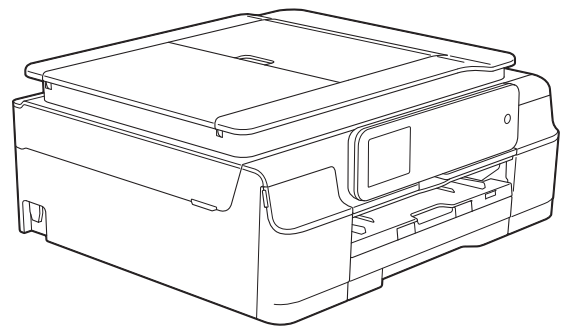


Basic User's Guide

MFC-J650DW
MFC-J870DW



If you need to contact Customer Service

Please complete the following information for future reference:

Model Number: MFC-J650DW and MFC-J870DW
(Circle your model number)

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. Please 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 Fax, Copy, Scan, PhotoCapture Center™ and Disc Print ¹ operations and how to replace consumables. See troubleshooting tips.	Printed / In the box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM
Software and Network User's Guide	This Guide provides instructions for Scanning, Printing, PC-Fax, Disc Print ¹ and other operations that can be performed by connecting your Brother machine to a computer. You can also find useful information about using the Brother ControlCenter utility, using your machine in a network environment, and frequently used terms.	HTML 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 OS X v10.7.x, 10.8.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 details on how to use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center ²
Wi-Fi Direct™ Guide¹	This Guide provides details on 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 MFC-J870DW only

² Visit us at <http://solutions.brother.com/>.

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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 setup

Memory Storage
Setting Daylight Saving Time
(MFC models)
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drive*

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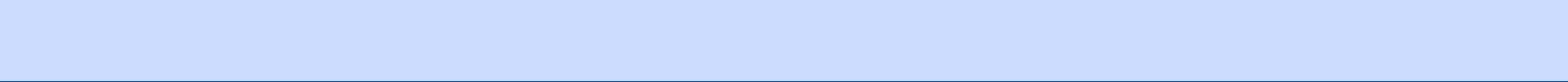
*Printing photos directly from a
PictBridge camera*
*Printing photos directly from a digital
camera (without PictBridge)*

A Routine maintenance

Cleaning and checking the machine
Packing and shipping the machine

B Glossary

C Index



Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies the dial pad numbers of the Touchpanel and buttons on your computer screen.
<i>Italics</i>	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.

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 to 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.

Accessing Brother Utilities (Windows® 8)

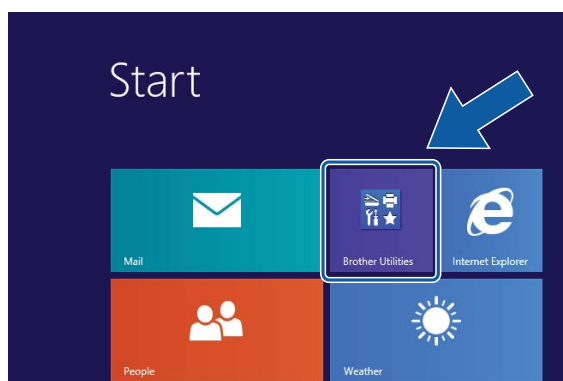
If you are using a PC or tablet running Windows® 8, you can make your selections either by tapping the screen or by clicking with your mouse.

After the printer driver is installed,

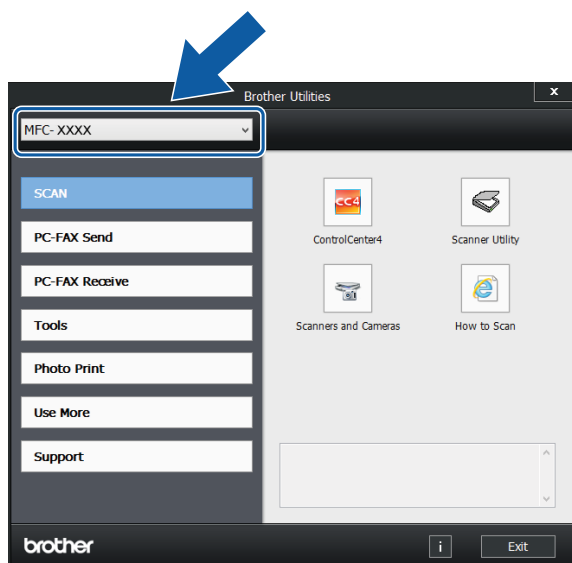


(Brother Utilities) appears on both the Start screen and the desktop.

- 1 Tap or click **Brother Utilities** either on the Start screen or the desktop.



- 2 Select your machine.



- 3 Choose the function you want to use.

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

Viewing User's Guides

(Windows®)

(Windows® XP/Windows Vista®/Windows® 7/Windows Server® 2003/Windows Server® 2008/Windows Server® 2008 R2)
To view the documentation, from



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

(Windows® 8/Windows Server® 2012)




Click **(Brother Utilities)**, and then click the drop-down list and select your model name (if not already selected). Click **Support** in the left navigation bar, and then click **User's Guides**.

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

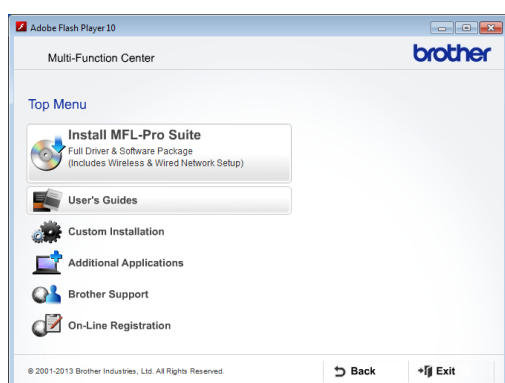
- 1 Turn on your PC. Insert the Brother CD-ROM into your CD-ROM drive.

NOTE

If the Brother screen does not appear, go to **Computer** or **My Computer**. (For Windows® 8 and Windows Server® 2012:

Click  (**File Explorer**) on the taskbar, and then go to **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/HTML 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 Select your model and language if needed.
- 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 and Network User's Guide

- *Scan*
- *ControlCenter*

Nuance™ PaperPort™ 12SE

How-to-Guides

(Windows®)

(Not available in Hong Kong)

- 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 (Windows®) (Hong Kong only)

- Instructions for scanning directly from Presto! PageManager. The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager 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 5.

- 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 ¹ network.

¹ MFC-J870DW only

- 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 Software and Network User's Guide.)

How to access Guides for Advanced Features

You can view and download these Guides from the Brother Solutions Center at: <http://solutions.brother.com/>.

Click **Manuals** on your model's page to download the documentation.

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.

AirPrint Guide

This Guide provides information for using AirPrint to print from OS X v10.7.x, 10.8.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.

Google Cloud Print Guide

This Guide provides details on how to use Google Cloud Print™ services for printing over the Internet.

Wi-Fi Direct™ Guide

(MFC-J870DW)

This Guide provides details on how to configure and use your Brother machine for wireless printing directly from a mobile device supporting the Wi-Fi Direct™ standard.

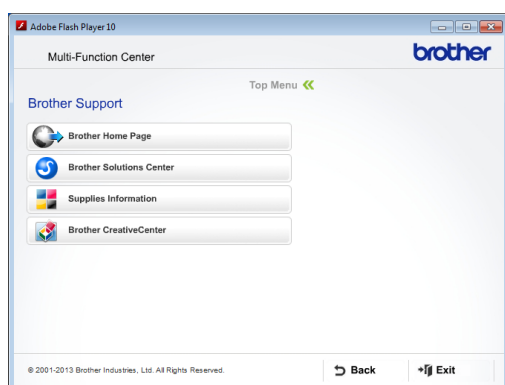
Mobile Print/Scan Guide for Brother iPrint&Scan

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.

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**.
- (MFC-J870DW)
To download and install NewSoft CD Labeler, click **NewSoft CD Labeler**.
- 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

The MFC-J650DW and MFC-J870DW have the same 2.7"(67.5 mm) Touchscreen LCD and Touchpanel.



NOTE

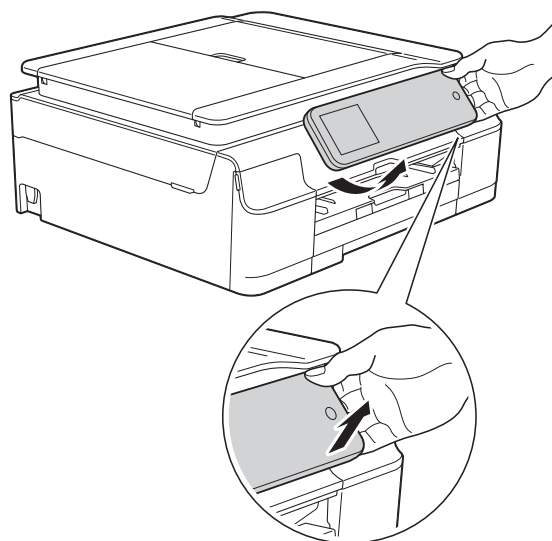
Most of the illustrations in this User's Guide show the MFC-J870DW.

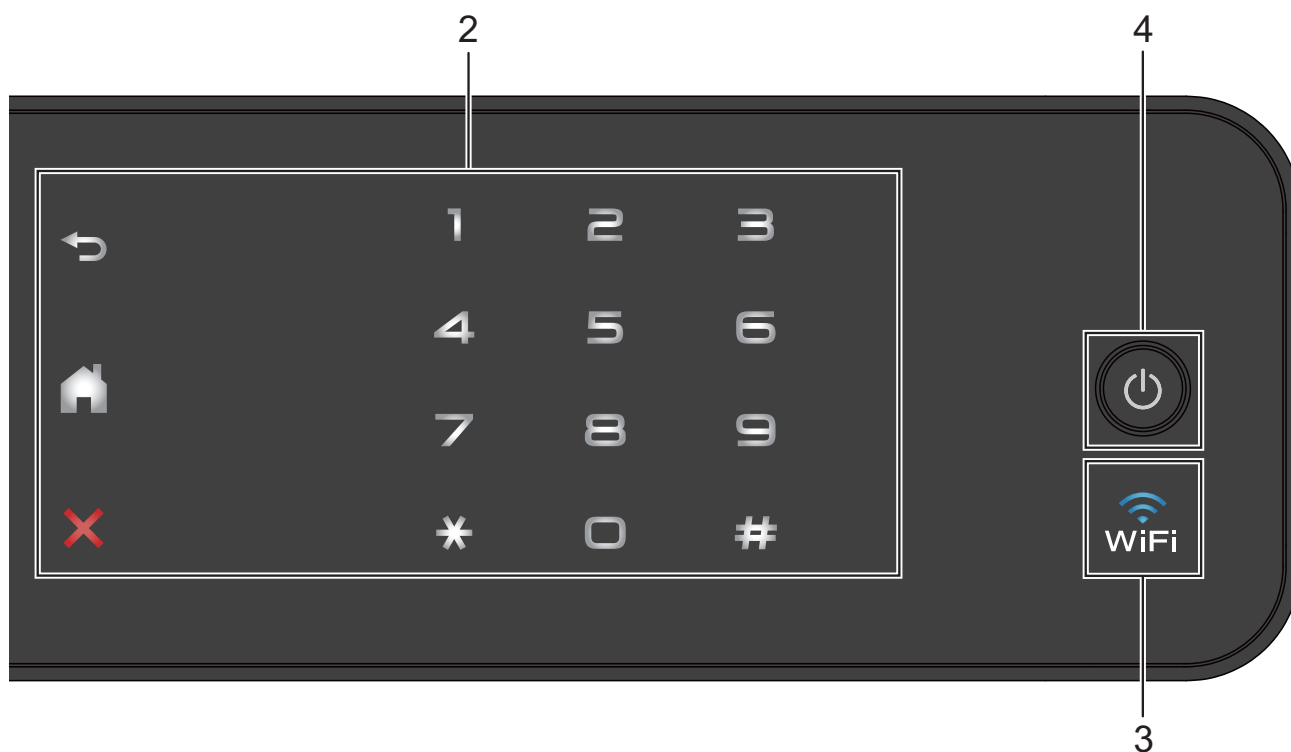
1 2.7"(67.5 mm) Touchscreen LCD (Liquid Crystal Display)

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 control panel angle to read the Touchscreen more easily.

Hold the edge of the control panel to avoid accidentally pressing any of the Touchscreen options.





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.
- **Home**
Press to return to the Home screen.
- **Cancel**
Press to cancel an operation when lit.
- **Dial Pad**
Press the numbers on the Touchpanel to dial telephone or fax numbers and to enter the number of copies.

3



- (MFC-J870DW)
The Wi-Fi light is on when `Network I/F` is set to `WLAN`.

■ (MFC-J650DW)

The Wi-Fi light is on when `WLAN Enable` is set to `On`.

4 Power On/Off

Press to turn on the machine.

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

If you have connected an external telephone or TAD, it is always available.

If you turn off the machine 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.

2.7"(67.5 mm) Touchscreen LCD

The Touchscreen LCD shows the machine's status when the machine is idle.



1 Fax

Lets you access the Fax mode.

2 Copy


Lets you access the Copy mode.

3 Scan

Lets you access the Scan mode.

4 Web


Lets you connect the Brother machine to an Internet service when you press ►, and then

press .

For more information, see Web Connect Guide.


5 Photo

Lets you access Photo mode when you press

►, and then press .

6 Disc (MFC-J870DW)

Lets you print on printable media, including CD-R/RW, DVD-R/RW and Blu-ray Disc™


when you press ►, and then press .

For more information, see Software and Network User's Guide.

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.



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

8 Settings

Lets you access the main settings.

For more information, see *Settings screen* on page 10.

9 Ink

Lets you see the available ink volume and also lets you access the *Ink* menu.

When the ink cartridge is near the end of life or having a problem, an error icon is displayed on each affected ink colour. For more information, see Advanced User's Guide: *Checking the ink volume*.

10 Shortcuts

Lets you set up Shortcuts.

You can save certain settings as a Shortcut so you can quickly send a fax, copy, scan and use web connect services.

NOTE



- Three Shortcut screens are available. You can set up to 4 Shortcuts in each Shortcut screen. A total of 12 Shortcuts are available.
- To display the other Shortcut screens, press ◀ or ▶.

11 Faxes in memory

You can see how many received faxes are in the memory ¹.

Press **Print** to print the faxes.

¹ MFC-J870DW: When Fax Preview is set to Off.



12 New Fax(es) (MFC-J870DW)





When **Fax Preview** is set to **On**, you can see how many new faxes you have received and stored in the memory.

Press **View** to see your faxes on the Touchscreen.


13 Warning icon



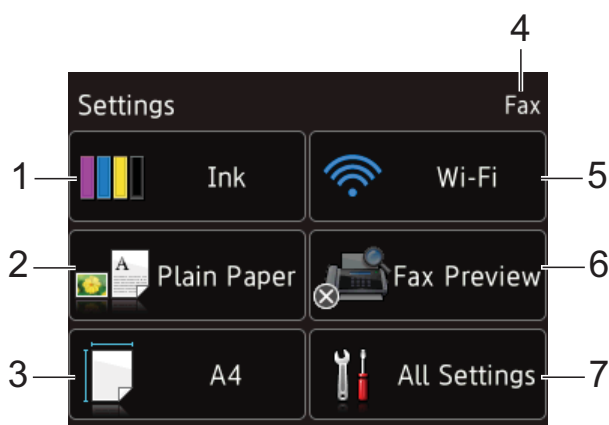
The warning icon  appears when there is an error or maintenance message; press **Detail** to view it, and then press  to return to Ready mode.

For information about error messages, see *Error and maintenance messages* on page 98.

Settings screen

The Touchscreen LCD shows the machine status when you press  (Settings).

You can check and access all the machine's settings from the following screen.



1 Ink

See the remaining ink volume.

When the ink cartridge is near the end of life or having a problem, an error icon is displayed on each affected ink colour. For more information, see Advanced User's Guide: *Checking the ink volume*.

Press to access the **Ink** menu.

2 Paper Type

See the selected paper type.

Press to change the **Paper Type** setting if needed.

3 Paper Size

See the selected paper size.

Press to change the **Paper Size** setting if needed.

4 Receive Mode

See the current Receive Mode:

- Fax (Fax Only)
- Fax/Tel
- External TAD
- Manual

NOTE

(For Australia, Singapore and Hong Kong)
When the Distinctive Ring feature is turned on, the Touchscreen shows **D/R**. For details, *Distinctive Ring* on page 49 and 54 for your relevant country.

(For New Zealand)

When the FaxAbility feature is turned on, the Touchscreen shows **D/R**. For details, *FaxAbility* on page 51.

5 Wi-Fi

Press to set up a wireless network connection. A four level indicator on the screen shows the current wireless signal strength if you are using a wireless connection.

6 Fax Preview (MFC-J870DW)

See the Fax Preview setting.

Press to access the **Fax Preview** setting.

7 All Settings

Press to access the full Settings menu.


Basic Operations

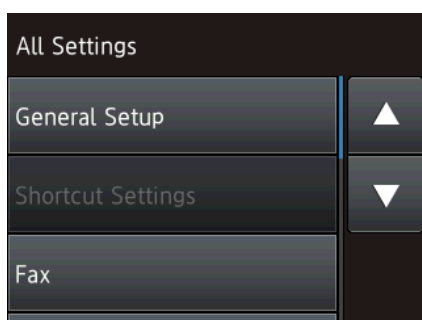
Press your finger on the Touchscreen LCD to operate it. To display and access all the settings and features tables and the available options, press ◀▶ or ▲▼ to scroll through them.

IMPORTANT

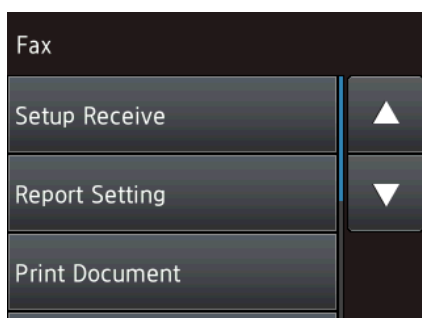
DO NOT touch the Touchscreen immediately after plugging in the power cord or turning on the machine. Doing this may cause an error.

The following steps show how to change a setting in the machine. In this example, the Receive Mode setting is changed from Fax Only to Fax/Tel.

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display Fax.



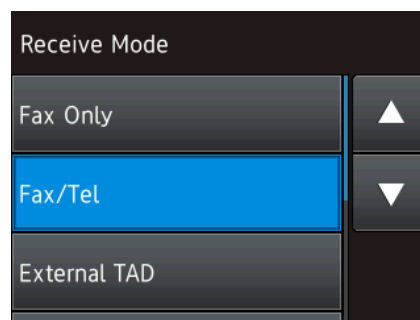
- 4 Press Fax.
- 5 Press ▲ or ▼ to display Setup Receive.




- 6 Press Setup Receive.
- 7 Press ▲ or ▼ to display Receive Mode.



- 8 Press Receive Mode.
- 9 Press Fax/Tel.





NOTE

Press  if you want to go back to the previous level.

- 10 Press .

Changing the keyboard setting

You can choose the type of keyboard for the Touchscreen.

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display General Setup.
- 4 Press General Setup.
- 5 Press ▲ or ▼ to display Keyboard Settings.
- 6 Press Keyboard Settings.
- 7 Press QWERTY or ABC.
- 8 Press .



Shortcut Settings

You can add the fax, copy, scan and Web Connect 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 a maximum of 12 Shortcuts.

Adding Copy Shortcuts

The following settings can be included in a Copy Shortcut:

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



- 1 Press  (Shortcuts).
- 2 Press  where you have not added a Shortcut.
- 3 Press ▲ or ▼ to display Copy.
- 4 Press Copy.
- 5 Read the information on the Touchscreen, and then confirm it by pressing OK.
- 6 Press ▲ or ▼ to display the available settings, and then press the setting you want to change.
- 7 Press ▲ or ▼ to display the available options for the setting, and then press the 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 changing settings, press **Save as Shortcut**.
- 9 Read and confirm the displayed list of settings you have chosen, and then press **OK**.
- 10 Enter a name for the Shortcut using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 179.) Press **OK**.
- 11 Press **OK** to save your Shortcut.

Adding Fax Shortcuts

The following settings can be included in a fax Shortcut:

- Address
- Fax Resolution
- Contrast
- Broadcasting
- Preview
(MFC-J870DW)
- Colour Setting
- Glass Scan Size
- Real Time TX
- Overseas Mode

- 1 Press  (Shortcuts).
- 2 Press  where you have not added a Shortcut.
- 3 Press **▲** or **▼** to display **Fax**.
- 4 Press **Fax**.
- 5 Read the information on the Touchscreen, and then confirm it by pressing **OK**.
- 6 Enter the fax number using the dial pad on the Touchpanel, or you can use the Address Book or Call history on the Touchscreen. When you have finished, go to step 7.

NOTE

- You can enter up to 20 digits for a fax number.
- If the Shortcut is to be used for broadcasting, press **Options** and choose **Broadcasting** in step 8 before entering the fax number in step 6.
- You can enter up to 20 fax numbers if the Shortcut is for broadcasting. The fax numbers can be entered in any combination of Group numbers from the Address Book and individual fax numbers from the Address Book or entered manually. (See *Advanced User's Guide: Broadcasting (Monochrome only)*.)
- When you enter a fax number in a Shortcut, it will be added to the Address Book. The name in the Address Book will be the Shortcut name plus a sequential number.

- 7 Press **Options**.
- 8 Press **▲** or **▼** to display the available settings, and then press the setting you want to change.
- 9 Press the new option you want to set. Repeat steps 8 and 9 until you have chosen all the settings for this Shortcut. Press **OK**.
- 10 When you have finished choosing new options, press **Save as Shortcut**.
- 11 Read and confirm the displayed list of options you have chosen, and then press **OK**.
- 12 Enter a name for the Shortcut using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 179.) Press **OK**.
- 13 Press **OK** to save your Shortcut.

Adding Scan Shortcuts

The following settings can be included in a scan Shortcut:


to Media

- Scan Type
- Resolution
- File Type
- Scan Size
- Scan Long Paper
- File Name
- Auto Crop
(MFC-J870DW)
- Remove Background Colour

to File/to OCR/to Image/to E-mail

- PC Select

1 Press  (Shortcuts).

2 Press  where you have not added a Shortcut.

3 Press ▲ or ▼ to display Scan.

4 Press Scan.

5 Press ▲ or ▼ to display the type of scan you want to do, and then press it.

6 Do one of the following:

- If you pressed to Media, read the information on the Touchscreen, and then press OK to confirm it. Go to step 8.
- If you pressed to File, to OCR, to Image or to E-mail, read the information on the Touchscreen, and then press OK to confirm it. Go to step 7.

7 Do one of the following:

- When the machine is connected to a PC using a USB connection:

Press OK to confirm <USB> is chosen as the PC Name. Go to step 13.

- When the machine is connected to a network:

Press ▲ or ▼ to display the PC Name, and then press it. Press OK to confirm the PC Name you have chosen. Go to step 13.

8 Press Options.

9 Press ▲ or ▼ to display the available settings, and then press the setting you want to change or store.

10 Press ▲ or ▼ to display the available options for the setting, and then press the new option you want to set. Repeat steps 9 and 10 until you have chosen all the settings for this Shortcut. When you have finished changing settings, press OK.

11 Review the settings you have chosen:

- If you need to make more changes, return to step 8.
- If you are satisfied with your changes, press
Save as Shortcut.

12 Review your settings on the Touchscreen, and then press OK.

13 Enter a name for the Shortcut using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 179.) Press OK.

14 Read the information on the Touchscreen, and then press OK to save your Shortcut.



Adding Web Connect Shortcuts

The settings for the following services can be included in a Web Connect Shortcut:

- SkyDrive®
- Box
- Google Drive™
- Evernote®
- Dropbox
- Facebook
- Picasa Web Albums™
- Flickr®

NOTE

- Web services may have been added and/or service names may have been changed by the provider since this document was published.
- To add a Web Connect Shortcut, you need to have an account with the desired service. (For more information, see *Web Connect Guide*.)

- 1 Press  (Shortcuts).
- 2 Press  where you have not added a Shortcut.
- 3 Press ▲ or ▼ to display Web.
- 4 Press Web.
- 5 If information regarding the Internet connection is displayed, read the information and confirm it by pressing OK.
- 6 Press ▲ or ▼ to display the available services, and then press the desired service.

- 7 Press your account.
If the account needs a PIN, enter the PIN for the account using the keyboard on the Touchscreen.
Press OK.

- 8 Choose the function you want to use.

NOTE

The functions that can be set vary depending on the chosen service.

- 9 Read and confirm the displayed list of functions you have chosen, and then press OK.
- 10 Enter a name for the Shortcut using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 179.)
Press OK.
- 11 Press OK to save your Shortcut.


Changing Shortcuts


You can change the settings in a Shortcut.

NOTE

You cannot change a Web Connect Shortcut.


If you want to change the Shortcut, delete it, and then add a new Shortcut. (For more information, see *Deleting Shortcuts* on page 16 and *Adding Web Connect Shortcuts* on page 15.)

- 1 Press  (Shortcuts).
- 2 Press ◀ or ▶ to display the Shortcut you want to change.
- 3 Press the Shortcut you want to change. The settings for the Shortcut that you chose are displayed.
- 4 Press Options.

- 5 Change the settings for the Shortcut you chose in step 3. (For example, see *Adding Copy Shortcuts* on page 12.)
- 6 Press `Save as Shortcut` when you have finished changing the settings.
- 7 Press `OK` to confirm.
- 8 Do one of the following:
 - If you want to overwrite the Shortcut, press `Yes`. Go to step 10.
 - If you do not want to overwrite the Shortcut, press `No` to enter a new Shortcut name. Go to step 9.
- 9 To edit the name, hold down  to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 179.) Press `OK`.
- 10 Press `OK` to confirm.

Editing Shortcut Names



You can edit a Shortcut name.

- 1 Press  (Shortcuts).
- 2 Press ◀ or ▶ to display the Shortcut you want to edit.
- 3 Press and hold the Shortcut until the options appear.

NOTE


You can also press `Edit/Delete`, and then press the Shortcut you want.

- 4 Press `Edit Shortcut Name`.

- 5 To edit the name, hold down  to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 179.) Press `OK`.
- 6 Press .


Deleting Shortcuts

You can delete a Shortcut.

- 1 Press  (Shortcuts).
- 2 Press ◀ or ▶ to display the Shortcut you want to delete.
- 3 Press and hold the Shortcut until the options appear.


NOTE

You can also press `Edit/Delete`, and then press the Shortcut you want.

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

Recalling Shortcuts

The Shortcut settings are displayed on the Shortcut screen. To recall a Shortcut, simply press the Shortcut name.



- 1 Press  (Shortcuts).
- 2 Press ◀ or ▶ to display the Shortcut you want to recall.
- 3 Press the Shortcut.

Volume Settings

Ring Volume

You can choose a range of ring volume levels, from **High** to **Off**. The machine will keep your new setting until you change it.


Setting the Ring Volume


- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **General Setup**.
- 4 Press **General Setup**.
- 5 Press **▲** or **▼** to display **Volume**.
- 6 Press **Volume**.
- 7 Press **Ring**.
- 8 Press **▲** or **▼** to display **Low**, **Med**, **High** or **Off**, and then press the option you want to set.
- 9 Press .

Beep Volume

When the beep is on, the machine will make a sound when you press the Touchscreen or Touchpanel, or if you make a mistake, or after you send or receive a fax.



You can choose from a range of sound volume levels.

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **General Setup**.

- 4 Press **General Setup**.
- 5 Press **▲** or **▼** to display **Volume**.
- 6 Press **Volume**.
- 7 Press **Beep**.
- 8 Press **▲** or **▼** to display **Low**, **Med**, **High** or **Off**, and then press the option you want to set.
- 9 Press .

Speaker Volume

You can choose from a range of speaker volume levels.

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **General Setup**.
- 4 Press **General Setup**.
- 5 Press **▲** or **▼** to display **Volume**.
- 6 Press **Volume**.
- 7 Press **Speaker**.
- 8 Press **▲** or **▼** to display **Low**, **Med**, **High** or **Off**, and then press the option you want to set.
- 9 Press .

You can also adjust the speaker volume by pressing **Hook**.

1 (MFC-J650DW)

Press  (Fax).

(MFC-J870DW)


Do one of the following:

- When Fax Preview is set to **Off**,

press  (Fax).

- When Fax Preview is set to **On**, press

 (Fax) and

 (Sending Faxes).

2 Press **Hook**.

3 Press .

4 Press  to decrease or  to increase the speaker volume level. Each press changes the volume to the next setting.

5 Press **Hook**.

Touchscreen LCD

Setting the backlight brightness

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

1 Press  (Settings).

2 Press **All Settings**.

3 Press **▲** or **▼** to display **General Setup**.

4 Press **General Setup**.

5 Press **▲** or **▼** to display **LCD Settings**.

6 Press **LCD Settings**.

7 Press **Backlight**.

8 Press **Light**, **Med** or **Dark**.

9 Press .

Loading paper and other print media

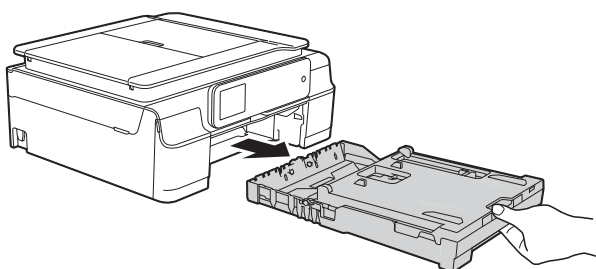
NOTE

To print on Photo (10 × 15 cm) or Photo L (89 × 127 mm) paper, you must use the photo paper tray. (See *Loading photo paper* on page 24.)

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

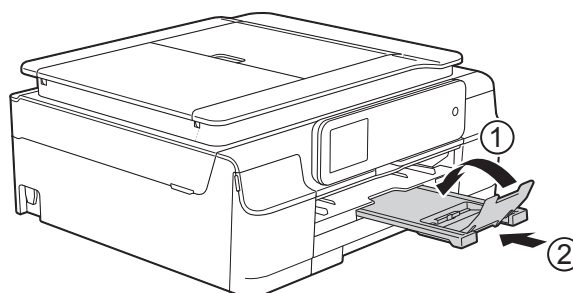
(For more information about paper size, weight and thickness, see *Choosing the right print media* on page 30.)

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



NOTE

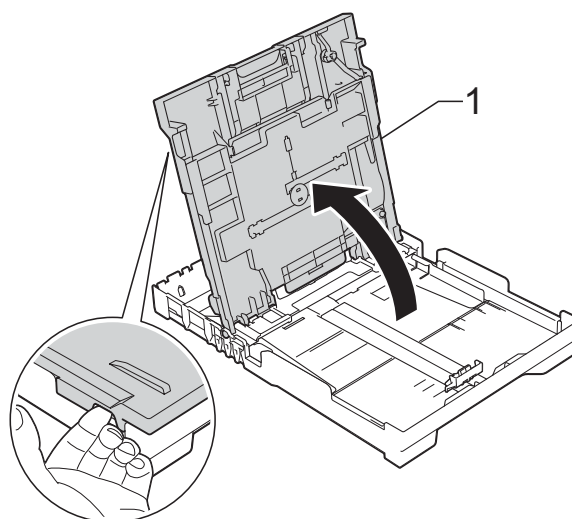
- If the paper support flap (1) is open, close it, and then close the paper support (2).



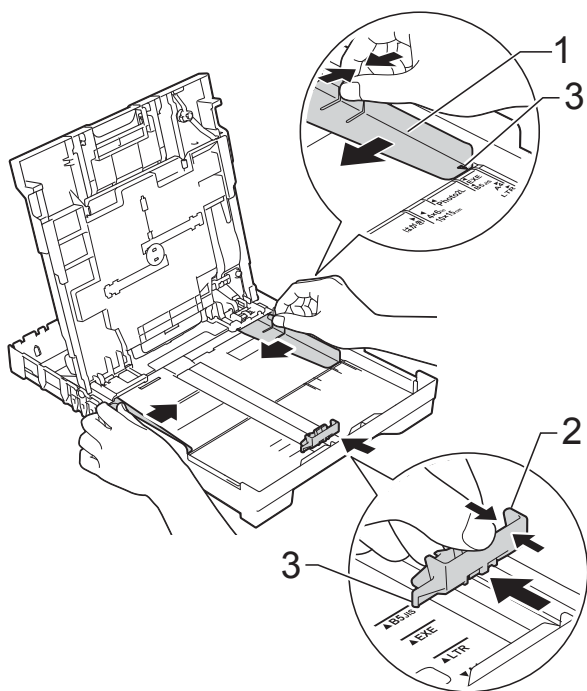
- When you load a different paper size in the tray, you will need to change the paper size setting in the menu of the machine at the same time.

(See *Paper Size* on page 27.)

- 2 Lift the output paper tray cover (1).

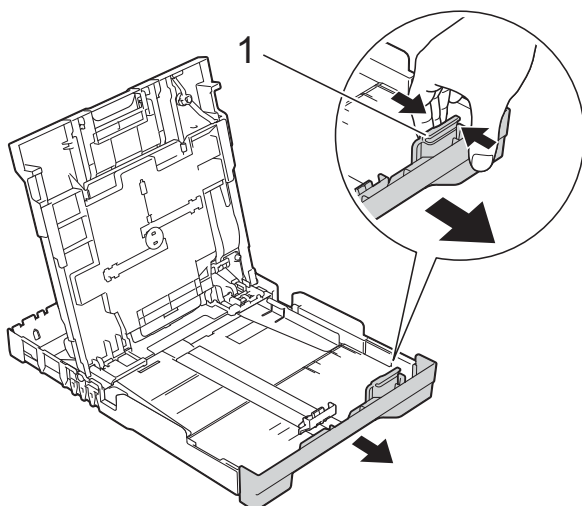


- 3 Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size. Make sure that the triangular marks (3) on the paper width guides (1) and paper length guide (2) line up with the marks for the paper size you are using.

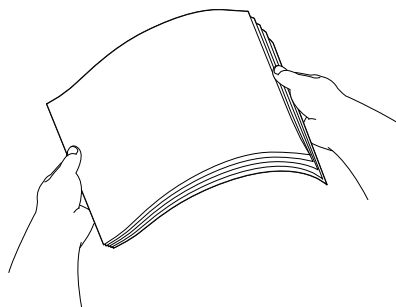


NOTE

When you are using Legal size paper, press and hold the universal guide release button (1) as you slide out the front of the paper tray. (Only available for some countries.)



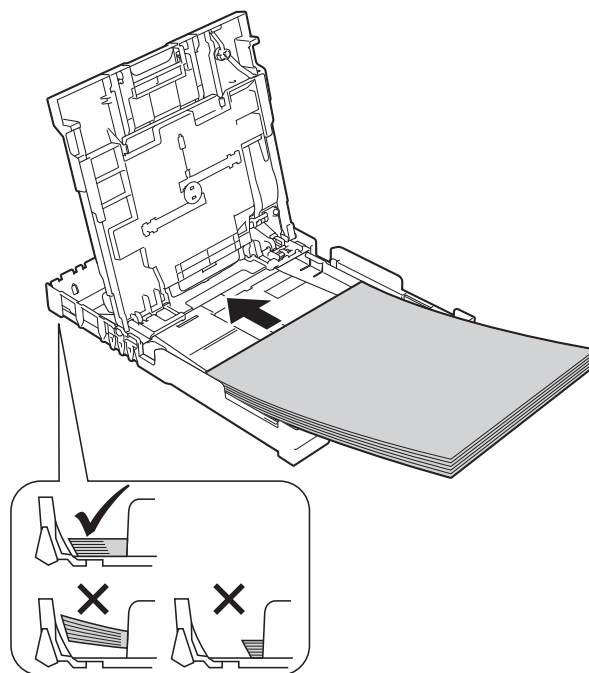
- 4 Fan the stack of paper well to avoid paper jams and misfeeds.



