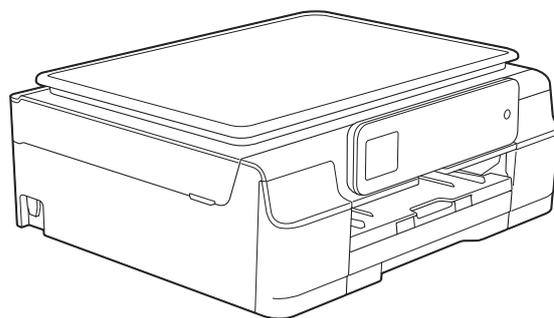


brother®

# Basic User's Guide

MFC-J285DW



Version 0

USA/CAN

## **If you need to call Customer Service**

**Please complete the following information for future reference:**

**Model Number:** MFC-J285DW

**Serial Number:** <sup>1</sup> \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Place of Purchase:** \_\_\_\_\_

<sup>1</sup> **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/>**

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is on-line at <http://www.brother.com/registration/>.

# Brother numbers

## NOTE

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For technical help, you must call the country where you bought the machine. Calls must be made **from within** that country.

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## Register your product

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By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

For your convenience and most efficient way to register your new product, register on-line at

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

## FAQs (frequently asked questions)

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The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software documents and utilities, read FAQs and troubleshooting tips, and learn how to get the most from your Brother product.

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

## NOTE

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- You can check here for Brother driver updates.
  - To keep your machine performance up to date, check here for the latest firmware upgrade.
- 

## For Customer Service

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**In USA:** <http://www.brother-usa.com/support> (Self-Service/Email/Chat)  
1-877-BROTHER (1-877-276-8437)  
1-901-379-1215 (assistance via fax)  
1-877-268-9575 (test your fax-sending and fax-receiving operations)

**In Canada:** 1-877-BROTHER  
(514) 685-4898 (assistance via fax)

## Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437) or visit us at <http://www.brother-usa.com/service/>.

## Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

# Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (You can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)

## NOTE

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In Canada only Visa and MasterCard are accepted.

---

**In USA:** 1-877-552-MALL (1-877-552-6255)  
1-800-947-1445 (assistance via fax)

<http://www.brothermall.com/>

**In Canada:** 1-877-BROTHER

<http://www.brother.ca/>

## Accessories and Supplies

Description	Item
Ink Cartridge Standard Yield <black>	LC101BK (Prints approx. 300 pages) <sup>1</sup>
Ink Cartridge Standard Yield <yellow>	LC101Y (Prints approx. 300 pages) <sup>1</sup>
Ink Cartridge Standard Yield <cyan> (blue)	LC101C (Prints approx. 300 pages) <sup>1</sup>
Ink Cartridge Standard Yield <magenta> (red)	LC101M (Prints approx. 300 pages) <sup>1</sup>
Ink Cartridge High Yield <black>	LC103BK (Prints approx. 600 pages) <sup>1</sup>
Ink Cartridge High Yield <yellow>	LC103Y (Prints approx. 600 pages) <sup>1</sup>
Ink Cartridge High Yield <cyan> (blue)	LC103C (Prints approx. 600 pages) <sup>1</sup>
Ink Cartridge High Yield <magenta> (red)	LC103M (Prints approx. 600 pages) <sup>1</sup>
Premium Plus Glossy Photo Paper (Letter size / 20 sheets) (4" × 6" size / 20 sheets)	BP71GLTR BP71GP20
Multipurpose Paper - Plain Paper (Letter size / 500 sheets)	BP60MPLTR (USA only)
Telephone Line Cord	LG3077001 (USA only)
Basic User's Guide	LEL607001 (English for USA and Canada) LEL607002 (French for Canada)
CD-ROM for Windows® & Mac	LEK462001

<sup>1</sup> For more information about the replacement consumables, visit us at <http://www.brother.com/pageyield/>.

## **Notice - Disclaimer of Warranties (USA and Canada)**

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# Compilation and Publication Notice

Under the supervision of Brother Industries, Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

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

Which Guide?	What's in it?	Where is it?
<b>Product Safety Guide</b>	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
<b>Quick Setup Guide</b>	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
<b>Basic User's Guide</b>	Learn the basic Fax, Copy and Scan operations, and how to replace consumables. See troubleshooting tips.	Printed / In the box
<b>Advanced User's Guide</b>	Learn more advanced operations: Fax, Copy, and security features; printing reports; and performing routine maintenance.	PDF file / CD-ROM
<b>Software and Network User's Guide</b>	This Guide provides instructions for Scanning, Printing, PC-Fax 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
<b>Web Connect Guide</b>	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 <sup>1</sup>
<b>AirPrint Guide</b>	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 <sup>1</sup>
<b>Google Cloud Print Guide</b>	This Guide provides details on how to use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center <sup>1</sup>
<b>Mobile Print/Scan Guide for Brother iPrint&amp;Scan</b>	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 <sup>1</sup>

<sup>1</sup> Visit us at <http://solutions.brother.com/>.

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## (Advanced User's Guide)

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

### **1 General setup**

---

*Memory Storage*  
*Volume Settings*  
*Automatic Daylight Saving Time*  
*Sleep Mode*  
*Touchscreen LCD*

### **2 Security features**

---

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### **3 Sending a fax**

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*Additional sending operations*

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---

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---

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*Additional dialing operations*  
*Additional ways to store numbers*

### **6 Printing reports**

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*Fax reports*  
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### **7 Making copies**

---

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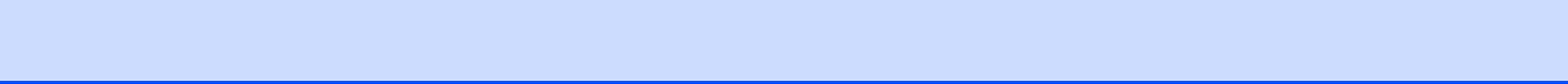
*Cleaning and checking the machine*  
*Packing and shipping the machine*

### **B Glossary**

---

### **C Index**

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## 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.

<b>Bold</b>	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 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 shock.

## Accessing Brother Utilities (Windows® 8)

If you are using a 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, the

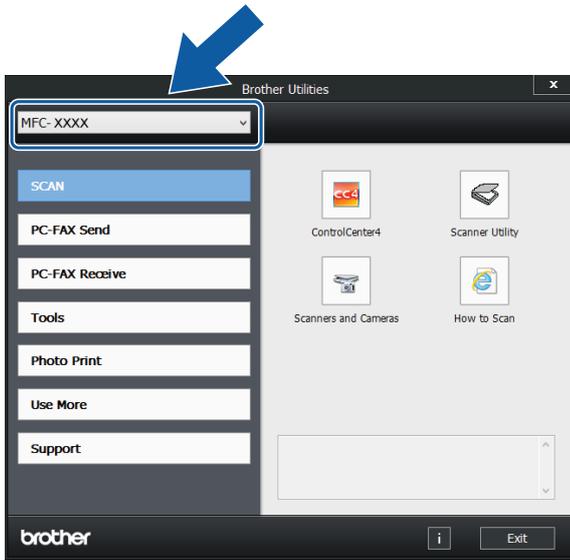


**Brother Utilities** appears on both the Start screen and the desktop.

- 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, Printer, Scanner, PC-Fax, and Network features. When you are ready to learn detailed information about these operations, 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 group, 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 (My Computer)**.

(For Windows® 8 and Windows Server®

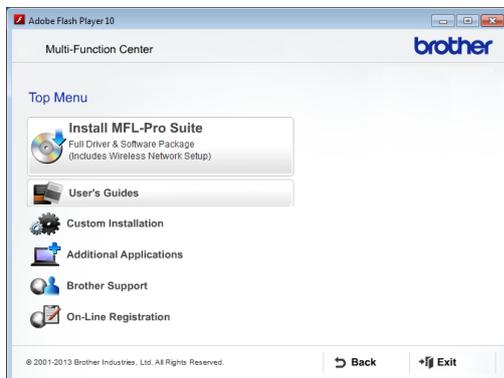
2012: Click  **(File Explorer)** on the

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®)

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

#### Presto! PageManager User's Guide (Macintosh)

#### NOTE

Presto! PageManager is available as a download from [http://nj.newsoft.com.tw/download/brother/PM9SEInstaller\\_BR\\_multilang2.dmg](http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang2.dmg)

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

### How to find Network setup instructions

Your machine can be connected to a wireless network.

- Basic setup instructions (See Quick Setup Guide.)
- The wireless access point or router supports Wi-Fi Protected Setup™ or AOSS™ (See Quick Setup Guide.)
- For more information about network setup, see Software and Network User's Guide: *Network*.

## 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.

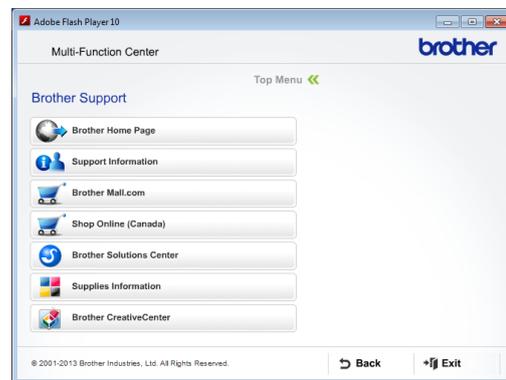
### Mobile Print/Scan Guide for Brother iPrint&Scan

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), Customer Service and Brother Authorized Service Centers in *Brother numbers* on page i and 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**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- To access the USA Brother online shopping mall (<http://www.brothermall.com/>) for additional product and services information, click **Brother Mall.com**.
- To access Canada's Brother online shopping mall (<http://www.brother.ca/>) for additional product and services information, click **Shop Online (Canada)**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our website for genuine 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 are finished, click **Exit**.

## Accessing Brother Support (Macintosh)

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

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

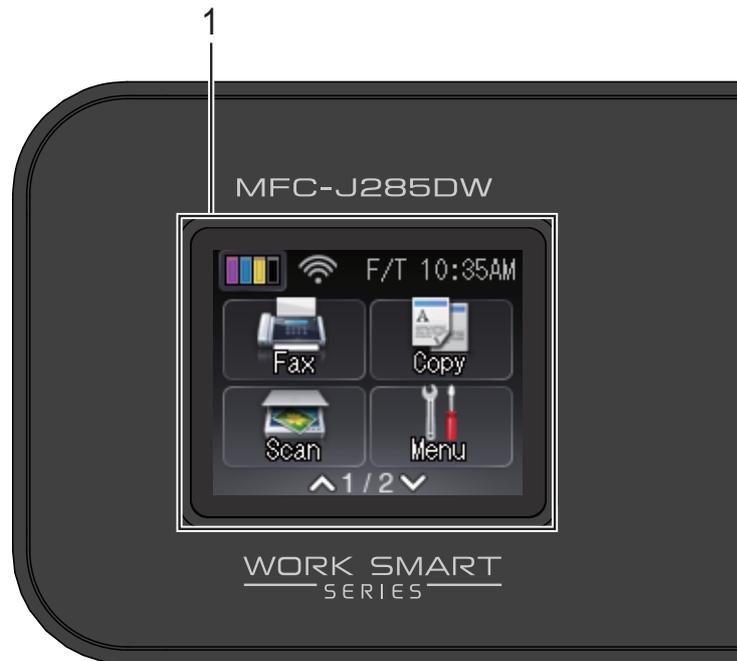


- To download and install Presto! PageManager, click **Presto! PageManager**.
- To access the Brother Web Connect page, click **Brother Web Connect**.
- To register your machine from the Brother Product Registration Page (<http://www.brother.com/registration/>), click **On-Line Registration**.
- For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

# Control panel overview

## 1.8" Touchscreen LCD and Touchpanel

This is a Touchscreen LCD with an electrostatic Touchpanel that only shows the LEDs that can be used.

