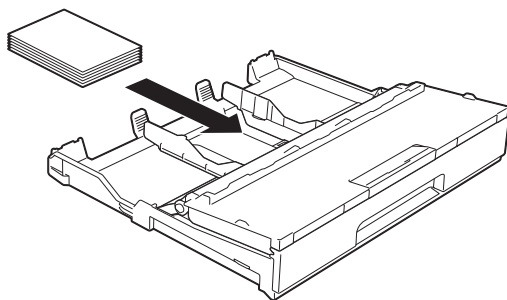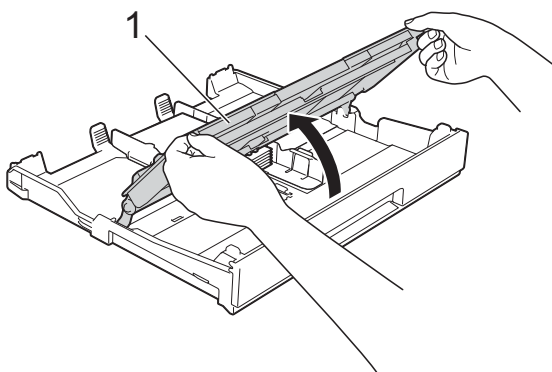
^e Open the output paper tray cover (1).

^f Gently adjust the paper guides (1) to fit the paper.
Make sure the paper guides touch the sides of the paper.
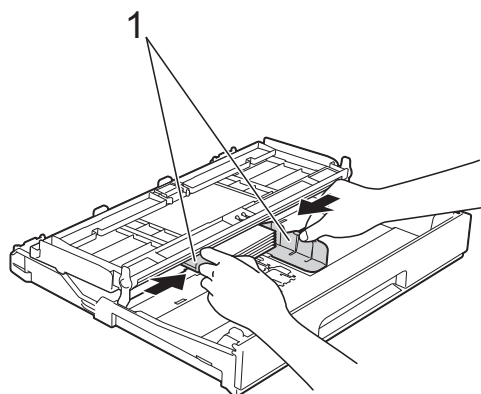
^g Close the output paper tray cover.

Loading paper in the manual feed slot

You can load special print media into this slot one sheet at a time. Use the manual feed slot to print or copy on A3, Ledger, Legal, A4, Letter, Executive, A5, A6, envelopes, Photo (10 × 15 cm), Photo L (89 × 127 mm), Photo 2L (13 × 18 cm) and Index Card (127 × 203 mm).

NOTE

- The machine automatically turns on Manual Feed mode when you put paper in the manual feed slot.

- If you are using paper that is longer than A4, Letter size paper or envelopes with the flap on the short edge, close the paper support flap.
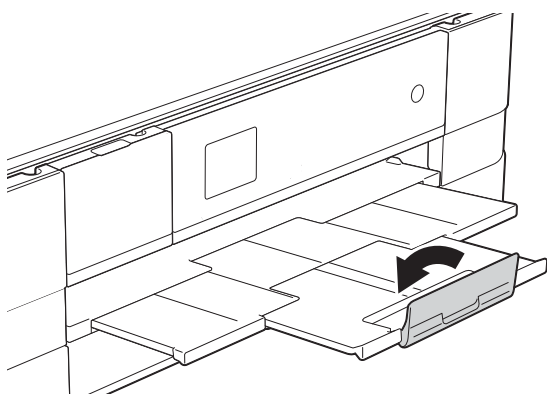
1 Open the manual feed slot cover located at the back of the machine.
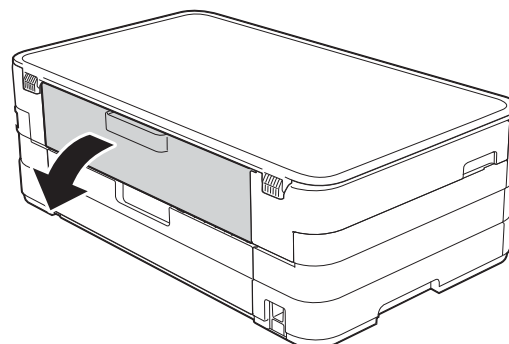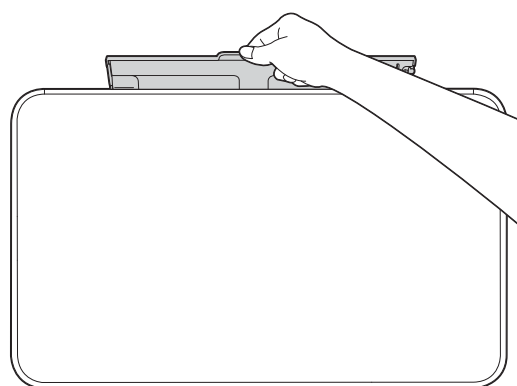
b Slide the manual feed slot paper guides to fit the paper width that you are going to use.
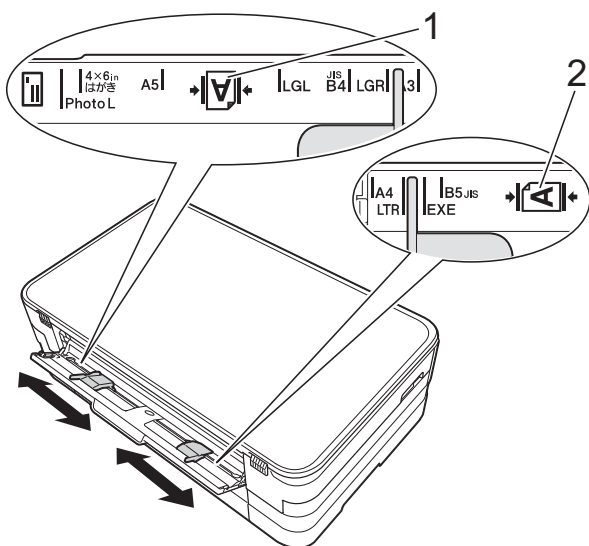
NOTE

The paper mark (1) in portrait orientation is on the right side of the manual feed slot, and the mark (2) in landscape orientation is on the left side of it.

When you slide the paper guides, confirm that they are in these positions.

c Put *only* one sheet of paper in the manual feed slot with the side to be printed on *face up*.

▪ Using A3, Ledger, Legal, A5, A6, envelopes, Photo, Photo L, Photo 2L or Index Card

Portrait orientation
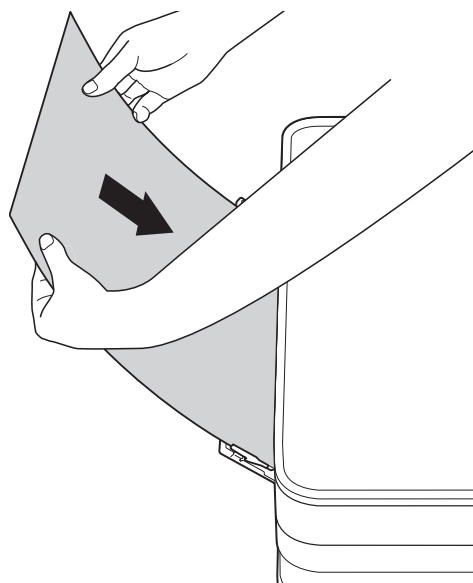
▪ Using A4, Letter or Executive

Landscape orientation
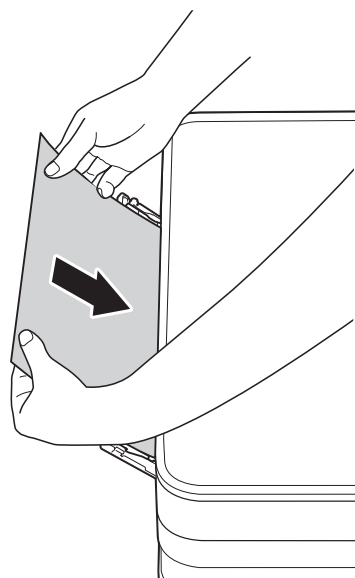
IMPORTANT

- DO NOT put more than one sheet of paper in the manual feed slot at any one time. Doing this may cause a paper jam. Even if you are printing multiple pages, do not feed the next sheet of paper until the Touchscreen shows a message instructing you to feed the next sheet.

- DO NOT put paper in the manual feed slot when you are printing from the paper tray. Doing this may cause a paper jam.

- For more information about paper orientation, see *Paper orientation and capacity of the paper trays* on page 28.

4 Using both hands, gently adjust the manual feed slot paper guides to fit the paper.
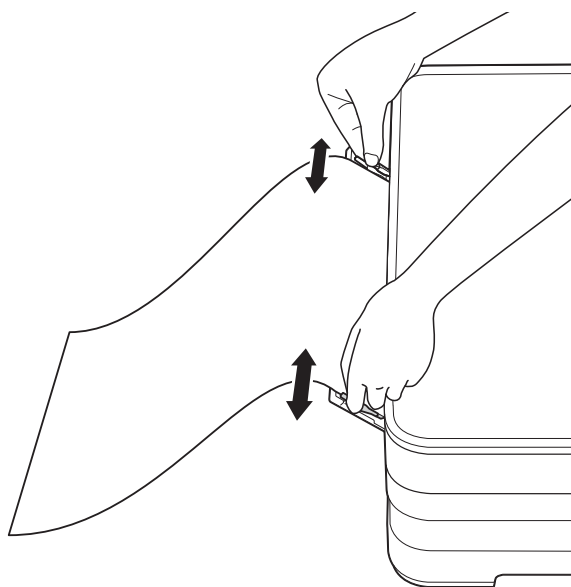
NOTE

- DO NOT press the paper guides too tightly against the paper. Doing this may cause the paper to fold.

- Place the paper in the centre of the manual feed slot between the paper guides. If the paper is not centred, pull it out and insert it again at the centre position.

5 Using both hands, put one sheet of paper in the manual feed slot until the front edge touches the paper feed roller. Let go of the paper when you hear the machine pull it in a short distance. The Touchscreen will show
`Manual Feed Slot ready`.
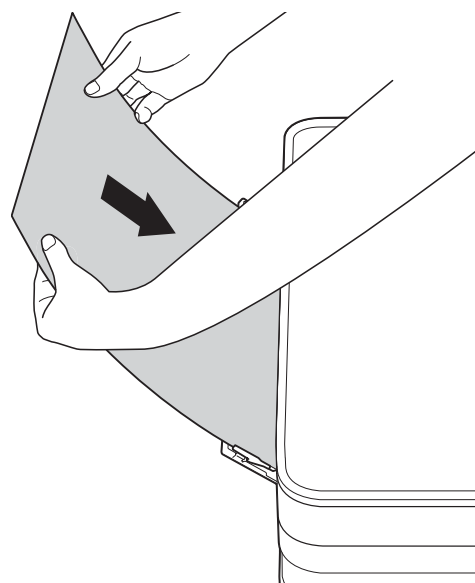
NOTE

- When loading an envelope or a sheet of thick paper, push the envelope into the manual feed slot until you feel it grab the envelope.

- When you are feeding A3, Legal or Ledger size paper in the manual feed slot, the machine holds the printed page after printing so that the page does not fall. Once printing is complete, pull out the printed page and press `OK`.

2

6 If the data does not fit on one sheet, the Touchscreen will prompt you to load another sheet of paper. Place another sheet of paper in the manual feed slot, and then press OK on the Touchscreen.

NOTE

- Make sure printing has finished before you close the manual feed slot cover.

- When paper is placed in the manual feed slot, the machine will always print from the manual feed slot.

- Paper inserted in the manual feed slot while a test page or report is being printed will be ejected.

- During the machine's cleaning process, paper you place in the manual feed slot will be ejected. Wait until the machine finishes its cleaning, and then place the paper in the manual feed slot again.

Unprintable area

The printable area depends on the settings in the application you are using. The figures below show the unprintable areas on cut-sheet paper and envelopes. The machine can print in the shaded areas of cut-sheet paper when the Borderless print feature is available and turned on.

(See Software User's Guide: *Printing* (Windows®).)
(See Software User's Guide: *Printing and Faxing* (Macintosh).)
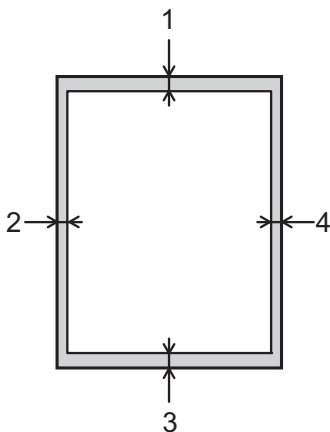
Cut-Sheet Paper   **Envelopes**
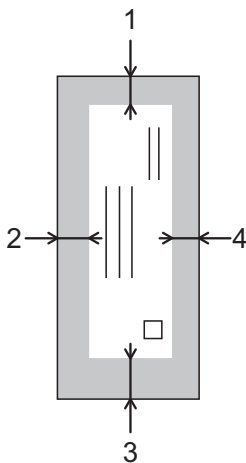
	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut-Sheet	3 mm	3 mm	3 mm	3 mm
Envelopes	22 mm	3 mm	22 mm	3 mm

NOTE

The Borderless print feature is not available for envelopes and 2-sided printing.

Paper settings

Paper Size and Type

Paper Type

To get the best print quality, set the machine for the type of paper you are using.

1. Press [🔧] (Settings).

2. Press ∧ or ∨ on the Touchpanel to display General Setup.

3. Press General Setup.

4. Press ∧ or ∨ to display Paper Type.

5. Press Paper Type.

6. Press ∧ or ∨ to display Plain Paper, Inkjet Paper, Brother BP71, Other Glossy or Transparency, and then press the option you want to set.

7. Press [🏠].

NOTE

The machine ejects paper with printed surfaces face up onto the paper tray at the front of the machine. When you use transparencies or glossy paper, remove each sheet at once to prevent smudging or paper jams.

Paper Size

You can use the following sizes of paper for printing copies: A4, A5, A3, 10 × 15 cm, Letter, Legal and Ledger. When you change the size of paper you load in the machine, you will need to change the paper size setting at the same time.

1. Press [🔧] (Settings).

2. Press ∧ or ∨ on the Touchpanel to display General Setup.

3. Press General Setup.

4. Press ∧ or ∨ to display Paper Size.

5. Press Paper Size.

6. Press ∧ or ∨ to display A4, A5, 10x15cm or Letter and then press the option you want to set.

7. Press [🏠].

NOTE

When you copy using A3, Legal or Ledger size paper, set the paper size option while in Copy mode.

Acceptable paper and other print media

The print quality can be affected by the type of paper you use in the machine.

To get the best print quality for the settings you have chosen, always set the Paper Type to match the type of paper that is loaded in the tray.

You can use plain paper, inkjet paper (coated paper), glossy paper, transparencies and envelopes.

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

■ When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to choose the correct print media in the **Basic** tab of the printer driver or in the Paper Type setting of the machine's menu. (See *Paper Type* on page 24.)

■ When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.

■ When you use transparencies or photo paper, remove each sheet at once to prevent smudging or paper jams.

■ Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.

Recommended print media

To get the best print quality, we suggest using Brother paper. (See the table below.)

If Brother paper is not available in your country, we recommend testing various papers before purchasing large quantities.

We recommend using "3M Transparency Film" when you print on transparencies.

Brother paper

Paper Type	Item
A3 Plain	BP60PA3
A3 Glossy Photo	BP71GA3
A3 Inkjet (Matte)	BP60MA3
A4 Plain	BP60PA
A4 Glossy Photo	BP71GA4
A4 Inkjet (Matte)	BP60MA
10 × 15 cm Glossy Photo	BP71GP

Handling and using print media

- Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

- Avoid touching the shiny (coated) side of the photo paper.

- Avoid touching either side of the transparency paper because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next document. Use only transparencies recommended for inkjet printing.

IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped paper
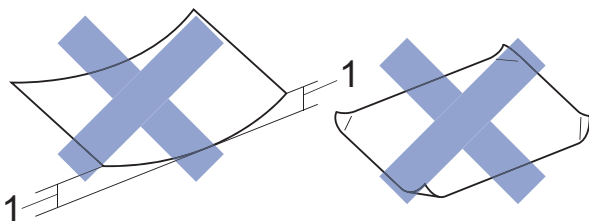
1   2 mm or greater curl may cause jams to occur.

- Extremely shiny or highly textured paper

- Paper that cannot be arranged uniformly when stacked

- Short grain paper

Paper capacity of the output paper tray cover

Up to 50 sheets of 80 g/m^2 A4 paper.