NOTE

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

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



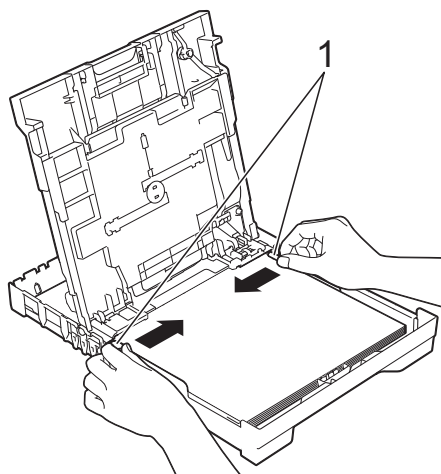
IMPORTANT

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

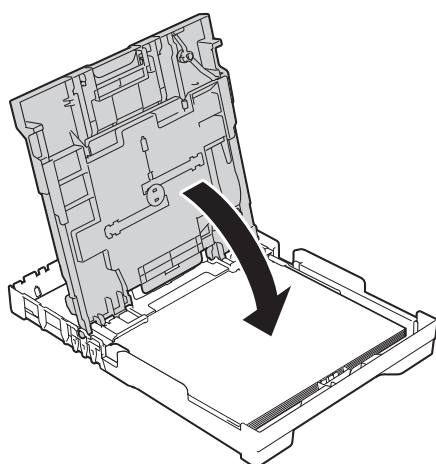
NOTE

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.

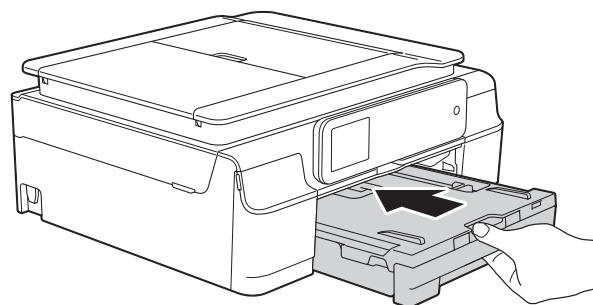
- 6 Gently adjust the paper width guides (1) to fit the paper. Make sure the paper width guides lightly touch the sides of the paper.



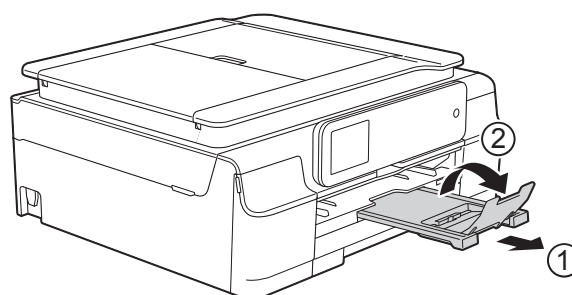
- 7 Close the output paper tray cover.



- 8 Slowly push the paper tray completely into the machine.



- 9 While holding the paper tray in place, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).

**IMPORTANT**

DO NOT use the paper support flap for Legal size paper. (Only available for some countries.)

Loading envelopes


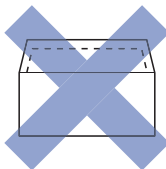
About envelopes

- Use envelopes that weigh between 80 to 95 gsm.
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing multiple 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
	

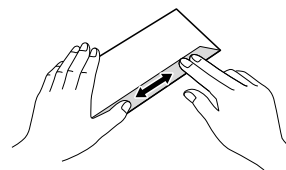
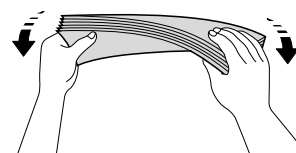
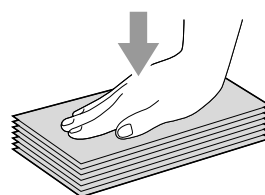
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

Loading envelopes

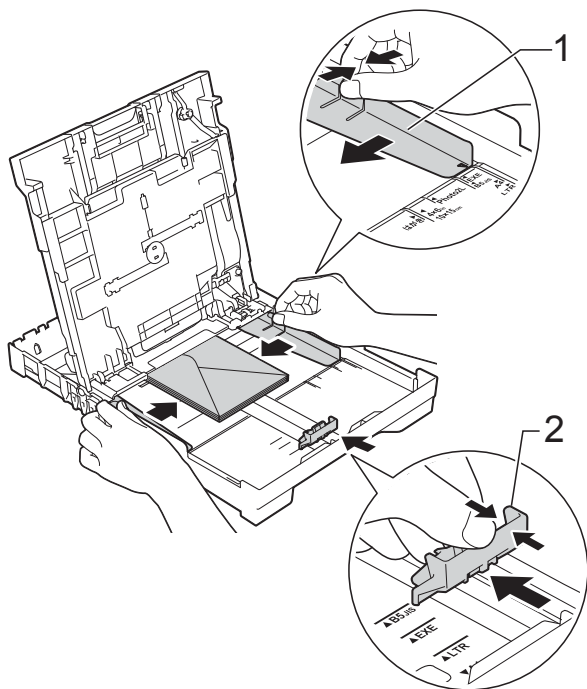
- 1 Before loading, press the corners and sides of envelopes to make them as flat as possible.

IMPORTANT

If envelopes are “double-feeding”, put one envelope in the paper tray at a time.

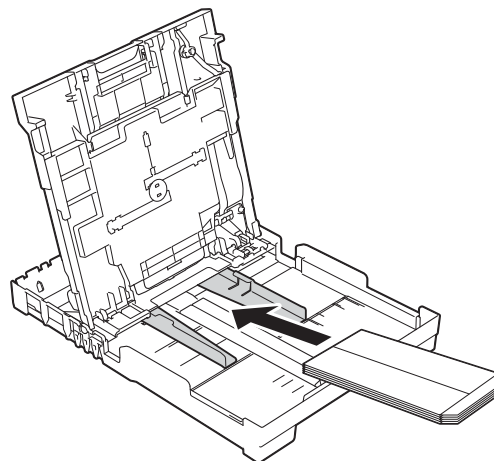


- 2 Put envelopes in the paper tray with the address side down. If the envelope flaps are on the long edge, load the envelopes in the tray with the flap on the left, as shown in the illustration. Gently press and slide the paper width guides (1) and paper length guide (2) to fit the size of the envelopes.



If you have problems printing on envelopes with the flap on the short edge, try the following:

- 1 Open the envelope flap.
- 2 Put the envelope into the paper tray with the address side down and the flap positioned as shown in the illustration.



- 3 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 and Network User's Guide.)

Loading photo paper

Use the photo paper tray which has been assembled on the top of the output paper tray cover, to print on Photo (10 × 15 cm) or Photo L (89 × 127 mm) size paper. When you use the photo paper tray, you do not have to remove the paper from the tray beneath it. (For the maximum number of photo cards you can load, see *Paper weight, thickness and capacity* on page 31.)

- 1 Squeeze the blue photo paper tray release button (1) using your right index finger and thumb and push the photo paper tray forward until it locks into the photo printing position (2).

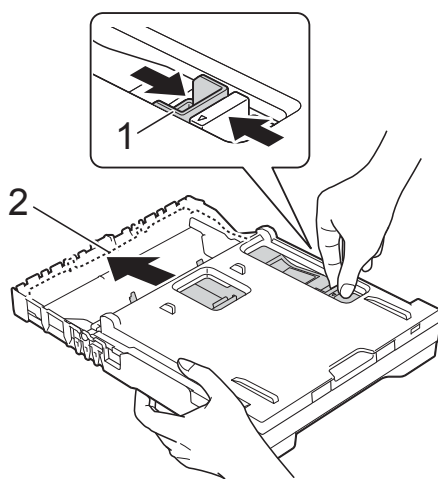
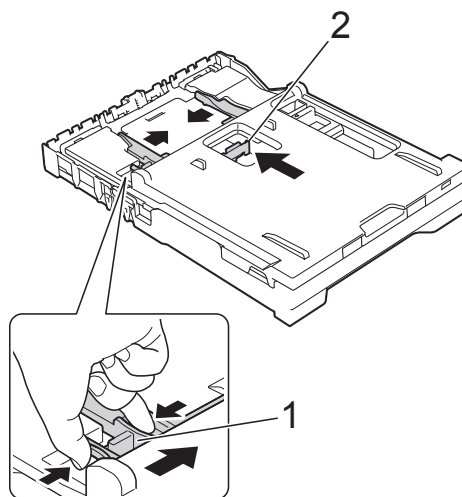


Photo Paper Tray

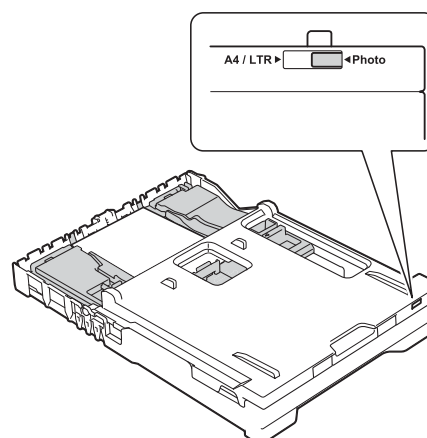
- 2 Press and slide the paper width guides (1) and paper length guide (2) to fit the paper size.



- 3 Put the photo paper into the photo paper tray and gently adjust the paper width guides to the paper. Make sure the paper width guides touch the sides of the paper. Check that the paper is flat in the tray.

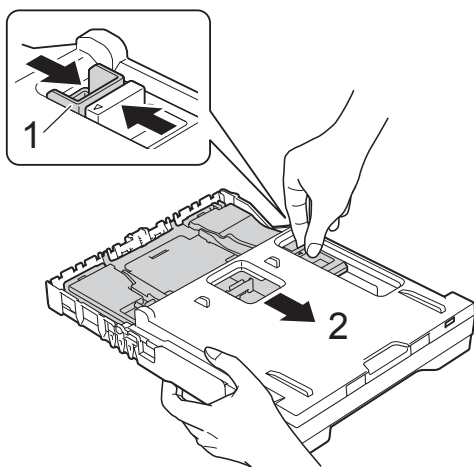
NOTE

- Always make sure that the paper is not curled or wrinkled.
- The Photo indicator confirms that the photo paper tray is in the Photo printing position. The A4/LTR indicator confirms that the photo paper tray is in the Normal printing position.



- 4 When you have finished printing photos, return the photo paper tray to the *Normal* printing position.

Squeeze the blue photo paper tray release button (1) using your right index finger and thumb and pull the photo paper tray back until it locks into place (2).



IMPORTANT

If you do not return the photo paper tray to the *Normal* printing position after printing photos, you will get a No Paper Fed error when you use cut sheet paper.

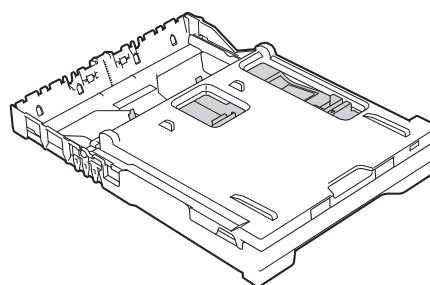


Photo paper tray in the normal printing position

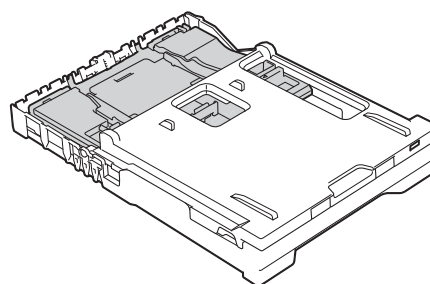


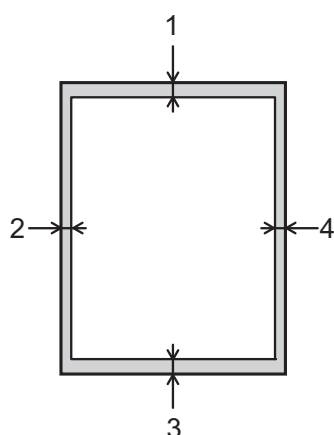
Photo paper tray in the photo printing position

Unprintable area

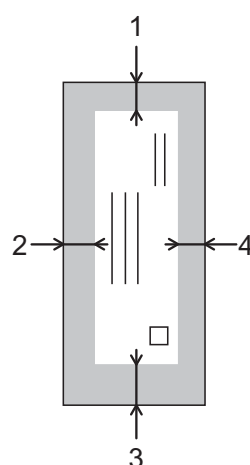
The printable area depends on the settings in the application you are using. The figures show the unprintable areas on cut-sheet paper and envelopes. The machine can print in the shaded areas of cut-sheet paper when the Borderless print feature is available and turned on.

(See Software and Network User's Guide.)

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 Type

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




- 1 Press  (Settings).
- 2 Press .
- 3 Press ▲ or ▼ to display Plain Paper, Inkjet Paper, Brother BP71, Other Glossy or Transparency, and then press the option you want to set.
- 4 Press .

NOTE

The machine ejects paper with the printed surface 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, Photo (10 × 15 cm), Letter and Legal ¹ and three sizes for printing faxes: A4, Letter and Legal ¹. 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 so your machine can fit an incoming fax on the page.

- 1 Press  (Settings).
- 2 Press .
- 3 Press ▲ or ▼ to display A4, A5, 10x15cm, Letter or Legal ¹, and then press the option you want to set.
- 4 Press .

¹ Only available for some countries.

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 27.)

- 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 using 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 the Brother paper in the table.

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
A4 Plain	BP60PA
A4 Glossy Photo	BP71GA4
A4 Inkjet (Matte)	BP60MA
10 × 15 cm Glossy Photo	BP71GP

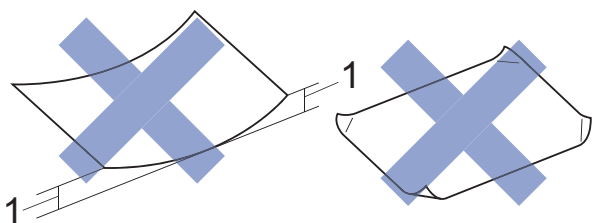
Handling and using print media

- 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. Load photo paper with the shiny side facing down.
- 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 gsm 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			
			Fax	Copy	Photo Capture	Printer
Cut-Sheet	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes	Yes	Yes
	Legal ¹	215.9 × 355.6 mm (8 1/2 × 14 in.)	Yes	Yes	–	Yes
	Executive	184 × 267 mm (7 1/4 × 10 1/2 in.)	–	–	–	Yes
	JIS B5 ¹	182 × 257 mm (7.2 × 10.1 in.)	–	–	–	Yes
	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
Envelopes	C5 Envelope	162 × 229 mm (6.4 × 9 in.)	–	–	–	Yes
	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 ¹	215.9 × 355.6 mm (8 1/2 × 14 in.)	–	Yes	–	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	–	Yes	–	Yes

¹ Only available for some countries.

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut Sheet	Plain Paper	64 to 120 gsm	0.08 to 0.15 mm	100 ¹
	Inkjet Paper	64 to 200 gsm	0.08 to 0.25 mm	20
	Glossy Paper	Up to 220 gsm	Up to 0.25 mm	20 ^{2 3}
Cards	Photo Card	Up to 220 gsm	Up to 0.25 mm	20 ^{2 3}
	Index Card	Up to 120 gsm	Up to 0.15 mm	30
Envelopes		80 to 95 gsm	Up to 0.52 mm	10
Transparencies		–	–	10

¹ Up to 100 sheets of 80 gsm paper.

² For Photo (10 × 15 cm) paper or Photo L (89 × 127 mm) paper, use the photo paper tray. (See *Loading photo paper* on page 24.)

³ BP71 (260 gsm) paper is especially designed for Brother inkjet machines.

3

Loading documents

How to load documents

You can send a fax, make copies, or scan from the ADF (automatic document feeder) and from the scanner glass.

Using the ADF

The ADF can hold up to 20 pages and feeds each sheet individually. Use paper that is within the sizes and weights shown in the table. Always fan the edges of the pages before placing them in the ADF.

Document Sizes and Weights

Length:	148 to 355.6 mm
Width:	148 to 215.9 mm
Weight:	64 to 90 gsm

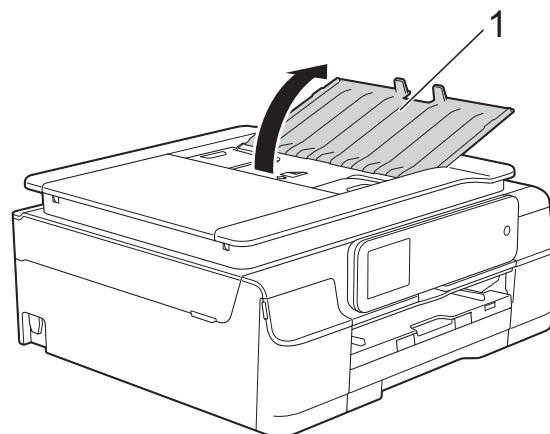
How to load documents

IMPORTANT

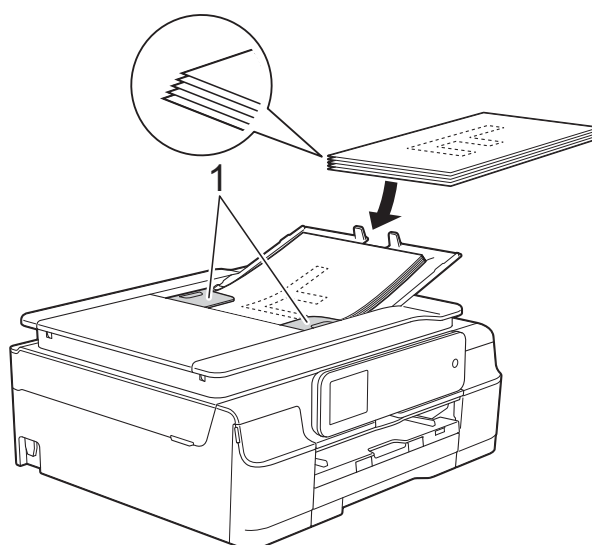
- DO NOT pull on the document while it is feeding.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, glued or taped.
- DO NOT use cardboard, newspaper or fabric with the ADF. Instead use the scanner glass.

Make sure documents written with ink or modified with correction fluid are completely dry.

- 1 Unfold the ADF Document Support (1).



- 2 Fan the pages well.
- 3 Adjust the paper guides (1) to fit the width of your documents.

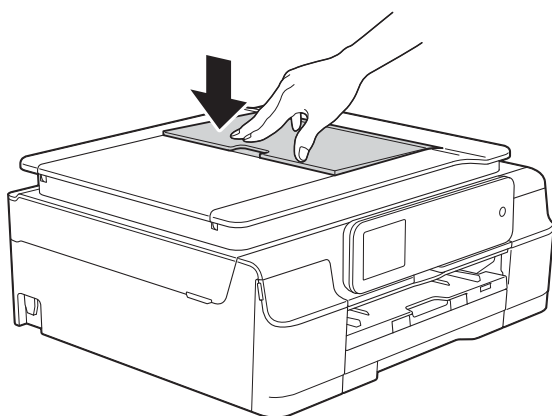


- 4 Place your documents **face down, top edge first** in the ADF underneath the guides until you feel them touch the feed rollers.
The Touchscreen will display ADF Ready.

IMPORTANT

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

- 5 After using the ADF, close the ADF Document Support. Push down on the upper-left portion of the ADF Document Support to close it completely.

**Using the scanner glass**

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

Document Sizes Supported

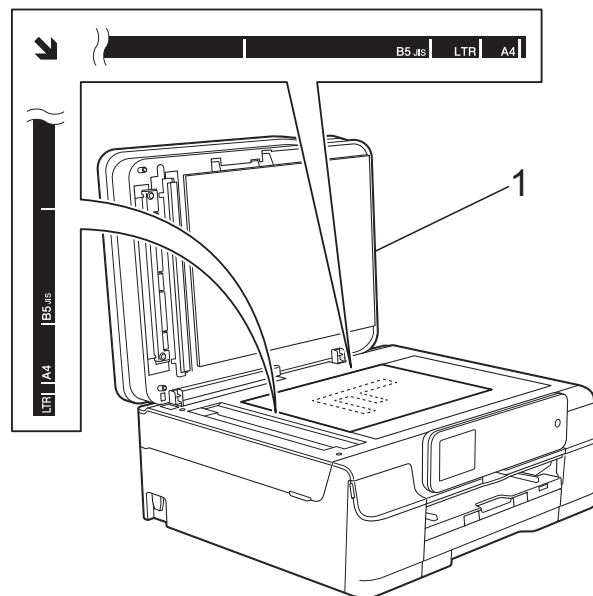
Length:	Up to 297 mm
Width:	Up to 215.9 mm
Weight:	Up to 2 kg

How to load documents**NOTE**

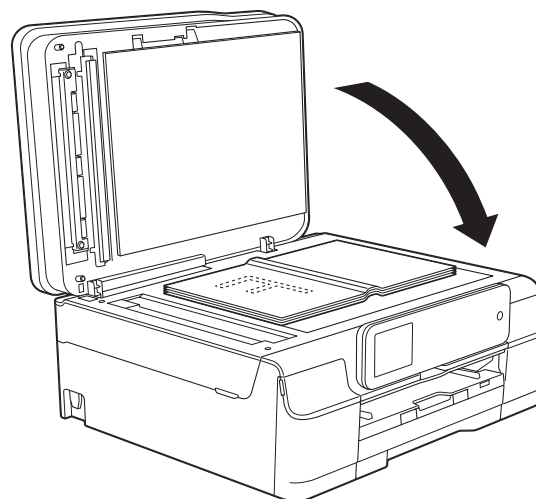
To use the scanner glass, the ADF must be empty.

- 1 Lift the document cover.

- 2 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



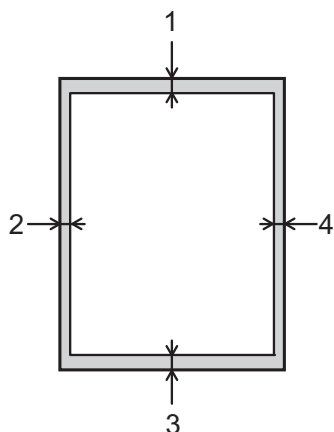
- 3 Close the document cover.

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 show the unscannable areas.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax	A4	3 mm	3 mm ¹
	Letter		4 mm
	Legal		
Copy	All paper sizes	3 mm	3 mm
Scan		1 mm	1 mm

¹ The unscannable area is 1 mm when you use the ADF.

How to send a fax

The following steps show how to send a fax.

- 1 Do one of the following to load your document:
 - Place the document *face down* in the ADF. (See *Using the ADF* on page 32.)
 - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 33.)




NOTE

- To send colour faxes with multiple pages, use the ADF.
- If you send a mono fax from the ADF when the memory is full, it will be sent in real time.
- You can use the scanner glass to fax pages of a book one at a time. The documents can be up to A4 or Letter size.
- Since you can only scan one page at a time, it is easier to use the ADF if you are sending a multiple-page document.

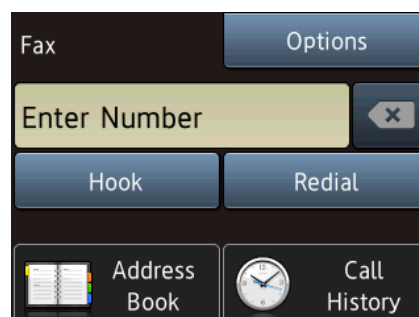
- 2 (MFC-J650DW)

Press  (Fax).

(MFC-J870DW)
Do one of the following:

- When Fax Preview is set to Off, press  (Fax).
- When Fax Preview is set to On, press  (Fax) and then  (Sending Faxes).

- The Touchscreen shows:



- 3 You can change the following fax-sending settings. Press **Options**. Press **▲** or **▼** to scroll through the fax settings. When the setting you want is displayed, press it and choose your new option. When you have finished changing options, press **OK**.

(Basic User's Guide)

For information about changing the following fax-sending settings, see pages 37 to 39.

- Glass Scan Size
- Colour Fax Transmission
- Preview Outgoing Fax (MFC-J870DW)
- Transmission Verification Report (Setup)

(Advanced User's Guide)

For more advanced fax-sending operations and settings (See Advanced User's Guide: *Sending a fax*.)


- Contrast
- Fax Resolution
- Set New Defaults
- Factory Reset
- Faxing at the end of a call
- Broadcasting
- Real Time Transmission
- Overseas Mode
- Delayed Fax
- Batch Transmission
- Cancelling Waiting Jobs
- Polled Transmit

- 4 Enter the fax number.

Using the dial pad

Using  (**Address Book**)

- Address Book

Using  (**Call History**)

- Outgoing Call
- Caller ID history

NOTE

(MFC-J870DW)

You can preview a fax message before sending it by setting **Preview** to **On**. (See *How to preview an outgoing fax (MFC-J870DW)* on page 38.)

- 5 Press **Fax Start**.

Faxing from the ADF

- The machine starts scanning the document to be sent.

Faxing from the scanner glass

- If you choose **Mono** in the **Colour Setting** (default setting), the machine starts scanning the first page. Go to step 6.
- If you choose **Colour** in the **Colour Setting**, the **Touchscreen** asks if you want to send a colour fax. Press **Yes (Colour fax)** to confirm. The machine starts dialling and sending the document.

- 6 When the **Touchscreen** asks you **Next page?**, do one of the following:

- To send a single page, press **No**.
The machine starts sending the document.
- To send more than one page, press **Yes** and go to step 7.


- 7 Place the next page on the scanner glass.
Press **OK**.
The machine starts scanning the page.
(Repeat steps 6 and 7 for each additional page.)




Stop faxing

To stop faxing, press .

Setting scanner glass size for faxing

When documents are Letter size, you need to set the Scan Size to Letter. If you do not, the side portion of the faxes will be missing.

- 1 Load your document.
- 2 (MFC-J650DW)
Press  (Fax).

(MFC-J870DW)
Do one of the following:
 - When Fax Preview is set to Off,
press  (Fax).
 - When Fax Preview is set to On, press
 (Fax) and then
 (Sending Faxes).
- 3 Press **Options**.
- 4 Press **▲** or **▼** to display
Glass Scan Size.
- 5 Press **Glass Scan Size**.
- 6 Press **Letter** (or **A4**).
- 7 Press **OK**.
- 8 Enter the fax number.

- 9 Press **Fax Start**.


NOTE




- You can save the setting you use most often by setting it as the default setting.
(See Advanced User's Guide: *Setting your changes as a new default*.)
- This setting is only available for sending documents from the scanner glass.

Colour fax transmission

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


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

- 1 Load your document.
- 2 (MFC-J650DW)
Press  (Fax).

(MFC-J870DW)
Do one of the following:
 - When Fax Preview is set to Off,
press  (Fax).
 - When Fax Preview is set to On, press
 (Fax) and then
 (Sending Faxes).
- 3 Press **Options**.
- 4 Press **▲** or **▼** to display
Colour Setting.
- 5 Press **Colour Setting**.
- 6 Press **Colour**.
- 7 Press **OK**.
- 8 Enter the fax number.




- 9 Press **Fax Start**.



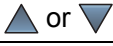
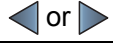



Cancelling a fax in progress

If you want to cancel a fax while the machine is scanning, dialling or sending, press .

How to preview an outgoing fax (MFC-J870DW)

You can preview a fax message before you send it. You must set Real Time Transmission and Polling RX to **Off** before you use this feature.

- 1 Load your document.
- 2 Do one of the following:
 - When Fax Preview is set to **Off**, press  (**Fax**).
 - When Fax Preview is set to **On**, press  (**Fax**) and then  (**Sending Faxes**).
- 3 Press **Options**.
- 4 Press **▲** or **▼** to display **Preview**.
- 5 Press **Preview**.
- 6 Press **On**.
- 7 Press **OK**.
- 8 Enter the fax number using the dial pad or Address Book.
- 9 Press **Fax Start**.
The machine starts scanning the document and the outgoing fax appears on the Touchscreen.
When the fax is displayed, press the Touchscreen to perform the following operations.

	Description
	Enlarge the fax.
	Reduce the fax.
	Scroll vertically.
	Scroll horizontally.
	Rotate the fax clockwise.
	Go back to the previous page.
	Go to the next page.

- 10 Press **Start**.

NOTE



- To send a colour fax, do not use Fax Preview.
- The fax message in the memory will be sent and then erased when you press **Start**.

Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the sender's name or fax number, the time and date of the transmission, duration of the transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- **On:** Prints a report after every fax you send.
- **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off:** Prints a report if your fax is unsuccessful due to a transmission error. *Off* is the default setting.
- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

- 1 Press  (Settings).
- 2 Press *All Settings*.
- 3 Press *▲* or *▼* to display *Fax*.
- 4 Press *Fax*.
- 5 Press *▲* or *▼* to display *Report Setting*.
- 6 Press *Report Setting*.
- 7 Press *Transmission*.
- 8 Press *▲* or *▼* to display *On*, *On+Image*, *Off* or *Off+Image* and then press the option you want to set.
- 9 Press .

NOTE

- If you choose *On+Image* or *Off+Image* the image will only appear on the Transmission Verification Report if *Real Time Transmission* is set to *Off*. The image will not appear on the report when you send a colour fax. (See *Advanced User's Guide: Real Time Transmission*.)
- If your transmission is successful, "OK" will appear next to "RESULT" on the Transmission Verification Report. If the transmission is not successful, "ERROR" will appear next to "RESULT".

5

Receiving a fax

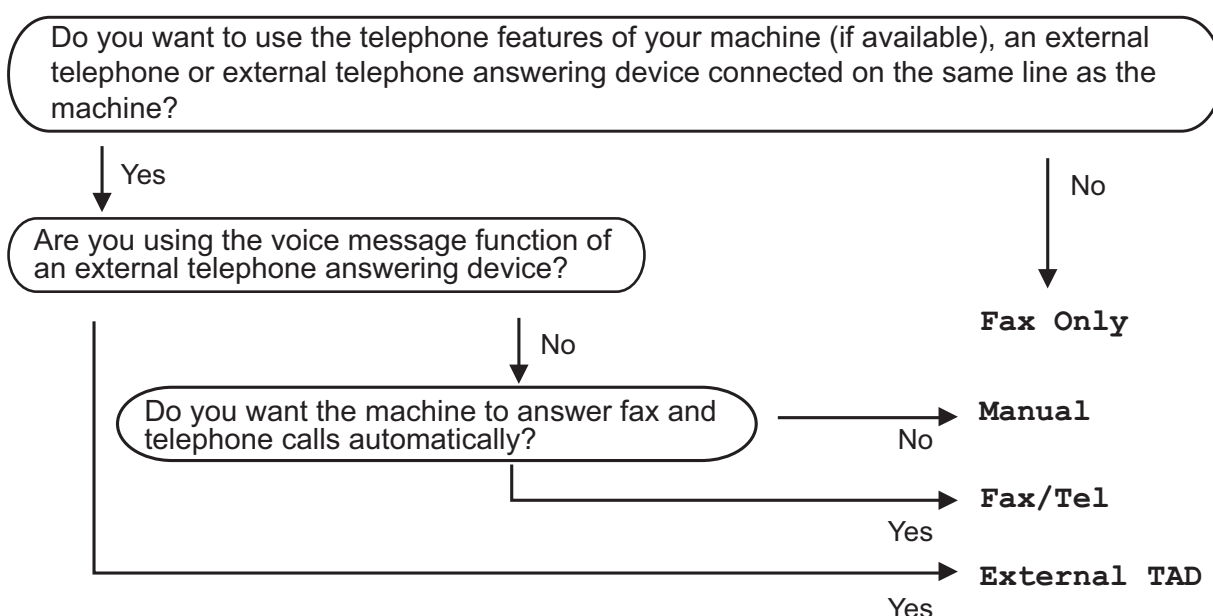
Receive Modes

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


Choose the Receive Mode

By default, your machine will automatically receive any faxes that are sent to it. The diagram below will help you choose the correct receive mode.

For more detailed information on the Receive Modes, see *Using Receive Modes* on page 42.



To set the Receive Mode follow the instructions:

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **Fax**.
- 4 Press **Fax**.
- 5 Press **▲** or **▼** to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Press **▲** or **▼** to display **Receive Mode**.

- 8 Press `Receive Mode`.


NOTE

(For Australia, Singapore and Hong Kong)

If you cannot change the Receive Mode, make sure the Distinctive Ring feature is set to `Off`.
(See *Turning off Distinctive Ring* on page 50 and 54 for your relevant country.)

(For New Zealand)

If you cannot change the Receive Mode, make sure the FaxAbility feature is set to `Off`.
(See *How to Turn FaxAbility OFF or ON* on page 52.)

- 9 Press `▲` or `▼` to display `Fax Only`, `Fax/Tel`, `External TAD` or `Manual` and then press the option you want.
- 10 Press .

Using Receive Modes

Some Receive Modes answer automatically (**Fax Only** and **Fax/Tel**). You may want to change the *Ring Delay* before using these modes. (See *Ring Delay* on page 43.)

Fax Only

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

Fax/Tel

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

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

If you use **Fax/Tel** mode, see *F/T Ring Time (Fax/Tel mode only)* on page 43 and *Ring Delay* on page 43.

Manual

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

(See *Fax Detect* on page 44.)

External TAD

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

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



To connect your External TAD, see *Connecting an external TAD (telephone answering device)* on page 56.

Receive Mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in **Fax Only** or **Fax/Tel** mode. If you have external or extension telephones on the same line as the machine, choose the maximum number of rings.

(See *Operation from external and extension telephones* on page 59 and *Fax Detect* on page 44.)

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **Fax**.
- 4 Press **Fax**.
- 5 Press **▲** or **▼** to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Press **▲** or **▼** to display **Ring Delay**.
- 8 Press **Ring Delay**.
- 9 Press the number of times the machine will ring before it answers (2-10 for Australia, 1-10 for New Zealand, 0-10 for some countries).
If you choose 0, the machine will answer immediately and the line will not ring at all.
- 10 Press .



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

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

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

Because the F/T Ring is made by the machine, extension and external telephones will not ring. However, you can still answer the call on any telephone by using a remote code.

(For more information, see *Using remote codes* on page 60.)

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **Fax**.
- 4 Press **Fax**.
- 5 Press **▲** or **▼** to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Press **▲** or **▼** to display **F/T Ring Time**.
- 8 Press **F/T Ring Time**.
- 9 Press how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds for Australia and some countries, 20, 30, 40 or 55 seconds for New Zealand).
- 10 Press .

NOTE

Even if the caller hangs up during the fast double-ring, the machine will continue to ring for the set time.

Fax Detect**If Fax Detect is On:**

Fax Detect is turned **On** as default.

The machine receives a fax call automatically, even if you answer the call. When you see **Receiving** on the Touchscreen or when you hear “chirps” through the handset you are using, just replace the handset. Your machine will do the rest.


If Fax Detect is Off:

If you are at the machine and answer a fax call by lifting the handset, press **Fax Start**, then press **Receive** to receive the fax.

If you answered at an extension or external telephone, press *** 5 1** (*** 9 1** for New Zealand). (See *Operation from external and extension telephones* on page 59.)

NOTE

- If this feature is set to **On**, but your machine does not connect a fax call when you lift an extension or external telephone handset, press the remote activation code *** 5 1** (*** 9 1** for New Zealand).
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to **Off**.