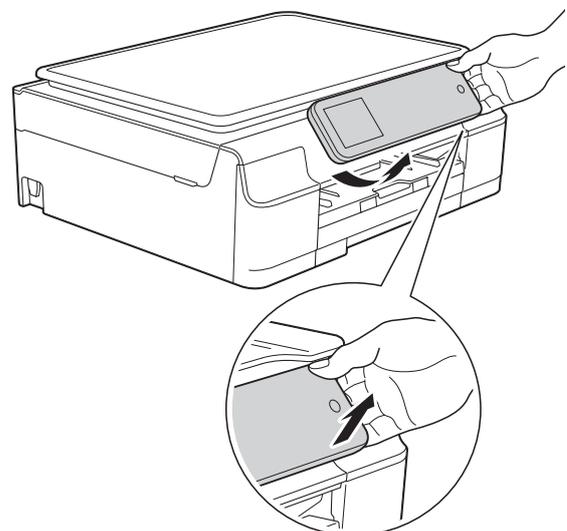


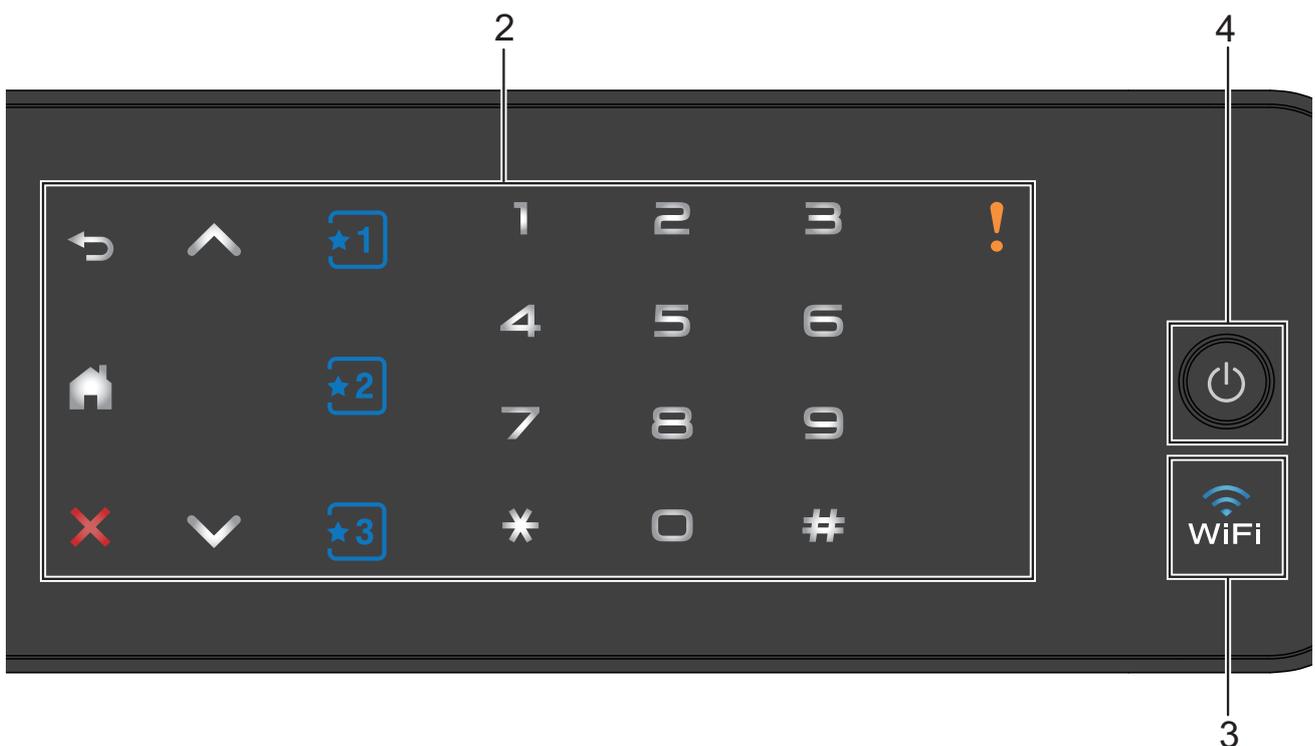
### 1 1.8" Touchscreen LCD (Liquid Crystal Display)

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

You can adjust the 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 illuminated in red.
- or **Navigation**  
Press to display the previous or next page. The Up and Down Arrows do not light up when there is only one page.

- **Shortcut**  
Press to set up and use Shortcut settings. These LEDs are always lit, even when you have not yet added your Shortcut settings. Press to display instructions about how to set up a Shortcut.
- **Dial Pad**  
Press the numbers on the Touchpanel to dial telephone or fax numbers and to enter the number of copies.
- **Warning icon**  
The warning icon lights up when there is an error or maintenance message. Press to view the instruction on the Touchscreen. For information about error messages, see *Error and maintenance messages* on page 65.

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

**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 itself 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.

## 1.8" Touchscreen LCD

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



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

 will not appear if received faxes are in the memory.

**2**  **Fax**  
Lets you access Fax mode.

**3**  **Copy**  
Lets you access Copy mode.

**4**  **Settings**  
Lets you access the full Settings menu.

**5**  **Scan**  
Lets you access Scan mode.

**6**  **Web**  
Lets you connect the Brother machine to an Internet service when you press , and then press .

For more information, see Web Connect Guide.

**7 Receive Mode**  
See the current Receive Mode:

- Fax (Fax Only)
- F/T (Fax/Tel)
- TAD (External TAD)
- Mn1 (Manual)

**8 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.

## 9 Faxes in memory

Shows how many received faxes are in the memory.

### NOTE

If you see Demo icon at the top of the screen, you can see the main features of the machine by pressing **Start** to begin a slide show.

After you print from a computer Demo will disappear from the Home screen.

To restore the Demo icon, you must delete all the settings you have changed by performing a Machine Reset. For more information, see *Reset functions* on page 93 and *How to reset the machine* on page 94.

The warning icon  appears when there is an error or maintenance message. For information about error messages, see *Error and maintenance messages* on page 65.

### NOTE

When the Distinctive Ring feature is turned on, the Touchscreen shows D/R. For more information, see *Distinctive Ring* on page 34.

## 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 **v** on the Touchpanel 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.
- DO NOT press the Touchscreen with a sharp object, such as a pen or stylus. It may damage the machine.

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

- 1 Press  (Settings).
- 2 Press **^** or **v** on the Touchpanel to display General Setup.



- 3 Press General Setup.
- 4 Press **^** or **v** to display Paper Type.



- 5 Press Paper Type.
- 6 Press **^** or **v** to display Inkjet Paper.
- 7 Press Inkjet Paper.



### NOTE

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

- 8 Press .

# Shortcut Settings

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

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

## Copy

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

## Fax

- Address
- Fax Resolution
- Contrast
- Color Setting
- Real Time TX
- Overseas Mode
- Glass Scan Size

# Adding Shortcuts

- 1 Press  (Settings).
- 2 Press **^** or **v** on the Touchpanel to display **Shortcut Settings**. Press **Shortcut Settings**.
- 3 Press **\*1**, **\*2** or **\*3** where you have not added a Shortcut.

## NOTE

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

- 4 Read the information on the Touchscreen, and then press **Next** to display the modes **Copy** and **Fax**.
- 5 Press **Copy** or **Fax** for the mode of your new Shortcut.
- 6 Press **^** or **v** to display the available settings for the mode you chose in step 5, and then press the setting you want to change.
- 7 Press **^** or **v** to display the available options for the setting, and then press the new option you want to set. Repeat steps 6 and 7 until you have chosen all the settings for this Shortcut.
- 8 When you are finished choosing settings, press **OK**.
- 9 Enter a name for the Shortcut using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 113.) Press **OK**.
- 10 Press **^** or **v** to review and confirm the displayed list of settings you have chosen. Do one of the following:
  - Press **Yes** to save your Shortcut. Go to step 11.
  - Press **No** to return to step 6.

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

- 12 Press .

**NOTE**

-Blank- appears when accessing through Settings.

## Changing Shortcuts

You can change the settings in a Shortcut.

- 1 Press  (Settings).
- 2 Press **^** or **v** on the Touchpanel to display **Shortcut Settings**. Press **Shortcut Settings**.
- 3 Press the Shortcut ,  or  that you want to change.
- 4 Press **Change**.
- 5 Read the information on the Touchscreen, and then press **Yes** to confirm.
- 6 Press **^** or **v** to display the current settings for this Shortcut, and then press the setting you want to change.
- 7 Press **^** or **v** to display the available options for the setting, and then press the new option you want to set.  
  
Repeat steps 6 and 7 to change other settings as needed.
- 8 When you are finished changing settings, press **OK**.
- 9 To edit the name, hold down  to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 113.) Press **OK**.

- 10 Press **^** or **v** to review and confirm the displayed list of settings for this Shortcut, and then press **Yes** to save your changes.

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

- 12 Press .

**NOTE**

-Blank- appears when accessing through Settings.

## Deleting Shortcuts

You can delete a Shortcut.

- 1 Press  (Settings).
- 2 Press **^** or **v** on the Touchpanel to display **Shortcut Settings**. Press **Shortcut Settings**.
- 3 Press the Shortcut ,  or  that you want to delete.
- 4 Press **Delete** to delete the Shortcut that you chose in step 3. Press **Yes** to confirm.
- 5 Press .

**NOTE**

-Blank- appears when accessing through Settings.

## Using Shortcuts

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

# 2

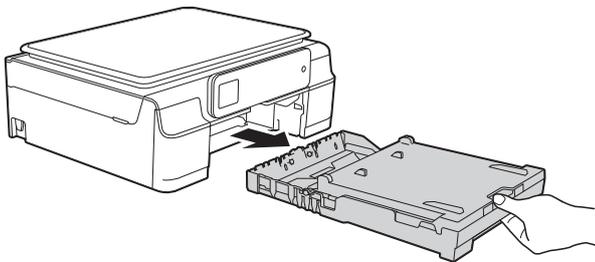
## Loading paper

### Loading paper and other print media

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

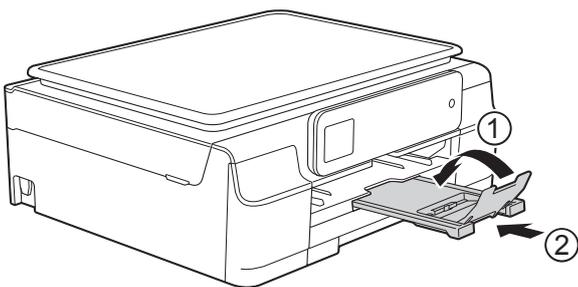
(For more information about paper size, weight and thickness, see *Choosing the right print media* on page 21.)