- Transparencies and photo paper must be picked up from the output paper tray cover one page at a time to avoid smudging.

Choosing the right print media

Paper type and size for each operation

Paper Type	Paper Size		Usage		
			Copy	Photo Capture	Printer
Cut-Sheet	A3	297 × 420 mm (11.7 × 16.5 in.)	Yes [1]	Yes [1]	Yes [1]
	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes	Yes
	Ledger	279.4 × 431.8 mm (11 × 17 in.)	Yes [1]	Yes [1]	Yes [1]
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes	Yes
	Legal	215.9 × 355.6 mm (8 1/2 × 14 in.)	Yes [1]	–	Yes [1]
	Executive	184 × 267 mm (7 1/4 × 10 1/2 in.)	–	–	Yes
	JIS B4	257 × 364 mm (10.1 × 14.3 in.)	–	–	User Defined
	JIS B5	182 × 257 mm (7.2 × 10.1 in.)	–	–	User Defined
	A5	148 × 210 mm (5.8 × 8.3 in.)	Yes	–	Yes
	A6	105 × 148 mm (4.1 × 5.8 in.)	–	–	Yes
Cards	Photo	10 × 15 cm (4 × 6 in.)	Yes	Yes	Yes
	Photo L	89 × 127 mm (3 1/2 × 5 in.)	–	–	Yes
	Photo 2L	13 × 18 cm (5 × 7 in.)	–	Yes	Yes
	Index Card	127 × 203 mm (5 × 8 in.)	–	–	Yes
	Postcard 1	100 × 148 mm (3.9 × 5.8 in.)	–	–	User Defined
	Postcard 2 (Double)	148 × 200 mm (5.8 × 7.9 in.)	–	–	User Defined
Envelopes	C5 Envelope	162 × 229 mm (6.4 × 9 in.)	–	–	Yes [1]
	DL Envelope	110 × 220 mm (4.3 × 8.7 in.)	–	–	Yes
	Com-10	105 × 241 mm (4 1/8 × 9 1/2 in.)	–	–	Yes
	Monarch	98 × 191 mm (3 7/8 × 7 1/2 in.)	–	–	Yes
Transparencies	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	–	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	–	Yes
	Legal	215.9 × 355.6 mm (8 1/2 × 14 in.)	Yes	–	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	Yes	–	Yes

[1]   Manual Feed Slot only

Paper orientation and capacity of the paper trays

	Paper size	Paper types	No. of sheets
Paper Tray	\<Landscape\> A4, Letter, Executive \<Portrait\> A5, A6, Photo, Photo L, Photo 2L, Index card, Envelopes (Com-10, DL, Monarch)	Plain Paper	150 [1]
		Inkjet Paper	20
		Glossy Paper, Photo	20
		Index Card, Postcard	30
		Envelopes, Transparencies	10
Manual Feed Slot	\<Landscape\> A4, Letter, Executive \<Portrait\> A3, Ledger, Legal, A5, A6, Photo, Photo L, Photo 2L, Index card, Envelopes (C5, Com-10, DL, Monarch)	Plain Paper, Inkjet Paper, Glossy Paper, Photo, Envelopes and Transparencies	1

[1] When using 80 g/m^2 paper.

NOTE

When you choose User Defined in the Paper Size drop-down list of the printer driver, the paper orientation will differ depending on the size and thickness of the paper.

(For more information, see *Paper orientation using User Defined as the Paper Size in the printer driver* on page 28.)

Paper orientation using User Defined as the Paper Size in the printer driver

User Defined Size	Paper Orientation
When both of the following conditions are satisfied: ■ Width: 127.0 mm – 215.9 mm ■ Height: 216.0 mm – 297.0 mm	Landscape
When any one of the following conditions is satisfied: ■ Width: less than 127.0 mm ■ Width: greater than 215.9 mm ■ Height: less than 216.0 mm ■ Height: greater than 297.0 mm	Portrait

NOTE

When choosing Envelope in the Paper Thickness drop-down list, you must load the envelopes in Portrait orientation.

Paper weight and thickness

Paper Type		Weight	Thickness
Cut-Sheet	Plain Paper	64 to 120 g/m^2	0.08 to 0.15 mm
	Inkjet Paper	64 to 200 g/m^2	0.08 to 0.25 mm
	Glossy Paper [1]	Up to 220 g/m^2	Up to 0.25 mm
Cards	Photo Card [1]	Up to 220 g/m^2	Up to 0.25 mm
	Index Card	Up to 120 g/m^2	Up to 0.15 mm
	Postcard 1 Postcard 2	Up to 200 g/m^2	Up to 0.25 mm
Envelopes		80 to 95 g/m^2	Up to 0.52 mm
Transparencies		–	–

[1] BP71 (260 g/m^2) paper is especially designed for Brother inkjet machines.

3

Loading documents

How to load documents

Using the scanner glass

You can use the scanner glass to copy or scan single pages or pages of a book.

Document Sizes Supported

Length:	Up to 297 mm
Width:	Up to 215.9 mm
Weight:	Up to 2 kg

How to load documents

a Lift the document cover.

b Using the document guidelines on the left and top, place the document **face down** in the upper left corner of the scanner glass.
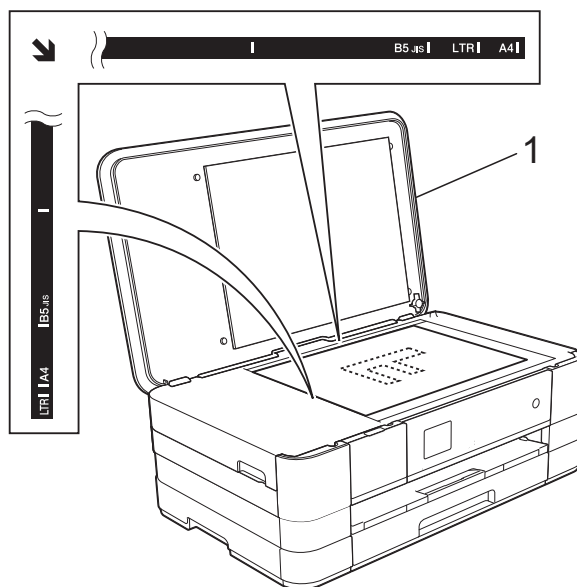
1 document cover
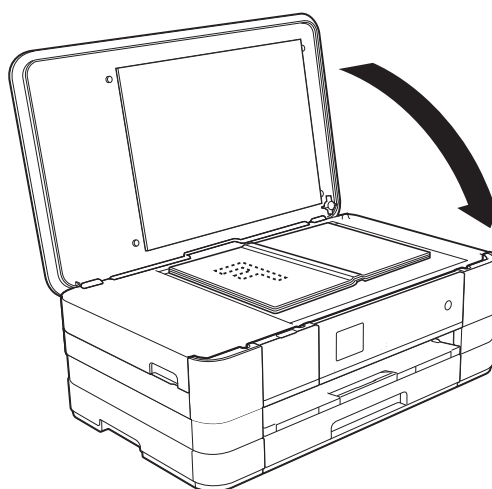
c Close the document cover.

IMPORTANT

If you are scanning a book or thick document, DO NOT slam the cover down or press on it.

Unscannable area

The scannable area depends on the settings in the application you are using. The figures below show unscannable areas.
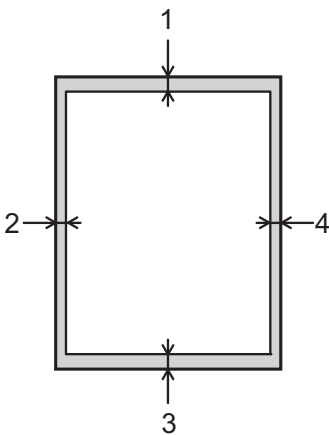
Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Copy	All paper sizes	3 mm	3 mm
Scan		1 mm	1 mm

4

Making copies

How to copy

The following steps show the basic copy operation.

① Place the document *face down* on the scanner glass.
(See *Using the scanner glass* on page 30.)

② Press ![A](copy icon) (Copy).

■ The Touchscreen shows:

1 ⎯⎯ ![Copy screen showing No. of Copies x01, Mono Start, Colour Start, with + and − buttons, and Options button](copy touchscreen)

1   No. of Copies

You can enter the number of copies by pressing − or + on the Touchscreen (as shown above).

③ If you want more than one copy, enter the number (up to 99).

④ Press Mono Start or Colour Start.

Stop copying

To stop copying, press ![X](stop icon).

Copy options

You can change the following copy settings. Press Copy and then press Options. Press ∧ or ∨ on the Touchpanel to scroll through the copy settings. When the setting you want is displayed, press it and choose your option. When you have finished changing options, press OK.

(Basic User's Guide)

For information about changing the following copy settings, see page 33.

■ Paper Type

■ Paper Size

(Advanced User's Guide)

For information about changing the following copy settings, see Advanced User's Guide: *Copy options*.

■ Quality

■ Enlarge/Reduce

■ Page Layout

■ 2in1(ID)

■ Stack/Sort

■ Density

■ 2-sided Copy

■ Ink Save Mode

■ Thin Paper Copy

■ Book Copy

■ Remove Background

■ Set New Default

■ Factory Reset

Paper Type

If you are copying on a special type of paper, set the machine for the type of paper you are using to get the best print quality.

1. Press (Copy).

2. Load your document.

3. Enter the number of copies you want.

4. Press Options.

5. Press ⌃ or ⌄ on the Touchpanel to display Paper Type.

6. Press Paper Type.

7. Press ⌃ or ⌄ to display Plain Paper, Inkjet Paper, Brother BP71, Other Glossy or Transparency, and then press the option you want to set.

8. If you do not want to change more settings, press OK.

9. Press Mono Start or Colour Start.

Paper Size

If you are copying on paper other than A4 size, you will need to change the Paper Size setting. You can copy only on A4, A5, A3, Photo (10 × 15 cm), Letter, Legal or Ledger paper.

1. Load your document.

2. Press (Copy).

3. Enter the number of copies you want.

4. Press Options.

5. Press ⌃ or ⌄ on the Touchpanel to display Paper Size.

6. Press Paper Size.

7. Press ⌃ or ⌄ to display A4, A5, A3, 10x15cm, Letter, Legal or Ledger, and then press the option you want to set.

NOTE

- If you choose A3, Legal or Ledger, the precautions for loading paper will be displayed. Read the information on the Touchscreen and then confirm by pressing OK.

- If you are using the manual feed slot insert only one sheet of paper at a time. (See *Loading paper in the manual feed slot* on page 19.)

8. If you do not want to change further settings, press OK.

9. Press Mono Start or Colour Start.

4

5

Printing photos from a memory card or USB Flash memory drive

PhotoCapture Center™ operations (PHOTO mode)

Even if your machine is *not* connected to your computer, you can print photos directly from digital camera media or a USB Flash memory drive. (See *Print Images* on page 37.)

You can scan documents and save them directly to a memory card or USB Flash memory drive. (See *How to scan to a memory card or USB Flash memory drive* on page 38.)

If your machine is connected to a computer, you can use your computer to access a memory card or USB Flash memory drive that is inserted in the front of the machine.

(See Software User's Guide: *PhotoCapture Center™* (Windows$^®$).)
(See Software User's Guide: *Remote Setup & PhotoCapture Center™* (Macintosh).)

Using a memory card or USB Flash memory drive

Your Brother machine has media drives (slots) for use with the following popular digital camera media: Memory Stick Duo™, Memory Stick PRO Duo™, SD Memory Card, SDHC Memory Card, SDXC Memory Card, MultiMedia Card, MultiMedia Card plus and USB Flash memory drives.

The PhotoCapture Center™ feature lets you print digital photos from your digital camera at high resolution to get photo quality printing.

Getting started

1. Open the media slot cover.

2. Firmly put a memory card or USB Flash memory drive into the correct slot.
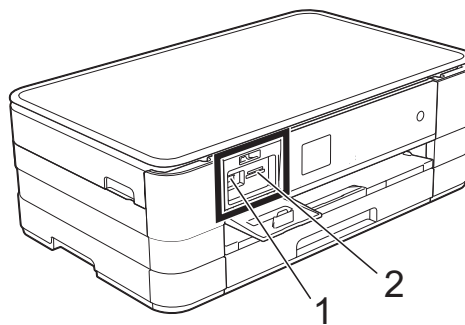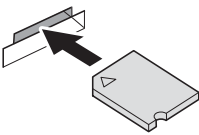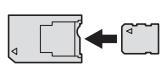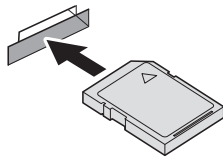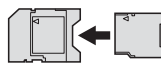
1 USB Flash memory drive
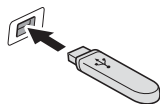
IMPORTANT

The USB direct interface supports only a USB Flash memory drive, a PictBridge-compatible camera, or a digital camera that uses the USB mass storage standard. Any other USB devices are not supported.

2 Memory card slot

Slot	Compatible memory cards	
Upper slot		Memory Stick Duo™ Memory Stick PRO Duo™
		Memory Stick Micro™ (Adapter required)
Lower slot		SD Memory Card SDHC Memory Card SDXC Memory Card MultiMedia Card MultiMedia Card plus
		miniSD (Adapter required) miniSDHC (Adapter required) microSD (Adapter required) microSDHC (Adapter required) MultiMedia Card mobile (Adapter required)

IMPORTANT

• DO NOT insert a Memory Stick Duo™ into the lower SD slot, this may cause damage to the machine.

• DO NOT insert more than one media card in the machine at the same time. Doing this may cause damage to the machine.

• DO NOT unplug the power cord or remove the memory card or USB Flash memory drive from the media drive (slot) or USB direct interface while the machine is reading or writing to the memory card or USB Flash memory drive. **You will lose your data or damage the card.**

The machine can only read one device at a time.

Print Images

View Photos

You can preview your photos on the Touchscreen before you print them. If your photos are large files there may be a delay before each photo is displayed.

1. Open the media slot cover.

2. Put the memory card or USB Flash memory drive in the correct slot.

3. Press View Photos.

4. Press ︿ or ﹀ on the Touchpanel to display the photo you want to print.

5. Press + or − to select the number of copies you want to print.

6. Repeat steps 4 and 5 until you have chosen all the photos you want to print. Press OK.

7. Read and confirm the displayed list of options and do one of the following:

   ■ If you want to change the print settings, press Options.
   (See Advanced User's Guide: *PhotoCapture Center™ print settings*.)

   ■ If you do not want to change any settings, go to step 8.

8. Press Start to print.

PhotoCapture Center™ print settings

You can change the print settings temporarily for the next print.

The machine returns to its default settings after one minute.

NOTE
You can save the print settings you use most often by setting them as the default. (See Advanced User's Guide: *Setting your changes as a new default*.)

5

How to scan to a memory card or USB Flash memory drive

You can scan monochrome and colour documents onto a memory card or USB Flash memory drive. Monochrome documents will be stored in PDF (*.PDF) or TIFF (*.TIF) file formats. Colour documents may be stored in PDF (*.PDF) or JPEG (*.JPG) file formats. The factory setting is `Colour, 200 dpi` and the default file format is PDF. The machine automatically creates file names based on the current date. (See Quick Setup Guide.) For example, the fifth image scanned on July 1, 2012 would be named 01071205.PDF. You can change the colour and resolution.

1. Load your document.

2. Open the media slot cover.

3. Put the memory card or USB Flash memory drive in the correct slot.

4. Press .

5. Press (`Scan`).

6. Press ⌃ or ⌄ on the Touchpanel to display `Scan to Media`.

7. Press `Scan to Media`.

IMPORTANT

DO NOT take out the memory card or USB Flash memory drive while the machine is reading or writing to it to avoid damaging the card, USB Flash memory drive, or the data stored on them.

8. Press `Options`.
Do one or more of the following:

- To change the scan type, press ⌃ or ⌄ to display `Scan Type`. Press `Scan Type` and choose `Colour` or `Black and White`.

- To change the resolution, press ⌃ or ⌄ to display `Resolution`.

  Press `Resolution` and choose `100 dpi`, `200 dpi`, `300 dpi`, `600 dpi` or `Auto`.

- To change the file type, press ⌃ or ⌄ to display `File Type`. Press `File Type` and choose `PDF`, `JPEG` or `TIFF`.