- 5 Press **▲** or **▼** to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Press **▲** or **▼** to display **Fax Detect**.
- 8 Press **Fax Detect**.
- 9 Press **On** (or **Off**).
- 10 Press .

1 Press  (**Settings**).



2 Press **All Settings**.

3 Press **▲** or **▼** to display **Fax**.




4 Press **Fax**.

Fax Preview (Monochrome only) (MFC-J870DW)

How to preview a received fax

You can view received faxes on the Touchscreen by pressing  (Fax) and then  (Received Faxes). When the machine is in Ready mode, a pop-up message will appear on the Touchscreen to alert you of new faxes.

Setting Fax Preview

- 1 Press  (Settings).
- 2 Press  (Fax Preview).
- 3 Press On (or Off).
- 4 Press Yes.
- 5 The Touchscreen will tell you that any future faxes will not be printed as you receive them.
Press Yes (or No).
- 6 Press .

NOTE


When Fax Preview is turned on, a backup copy of received faxes will not be printed for Fax Forwarding and PC-Fax Receiving operations, even if you have set Backup Print to On.


Using Fax Preview

When you receive a fax, you will see a pop-up message on the Touchscreen. (For example: New Fax(es) : 01 [View])

- 1 Press View.
The Touchscreen will display the fax list.

NOTE

- The fax list includes the old faxes and the new fax. The new fax is indicated by a blue mark next to the fax.
- If you want to see a fax that has already been previewed, press  (Fax) and













 (Received Faxes).

- 2 Press ▲ or ▼ to display the fax number of the fax you want to see.
- 3 Press the fax you want to see.

NOTE





- If your fax is large there may be a delay before it is displayed.
- The Touchscreen will show the current page number and total pages of the fax message. When your fax message is over 99 pages the total number of pages will be shown as "XX".

Press the Touchscreen or Touchpanel to perform the following operations.




	Description
	Enlarge the fax.
	Reduce the fax.
 or 	Scroll vertically.
 or 	Scroll horizontally.
	Rotate the fax clockwise.
	Delete the fax. Press Yes to confirm.
	Go back to the previous page.
	Go to the next page.
	Go back to the fax list.
	Print the fax. Do one of the following: <ul style="list-style-type: none"> ■ Press Print All Pages to print the whole fax message. ■ Press Print Displayed Only to only print the displayed page. ■ Press Print From Displayed to print from the displayed page to the last page.

4 Press .




How to print a fax

- 1 Press  (Fax).
- 2 Press  (Received Faxes).
- 3 Press the fax you want to view.
- 4 Press .
 - If the fax is multiple pages, go to step 5.
 - If the fax is a single page, it will start printing. Go to step 6.
- 5 Do one of the following:
 - Press **Print All Pages** to print all pages of the fax. Go to step 6.
 - Press **Print Displayed Only** to print the displayed page. Go to step 7.
 - Press **Print From Displayed** to print from the displayed page to the last page. Go to step 7.
- 6 Do one of the following:
 - To delete the fax, press **Yes**.
 - To keep the fax in the memory, press **No**.
- 7 Press .




How to print all faxes in the list

- 1 Press  (Fax).
- 2 Press  (Received Faxes).
- 3 Press `Print/Delete`.
- 4 Do one of the following:
 - To print all new faxes, press `▲` or `▼` to display `Print All(New Faxes)`.
Press `Print All(New Faxes)`.
 - To print all old faxes, press `▲` or `▼` to display `Print All(Old Faxes)`.
Press `Print All(Old Faxes)`.
- 5 Press .

How to delete all faxes in the list

- 1 Press  (Fax).
- 2 Press  (Received Faxes).
- 3 Press `Print/Delete`.
- 4 Do one of the following:
 - To delete all new faxes, press `▲` or `▼` to display
`Delete All(New Faxes)`.
Press `Delete All(New Faxes)`.
 - To delete all old faxes, press `▲` or `▼` to display
`Delete All(Old Faxes)`.
Press `Delete All(Old Faxes)`.
- 5 Press `Yes` to confirm.
- 6 Press .

Turning off Fax Preview

- 1 Press  (Settings).
- 2 Press  (Fax Preview).
- 3 Press `Off`.
- 4 Press `Yes` to confirm.
- 5 If there are faxes stored in the memory, do one of the following:
 - If you do not want to print the stored faxes, press `Continue`.
The machine asks you to confirm the deletion of the stored faxes.
Press `Yes` to confirm. Your faxes will be deleted.
 - If you want to print all the stored faxes, press
`Print All Faxes Before Delete`.
 - If you do not wish to turn off Fax Preview, press `Cancel`.
Press .

Voice operations

Tone or Pulse (Not Available for New Zealand)

If you have a Pulse dialling service, but need to send tone signals (for example, for telephone banking), follow the instructions:

1 (MFC-J650DW)

Press  (Fax).

(MFC-J870DW)


Do one of the following:

- When Fax Preview is set to Off,

press  (Fax).

- When Fax Preview is set to On, press

 (Fax) and

 (Sending Faxes).

2 Press Hook.

3 Press # on the machine's Touchpanel. Any digits dialled after this will send tone signals.

When you are finished with the call, the machine will return to the Pulse dialling service.

Fax/Tel mode

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

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

If you are at an extension telephone, you'll need to lift the handset during the F/T Ring Time and then press **# 5 1** (**# 9 1** for New Zealand) between the fast double-rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing *** 5 1** (*** 9 1** for New Zealand).

Telephone Service for Australia

Distinctive Ring

Distinctive Ring¹ is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line.

Brother uses the term “Distinctive Ring”, but telephone companies market the service under a variety of names. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. Only one call can be answered (or made) at any one time and while this call is in progress, incoming calls to either number will be presented with a busy tone.

NOTE

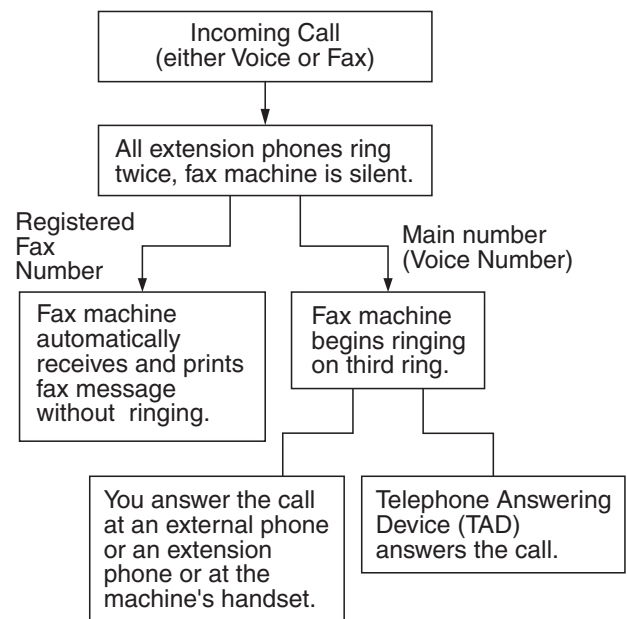
¹ Contact your Telephone Service Provider to determine availability and any other related details.

After you have set the Distinctive Ring feature to **On**, the receive mode is set to **Manual** automatically. Your Distinctive Ring Number does not allow Voice calls - only Faxes. You can not change the receive mode from **Manual** mode while the Distinctive Ring is set to on.

How does your telephone company’s “Distinctive Ring” service work?

Using “Distinctive Ring” service of your telephone company is the most efficient way to receive both fax and telephone calls on the same line. When the voice call comes in, all phones (extension and external) and the fax machine will ring to alert you to pick it up. If a fax call comes in, the fax machine will answer automatically without ringing, whereas the extension and external phones will ring twice with a Distinctive Ring pattern. It is also a more efficient way of operating a Fax machine with an extension phone as you do not have to use the remote activation codes. It gives you two independent numbers without the higher cost of a second line.

Flowchart Sequence of Incoming call



What does Brother’s “Distinctive Ring” do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company’s Distinctive Ring service. The new telephone number on your line can just receive faxes.


Turning on Distinctive Ring

Very Important!

After you have set the Distinctive Ring feature to on, the receive mode is set to **Manual** automatically. Your Distinctive Ring Number does not allow Voice calls - only Faxes. You cannot change the receive mode to another mode while the Distinctive Ring is set to on. When Distinctive Ring is on, the LCD will show **D/R** as the Receive Mode.

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **Fax**.
- 4 Press **Fax**.
- 5 Press **▲** or **▼** to display **Miscellaneous**.
- 6 Press **Miscellaneous**.
- 7 Press **Distinctive**.
- 8 Press **On**.
- 9 Press .
Distinctive Ring is now set to **On**.

Turning off Distinctive Ring

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **Fax**.
- 4 Press **Fax**.
- 5 Press **▲** or **▼** to display **Miscellaneous**.
- 6 Press **Miscellaneous**.
- 7 Press **Distinctive**.
- 8 Press **Off**.

- 9 Press .

NOTE

If you turn off Distinctive Ring, the machine will stay in **Manual** receive mode. You will need to set the Receive Mode again. (*Choose the Receive Mode on page 40.*)

Caller ID

Caller ID is a telephone service that allows the subscriber to see a display of the caller's phone number or name as the telephone rings. It is a fast way to screen your calls. You can respond quickly to calls you missed, because Caller IDs are received and stored in your machine memory.

NOTE

To get the Caller ID Service: apply for the Caller ID service at your local telephone company, if available.

Advantages of Caller ID

For Business

All businesses profit from a quicker response to customer calls. Businesses that provide mail order services, money-lending services or provide confidential information, can protect themselves from false orders or acceptance of false identification.

At Home

Residential customers can protect themselves from unwanted calls.

How Does the Caller ID Work?

The Caller ID Appears on the Display When Your Telephone Rings

As your telephone rings, the display shows you the caller's phone number or name if the name has been stored in the Address Book. Once you answer the call, the caller's ID disappears.

NOTE

- If **ID Unknown** appears on the display, it means that the call came from outside your caller ID service area or a public phone.¹
- If **ID Withheld** appears on the display, it means the caller intentionally blocked the transmission of his/her ID.¹

¹ Depends on network function.

The Caller ID is Stored in Your Machine Memory

The machine can store a maximum of the last 30 incoming caller IDs in the memory, along with the time and date of reception. The 31st call will cause the oldest ID to be erased.

The Caller ID information stored in the memory can be used for the following.

■ Printing the Caller ID List.

You can review calls you received by checking the Caller IDs in memory. This report will list the Date, Time, Phone Number (Caller ID) name, and type of Call (Comment) if available.

See Advanced User's Guide: *How to print a report.*

Telephone Service for New Zealand

FaxAbility

FaxAbility is a service offered by Telecom that allows you to have an additional number on one phone line, with its own distinctive ring pattern. This way, when you get an incoming call, you can identify the number being called by its ring.

How Will the Fax Machine Treat All Other Numbers?

FaxAbility mode ensures that the machine will answer calls to the FaxAbility (secondary) number. When a call comes in to your main number, all the phones will ring. You can set an external answering device (TAD) to answer calls on the other number(s). (See the chart in this page.)

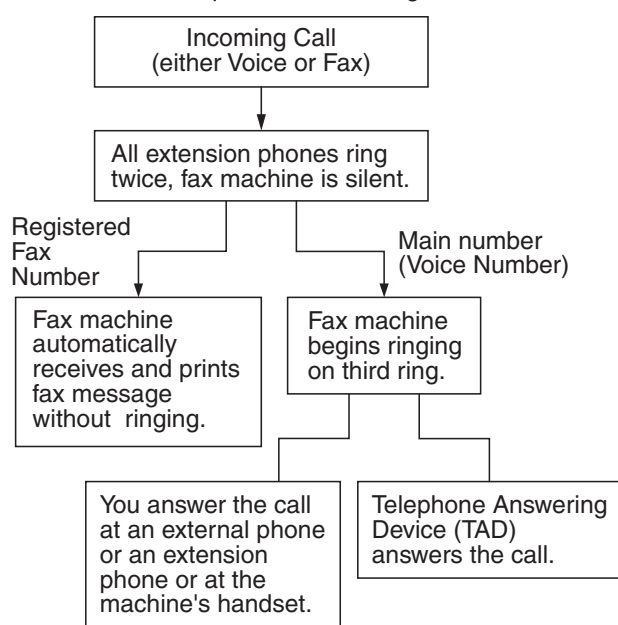
What is the Advantage of Using the FaxAbility Function?

Using FaxAbility is the most efficient way to receive both fax and telephone calls on the same line. It is much easier for your callers who dial manually. The fax machine will answer with receiving tones so they will not have to press an activation code. And the people who call to talk on your main number will not have to talk to your fax machine. Basically, it gives you two independent numbers without the higher cost of a second line.

How Does FaxAbility Work?

Your telephone number will have the standard ring pattern of long, long tone, while the new number will have a ring pattern of long, silence, long, etc. When FaxAbility is On, you will not hear the first ring of all incoming calls on the fax machine. Extension phones will ring as usual. If the fax machine recognises the ring pattern, all ringing will stop and the fax machine will answer and automatically receive the fax message. Otherwise, you will hear the extension phones and the fax machine continue to ring. The fax machine always listens to the ring pattern before it answers, so do not pick up the phone during that time. You will quickly learn to recognise the ring pattern for faxes, so you will not be tempted to answer that number. Either you or a telephone answering device can answer the main number(s).

Flowchart Sequence of Incoming call




NOTE

After you have set the FaxAbility feature to On, the receive mode is set to Manual automatically. Unless you have a TAD or Voice Mail set up on the FaxAbility number, Manual mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the FaxAbility is set to on. When FaxAbility is on, the LCD will show D/R as the Receive Mode.

How to Turn FaxAbility OFF or ON

The FaxAbility function is designed to accommodate the FaxAbility service provided by Telecom. To change the setting, repeat steps ①-⑩; Step ⑧ is where you can choose either On or Off.

Call Waiting beeps caused by incoming calls on your main number can affect fax transmissions. If you have FaxAbility Service but don't have Call Waiting, you need do nothing at this stage. If you do have Call Waiting as well as FaxAbility, set the Call Waiting menu option to On. See below.

- ① Press  (Settings).
- ② Press All Settings.
- ③ Press ▲ or ▼ to display Fax.
- ④ Press Fax.
- ⑤ Press ▲ or ▼ to display Miscellaneous.
- ⑥ Press Miscellaneous.
- ⑦ Press FaxAbility.
- ⑧ Press On (or Off) to set FaxAbility. If you have FaxAbility service, press On.
- ⑨ Press Call Waiting.

- 10** Press **On** to set Call Waiting.
If you have Call Waiting service, press **On** to avoid the trouble caused by Call Waiting.

- 11** Press .

Caller ID

Caller ID is a telephone service that allows the subscriber to see a display of the caller's phone number and name if available as the telephone rings. It is a fast way to screen your calls. You can respond quickly to calls you missed, because Caller IDs are received and stored in your machine memory.

NOTE

To get the Caller ID Service, apply for the Caller ID service at your local telephone company, if available.

Advantages of Caller ID

For Business

All businesses profit from a quicker response to customer calls. Businesses that provide mail order services, money-lending services or provide confidential information, can protect themselves from false orders or acceptance of false identification.

At Home

Residential customers can protect themselves from unwanted calls.

How Does the Caller ID Work?

The Caller ID Appears on the Display When Your Telephone Rings

As your telephone rings, the display shows you the caller's phone number or name if available. Once you answer the call, the caller's ID disappears. You can print a list of the Caller ID information received by your machine.

See Advanced User's Guide: *How to print a report*.

NOTE

- If **ID Unknown** appears on the display, it means that the call came from outside your caller ID service area.¹
- If **ID Withheld** appears on the display, it means the caller intentionally blocked the transmission of his/her ID.¹

¹ Depends on network function.

Telephone Service for Some Countries

Distinctive Ring (For Singapore and Hong Kong)

This machine feature lets you use the Distinctive Ring subscriber service offered by some telephone companies, which allows you to have several telephone numbers on one phone line. Each phone number has its own Distinctive Ring pattern, so you will know which phone number is ringing. This is one way you can have a separate phone number for your machine.

Your machine has a Distinctive Ring function, allowing you to dedicate one phone number just for receiving faxes. You will need to set Distinctive Ring to **On**.

NOTE

You can switch it off temporarily, then turn it back on. When you get a new fax number, make sure you reset this function.

- The machine will answer only calls to the Distinctive Ring number.

Turning on Distinctive Ring

Very Important!

After you have set the Distinctive Ring feature to on, the receive mode is set to **Manual** automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, **Manual** mode means you must answer all the calls yourself. You cannot change the receive mode to another mode while the Distinctive Ring is set to on. When Distinctive Ring is on, the LCD will show **D/R** as the Receive Mode.

1 Press  (Settings).

2 Press **All Settings**.

3 Press **▲** or **▼** to display **Fax**.


4 Press **Fax**.

5 Press **▲** or **▼** to display **Miscellaneous**.

6 Press **Miscellaneous**.

7 Press **Distinctive**.

8 Press **On**.

9 Press .
Distinctive Ring is now set to **On**.

Turning off Distinctive Ring

1 Press  (Settings).

2 Press **All Settings**.

3 Press **▲** or **▼** to display **Fax**.

4 Press **Fax**.

5 Press **▲** or **▼** to display **Miscellaneous**.

6 Press **Miscellaneous**.

7 Press **Distinctive**.

8 Press **Off**.

9 Press .

NOTE

If you turn off Distinctive Ring, the machine will stay in **Manual** receive mode. You will need to set the Receive Mode again. (*Choose the Receive Mode on page 40.*)

Caller ID (For Singapore and Hong Kong)

The Caller ID feature of this machine lets you use the Caller ID subscriber service offered by many local phone companies. Call your telephone company for details. This service provides you, by means of the screen display, the telephone number (or name) of your caller as the line rings.

After a few rings, the screen displays the telephone number of your caller (or name, if available). Once you answer the call, the Caller ID information disappears from the screen, but the call information remains stored in the Caller ID memory.

- **ID Unknown** display means call originates outside your Caller ID service area.
- **ID Withheld** display means the caller has intentionally blocked transmission of information.

NOTE

You can print a list of Caller ID information received by your machine.

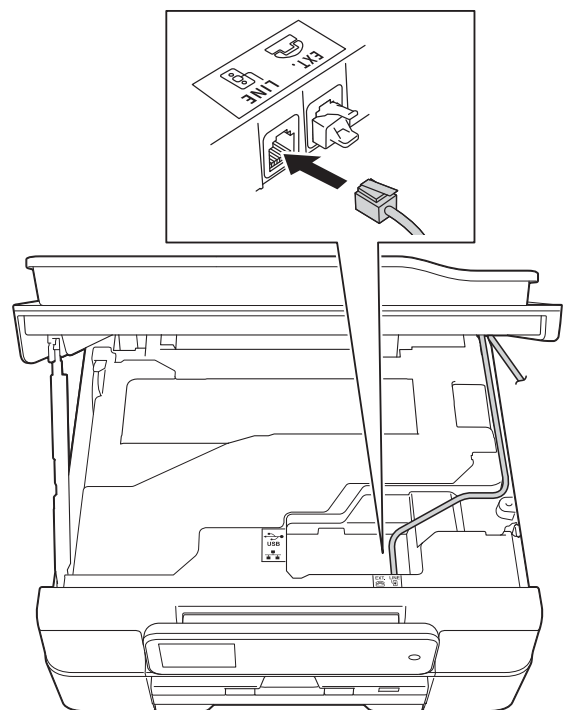
See *Advanced User's Guide: How to print a report.*

Caller ID service varies with different carriers. Call your local phone company to determine the kind of service available in your area.

Voice over Internet Protocol (VoIP)

VoIP is a type of phone system that uses an Internet connection instead of a traditional telephone line. Telephone providers frequently bundle VoIP together with Internet and cable services.

Your machine may not work with some VoIP systems. If you want to use your machine to send and receive faxes on a VoIP system, make sure that one end of your telephone cord is connected to the socket labelled **LINE** on your machine. The other end of the telephone cord may be connected to a modem, phone adapter, splitter, or other such device.



- If you have questions about how to connect your machine to the VoIP system, contact your VoIP provider.

After you have connected your machine to the VoIP system, check for a dial tone. Lift the external telephone's handset and listen for a dial tone. If there is no dial tone, contact your VoIP provider.

If you are having problems sending or receiving faxes over a VoIP system, we recommend changing the machine's modem speed to the `Basic(for VoIP)` setting (see *Telephone line interference / VoIP* on page 140).

NOTE

- VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.
 - Brother does not recommend the use of a VoIP line. VoIP limitations in general can cause some functions of the fax machine not to work correctly.
-

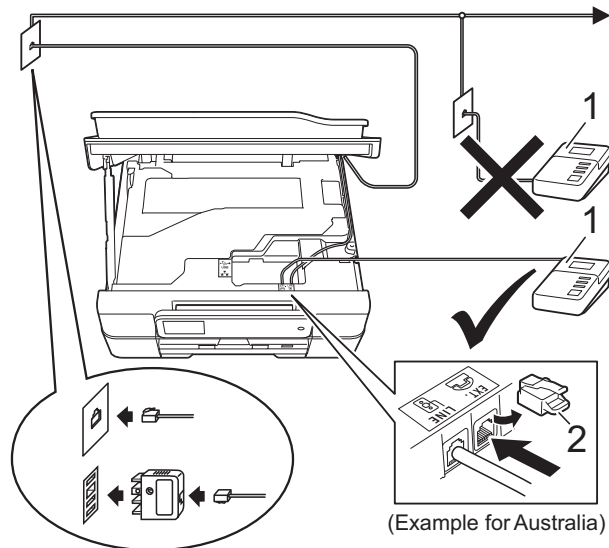
Connecting an external TAD (telephone answering device)

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

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

NOTE

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



1 TAD

2 Protective Cap

When the TAD answers a call, the Touchscreen shows **Telephone**.

IMPORTANT

DO NOT connect a TAD elsewhere on the same telephone line.

Connection settings

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

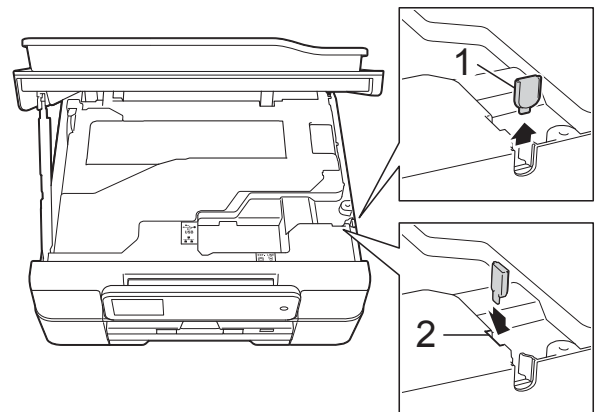
NOTE

(MFC-J650DW)

Carefully guide the telephone line cord and out the back of the machine.

- 1 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.

- 2 (MFC-J650DW)
Carefully guide the telephone line cord into the cable channel and out the back of the machine.
(MFC-J870DW)
Carefully guide the telephone line cord from the LINE socket into the cable channel and out the back of the machine.
Remove the protective cap (1) from the right side of the machine, and insert it into (2) so that it is not lost.
Carefully guide the telephone line cord from the EXT. socket into the cable channel and out the right side of the machine.



- 3 Lift the scanner cover to release the lock. Gently push the scanner cover support down and close the scanner cover using both hands.
- 4 Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
- 5 Record the outgoing message on your external TAD.
- 6 Set the TAD to answer calls.
- 7 Set the Receive Mode to **External TAD**. (See *Choose the Receive Mode* on page 40.)

Recording an outgoing message (OGM) on an external TAD

Timing is important in recording this message.

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

NOTE

We recommend beginning your OGM with an initial 5 second silence because the machine may not hear the fax tones over a voice. You may try omitting this pause, but if your machine has trouble receiving, then you must re-record the OGM to include it.

Multi-line connections (PABX)

Most offices use a central telephone system. Brother recommends that all our machines be connected to a discreet (dedicated) line. Although a particular PABX may appear to work with a particular model of fax machine, we cannot guarantee that the unit will operate correctly.

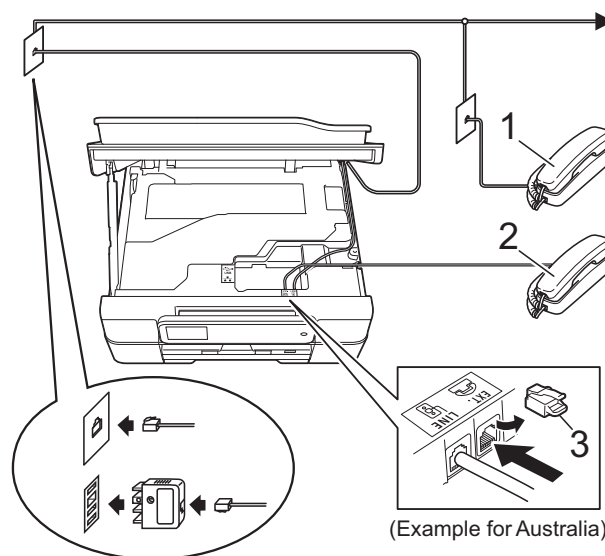
While it is often relatively simple to connect a fax machine to a PABX, (Private Automatic Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the fax machine for you.

Brother does not recommend the use of a PABX line. PABX limitations in general can cause some functions of the fax machine not to work correctly.

External and extension telephones

Connecting an external or extension telephone

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



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

NOTE

(MFC-J650DW)

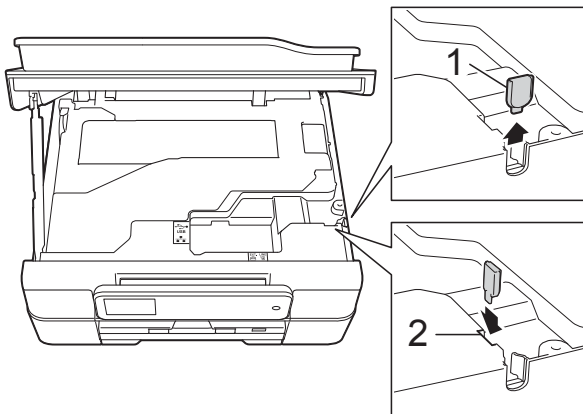
Carefully guide the telephone line cord and out the back of the machine.

(MFC-J870DW)

We recommend that you guide the telephone line cord from the EXT. socketout the right side of the machine.

Remove the protective cap (1) from the right side of the machine, and insert it into (2) so that it is not lost.

Carefully guide the telephone line cord from the EXT. socket into the cable channel and out the right side of the machine.



Operation from external and extension telephones

If you answer a fax call on an extension or an external telephone, you can make your machine take the call by using the Remote Activation Code. When you press the Remote Activation Code * 5 1 (* 9 1 for New Zealand), the machine starts to receive the fax.

If the machine answers a voice call and fast double-rings for you to take over, use the Remote Deactivation Code # 5 1 (# 9 1 for New Zealand) to take the call at an extension telephone. (See *F/T Ring Time (Fax/Tel mode only)* on page 43.)

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

Assume you are receiving a manual fax.

Press * 5 1 (* 9 1 for New Zealand) and wait for the chirp or until the Touchscreen shows *Receiving*, and then hang up.

NOTE

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* on page 44.)

Using a cordless external telephone

Once the base unit of the cordless telephone has been connected to the same telephone line as the machine (See *External and extension telephones* on page 58.), you can answer calls on the cordless handset during the Ring Delay.

If you let the machine answer first, you will have to go to the machine and press *Pickup* to send the call to the cordless handset.

Using remote codes

Remote Activation Code

If you answer a fax call on an extension or external telephone, you can tell your machine to receive it by dialling the Remote Activation Code * **5 1** (* **9 1** for New Zealand). Wait for the chirping sounds and then replace the handset. (See *Fax Detect* on page 44.)

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing *Fax Start* and choose *Receive*.

Remote Deactivation Code


If you receive a voice call and the machine is in Fax/Tel mode, it will start to sound the F/T Ring (fast double-ring) after the initial ring delay. If you pick up the call on an extension telephone, you can turn the F/T Ring off by pressing **# 5 1** (**# 9 1** for New Zealand) (make sure you press this *between* the rings).

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

Changing the remote codes

If you want to use Remote Activation, you have to turn on the remote codes. The preset Remote Activation Code is * **5 1** (* **9 1** for New Zealand). The preset Remote Deactivation Code is **# 5 1** (**# 9 1** for New Zealand). If you want to, you can replace them with your own codes.

- 1 Press  (Settings).
- 2 Press *All Settings*.
- 3 Press **▲** or **▼** to display *Fax*.
- 4 Press *Fax*.


- 5 Press **▲** or **▼** to display *Setup Receive*.
- 6 Press *Setup Receive*.
- 7 Press **▲** or **▼** to display *Remote Codes*.
- 8 Press *Remote Codes*.
- 9 Do one of the following:
 - If you want to change the Remote Activation Code, press *Act.Code*.
Enter the new code, and then press *OK*.
 - If you want to change the Remote Deactivation Code, press *Deact.Code*.
Enter the new code, and then press *OK*.
 - If you do not want to change the Codes, go to step 10.
 - If you want to turn the Remote Codes Off (or On), press *Remote Codes*.
Press *Off* (or *On*).
- 10 Press .




NOTE

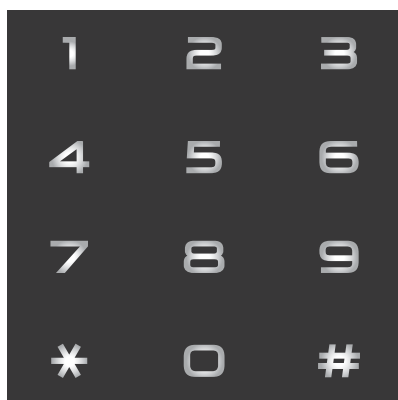
- If you are always disconnected when accessing your external TAD remotely, try changing the Remote Activation Code and Remote Deactivation Code to another three-digit code using the numbers **0-9**, *****, **#**.
- Remote Codes might not work with some telephone systems.

How to dial

Manual dialling




- 1 Load your document.
- 2 (MFC-J650DW)
Press  (Fax).

(MFC-J870DW)
Do one of the following:
 - When Fax Preview is set to Off,
press  (Fax).
 - When Fax Preview is set to On, press
 (Fax) and then
 (Sending Faxes).
- 3 Press all of the digits of the fax number.



- 4 Press Fax Start.

Dialling from the Address Book

- 1 Load your document.
- 2 Press  (Fax).
- 3 Press  (Address Book).
- 4 Do one of the following:
 - Press ▲ or ▼ to display the number you want to dial.
 - Press , and then enter the first letter of the name and press OK.
Press the name you want to dial.
If the name has two numbers, go to step 5.
If the name has one number, go to step 6.
- 5 Press the number you want to dial.
- 6 To send a fax, press Apply.
- 7 Press Fax Start.
The machine scans and sends the fax.

Fax Redial

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

Redial only works if you dialled from the machine.

1 Load your document.

2 (MFC-J650DW)

Press  (Fax).


(MFC-J870DW)


Do one of the following:

- When Fax Preview is set to Off,

press  (Fax).

- When Fax Preview is set to On, press

 (Fax) and then

 (Sending Faxes).

3 Press Redial.

4 Press Fax Start.

NOTE

- In Real Time Transmission the automatic redial feature does not work when you are using the scanner glass.
- If you are sending a fax manually and the line is busy, press **Hook** before performing step 3 above.
- Redial will change to Pause when you enter a fax number.

Additional Dialling Operations

Outgoing Call history

The last 30 numbers you sent a fax to will be stored in the outgoing call history. You can choose one of these numbers to fax to, add to the Address Book, or delete from the history.

1 Press  (Fax).

2 Press  (Call History).

3 Press Outgoing Call.

4 Press the number you want.

5 Do one of the following:

- To send a fax, press **Apply**.


Press **Fax Start**.

- If you want to store the number, press **Edit** and then press **Add to Address Book**.

(See Advanced User's Guide: *Storing Address Book numbers from the Outgoing Call history*.)

- If you want to delete the number from the Outgoing Call history list, press **Edit** and then press **Delete**.

Press **Yes** to confirm.

Press .




Caller ID history

This feature requires the Caller ID subscriber service offered by many local telephone companies. (See *Caller ID* on page 50, 53 and 55 for your relevant country.)

The numbers, or names if available, from the last 30 faxes and telephone calls you received will be stored in the Caller ID history. You can view the list or choose one of these numbers to fax to, add to Address Book, or delete from the history. When the thirty-first call comes into the machine, it replaces information about the first call.

NOTE

If you are not a Caller ID subscriber, you can still view call dates from the Caller ID history and delete entries from the list.

- 1 Press  (Fax).
- 2 Press  (Call History).
- 3 Press `Caller ID history`.
- 4 Press the number or the name you want.
- 5 Do one of the following:
 - To send a fax, press `Apply`.
Press `Fax Start`.
 - If you want to store the number, press `Edit` and then press `Add to Address Book`.
(See Advanced User's Guide: *Storing Address Book numbers from the Caller ID history*.)
 - If you want to delete the number from the Caller ID history list, press `Edit` and then press `Delete`.
Press `Yes` to confirm.
Press .

NOTE

You can print the Caller ID list.
(See Advanced User's Guide: *How to print a report*.)

Storing numbers

You can set up your machine to do the following types of easy dialling: Address Book and Groups for broadcasting faxes.

NOTE



If you lose electrical power, the Address Book numbers that are in the memory will not be lost.

Storing a pause

When you are storing Address Book numbers, you can insert one or more 3.5 second pauses by pressing **Pause** on the Touchscreen.

Storing Address Book numbers


You can store up to 100 Addresses with a name, and each name can have two numbers.

- 1 Press  (Fax).
- 2 Press  (Address Book).
- 3 Press **Edit**.
- 4 Press **▲** or **▼** to display **Add New Address**.
- 5 Press **Add New Address**.
- 6 Press **Name**.
- 7 Enter the name using the keyboard on the Touchscreen (up to 16 characters). Press **OK**.
(For help entering letters, see *Entering Text* on page 179.)
- 8 Press **Address 1**.

- 9 Enter the first fax or telephone number using the keyboard on the Touchscreen (up to 20 digits). Press **OK**.



NOTE

Be sure to include the area code when entering a fax or telephone number. Depending on the country, the Caller ID names and history may not be displayed correctly if the area code is not registered with the fax or telephone number.

- 10 If you want to store the second fax or telephone number, press **Address 2**. Enter the second fax or telephone number using the keyboard on the Touchscreen (up to 20 digits). Press **OK**.
- 11 Press **OK** to confirm.
- 12 Do one of the following:
 - To store another Address Book number, repeat steps 3 to 11.
 - To finish storing numbers, press .

Changing or deleting Address Book names or numbers


You can change or delete an Address Book name or number that has already been stored.


- 1 Press  (Fax).
- 2 Press  (Address Book).
- 3 Press **Edit**.
- 4 Do one of the following:
 - Press **▲** or **▼** to display **Change**.
Press **Change** to edit the name or numbers of an address. Go to step 5.
 - Press **▲** or **▼** to display **Delete**.
Press **Delete**.
Choose the numbers you want to delete by pressing them to display a red check mark.
Press **OK**.
Press **Yes** to confirm. Go to step 9.
- 5 Press **▲** or **▼** to display the number you want to change.
- 6 Press the number you want to change.

- 7 Do one of the following:
 - If you want to change the name, press **Name**.
Enter the new name (up to 16 characters) using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 179.)
Press **OK**.
 - If you want to change the first fax or telephone number, press **Address 1**.
Enter the new fax or telephone number (up to 20 digits) using the keyboard on the Touchscreen.
Press **OK**.
 - If you want to change the second fax or telephone number, press **Address 2**.
Enter the new fax or telephone number (up to 20 digits) using the keyboard on the Touchscreen.
Press **OK**.