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



#### NOTE

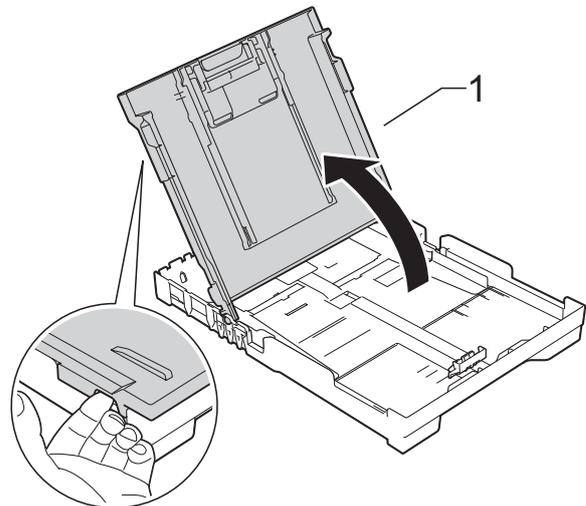
- If the paper support flap (1) is open, close it, and then close the paper support (2).



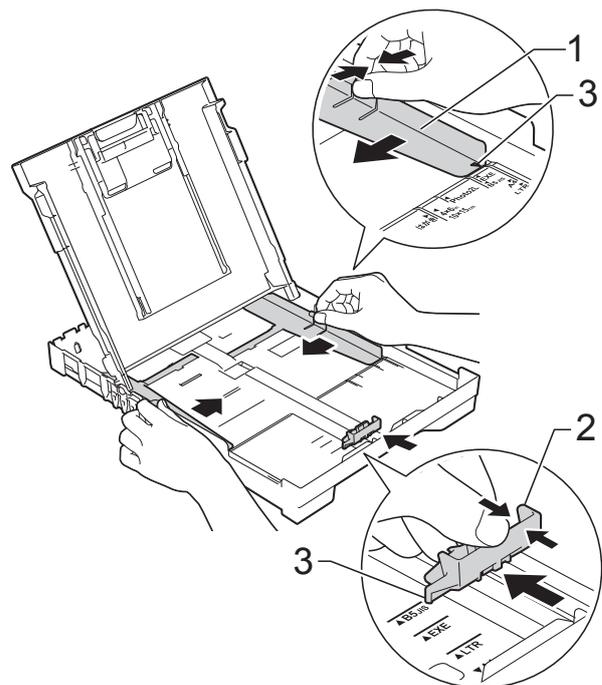
- When you load a different paper size in the tray, you will need to change the machine's Paper Size setting at the same time.

(See *Paper Size* on page 18.)

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

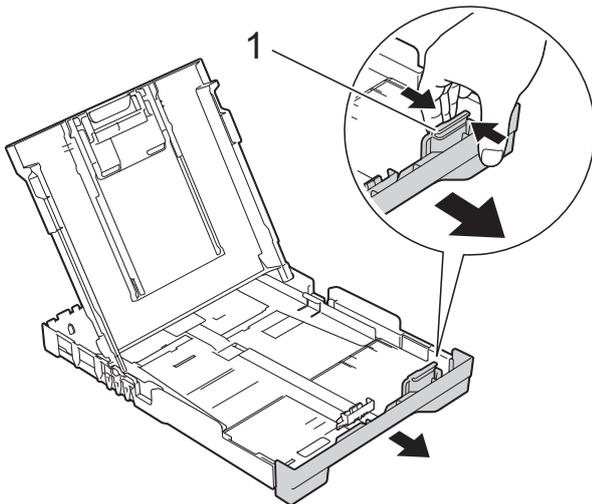


- 3 Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size. Make sure that the triangular marks (3) on the paper width guides (1) and paper length guide (2) line up with the marks for the paper size you are using.

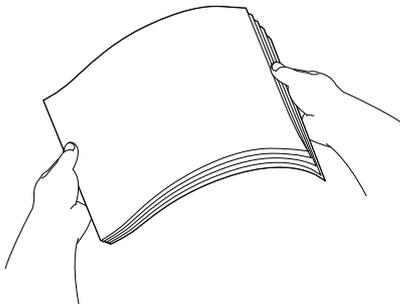


**NOTE**

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.

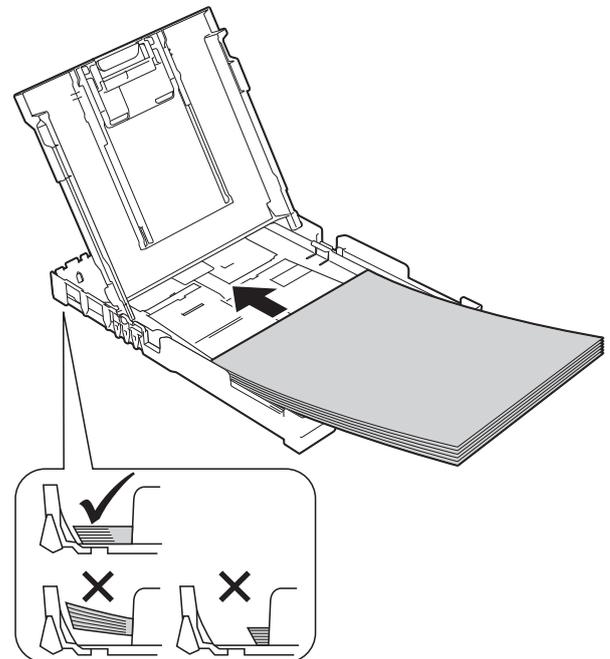


- 4 Fan the stack of paper well to avoid paper jams and misfeeds.

**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.

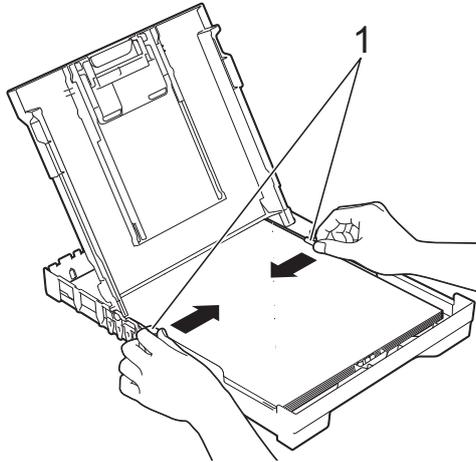
**IMPORTANT**

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

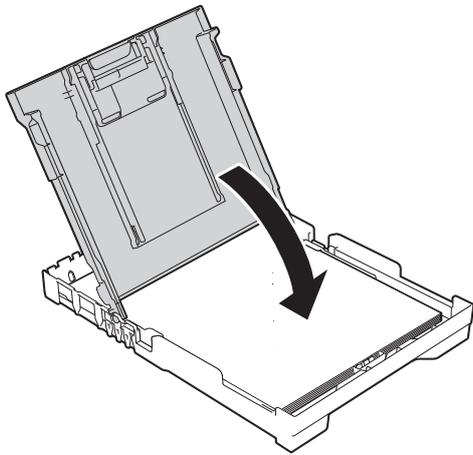
**NOTE**

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.

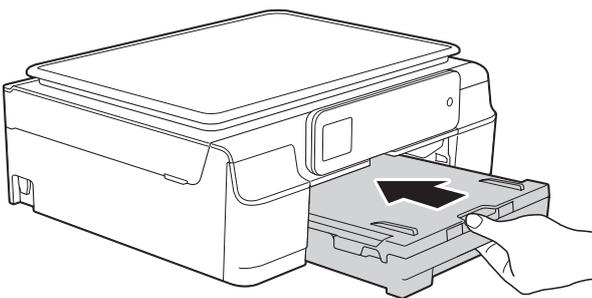
- 6 Gently adjust the paper width guides (1) to fit the paper. Make sure the paper width guides touch the sides of the paper.



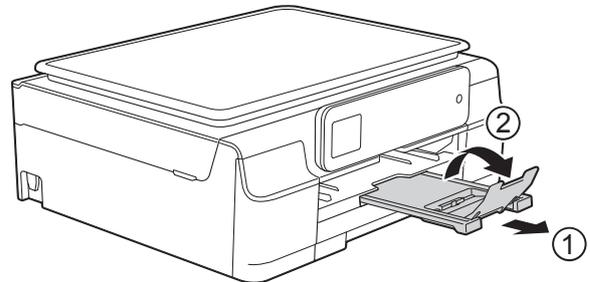
- 7 Close the output paper tray cover.



- 8 Slowly and firmly 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.

## Loading envelopes

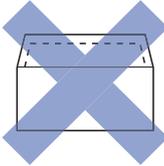
### About envelopes

- Use envelopes that weigh from 20 to 25 lb (80 to 95 g/m<sup>2</sup>).
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing many envelopes.

### IMPORTANT

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

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

Glue	Double flaps
	

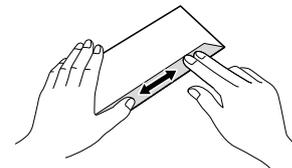
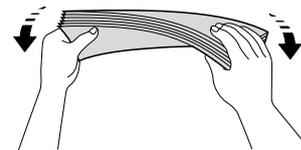
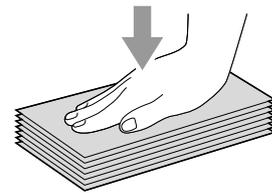
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

## Loading envelopes

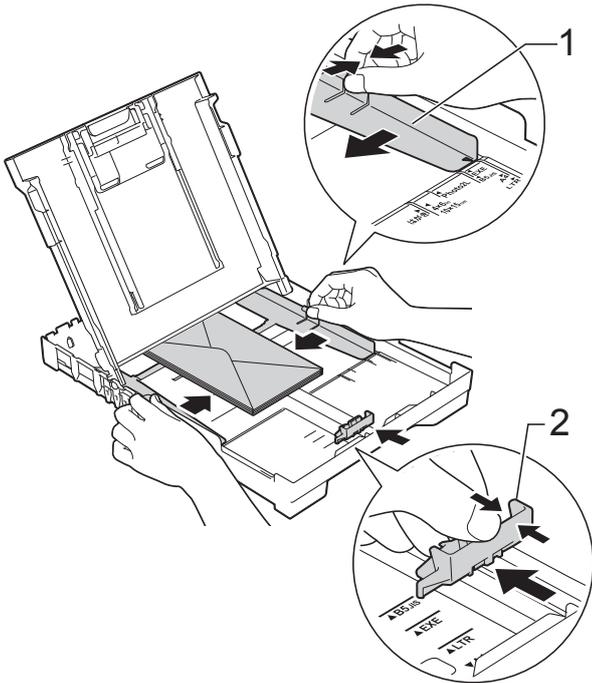
- 1 Before loading, press the corners and sides of envelopes to make them as flat as possible.

### IMPORTANT

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

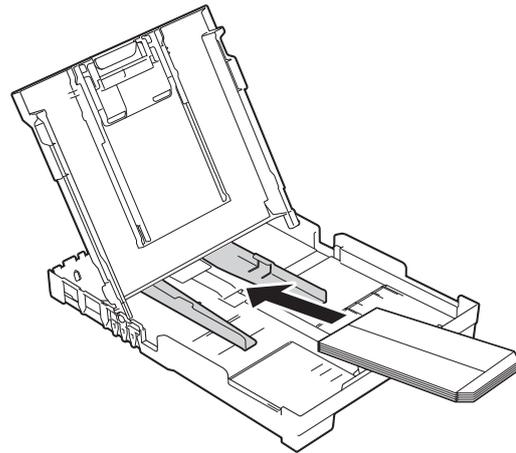


- Put envelopes in the paper tray with the address side down. If the envelope flaps are on the long edge, load the envelopes with the flap on the left, as shown in the illustration. Gently press and slide the paper width guides (1) and paper length guide (2) to fit the size of the envelopes.