- If you want to change the file name, press ⌃ or ⌄ to display `File Name`. Press `File Name` and enter the file name.

  You can only change the first 6 characters.

  Press `OK`.

- To remove background colour, press ⌃ or ⌄ to display `Remove Background`.

  Press `Remove Background` and choose `Low`, `Medium`, `High` or `Off`.

NOTE

`Remove Background` removes the base colour of documents to make the scanned data more recognizable.

9. When you have finished choosing settings, press `OK`.

NOTE

- If you chose colour in the Scan Type setting, you cannot choose the file type `TIFF`.

- If you chose monochrome in the Scan Type setting, you cannot choose the file type `JPEG`.

10. Press `Start`.

6

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, you must install the printer driver.

(See Software User's Guide: *Printing* (Windows®).)
(See Software User's Guide: *Printing and Faxing* (Macintosh).)

1. Install the Brother printer driver from the CD-ROM. (See 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** or **Preferences**, depending on the application you are using.

4. Choose the settings you want to change in the Properties dialog box.

   - **Media Type**
   - **Print Quality**
   - **Paper Size**
   - **Orientation**
   - **Colour / Greyscale**
   - **Ink Save Mode**
   - **Scaling**
   - **2-sided / Booklet**

5. Click **OK**.

6. Click **Print** (or **OK** depending on the application you are using) to begin printing.

7

How to scan to a computer

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 from the CD-ROM. (See Quick Setup Guide: *Install MFL-Pro Suite*.)

■ Configure the machine with a TCP/IP address if network scanning does not work.
(See Software User's Guide: *Configuring Network Scanning for Windows*®.)

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

(For detailed information, see Software User's Guide: *Scanning*.)

NOTE

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

- This section is based on using the Advanced Mode of ControlCenter4.

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.

❶ Load your document. (See *How to load documents* on page 30.)

❷ Open ControlCenter4 by clicking 🟦/**All Programs**/**Brother**/**DCP-XXXX** (where XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

❸ If the ControlCenter4 Mode screen appears, choose the **Advanced Mode** and then click **OK**.
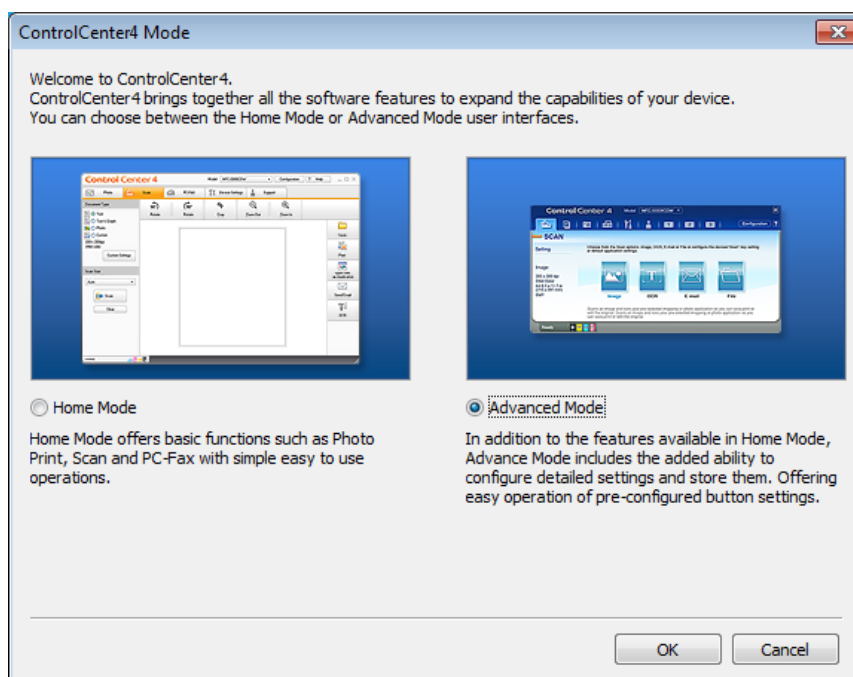
❹ Make sure the machine you want to use is selected from the **Model** pull-down list.

5 Set the scanning configuration.
Click **Configuration**, and then select **Button settings**, **Scan** and **File**.

The configuration dialog box appears. You can change the default settings.
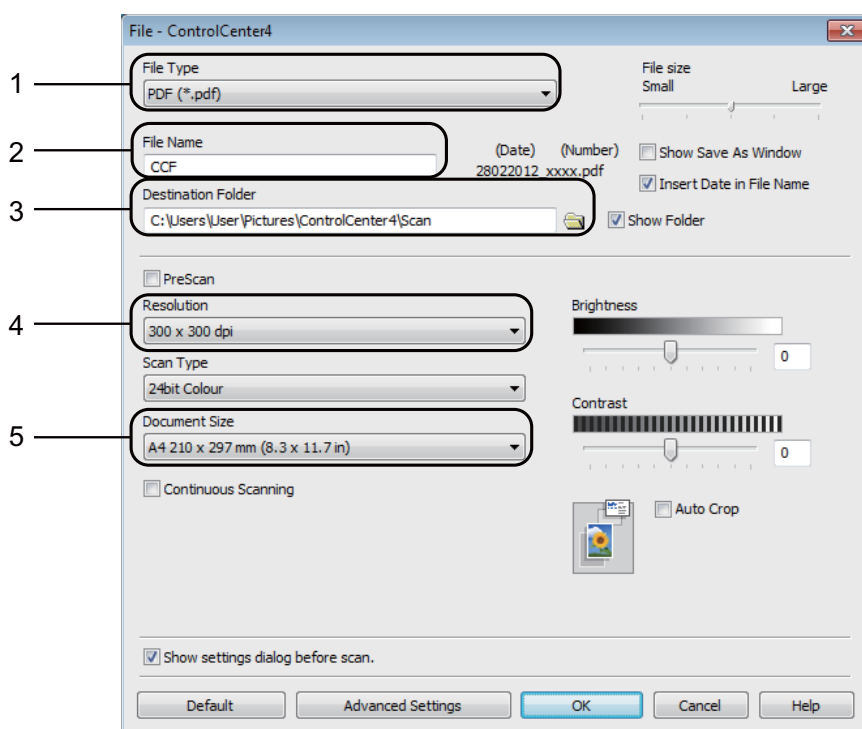
1 Choose **PDF (*.pdf)** from the **File Type** pull-down list.

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 **Document Size** pull-down list.

6 Click **OK**.

7 Click **File**.
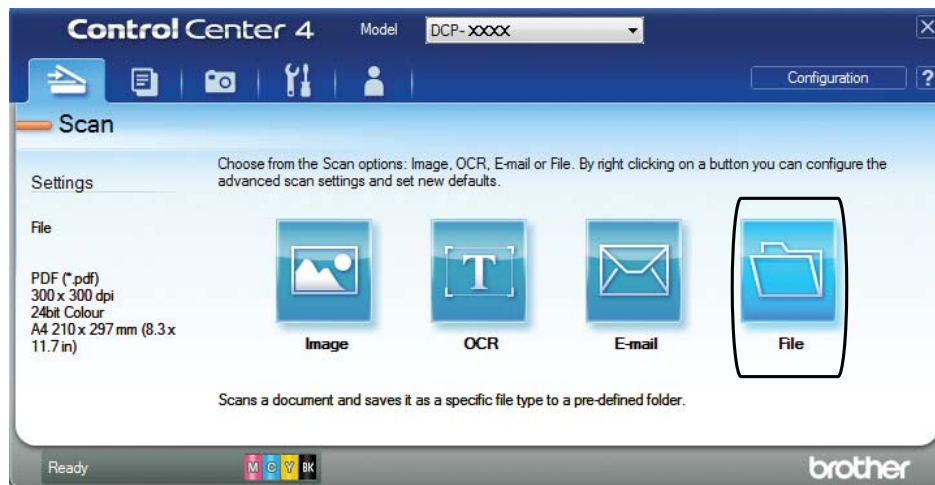
8 Press **Scan**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.

7
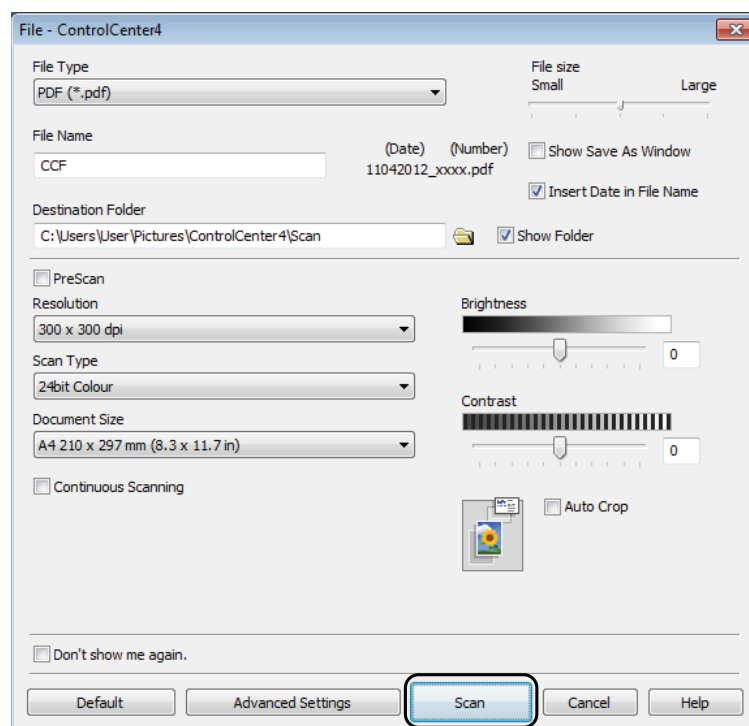
How to change the machine's Scan mode settings for PDF scanning

You can change your machine's `Scan` mode settings using ControlCenter4. (Windows®)

① Open ControlCenter4 by clicking /**All Programs**/**Brother**/**DCP-XXXX** (where XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

② Make sure the machine you want to use is selected from the **Model** pull-down list.

③ Click the **Device Settings** tab.

④ Click **Device Scan Settings**.

5 Choose the **File** tab. You can change the default settings.
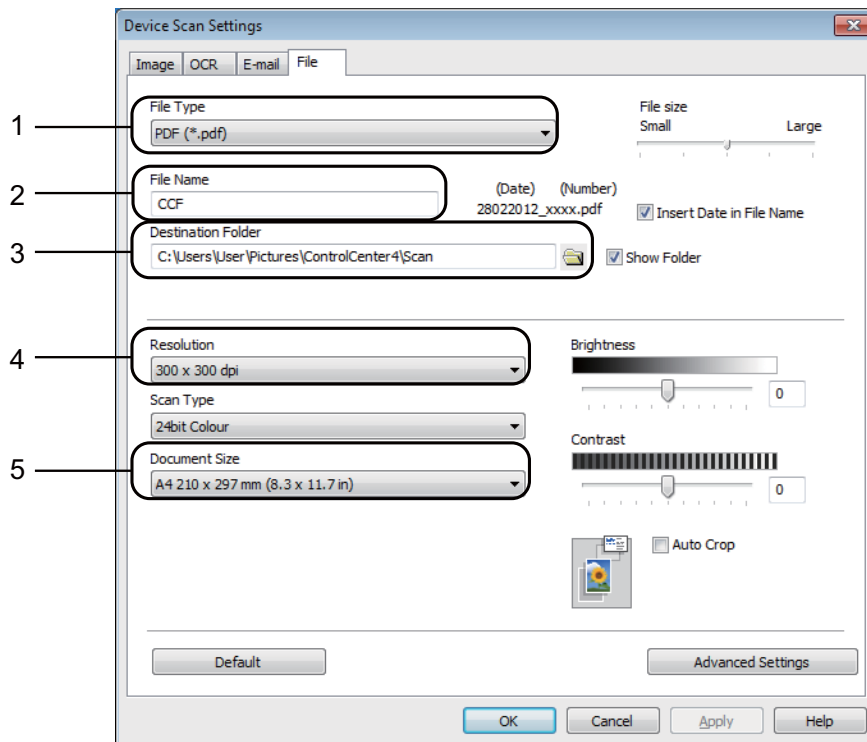
1	File Type — PDF (*.pdf)
2	File Name — CCF
3	Destination Folder — C:\Users\User\Pictures\ControlCenter4\Scan
4	Resolution — 300 x 300 dpi / Scan Type — 24bit Colour
5	Document Size — A4 210 x 297 mm (8.3 x 11.7 in)

Device Scan Settings

Tabs: Image | OCR | E-mail | **File**

File size: Small — Large

(Date) (Number) 28022012_xxxx.pdf — ☑ Insert Date in File Name

☑ Show Folder

Brightness: 0

Contrast: 0

☐ Auto Crop

Default | Advanced Settings

OK | Cancel | Apply | Help

7

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 **Document Size** pull-down list.

6 Click **OK**.

How to scan a document as a PDF file using the Touchscreen

① Load your document. (See *How to load documents* on page 30.)

② Press ![Scan icon] (Scan).

③ Press ∧ or ∨ on the Touchpanel to display Scan to File.

④ Press Scan to File.

⑤ When the machine is connected to a network, press the PC Name.
Do one of the following:

■ If you want to use the default settings, go to step ⑩.

■ If you want to change the default settings, go to step ⑥.

⑥ Press Options.

⑦ Press Set with TouchPanel.
Press On.

⑧ Choose the settings for Scan Type, Resolution, File Type and Remove Background as needed.

⑨ Press OK.

⑩ Press Start.
The machine starts the scanning process.

NOTE

The following scan modes are available.

- Scan to OCR
- Scan to File
- Scan to Image
- Scan to Media
- Scan to email
- Scan to FTP
- Scan to Network
- Web Service [1]

---

[1] Windows® users only. (Windows Vista® SP2 or later and Windows® 7)
(See Software User's Guide: *Using Web Services for scanning on your network (Windows Vista® SP2 or later and Windows® 7)*.)

A Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot counter. The ink dot counter automatically monitors the level of ink in each of the four cartridges. When the machine detects an ink cartridge is running out of ink, the machine will display a message.

The Touchscreen will show which ink cartridge is low or needs replacing. Be sure to follow the Touchscreen prompts to replace the ink cartridges in the correct order.

Even though the machine tells you to replace an ink cartridge, there will be a small amount of ink left in the ink cartridge. It is necessary to keep some ink in the ink cartridge to prevent air from drying out and damaging the print head assembly.

⚠ CAUTION

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

IMPORTANT

Brother multifunction machines are designed to work with ink of a particular specification and will work to a level of optimum performance and reliability when used with Brother Original ink cartridges. Brother cannot guarantee this optimum performance and reliability if ink or ink cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with ink from other sources. Damage to the product caused by the use of consumables manufactured by third parties may not be covered by the product warranty. See the terms of the product warranty.