NOTE

How to change the stored name or number:

If you want to change a character or a stored number, press **◀** or **▶** to position the cursor to highlight the character or the number you want to change, and then press . Enter the new character or number.

- 8 Do one of the following:
 - Press **OK** to finish.
To change another Address Book number, repeat steps 3 to 8.
 - To make more changes, return to 7.
- 9 Press .

8

Making copies

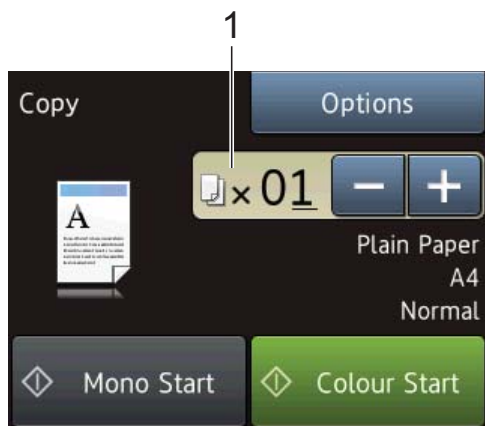
How to copy

The following steps show the basic copy operation.

- 1 Do one of the following to load your document:
 - Place the document *face down* in the ADF.
(See *Using the ADF* on page 32.)
 - Place the document *face down* on the scanner glass.
(See *Using the scanner glass* on page 33.)

- 2 Press  (Copy).

- The Touchscreen shows:



1 No. of Copies

You can enter the number of copies in the following ways:

- Press – or + on the Touchscreen (as shown above).
- Use the dial pad on the Touchpanel.
- Press the number of copies on the Touchscreen.

Enter the number of copies using the keyboard on the Touchscreen.

Press OK.

- 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 .

Copy options

You can change the following copy settings. Press **Copy**, and then press **Options**. Press **▲** or **▼** 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 67.

- 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 (MFC-J870DW)
- Thin Paper Copy (MFC-J870DW)
- Book Copy (MFC-J870DW)
- Watermark Copy (MFC-J870DW)
- Remove Background Colour
- Set New Default
- Factory Reset

NOTE

If you want to sort copies, use the ADF.


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 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press **Options**.
- 5 Press **▲** or **▼** 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 additional 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, Photo (10 × 15 cm), Letter or Legal ¹ paper.

- 1 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press Options.
- 5 Press ▲ or ▼ to display Paper Size.
- 6 Press Paper Size.
- 7 Press ▲ or ▼ to display A4, A5, 10x15cm, Letter or Legal ¹, and then press the option you want to set.
- 8 If you do not want to change further settings, press OK.
- 9 Press Mono Start or Colour Start.

¹ Only available for some countries.

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 drive. (See *Print Images* on page 72.)

You can scan documents and save them directly to a memory card or USB Flash drive. (See *How to scan to a memory card or USB Flash drive* on page 73.)

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

(See Software and Network User's Guide.)

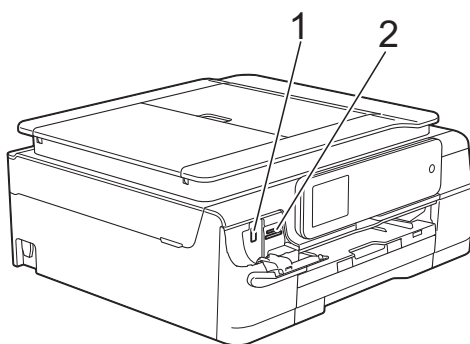
Using a memory card or USB Flash drive

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 a USB Flash drive.

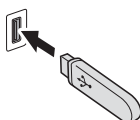
The PhotoCapture Center™ feature lets you print digital photos from your digital camera at high resolution to get photo quality printing.

Getting started

- 1 Open the media slot cover.
- 2 Firmly put a memory card or USB Flash drive into the correct slot.



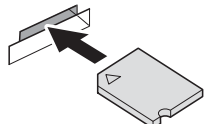


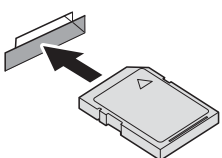


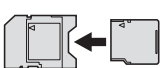
1 USB Flash drive



IMPORTANT

The USB direct interface supports only a USB Flash drive, a PictBridge-compatible camera, or a digital camera that uses the USB mass storage as 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 drive from the media drive (slot) or USB direct interface while the machine is reading or writing to the memory card or USB Flash 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 drive in the correct slot.
- 3 Press **Photo**.
- 4 Press ◀ or ▶ to display **View Photos**.
- 5 Press **View Photos**.
- 6 Do one of the following:
 - If you want to choose photos to print or print more than one for an image, go to step 7.
 - If you want to print all photos, press **Print All**. Press **Yes** to confirm. Go to step 10.
- 7 Press ◀ or ▶ to display the photo you want to print, and then press it.
- 8 Enter the number of copies you want either by entering the number of copies or by pressing + or -. Press **OK**.
- 9 Repeat steps 7 and 8 until you have chosen all the photos you want to print.
- 10 Press **OK**.

- 11 Read and confirm the displayed list of options and do one of the following:
 - If you want to change the print settings, press **Print Settings**. (See Advanced User's Guide: *PhotoCapture Center™ print settings*.)
 - If you do not want to change any settings, go to step 12.
- 12 Press **Start** to print.

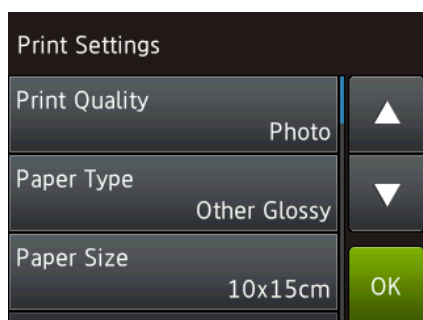
PhotoCapture Center™ print settings

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

The machine returns to its default settings after 1 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.*)



How to scan to a memory card or USB Flash drive

You can scan monochrome and colour documents to a memory card or USB Flash 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 format is **PDF**. The machine creates file names based on the current date. (See Quick Setup Guide.) For example, the fifth image scanned on July 1, 2013 would be named 01071305.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 drive in the correct slot.
- 4 Press **Scan to Media**.

IMPORTANT

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

- 5 Do one of the following:
 - If you want to use the default settings, go to 10.
 - If you want to change the default settings, go to 6.
- 6 Press **Options**.

- 7 Choose the settings for Scan Type, Resolution, File Type, Scan Size, Scan Long Paper, File Name, Auto Crop¹ and Remove Background Colour as required.

¹ MFC-J870DW only

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.
- Scan Long Paper is available only when using the ADF.
- Remove Background Colour removes the base colour of documents to make the scanned data more recognisable.

- 8 The file name is set automatically. However, you can create a name of your choice using the keyboard on the Touchscreen. Press File Name, and then enter the file name. You can only change the first 6 digits of the file name. Press OK.

- 9 Press OK.

NOTE

If you want to save the settings as a shortcut, press Save as Shortcut.

- 10 Press Start.
If you are using the scanner glass, the Touchscreen shows Next page?. Press Yes or No. After you finish scanning, make sure you choose No before removing the memory card or USB Flash drive from the machine.

Printing a document

The machine can receive and print data from your computer. To print from a computer, you must install the printer driver.

(For more information, see Software and Network User's Guide.)

- 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. Commonly used settings include:
 - **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.

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 and Network User's Guide.)



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

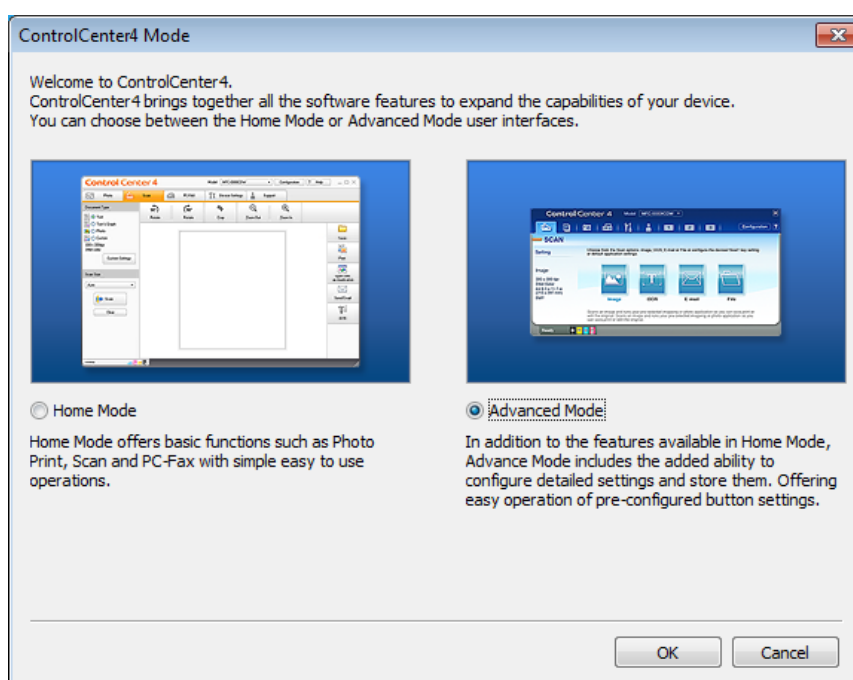
(For detailed information, see Software and Network User's Guide.)

NOTE

- The screens on your PC may vary depending on your model.
- This section is based on using the Advanced Mode of ControlCenter4.

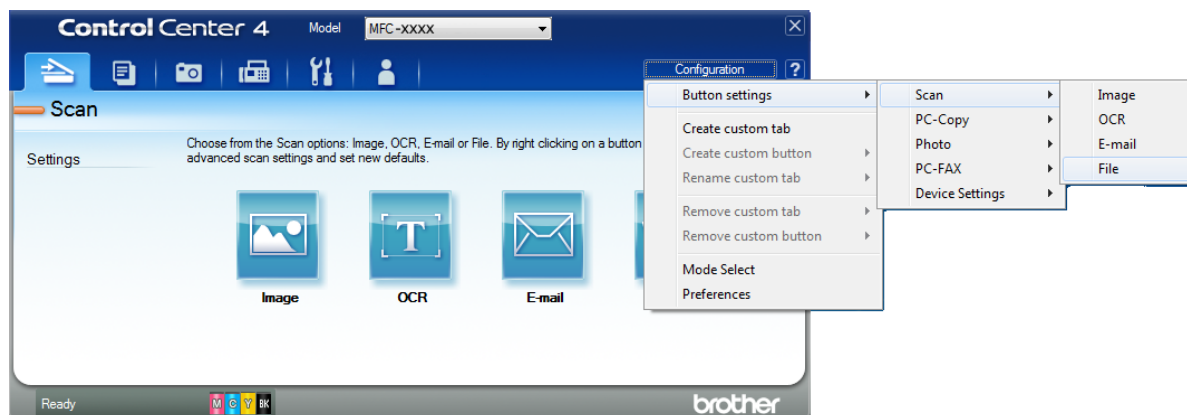
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications.

- 1 Load your document. (See *How to load documents* on page 32.)
- 2 (Windows® XP, Windows Vista® and Windows® 7)
Open ControlCenter4 by clicking  (**Start**)/**All Programs**/**Brother**/**MFC-XXXX** (where XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
(Windows® 8)
Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.
- 3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode**, and then click **OK**.

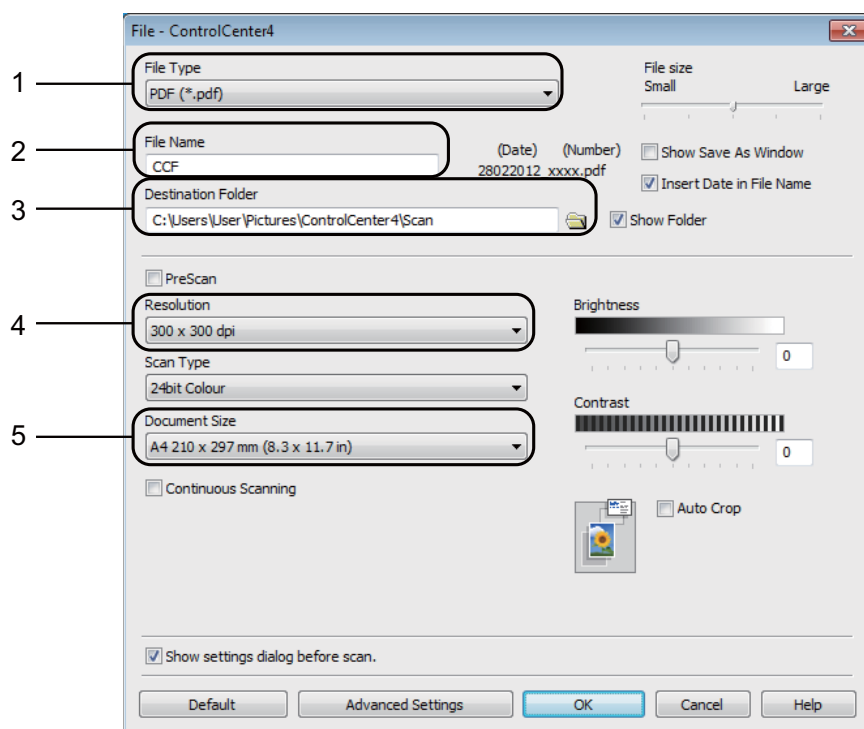



- 4 Make sure the machine you want to use is selected from the **Model** drop-down list.

- 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.



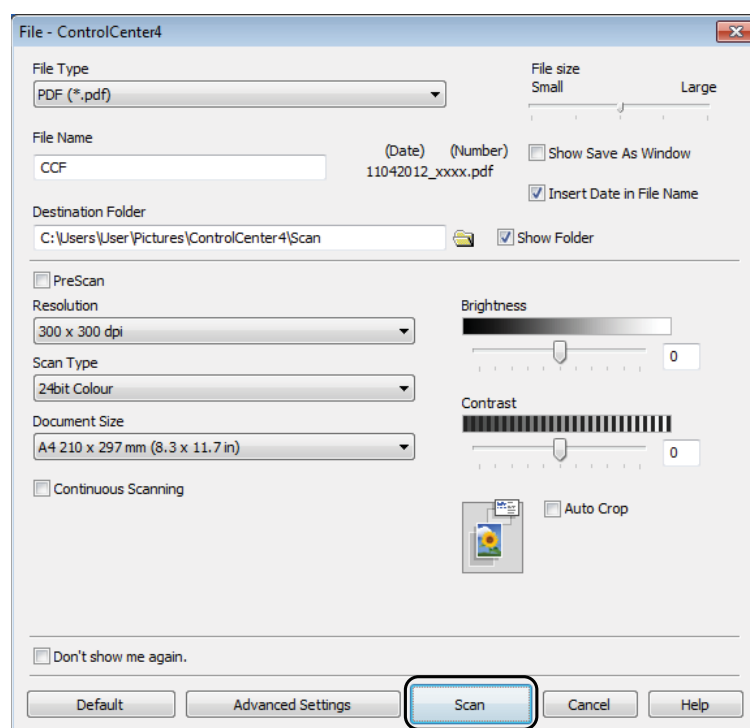
- 1 Choose **PDF (*.pdf)** from the **File Type** drop-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  (**Browse**) button.
- 4 You can choose a scanning resolution from the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




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 (Windows® XP, Windows Vista® and Windows® 7)

Open ControlCenter4 by clicking  (**Start**)/**All Programs**/**Brother**/**MFC-XXXX** (where XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open. (Windows® 8)

Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.

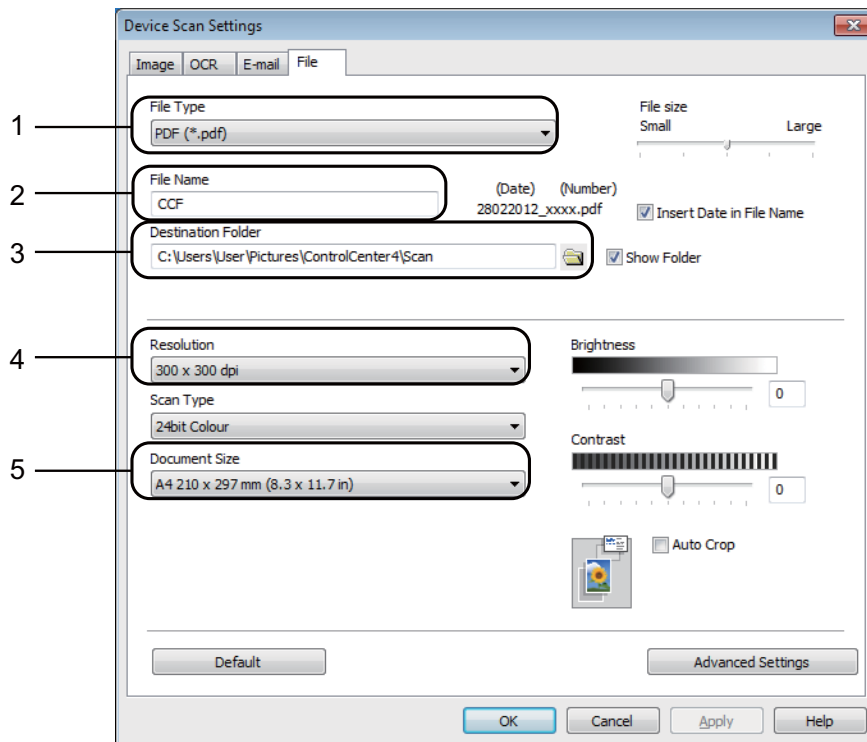
2 Make sure the machine you want to use is selected from the **Model** drop-down list.


3 Click the **Device Settings** tab.

4 Click **Device Scan Settings**.




- 5 Choose the **File** tab. You can change the default settings.



- 1 Choose **PDF (*.pdf)** from the **File Type** drop-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** drop-down list.
- 5 You can choose the document size from the **Document Size** drop-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 32.)
- 2 Press  (Scan).
- 3 Press ◀ or ▶ to display to File.
- 4 Press to File.
- 5 If 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 Touch Panel.
Press On.
- 8 Choose the settings for Scan Type, Resolution, File Type, Scan Size and Remove Background Colour as required.
- 9 Press OK.
- 10 Press Start.
The machine starts the scanning process.

NOTE

The following scan modes are available.

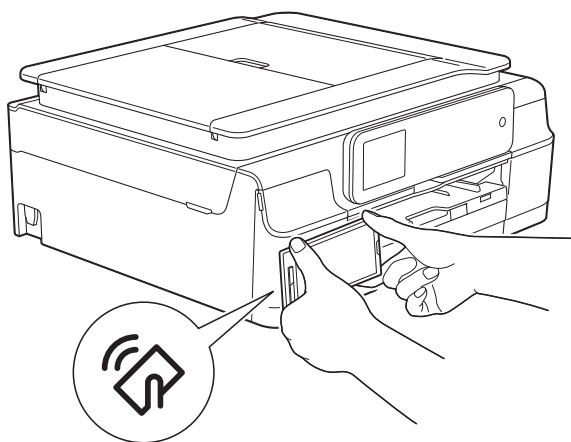
- to OCR
- to File
- to Image
- to Media
- to E-mail
- WS Scan¹ (Web Services Scan)

¹ Windows® users only. (Windows Vista® SP2 or later, Windows® 7 and Windows® 8)
(See Software and Network User's Guide.)

How to print and scan with NFC (Near Field Communication) (MFC-J870DW)

Printing with NFC (Near Field Communication)

If your Android™ device supports the NFC function, you can print data (photos, PDF files, text files, web pages and E-mail messages) from your device by touching it to the NFC logo on the lower left of the front of the machine.

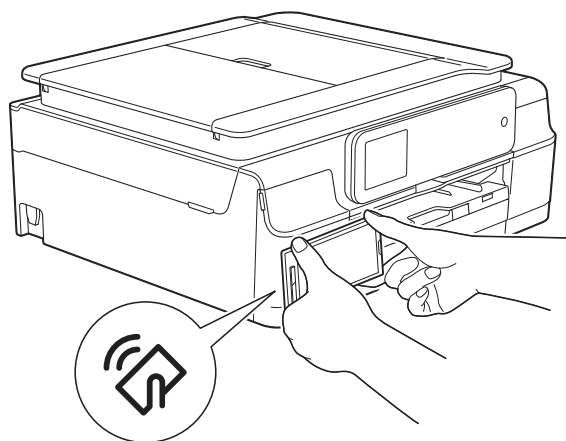


You must download and install Brother iPrint&Scan to your Android™ device to use this function.

(For more information, see Mobile Print/Scan Guide for Brother iPrint&Scan: *For Android™ Devices*.)

Scanning with NFC (Near Field Communication)

If your Android™ device supports the NFC function, you can scan photos and documents to your device by touching it to the NFC logo on the lower left of the front of the machine.



You must download and install Brother iPrint&Scan to your Android™ device to use this function.

(For more information, see Mobile Print/Scan Guide for Brother iPrint&Scan: *For Android™ Devices*.)

NOTE

NFC (Near Field Communication) allows for simplified transactions, data exchange, and wireless connections between two devices that are in close range of each other.

How to print on a Disc (CD/DVD/BD) (MFC-J870DW)

Overview

Your Brother machine can print on printable media, including CD-R/RW, DVD-R/RW and Blu-ray Disc™.

There are three ways to print on printable media:

■ Printing by copying

You can copy the image of an existing disc label or a square document, such as a photo, and print the image on to the printable disc.

■ Printing from media

You can select an image stored in a memory card or USB Flash drive and print the image on to the printable disc.

■ Printing from a computer (Windows®/Macintosh)

You can create a label image using NewSoft CD Labeler and print the image on to the printable disc.

For details about how to print on a CD/DVD/BD using printing by copying, printing from media, and printing from a computer, see *Print from a computer* (Windows®) on page 84 and also see Software and Network User's Guide.



Print from a computer (Windows®)

Your Brother machine can print on printable media, including CD-R/RW, DVD-R/RW and Blu-ray Disc™ from a computer using the NewSoft CD Labeler application.

This section briefly introduces the steps for Windows®. For Macintosh, see Software and Network User's Guide.

NOTE


To use NewSoft CD Labeler, you must install the NewSoft CD Labeler application from the CD-ROM supplied with your machine. For more information, see Quick Setup Guide.

- 1 Start NewSoft CD Labeler in the following way.
(Windows® XP, Windows Vista® and Windows® 7)
Click  (Start)/All Programs/
NewSoft CD Labeler/
NewSoft CD Labeler.
(Windows® 8)
Click  (**NewSoft CD Labeler**).
- 2 Create a label image using the NewSoft CD Labeler application.

NOTE

For more information about how to create a label image, see the NewSoft CD Labeler user's guide in the following way.

(Windows® XP, Windows Vista® and Windows® 7)

Click  (**Start**)/**All Programs**/**NewSoft CD Labeler**/**NewSoft CD Labeler Help**.

(Windows® 8)

Right-click on the Start screen. Click the **All apps** icon that appears at the bottom of the screen, and then click **NewSoft CD Labeler Help**.

- 3 After you have created your disc label, choose the Print command.
- 4 Choose the name of your machine in the Print dialog box and click **Properties**. The printer driver window appears.
- 5 Choose your settings for the following options on the **Basic** tab.
 - **Media Type**: Choose **Printable Disc**.
 - **Print Quality**: Choose **Normal** or **Slow Drying**.
 - **Paper Size**: Choose **12 cm Disc (120 mm)**.
 - **Copies**: Choose the number of copies you want.

Change other settings as desired.
Click **OK**.
- 6 Continue your operation according to the on-screen instructions.
(For more information, see Software and Network User's Guide.)

NOTE

For information about loading a printable disc on the tray, see *How to load a Disc (CD/DVD/BD)* on page 85.

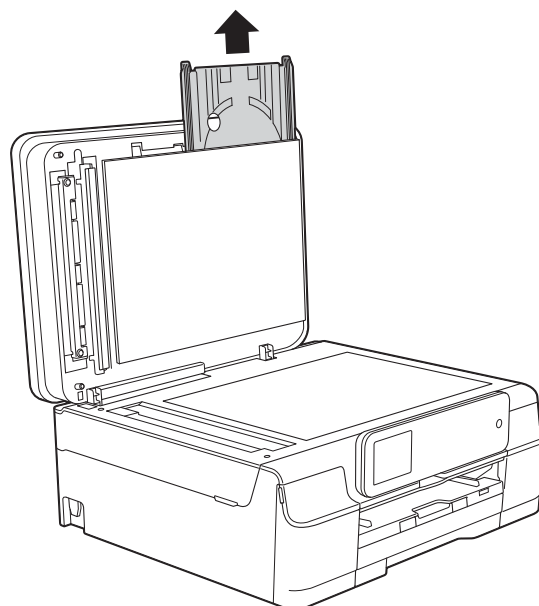
How to load a Disc (CD/DVD/BD)

The Disc Tray accommodates 12 cm discs only.

NOTE

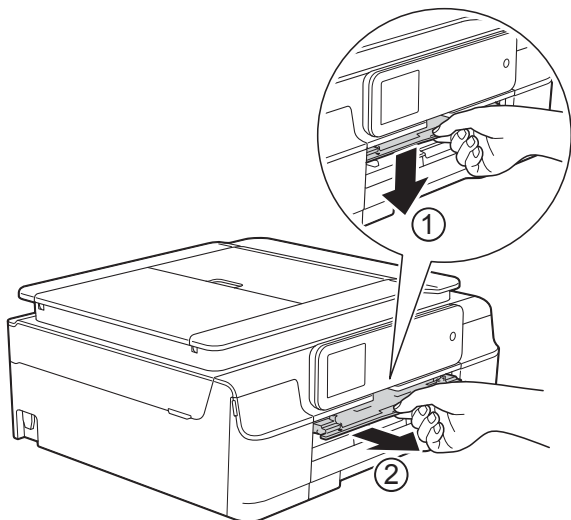
If you want to do a test print on paper, DO NOT load a CD/DVD/BD.

- 1 Open the document cover and remove the Disc Tray.

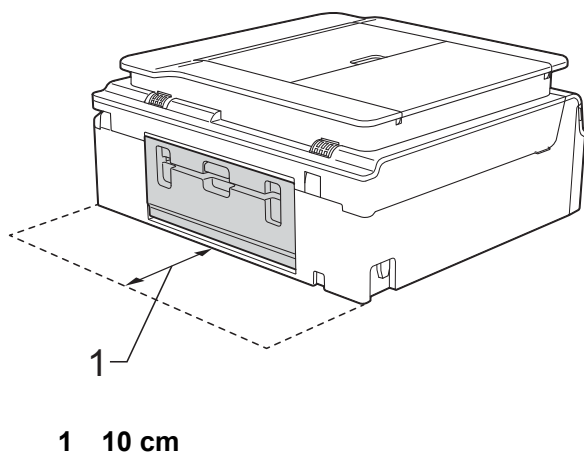


- 2 Close the document cover.

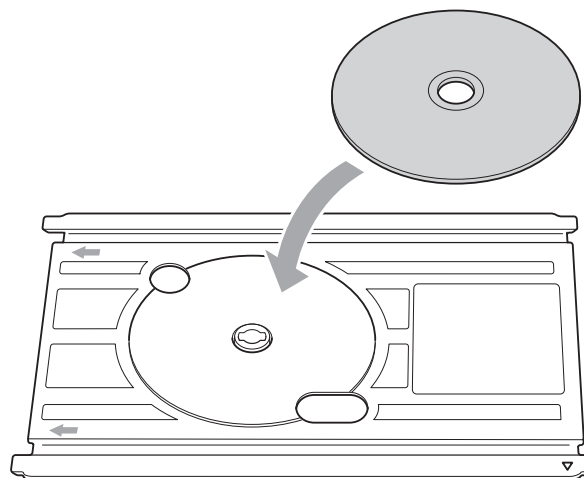
- 3 Push and pull down the Disc Guide (1). Pull the Disc Guide towards you to open it (2).



- 4 Make sure that there is over 10 cm of free space behind the machine.



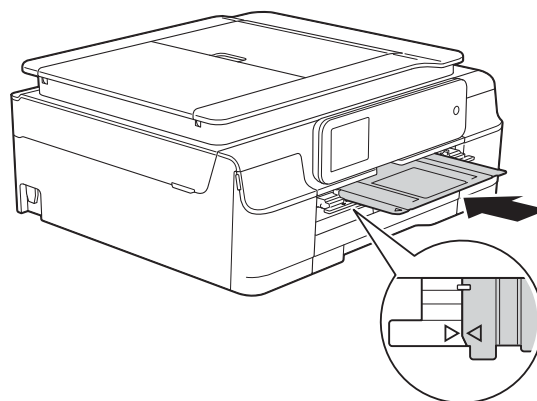
- 5 Firmly place a printable disc on the Disc Tray.



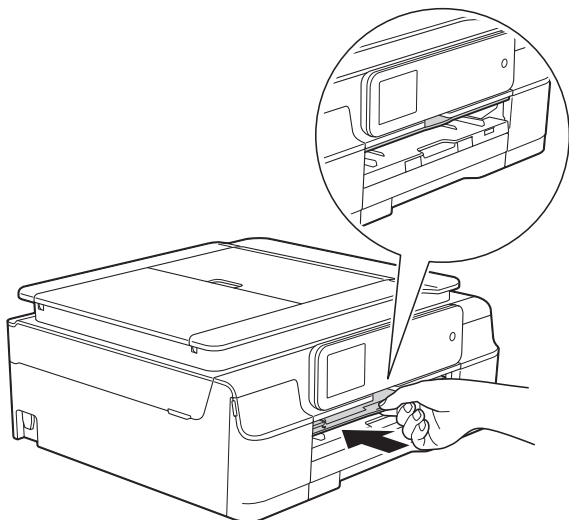
NOTE

- Make sure the disc is placed onto the Disc Tray with the print side face up.
- Make sure there is no dirt on the Disc Tray.

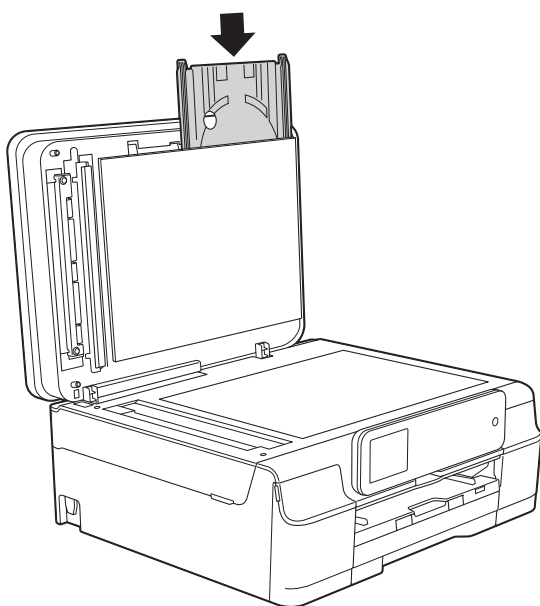
- 6 Insert the Disc Tray into the Disc Guide and line up the triangular marks.



- 7 After the disc has finished printing, remove the Disc Tray and close the Disc Guide.



- 8 Open the document cover and store the Disc tray in it.



- 9 Close the document cover.

IMPORTANT

- If the printing area shifts and the Disc Tray or the transparent area near the centre of the disc gets printed on, immediately wipe the ink off those areas.
- Always close the Disc Guide and store the Disc Tray in the document cover after printing. If you do not, the Disc Tray may become warped or bent and cause a malfunction when used.

A

Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot counter. The ink dot counter 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.

NOTE

For example, when one of the ink cartridges is nearly empty, the Touchscreen will display `Ink Low` (name of colour).

You should purchase a replacement cartridge in preparation for when the machine indicates the colour is completely empty.

When one of the ink cartridges is empty, the Touchscreen will display

`Cannot Print or`

`B&W 1-sided Print Only`.

You should only replace the actual ink cartridge when this message

`Cannot Print or`

`B&W 1-sided Print Only` appears on the Touchscreen.

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.

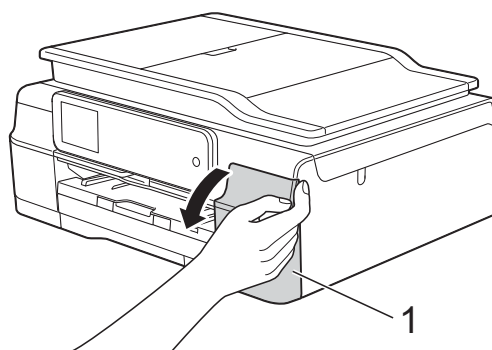
⚠ CAUTION

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

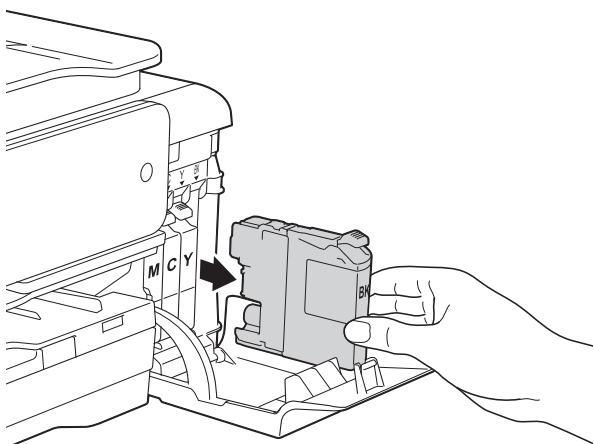
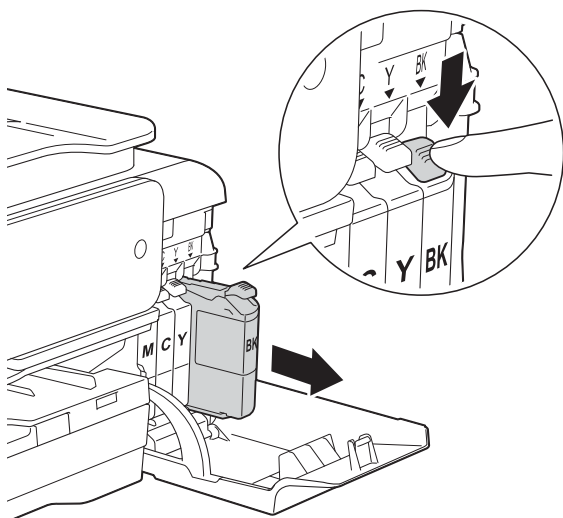
IMPORTANT

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. Please refer to the terms of the product warranty.

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

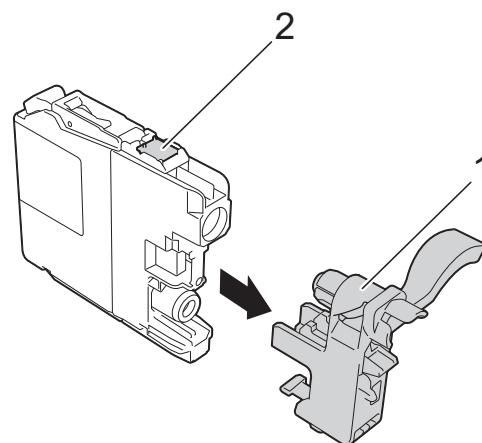
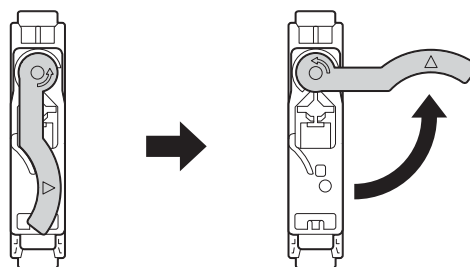
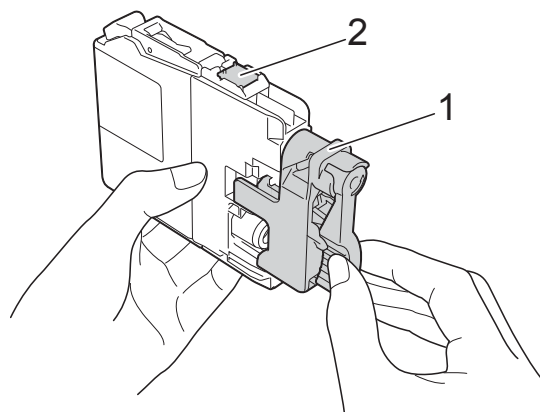


- 2 Press the lock release lever as shown to release the cartridge indicated on the Touchscreen. Remove the cartridge from the machine.