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

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



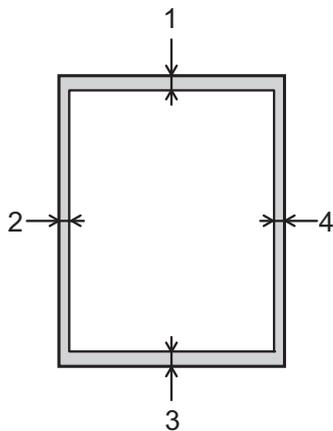
- Select **Reverse Print** (Windows®) or **Reverse page orientation** (Macintosh) in the printer driver's dialog box, and then adjust the size and margin in your application. For more information, see *Software and Network User's Guide: Reverse Print (Windows®)* or *Reverse Print (Macintosh)*.

## Unprintable area

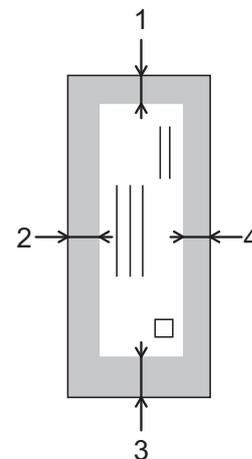
The printable area depends on the settings in the application you are using. The figures show the unprintable areas on cut-sheet paper and envelopes. The machine can print in the shaded areas of cut-sheet paper only when the Borderless print feature is available and turned on.

For more information, see *Software and Network User's Guide: Print without a Border (Windows®)* or *Print without a Border (Macintosh)*.

### Cut-Sheet Paper



### Envelopes



	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut-Sheet	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)
Envelopes	0.87 in. (22 mm)	0.12 in. (3 mm)	0.87 in. (22 mm)	0.12 in. (3 mm)

### NOTE

- The Borderless print feature is not available for envelopes and 2-sided printing.
- The Borderless print feature is not available for some paper sizes, such as Legal and Executive. For more information, see *Printer* on page 120.

## 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 **^** or **v** on the Touchpanel to display `General Setup`.
- 3 Press `General Setup`.
- 4 Press **^** or **v** to display `Paper Type`.
- 5 Press `Paper Type`.
- 6 Press **^** or **v** to display `Plain Paper`, `Inkjet Paper`, `Brother BP71`, `Other Glossy` or `Transparency`, and then press the option you want to set.
- 7 Press .

#### NOTE

The machine ejects paper with 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 copies: Letter, Legal, A4, A5, Executive and Photo (4" × 6")/(10 × 15 cm). You can use the following sizes of paper for printing faxes: Letter, Legal and A4. 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 **^** or **v** on the Touchpanel to display `General Setup`.
- 3 Press `General Setup`.
- 4 Press **^** or **v** to display `Paper Size`.
- 5 Press `Paper Size`.
- 6 Press **^** or **v** to display `Letter`, `Legal`, `A4`, `A5`, `EXE` or `4"x6"`, and then press the option you want to set.
- 7 Press .

## 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 you load.

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 printer driver's **Basic** tab or the machine's Paper Type setting.  
(See *Paper Type* on page 18.)
- 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.

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

### Brother paper

Paper Type	Item
Premium Plus Glossy Photo	
■ Letter	BP71GLTR
■ 4" × 6"	BP71GP20

## Handling and using print media

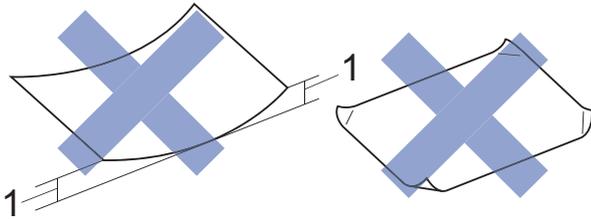
- Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- Avoid touching the shiny (coated) side of the photo paper.
- Avoid touching either side of the transparency paper because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next document. Use only transparencies recommended for inkjet printing.

## IMPORTANT

---

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped



**1 0.08 in. (2 mm) or greater curl may cause jams to occur.**

- Extremely shiny or highly textured
  - Paper that cannot be arranged uniformly when stacked
  - Paper made with a short grain
- 

### **Paper capacity of the output paper tray cover**

Up to 50 sheets of Letter, Legal or A4 20 lb (80 g/m<sup>2</sup>) 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	Printer
Cut-Sheet	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	Yes	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	Yes	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	Yes	Yes	Yes
	Executive	7 1/4 × 10 1/2 in. (184 × 267 mm)	–	Yes	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	Yes
	A6	4.1 × 5.8 in. (105 × 148 mm)	–	–	Yes
Cards	Photo	4 × 6 in. (10 × 15 cm)	–	Yes	Yes
	Photo 2L	5 × 7 in. (13 × 18 cm)	–	–	Yes
	Index Card	5 × 8 in. (127 × 203 mm)	–	–	Yes
Envelopes	C5 Envelope	6.4 × 9 in. (162 × 229 mm)	–	–	Yes
	DL Envelope	4.3 × 8.7 in. (110 × 220 mm)	–	–	Yes
	Com-10	4 1/8 × 9 1/2 in. (105 × 241 mm)	–	–	Yes
	Monarch	3 7/8 × 7 1/2 in. (98 × 191 mm)	–	–	Yes
Transparencies	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	–	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	–	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	–	Yes	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	Yes

## Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut-Sheet	Plain Paper	17 to 32 lb (64 to 120 g/m <sup>2</sup> )	3 to 6 mil (0.08 to 0.15 mm)	100 <sup>1</sup>
	Inkjet Paper	17 to 53 lb (64 to 200 g/m <sup>2</sup> )	3 to 10 mil (0.08 to 0.25 mm)	20
	Glossy Paper	Up to 58 lb (Up to 220 g/m <sup>2</sup> )	Up to 10 mil (Up to 0.25 mm)	20 <sup>2</sup>
Cards	Photo (4" × 6")/ (10 × 15 cm)	Up to 58 lb (Up to 220 g/m <sup>2</sup> )	Up to 10 mil (Up to 0.25 mm)	20 <sup>2</sup>
	Index Card	Up to 32 lb (Up to 120 g/m <sup>2</sup> )	Up to 6 mil (Up to 0.15 mm)	30
Envelopes		20 to 25 lb (80 to 95 g/m <sup>2</sup> )	Up to 20 mil (Up to 0.52 mm)	10
Transparencies		–	–	10

<sup>1</sup> Up to 100 sheets of plain paper 20 lb (80 g/m<sup>2</sup>).

<sup>2</sup> BP71 69 lb (260 g/m<sup>2</sup>) paper is especially designed for Brother inkjet machines.

# 3

## Loading documents

### How to load documents

You can send a fax, make copies, and scan from the scanner glass.

#### Using the scanner glass

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

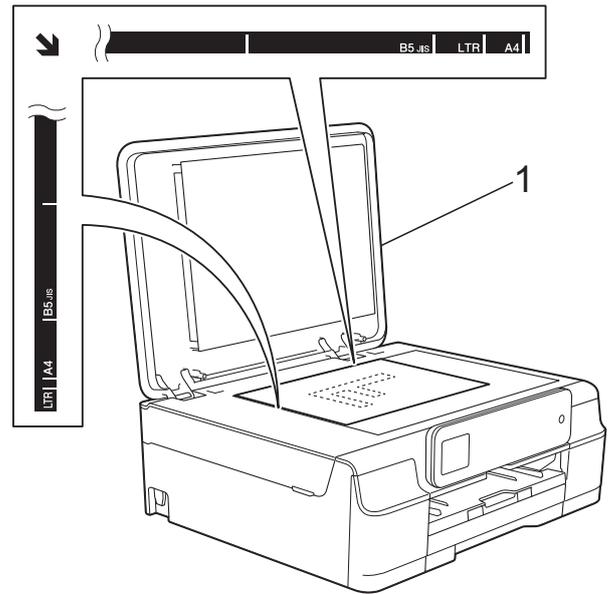
#### Document sizes supported

Length:	Up to 11.7 in. (297 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2 kg)

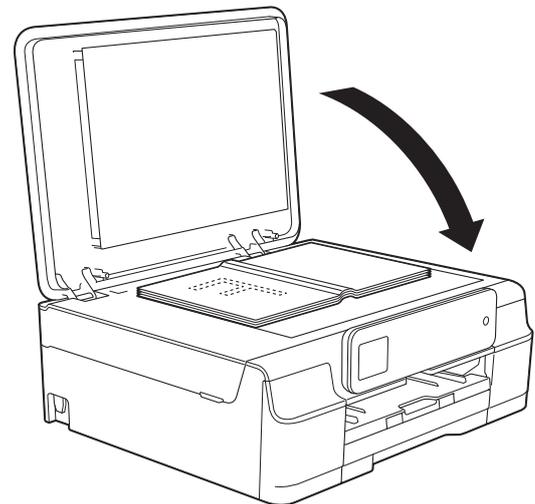
#### How to load documents

- 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



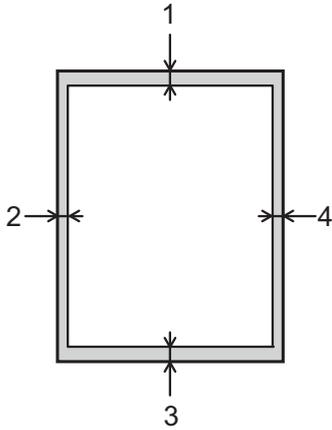
- 3 Close the document cover.

#### 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	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	A4		0.12 in. (3 mm)
Copy	All paper sizes	0.12 in. (3 mm)	0.12 in. (3 mm)
Scan		0.04 in. (1 mm)	0.04 in. (1 mm)

## How to send a fax

The following steps show how to send a fax.

- 1 Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 23.)
- 2 When you want to send a fax or change the settings for sending or receiving faxes, press  (Fax).

- The Touchscreen shows:



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

### (Basic User's Guide)

For information about changing the following fax-sending settings, see pages 26 to 27.

- Glass Scan Size
- Color Fax Transmission
- 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
- Canceling Waiting Jobs

- 4 Enter the fax number.

### Using the dial pad

Using  (**Address**)

- Address Book

Using  (**History**)

- Outgoing
- Incoming

- 5 Press **Fax Start**.

- If you choose **Black** in the **Color Setting** (default setting), the machine starts scanning the first page. Go to step 6.
- If you choose **Color** in the **Color Setting**, the Touchscreen asks if you want to send a color fax. Press **Color Fax** to confirm. The machine starts dialing and sending the document.

- 6 When the Touchscreen asks you `Next Page?`, do one of the following:
  - To send a single page, press `No (Send)`.  
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 A4 size, you need to set the Scan Size to A4. If you do not, the bottom portion of the faxes will be missing.

- 1 Load your document.
- 2 Press  (`Fax`).
- 3 Press `Options`.
- 4 Press `^` or `v` on the Touchpanel to display `Glass Scan Size`.
- 5 Press `Glass Scan Size`.
- 6 Press `A4 (or Letter)`.
- 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 the new default.*)

## Color fax transmission

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

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

- 1 Load your document.
- 2 Press  (`Fax`).
- 3 Press `Options`.
- 4 Press `^` or `v` on the Touchpanel to display `Color Setting`.
- 5 Press `Color Setting`.
- 6 Press `Color`.
- 7 Press `OK`.
- 8 Enter the fax number.
- 9 Press `Fax Start`.
- 10 Read the information on the Touchscreen, and then press `Color Fax`.