① Open the ink cartridge cover.
If one or more of the ink cartridges have reached the end of their life, the Touchscreen shows `B&W Print Only` or `Cannot Print.`

b Press the lock release lever as shown to release the cartridge indicated on the Touchscreen. Remove the cartridge from the machine.
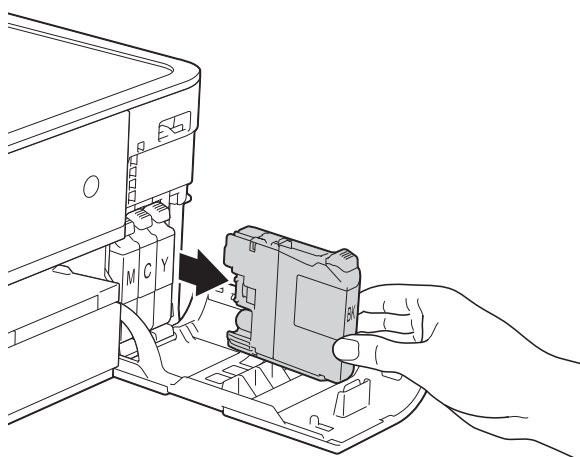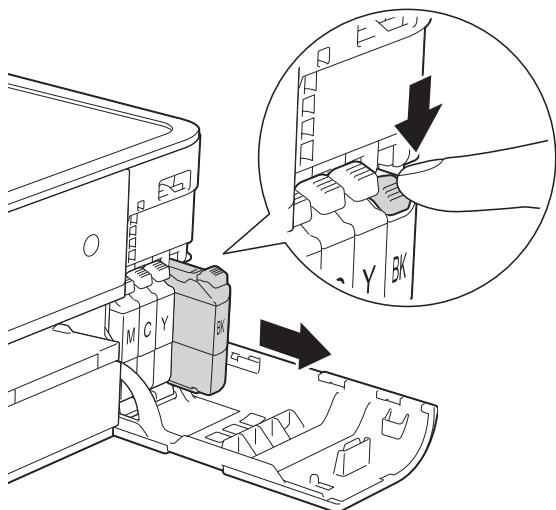
c Open the new ink cartridge bag for the colour indicated on the Touchscreen, and then take out the ink cartridge.

d Turn the green release lever on the orange protective packing (1) counterclockwise until it clicks to release the vacuum seal. Then remove the orange protective packing as shown.
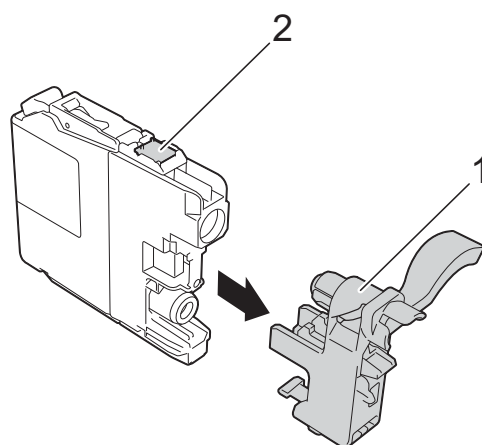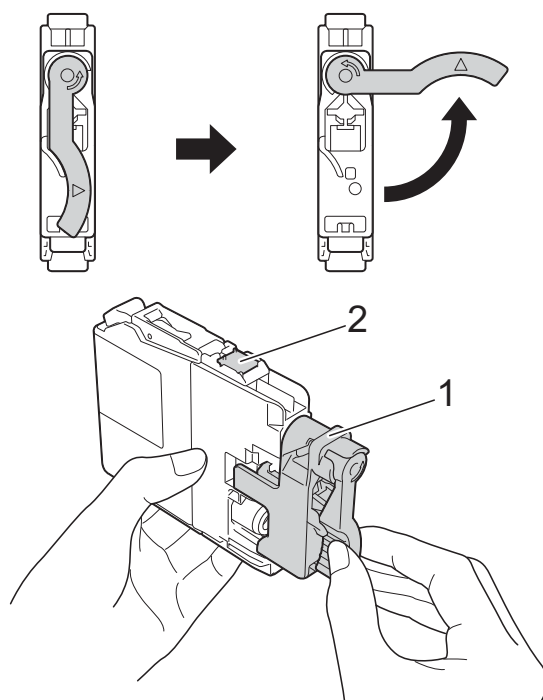
IMPORTANT

DO NOT touch the area of the cartridge indicated (2); this can prevent the machine from detecting the cartridge.

e Each colour has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.
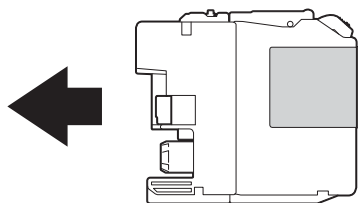
f Gently push the back of the ink cartridge marked "PUSH" until the cartridge lever lifts, and then close the ink cartridge cover.
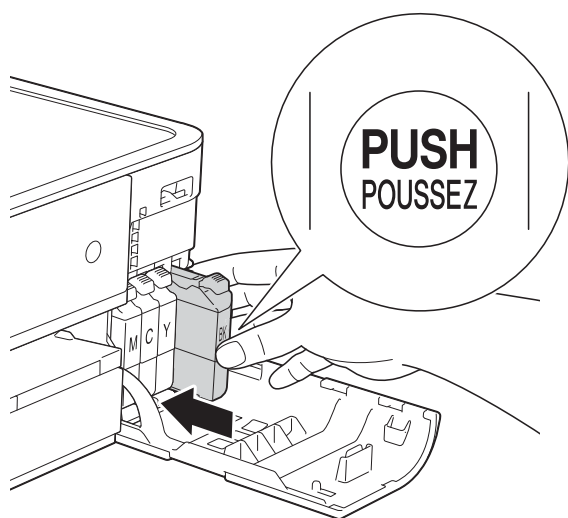
g The machine will automatically reset the ink dot counter.

NOTE

• If you replaced an ink cartridge, for example Black, the Touchscreen may ask you to verify that it was a brand new one (for example, `Did You Change` `BK Black`). For each new cartridge you installed, press `Yes` to reset the ink dot counter for that colour. If the ink cartridge you installed is not a brand new one, be sure to press `No`.

• If the Touchscreen shows `No Ink Cartridge` or `Cannot Detect` after you install the ink cartridge check that the ink cartridge is a brand new Brother Original cartridge and that it is installed correctly. Remove the ink cartridge and reinstall it slowly until the cartridge lever lifts.

IMPORTANT

• DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.

• DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.

• If ink gets on your skin or clothing immediately wash it off with soap or detergent.

• If you mix the colours by installing an ink cartridge in the wrong position, the Touchscreen shows `Wrong Ink Colour`. Check which ink cartridges are not matched by colours to their ink cartridge positions and move them to their correct positions.

• Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.

• DO NOT dismantle or tamper with the ink cartridge; this can cause the ink to leak out of the cartridge.

A

Cleaning and checking the machine

Cleaning the scanner glass

1. Unplug the machine from the electrical socket.

2. Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.
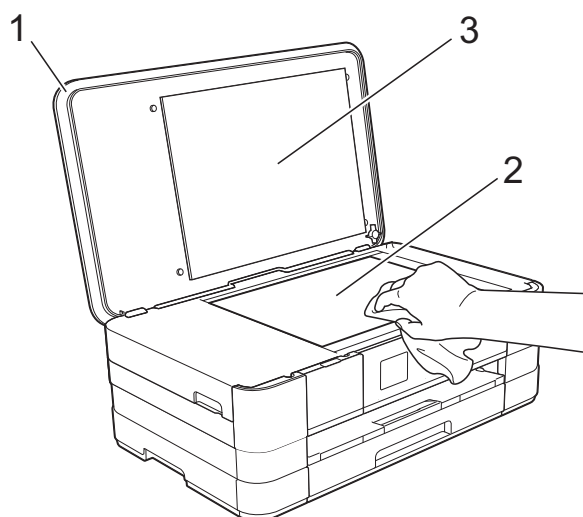
Cleaning the print head

To maintain good print quality, the machine will automatically clean the print head when needed. You can start the cleaning process manually if there is a print quality problem.

Clean the print head if you get horizontal lines in the text or graphics, or blank text on your printed pages. You can clean Black only, three colours at a time (Yellow/Cyan/Magenta), or all four colours at once.

Cleaning the print head consumes ink. Cleaning too often uses ink unnecessarily.

IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

1. Press [Settings].

NOTE

If [icon] is on the Touchscreen, you can press it, and then go to step ❺.

2. Press ⌃ or ⌄ on the Touchpanel to display General Setup.

3. Press General Setup.

4. Press Ink.

5. Press Cleaning.

6. Press ⌃ or ⌄ to display Black, Colour or All, and then press the option you want to clean.
   The machine cleans the print head. When cleaning is finished, the Touchscreen will return to the Home screen.

NOTE

- If you clean the print head at least five times and the print has not improved, try installing a new Brother Original Innobella™ ink cartridge for each problem colour. Try cleaning the print head again up to five more times. If the print has not improved call Brother customer service or your local Brother dealer.

- You can also clean the print head from your PC.

(See Software User's Guide: *Maintenance tab* (Windows®).)

Checking the print quality

If faded or streaked colours and text appear on your printouts, some of the print head nozzles may be clogged. You can check this by printing the Print Quality Check Sheet and looking at the nozzle check pattern.

1. Press ⚙ (Settings).

NOTE

If ▐▐▐▐ is on the Touchscreen, you can press it, and then go to step ⑤.

2. Press ⌃ or ⌄ on the Touchpanel to display General Setup.

3. Press General Setup.

4. Press Ink.

5. Press Test Print.

6. Press Print Quality.

7. Press Start.
The machine begins printing the Print Quality Check Sheet.

8. Check the quality of the four colour blocks on the sheet.

9. The Touchscreen asks you if the print quality is OK.
Do one of the following:

■ If all lines are clear and visible, press Yes to finish the Print Quality check and go to step ⑬.

■ If you can see missing short lines as shown below, press No.
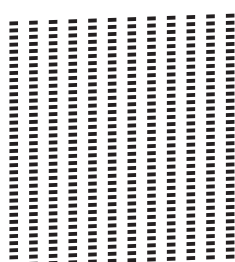
OK   Poor
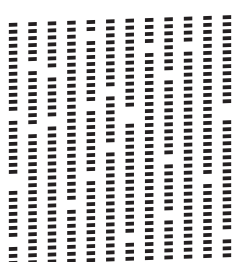
10. The Touchscreen asks you if the print quality is OK for black and then the three colours.
Press Yes or No.

11. The Touchscreen asks you if you want to start cleaning.
Press Yes.
The machine starts cleaning the print head.

12. After the cleaning procedure is finished, press Start.
The machine starts printing the Print Quality Check Sheet again. Return to step ⑧.

13. Press 🏠.

NOTE

If you clean the print head at least five times and the print has not improved, try installing a new Genuine Brother Brand replacement ink cartridge for each problem colour. Try cleaning the print head again up to five more times. If the print has not improved, call Brother customer service or your local Brother dealer.

IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

A

When a print head nozzle is clogged, the printed sample looks like this.

A4, Letter and Executive

A3, Ledger, Legal, A5, A6, envelopes, Photo (10 × 15 cm), Photo L (89 × 127 mm), Photo 2L (13 × 18 cm) and Index Card (127 × 203 mm)

After the print head nozzle is cleaned, the horizontal lines are gone.

Checking the print alignment

If your printed text becomes blurred or images become faded, you may need to adjust the print alignment after transporting the machine.

1. Press ⚙ (Settings).

NOTE

If ▮▮▮ is on the Touchscreen, you can press it, and then go to step ❺.

2. Press ⋀ or ⋁ on the Touchpanel to display General Setup.

3. Press General Setup.

4. Press Ink.

5. Press Test Print.

6. Press Alignment.

7. Press Start.
   The machine starts printing the Alignment Check Sheet.

| (A) | (B) | (C) | (D) |
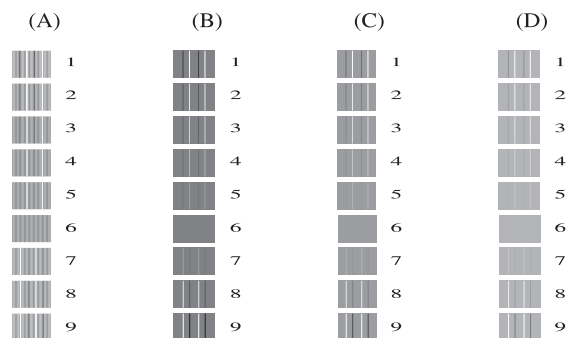
8. For the "A" pattern, press the number of the test print that has the least visible vertical stripes (1-9).

9. For the "B" pattern, press the number of the test print that has the least visible vertical stripes (1-9).

10. For the "C" pattern, press the number of the test print that has the least visible vertical stripes (1-9).

11. For the "D" pattern, press the number of the test print that has the least visible vertical stripes (1-9).

12. Press ⌂.

B

Troubleshooting

If you think there is a problem with your machine, check each of the items below first and follow the troubleshooting tips.

You can correct most problems 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/.

Identifying your problem

First, check the following.

- The machine's power cord is connected correctly and the machine's power switch is turned on.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- Touchscreen Messages

  (See *Error and Maintenance messages* on page 54.)

If you did not solve your problem with the above checks, identify your problem and then go to the page suggested below.

Paper handling and Printing problems:
- *Printing Difficulties* on page 68
- *Print Quality Difficulties* on page 69
- *Paper Handling Difficulties* on page 71

Copying problems:
- *Copying Difficulties* on page 72

Scanning problems:
- *Scanning Difficulties* on page 73
- *PhotoCapture Center™ Difficulties* on page 73

Software and Network problems:
- *Software Difficulties* on page 73
- *Network Difficulties* on page 74

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 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/.

NOTE

! lights up when there is an error or maintenance message. Press ! to display the error message on the Touchscreen.

Error Message	Cause	Action

`B&W Print Only`
 	
`Replace Ink`
	One or more of the colour ink cartridges have reached the end of their life.
	
	You can use the machine in monochrome mode for approximately four weeks depending on the number of pages you print.
	
	While this message appears on the Touchscreen, each operation works in the following way:
	
	■ Printing
	
	If you choose **Greyscale** in the **Advanced** tab of the printer driver, you can use the machine as a monochrome printer.
	
	2-sided print is not available when this message appears.
	
	■ Copying
	
	If the paper type is set to `Plain Paper` you can make copies in monochrome.
	
	2-sided copy is not available when this message appears.
		Replace the ink cartridges. (See *Replacing the ink cartridges* on page 47.)
		
		NOTE
		The machine will stop all print operations, you cannot use the machine until a new ink cartridge is installed in the following cases:
		
		• If you unplug the machine or take out the ink cartridge.
		
		• If the paper type is set to anything except `Plain Paper` or `Inkjet Paper`.
		
		• (Windows®) If you check **Slow Drying Paper** in the **Basic** tab of the printer driver.
		
		(Macintosh) If you check **Slow Drying Paper** in the **Print Settings** of the printer driver.

Error Message	Cause	Action
Cannot Detect	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and re-install it slowly until the cartridge lever lifts. (See *Replacing the ink cartridges* on page 47.)
	An ink cartridge is not installed correctly.	
	If you are using non Brother Original ink the machine may not detect the ink cartridge.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
Cannot Detect Ink	If you are using non Brother Original ink, the machine may not detect the ink volume.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
Cannot Print Replace Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 47.)
Cover is Open	The scanner cover is not completely closed.	Lift the scanner cover and then close it again.
		Make sure the USB cable (if used) has been guided correctly through the cable channel and out the back of the machine.
	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Data Remaining	Print data is left in the machine's memory.	Press ✖. The machine will cancel the job and clear it from the memory. Try to print again.
High Temperature	The print head is too warm.	Allow the machine to cool down.
Hub is Unusable.	A hub or USB Flash memory drive with hub has been connected to the USB direct interface.	Hubs, including USB Flash memory drives that have a built-in hub, are not supported. Unplug the device from the USB direct interface.

B

Error Message	Cause	Action
Ink Absorber Full	The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality which is resolved by cleaning. The more cleaning the machine requires, the faster these boxes will fill up. **NOTE** *Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.*	The ink absorber box or flushing box will need to be replaced. Contact Brother Customer Service or your local Brother Authorised Service Centre to have your machine serviced. Other reasons for cleaning are: 1 After a paper jam has been cleared, the machine automatically cleans itself. 2 The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use). 3 The machine automatically cleans itself after ink cartridges of the same colour have been replaced 12 times.
InkAbsorberNearFull	The ink absorber box or flushing box is nearly full.	Call Brother customer service or your local Brother dealer.
Ink low	One or more of the ink cartridges are near the end of their life.	Order a new ink cartridge. You can continue printing until the Touchscreen shows Cannot Print. (See *Replacing the ink cartridges* on page 47.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.

Error Message	Cause	Action
Media Error	The memory card is either corrupted, incorrectly formatted, or there is a problem with the memory card.	Remove the memory card from the media drive (slot) of the machine and format it correctly.
		Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive (slot) of the machine by putting in another memory card that you know is working.
Media is Full.	The memory card or USB Flash memory drive you are using has no available space or already contains 999 files.	Your machine can only save to your memory card or USB Flash memory drive if it contains fewer than 999 files. Delete unused files to free some space and try again.
No File	The memory card or USB Flash memory drive in the media drive does not contain a .JPG file.	Put the correct memory card or USB Flash memory drive into the slot again.
No Ink Cartridge	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly until the cartridge lever lifts. (See *Replacing the ink cartridges* on page 47.)