- 3 Open the new ink cartridge bag for the colour indicated on the Touchscreen, and then take out the ink cartridge.

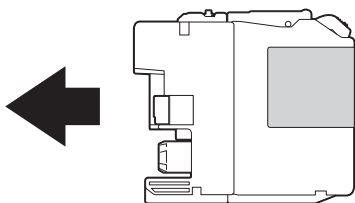
- 4 Turn the green release lever on the orange protective packing (1) counterclockwise until it releases the vacuum seal. Then remove the orange protective packing as shown.



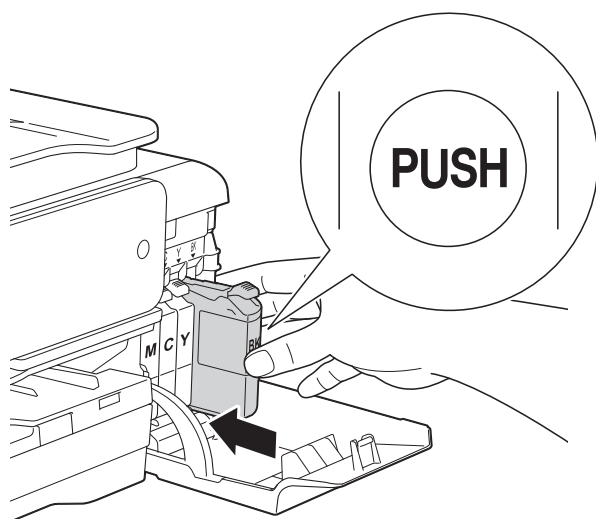
IMPORTANT

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

- 5 Each colour has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.



- 6 Gently push the back of the ink cartridge marked "PUSH" until the cartridge lever lifts, and then close the ink cartridge cover.



- 7 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 and firmly until the cartridge lever lifts.

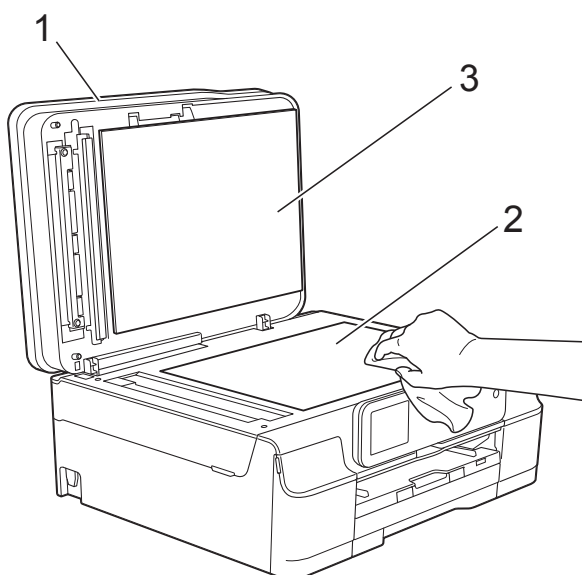
IMPORTANT

- 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.
- DO NOT shake the ink cartridges. 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 colour 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.

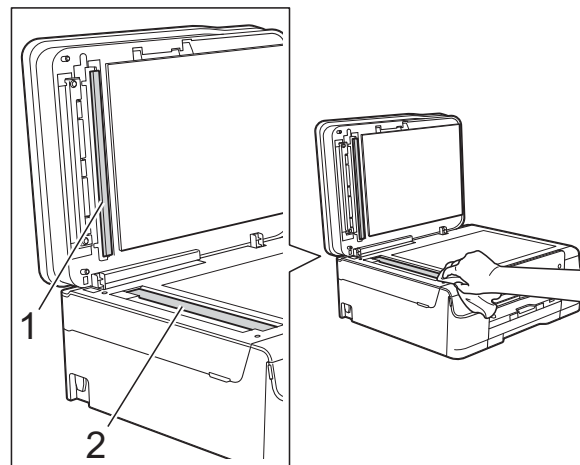
Cleaning and checking the machine

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.



- 3 In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with a non-flammable glass cleaner.



NOTE

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



When there is a spot of dirt or correction fluid on the glass strip, the printed sample shows a vertical line.



After the glass strip is cleaned, the vertical line is gone.

A

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 a horizontal line 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 .

NOTE

You can also press  (Settings) and Ink.

- 2 Press **Cleaning**.
- 3 Press **Black, Colour or All**.
The machine cleans the print head. When cleaning is finished, the machine will go back to the Ready mode.


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 contact Brother customer service or your local Brother dealer.
- You can also clean the print head from your PC.

(See Software and Network User's Guide.)

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 .

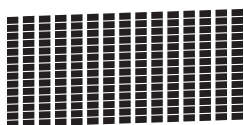
NOTE

You can also press  (Settings) and Ink.

- 2 Press **Test Print**.
- 3 Press **Print Quality**.
- 4 Press **OK**.
The machine begins printing the Print Quality Check Sheet.
- 5 Check the quality of the four colour blocks on the sheet.


- 6** 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 **10**.
 - If you can see missing short lines as shown below, press **No**.

OK



Poor



- 7** The Touchscreen asks you if the print quality is OK for black and then the three colours.
Press **Yes** or **No**.
- 8** The Touchscreen asks you if you want to start cleaning.
Press **OK**.
The machine starts cleaning the print head.
- 9** After the cleaning procedure is finished, press **OK**.
The machine prints the Print Quality Check Sheet again. Return to step **5**.
- 10** Press .

If you clean the print head at least five times and the print has not improved, try installing a new Original 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, contact 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.

NOTE



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



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.

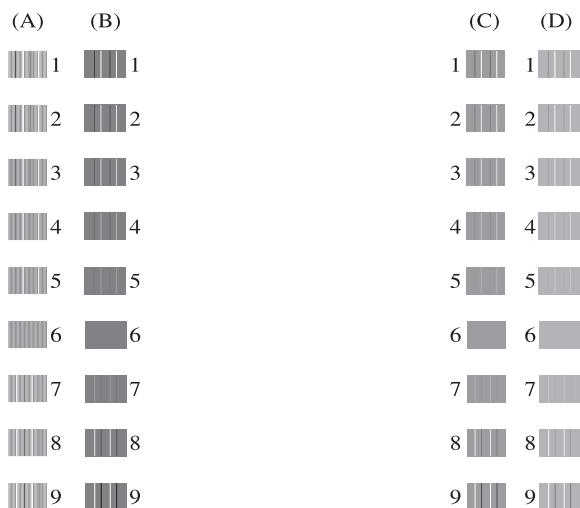
- 1** Press .

NOTE

You can also press  (**Settings**) and **Ink**.

- 2** Press **Test Print**.
- 3** Press **Alignment**.

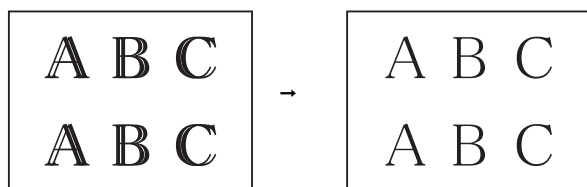
- 4 Press **OK**.
The machine starts printing the Alignment Check Sheet.



- 5 For the “A” pattern, press **▲** or **▼** to display the number of the test print that has the least visible vertical stripes (1-9), and then press it.
Press **OK**.
Repeat this step for the B, C and D patterns.
In the example number 6 is the best choice for A, B, C and D.

- 6 Press .

NOTE




When the print alignment is not adjusted properly, text looks blurry like this.

After the print alignment is adjusted properly, text looks like this.

Setting the date and time

The Touchscreen displays the date and time. If it is not current, follow these instructions to re-enter it.

You can add the date and time to each fax you send by setting your Station ID.

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Press **▲** or **▼** to display **Initial Setup**.
- 4 Press **Initial Setup**.
- 5 Press **▲** or **▼** to display **Date & Time**.
- 6 Press **Date & Time**.
- 7 Press **Date**.
- 8 Enter the last two digits of the year on the Touchscreen, and then press **OK**.
- 9 Enter the two digits for the month on the Touchscreen, and then press **OK**.
- 10 Enter the two digits for the day on the Touchscreen, and then press **OK**.
- 11 Press **Clock Type**.
- 12 Press **12h Clock** or **24h Clock**.
- 13 Press **Time**.

- 14 To enter the time, do one of the following:
- If you chose **12h Clock** in step 12, enter the time (in 12-hour format) using the keyboard on the Touchscreen, and then press **AM** or **PM**.
Press **OK**.
 - If you chose **24h Clock** in step 12, enter the time (in 24-hour format) using the keyboard on the Touchscreen.
Press **OK**.
(For example, enter 19:45 for 7:45 PM.)

- 15 Press .

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 98.)

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

Paper handling and Printing problems:

- *Printing Difficulties* on page 129
- *Print Quality Difficulties* on page 131
- *Paper Handling Difficulties* on page 132
- *Printing Received Faxes* on page 134

Telephone and Fax problems:

- *Telephone Line or Connections* on page 134
- *Handling Incoming Calls* on page 137
- *Receiving Faxes* on page 135
- *Sending Faxes* on page 136

Copying problems:

- *Copying Difficulties* on page 137

Scanning problems:

- *Scanning Difficulties* on page 137
- *PhotoCapture Center™ Difficulties* on page 138

Software and Network problems:

- *Software Difficulties* on page 138
- *Network Difficulties* on page 138
- *Difficulties when entering data* on page 139

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 in the table.

You can clear most errors and perform routine maintenance 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/>.


Error Message	Cause	Action
B&W 1-sided Print Only Replace ink.	<p>One or more of the colour ink cartridges have reached the end of their life.</p> <p>You can use the machine in monochrome mode for approximately four weeks depending on the number of pages you print.</p> <p>While this message appears on the Touchscreen, each operation works in the following way:</p> <ul style="list-style-type: none">■ Printing If you choose Greyscale in the Advanced tab of the printer driver, you can use the machine as a monochrome printer. 2-sided printing 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 copying is not available when this message appears.■ Faxing If the paper type is set to Plain Paper or Inkjet Paper, the machine will receive and print the faxes in monochrome. If a sending machine has a colour fax, the machine's "handshake" will ask that the fax be sent as monochrome.	<p>Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 88.)</p> <p>NOTE</p> <p>The machine will stop all print operations, you cannot use the machine until a new ink cartridge is installed in the following cases:</p> <ul style="list-style-type: none">• 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. <p>(Macintosh) If you check Slow Drying Paper in the Print Settings of the printer driver.</p>

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 and firmly until the cartridge lever lifts. (See <i>Replacing the ink cartridges</i> on page 88.)
	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 Volume	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. While memory is available, monochrome faxes will be stored in the memory. If a sending machine has a colour fax, the machine's "handshake" will ask that the fax be sent as monochrome.	Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 88.)
Check for a Printable Disc (MFC-J870DW)	The disc cannot be printed on.	Remove the disc and place a printable disc on the Disc Tray. Insert the Disc Tray into the Disc Guide and line up the triangular marks. Press RestartPrinting .
	A disc is not in the Disc Tray.	Make sure a disc is correctly placed in the Disc Tray.
Comm. Error	Poor telephone line quality caused a communication error.	If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Failed	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cover is Open.	The scanner cover is not locked in the closed position.	Lift the scanner cover, and then close it again.
		Make sure the telephone line cord and USB cable (if used) have been guided correctly through the cable channel and out the back of the machine.
	The ink cartridge cover is not locked in the closed position.	Firmly close the ink cartridge cover until it locks into place.


Error Message	Cause	Action
Data Remaining in Memory	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.
Disc Jam [Front] (MFC-J870DW)	The disc jammed while printing. The Disc Tray was ejected from the front of the machine.	Remove the Disc Tray from the Disc Guide. (See <i>Disc Tray is jammed at the front of the machine</i> on page 127.)
Disc Jam [Rear] (MFC-J870DW)	The disc jammed while printing.	Make sure there is enough space behind the machine. Lift the scanner cover. Gently push the Disc Tray toward the back of the machine and remove the Disc Tray. (See <i>Disc Tray is jammed at the back of the machine</i> on page 127.)
Disc Tray did not Feed (MFC-J870DW)	The Disc Tray is not inserted into the Disc Guide.	After placing a disc on the Disc Tray, insert the Disc Tray into the Disc Guide and line up the triangular marks. Press Restart Printing .
Disc Tray hit at back of machine (MFC-J870DW)	There is not enough space behind the machine for the Disc Tray to feed. The Disc Tray was ejected from the front of the machine.	Remove the Disc Tray from the Disc Guide. (See <i>Disc Tray is jammed at the front of the machine</i> on page 127.)
	The Disc Tray is stuck inside the back of the machine.	Make sure there is enough space behind the machine. Lift the scanner cover. Gently push the Disc Tray toward the back of the machine and remove the Disc Tray. (See <i>Disc Tray is jammed at the back of the machine</i> on page 127.)
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again. If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP). (See <i>Telephone line interference / VoIP</i> on page 140.)
Document Jam/too Long	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	(See <i>Using the ADF</i> on page 32.) (See <i>Document jam</i> on page 112.)

Error Message	Cause	Action
DR Mode in Use (For Australia, Singapore and Hong Kong) FaxAbility On (For New Zealand)	(For Australia, Singapore and Hong Kong) The machine is in Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode. (For New Zealand) The machine is in FaxAbility mode. You cannot change the Receive Mode from Manual to another mode.	(For Australia, Singapore and Hong Kong) Set Distinctive Ring to Off . (See <i>Turning off Distinctive Ring</i> on page 50 and 54.) (For New Zealand) Set FaxAbility to Off . (See <i>How to Turn FaxAbility OFF or ON</i> on page 52.)
Failed to detect the original (MFC-J870DW)	The machine failed to detect the original (disc or photo) when scanning.	Do one of the following: <ul style="list-style-type: none"> ■ Remove any dirt from the scanner glass. ■ Before scanning, choose the type of the document (disc or paper). ■ While scanning, close the scanner cover. ■ Place only one sheet on the scanner glass. ■ Make sure the document is placed correctly on the scanner glass.
High Temperature	The room temperature is too high.	After lowering the room temperature, allow the machine to cool down to room temperature. Try again later.
Hub is Unusable.	A hub or USB Flash drive with hub has been connected to the USB direct interface.	Hubs, including a USB Flash drive that have a hub built in, are not supported. Unplug the device from the USB direct interface.
Image Too Long (MFC-J870DW)	The proportions of your photo are irregular so effects could not be added.	Choose a regularly proportioned image.
Image Too Small (MFC-J870DW)	The size of your photo is too small to trim.	Choose a larger image.

Error Message	Cause	Action
Ink Absorber Full	<p>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 itself 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.</p> <p>NOTE</p> <p><i>Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.</i></p>	<p>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.</p> <p>Other reasons for cleaning are:</p> <ol style="list-style-type: none"> 1 After a paper jam has been cleared, the machine automatically cleans itself before the next received fax is printed. 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.
Ink Absorber NearFull	The ink absorber box or flushing box is nearly full.	Contact Brother customer service or your local Brother dealer.
Ink Low	One or more of the ink cartridges are near the end of their life. If one of the colour ink cartridges is near the end of its life and someone is sending you a colour fax, your machine's "handshake" will ask that the fax be sent as monochrome. If the sending machine has the ability to convert it, the colour fax will be printed at your machine as a monochrome fax.	Order a new ink cartridge. You can continue printing until the Touchscreen shows Cannot Print . (See <i>Replacing the ink cartridges</i> on page 88.)

Error Message	Cause	Action
Low Temperature	The room temperature is too low.	After increasing the room temperature, allow the machine to warm up to room temperature. Try again later.
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 drive you are using already contains 999 files.	Your machine can only save to your memory card or USB Flash drive if it contains less than 999 files. Delete unused files and try again.
	The memory card or USB Flash 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 drive to make some free space, and then try again.
No Caller ID	There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company.	If you want to use the Caller ID feature, call your telephone company. (See <i>Caller ID</i> on page 50, 53 and 55 for your relevant country.)
No File	The memory card or USB Flash drive in the media drive does not contain a .JPG file.	Put the correct memory card or USB Flash 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 and firmly until the cartridge lever lifts. (See <i>Replacing the ink cartridges</i> on page 88.)


Error Message	Cause	Action
No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> ■ Refill the paper in the paper tray, and then press OK on the Touchscreen. ■ Remove and reload the paper, then press OK on the Touchscreen. (See <i>Loading paper and other print media</i> on page 19.)
	The photo paper tray is in the wrong position.	Return the photo paper tray to the normal printing position when you use cut sheet paper. (See <i>Loading photo paper</i> on page 24.)
	The paper tray was not fully inserted.	Remove the paper tray and re-install it until it locks into place, and then press OK on the Touchscreen.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See Advanced User's Guide: <i>Cleaning the paper pick-up rollers.</i>)
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is closed evenly at both ends. <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Printer jam or paper jam (MFC-J650DW)</i> on page 114 ■ (MFC-J870DW) <i>Printer jam or paper jam (MFC-J870DW)</i> on page 120
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in each section below: <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Printer jam or paper jam (MFC-J650DW)</i> on page 114 ■ (MFC-J870DW) <i>Printer jam or paper jam (MFC-J870DW)</i> on page 120
		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: <i>Cleaning the paper feed rollers.</i>)
No Response/Busy	The number you dialled has not answered or is busy.	Verify the number and try again.

Error Message	Cause	Action
Out of Fax Memory	The fax memory is full.	<p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Clear the data from the memory. To gain extra memory, you can turn off Memory Receive. (See Advanced User's Guide: <i>Turning off Memory Receive operations</i>.) ■ Print the faxes that are in the memory. (See Advanced User's Guide: <i>Printing a fax from the memory</i>.)
Out of Memory	The machine's memory is full.	<p>If a fax sending or copy operation is in process:</p> <ul style="list-style-type: none"> ■ Press , Quit or Close and wait until the other operations that are in progress finish, and then try again. ■ Press Send Now to send the pages scanned so far. ■ Press Partial Print to copy the pages scanned so far. ■ Clear the data in the memory. To gain extra memory, you can turn off Memory Receive. (See Advanced User's Guide: <i>Turning off Memory Receive operations</i>.) ■ Print the faxes that are in the memory. (See Advanced User's Guide: <i>Printing a fax from the memory</i>.)

Error Message	Cause	Action
Paper Jam [Front]	The paper is jammed in the machine.	<p>Remove the jammed paper by following the steps in each section below:</p> <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Printer jam or paper jam (MFC-J650DW)</i> on page 114 ■ (MFC-J870DW) <i>Printer jam or paper jam (MFC-J870DW)</i> on page 120 <p>Make sure the paper length guide is set to the correct paper size.</p> <p>DO NOT extend the paper tray when you load A5 or smaller size paper. (The extendable tray is only available for some countries.)</p> <hr/> <p>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 by following the steps in each section below:</p> <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Additional paper jam clear operations</i> on page 117 ■ (MFC-J870DW) <i>Additional paper jam clear operations</i> on page 124

Error Message	Cause	Action
Paper Jam [Front,Rear]	The paper is jammed in the machine.	<p>Remove the jammed paper by following the steps in each section below:</p> <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Printer jam or paper jam (MFC-J650DW)</i> on page 114 ■ (MFC-J870DW) <i>Printer jam or paper jam (MFC-J870DW)</i> on page 120 <p>Make sure the paper length guide is set to the correct paper size.</p> <p>DO NOT extend the paper tray when you load A5 or smaller size paper. (The extendable tray is only available for some countries.)</p> <p>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 by following the steps in each section below:</p> <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Additional paper jam clear operations</i> on page 117 ■ (MFC-J870DW) <i>Additional paper jam clear operations</i> on page 124

Error Message	Cause	Action
Paper Jam [Rear]	The paper is jammed in the machine.	<p>Remove the jammed paper by following the steps in each section below:</p> <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Printer jam or paper jam (MFC-J650DW)</i> on page 114 ■ (MFC-J870DW) <i>Printer jam or paper jam (MFC-J870DW)</i> on page 120 <p>Make sure the paper length guide is set to the correct paper size.</p> <p>DO NOT extend the paper tray when you load A5 or smaller size paper. (The extendable tray is only available for some countries.)</p>
		<p>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 by following the steps in each section below:</p> <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Additional paper jam clear operations</i> on page 117 ■ (MFC-J870DW) <i>Additional paper jam clear operations</i> on page 124
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See Advanced User's Guide: <i>Cleaning the paper pick-up rollers.</i>)
Touchscreen Init. Failed	The Touchscreen was pressed before the power on initialization was completed.	Make sure that nothing is touching or resting on the Touchscreen, especially when plugging the machine in.
	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.

Error Message	Cause	Action
<p>Unable to Clean XX</p> <p>Unable to Initialize XX</p> <p>Unable to Print XX</p> <p>Unable to Scan XX</p>	<p>The machine has a mechanical problem.</p> <p>—OR—</p> <p>A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.</p>	<p>Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, do the following.</p> <p>(MFC-J650DW)</p> <p>See <i>Transferring your faxes or Fax Journal report</i> on page 111 before disconnecting the machine so you will not lose any important messages. Then disconnect the machine from the power for several minutes and reconnect it.</p> <p>(MFC-J870DW)</p> <p>Disconnect the machine from the power for several minutes and reconnect it. (The machine can be turned off for approximately 24 hours without losing faxes stored in the memory. See <i>Transferring your faxes or Fax Journal report</i> on page 111.)</p>
<p>Unusable Device</p> <p>Disconnect device from front connector & turn machine off & then on</p>	<p>A broken device has been connected to the USB direct interface.</p>	<p>Unplug the device from the USB direct interface, then press  to turn the machine off and then on again.</p>
<p>Unusable Device</p> <p>Please disconnect USB device.</p>	<p>A USB device or USB Flash drive that is not supported has been connected to the USB direct interface.</p> <p>For more information, visit us at http://solutions.brother.com/.</p>	<p>Unplug the device from the USB direct interface. Turn the machine off and then on again.</p>
<p>Wrong Ink Colour</p>	<p>An ink cartridge has been installed in the wrong position.</p>	<p>Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.</p>

Error Message	Cause	Action
Wrong Paper	The Paper Size setting does not match the size of paper in the tray. Or, you did not set the paper guides in the tray to the indicators for the paper size you are using.	<ol style="list-style-type: none"> 1 Check that the paper size you choose matches the size of paper in the tray. (See <i>Paper Size</i> on page 27.) 2 Make sure you loaded the paper in a Portrait position, by setting the paper guides at the indicators for your paper size. (See <i>Loading paper and other print media</i> on page 19.) 3 After you have checked the paper size and the paper position, press OK on the Touchscreen. <p>If you are printing from your computer, make sure the paper size you choose in the printer driver matches the size of paper in the tray. (See <i>Software and Network User's Guide</i>.)</p>

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.

Transferring your faxes or Fax Journal report

If the Touchscreen shows:



- Unable to Clean XX
- Unable to Initialize XX
- Unable to Print XX
- Unable to Scan XX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 111 or *Transferring faxes to your PC* on page 111.)


You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* on page 112.)

Transferring faxes to another fax machine

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


- 1 Press  to temporarily interrupt the error.
- 2 Press  (Settings).
- 3 Press All Settings.
- 4 Press ▲ or ▼ to display Service.
- 5 Press Service.
- 6 Press Data Transfer.

- 7 Press Fax Transfer.
- 8 Do one of the following:
 - If the Touchscreen shows No Data, there are no faxes left in the machine's memory.


Press Close, and then press .
 - Enter the fax number to which faxes will be forwarded.
- 9 Press Fax Start.

Transferring faxes to your PC


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


- 1 Press  to temporarily interrupt the error.
- 2 Make sure you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-FAX Receiving** on the PC. Do one of the following:

(Windows® XP, Windows Vista® and Windows® 7)

From  (Start), select **All Programs**, **Brother**, **MFC-XXXX**, **PC-FAX Receiving**, and select **Receive**. (where XXXX is your model name.)



(Windows® 8)

Click  (Brother Utilities), and then click the drop-down list and select your model name (if not already selected). Click **PC-FAX Receive** in the left navigation bar, and then click **Receive**.

- 3 Make sure you have set PC-Fax Receive on the machine.
(See Advanced User's Guide: *PC-Fax Receive (Windows®)*.)
If faxes are in the machine's memory when you set up PC-Fax Receive, the Touchscreen will ask if you want to transfer the faxes to your PC.
- 4 Do one of the following:
 - To transfer all faxes to your PC, press **Yes**. If Fax Preview ¹ is set to **Off**, you will be asked if you want to also turn on the backup print option.
 - ¹ MFC-J870DW only
 - To exit and leave the faxes in the memory, press **No**.
- 5 Press .

Transferring the Fax Journal report to another fax machine

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

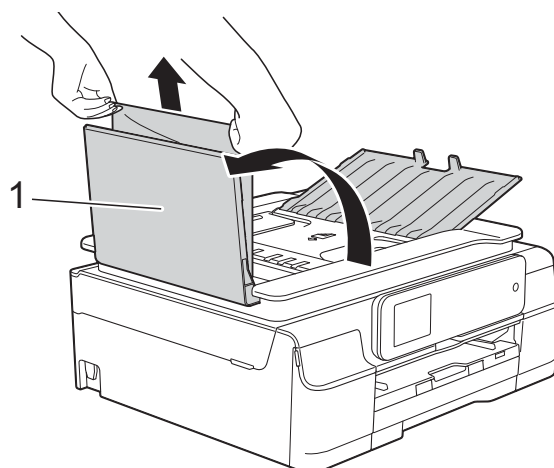
- 1 Press  to temporarily interrupt the error.
- 2 Press  (Settings).
- 3 Press **All Settings**.
- 4 Press **▲** or **▼** to display **Service**.
- 5 Press **Service**.
- 6 Press **Data Transfer**.
- 7 Press **Report Transfer**.
- 8 Enter the fax number to which the Fax Journal report will be forwarded.
- 9 Press **Fax Start**.

Document jam


Documents can jam in the ADF unit if they are not inserted or fed correctly, or if they are too long. Follow the steps to clear a document jam.

Document is jammed in the top of the ADF unit

- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Remove the jammed document by pulling it upward.



1 ADF cover

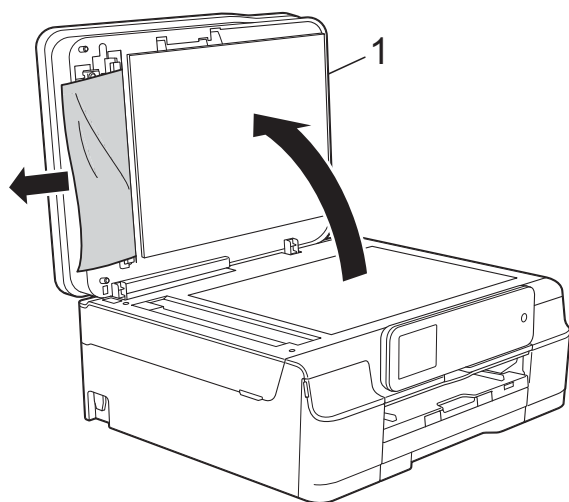
- 4 Close the ADF cover.
- 5 Press .

IMPORTANT


To avoid document jams, close the ADF cover correctly by pushing it gently in the centre.

Document is jammed inside the ADF unit

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

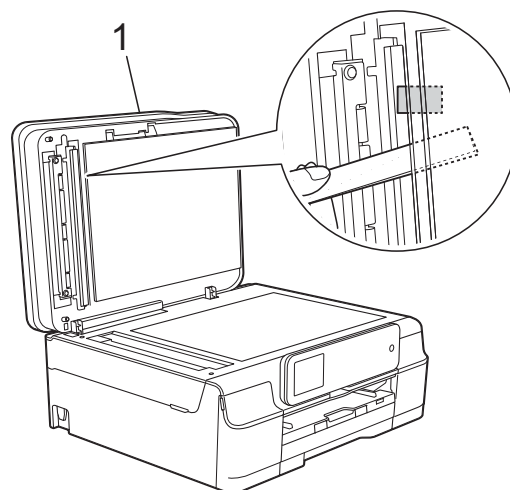


1 document cover


- 4 Close the document cover.
- 5 Press .

Removing small documents jammed in the ADF

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



1 document cover

- 3 Close the document cover.
- 4 Press .

Printer jam or paper jam (MFC-J650DW)

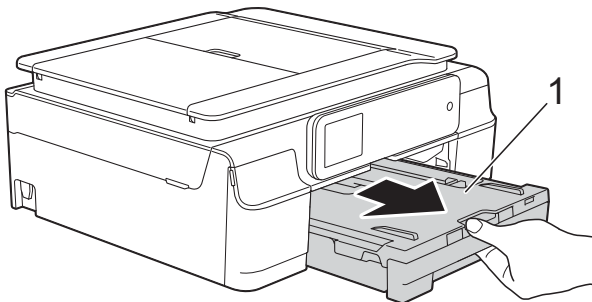
Locate and remove the jammed paper by following these steps.

- 1 Unplug the machine from the electrical socket.

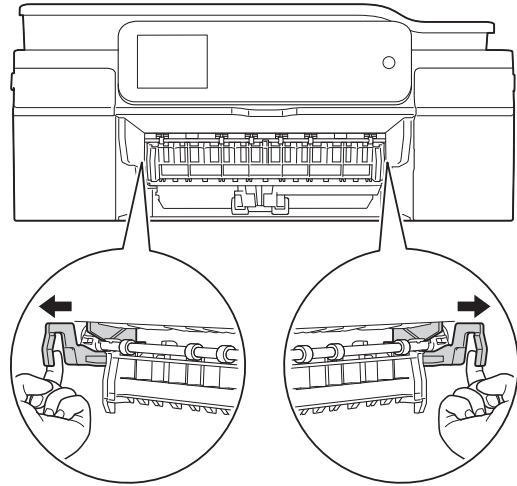
IMPORTANT

After 24 hours of a power failure, the faxes stored in the memory will be lost. Before you unplug the machine from the power source, you can transfer your faxes that are stored in the memory to your PC or another fax machine so you will not lose any important messages. (See *Transferring your faxes or Fax Journal report* on page 111.)

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

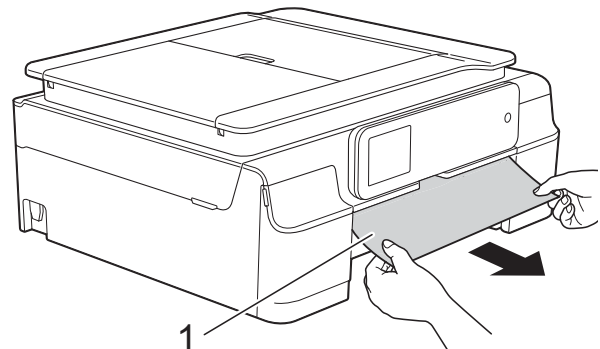


- 3 Pull the two green levers inside the machine towards you to remove the jammed paper.

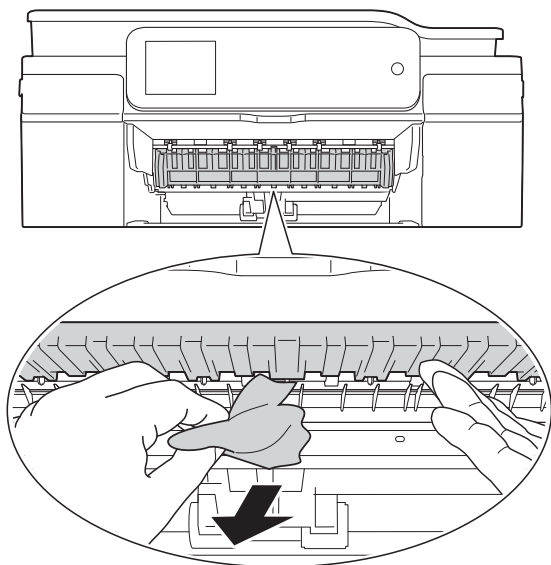


■ If the Touchscreen shows Paper Jam [Rear], go to step 7.

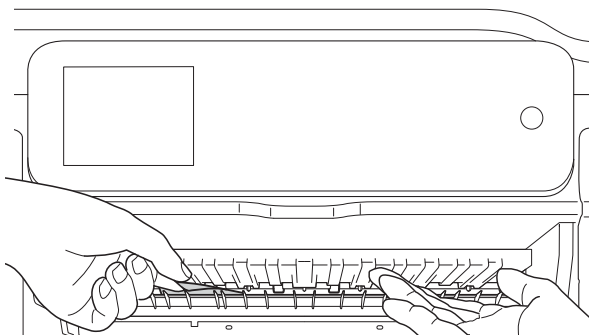
- 4 Pull out the jammed paper (1).



- 5 Lift the Jam Clear Flap, and remove the jammed paper.



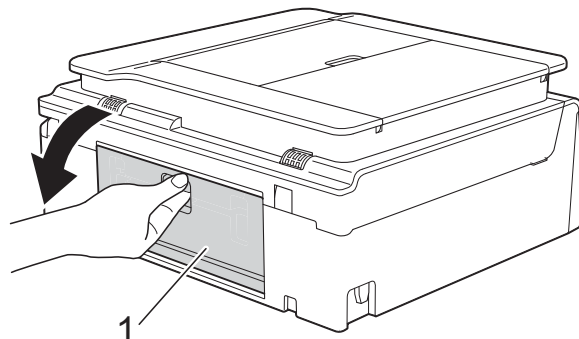
- 6 Make sure you look carefully inside the machine above and below the Jam Clear Flap for any pieces of paper.



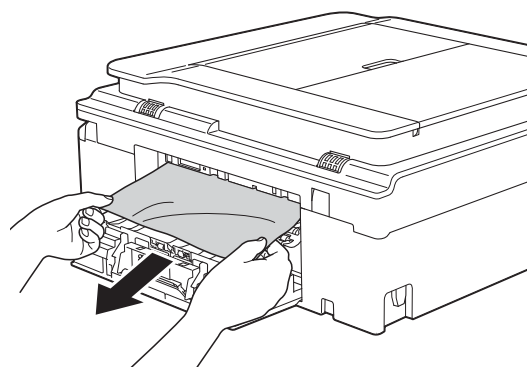
With the tray removed, do one of the following:

- If the Touchscreen shows Paper Jam [Front], go to step 10.
- If the Touchscreen shows Paper Jam [Front,Rear], go to step 7.

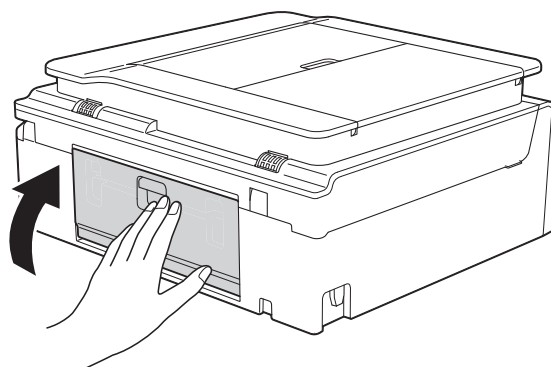
- 7 Open the Jam Clear Cover (1) at the back of the machine.