## Canceling a fax in progress

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

## 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, the 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. The report will also print if you send a color fax that the receiving machine prints in black & white. *Off* is the default setting.
- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. The report will also print if you send a color fax that the receiving machine prints in black & white. A portion of the fax's first page appears on the report.

- 1 Press  (Settings).
- 2 Press **▲** or **▼** on the Touchpanel to display *Fax*.
- 3 Press *Fax*.
- 4 Press **▲** or **▼** to display *Report Setting*.
- 5 Press *Report Setting*.
- 6 Press **▲** or **▼** to display *Transmission*.
- 7 Press *Transmission*.

- 8 Press **▲** or **▼** to display *On*, *On+Image*, *Off* or *Off+Image*, and then press the option you want.

- 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 color 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, *NG* will appear next to *RESULT*.

# 5

## Receiving a fax

### Receive Modes

#### Choose the correct Receive Mode

---

The correct Receive Mode is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring, etc.) you will be using on the same line as the Brother machine.

**Will you be using a Distinctive Ring number for receiving faxes?**

Brother uses the term “Distinctive Ring” but different telephone companies may have other names for this service, such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See *Distinctive Ring* on page 34 for instructions on setting up your machine using this feature.)

**Will you be using Voice Mail on the same telephone line as your Brother machine?**

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See *Voice Mail* on page 33 for instructions on setting up your machine using this service.)

**Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?**

Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose `External TAD` as your Receive Mode. (See *Connecting an external TAD (telephone answering device)* on page 37.)

**Will you be using your Brother machine on a dedicated fax line?**

Your machine automatically answers every call as a fax. Choose `Fax Only` as your Receive Mode. (See *Fax Only* on page 30.)

**Will you be using your Brother machine on the same line as your telephone?**

**Do you want to receive voice calls and faxes automatically?**

`Fax/Tel` mode is used when sharing the Brother machine and your telephone on the same line. Choose `Fax/Tel` as your Receive Mode. (See *Fax/Tel* on page 30.)

**Important Note:** You cannot receive voice messages on either Voice Mail or an answering machine with `Fax/Tel` mode.

**Do you expect to receive very few faxes?**

Choose `Manual` as your Receive Mode. You control the telephone line and must answer every call yourself. (See *Manual* on page 30.)

**To set the Receive Mode, follow the instructions:**

- 1 Press  (Settings).
- 2 Press **^** or **v** on the Touchpanel to display Fax.
- 3 Press Fax.
- 4 Press **^** or **v** to display Setup Receive.
- 5 Press Setup Receive.
- 6 Press **^** or **v** to display Receive Mode.
- 7 Press Receive Mode.

**NOTE**

If you cannot change the Receive Mode, make sure the Distinctive Ring feature is set to Off.  
(See *Turning off Distinctive Ring* on page 35.)

- 8 Press **^** or **v** to display Fax Only, Fax/Tel, External TAD or Manual, and then press the option you want.
- 9 Press .  
The Touchscreen will display the current Receive Mode.

## Using Receive Modes

Some Receive Modes answer automatically (**Fax Only** and **Fax/Tel**). You may want to change the *Ring Delay* before using these modes. (See *Ring Delay* on page 31.)

### Fax Only

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

### Fax/Tel

---

**Fax/Tel** mode helps you manage incoming calls by recognizing whether they are fax or voice calls and handling 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 pseudo/double-ring made by your machine.

If you use **Fax/Tel** mode, see *F/T Ring Time (Fax/Tel mode only)* on page 31 and *Ring Delay* on page 31.

### Manual

---

**Manual** mode turns off all automatic answering functions unless you are using the *Distinctive Ring* feature.

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

(See *Easy Receive* on page 32.)

### External TAD

---

**External TAD** mode lets an external answering device manage your incoming calls. Incoming calls will be handled 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 37.

## 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, keep the Ring Delay setting of 4 rings.

(See *Using external and extension telephones* on page 40 and *Easy Receive* on page 32.)

- 1 Press  (Settings).
- 2 Press **▲** or **▼** on the Touchpanel to display **Fax**.
- 3 Press **Fax**.
- 4 Press **▲** or **▼** to display **Setup Receive**.
- 5 Press **Setup Receive**.
- 6 Press **▲** or **▼** to display **Ring Delay**.
- 7 Press **Ring Delay**.
- 8 Press **▲** or **▼** to display the options, and then press the number of times the machine will ring before it answers (0, 1, 2, 3 or 4).  
If you choose 0, the machine will answer immediately and the line will not ring at all.
- 9 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, the machine will sound the F/T Ring (a fast pseudo/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 40.)

- 1 Press  (Settings).
- 2 Press **▲** or **▼** on the Touchpanel to display **Fax**.
- 3 Press **Fax**.
- 4 Press **▲** or **▼** to display **Setup Receive**.
- 5 Press **Setup Receive**.
- 6 Press **▲** or **▼** to display **F/T Ring Time**.
- 7 Press **F/T Ring Time**.
- 8 Press **▲** or **▼** to display the options, and then press how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
- 9 Press .

#### NOTE

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

## Easy Receive

---

### If Easy Receive is On:

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

### If Easy Receive is Off:

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

If you answered at an extension telephone, press \* **5 1**. (See *Using external and extension telephones* on page 40.)

### 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, press the Fax Receive Code, \* **5 1**.
  - If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to *Off*.
- 

- 1 Press  (Settings).
- 2 Press  or  on the Touchpanel to display *Fax*.
- 3 Press *Fax*.
- 4 Press  or  to display *Setup Receive*.
- 5 Press *Setup Receive*.
- 6 Press  or  to display *Easy Receive*.
- 7 Press *Easy Receive*.
- 8 Press *On* (or *Off*).
- 9 Press .

## Telephone services

Your machine supports the Caller ID and Distinctive Ring subscriber telephone services that some telephone companies offer.

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine. If you have Voice Mail on your telephone line, read the following carefully.

### Voice Mail

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after 4 rings and your Brother machine is set to answer after 2 rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after 4 rings and your Voice Mail is set to answer after 2 rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your Voice Mail service, do one of the following:

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature 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, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. 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. (See *Distinctive Ring* on page 34.)

### OR

Set your Brother machine's Receive Mode to **Manual**. Manual mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax-sending tones, you must transfer the call to the Brother machine. (See *Using external and extension telephones* on page 40.)

Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in **Manual** mode, see *Choose the correct Receive Mode* on page 28.)

## Distinctive Ring

Distinctive Ring 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, such as Smart Ring, Ring Master or Ident-a-Ring. 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.

### NOTE

- You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.
- Please call your telephone company for availability and rates.

### What does your telephone company's “Distinctive Ring” do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same telephone line. **If you need more than one telephone number, it is cheaper than paying for an extra line.** Each telephone number has its own distinctive ring pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.

### 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.

## Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls.* **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.** If each one has a separate telephone number, neither will interfere with the other's operations.

If you decide to get Distinctive Ring service from the telephone company, you will need to follow the directions in *Registering the Distinctive Ring pattern* to register the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.

### NOTE

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

### Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns in the table are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	short-short or long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	

**NOTE**

Ring Pattern #1 is often called Short-Short and is the most commonly used. If the ring pattern you received is not on this chart, **call your telephone company and ask for one that is shown.**

- The machine will only answer calls to its registered number.
- The first two rings are silent on the machine. This is because the machine must “listen” to the ring pattern to compare it to the pattern that was registered. Other telephones on the same line will ring.
- If you program the machine correctly, it will recognize the registered ring pattern of the “fax number” within 2 ring patterns and then answer with fax tones. When the “voice number” is called, the machine will not answer.

**Registering the Distinctive Ring pattern****Very Important!**

After you have set the Distinctive Ring feature to *On*, your Distinctive Ring number will receive faxes automatically. You will see *D/R* on the Home screen and *Manual* as the Receive Mode setting. You cannot change the Receive Mode from *D/R (Manual)* to another Receive Mode while Distinctive Ring is set to *On*. This ensures the Brother machine will only answer the Distinctive Ring number and will not interfere when your main telephone number is called.

- 1 Press  (Settings).
- 2 Press  $\blacktriangle$  or  $\blacktriangledown$  on the Touchpanel to display *Fax*.
- 3 Press *Fax*.
- 4 Press  $\blacktriangle$  or  $\blacktriangledown$  to display *Miscellaneous*.

- 5 Press *Miscellaneous*.
- 6 Press  $\blacktriangle$  or  $\blacktriangledown$  to display *Distinctive*.
- 7 Press *Distinctive*.
- 8 Do one of the following:
  - If you have not registered the Distinctive Ring, press *Distinctive*, and then press *On*. Go to step 9.
  - If you have already registered the Distinctive Ring, and want to change the pattern, go to step 9.
- 9 Press *Ring Pattern*.
- 10 Press the stored ring pattern you want to use. Press *OK*. (You will hear each ring pattern as you select its number. Make sure you choose the pattern that the telephone company gave you.)
- 11 Press . Distinctive Ring is now set to *On*.

**Turning off Distinctive Ring**

- 1 Press  (Settings).
- 2 Press  $\blacktriangle$  or  $\blacktriangledown$  on the Touchpanel to display *Fax*.
- 3 Press *Fax*.
- 4 Press  $\blacktriangle$  or  $\blacktriangledown$  to display *Miscellaneous*.
- 5 Press *Miscellaneous*.
- 6 Press  $\blacktriangle$  or  $\blacktriangledown$  to display *Distinctive*.
- 7 Press *Distinctive*. You can see the current setting.
- 8 Press *Distinctive*.

9 Press **Off**.

10 Press .

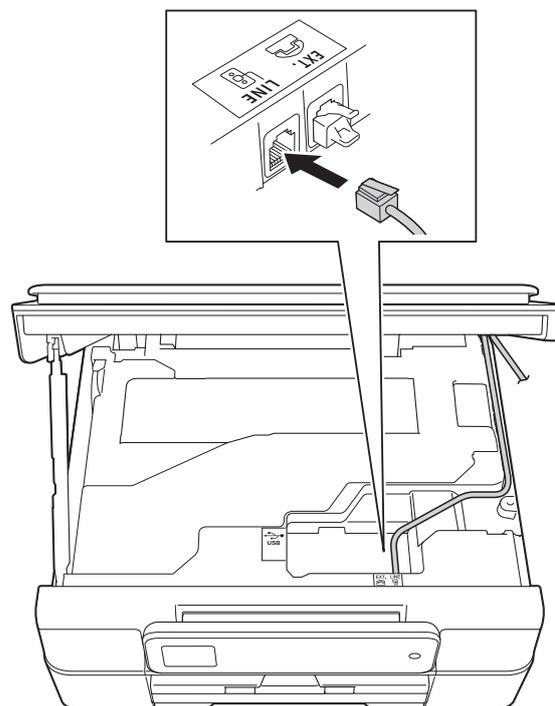
## NOTE

If you turn off Distinctive Ring, the machine will be set to **Manual** mode. You will need to set the Receive Mode again. (See *Choose the correct Receive Mode* on page 28.)

## 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 jack labeled **LINE** on your machine. The other end of the telephone cord may be connected to a modem, interface box, phone adapter, splitter, or other such device.