B

Error Message	Cause	Action
No Paper Fed	The machine is out of paper or the paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press OK on the Touchscreen. ■ Remove the paper and load it again, and then press OK on the Touchscreen. (See *Loading paper and other print media* on page 12.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 61.
		If this error occurs often during 2-sided copying or 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is closed evenly at both ends. (See *Printer jam or paper jam* on page 61.)
	The paper was not inserted in the centre position of the manual feed slot.	Remove the paper and re-insert it in the centre of the manual feed slot, and then press OK on the Touchscreen. (See *Loading paper in the manual feed slot* on page 19.)
Out of Memory	The machine's memory is full.	**If a copy operation is in process:** Press ✖ and wait until the other operations that are in progress finish, and then try again.
	The memory card or USB Flash memory drive you are using does not have enough free space to scan the documents.	Press ✖. Delete unused files from your memory card or USB Flash memory drive to make some free space and then try again.
Paper Jam [Front]	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Paper is jammed in the front of the machine* on page 61. Make sure the paper guides are set to the correct paper size.

Error Message	Cause	Action
PaperJam Front,Rear	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Paper is jammed in the front and back of the machine* on page 63. Make sure the paper guides are set to the correct paper size.
	More than one sheet of paper was placed in the manual feed slot. —**OR**— Another sheet of paper was placed in the manual feed slot before the Touchscreen showed Put one piece of paper in Manual Feed Slot, and then press [OK].	Do not put more than one sheet of paper in the manual feed slot at any one time. Wait until the Touchscreen shows Put one piece of paper in Manual Feed Slot, and then press [OK]. before you feed the next sheet of paper in the manual feed slot. Remove the jammed paper by following the steps in *Paper is jammed in the front and back of the machine* on page 63.
Paper Jam [Rear]	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Paper is jammed in the back of the machine* on page 62. Make sure the paper guides are set to the correct paper size.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
Paper tray not detected. Please put the paper tray firmly back in the machine.	The paper tray is not completely inserted.	Slowly push the paper tray completely into the machine.
	Paper or a foreign object has prevented the paper tray from being inserted correctly.	Pull the paper tray out of the machine, and remove the jammed paper or foreign object. Slowly push the paper tray completely into the machine.
Screen init. Fail	The Touchscreen was pressed before the power-on initialization was completed.	Make sure that nothing is touching or resting on the Touchscreen.
	Debris may be stuck between the lower part of the Touchscreen and its frame.	Insert a piece of stiff paper between the lower part of the Touchscreen and its frame and slide it back and forth to push out the debris.
Unable to CleanXX Unable to Init.XX Unable to PrintXX Unable to ScanXX	The machine has a mechanical problem. —**OR**— A foreign object such as a paper clip or a piece of ripped paper is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes and reconnect it.

B

Error Message	Cause	Action
Unusable Device Disconnect device from front connector & turn machine off & then on	A broken device has been connected to the USB direct interface.	Unplug the device from the USB direct interface, then press to turn the machine off and then on again.
Unusable Device Please Disconnect USB Device.	A USB device or USB Flash memory drive that is not supported has been connected to the USB direct interface. For more information, visit us at http://solutions.brother.com/.	Unplug the device from the USB direct interface. Turn the machine off and then on again.
Wrong Ink Colour	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.
Wrong Paper	The paper size setting does not match the size of paper in the tray. The paper orientation is not correct for the paper size. You did not set the paper guides in the tray to the indicators for the paper size you are using.	1 Make sure the paper size you choose matches the size of paper in the tray. (See *Paper Size* on page 24.) 2 Make sure you loaded the paper in the correct orientation by setting the paper guides at the indicators for your paper size. (See *Loading paper and other print media* on page 12.) 3 After you have checked the paper size and the paper orientation, press OK on the Touchscreen.

Error animations

Error animations display step-by-step instructions when paper gets jammed. You can read the steps at your own pace by pressing ∨ to see the next step and ∧ to go back a step.

Printer jam or paper jam

Take out the jammed paper depending on where it is jammed in the machine.

Paper is jammed in the front of the machine

If the Touchscreen shows
Paper Jam [Front], follow these steps:

a Unplug the machine from the electrical socket.

b Pull the paper tray (1) completely out of the machine.

c Pull out the jammed paper (1).

d Lift the Jam Clear Flap and remove the jammed paper.
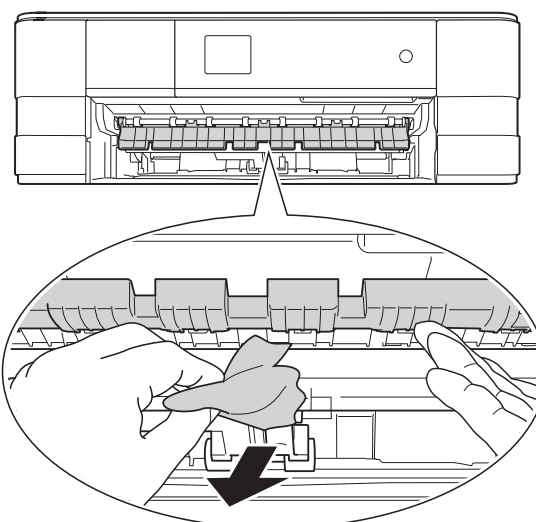
e Make sure you look carefully inside the machine above and below the Jam Clear Flap for any pieces of paper.

B

f Put the paper tray firmly back in the machine.

NOTE

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

g Re-connect the power cord.

NOTE

If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 65.)

Paper is jammed in the back of the machine

If the Touchscreen shows
Paper Jam [Rear], follow these steps:

a Unplug the machine from the electrical socket.

b Open the Jam Clear Cover (1) at the back of the machine.

c Open the inside cover (1).

d Pull the jammed paper out of the machine.
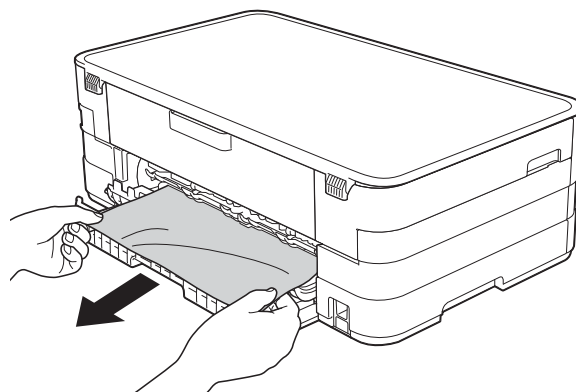
e Close the inside cover and Jam Clear Cover. Make sure the covers are closed correctly.
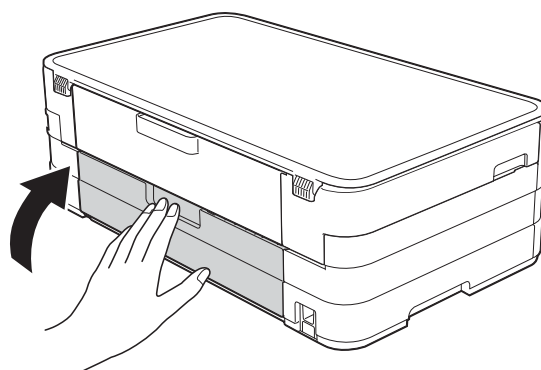
f Re-connect the power cord.

Paper is jammed in the front and back of the machine

If the Touchscreen shows
PaperJam Front,Rear, follow these steps:

1 Unplug the machine from the electrical socket.

2 Pull the paper tray (1) completely out of the machine.
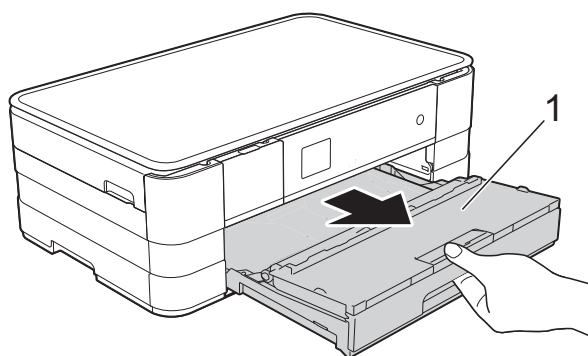
3 Pull out the jammed paper (1).
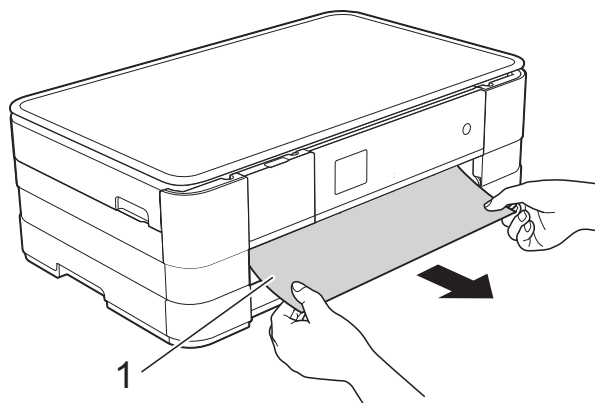
4 Lift the Jam Clear Flap, and then remove the jammed paper.
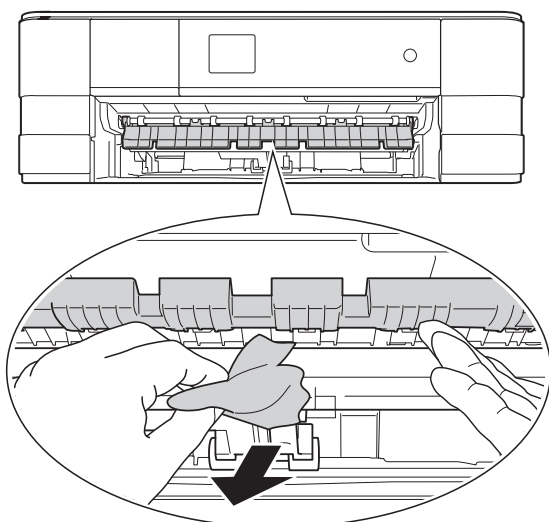
5 Make sure you look carefully inside the machine above and below the Jam Clear Flap for any pieces of paper.
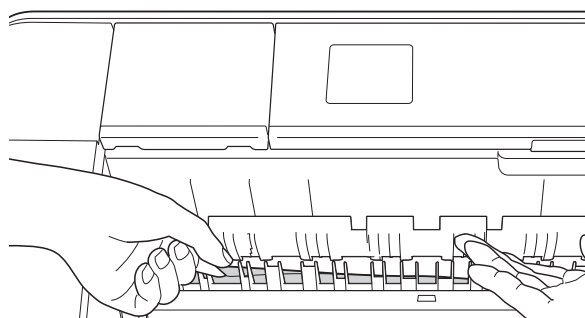
6 Using both hands, use the finger holds on each side of the machine to lift the scanner cover (1) into the open position.
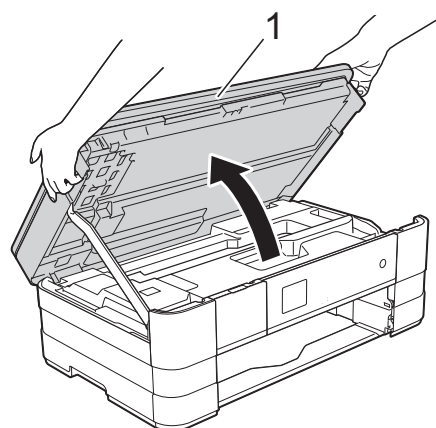
7 Slowly pull the jammed paper (1) out of the machine.

B
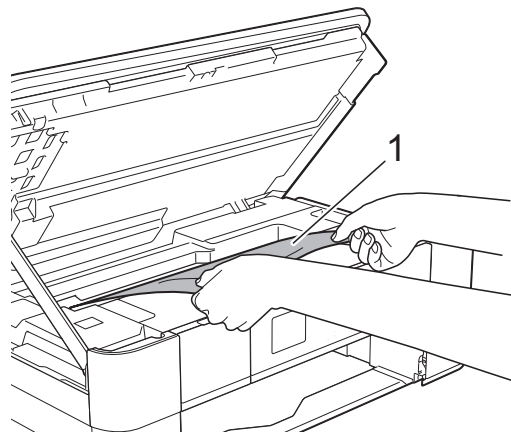
h Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (1) and (2).
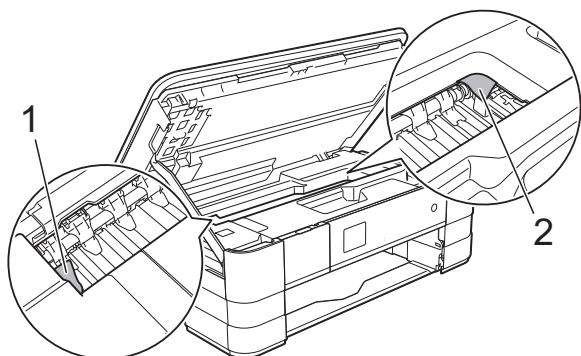
IMPORTANT

- If the paper is jammed under the print head, unplug the machine from the power source, move the print head so it does not touch the paper, and then pull out the paper.

- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Re-connect the power cord. Hold down ✕ until the print head moves to the centre. Then unplug the machine from the power source and take out the paper.
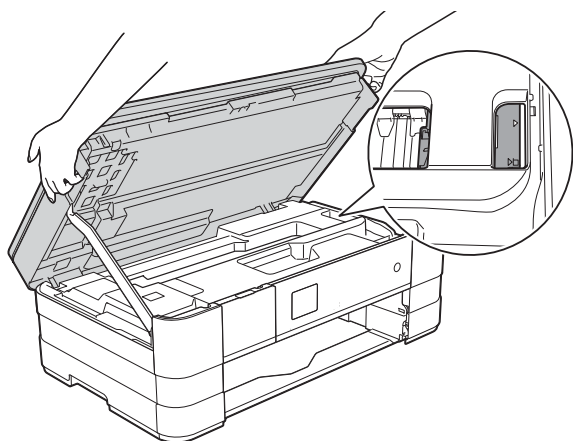
- If ink gets onto your skin, immediately wash with soap and plenty of water.

i Open the Jam Clear Cover (1) at the back of the machine.
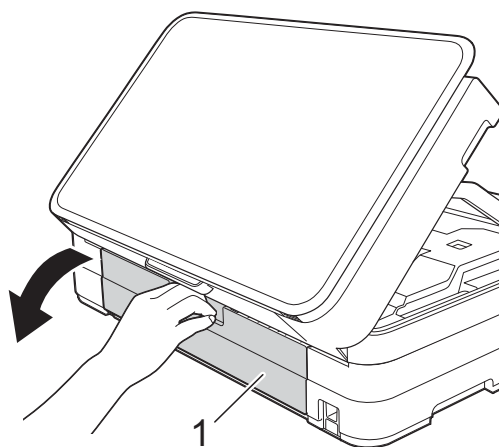
j Open the inside cover (1).
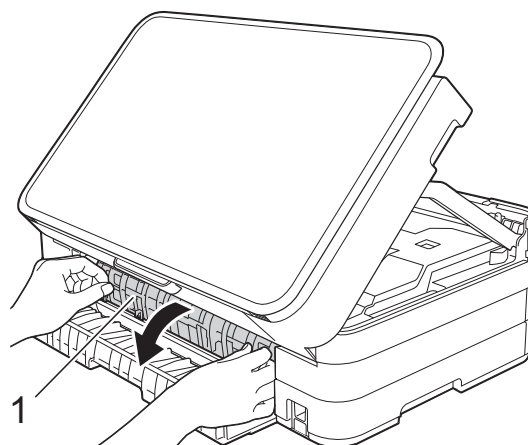
k Make sure you look carefully inside for any jammed paper. If there is any jammed paper, slowly pull it out of the machine.
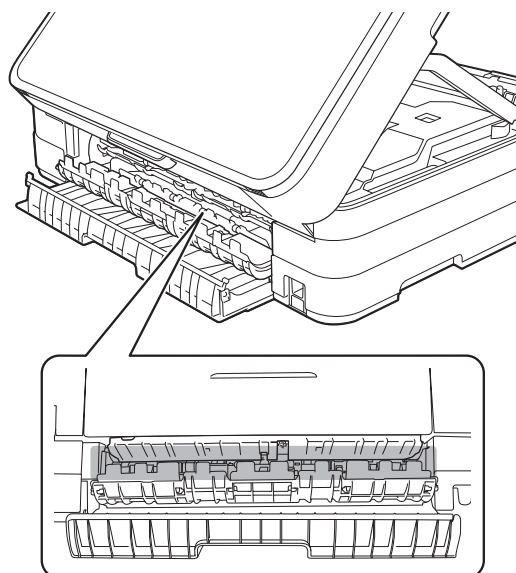
l Close the inside cover and Jam Clear Cover. Make sure the covers are closed correctly.

m Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.
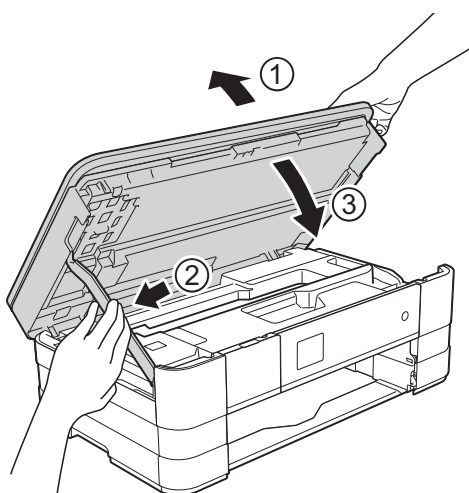
n Put the paper tray firmly back in the machine.
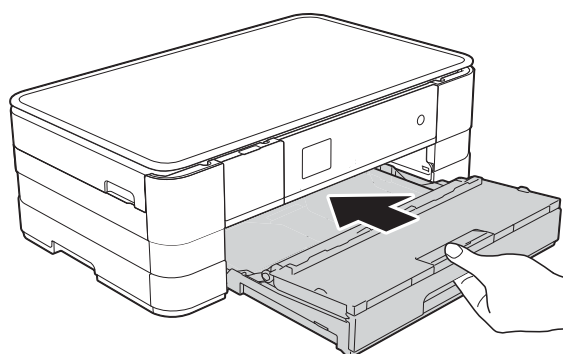
NOTE

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

o Re-connect the power cord.