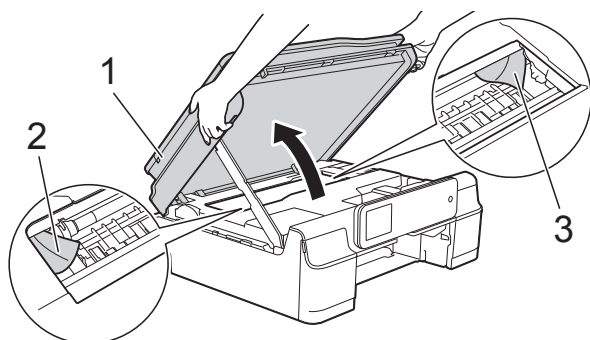
- 8 Pull the jammed paper out of the machine.



- 9 Close the Jam Clear Cover. Make sure the cover is closed correctly.

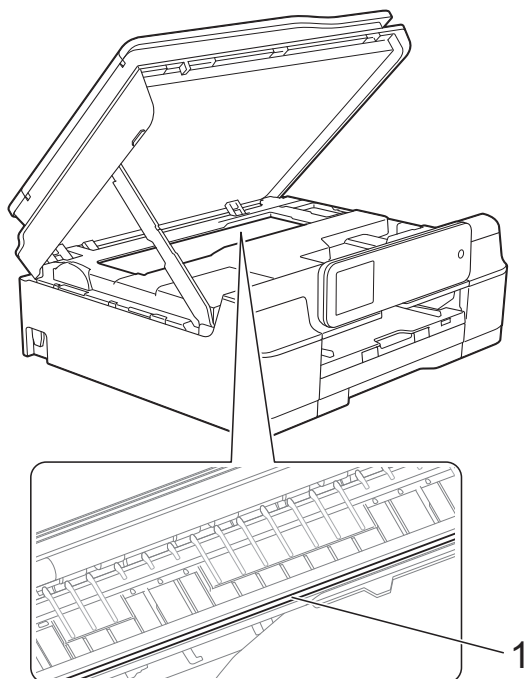


- 10** Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover (1) into the open position. Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (2) and (3).




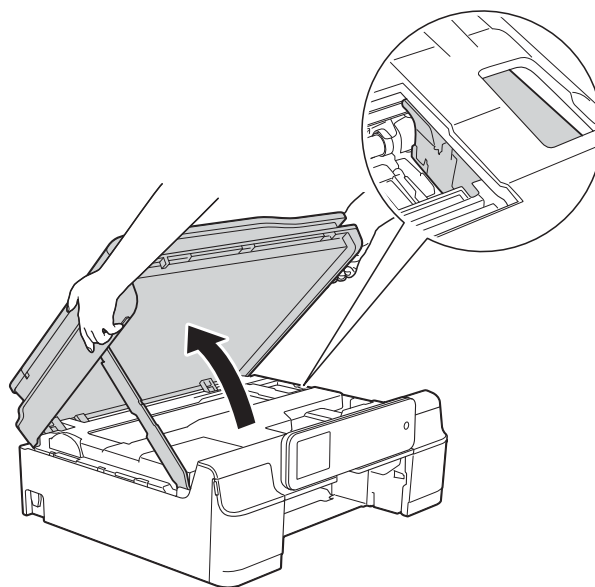
IMPORTANT

- DO NOT touch the encoder strip (1). Doing this may cause damage to the machine.



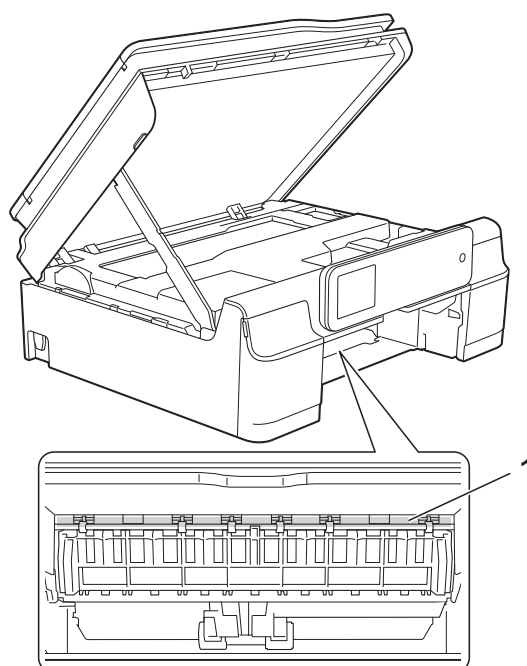
- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

- If the print head is in the right corner as shown in the illustration, you cannot move it. 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.

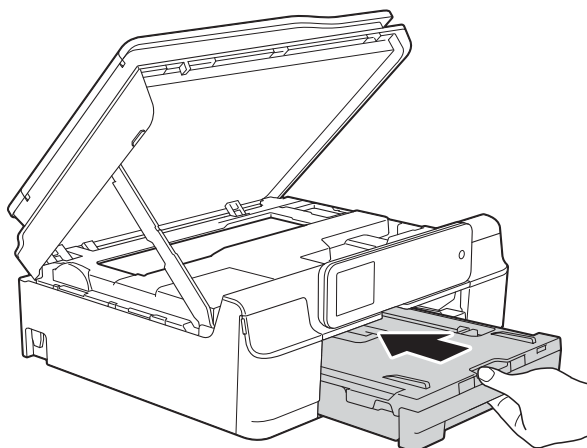


- If ink gets onto your skin, immediately wash with soap and plenty of water.

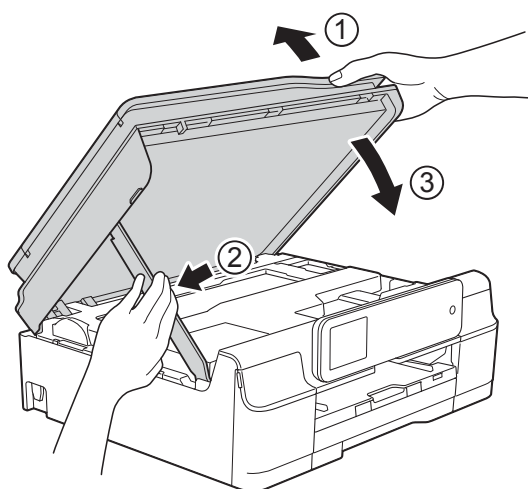
- 11** Make sure you look carefully inside the machine (1) for any pieces of paper.



- 12 Put the paper tray firmly back in the machine.



- 13 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.



⚠ CAUTION

Be careful not to pinch your fingers when the scanner cover closes.

- 14 While holding the paper tray in place, pull out the paper support until it locks in the open position, and then unfold the paper support flap. Make sure you pull out the paper support until it locks into place.

IMPORTANT

DO NOT use the paper support flap for Legal size paper. (Only available for some countries.)

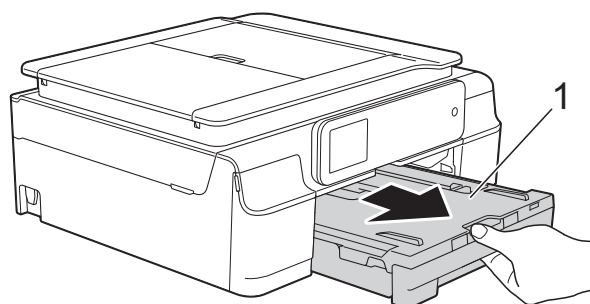
- 15 Re-connect the power cord.

NOTE

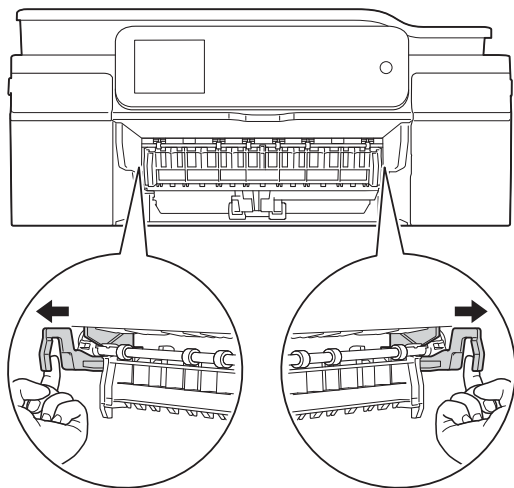
If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 117.)

Additional paper jam clear operations

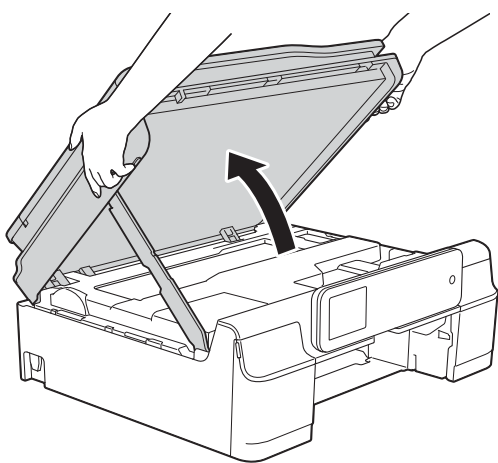
- 1 Unplug the machine from the electrical socket.
- 2 Pull the paper tray (1) completely out of the machine.



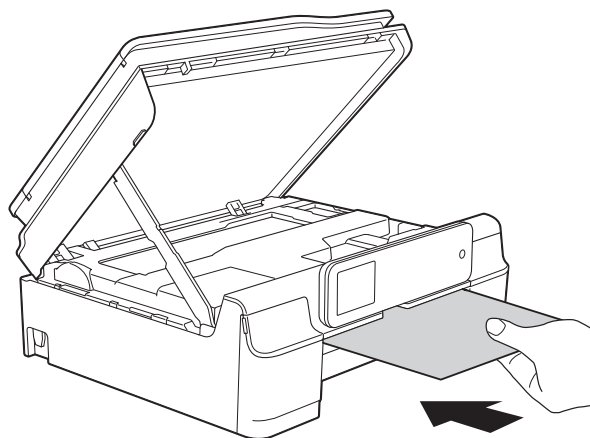
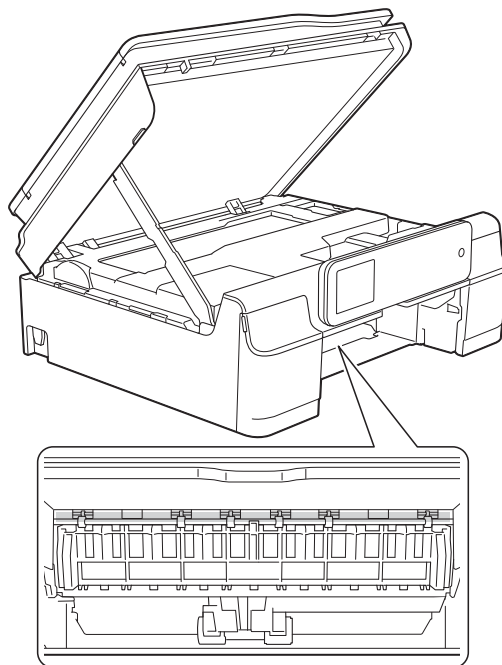
- 3 Pull the two green levers inside the machine towards you to remove the jammed paper.



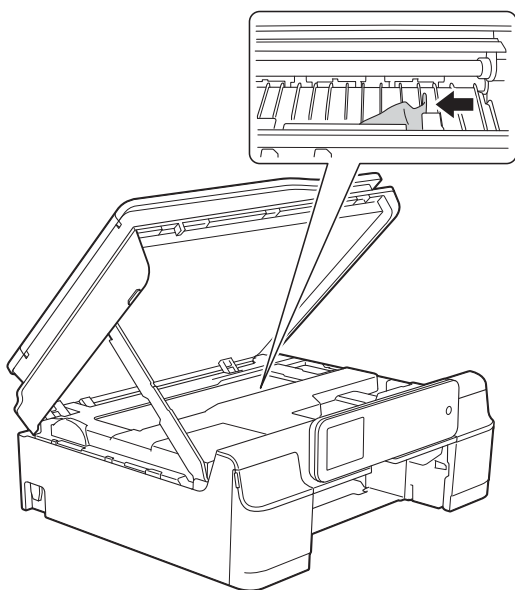
- 4 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.



- 5 Prepare one sheet of thick A4 or letter sized paper, such as glossy paper, and insert it deep into the machine as shown in the illustration.

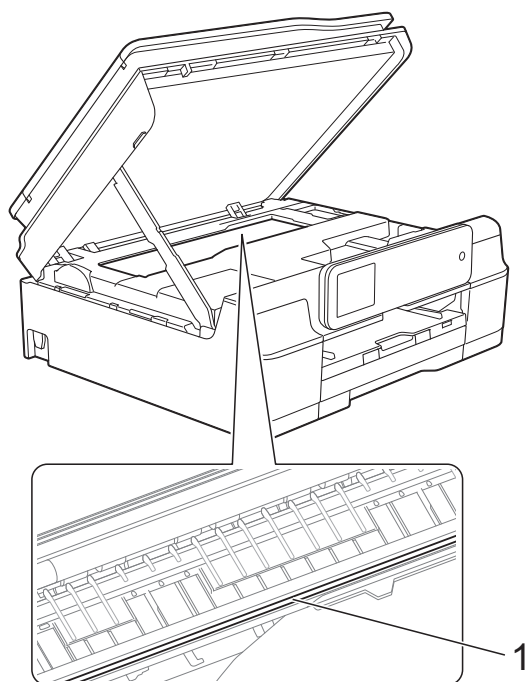


- 6 If the thick paper is pushing any jammed paper out, remove the jammed paper.



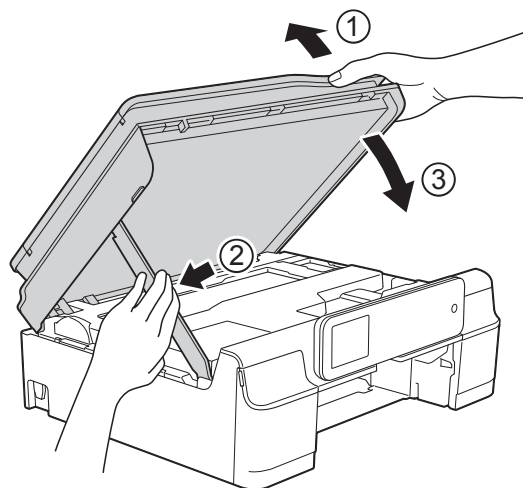
IMPORTANT

DO NOT touch the encoder strip (1). Doing this may cause damage to the machine.



- 7 Pull the thick paper out of the machine.

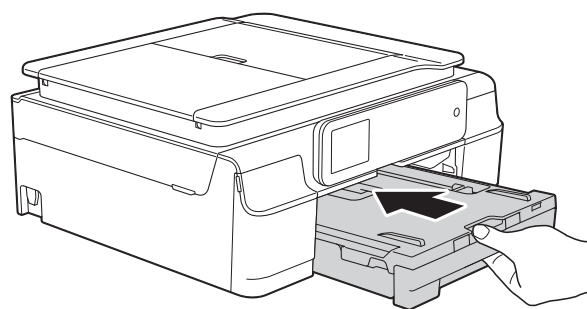
- 8 Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.



CAUTION

Be careful not to pinch your fingers when the scanner cover closes.

- 9 Put the paper tray firmly back in the machine.

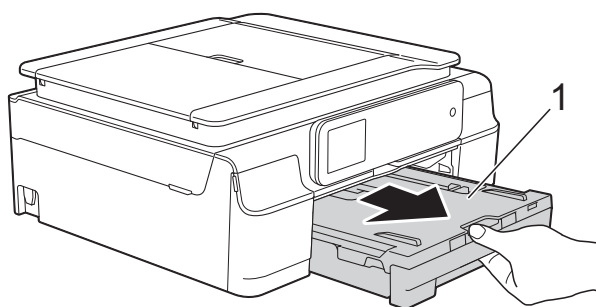


- 10 Re-connect the power cord.

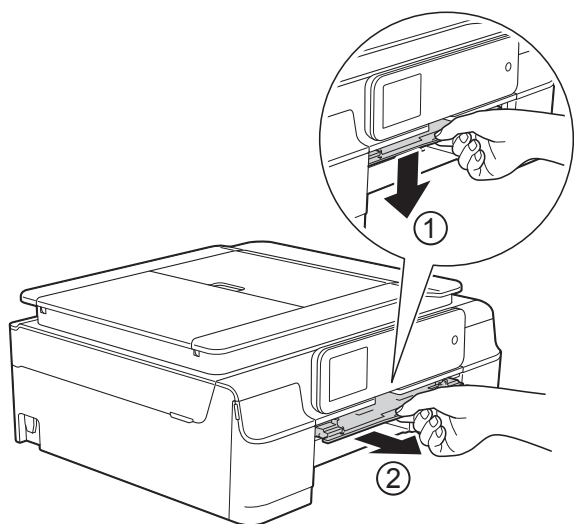
Printer jam or paper jam (MFC-J870DW)

Locate and remove the jammed paper by following these steps.

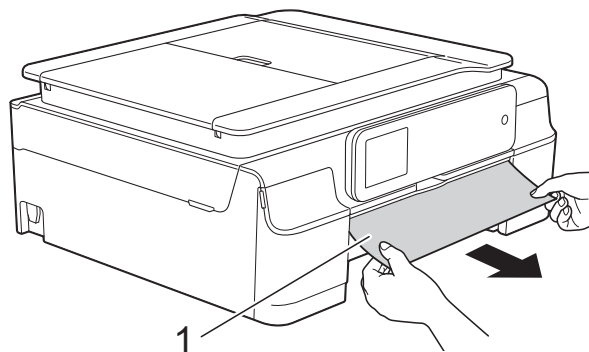
- 1 Unplug the machine from the electrical socket.
- 2 Pull the paper tray (1) completely out of the machine.



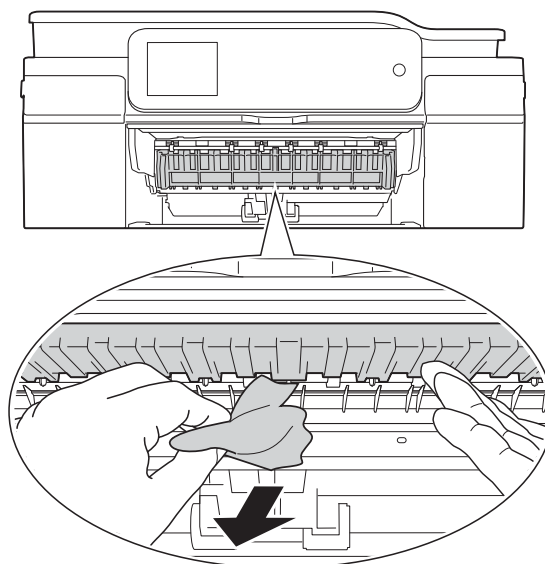
- 3 Push and pull down the Disc Guide (1). Pull the Disc Guide towards you to open it (2).



- 4 Pull out the jammed paper (1).

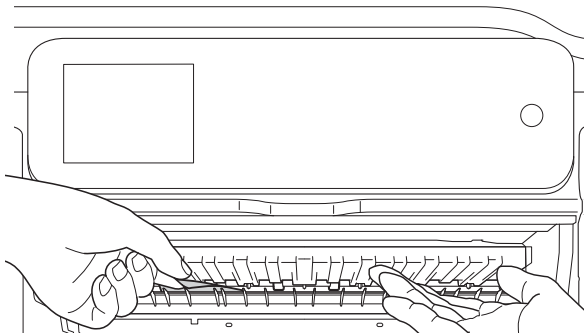


- 5 Lift the Jam Clear Flap, and remove the jammed paper.



- If the Touchscreen shows Paper Jam [Rear], go to step 7.

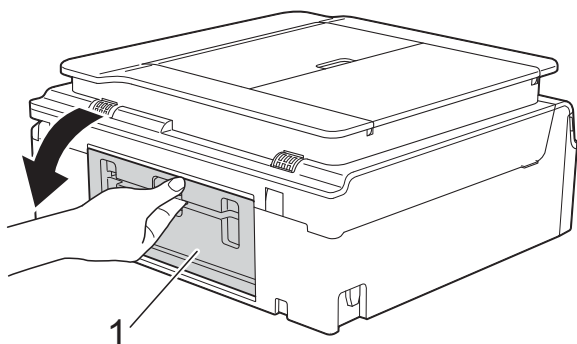
- 6 Make sure you look carefully inside the machine above and below the Jam Clear Flap for any pieces of paper.



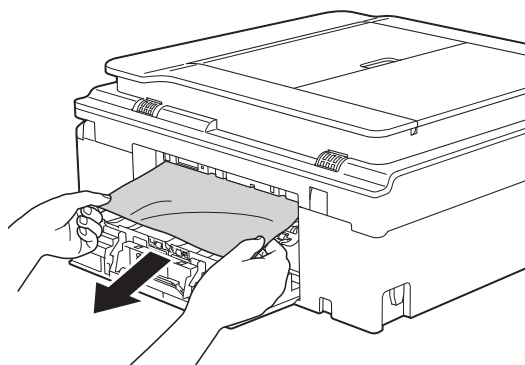
With the tray removed, do one of the following:

- If the Touchscreen shows Paper Jam [Front], go to step 10.
- If the Touchscreen shows Paper Jam [Front, Rear], go to step 7.

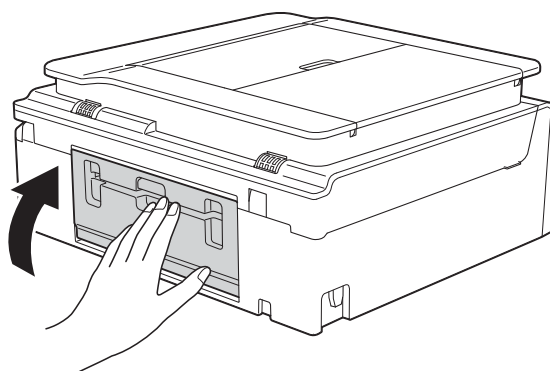
- 7 Open the Jam Clear Cover (1) at the back of the machine.



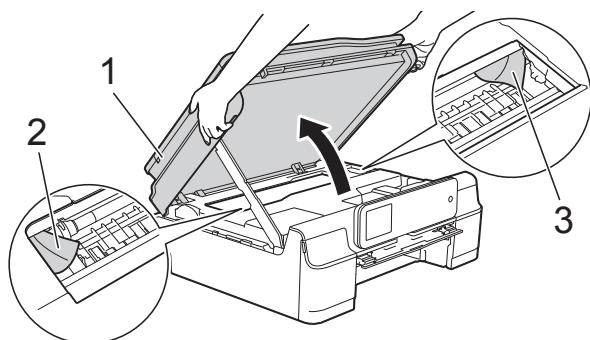
- 8 Pull the jammed paper out of the machine.



- 9 Close the Jam Clear Cover. Make sure the cover is closed completely.

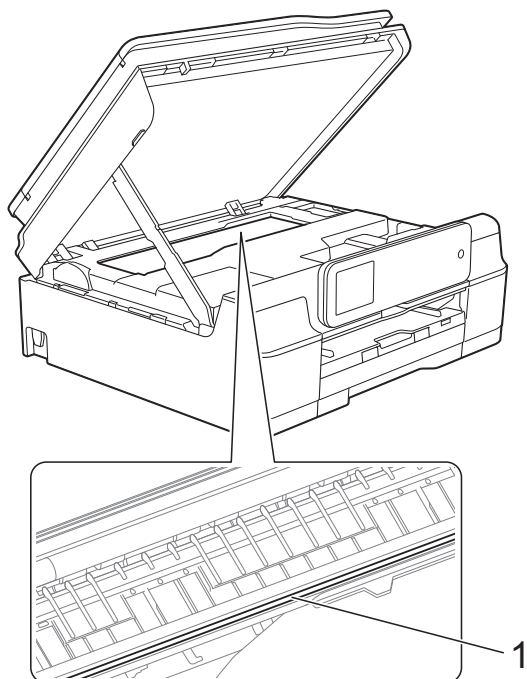


- 10 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover (1) into the open position. Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (2) and (3).




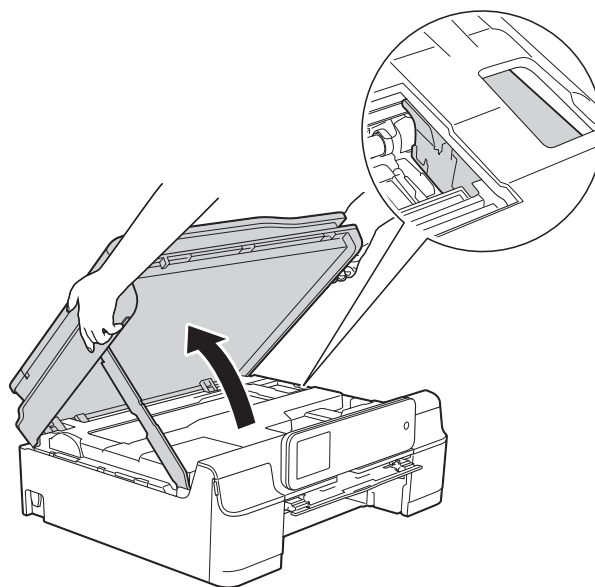
IMPORTANT

- DO NOT touch the encoder strip (1). Doing this may cause damage to the machine.



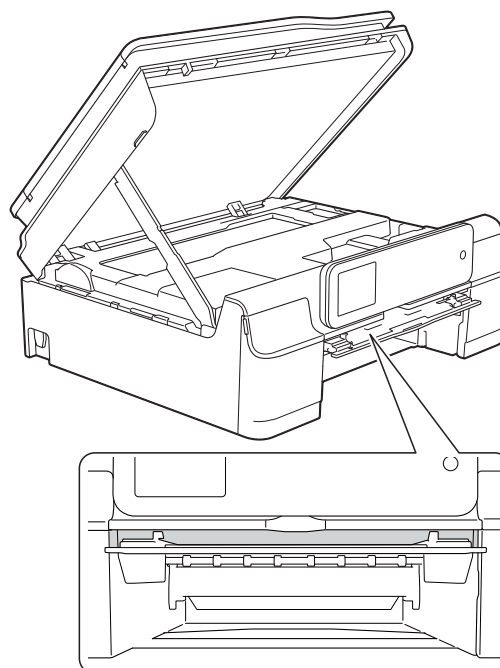
- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

- If the print head is in the right corner as shown in the illustration, you cannot move it. 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.

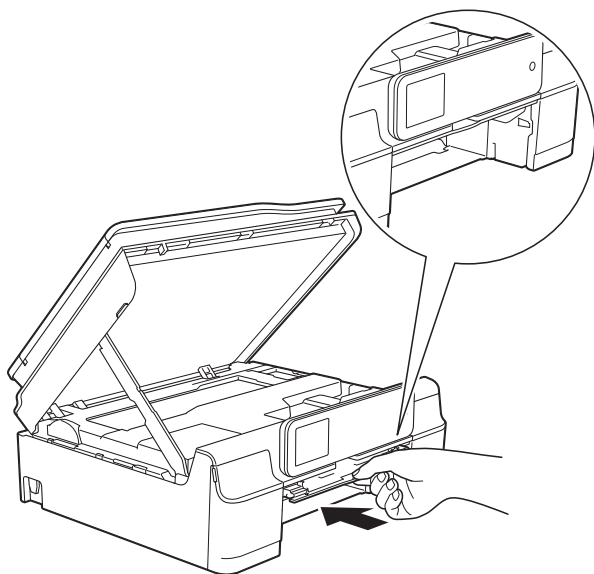


- If ink gets onto your skin, immediately wash with soap and plenty of water.

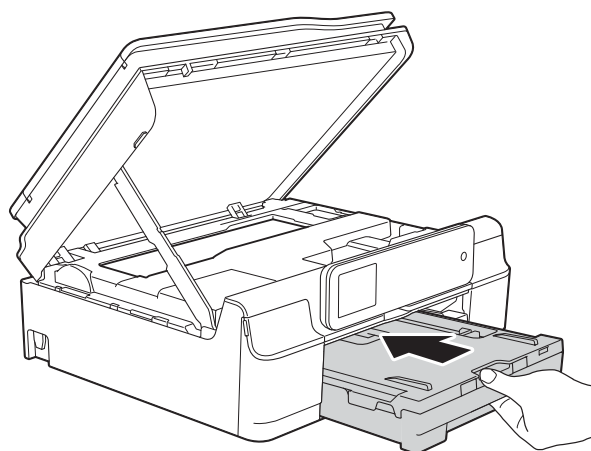
- 11 Make sure you look carefully inside the Disc Guide for any pieces of paper.



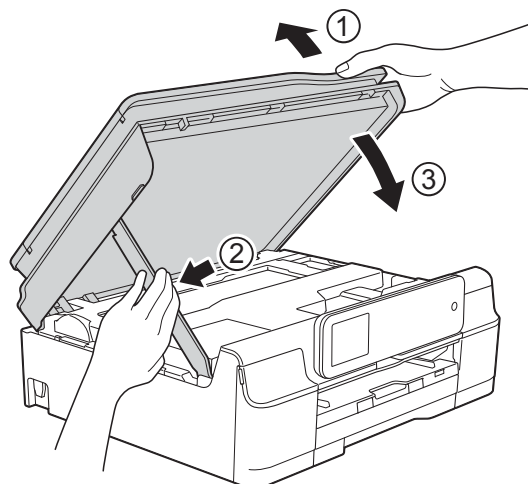
- 12 Close the Disc Guide.



- 13 Put the paper tray firmly back in the machine.



- 14 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.



⚠ CAUTION

Be careful not to pinch your fingers when the scanner cover closes.

- 15 While holding the paper tray in place, pull out the paper support until it locks in the open position, and then unfold the paper support flap. Make sure you pull out the paper support until it locks into place.

IMPORTANT

DO NOT use the paper support flap for Legal size paper. (Only available for some countries.)

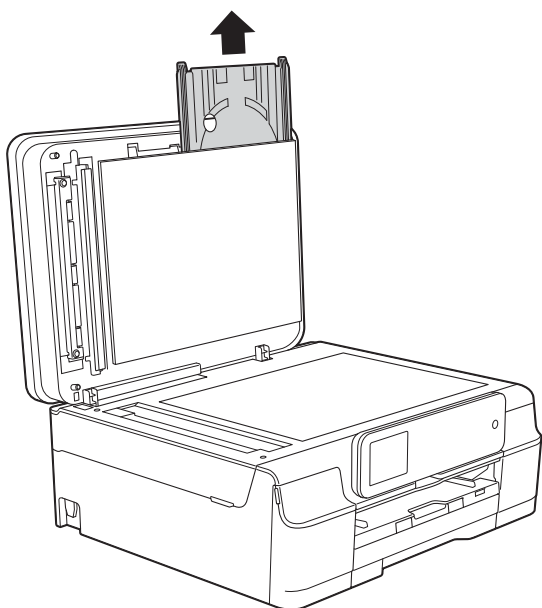
- 16 Re-connect the power cord.

NOTE

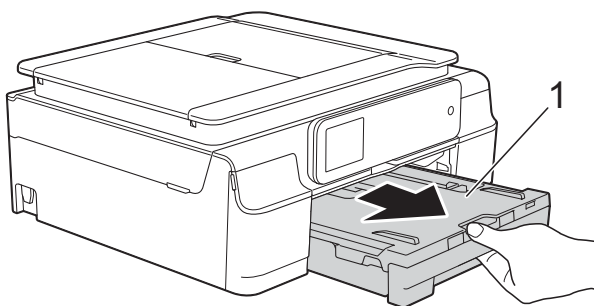
If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 124.)

Additional paper jam clear operations

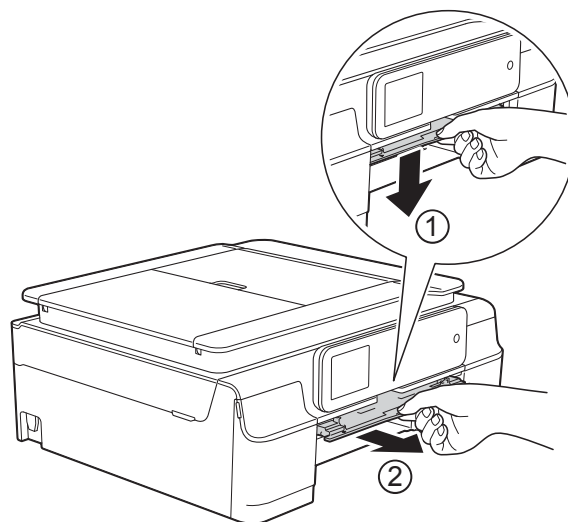
- 1 Unplug the machine from the electrical socket.
- 2 Open the document cover and remove the Disc Tray.



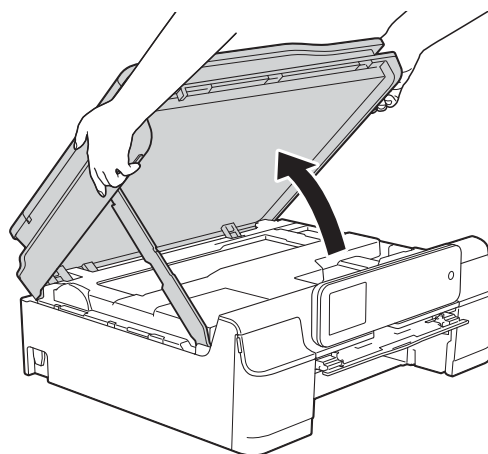
- 3 Close the document cover.
- 4 Pull the paper tray (1) completely out of the machine.



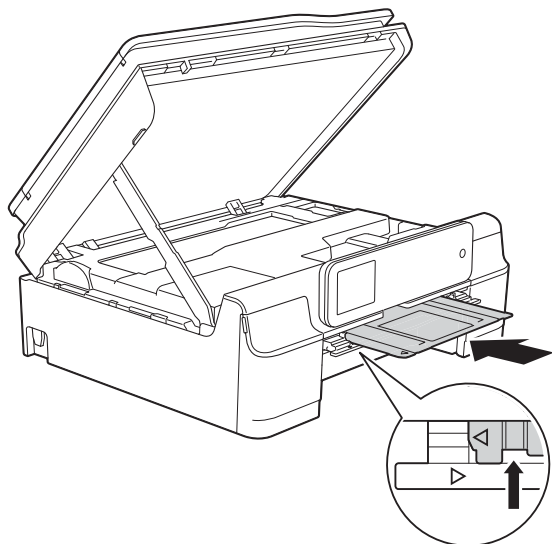
- 5 Push and pull down the Disc Guide (1). Pull the Disc Guide towards you to open it (2).



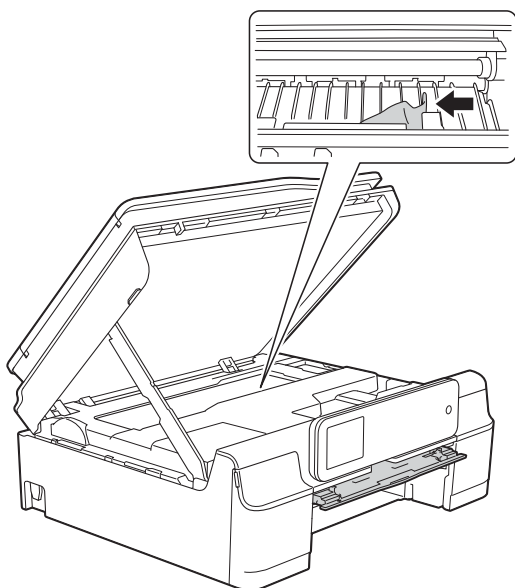
- 6 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.