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

After you have connected your machine to the VoIP system, press **Hook** on the Touchscreen to verify that the machine has a dial tone. If the machine does not have a dial tone, call 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 92).

## Connecting an external TAD (telephone answering device)

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

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

### NOTE

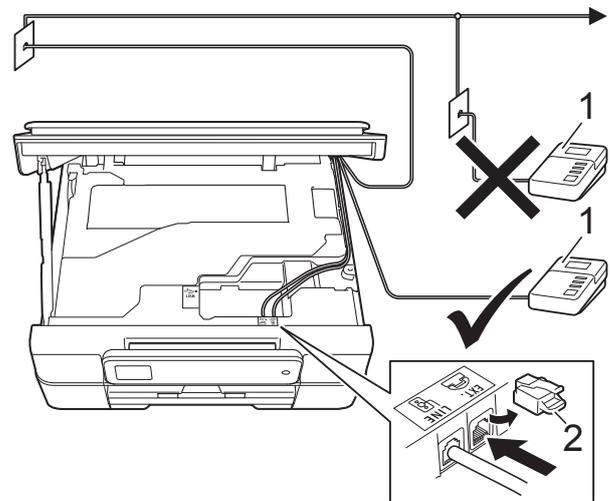
- If you do not receive all your faxes, shorten the Ring Delay setting on your external TAD.
- **If you subscribe to your telephone company's Distinctive Ring service:**

You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company's Distinctive Ring service, have registered the distinctive ring pattern on your machine, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company's Distinctive Ring service. You cannot use the Toll Saver setting.

- **If you do not subscribe to the Distinctive Ring service:**

You must plug your TAD into the EXT. jack of your machine. If your TAD is plugged into a wall jack, both your machine and the TAD will try to control the telephone line. (See the illustration.)

- Before you connect the external TAD, remove the protective cap (2) from the EXT. jack on the machine.



- 1 TAD
- 2 Protective Cap

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

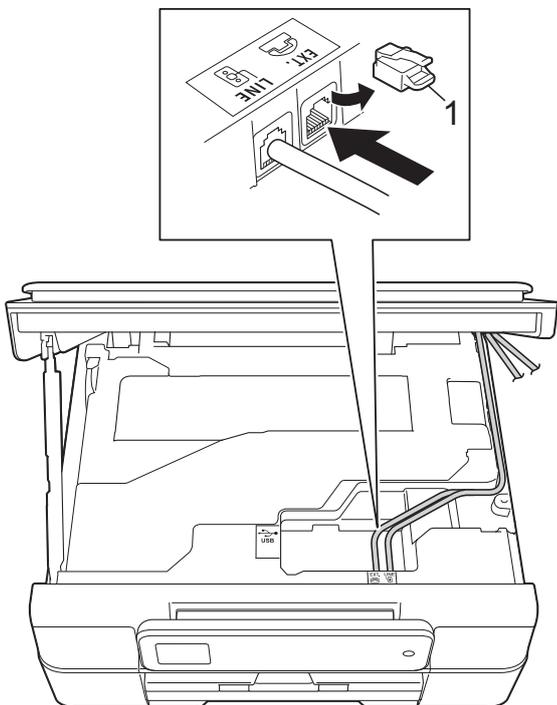
### IMPORTANT

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

## Connections

The external TAD must be plugged into the jack labeled EXT. Your machine cannot work correctly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

- 1 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.
- 2 Plug the telephone line cord from the telephone wall jack into the jack labeled LINE.
- 3 Remove the protective cap (1) from the jack labeled EXT., and then plug the telephone line cord from the external TAD into the EXT. jack. (Make sure this cord is connected to the TAD's telephone line jack, and not its handset jack.)



- 4 Carefully guide the telephone line cord from the EXT. jack into the cable channel and out the back of the machine.

- 5 Lift the scanner cover to release the lock. Gently push the scanner cover support down and close the scanner cover using both hands.
- 6 Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)
- 7 Record the outgoing message on your external TAD.
- 8 Set the TAD to answer calls.
- 9 Set the Receive Mode to *External TAD*. (See *Choose the correct Receive Mode* on page 28.)

## Recording an outgoing message (OGM) on the external TAD

Timing is important in recording this message. The way you record this message will affect both manual and automatic fax reception.

- 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.
- 3 End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or send a fax by pressing \* 5 1 and **Start**."

### NOTE

We recommend beginning your OGM with an initial 5-second silence because the machine cannot hear fax tones over a resonant or loud 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 (PBX)

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

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

## External and extension telephones

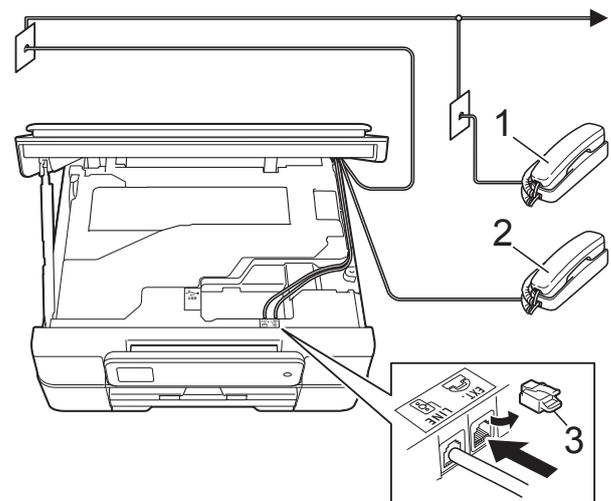
### Connecting an external telephone

You can connect a separate telephone (2) to your machine as shown in the diagram.

Before you connect the external telephone, remove the protective cap (3) from the EXT. jack.

Connect the telephone line cord to the jack labeled EXT inside the machine.

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



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

## Using external and extension telephones

---

### Using extension telephones

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code \* 5 1.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code # 5 1. (See *F/T Ring Time (Fax/Tel mode only)* on page 31.)

### Using an external telephone (connected to the EXT. jack of the machine)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing `Fax Start` and choosing `Receive`.

You can also use the Fax Receive Code \* 5 1.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing `Pickup` on the Touchscreen.

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

Assume you are receiving a manual fax.

Press \* 5 1 and wait for the chirp or until the Touchscreen shows `Receiving`, and then hang up.

### NOTE

You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* on page 32.)

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## Using a non-Brother cordless external telephone

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If your non-Brother cordless telephone is connected to the EXT. jack of the machine and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you will have to go to the machine so you can press `Pickup` to send the call to the cordless handset.

## Using remote codes

---

### Fax Receive Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by dialing the Fax Receive Code \* 5 1. Wait for the chirping sounds and then replace the handset. (See *Easy Receive* on page 32.)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing `Fax Start` and choosing `Receive`.

### Telephone Answer Code

If you receive a voice call and the machine is in Fax/Tel mode, it will start to sound the F/T (pseudo/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 (make sure you press this *between* the rings).

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone connected to the EXT. jack of the machine by pressing `Pickup` on the Touchscreen.

## Changing the remote codes

The preset Fax Receive Code is \* 5 1. The preset Telephone Answer Code is # 5 1. If you want to, you can replace them with your own codes.

- 1 Press  (Settings).
- 2 Press  or  on the Touchpanel to display Fax.
- 3 Press Fax.
- 4 Press  or  to display Setup Receive.
- 5 Press Setup Receive.
- 6 Press  or  to display Remote Codes.
- 7 Press Remote Codes.
- 8 Press On.
- 9 Do one of the following.
  - If you want to change the Fax Receive Code, enter the new code. Press OK. Go to step 10.
  - If you do not want to change the Fax Receive Code, press OK. Go to step 10.
- 10 Do one of the following.
  - If you want to change the Telephone Answer Code, enter the new code. Press OK. Go to step 11.
  - If you do not want to change the Telephone Answer Code, press OK. Go to step 11.
- 11 Press .

## NOTE

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code (such as ### and 999).
- Remote Codes might not work with some telephone systems.

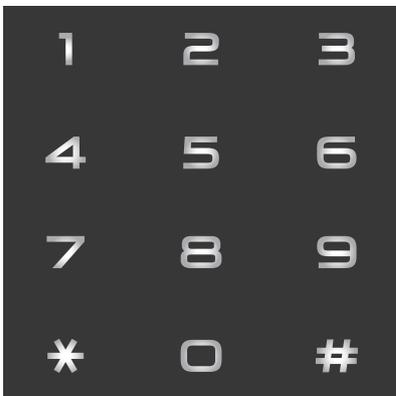
# 7

## Dialing and storing numbers

### How to dial

#### Manual dialing

- 1 Load your document.
- 2 Press  (Fax).
- 3 Press all of the digits of the fax number.



- 4 Press **Fax Start**.

#### Speed Dialing

- 1 Load your document.
- 2 Press  (Fax).
- 3 Press  (Address).
- 4 Do one of the following:
  - Press **Alphabetical** or **Numerical**, and then press the number you want to dial.
  - Press the two-digit Speed Dial number using the dial pad.

#### NOTE

If the Touchscreen shows **Not Registered** when you enter a Speed Dial number it means a number has not been stored at this location.

- 5 To send a fax, press **Send a fax** and go to step 6.
- 6 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 once after five minutes.

Redial only works if you dialed from the machine.

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

## Storing numbers

You can set up your machine to do the following types of easy dialing: Speed Dial and Groups for broadcasting faxes. When you dial a Speed Dial number, the Touchscreen shows the number.

(See *Advanced User's Guide: Setting up Groups for Broadcasting and Broadcasting (Black & White only)*.)

### NOTE

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

## Storing a pause

When you are storing Speed Dial numbers, you can insert one or more 3.5-second pauses by pressing **PAUSE** on the Touchscreen.

## Storing Speed Dial numbers

You can store up to 40 two-digit Speed Dial locations with a name, and each name can have two numbers. When you dial, you will only have to press a few buttons on the Touchscreen (for example: press



(Address), the number you want to call and **Send a fax**).

- 1 Press  (Fax).
- 2 Press  (Address).
- 3 If Speed Dial numbers have already been stored, press **Alphabetical** or **Numerical**.
- 4 Press **More**.

- 5 Press **▲** or **▼** on the Touchpanel to display **Set Speed Dial**.
- 6 Press **Set Speed Dial**.
- 7 Do one of the following:
  - Enter the name (up to 16 characters) using the keyboard on the Touchscreen.  
Press **OK**.  
(For help entering letters, see *Entering Text* on page 113.)
  - To store the number without a name, press **OK**.
- 8 Enter the first fax or telephone number (□□1 : ) using the keyboard on the Touchscreen (up to 20 digits).  
Press **OK**.
- 9 Do one of the following:
  - Enter the second fax or telephone number (□□2 : ) using the keyboard on the Touchscreen (up to 20 digits).  
Press **OK**.
  - If you do not want to store a second number, press **OK**.
- 10 To choose where the number will be stored, do one of the following:
  - To accept the displayed next available Speed Dial location, press **OK**.
  - To enter a different Speed Dial location, press  and then enter a two-digit number using the keyboard on the Touchscreen.  
Press **OK**.

### NOTE

If the two-digit Speed Dial location you choose is already taken, the **OK** button on the Touchscreen will not work. Choose a different location.

- 11 When the Touchscreen displays your settings, press **OK** to confirm.
- 12 Do one of the following:
  - To store another Speed Dial number, repeat steps 4 to 11.
  - To finish storing numbers, press .