NOTE

If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 65.)

Additional paper jam clear operations

a Place your hands in the finger holds on each side of the machine to lift the scanner cover into the open position.

NOTE

If the print head is at the right corner as shown in the illustration, hold down ✖ until the print head moves to the middle.
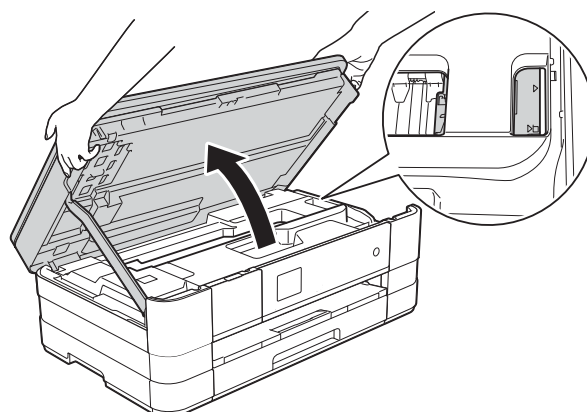
b Unplug the machine from the electrical socket.

B

c Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.
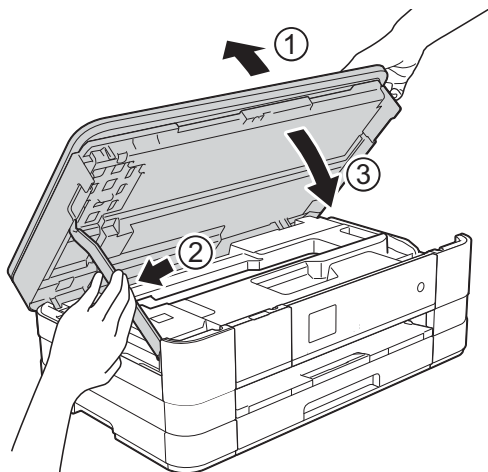
d Open the manual feed slot cover.
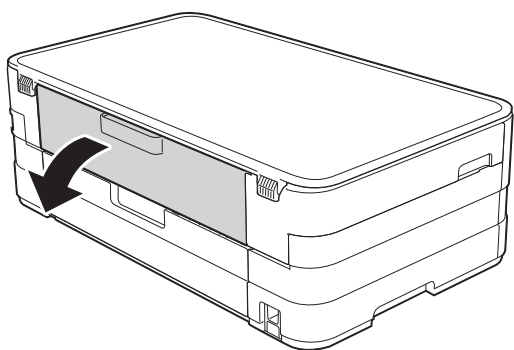
e Put only one sheet of A4 or Letter size thick paper such as glossy paper in a Landscape position in the manual feed slot.
Push it into the manual feed slot.
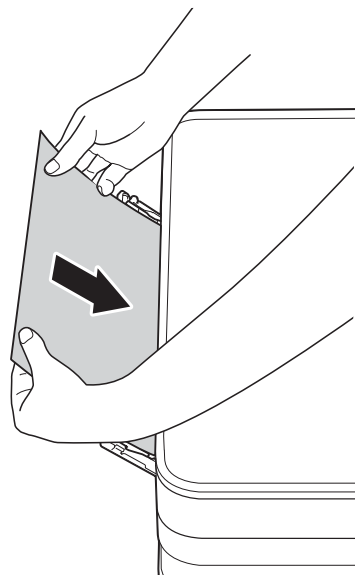
NOTE

• We recommend you use glossy paper.

• If you do not push the paper deep enough into the manual feed slot, the machine will not feed it when you re-connect the power cord.

f Re-connect the power cord.
The paper you placed in the manual feed slot will be fed through the machine and ejected.

g Place your hands in the finger holds on each side of the machine to lift the scanner cover into the open position.

Make sure that a piece of paper is not still jammed inside the machine.

Lift the scanner cover to release the lock. Gently push the scanner cover support down and close the scanner cover using both hands.

If you are having difficulty with your machine

IMPORTANT

• For technical help, you must contact Brother customer support. Contact must be made from within the country where you purchased the machine.

• If you think there is a problem with your machine, check the following chart and follow the troubleshooting tips. You can correct most problems 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/.

Printing Difficulties

Difficulty	Suggestions
No printout.	Check that the correct printer driver has been installed and chosen.
	Check to see if the Touchscreen is showing an error message. (See *Error and Maintenance messages* on page 54.)
	Make sure that the machine is online. (Windows® 7) Click /**Devices and Printers**. Right-click **Brother DCP-XXXXX** (where XXXXX is your model name) and choose **See what's printing**. Click **Printer** and make sure that **Use Printer Offline** is unchecked. (Windows Vista®) Click /**Control Panel/Hardware and Sound/Printers**. Right-click **Brother DCP-XXXXX** (where XXXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer. (Windows® XP) Click **Start/Control Panel/Printers and Other Hardware/Printers and Faxes**. Right-click **Brother DCP-XXXXX** (where XXXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer.
	One or more ink cartridges have reached the end of their life. (See *Replacing the ink cartridges* on page 47.)
	The document will not print if the old, unprinted data remains in the printer driver spooler. Open the printer icon, and then delete all the data. Your printer icon can be found in the following way: (Windows® 7) Click /**Devices and Printers/Printers and Faxes**. (Windows Vista®) Click /**Control Panel/Hardware and Sound/Printers**. (Windows® XP) Click **Start/Control Panel/Printers and Other Hardware/Printers and Faxes**. (Mac OS X v10.7.x) Click **System Preferences/Print & Scan**. (Mac OS X v10.5.8, 10.6.x) Click **System Preferences/Print & Fax**.
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 *Unprintable area* on page 23.)
Cannot perform "Page Layout" printing.	Check that the paper size setting in the application and in the printer driver are the same.

Printing Difficulties (continued)

Difficulty	Suggestions
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver **Advanced** tab (Windows®) or **Color Settings** (Macintosh). Click **Colour Settings** (Windows®) or **Advanced Color Settings** (Macintosh) and make sure you uncheck **Color Enhancement**.
	Turn the Borderless feature off. Borderless printing is slower than normal printing. (See Software User's Guide: *Printing* (Windows®).) (See Software User's Guide: *Printing and Faxing* (Macintosh).)
Colour Enhancement is not working correctly.	If the image data is not full colour in your application (such as 256 colour), Colour Enhancement will not work. Use at least 24 bit colour data with the Colour Enhancement feature.
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See Software User's Guide: *Printing* (Windows®).) (See Software User's Guide: *Printing and Faxing* (Macintosh).)

Print Quality Difficulties

Difficulty	Suggestions
Poor print quality.	Check the print quality. (See *Checking the print quality* on page 51.)
	Make sure that the **Media Type** setting in the printer driver or the `Paper Type` setting in the machine's menu matches the type of paper you are using. (See *Paper Type* on page 24.) (See Software User's Guide: *Printing* (Windows®).) (See Software User's Guide: *Printing and Faxing* (Macintosh).)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Brother Original cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored correctly before use.
	Make sure you are using Brother Original Innobella™ ink. Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with ink from other sources.
	Make sure you are using one of the recommended types of paper. (See *Acceptable paper and other print media* on page 25.)
	The recommended environment for your machine is between 20 °C to 33 °C.

B

Print Quality Difficulties (continued)

Difficulty	Suggestions
White horizontal lines appear in text or graphics. A4, Letter and Executive A3, Ledger, Legal, A5, A6, envelopes, Photo (10 × 15 cm), Photo L (89 × 127 mm), Photo 2L (13 × 18 cm) and Index Card (127 × 203 mm)	Clean the print head. (See *Cleaning the print head* on page 50.)
	Make sure you are using Brother Original Innobella™ ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 25.)
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using ⏻ to power down the machine. Using ⏻ allows minimal power to the machine ensuring periodic cleanings of the print head occur.
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 50.)
	Make sure you are using Brother Original Innobella™ ink.
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using ⏻ to power down the machine. Using ⏻ allows minimal power to the machine ensuring periodic cleanings of the print head occur.
Characters and lines are blurred.	Check the printing alignment. (See *Checking the print alignment* on page 52.)
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. (See *Loading paper and other print media* on page 12.)
	Make sure the Jam Clear Cover is closed correctly.
Smudge or stain at the top centre of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* on page 25.)
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. (See *Acceptable paper and other print media* on page 25.) Do not handle the paper until the ink is dry.
	Make sure you are using Brother Original Innobella™ ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the **Media Type** in the printer driver.

Print Quality Difficulties (continued)

Difficulty	Suggestions
Ink is smudged or running when using glossy photo paper.	Be sure to check the front and back of the paper. Place the glossy surface (printing surface) face down. (See *Paper Type* on page 24.)
	If you use glossy photo paper, make sure that the paper type setting is correct.
Prints appears dirty or the paper jams when using A3 paper.	(PC print for Windows®) Check **Slow Drying Paper** in the **Basic** tab of the printer driver.
	(PC print for Macintosh) Select **Print Settings** from drop-down list and then check **Slow Drying Paper** in the printer driver.
	(Copy) Adjust the copy density to make copies lighter. (See Advanced User's Guide: *Adjusting Density*.)
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See Advanced User's Guide: *Cleaning the machine's printer platen*.)
	Make sure you are using Brother Original Innobella™ ink.
	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 12.)
	Make sure the paper feed rollers are not dirty with ink. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)
The machine prints dense lines on the page.	(Windows® only) Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	(Windows®) In the printer driver **Advanced** tab, click **Colour Settings** and uncheck **Bi-Directional Printing**.
	(Macintosh) In the printer driver, choose **Print Settings**, click **Advanced**, choose **Other Print Options** and uncheck **Bi-Directional Printing**.
	Make sure you are using Brother Original Innobella™ ink.

Paper Handling Difficulties

Difficulties	Suggestions
The machine does not feed paper.	Make sure the Jam Clear Cover at the back of the machine is closed.
	If the Touchscreen shows the Paper Jam message and you still have a problem, see *Error and Maintenance messages* on page 54.
	If there is no paper, load a new stack of paper into the paper tray.
	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.
	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
Photo paper does not feed correctly.	When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.

B

Paper Handling Difficulties (continued)

Difficulties	Suggestions
Machine feeds multiple pages.	Do the following: (See *Loading paper and other print media* on page 12.) ■ Make sure the paper is loaded correctly in the paper tray. ■ Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray. ■ Make sure you do not push the paper in too far.
	Make sure the Jam Clear Cover is closed correctly. (See *Paper is jammed in the back of the machine* on page 62.)
	Make sure the Base Pad in the paper tray is not dirty. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
There is a paper jam.	See *Printer jam or paper jam* on page 61. Make sure the paper guides are set to the correct paper size.
Paper jam reoccurs.	If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 65.)
The paper jams when you use 2-sided copy or 2-sided print.	Use one of the jam prevention settings, `2-sided1` or `2-sided2`. For copying (See Advanced User's Guide: *2-sided copying*.) For printing (See Software User's Guide: *2-sided / Booklet* (Windows®).) (See Software User's Guide: *2-sided Printing* (Macintosh).)
	If paper jams occur often during 2-sided copying or 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)

Copying Difficulties

Difficulty	Suggestions
Cannot make a copy.	Contact your administrator to check your Secure Function Lock Settings.
Fit to Page does not work correctly.	Make sure your source document is not skewed. Reposition the document and try again.

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click **Scan Settings**, **Select** to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click **File**, **Select Source** and choose the Brother TWAIN driver. Mac OS X v10.6.x and 10.7.x users can also scan documents using the ICA Scanner Driver. (See Software User's Guide: *Scanning a document using the ICA driver (Mac OS X v10.6.x, 10.7.x)*.)
OCR does not work.	Try increasing the scanner resolution. (Macintosh) Presto! PageManager must be downloaded and installed before use. For more information, see *Accessing Brother Support (Macintosh)* on page 3.

PhotoCapture Center™ Difficulties

Difficulty	Suggestions
Removable Disk does not work correctly.	1 Take out the memory card or USB Flash memory drive and put it back in again. 2 If you have tried "Eject" from within Windows®, take out the memory card or USB Flash memory drive before you continue. 3 If an error message appears when you try to eject the memory card or USB Flash memory drive, it means the card is being accessed. Wait a while and then try again. 4 If all of the above do not work, turn off your PC and machine, and then turn them on again.
Cannot access Removable Disk from the computer.	Make sure that you have correctly inserted the memory card or USB Flash memory drive.
Part of my photo is missing when printed.	Make sure that Borderless printing and Cropping are turned off. (See Advanced User's Guide: *Borderless printing* and *Cropping*.)

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows® only) Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
"Device Busy"	Make sure the machine is not showing an error message on the Touchscreen.
Cannot print images from FaceFilter Studio. (Windows®)	To use FaceFilter Studio, you must install the FaceFilter Studio application from the CD-ROM supplied with your machine. (See Quick Setup Guide.) Also, before you start FaceFilter Studio for the first time, you must make sure your Brother machine is turned on and connected to your computer. This will allow you to access all the functions of FaceFilter Studio.

B

Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in the Ready mode. Print a Network Configuration Report (See Advanced User's Guide: *Reports*.) and check the current Network settings printed in this list. Reconnect the LAN cable to the hub to verify that the cabling and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. If the connections are good, the machine shows LAN Active for 2 seconds. If you are using a wireless connection or are having Network problems, see Network User's Guide: *Troubleshooting*.
The network scanning feature does not work.	It is necessary to configure 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. See the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. (Macintosh only) Re-select your network machine in the **Device Selector** window from the **Model** pop-up menu in the main screen of ControlCenter2.
The Brother software cannot be installed.	(Windows®) Allow network access to the following programs if your security software displays an alert message during MFL-Pro Suite installation. (Macintosh) If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.
Cannot connect to wireless network.	Investigate the problem using the WLAN Report. Press ▯▮ (Settings), and then press ∧ or ∨ on the Touchpanel to display Print Reports. Press Print Reports. Press ∧ or ∨ to display WLAN Report, and then press WLAN Report. (See Network User's Guide.)

Machine Information

Checking the serial number

You can see the machine's serial number on the Touchscreen.

① Press ![Settings icon] (Settings).

② Press ⌃ or ⌄ on the Touchpanel to display Machine Info.

③ Press Machine Info.

④ Press Serial No.

⑤ Press 🏠.

Reset functions

The following reset functions are available:

1 Network

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

2 All Settings

   You can restore all settings to their factory defaults.

   Brother strongly recommends performing this procedure before handing over or disposing of the machine.

NOTE

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

How to reset the machine

① Press ![Settings icon] (Settings).

② Press ⌃ or ⌄ on the Touchpanel to display Initial Setup.

③ Press Initial Setup.

④ Press ⌃ or ⌄ to display Reset.

⑤ Press Reset.

⑥ Press Network or All Settings.

⑦ Press Yes to confirm.

⑧ Press Yes for 2 seconds to reboot the machine.