- 7 Insert the Disc Tray into the Disc Guide past the triangular mark as shown in the illustration.

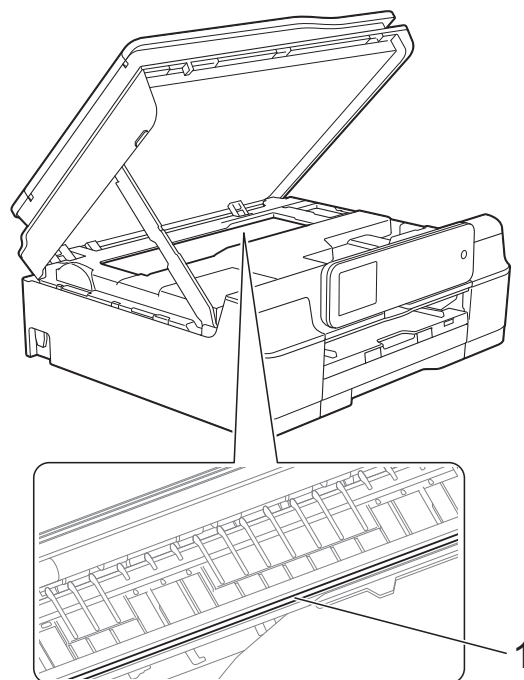


- 8 If the Disc Tray is pushing any jammed paper out, remove the paper.

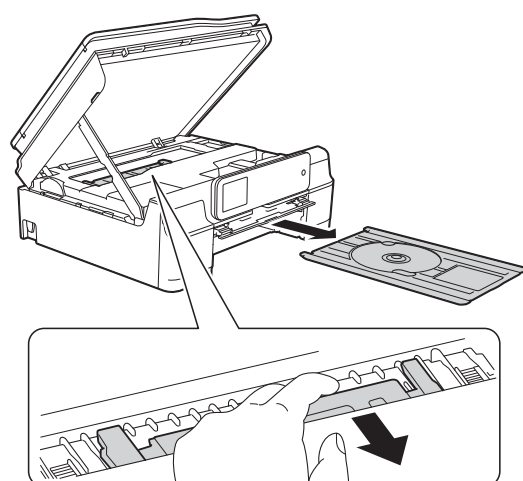


IMPORTANT

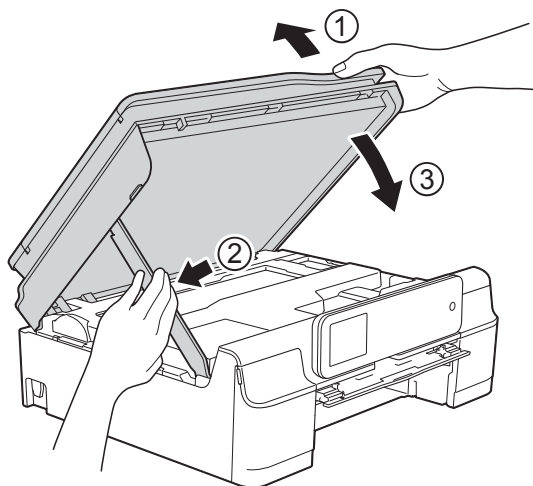
DO NOT touch the encoder strip (1). Doing this may cause damage to the machine.



- 9 Push the Disc Tray forward from the inside of the machine as shown in the illustration, and remove the Disc Tray.



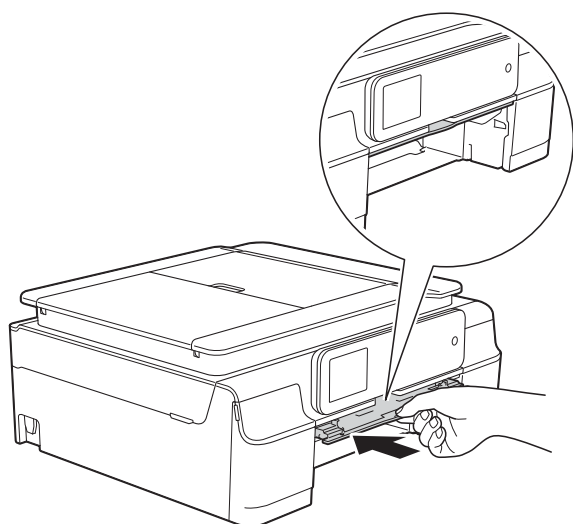
- 10 Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.



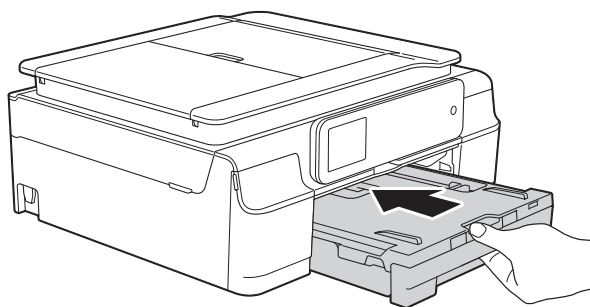
⚠ CAUTION

Be careful not to pinch your fingers when the scanner cover closes.

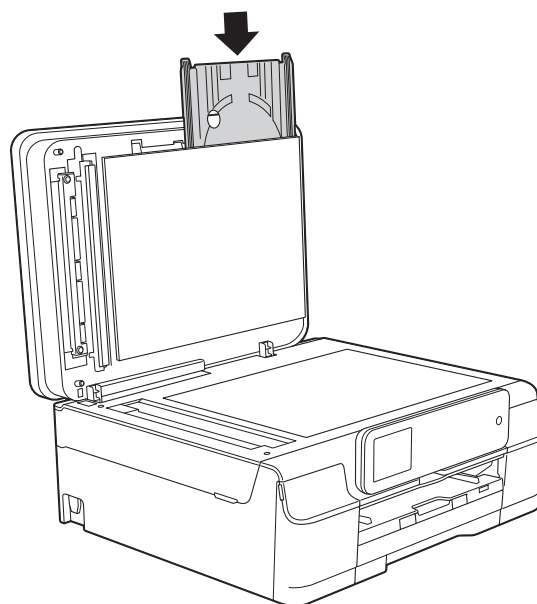
- 11 Close the Disc Guide.



- 12 Put the paper tray firmly back in the machine.



- 13 Open the document cover and store the Disc tray in it.



- 14 Close the document cover.
15 Re-connect the power cord.

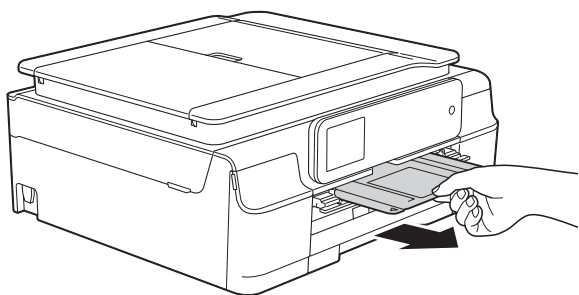
Disc Jam (MFC-J870DW)

Take out the Disc Tray depending on where the disc is jammed in the machine.

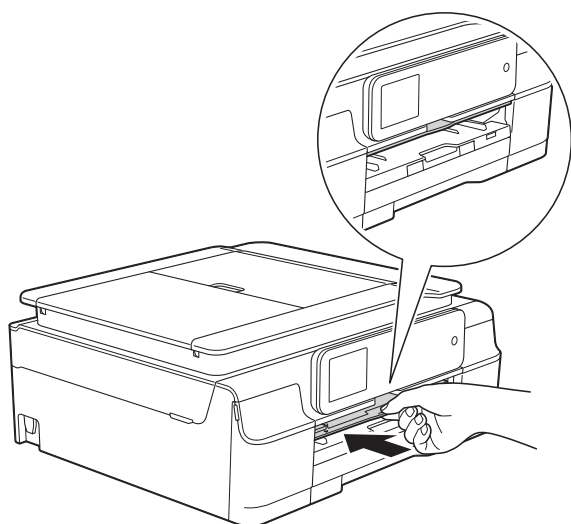
Disc Tray is jammed at the front of the machine

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

- 1 Unplug the machine from the electrical socket.
- 2 Remove the Disc Tray from the Disc Guide.



- 3 Close the Disc Guide.

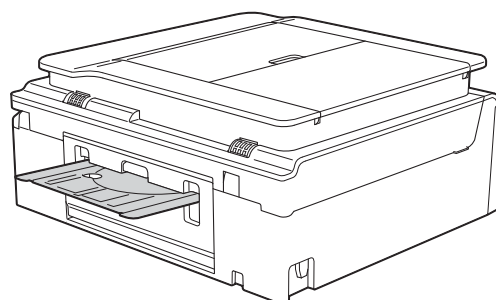


- 4 Re-connect the power cord.

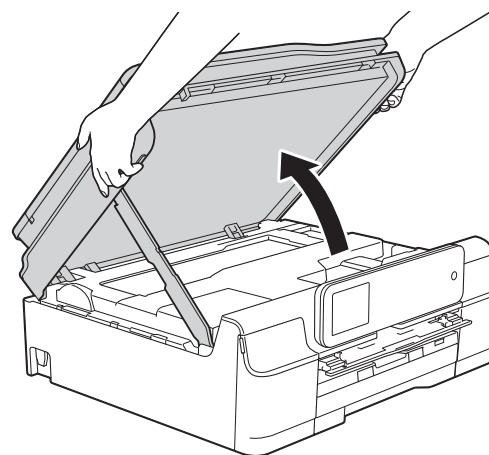
Disc Tray is jammed at the back of the machine

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

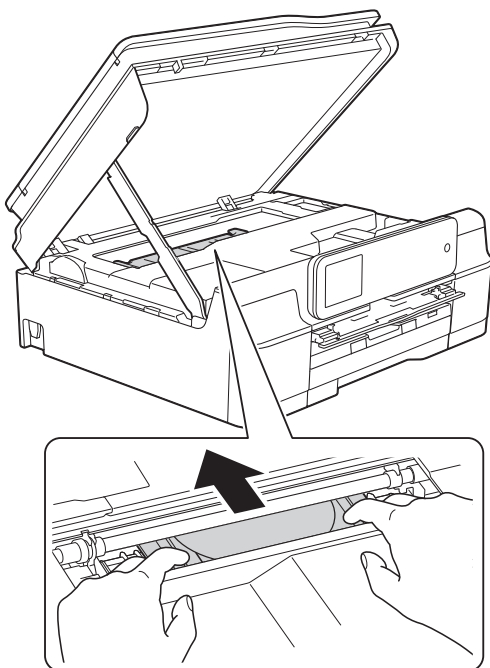
- 1 Unplug the machine from the electrical socket.
- 2 Make sure there is enough space behind the machine for removing the Disc Tray.



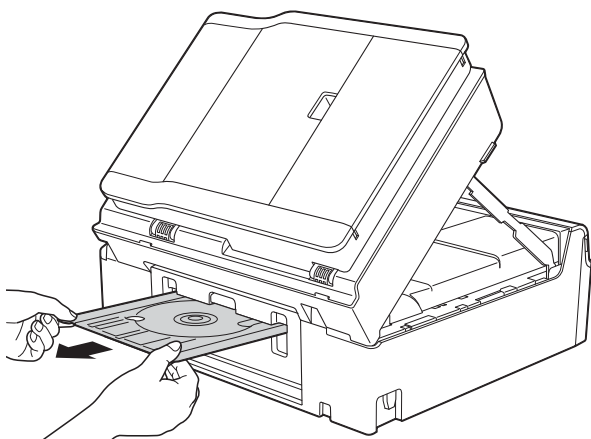
- 3 Place both hands under the plastic tabs on both sides of the machine and lift the scanner cover to the open position.



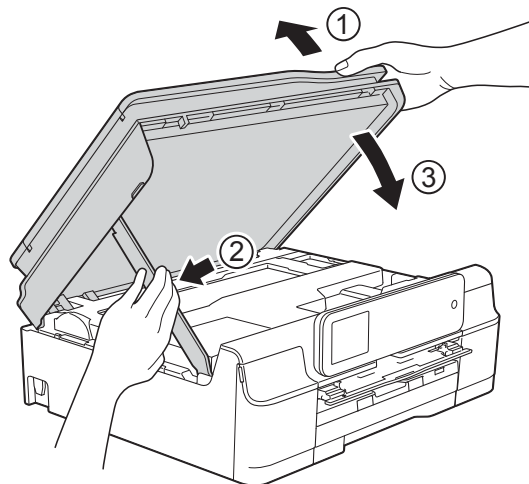
- 4 Gently push the Disc Tray toward the back of the machine.



- 5 Remove the Disc Tray from the back of the machine.



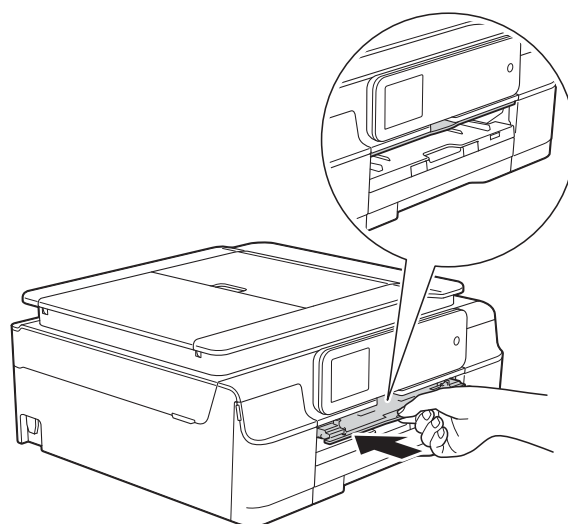
- 6 Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.



⚠ CAUTION

Be careful not to pinch your fingers when the scanner cover closes.

- 7 Close the Disc Guide.



- 8 Re-connect the power cord.



If you are having difficulty with your machine

NOTE



- For technical help, you must contact Brother customer support.
- 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 <i>Error and maintenance messages</i> on page 98.)
	Make sure that the machine is online. (Windows® XP and Windows Server® 2003) Click Start/Printers and Faxes . Right-click Brother MFC-XXXX Printer (where XXXX is your model name). If the printer is offline, it will show Use Printer Online . Select this option to enable the printer. (Windows Vista® and Windows Server® 2008) Click  Control Panel/Hardware and Sound/Printers . Right-click Brother MFC-XXXX Printer (where XXXX is your model name). If the printer is offline, it will show Use Printer Online . Select this option to enable the printer. (Windows® 7 and Windows Server® 2008 R2) Click  /Devices and Printers . Right-click Brother MFC-XXXX Printer (where XXXX is your model name) and choose See what's printing . Click Printer and make sure that Use Printer Offline is unchecked. (Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click Settings , and then click Control Panel . In the Hardware and Sound (Hardware) group, click View devices and printers . Right-click Brother MFC-XXXX Printer (where XXXX is your model name) and select See what's printing . If printer driver options appear, select your printer driver. Click Printer in the menu bar and make sure that Use Printer Offline is not selected.
	One or more ink cartridges have reached the end of their life. (See <i>Replacing the ink cartridges</i> on page 88.)

Printing Difficulties (continued)

Difficulty	Suggestions
No printout. (continued)	<p>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:</p> <p>(Windows® XP and Windows Server® 2003) Click Start/Printers and Faxes.</p> <p>(Windows Vista® and Windows Server® 2008) Click  /Control Panel/Hardware and Sound/Printers.</p> <p>(Windows® 7 and Windows Server® 2008 R2) Click  /Devices and Printers/Printers and Faxes.</p> <p>(Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click Settings/Control Panel/Hardware and Sound (Hardware) group/View devices and printers/Printers.</p> <p>(Mac OS X v10.6.8) Click System Preferences/Print & Fax.</p> <p>(OS X v10.7.x, 10.8.x) Click System Preferences/Print & Scan.</p>
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	<p>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.</p> <p>(See <i>Unprintable area</i> on page 26.)</p>
Cannot perform “Page Layout” printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	<p>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 as follows:</p> <p>(Windows®) Click Colour Settings on the Advanced tab, and make sure you uncheck Colour Enhancement.</p> <p>(Macintosh) Choose Color Settings, click Advanced Color Settings, and make sure you uncheck Color Enhancement.</p> <p>Turn the Borderless feature off. Borderless printing is slower than normal printing. (See Software and Network User’s Guide.)</p>
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 and Network User’s Guide.)

Print Quality Difficulties

Difficulty	Suggestions
Poor print quality.	<p>Check the print quality. (See <i>Checking the print quality</i> on page 92.)</p> <p>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 <i>Paper Type</i> on page 27.) (See <i>Software and Network User's Guide</i>.)</p> <p>Make sure that your ink cartridges are fresh. The following may cause ink to clog:</p> <ul style="list-style-type: none"> ■ 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. <p>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.</p> <p>Make sure you are using one of the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 28.)</p> <p>The recommended environment for your machine is between 20 °C to 33 °C.</p>
<p>White horizontal lines appear in text or graphics.</p> 	<p>Clean the print head. (See <i>Cleaning the print head</i> on page 92.)</p> <p>Make sure you are using Brother Original Innobella™ ink.</p> <p>Try using the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 28.)</p> <p>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.</p>
The machine prints blank pages.	<p>Clean the print head. (See <i>Cleaning the print head</i> on page 92.)</p> <p>Make sure you are using Brother Original Innobella™ ink.</p> <p>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.</p>
Characters and lines are blurred.	Check the printing alignment. (See <i>Checking the print alignment</i> on page 93.)
Printed text or images are skewed.	<p>Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. (See <i>Loading paper and other print media</i> on page 19.)</p> <p>Make sure the Jam Clear Cover is closed correctly.</p>
Smudge or stain at the top centre of the printed page.	<p>Make sure the paper is not too thick or curled. (See <i>Acceptable paper and other print media</i> on page 28.)</p>

Print Quality Difficulties (continued)

Difficulty	Suggestions
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 28.) Don't handle the paper until the ink is dry.
	Make sure the print side is face down in the paper tray.
	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.
Ink is smudged or wet 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 <i>Paper Type</i> on page 27.)
	If you use glossy photo paper, make sure that the paper type setting is correct.
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: <i>Cleaning the machine's printer platen</i> .)
	Make sure you are using Brother Original Innobella™ ink.
	Make sure you are using the paper support flap. (See <i>Loading paper and other print media</i> on page 19.)
	Make sure the paper feed rollers are not dirty with ink. (See Advanced User's Guide: <i>Cleaning the paper feed rollers</i> .)
The machine prints dense lines on the page.	(Windows®) 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 paper tray is pushed in all the way until it clicks into place.
	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 <i>Error and maintenance messages</i> on page 98.
	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, 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: <i>Cleaning the paper pick-up rollers</i> .)
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.

Paper Handling Difficulties (continued)

Difficulties	Suggestions
Machine feeds multiple pages.	<p>Do the following:</p> <p>(See <i>Loading paper and other print media</i> on page 19.)</p> <ul style="list-style-type: none"> ■ 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. <p>Make sure the Jam Clear Cover is closed correctly.</p> <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Printer jam or paper jam (MFC-J650DW)</i> on page 114 ■ (MFC-J870DW) <i>Printer jam or paper jam (MFC-J870DW)</i> on page 120 <p>Make sure the Base Pad in the paper tray is not dirty. (See Advanced User's Guide: <i>Cleaning the paper pick-up rollers.</i>)</p>
There is a paper jam.	<p>See <i>Printer jam or paper jam (MFC-J650DW)</i> on page 114 or <i>Printer jam or paper jam (MFC-J870DW)</i> on page 120. Make sure the paper guides are set to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper. (The extendable tray is only available for some countries.)</p>
Paper jam reoccurs.	<p>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 by following the steps in each section below:</p> <ul style="list-style-type: none"> ■ (MFC-J650DW) <i>Additional paper jam clear operations</i> on page 117 ■ (MFC-J870DW) <i>Additional paper jam clear operations</i> on page 124
The paper jams when you use 2-sided copy or 2-sided print.	<p>Use one of the jam prevention settings, 2-sided 1 or 2-sided 2.</p> <p>For copying (See Advanced User's Guide: <i>2-sided copying.</i>)</p> <p>For printing (See Software and Network User's Guide.)</p> <p>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: <i>Cleaning the paper feed rollers.</i>)</p>

Printing Received Faxes

Difficulty	Suggestions
<ul style="list-style-type: none"> ■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines 	Usually this is caused by a poor telephone connection. Make a copy; if your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Left and right margins are cut off or a single page is printed on two pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using. (See <i>Paper Size</i> on page 27.)
	Turn on Auto Reduction. (See Advanced User's Guide: <i>Printing a reduced incoming fax</i> .)
Received colour fax prints only in monochrome.	Replace the colour ink cartridges that have reached the end of their life, and then ask the other person to send the colour fax again. (See <i>Replacing the ink cartridges</i> on page 88.)

Telephone Line or Connections

Difficulty	Suggestions
Dialling does not work. (No dial tone)	Check the line cord connections.
	(Not available in New Zealand)
	Change the Tone/Pulse setting. (See Quick Setup Guide.)
	If there is no dial tone, connect a known-working telephone and telephone line cord to the socket. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and/or wall socket.
The machine does not answer when called.	Make sure the machine is in the correct Receive Mode for your setup. (See <i>Choose the Receive Mode</i> on page 40.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	<p>Make sure your machine has a dial tone by pressing Hook in Fax mode. If you hear static or interference on your fax line, call your local telephone provider.</p> <p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket inside the machine. If you subscribe to DSL or VoIP services, contact your service provider for connection instructions. To lower the modem speed and turn off ECM (error correction mode), see <i>Telephone line interference / VoIP</i> on page 140.</p> <p>Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See <i>Choose the Receive Mode</i> on page 40.)</p> <p>If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, select Fax Only mode.</p> <p>If your Brother machine shares a line with an external answering machine, select External TAD mode. In External TAD mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.</p> <p>If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, select Fax/Tel mode. In Fax/Tel mode, your Brother machine will automatically receive faxes and produce a fast double-ring to alert you to answer voice calls.</p> <p>If you do not want your Brother machine to automatically answer incoming faxes, select Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.</p> <p>Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the Ring Delay setting:</p> <ul style="list-style-type: none"> ■ If the Receive Mode is set to Fax Only or Fax/Tel, reduce the Ring Delay to 1 ring. (See <i>Ring Delay</i> on page 43.) ■ If the Receive Mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2. ■ If the Receive Mode is set to Manual, DO NOT adjust the Ring Delay setting. <p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> ■ If you received the test fax successfully, your machine is operating correctly. Remember to reset your Ring Delay or answering machine setting back to your original setting. If receiving problems recur after resetting the Ring Delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.


Receiving Faxes (continued)

Difficulty	Suggestions
Cannot receive a fax. (continued)	<p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See <i>Connecting an external TAD (telephone answering device)</i> on page 56.)</p> <ol style="list-style-type: none"> 1 Connect the external TAD as shown in the illustration on page 56. 2 Set your answering machine to answer in one or two rings. 3 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> ■ Record five seconds of silence at the beginning of your outgoing message. ■ Limit your speaking to 20 seconds. ■ End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press * 5 1 (* 9 1 for New Zealand) and Start to send a fax." 4 Set your answering machine to answer calls. 5 Set your Brother machine's Receive Mode to External TAD. (See <i>Choose the Receive Mode</i> on page 40.) <p>Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See <i>Fax Detect</i> on page 44.)</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP). (See <i>Telephone line interference / VoIP</i> on page 140.)</p>

Sending Faxes

Difficulty	Suggestions
Cannot send a fax.	<p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket inside the machine.</p> <p>Print the Transmission Verification Report and check for an error. (See <i>Advanced User's Guide: Reports</i>.)</p> <p>Ask the other party to check that the receiving machine has paper.</p>
Poor fax send quality.	<p>Try changing your resolution to Fine or S.Fine. Make a copy to check your machine's scanner operation. If the copy quality is poor, clean the scanner. (See <i>Cleaning the scanner glass</i> on page 91.)</p>
Transmission Verification Report says "RESULT:ERROR".	<p>There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get "RESULT:ERROR" on the Transmission Verification Report, your machine may be out of memory. To gain extra memory, you can turn off Memory Receive (See <i>Advanced User's Guide: Turning off Memory Receive operations</i>.), print fax messages from the machine's memory (See <i>Advanced User's Guide: Printing a fax from the memory</i>.), or cancel a Delayed Fax or Polling Job. (See <i>Cancelling a fax in progress</i> on page 38.) (See <i>Advanced User's Guide: Checking and cancelling waiting jobs</i>.) If the problem continues, ask the telephone company to check your telephone line.</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the machine's Compatibility setting to Basic (for VoIP). (See <i>Telephone line interference / VoIP</i> on page 140.)</p>
Vertical black lines when sending.	<p>Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See <i>Cleaning the scanner glass</i> on page 91.)</p>

Handling Incoming Calls

Difficulty	Suggestions
The machine "hears" a voice as a CNG Tone.	If Fax Detect is set to On , your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing  . Try avoiding this problem by turning Fax Detect to Off . (See <i>Fax Detect</i> on page 44.)
Sending a fax call to the machine.	If you answered on an extension or external telephone, press your Remote Activation Code (the factory default is * 5 1 (* 9 1 for New Zealand)). If you answered on an external telephone, press Fax Start , and then press Receive to receive the fax. When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes. For example: If you subscribe to Call Waiting or another custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, we recommend using a separate telephone line with no custom features.

Copying Difficulties

Difficulty	Suggestions
Vertical black lines or streaks appear in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip, scanner glass, white bar and white plastic above them. (See <i>Cleaning the scanner glass</i> on page 91.)
Poor copy results when using the ADF.	Try using the scanner glass. (See <i>Using the scanner glass</i> on page 33.)
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®)	(Not available in Hong Kong) 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.
	(Hong Kong only) Make sure the Brother TWAIN/WIA driver is chosen as the primary source. In Presto! PageManager with OCR, click File , Select Source and 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. You can also scan documents using the ICA Scanner Driver. (See Software and Network User's Guide.)

Scanning Difficulties (continued)

Difficulty	Suggestions
OCR does not work.	Try increasing the scanner resolution. (Macintosh) Presto! PageManager must be downloaded and installed before use. For more information, see <i>Accessing Brother Support (Macintosh)</i> on page 5.
Poor scanning results when using the ADF. ■ Vertical black lines appear in the scanned data.	Clean the white bar in the ADF and the glass strip underneath it. (See <i>Cleaning the scanner glass</i> on page 91.) Try using the scanner glass. (See <i>Using the scanner glass</i> on page 33.)

PhotoCapture Center™ Difficulties

Difficulty	Suggestions
Removable Disk does not work correctly.	<ol style="list-style-type: none"> 1 Take out the memory card or USB Flash drive and put it back in again. 2 If you have tried "Eject" from within Windows®, take out the memory card or USB Flash drive before you continue. 3 If an error message appears when you try to eject the memory card or USB Flash 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 drive.
Part of my photo is missing when printed.	Make sure that Borderless printing and Cropping are turned off. (See Advanced User's Guide: <i>Borderless printing</i> and <i>Cropping</i> .)


Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows®) 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.

Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	<p>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: <i>Reports</i>.) and check the current Network settings printed in this list.</p> <p>(MFC-J870DW) 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.</p> <p>If you are using a wireless connection or are having Network problems, see Software and Network User's Guide.</p>

Network Difficulties (continued)



Difficulty	Suggestions
The network scanning feature does not work.	<p>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:</p> <p>In Name: Enter any description, for example Brother NetScan.</p> <p>In Port number: Enter 54925.</p> <p>In Protocol: UDP is selected.</p> <p>Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p> <p>(Macintosh)</p> <p>Select Other from the Model drop-down list in the main screen of ControlCenter2. In the Device Selector window, make sure Network is selected in Connection Type, and then click Browse. Reselect your network machine, and press OK.</p>
The network PC-Fax Receive feature does not work.	<p>(Windows®)</p> <p>It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below:</p> <p>In Name: Enter any description, for example Brother PC-FAX Rx.</p> <p>In Port number: Enter 54926.</p> <p>In Protocol: UDP is selected.</p> <p>Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p>
The Brother software cannot be installed.	<p>(Windows®)</p> <p>Allow network access to the following programs if your security software displays an alert message during MFL-Pro Suite installation.</p> <p>(Macintosh)</p> <p>If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it, and then install the Brother software.</p>
Cannot connect to wireless network.	<p>Investigate the problem using the WLAN Report.</p> <p>Press  (Settings), All Settings, and then press ▲ or ▼ to display Print Reports. Press Print Reports. Press ▲ or ▼ to display WLAN Report, and then press WLAN Report.</p> <p>See Software and Network User's Guide.</p>

Difficulties when entering data

Difficulty	Suggestions
The dial pad does not work when entering numbers or characters.	Use the keyboard on the Touchscreen to enter information.


Dial Tone detection

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


- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display Initial Setup.
- 4 Press Initial Setup.
- 5 Press ▲ or ▼ to display Dial Tone.
- 6 Press Dial Tone.
- 7 Press Detection or No Detection.
- 8 Press .

Telephone line interference / VoIP

If you are having problems sending or receiving a fax due to possible interference on the telephone line, you can change the compatibility setting which reduces the modem speed to minimise errors.

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display Initial Setup.
- 4 Press Initial Setup.

- 5 Press ▲ or ▼ to display Compatibility.
- 6 Press Compatibility.
- 7 Press Normal or Basic (for VoIP).
 - Basic (for VoIP) cuts the modem speed to 9,600 bps and turns off colour fax receiving and ECM, except for colour fax-sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to Basic (for VoIP).
 - Normal sets the modem speed at 14,400 bps.
- 8 Press .



NOTE

- VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.
- Brother does not recommend the use of a VoIP line. VoIP limitations in general can cause some functions of the fax machine not to work correctly.

Machine Information



Checking the serial number

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

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display Machine Info.
- 4 Press Machine Info.
- 5 Press Serial No.
Your machine's serial number will appear on the Touchscreen.
- 6 Press .

Checking the firmware version

You can see the machine's firmware version on the Touchscreen.

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display Machine Info.
- 4 Press Machine Info.
- 5 Press Firmware Version.
- 6 Press Main Version.
Your machine's firmware version will appear on the Touchscreen.
- 7 Press .

Reset functions

The following reset functions are available:

1 Machine Reset

You can reset all the machine's settings that you have changed, such as the date and time and Ring Delay.

2 Network

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

3 Address Book & Fax

Address Book & Fax resets the following settings:

- Address Book
(Address Book and Setup Groups)
- Programmed fax jobs in the memory
(Polled Transmit, Delayed Fax and Delayed Batch Transmission)
- Station ID
(Name and Number)
- Remote Fax Options
(Fax Forwarding)
- Report settings
(Transmission Verification Report, Address Book and Fax Journal)
- History
(Caller ID history and Outgoing Call)
- Faxes in memory

4 All Settings

You can restore all settings to the factory default.


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

NOTE

(MFC-J870DW)

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

How to reset the machine

- 1 Press  (`Settings`).
- 2 Press `All Settings`.
- 3 Press `▲` or `▼` to display `Initial Setup`.
- 4 Press `Initial Setup`.
- 5 Press `▲` or `▼` to display `Reset`.
- 6 Press `Reset`.
- 7 Press `▲` or `▼` to display the type of reset you want, and then press it.
- 8 Press `Yes` to confirm.
- 9 Press `Yes` for 2 seconds to reboot the machine.

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 screen.



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 menu. The factory settings are shown in Bold with an asterisk.



(Settings)

Level1	Level2	Level3	Options	Descriptions	Page
Ink	(See <i>(Ink)</i> on page 177.)				
Wi-Fi	TCP/IP	—	—	Lets you configure the TCP/IP protocol.	See †.
	WLAN Assistant	—	—	You can configure your wireless network settings using the Brother CD-ROM.	
	Setup Wizard	—	—	You can manually configure your print server for a wireless network.	See ‡.
	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.	See †.
	WLAN Status	—	—	You can see the current wireless network status.	
	MAC Address	—	—	You can see your machine's MAC address.	
Fax Preview (MFC-J870DW)	—	—	On Off*	You can view faxes you receive on the Touchscreen.	45
 (Paper Type)	—	—	Plain Paper* Inkjet Paper Brother BP71 Other Glossy Transparency	Sets the type of paper in the paper tray.	27
 (Paper Size)	—	—	A4* A5 10x15cm Letter Legal	Sets the size of paper in the paper tray. (Legal is only available for some countries.)	27

† See Software and Network User's Guide.

‡ See Quick Setup Guide.

The default settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
All Settings	—	—	For more information, see <i>All Settings</i> in the following table.	Configures the detailed settings.	—
† See Software and Network User's Guide.					
‡ See Quick Setup Guide.					
The default settings are shown in Bold with an asterisk.					



All Settings

Level1	Level2	Level3	Options	Descriptions	Page
General Setup	Ink	Test Print	Print Quality Alignment	Lets you check the print quality or alignment.	92 93
		Cleaning	Black Colour All	Lets you clean the print head.	92
		Ink Volume	—	Lets you check the available ink volume.	See ♦.
	Paper Type	—	Plain Paper* Inkjet Paper Brother BP71 Other Glossy Transparency	Sets the type of paper in the paper tray.	27
	Paper Size	—	A4* A5 10x15cm Letter Legal	Sets the size of paper in the paper tray. (Legal is only available for some countries.)	27
	♦ See Advanced User's Guide.				
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page	
General Setup (Continued)	Volume	Ring	Off Low Med* High	Adjusts the ring volume.	17	
		Beep	Off Low* Med High	Adjusts the volume of the sounds when you press the Touchscreen or Touchpanel.	17	
		Speaker	Off Low Med* High	Adjusts the speaker volume.	17	
	LCD Settings	Backlight	Light* Med Dark	You can adjust the brightness of the Touchscreen backlight.	18	
		Dim Timer	Off 10Secs 20Secs 30Secs*	You can set how long the Touchscreen backlight stays on after the last finger press.	See ♦.	
	Keyboard Settings	—	QWERTY* ABC	You can choose the type of keyboard for the Touchscreen.	12	
	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.	See ♦.	
	Shortcut Settings	Shortcut Name	Edit Shortcut Name	—	You can change the shortcut name.	16
			Delete	—	Deletes the shortcut.	16
	♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.						