## Changing or deleting Speed Dial names or numbers

You can change the name or number of a Speed Dial that has already been stored, or delete it by deleting all of its numbers.

- 1 Press  (Fax).
- 2 Press  (Address).
- 3 Press **Alphabetical** or **Numerical**.
- 4 Press **More**.
- 5 Do one of the following:
  - Press **▲** or **▼** to display **Change**. Press **Change** to edit the name or numbers.
  - Press **▲** or **▼** to display **Delete**. Press **Delete**.  
 Select the numbers you want to delete by pressing them to display a red check mark.  
 Press **OK**.  
 Press **Yes** to confirm.  
 Go to step 10.
- 6 Press **▲** or **▼** to display the number you want to change.
- 7 Press the name or number you want to change.

- 8 Do 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 113.)  
 Press **OK**.
  - If you want to change the first fax or telephone number, press **☐☐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/Tel number, press **☐☐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, press **◀** or **▶** to position the cursor underneath the character you want to change, and then press . Enter the new character.

If you want to change a stored number, press  repeatedly to delete the number. Enter the new number.

- 9 The Touchscreen will display your settings.  
 Do one of the following:
  - Press **OK** to finish.  
 To change another Speed Dial number, repeat steps 6 to 9.
  - To make more changes, return to 8.
- 10 Press .

## How to copy

The following steps show the basic copy operation.

- 1 Place the document *face down* on the scanner glass.  
(See *Using the scanner glass* on page 23.)

- 2 Press  (Copy).

■ The Touchscreen shows:



### 1 No. of Copies

You can enter the number of copies by pressing - or + on the Touchscreen (as shown above) or by using the dial pad.

- 3 If you want more than one copy, enter the number (up to 99).
- 4 Press **Black Start** or **Color Start**.

## Stop copying

To stop copying, press .

## Copy options

You can change the following copy settings. Press **Copy**, and then press **Options**. Press **^** or **v** on the Touchpanel to scroll through the copy settings. When the setting you want is displayed, press it and choose your option.

### (Basic User's Guide)

For information about changing the following copy settings, see page 46.

- 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
- Remove Background
- Set New Default
- Factory Reset

## Paper Type

If you are copying on special 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 **v** on the Touchpanel to display **Paper Type**.
- 6 Press **Paper Type**.
- 7 Press **^** or **v** to display **Plain Paper**, **Inkjet Paper**, **Brother BP71**, **Other Glossy** or **Transparency**, and then press the option you want to set.
- 8 If you do not want to change more settings, press **OK**.
- 9 Press **Black Start** or **Color Start**.

## Paper Size

If you are copying on paper other than Letter size, you will need to change the Paper Size setting. You can copy only on Letter, Legal, A4, A5, Executive or Photo (4" × 6")/(10 × 15 cm) paper.

- 1 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press **Options**.
- 5 Press **^** or **v** on the Touchpanel to display **Paper Size**.
- 6 Press **Paper Size**.
- 7 Press **^** or **v** to display **Letter**, **Legal**, **A4**, **A5**, **EXE** or **4"×6"**, and then press the option you want to set.
- 8 If you do not want to change more settings, press **OK**.
- 9 Press **Black Start** or **Color Start**.

## 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: Print*.

- 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**
  - **Color / Grayscale**
  - **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.

For more information, see Software and Network User's Guide: *Configure Network Scanning for Windows*<sup>®</sup>.

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

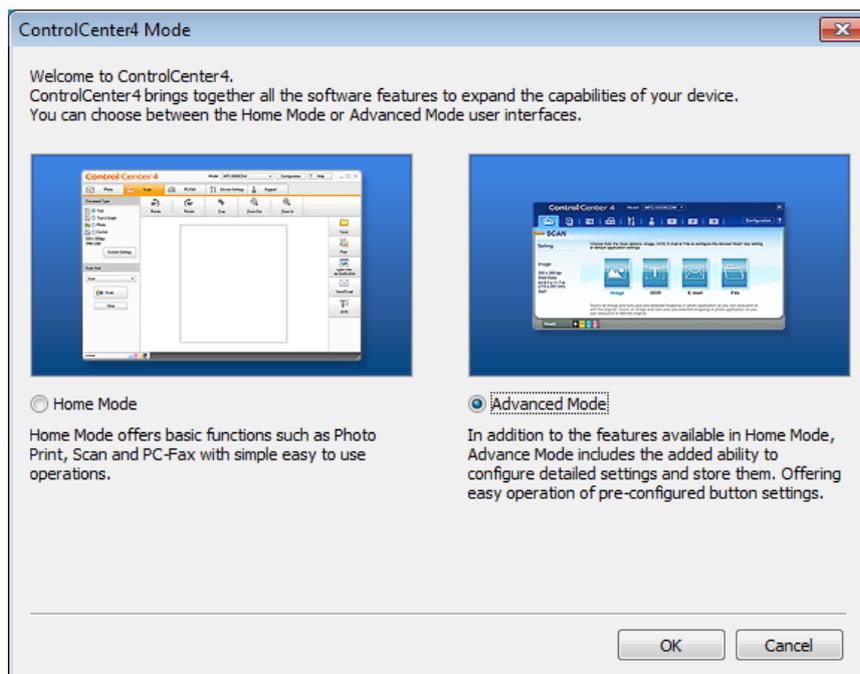
For more information, see Software and Network User's Guide: *Scan Using ControlCenter4 Advanced Mode (Windows®)*.

## NOTE

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

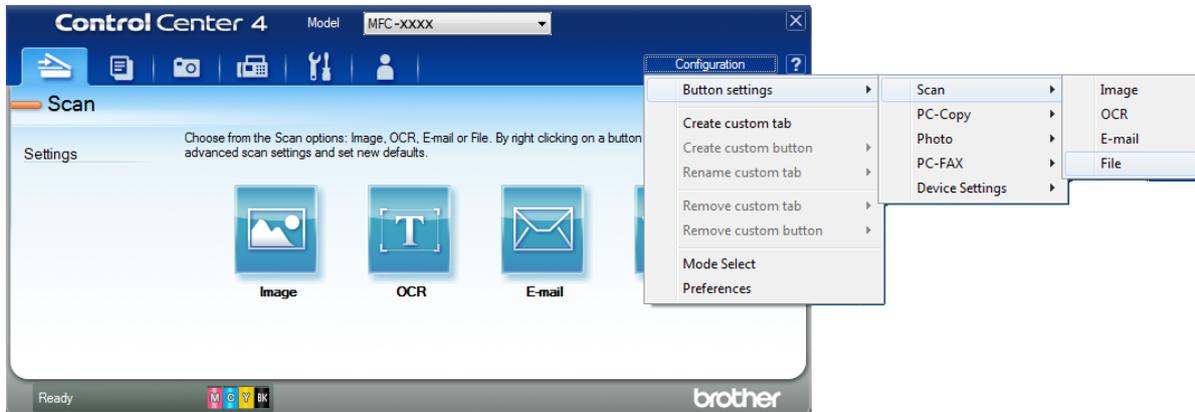
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

- 1 Load your document. (See *How to load documents* on page 23.)
- 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**.

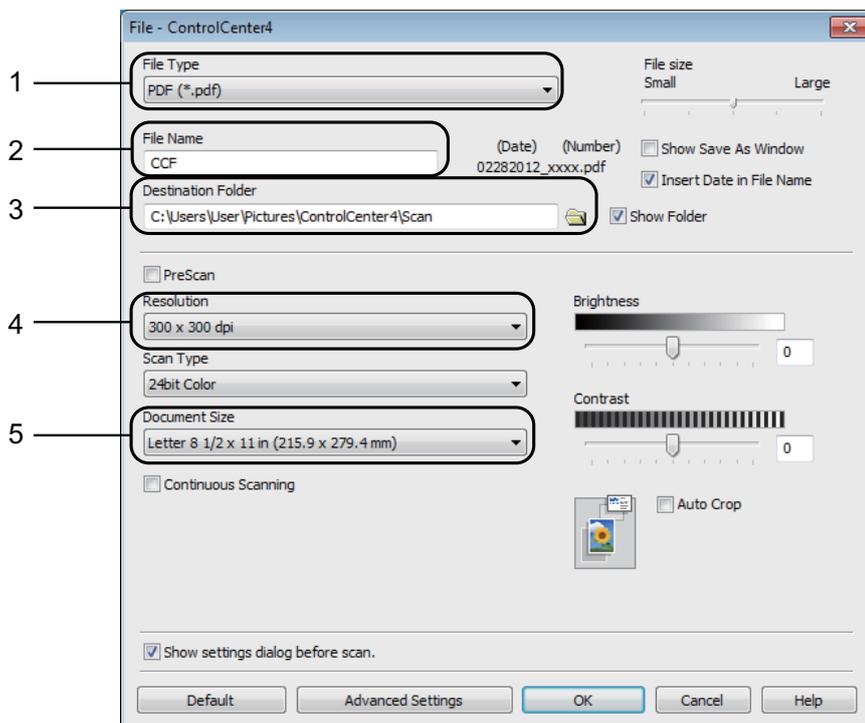


- 4 Make sure the machine you want to use is selected from the **Model** drop-down list.

- 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.

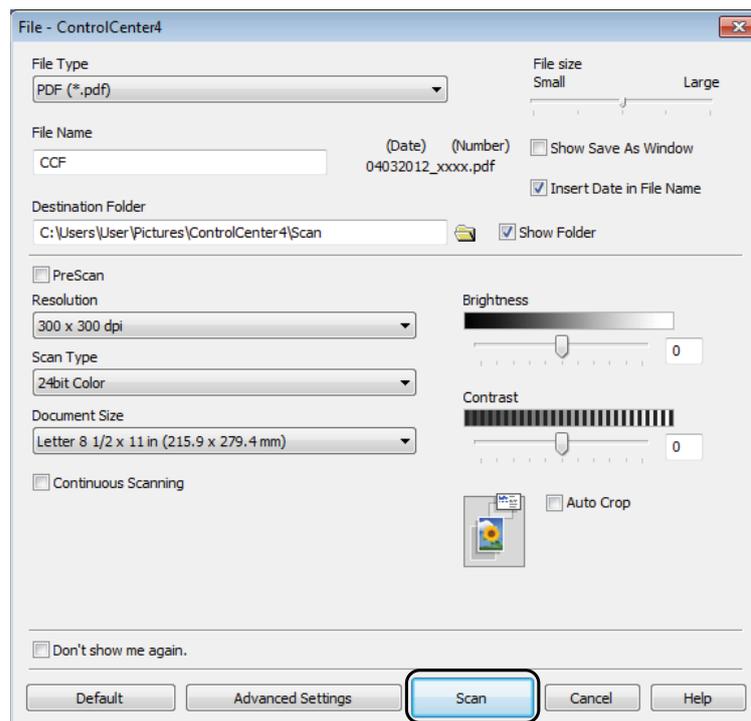
- 6 Click **OK**.