B

C Settings and features tables

Using the Settings tables

Your machine's Touchscreen LCD is easy to set up and operate. All you have to do is press the settings and options you want to set as they are displayed on the Touchscreen.

We have created step-by-step Settings Tables so you can see at-a-glance all the available choices for each setting and feature. You can use these tables to quickly choose your preferred settings in the machine.

Settings tables

The Settings tables will help you understand the settings selections that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.

(Settings)

Level1	Level2	Level3	Options	Descriptions	Page
Shortcut Settings	**Copy**	—	Quality Paper Type Paper Size Enlarge/Reduce Density Stack/Sort Page Layout 2-sided Copy Advanced Settings **(Options)** Off Ink Save Mode Thin Paper Copy Book Copy Remove Background	Lets you quickly and easily recall and apply your previously stored preferred settings.	8
	Scan	**Scan to Media**	Scan Type Resolution File Type File Name Remove Background		
		Scan to Network	(Profile Name)		
		Scan to FTP			
General Setup	**Ink**	**Test Print**	Print Quality Alignment	Lets you check the print quality or alignment.	51
		Cleaning	Black Colour All	Lets you clean the print head.	50
		Ink Volume	—	Lets you check the available ink volume.	See ◆.
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
General Setup (Continued)	**Paper Type**	—	**Plain Paper*** Inkjet Paper Brother BP71 Other Glossy Transparency	Sets the type of paper in the paper tray.	24
	Paper Size	—	**A4*** A5 10x15cm Letter	Sets the size of paper in the paper tray.	24
	Beep	—	Off **Low*** Med High	Adjusts the volume of the sounds when you press the Touchscreen or Touchpanel.	10
	LCD Settings	**Backlight**	**Light*** Med Dark	You can adjust the brightness of the Touchscreen backlight.	11
		Dim Timer	Off 10Secs 20Secs **30Secs***	You can set how long the Touchscreen backlight stays on for after the last finger press.	See ◆.
	Sleep Mode	—	1Min 2Mins 3Mins **5Mins*** 10Mins 30Mins 60Mins	You can choose how long the machine will remain idle before it goes into Sleep mode.	
	Auto Power Off	—	Off **On***	When this feature is set to On the machine will turn itself off one hour after entering Sleep Mode. When set to Off, the machine will not power off automatically.	
	Function Lock	**Set Password**	—	You can restrict selected machine functions for up to 10 restricted users and for all other non-authorized Public users.	
		Lock Off→On	—		
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Network settings

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network	Wired LAN	TCP/IP	BOOT Method	Auto* Static RARP BOOTP DHCP	Choose the BOOT method that best suits your needs.	See ✛.
			IP Address	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
			Subnet Mask	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
			Gateway	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
			Node Name	BRNXXXXXXXXXXXX	Enter the Node name.	
			WINS Config	Auto* Static	Chooses the WINS configuration mode.	
			WINS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary WINS server.	
			DNS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary DNS server.	
			APIPA	On* Off	Automatically allocates the IP address from the link-local address range.	
✛ See Network User's Guide.						
♣ Go to the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.						
⬤ Go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.						
The default settings are shown in Bold with an asterisk.						

C

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network (Continued)	Wired LAN (Continued)	TCP/IP (Continued)	IPv6	On Off*	Enable or disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.	See +.
			Ethernet	—	Auto* 100B-FD 100B-HD 10B-FD 10B-HD	Chooses the Ethernet link mode.	
			MAC Address	—	—	You can see your machine's MAC address.	
	WLAN	TCP/IP	BOOT Method	Auto* Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.	
			IP Address	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
			Subnet Mask	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
			Gateway	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
			Node Name	BRWXXXXXXXXXXXX	Enter the Node name.	
			WINS Config	Auto* Static	Chooses the WINS configuration mode.	

+ See Network User's Guide.

♣ Go to the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The default settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Level4	Options	Descriptions	Page
`Network` (Continued)	`WLAN` (Continued)	`TCP/IP` (Continued)	`WINS Server`	`(Primary)` `000.000.000.000` `(Secondary)` `000.000.000.000`	Specifies the IP address of the primary or secondary WINS server.	See ✚.
			`DNS Server`	`(Primary)` `000.000.000.000` `(Secondary)` `000.000.000.000`	Specifies the IP address of the primary or secondary DNS server.	
			`APIPA`	`On*` `Off`	Automatically allocates the IP address from the link-local address range.	
			`IPv6`	`On` `Off*`	Enable or disable IPv6 protocol for a wireless LAN. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.	
		`Setup Wizard`	—	—	You can manually configure your print server for a wireless network.	
		`WPS/AOSS`	—	—	You can easily configure your wireless network settings using the one-button push method.	
		`WPS w/PIN Code`	—	—	You can easily configure your wireless network settings using WPS with a PIN code.	

✚ See Network User's Guide.

♣ Go to the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

⬤ Go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The default settings are shown in Bold with an asterisk.

C

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network (Continued)	**WLAN** (Continued)	**WLAN Status**	**Status**	Active(11b) Active(11g) Active(11n) AOSS Active Connection Fail	You can see the current wireless network status.	See ✚.
			Signal	—	You can see the current wireless network signal strength.	
			SSID	—	You can see the current SSID.	
			Comm. Mode	—	You can see the current Communication Mode.	
		MAC Address	—	—	You can see your machine's MAC address.	
		Wi-Fi Direct	**Push Button**	—	You can easily configure your Wi-Fi Direct™ network settings using the one-button push method.	See ♣.
			PIN Code	—	You can easily configure your Wi-Fi Direct™ network settings using WPS with a PIN code.	
			Manual	—	You can manually configure your Wi-Fi Direct™ network settings.	
			Group Owner	—	On **Off***	Sets your machine as the Group Owner.	

✚ See Network User's Guide.

♣ Go to the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The default settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network (Continued)	**Wi-Fi Direct** (Continued)	**Device Information**	**Device Name**	—	You can see the device name of your machine.	See ♣.
			SSID	—	Shows SSID of Group Owner. When the machine is not connected, Touchscreen shows `Not Connected`.	
			IP Address	—	You can see the current IP address of your machine.	
		Status Information	**Status**	`G/O Active(**)` `Client Active` `Not Connected` `Off` `** =` the number of devices	You can see the current Wi-Fi Direct™ network status.	
			Signal	`Strong` `Medium` `Weak` `None`	You can see the current Wi-Fi Direct™ network signal strength. When your machine acts as Group Owner, the Touchscreen always shows `Strong`.	
		I/F Enable	—	`On` **Off***	Enable or Disable the Wi-Fi Direct™ connection.	
	Web Connect Settings	**Proxy Settings**	**Proxy Connection**	`On` **Off***	You can change the Web connection settings.	See ⬤.
			Address	—		
			Port	—		
			User Name	—		
			Password	—		

✚ See Network User's Guide.

♣ Go to the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

⬤ Go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The default settings are shown in Bold with an asterisk.

C

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network (Continued)	**Network I/F**	—	**Wired LAN*** WLAN	—	You can choose the network connection type.	See **+**.
	Network Reset	—	—	Yes No	Restore all network settings back to the factory default.	

+ See Network User's Guide.
♣ Go to the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.
● Go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.
The default settings are shown in Bold with an asterisk.

(Settings) (continued)
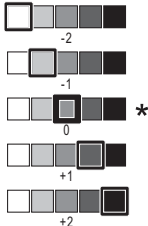
Level1	Level2	Level3	Options	Descriptions	Page
Print Reports	**User Settings**	—	—	Prints these lists and reports.	See ◆.
	Network Config	—	—		
	WLAN Report	—	—		
Machine Info.	**Serial No.**	—	—	Lets you check the serial number of your machine.	75
Initial Setup	**Date & Time**	**Date & Time**	—	Sets the date and time in your machine.	See ‡.
		Time Zone	—	Sets the time zone for your country.	
	Reset	**Network**	Yes No	Resets the print server back to its factory default settings, such as the password and IP address information.	75
		All Settings	Yes No	Resets all the machine's settings back to the factory default.	
	Local Language	—	(Choose the language you want to use)	Allows you to change the LCD language for your country.	See ◆.

◆ See Advanced User's Guide.
‡ See Quick Setup Guide.
The default settings are shown in Bold with an asterisk.

Features tables

 (Copy)

Level1	Level2	Level3	Options	Descriptions	Page
Mono Start	—	—	—	Lets you make a monochrome copy.	32
Colour Start	—	—	—	Lets you make a colour copy.	
Options	**Quality**	—	**Normal*** Best	Choose the Copy resolution for the next copy.	See ◆.
	Paper Type	—	**Plain Paper*** Inkjet Paper Brother BP71 Other Glossy Transparency	Choose the paper type that matches the paper in the tray.	33
	Paper Size	—	**A4*** A5 A3 10x15cm Letter Legal Ledger	Choose the paper size that matches the paper in the tray.	33
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
Options (Continued)	**Enlarge/Reduce**	**100%***	—	—	See ◆.
		Enlarge	198% 10x15cm→A4 186% 10x15cm→LTR 141% A4→A3, A5→A4	You can choose the enlargement ratio for the next copy.	
		Reduce	97% LTR→A4 93% A4→LTR 83% 69% A4→A5 47% A4→10x15cm	You can choose the reduction ratio for the next copy.	
		Fit to Page	—	Your machine will adjust the size automatically to the paper size you set.	
		Custom(25-400%)	—	You can choose the enlargement or reduction ratio for your type of document.	
	Density	—	 -2 -1 0 * +1 +2	Adjusts the density of copies.	
	Stack/Sort	—	**Stack*** Sort	You can choose to stack or sort multiple copies.	
	Page Layout	—	**Off(1in1)*** 2in1(P) 2in1(L) 2in1(ID) 4in1(P) 4in1(L) Poster (2x1) Poster (2x2) Poster (3x3)	You can make N in 1, 2 in 1 ID, or Poster copies.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Options (Continued)	**2-sided Copy**	**Off***	—	You can choose the 2-sided print settings.	See ◆.
		Portrait LongEdgeFlip	—		
		Landscape LongEdgeFlip	—		
		Portrait ShortEdgeFlip	—		
		Landscape ShortEdgeFlip	—		
		Advanced	**Normal*** 2-sided1 2-sided2		
	Advanced Settings	—	**Off*** Ink Save Mode Thin Paper Copy Book Copy Remove Background	You can choose various copy settings.	
	Set New Default	—	Yes No	You can save your copy settings.	
	Factory Reset	—	Yes No	You can restore all the settings back to the factory default.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Remove Background

Options1	Options2	Descriptions	Page
Remove Background	Low **Medium*** High	Change the amount of background colour that is removed.	See ◆.
◆ See Advanced User's Guide.			
The default settings are shown in Bold with an asterisk.			

(Scan)

Level1	Level2	Level3	Options	Descriptions	Page
Scan to File	**PC**	**Start**	—	Start scanning.	See ☐.
		Options	(For more information, see the *Options (for Scan to File, Scan to email and Scan to Image)* in the following table.)	Configure the detailed settings.	
Scan to Media (when a memory card or USB Flash memory drive is inserted)	—	**Start**	—	Start scanning.	38
	—	**Options**	(For more information, see the *Options (for Scan to Media)* in the following table.)	Configure the detailed settings.	
Scan to Network	—	**Start**	—	Start scanning.	See ☐.
Scan to FTP	—	**Start**	—	Start scanning.	
Scan to email	**PC**	**Start**	—	Start scanning.	
		Options	(For more information, see the *Options (for Scan to File, Scan to email and Scan to Image)* in the following table.)	Configure the detailed settings.	
Scan to OCR (Available after Presto! PageManager is downloaded for Macintosh users. See *Accessing Brother Support (Macintosh)* on page 3.)	**PC**	**Start**	—	Start scanning.	
		Options	(For more information, see the *Options (for Scan to OCR)* in the following table.)	Configure the detailed settings.	
☐ See Software User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Scan to Image	PC	Start	—	Start scanning.	See □.
		Options	(For more information, see the *Options (for Scan to File, Scan to email and Scan to Image)* in the following table.)	Configure the detailed settings.	
Web Service (Appears when you install a Web Services Scanner, which is displayed in your computer's Windows® Explorer.)	Scan	—	—	You can scan data by using the Web Services protocol.	
	Scan for E-mail	—	—		
	Scan for Fax	—	—		
	Scan for Print	—	—		
□ See Software User's Guide.					
The default settings are shown in Bold with an asterisk.					

C

Options (for Scan to File, Scan to email and Scan to Image)

Level1	Level2	Options1	Descriptions	Page
Options	Set with TouchPanel	Off (Set with Computer)* On	If you want to use the Touchscreen to change the machine's settings, choose On.	See □.
	The settings below will appear when On is selected in Set with TouchPanel.			
	Scan Type	Colour* Black and White	You can choose the scan type for your document.	
	Resolution	100 dpi **200 dpi*** 300 dpi 600 dpi	You can choose the scan resolution for your document.	
	File Type	(If you choose the Colour option in the Scan Type setting) **PDF*** JPEG (If you choose the Mono option in the Scan Type setting) TIFF **PDF***	You can choose the file format for your document.	
	Remove Background	**Off*** Low Medium High	Change the amount of background colour that is removed.	
□ See Software User's Guide.				
The default settings are shown in Bold with an asterisk.				

Options (for Scan to Media)

Level1	Level2	Options1	Descriptions	Page
Options	Scan Type	Colour* Black and White	You can choose the scan type for your document.	38
	Resolution	100 dpi **200 dpi*** 300 dpi 600 dpi Auto	You can choose the scan resolution for your document.	
	File Type	(If you choose the Colour option in the Scan Type setting) **PDF*** JPEG (If you choose the Mono option in the Scan Type setting) TIFF **PDF***	You can choose the file format for your document.	
	File Name	—	You can rename the file.	
	Remove Background	**Off*** Low Medium High	Change the amount of background colour that is removed.	
	Set New Default	Yes No	You can save your scan settings as the default settings.	See ◆.
	Factory Reset	Yes No	You can restore all settings back to the original factory default settings.	
◆ See Advanced User's Guide.				
The default settings are shown in Bold with an asterisk.				

C

Options (for Scan to OCR)

Level1	Level2	Options1	Descriptions	Page
Options	Set with TouchPanel	Off (Set with Computer)* On	If you want to use the Touchscreen to change the machine's settings, choose On.	See □.
	The settings below will appear when On is selected in Set with TouchPanel.			
	Scan Type	Colour Black and White*	You can choose the scan type for your document.	
	Resolution	100 dpi 200 dpi* 300 dpi 600 dpi	You can choose the scan resolution for your document.	
	File Type	Text* HTML RTF	You can choose the file format for your document.	
□ See Software User's Guide.				
The default settings are shown in Bold with an asterisk.				
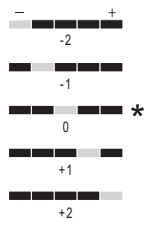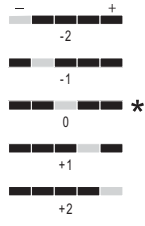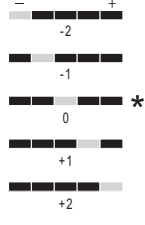
(Photo)

Level1	Level2	Level3	Options	Descriptions	Page
View Photos	OK	Start	—	You can print your chosen photos.	37
		Options	For more information, see the Options in the following table.	You can adjust your photos with the options.	See ◆.
Print All	Start	—	—	You can print all photos in your memory card or USB Flash memory drive.	
	Options	—	For more information, see the Options in the following table.	You can adjust your photos with the options.	
Index Print	Index Sheet	Start	—	You can print a thumbnail page.	
		Options	Paper Type (Options) **Plain Paper*** Inkjet Paper Brother BP71 Other Glossy	Choose the paper type.	
			Paper Size (Options) Letter **A4***	Choose the paper size.	
	Print Photos	Start	—	You can print an individual image.	
		Options	For more information, see the Options in the following table.	You can adjust your photos with the options.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

C

Options (for Photo)

Option1	Option2	Option3	Option4	Descriptions	Page
Print Quality (Not available for DPOF printing.)	Normal **Photo***	—	—	Choose the print quality.	See ◆.
Paper Type	Plain Paper Inkjet Paper Brother BP71 **Other Glossy***	—	—	Choose the paper type.	
Paper Size	**10x15cm*** 13x18cm A4 A3 Letter Ledger	—	—	Choose the paper size.	
(When A4 or Letter is chosen) **Print Size**	8x10cm 9x13cm 10x15cm 13x18cm 15x20cm **Max. Size***	—	—	Choose the print size if you are using A4 or Letter size paper.	
Brightness	-2 -1 0* +1 +2	—	—	Adjusts the brightness.	
Contrast	− + -2 -1 0* +1 +2	—	—	Adjusts the contrast.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Option1	Option2	Option3	Option4	Descriptions	Page
Colour Enhance	On Off*	White Balance	-2 -1 0 * +1 +2	Adjusts the hue of the white areas.	See ◆.
		Sharpness	-2 -1 0 * +1 +2	Enhances the detail of the image.	
		Colour Density	-2 -1 0 * +1 +2	Adjusts the total amount of colour in the image.	
Cropping	On* Off	—	—	Crops the image around the margin to fit the paper size or print size. Turn this feature off if you want to print whole images or prevent unwanted cropping.	
Borderless	On* Off	—	—	Expands the printable area to fit the edges of the paper.	
Date Print (Not available for DPOF printing.)	On Off*	—	—	Prints the date on your photo.	
Set New Default	Yes No	—	—	You can save your print settings as the default settings.	
Factory Reset	Yes No	—	—	You can restore all the settings back to the factory default.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

C

(Web)

Level1	Level2	Level3	Options	Descriptions	Page
Web	PICASA Web Albums™	—	—	Lets you connect the Brother machine to an Internet service. Web services may have been added and/or service names may have been changed by the provider since this document was published.	See ●.
	Google Drive™	—	—		
	FLICKR®	—	—		
	Facebook™	—	—		
	EVERNOTE®	—	—		
	Dropbox	—	—		
● Go to the Brother Solutions Center to download Web Connect Guide at http://solutions.brother.com/.					
The default settings are shown in Bold with an asterisk.					