Level1	Level2	Level3	Options	Descriptions	Page
Fax	Setup Receive	Receive Mode	Fax Only* Fax/Tel External TAD Manual	Choose the Receive Mode that best suits your needs.	40
		Ring Delay	2 - 10 (2*) (Example for Australia)	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	43
		F/T Ring Time	20Secs 30Secs* 40Secs 70Secs (For New Zealand) 20Secs 30Secs* 40Secs 55Secs	Sets the length of the fast double-ring time in Fax/Tel mode.	43
		Fax Preview (MFC-J870DW)	On off*	You can view faxes you receive on the Touchscreen.	45
		Fax Detect	On* Off	Receives fax messages automatically when you answer a call and hear fax tones.	44
		Remote Codes	Remote Codes (Options) On* Off Act.Code (*51 (*91 for New Zealand)) Deact.Code (#51 (#91 for New Zealand))	Allows you to answer all calls at an extension or external telephone and use codes to turn the machine on or off. You can personalize these codes.	60
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Fax (Continued)	Setup Receive (Continued)	Auto Reduction	On* Off	Cuts the size of incoming faxes to fit the paper size.	See ♦.
		Memory Receive	Off* Fax Forward Fax Storage PC Fax Receive	You can set the machine to either forward fax messages, store incoming faxes in the memory (so you can retrieve them while you are away from your machine) or send faxes to your PC. If you choose Fax Forward or PC-Fax Receive, you can turn on the safety feature Backup Print.	
	Report Setting	Transmission	On On+Image Off* Off+Image	Choose the initial setup for the Transmission Verification Report.	39
		Journal Period	Journal Period	Sets the interval for the automatic printing of the Fax Journal. If you have chosen any other option than Off and Every 50 Faxes, you can set the time for the chosen option. If you have chosen Every 7 Days, you can set the day of the week.	See ♦.
			Time		
			Day		
	Print Document	—	—	Prints incoming faxes stored in the memory.	
	Remote Access	—	---*	Set your own code for Remote Retrieval.	
	Remaining Jobs	—	—	Check which jobs are in the memory and cancel chosen jobs.	
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Fax (Continued)	Miscellaneous	Memory Security (MFC-J870DW)	—	Prohibits most functions except receiving faxes into memory.	See ♦.
		TX Lock (MFC-J650DW)	—	Prohibits most functions except receiving faxes.	
		Distinctive (For Australia, Singapore and Hong Kong)	On Off*	Use with phone company distinctive ringing service allows you to have a voice number and fax number on the one phone line.	49 54
		FaxAbility (For New Zealand only)	On Off*	If you have FaxAbility from Telecom, you can use this function to store the ringing pattern of your fax number. And if you set in to On, you should use the registered number only.	51
		Call Waiting (For New Zealand only)	On Off*	If you have Call Waiting as well as FaxAbility, set the Call Waiting to On.	52
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network	Wired LAN (MFC-J870DW)	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	BRNXXXXXXXXXX	Enter the Node name.	
			WINS Configuration	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 Software and Network User's Guide.

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

● Please 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)	Wired LAN (MFC-J870DW) (Continued)	Ethernet	—	Auto* 100B-FD 100B-HD 10B-FD 10B-HD	Chooses the Ethernet link mode.	See +.
		Wired Status	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive Wired OFF	You can see the current wired network status.	
		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 Configuration	Auto* Static	Chooses the WINS configuration mode.	

+ See Software and Network User's Guide.

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

● Please 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.	
		WLAN Assistant	—	—	You can configure your wireless network settings using the Brother CD-ROM.	
		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.	

+ See Software and Network User's Guide.

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

● Please 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)	WLAN Status	Status	—	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 (MFC-J870DW)	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.	
		Manual	—	—	You can manually configure your Wi-Fi Direct™ network settings.	
		Group Owner	—	On off*	Sets your machine as the Group Owner.	

+ See Software and Network User's Guide.

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

● Please 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 (MFC-J870DW) (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*	

+

 See Software and Network User's Guide.

♣

 Please go to the Brother Solutions Center to download the Wi-Fi Direct™ Guide at <http://solutions.brother.com/>.

●

 Please 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)	NFC (MFC-J870DW)	—	—	On* Off	Enable or Disable the NFC function. For more information about the NFC function, see <i>How to print and scan with NFC (Near Field Communication) (MFC-J870DW)</i> on page 83.	—
	Web Connect Settings	Proxy Settings	Proxy Connection	On Off*	You can change the Web connection settings.	See ●.
			Address	—		
			Port	—		
			User Name	—		
			Password	—		
	Network I/F (MFC-J870DW)	—	—	Wired LAN* WLAN	You can choose the network connection type.	See +.
	WLAN Enable (MFC-J650DW)	—	—	Off* On	Lets you use the wireless network connection.	
	Network Reset	—	—	Yes No	Restores all network settings back to the factory default.	

+ See Software and Network User's Guide.

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

● Please 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.



All Settings (continued)

Level1	Level2	Level3	Options	Descriptions	Page
Print Reports	XMIT Verify	—	—	Prints these lists and reports.	See ♦.
	Address Book	—	—		
	Fax Journal	—	—		
	User Settings	—	—		
	Network Configuration	—	—		
	WLAN Report	—	—		
	Caller ID history	—	—		
Machine Info.	Serial No.	—	—	Lets you check the serial number of your machine.	141
	Firmware Version	Main Version	—	Lets you check the firmware version of your machine.	141
Initial Setup	Date & Time	Date	—	Sets the date and time on the screen and in the headings of the faxes you send.	94
		Time	—		
		Clock Type	12h Clock 24h Clock*		
		Daylight Save	Forward Hour Backward Hour	Manually changes for Daylight Savings Time.	See ♦.
	Station ID	Fax Name	—	Enter your name and fax number to appear on each page you fax.	See ‡.
	Tone/Pulse (Not available in New Zealand)	—	Tone* Pulse	Choose the dialling mode.	
	Dial Tone	—	Detection No Detection*	Turns Dial Tone Detection on or off.	140
	Compatibility	—	Normal* Basic(for VoIP)	Adjusts the modem speed to help resolve transmission problems.	140
♦ See Advanced User's Guide. ‡ See Quick Setup Guide. + See Software and Network User's Guide. The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Initial Setup (Continued)	Reset	Machine Reset	Yes No	You can reset all the machine's settings that you have changed, such as the date and time, and Ring Delay.	141
		Network	Yes No	Resets the print server back to its factory default settings, such as the password and IP address information.	
		Address Book & Fax	Yes No	Deletes all stored Address Book numbers and faxes, restores the Station ID, Address Book List, Transmission Verification Report and Fax Journal back to the factory default settings.	
		All Settings	Yes No	Resets all the machine's settings back to the factory default.	
	Local Language (depending on your country)	—	(Choose the language you want to use)	Allows you to change the Touchscreen language for your country.	See ♦.
	Disc Print Alignment (MFC-J870DW)	—	—	You can align the print position.	See †.
♦ See Advanced User's Guide. ‡ See Quick Setup Guide. + See Software and Network User's Guide.					
The default settings are shown in Bold with an asterisk.					

Features tables




Fax (When Fax Preview is Off.)

NOTE

Fax Preview is not available for MFC-J650DW.

Level1	Level2	Level3	Options	Descriptions	Page
Redial (Pause)	—	—	—	Redials the last number called. When you are entering a fax or telephone number on the Touchpanel, Redial changes to Pause on the Touchscreen. Press Pause when you need a delay while dialling numbers, such as access codes and credit card numbers. You can also store a pause when you set up addresses.	62
Hook	—	—	—	Press before dialling when you want to listen to make sure a fax machine has answered, and then press Fax Start .	See ♦.
Address Book	(Search:)	—	—	The search will be within the Address Book.	61
	Edit	—	Add New Address	Stores Address Book numbers so you can dial by pressing Address Book on the Touchscreen (and Apply , then Fax Start).	64
			Setup Groups	You can set up Group numbers for Broadcasting.	See ♦.
			Change	You can change Address Book numbers.	65
			Delete	You can delete Address Book numbers.	
	—	Apply	—	You can send a fax using the Address Book.	61
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Call History	Outgoing Call	Apply	—	You can choose a number from the Outgoing Call history and then send a fax to it, add it to the Address Book, or delete it.	62
		Edit	Add to Address Book Delete		
	Caller ID history	Apply	—	You can choose a number from the Caller ID history and then send a fax to it, add it to the Address Book, or delete it.	63
		Edit	Add to Address Book Delete		
Options	Fax Resolution	—	Standard* Fine S.Fine Photo	Sets the resolution for outgoing faxes.	See ♦.
	Contrast	—	Auto* Light Dark	Changes the brightness of faxes you send.	
	Broadcasting	Add Number	Add Number Add from Address book Search in Address book	You can send the same fax message to more than one fax number.	
	Preview (MFC-J870DW)	—	On Off*	You can preview a fax message before you send it.	38
	Colour Setting	—	Mono* Colour	Sets whether faxes are sent in monochrome or colour.	37
	Delayed Fax	Delayed Fax	On Off*	Sets the time of day in 12-hour or 24-hour format that the delayed faxes will be sent.	See ♦.
		Set Time	—		
	Batch TX	—	On Off*	Combines delayed faxes to the same fax number at the same time of day into one transmission.	
	Real Time TX	—	On Off*	You can send a fax without using the memory.	
	Polled TX	—	Standard Secure Off*	Sets up the document on your machine to be retrieved by another fax machine.	
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Options (Continued)	Polling RX	—	Standard	Sets up your machine to poll another fax machine.	See ♦.
			Secure Timer Off*		
	Overseas Mode	—	On Off*	If you are having difficulty sending faxes overseas, set this to On.	
	Glass Scan Size	—	Letter A4*	Sets the glass scan size for faxes.	37
	Call History	Outgoing Call	Apply	You can choose a number from the Outgoing Call history and then send a fax to it, add it to the Address Book, or delete it.	See ♦.
			Edit (Options)		
			Add to Address Book		
			Delete		
		Caller ID history	Apply	You can choose a number from the Caller ID history and then send a fax to it, add it to the Address Book, or delete it.	
			Edit (Options)		
			Add to Address Book		
			Delete		
	Address Book	 (Search:)	—	The search will be within the Address Book.	61
			Edit		
			Add New Address	You can store Address Book numbers, so you can dial by pressing Address Book on the Touchscreen (and Apply, then Fax Start).	64
			Setup Groups	You can set up Group numbers for Broadcasting.	See ♦.
			Change	You can change Address Book numbers.	65
			Delete	You can delete Address Book numbers.	
		—	Apply	You can send a fax using the Address Book.	61
	Set New Default	—	Yes No	You can save your fax settings.	See ♦.
	Factory Reset	—	Yes No	You can restore all settings back to the factory default.	

♦ See Advanced User's Guide.

The default settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Save as Shortcut	—	—	—	Saves the current settings as a shortcut.	See ♦.
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					



Fax (When Fax Preview is On.) (MFC-J870DW)

Level1	Level2	Level3	Options	Descriptions	Page
Sending Faxes	(See <i>Fax (When Fax Preview is Off.)</i> on page 158.)				
Received Faxes	Print/Delete	Print All (New Faxes)	—	Prints the new received faxes.	47
		Print All (Old Faxes)	—	Prints the old received faxes.	
		Delete All (New Faxes)	—	Deletes the new received faxes.	47
		Delete All (Old Faxes)	—	Deletes the old received faxes.	
Address Book	(See <i>Address Book</i> in <i>Fax (When Fax Preview is Off.)</i> on page 158.)				
Call History	(See <i>Call History</i> in <i>Fax (When Fax Preview is Off.)</i> on page 158.)				
The default settings are shown in Bold with an asterisk.					

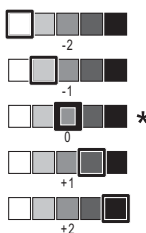




Copy

Level1	Level2	Level3	Options	Descriptions	Page	
Options	Quality	—	Fast 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.	67	
	Paper Size	—	A4* A5 10x15cm Letter Legal	Choose the paper size that matches the paper in the tray. (Legal is only available for some countries.)	68	
	Enlarge/Reduce	100%*	—	—	—	See ◆.
		Enlarge	198% 10x15cm → A4 186% 10x15cm → Letter 141% A5 → A4	You can choose the enlargement ratio for the next copy.		
		Reduce	97% Letter → A4 93% A4 → Letter 83% Legal → A4 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 of the next copy to the paper size you set.		
		Custom (25-400%)	—	You can choose the enlargement or reduction ratio for your type of document.		

◆ See Advanced User's Guide.

The default settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Options (Continued)	Density	—		Adjusts the density of copies.	See  .
	Stack/Sort	—	Stack* Sort	You can choose to stack or sort multiple copies.	
	Page Layout	—	Off (1in1)* 2in1 (Portrait) 2in1 (Landscape) 2in1 (ID) 4in1 (Portrait) 4in1 (Landscape) Poster (2x1) Poster (2x2) Poster (3x3)	You can make N in 1, 2 in 1 ID, or Poster copies.	
	2-sided Copy	Off*	—	You can choose the 2-sided print settings.	
		Portrait Long Edge Flip	—		
		Landscape Long Edge Flip	—		
		Portrait Short Edge Flip	—		
		Landscape Short Edge Flip	—		
		Advanced	Normal* 2-sided 1 2-sided 2		
	Advanced Settings (MFC-J870DW)	—	Off* Ink Save Mode Thin Paper Copy Book Copy Watermark Copy Remove Background Colour	You can choose various copy settings.	
Advanced Settings (MFC-J650DW)	—	Off* Remove Background Colour	You can choose Remove Background Colour as the copy settings.		
 See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Options (Continued)	Set New Default	—	Yes No	You can save your copy settings.	See ♦.
	Factory Reset	—	Yes No	You can restore all the settings back to the factory default.	
	Save as Shortcut	—	—	Saves the current settings as a shortcut.	
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					



Scan

Level1	Level2	Level3	Options	Descriptions	Page
to OCR (Available after Presto! PageManager is downloaded for Macintosh users. See <i>Accessing Brother Support (Macintosh)</i> on page 5.)	PC Select	Options	(For more information, see the <i>Options</i> on page 166.)	Configure the detailed settings.	See +.
		Save as Shortcut	—	Saves the current settings as a shortcut.	
to File*	PC Select	Options	(For more information, see the <i>Options</i> on page 167.)	Configure the detailed settings.	
		Save as Shortcut	—	Saves the current settings as a shortcut.	
to Image	PC Select	Options	(For more information, see the <i>Options</i> on page 167.)	Configure the detailed settings.	
		Save as Shortcut	—	Saves the current settings as a shortcut.	
to Media (when a memory card or USB Flash drive is inserted)	—	Options	(For more information, see the <i>Options</i> on page 168.)	Configure the detailed settings.	73
		Save as Shortcut	—	Saves the current settings as a shortcut.	See ◆.
+ See Software and Network User's Guide.					
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
to E-mail	PC Select	Options	(For more information, see the <i>Options</i> on page 167.)	Configure the detailed settings.	See +.
		Save as Shortcut	—	Saves the current settings as a shortcut.	
WS Scan (Appears when you install a Web Services Scanner, which is displayed in your computer's Windows® Explorer.)	—	Scan	PC Select	You can scan data by using the Web Services protocol.	
		Scan for E-mail			
		Scan for Fax			
		Scan for Print			
+ See Software and Network User's Guide.					
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Options (for to OCR)

Level1	Level2	Options	Descriptions	Page
Options	Set with Touch Panel	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 Touch Panel.			
	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.	
	Scan Size	A4* A5 10x15cm Business Card (90x60mm) Letter Legal	You can choose the scan size for your document.	
+ See Software and Network User's Guide.				
The default settings are shown in Bold with an asterisk.				

Options

(for to File, to Image Or to E-mail)

Level1	Level2	Options	Descriptions	Page
Options	Set with Touch Panel	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 Touch Panel.			
	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) PDF* TIFF	You can choose the file format for your document.	
	Scan Size	A4* A5 10x15cm Business Card (90x60mm) Letter Legal	You can choose the scan size for your document.	
	Remove Background Colour	Off* Low Medium High	Changes the amount of background colour that is removed.	
+ See Software and Network User's Guide.				
The default settings are shown in Bold with an asterisk.				

Options

(for to Media)

Level1	Level2	Options	Descriptions	Page
Options	Scan Type	Colour* Black and White	You can choose the scan type for your document.	73
	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) PDF* TIFF	You can choose the file format for your document.	
	Scan Size	A4* A5 10x15cm Business Card (90x60mm) Letter Legal	You can choose the scan size for your document.	
	Scan Long Paper	On off*	You can scan a long document using the ADF.	
	File Name	—	You can rename the file.	
	Auto Crop (MFC-J870DW)	On off*	Scan multiple documents placed on the scanner glass to a memory card or USB Flash drive one at a time.	73 See ♦.
	Remove Background Colour	off* Low Medium High	Change the amount of background colour that is removed.	73
♦ See Advanced User's Guide.				
The default settings are shown in Bold with an asterisk.				

Level1	Level2	Options	Descriptions	Page
Options (Continued)	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 to the original factory default settings.	
♦ See Advanced User's Guide.				
The default settings are shown in Bold with an asterisk.				



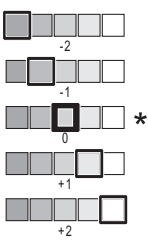
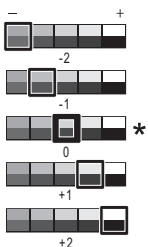
Photo

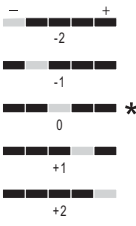
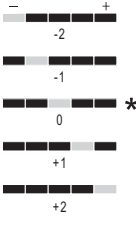

Level1	Level2	Level3	Options	Descriptions	Page
Index Print	Print Index Sheet	Print Settings	For more information, see the <i>Print Settings</i> on page 173.	You can print a thumbnail page.	See ♦.
	Print Photos	Print Settings	For more information, see the <i>Print Settings</i> on page 171.	You can print an individual image.	
View Photos*	OK	Print Settings	For more information, see the <i>Print Settings</i> on page 171.	You can adjust your photos with the options.	72
	Print All	—	—	You can print all photos in your memory card or USB Flash drive.	
Enhance Photos (MFC-J870DW)	Enhance	Auto Correct	Print Settings (For more information, see the <i>Print Settings</i> on page 171.)	You can adjust your photos with these settings.	See ♦.
		Enhance Skin			
		Enhance Scenery			
		Remove Red-Eye			
		Night Scene			
		Fill Light			
		Whiteboard			
		Monochrome			
		Sepia			
		Auto Correct & Remove Red-Eye			
	Crop	Print Settings	For more information, see the <i>Print Settings</i> on page 171.	You can crop your photo and print a part of the image.	
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
ID Photo Print	Select a Photo	Select ID Photo Size (Options) 25x36mm 35x45mm 36x51mm 45x45mm 45x55mm 35x48mm 50x70mm (2x2.75in) 2x2inch	Print Settings (For more information, see the <i>Print Settings</i> on page 173.)	You can print ID photos for your resume, passport and so on.	See ♦.
Slide Show	Show Each Photo for	3Secs* 10Secs 30Secs 1Min 5Mins	—	Sets the time each photo in the Slide Show is shown before the machine switches to the next photo.	
	Start	—	—	The machine starts a Slide Show of your photos. You can choose a photo during the Slide Show and change the print settings. (For more information, see the <i>Print Settings</i> on page 171.)	
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Print Settings

(for View Photos, Print Photos, Enhance Photos Or Slide Show)

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 Letter	—	—	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.	
Auto Correct (MFC-J870DW) (Does not appear when DPOF Print is chosen.) (View Photos and Slide Show only)	On Off*	—	—	The machine decides the appropriate effect for your photo.	
Brightness (Does not appear when Enhance is chosen.)		—	—	Adjusts the brightness.	
Contrast (Does not appear when Enhance is chosen.)		—	—	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 (Does not appear when Enhance is chosen.)	Colour Enhance (Options) On Off*	White Balance		Adjusts the hue of the white areas.	See ♦.
		Sharpness		Enhances the detail of the image.	
		Colour Density		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	—	—	Saves your print settings as the default settings.	
Factory Reset	Yes No	—	—	Restores all the settings back to the factory default.	
♦ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Print Settings**(for Print Index Sheet)**

Level1	Level2	Level3	Options	Descriptions	Page
Paper Type	Plain Paper* Inkjet Paper Brother BP71 Other Glossy	—	—	Choose the paper type.	See ◆.
Paper Size	Letter A4*	—	—	Choose the paper size.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Print Settings**(for ID Photo Print)**

Level1	Level2	Level3	Options	Descriptions	Page
Print Quality	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 Letter	—	—	Choose the paper size.	
Photo Enhance (MFC-J870DW)	Off* Auto Correct Remove Red-Eye Auto Correct & Remove Red-Eye	—	—	You can adjust your photos with these settings.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					



Web

Level1	Level2	Level3	Options	Descriptions	Page
Web	Apps	—	—	Lets you connect the Brother machine to an Internet service.	See ●.
	SkyDrive®	—	—		
	Box	—	—	Web services may have been added and/or service names may have been changed by the provider since this document was published.	
	Google Drive™	—	—		
	Evernote®	—	—		
	Dropbox	—	—		
	Facebook	—	—		
	Picasa Web Albums™	—	—		
	Flickr®	—	—		
● Please 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.					



(Shortcuts)

Level1	Level2	Level3	Options	Descriptions	Page
Add Shortcut	Copy	Quality	For more information, see Options in <i>Copy</i> on page 162.	You can change the settings in the Copy Options.	12
		Paper Type			
		Paper Size			
		Enlarge/Reduce			
		Density			
		Stack/Sort			
		Page Layout			
		2-sided Copy			
		Advanced Settings			
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Add Shortcut (Continued)	Fax (Options)	Fax Resolution	Standard* Fine S.Fine Photo	Sets the resolution for outgoing faxes.	13
		Contrast	Auto* Light Dark	Changes the brightness of faxes you send.	
		Broadcasting	Add Number (Options) Add Number Add from Address book Search in Address book	You can send the same fax message to more than one fax number.	
		Preview (MFC-J870DW)	On off*	You can preview a fax message before you send it.	
		Colour Setting	Mono* Colour	Sets whether faxes are sent in monochrome or colour.	
		Real Time TX	On off*	You can send a fax without using the memory.	
		Overseas Mode	On off*	If you are having difficulty sending faxes overseas, set this to On.	
		Glass Scan Size	Letter A4*	Adjust the scan area of the scanner glass to the size of the document.	
		Call History	Outgoing Call	You can choose a number from the Outgoing Call history.	
			Caller ID history	You can choose a number from the Caller ID history.	
		Address Book	—	You can choose a number from the Address Book.	
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Add Shortcut (Continued)	Scan	to File	PC Select	You can scan a monochrome or a colour document into your computer.	14
		to OCR	PC Select	You can have your text document converted to an editable text file.	
		to Image	PC Select	You can scan a colour picture into your graphics application.	
		to Media (Options)	Scan Type Resolution File Type Scan Size Scan Long Paper File Name Auto Crop (MFC-J870DW) Remove Background Colour	You can scan documents into a memory card or USB Flash drive.	
		to E-mail	PC Select	You can scan a monochrome or a colour document into your E-mail application.	
	Web	SkyDrive®	—	Lets you connect the Brother machine to an Internet service.	15
		Box	—		
		Google Drive™	—	Web services may have been added and/or service names may have been changed by the provider since this document was published.	
		Evernote®	—		
		Dropbox	—		
		Facebook	—		
		Picasa Web Albums™	—		
		Flickr®	—		
This list appears when each Shortcut name is pressed for 2 seconds.	Edit Shortcut Name	—	—	You can change the shortcut name.	16
	Delete	—	—	Deletes the shortcut.	16
Edit/Delete	Shortcut Name	Edit Shortcut Name	—	You can change the shortcut name.	16
		Delete	—	Deletes the shortcut.	16

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.	92 93
	Cleaning	—	Black Colour All	Lets you clean the print head.	92
	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.					


**(Disc) (MFC-J870DW)**

Level1	Level2	Level3	Options	Descriptions	Page
Disc	Copy from Disc	—	—	You can print on printable media, including CD-R/RW, DVD-R/RW and Blu-ray Disc™.	See +.
	Copy from Photo	—	—		
	Print from Card	—	—		
+ See Software and Network 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.	See †.
‡ See Quick Setup Guide.					
† See Software and Network User's Guide.					
The default settings are shown in Bold with an asterisk.					

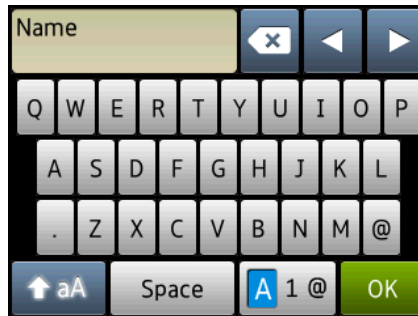
When using memory cards or a USB Flash drive in the correct slot

Level1	Level2	Level3	Options	Descriptions	Page
Photo	(See <i>Photo</i> on page 169.)				
Scan to Media	(See <i>to Media</i> on page 164.)				
Web	(See <i>Web</i> on page 174.)				
Disc (MFC-J870DW)	(See <i>(Disc) (MFC-J870DW)</i> on page 177.)				
DPOF	—	—	—	Displays the DPOF setting screen.	See ◆.
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					


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.



NOTE

- To change between lowercase or uppercase, press .
- You can change the keyboard setting of the Touchscreen.
(For more information, see *Changing the keyboard setting* on page 12.)


Inserting spaces



To enter a space, press `Space`. Or, you can press ► 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 to highlight the incorrect character, and then press . Enter the correct character. You can also use the cursor to go back and insert letters.

Press  for each character you want to erase, or press and hold  to erase all the characters.

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 210 nozzles × 1
	Colour: Piezo with 210 nozzles × 3
Memory Capacity	128 MB
LCD (Liquid Crystal Display)	2.7 in. (67.5 mm) TFT Colour Touchscreen LCD ¹ and Touchpanel
Power Source	AC 220 to 240V 50/60Hz
Power Consumption ²	(MFC-J650DW)
	Copying Mode: Approx. 18 W ³
	Ready Mode: Approx. 4 W ⁴
	Sleep Mode: Approx. 1.1 W ⁴
	Off: Approx. 0.2 W ^{4 5}
	(MFC-J870DW)
	Copying Mode: Approx. 18 W ³
	Ready Mode: Approx. 4 W ⁴
	Sleep Mode: Approx. 1.3 W ⁴
	Off: Approx. 0.2 W ^{4 5}

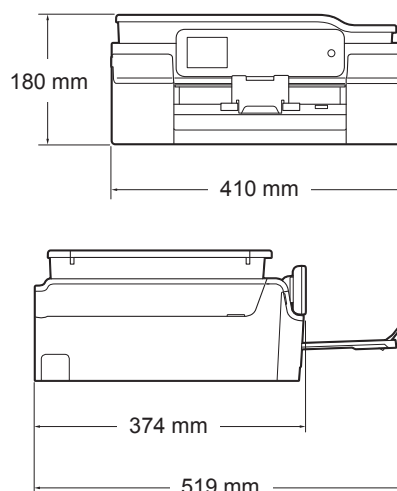
¹ Measured diagonally.

² Measured when the machine is connected to the USB interface. Power consumption varies slightly depending on the usage environment or part wear.

³ When using ADF, single-sided printing, resolution: standard / document: ISO/IEC 24712 printed pattern.

⁴ Measured according to IEC 62301 Edition 2.0.

⁵ Even when the machine is turned off, it will automatically turn itself on periodically for print head maintenance, and then turn itself off.

Dimension

Weight	(MFC-J650DW) 9.2 kg (MFC-J870DW) 9.5 kg
Noise Level	Sound Pressure
	Operating: 50 dB(A) (Maximum) ¹
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)
ADF (automatic document feeder)	Up to 20 pages Paper: 80 gsm A4 or Letter size
Document Size	ADF Width: 148 mm to 215.9 mm ADF Length: 148 mm to 355.6 mm Scanner Glass Width: Max. 215.9 mm Scanner Glass Length: Max. 297 mm

¹ Noise depends on printing conditions.

Print media

Paper Input

Paper Tray

- Paper type:

Plain Paper, Inkjet Paper (coated paper), Glossy Paper¹ and Transparency^{1 2}

- Paper size³:

A4, Legal⁴, Executive, Letter, JIS B5⁴, A5, A6, Envelopes (Com-10, DL, C5, Monarch), Photo (10 × 15 cm), Photo 2L (13 × 18 cm) and Index Card (127 × 203 mm)

Width: 98 mm - 215.9 mm

Length: 148 mm - 355.6 mm

For more details, see *Paper weight, thickness and capacity* on page 31.

- Maximum paper tray capacity:

Approx. 100 sheets of 80 gsm plain paper

Photo Paper Tray

- Paper type:

Plain Paper, Inkjet Paper (coated paper) and Glossy Paper¹

- Paper size:

Photo (10 × 15 cm) and Photo L (89 × 127 mm)

Width: 89 mm - 102 mm

Length: 127 mm - 152 mm

- Maximum paper tray capacity:

Approx. 20 sheets

Paper Output

Up to 50 sheets of 80 gsm 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 transparency paper recommended for inkjet printing.

³ See *Paper type and size for each operation* on page 30.

⁴ Only available for some countries.

Fax

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback 14,400 bps
Scanning Width	ADF: 208 mm (A4) Scanner Glass: 204 mm (A4)
Printing Width	204 mm (A4)
Greyscale	Monochrome: 8 bit (256 levels) Colour: 24 bit (8 bit per colour/ 256 levels)
Resolution	Standard 203 × 98 dpi (Mono) 203 × 196 dpi (Colour) Fine 203 × 196 dpi (Mono/Colour) Superfine 203 × 392 dpi (Mono) Photo 203 × 196 dpi (Mono)
Address Book	100 names × 2 numbers
Groups	Up to 6
Broadcasting	250 (200 Address Book/50 Manual Dial)
Automatic Redial	3 times at 5 minute intervals
Memory Transmission	Up to 200 ¹ pages
Out of Paper Reception	Up to 200 ¹ pages

¹ "Pages" refers to the "ITU-T Test Chart #1" (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

Copy

Colour/Monochrome	Yes/Yes
Copy Width	204 mm ¹
Multiple Copies	Stacks/Sorts up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200 × 2400 dpi
2-sided	Yes
	■ Paper type: Plain paper
	■ Paper size: A4, Letter, A5

¹ When copying on A4 size paper.

PhotoCapture Center™

D

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 drive ²

Resolution

Up to 1200 × 6000 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 drive is also counted.)

Folder

File must be stored in the 4th folder level of the memory card or USB Flash drive.

Borderless

A4, Letter, Photo (10 × 15 cm), Photo 2L (13 × 18 cm) ⁵

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

² USB 2.0 Standard
 USB Mass Storage standard up to 64 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 30.

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

Scanner

Colour/Monochrome	Yes/Yes
TWAIN Compliant	Yes (Windows® XP ¹ /Windows Vista®/Windows® 7/Windows® 8) (Mac OS X v10.6.8, 10.7.x, 10.8.x)
WIA Compliant	Yes (Windows® XP ¹ /Windows Vista®/Windows® 7/Windows® 8)
ICA Compliant	Yes (Mac OS X v10.6.8, 10.7.x, 10.8.x)
Colour Depth	30 bit colour Processing (Input) 24 bit colour Processing (Output) / 256 levels per colour
Greyscale	10 bit colour Processing (Input) 8 bit colour Processing (Output) / 256 levels per colour
Resolution	Up to 19200 × 19200 dpi (interpolated) ² Up to 1200 × 2400 dpi (optical) (Scanner Glass) Up to 1200 × 600 dpi (optical) (ADF)
Scanning Width and Length	(Scanner Glass) Width: Up to 213.9 mm Length: Up to 295 mm (ADF) Width: Up to 213.9 mm Length: Up to 353.6 mm

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

² Maximum 1200 × 1200 dpi scanning when using the WIA Driver for Windows® XP, Windows Vista®, Windows® 7 and Windows® 8 (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	204 mm [210 mm (borderless) ¹]
Borderless ²	A4, Letter, A6, Photo (10 × 15 cm), Photo L (89 × 127 mm), Index Card (127 × 203 mm), Photo 2L (13 × 18 cm)
2-sided	<ul style="list-style-type: none">■ Paper type: Plain paper■ Paper size: A4, Letter, A5, Executive, JIS B5 ⁵

Print Speed ⁴

- ¹ When the Borderless feature is set to On.
- ² See *Paper type and size for each operation* on page 30.
- ³ When printing on A4 size paper.
- ⁴ For detailed specifications visit <http://www.brother.com/>.
- ⁵ Only available for some countries.

Interfaces

USB ^{1 2}	A USB 2.0 interface cable that is no longer than 2 m.
LAN cable ³ (MFC-J870DW)	Ethernet UTP cable category 5 or greater.
Wireless LAN	IEEE 802.11b/g/n (Infrastructure/Ad-hoc Mode) IEEE 802.11g/n (Wi-Fi Direct™) (MFC-J870DW)
NFC (MFC-J870DW)	Yes

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 190.
See *Software and Network User's Guide*.

Network

NOTE

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

You can connect your machine to a network for Network Printing, Network Scanning, PC Fax Send, PC Fax Receive (Windows® only), Remote Setup, and access photos from PhotoCapture Center™¹. Also included is Brother BRAdmin Light² Network Management software.

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

¹ See *Computer requirements* on page 191.

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/>.
(Macintosh) The latest Brother BRAdmin Light is available as a download from <http://solutions.brother.com/>.

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) ⁶	Wireless 802.11b/g/n		For Drivers	For Applications (including Drivers)	
Windows® Operating System	Windows® XP Home ^{1 4}	Printing PC Fax ³ Scanning Removable Disk (USB or Memory card) ⁵ Network Media Access (LAN) ⁵			32bit (x86) or 64bit (x64) processor	150 MB	1 GB	
	Windows® XP Professional ^{1 4}					500 MB	1.3 GB	
	Windows Vista® ^{1 4}							
	Windows® 7 ^{1 4} Windows® 8 ^{1 4}					650 MB		
	Windows Server® 2003 Windows Server® 2003 R2 Windows Server® 2008	N/A	Printing	64bit (x64) processor	50 MB	N/A		
	Windows Server® 2008 R2 Windows Server® 2012							
	Macintosh Operating System	Mac OS X v10.6.8 OS X v10.7.x OS X v10.8.x	Printing PC Fax (Send) ³ Scanning Removable Disk (USB or Memory card) ⁵ Network Media Access (LAN) ⁵			Intel® Processor	80 MB	550 MB

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 PC Fax supports black and white only.
- ⁴ 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), Windows® 7 and Windows® 8.
- ⁵ Removable disk and Network Media Access are functions of PhotoCapture Center™.
- ⁶ MFC-J870DW only

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

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

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 (80%). With all following ink cartridges you can print the specified number of pages.

Replacement Consumables

	(For Australia and other Oceania countries)	(For other countries)
Standard Yield Black	LC131BK	LC161BK
Standard Yield Yellow	LC131Y	LC161Y
Standard Yield Cyan	LC131C	LC161C
Standard Yield Magenta	LC131M	LC161M

Black, Yellow, Cyan and Magenta - Approximately 300 pages ¹

	(For Australia and other Oceania countries)	(For other countries)
High Yield Black	LC133BK	LC163BK
High Yield Yellow	LC133Y	LC163Y
High Yield Cyan	LC133C	LC163C
High Yield Magenta	LC133M	LC163M

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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For Australia Only:

Support – For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our Web Site or Solutions Web Site (see below) to find an answer to FAQs/Troubleshooting, locating Drivers & Software.

Alternatively, please contact the Product Support Centre for any customer care/technical support enquiry.

To contact Brother International (Aust) Pty Ltd for support on a Brother product please see the details listed below:

Product Support Centre: **Australia**

Brother International (Aust) Pty Ltd

Phone: 02 8875 6000

Fax: 02 9870 7223

Solutions Site: <http://solutions.brother.com/>

Web Site: www.brother.com.au

Email: To submit an e-mail enquiry, visit www.brother.com.au go to **Service and Support** area and follow the prompts.

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm (EST/EDST) Monday to Friday.

For New Zealand Only:

To contact Brother International (NZ) Limited for support with a Brother product please use the following methods.

Phone:

Premium End User Assistance 0900 552 152

Auto Attendant Self Help 0800 652 152

Brother Recycle Assistance 0800 632 467

Fax Assistance 0800 837 822

Email Assistance Please visit www.brother.co.nz and submit a helpdesk enquiry from Online Help.

Web Assistance Please visit www.brother.co.nz under Online Help for Frequently Asked Questions, Driver downloads, Warranty information and Service Centres.

Our Technical Support Consultants are available 7 days a week by phone during the hours of 8.30am to 5pm Monday to Friday and 9am to 5pm Saturday and Sunday.

Outside of these hours you can find assistance from our Auto Attendant Self Help and our Website www.brother.co.nz under Online Help.

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