(Ink)

Level1	Level2	Level3	Options	Descriptions	Page
(Ink)	**Test Print**	—	Print Quality Alignment	Lets you check the print quality or alignment.	51 52
	Cleaning	—	Black Colour All	Lets you clean the print head.	50
	Ink Volume	—	—	Lets you check the available ink volume.	See ◆.
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

WiFi (Wi-Fi Setup)

NOTE

After the Wi-Fi® is set up, you cannot change the settings from your Home screen. Change any settings for the Wi-Fi connection in the Settings screen.

Level1	Level2	Level3	Options	Descriptions	Page
WiFi (Wi-Fi Setup)	Setup Wizard	—	—	You can manually configure your print server for a wireless network.	See ‡.
	Setup with PC	—	—	You can configure the Wi-Fi settings using a PC.	
	WPS/AOSS	—	—	You can easily configure your wireless network settings using the one-button push method.	
	WPS w/PIN Code	—	—	You can easily configure your wireless network settings using WPS with a PIN code.	See +.
‡ See Quick Setup Guide.						
+ See Network User's Guide.						
The default settings are shown in Bold with an asterisk.						

C

Entering Text

When you need to enter text into the machine, the keyboard will appear on the Touchscreen. Press ⓐ to cycle between letters, numbers and special characters.

Inserting spaces

To enter a space, press ⓐ to choose special characters, then press the space button ⌃ or ⎵.

Or, you can press ▶ twice to move the cursor.

NOTE

The characters that are available may differ depending on your country.

Making corrections

If you entered an incorrect character and want to change it, press ◀ to move the cursor under the incorrect character, and then press ⌫. Enter the correct character. You can also use the cursor to go back and insert letters.

If the Touchscreen does not show ◀, press ⌫ repeatedly until you have erased the incorrect character. Enter the correct characters.

Repeating letters

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

D Specifications

General

NOTE

This chapter provides a summary of the machines' specifications. For additional specifications visit http://www.brother.com/.

Printer Type	Inkjet	
Print Head	Mono:	Piezo with 420 nozzles $\times$ 1
	Colour:	Piezo with 420 nozzles $\times$ 3
Memory Capacity	128 MB	
LCD (Liquid Crystal Display)	1.8 in. (44.9 mm) TFT Colour Touchscreen LCD and Touchpanel	
Power Source	AC 220 to 240V 50/60Hz	
Power Consumption [1]	Copying Mode:	Approx. 21 W [2]
	Ready Mode:	Approx. 5.5 W [3]
	Sleep Mode:	Approx. 1.0 W [3]
	Off:	Approx. 0.04 W [3] [4]

[1] Measured when the machine is connected to the USB interface. Power consumption varies slightly depending on the usage environment or part wear.

[2] When single-sided printing, resolution: standard / document: ISO/IEC 24712 printed pattern.

[3] Measured according to IEC 62301 Edition 2.0.

[4] Even when the machine is turned off, it will automatically turn itself on periodically for print head maintenance, and then turn itself off.

D

Dimension

163 mm

480 mm

290 mm

483 mm
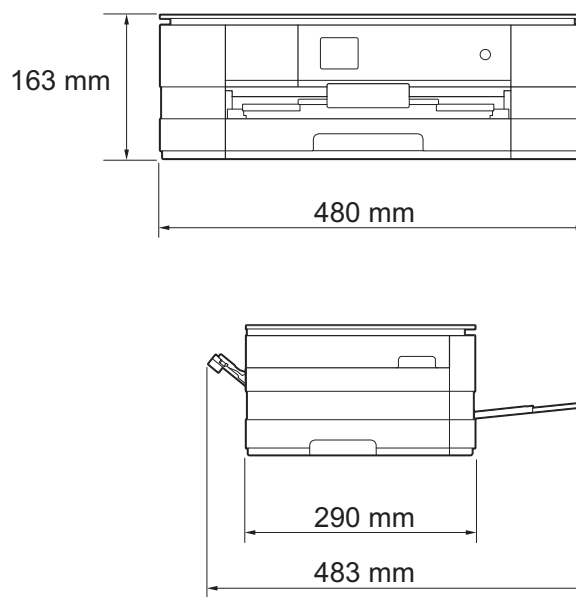
Weight	8 kg	
Noise	Operating:	L$_{PAm}$ = 50 dB(A) (Average) [1]
Noise per ISO9296	Copying:	L$_{WAd}$ = 6.26 B(A) [2] (Mono)
		L$_{WAd}$ = 6.19 B(A) (Colour)
	Ready:	L$_{WAd}$ = 3.28 B(A) (Mono/Colour)
Temperature	Operating:	10 to 35 °C
	Best Print Quality:	20 to 33 °C
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)
Document Size	Scanner Glass Width: Max. 215.9 mm	
	Scanner Glass Length: Max. 297 mm	

[1]   Noise depends on printing conditions.

[2]   Office equipment with L$_{WAd}$>6.30 B(A) is not suitable for use in rooms where people require high levels of concentration. Such equipment should be placed in separate rooms because of the noise emission.

Print media

Paper Input **Paper Tray**

- ■ Paper type:

  Plain paper, inkjet paper (coated paper),
  glossy paper [1] and transparency [1] [2]

- ■ Paper size [3]:

  (Landscape)

  A4, Letter, Executive

  (Portrait)

  A5, A6, Envelopes (Com-10, DL, Monarch), Photo 10 $\times$ 15 cm,
  Photo L 89 $\times$ 127 mm, Photo 2L 13 $\times$ 18 cm and Index
  card 127 $\times$ 203 mm

  Width: 89 mm - 215.9 mm

  Length: 127 mm - 297 mm

  For more information, see *Paper weight and thickness* on page 29.

- ■ Maximum paper tray capacity:

  Approx. 150 sheets of 80 g/m^2 plain paper

[1] For glossy paper or transparencies, remove printed pages from the output paper tray immediately after they exit the machine to avoid smudging.

[2] Use only transparencies recommended for inkjet printing.

[3] See *Paper type and size for each operation* on page 27.

D

Paper Input	**Manual Feed Slot**
(Continued)	■ Paper Type:
	Plain paper, inkjet paper (coated paper), glossy paper [1] and transparency [1][2]
	■ Paper Size [3]:
	(Landscape)
	A4, Letter, Executive
	(Portrait)
	A3, Ledger, Legal, A5, A6, Envelopes (Com-10, DL, Monarch, C5), Photo 10 × 15 cm, Photo L 89 × 127 mm, Photo 2L 13 × 18 cm and Index card 127 × 203 mm
	Width: 89 mm - 297 mm
	Length: 127 mm - 431.8 mm
	For more information, see *Paper weight and thickness* on page 29.
	■ Maximum paper tray capacity:
	1 sheet of special print media
Paper Output	Up to 50 sheets of 80 g/m^2 plain paper (face up print delivery to the output paper tray) [1]

[1] For glossy paper or transparencies, remove printed pages from the output paper tray immediately after they exit the machine to avoid smudging.

[2] Use only transparencies recommended for inkjet printing.

[3] See *Paper type and size for each operation* on page 27.

Copy

Colour/Monochrome	Yes/Yes
Copy Width [1]	204 mm
Multiple Copies	Stacks/Sorts up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200 $\times$ 1200 dpi
2-sided	Yes
	■ Paper type:
	Plain paper
	■ Paper size:
	A4, Letter, A5

[1] When copying on A4 size paper.

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PhotoCapture Center™

Compatible Media [1]	Memory Stick Duo™ (16 MB - 128 MB) Memory Stick PRO Duo™ (256 MB - 32 GB) Memory Stick Micro™ (M2™) with Adapter (256 MB - 32 GB) MultiMedia Card (32 MB - 2 GB) MultiMedia Card plus (128 MB - 4 GB) MultiMedia Card mobile with Adapter (64 MB - 1 GB) SD Memory Card (16 MB - 2 GB) miniSD with Adapter (16 MB - 2 GB) microSD with Adapter (16 MB - 2 GB) SDHC Memory Card (4 GB - 32 GB) miniSDHC with Adapter (4 GB - 32 GB) microSDHC with Adapter (4 GB - 32 GB) SDXC Memory Card (48 GB - 128 GB) USB Flash memory drive [2]
Resolution	Up to 1200 × 4800 dpi
File Extension (Media Format)	DPOF (ver. 1.0, ver. 1.1), Exif DCF (up to ver. 2.1)
(Image Format)	Photo Print: JPEG [3], AVI [4], MOV [4] Scan to Media: JPEG, PDF (Colour) TIFF, PDF (Monochrome)
Number of Files	Up to 999 files (The folder inside memory cards or USB Flash memory drive is also counted.)
Folder	File must be stored in the 4th folder level of the memory card or USB Flash memory drive.
Borderless	A4, Letter, A3, Ledger, Photo 10 × 15 cm, Photo 2L 13 × 18 cm [5]

[1] Memory cards, adapters and USB Flash memory drive are not included.

[2] USB 2.0 Standard
USB Mass Storage standard up to 32 GB
Support format: FAT12/FAT16/FAT32/exFAT

[3] Progressive JPEG format is not supported.

[4] Motion JPEG only.

[5] See *Paper type and size for each operation* on page 27.

PictBridge

Compatibility	Supports the Camera & Imaging Products Association PictBridge standard CIPA DC-001.
	Visit http://www.cipa.jp/pictbridge/ for more information.
Interface	USB direct interface

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Scanner

Colour/Monochrome	Yes/Yes
TWAIN Compliant	Yes (Windows® XP [1]/Windows Vista®/Windows® 7)
	(Mac OS X v10.5.8, 10.6.x, 10.7.x [2])
WIA Compliant	Yes (Windows® XP [1]/Windows Vista®/Windows® 7)
ICA Compliant	Yes (Mac OS X v10.6.x, 10.7.x)
Colour Depth	48 bit colour Processing (Input)
	24 bit colour Processing (Output) / 256 levels per colour
Greyscale	16 bit colour Processing (Input)
	8 bit colour Processing (Output) / 256 levels
Resolution	Up to 19200 × 19200 dpi (interpolated) [3]
	Up to 2400 × 2400 dpi (optical)
Scanning Width and Length	Width: Up to 213.9 mm
	Length: Up to 295 mm

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[1] Windows® XP in this User's Guide includes Windows® XP Home Edition, Windows® XP Professional, and Windows® XP Professional x64 Edition.

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

[3] Maximum 1200 × 1200 dpi scanning when using the WIA Driver for Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be selected by using the Brother scanner utility).

Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width [3]	291 mm [297 mm (borderless) [1]]
Borderless [2]	A4, Letter, A3, Ledger, A6, Photo 10 × 15 cm, Photo L 89 × 127 mm, Photo 2L 13 × 18 cm
2-sided	■ Paper type: Plain paper ■ Paper size: A4, Letter, A5, Executive

Print Speed [4]

[1] When the Borderless feature is set to On.

[2] See *Paper type and size for each operation* on page 27.

[3] When printing on A3 size paper.

[4] For detailed specifications visit http://www.brother.com/.

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Interfaces

USB [1] [2]	A USB 2.0 interface cable that is no longer than 2 m.
LAN cable [3]	Ethernet UTP cable category 5 or greater.
Wireless LAN	IEEE 802.11b/g/n (Infrastructure Mode/Ad-hoc Mode)
	IEEE 802.11g/n (Wi-Fi Direct™)

[1] 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.

[2] Third party USB ports are not supported.

[3] See *Network* on page 109.
See Network User's Guide: *Supported protocols and security features*.

Network

NOTE

For more information about the Network specifications, see the Network User's Guide.

You can connect your machine to a network for Network Printing, Network Scanning, and accessing photos from PhotoCapture Center™ [1]. Also included is Brother BRAdmin Light [2] Network Management software.

Wireless Network Security	SSID (32 characters), WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)	
Wireless Setup Support Utility	**AOSS™**	Yes
	WPS	Yes

[1]   See the Computer Requirements chart on page 110.

[2]   (Windows®) If you require more advanced printer management, use the latest Brother BRAdmin Professional utility version that is available as a download from http://solutions.brother.com/.

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Computer requirements

SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS							
Computer Platform & Operating System Version		**PC Interface**			**Processor**	**Hard Disk Space to install**	
		USB [2]	**10/100 Base-TX (Ethernet)**	**Wireless 802.11b/g/n**		**For Drivers**	**For Applications**
Windows® Operating System	Windows® XP Home [1] [3] Windows® XP Professional [1] [3]	Printing Scanning Removable Disk [4]			32bit (x86) or 64bit (x64) processor	150 MB	1 GB
	Windows Vista® [1] [3]					500 MB	1.3 GB
	Windows® 7 [1] [3]					650 MB	
	Windows Server® 2003 Windows Server® 2003 R2 Windows Server® 2008	N/A	Printing			50 MB	N/A
	Windows Server® 2008 R2				64bit (x64) processor		
Macintosh Operating System	Mac OS X v10.5.8	Printing Scanning Removable Disk [4]			PowerPC G4/G5 or Intel® Processor	80 MB	550 MB
	Mac OS X v10.6.x Mac OS X v10.7.x				Intel® Processor		

Conditions:

[1] For WIA, 1200 × 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 × 19200 dpi.

[2] Third party USB ports are not supported.

[3] PaperPort™ 12SE supports Windows® XP Home (SP3 or greater), XP Professional (SP3 or greater), XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater) and Windows® 7.

[4] Removable disk is a function of PhotoCapture Center™.

For the latest driver updates, visit us at http://solutions.brother.com/.

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Consumable items

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the cartridges provided with your machine will have a lower yield than standard cartridges (65%). With all following ink cartridges you can print the specified number of pages.
Replacement Consumables	<Super High Yield Black> LC127XLBK <Super High Yield Yellow> LC125XLY <Super High Yield Cyan> LC125XLC <Super High Yield Magenta> LC125XLM Black, Yellow, Cyan and Magenta - Approximately 1,200 pages [1] <High Yield Black> LC123BK <High Yield Yellow> LC123Y <High Yield Cyan> LC123C <High Yield Magenta> LC123M Black, Yellow, Cyan and Magenta - Approximately 600 pages [1]

[1]   Approx. cartridge yield is declared in accordance with ISO/IEC 24711.

For more information about the replacement consumables, visit us at http://www.brother.com/pageyield/.

What is Innobella™?

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

When you print photo images, Brother recommends Innobella™ glossy photo paper (BP71 series) for high quality. Brilliant prints are made easier with Innobella™ Ink and paper.

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Windows®
  See Software User's Guide.
Wireless Network
  See Quick Setup Guide and Network
  User's Guide.

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This 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.

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