**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.

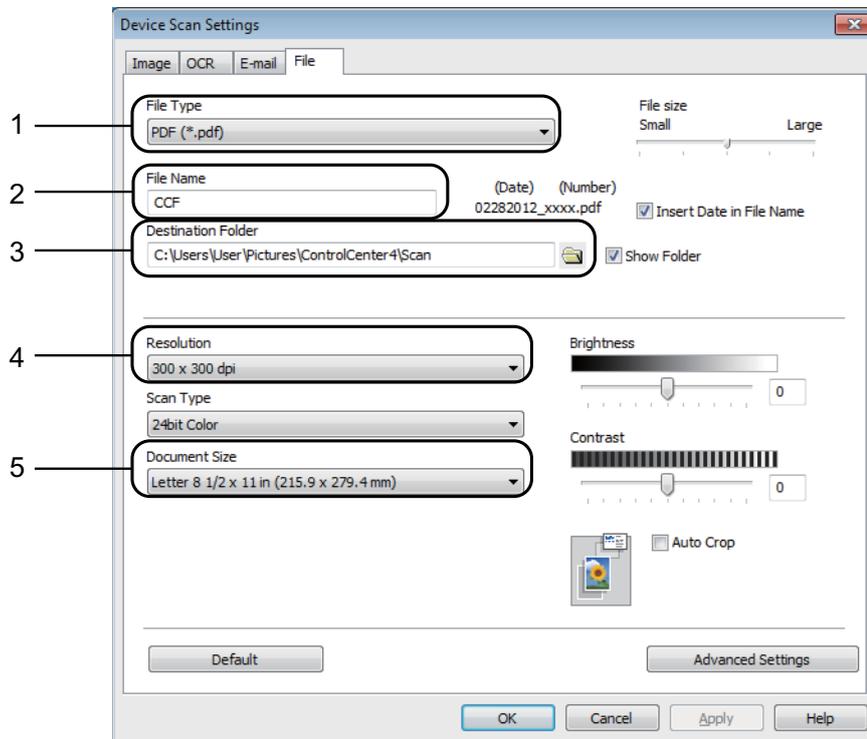
(Windows® 8)

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

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- 1 Load your document. (See *How to load documents* on page 23.)
- 2 Press  (Scan).
- 3 Press **^** or **v** on the Touchpanel to display `Scan to File`.
- 4 Press `Scan 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 TouchPanel`.  
Press `On`.
- 8 Choose the settings for `Scan Type`, `Resolution`, `File Type`, `Scan Size` and `Remove Background` as needed.
- 9 Press `OK`.
- 10 Press `Start`.  
The machine starts the scanning process.

### NOTE

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The following scan modes are available.

- Scan to OCR
- Scan to File
- Scan to Image
- Scan to email
- Web Service<sup>1</sup>

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<sup>1</sup> Windows® users only. (Windows Vista® SP2 or later, Windows® 7 and Windows® 8)  
For more information, see Software and Network User's Guide: *Scan Using Web Services from the Brother Machine* (Windows Vista® SP2 or greater, Windows® 7 and Windows® 8).

## 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.

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.

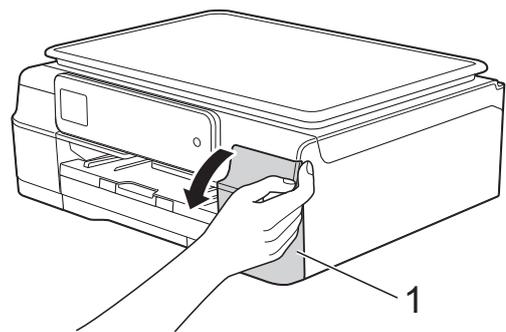
### **⚠ CAUTION**

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

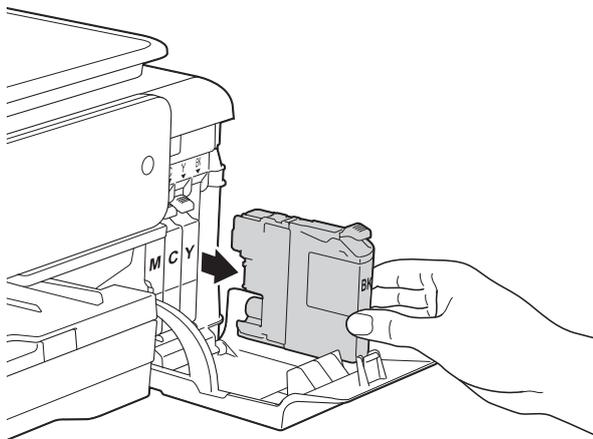
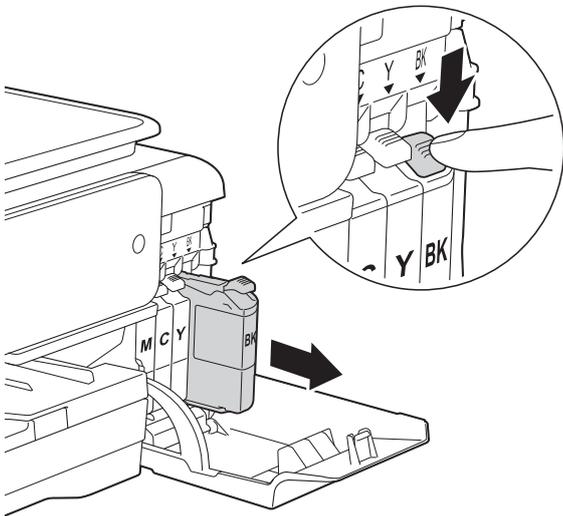
### **IMPORTANT**

Brother strongly recommends that you do not refill the ink cartridges provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement ink cartridges. Use or attempted use of potentially incompatible ink and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. Our warranty coverage does not apply to any problem that is caused by the use of unauthorized third-party ink and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

- 1 Open the ink cartridge cover (1).  
If an ink cartridge has reached the end of its life, the Touchscreen shows **B&W Print Only** or **Cannot Print**.

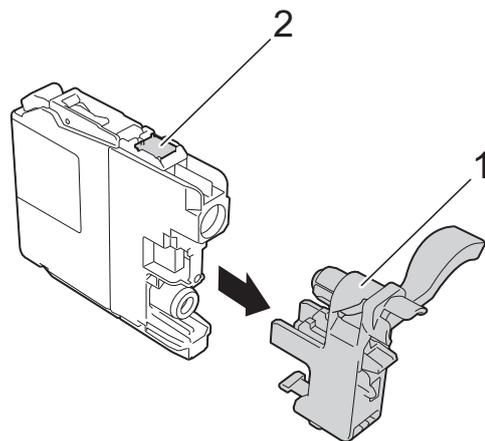
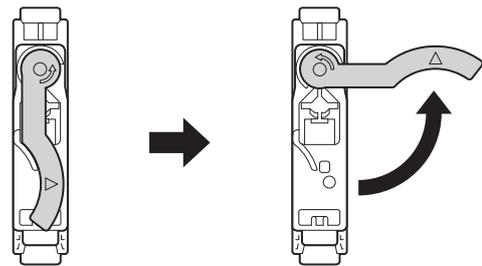
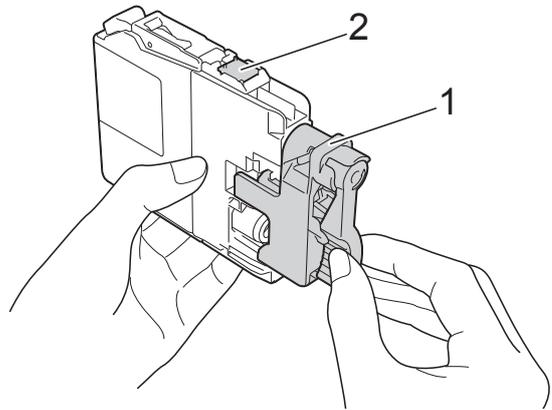


- 2 Press the lock release lever as shown to release the cartridge color indicated on the Touchscreen. Remove the cartridge from the machine.



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

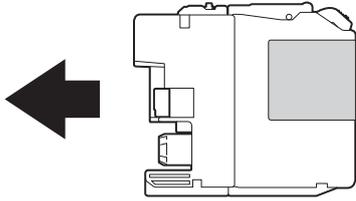
- 4 Turn the green release lever on the orange protective packing (1) counterclockwise until it releases the vacuum seal. Then remove the orange protective packing as shown.



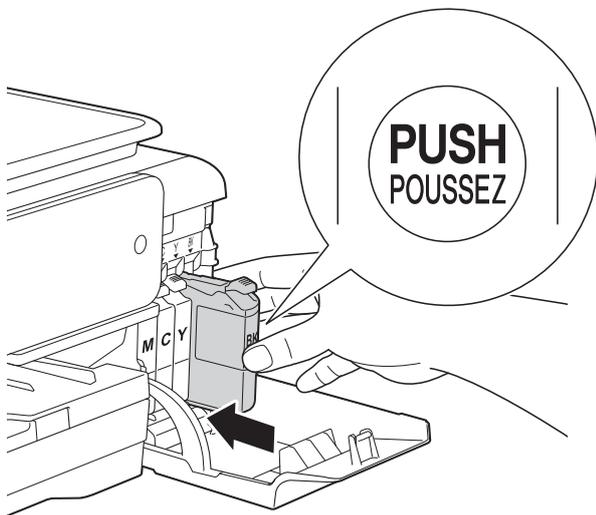
## IMPORTANT

- DO NOT shake the ink cartridges. If ink gets on your skin or clothing, immediately wash it off with soap or detergent.
- DO NOT touch the cartridge in the area indicated (2); this can prevent the machine from detecting the cartridge.

- 5 Each color 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 it latches, 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 is 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 color. 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 installed correctly. Remove the ink cartridge and reinstall it slowly and firmly until it latches.

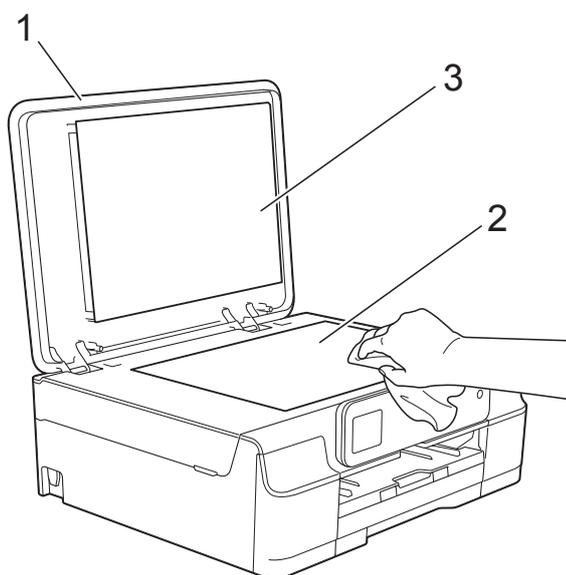
## IMPORTANT

- DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.
- DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.
- If you mix the colors by installing an ink cartridge in the wrong position, the Touchscreen shows **Wrong Ink Color**. Check which ink cartridges are not matched by color 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

- 1 Unplug the machine from the AC power outlet.
- 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.



### NOTE

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

## 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; Yellow, Cyan, and Magenta at once; or all four colors at once.

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

### IMPORTANT

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

- 1 Press  (Settings).

### NOTE

If  is on the Touchscreen, you can press it, and then go to step 6.

- 2 Press **▲** or **▼** on the Touchpanel to display **General Setup**.
- 3 Press **General Setup**.
- 4 Press **▲** or **▼** to display **Ink**.
- 5 Press **Ink**.
- 6 Press **▲** or **▼** to display **Cleaning**.
- 7 Press **Cleaning**.
- 8 Press **▲** or **▼** to display **Black**, **Color** or **All**, and then press the option you want to clean.  
The machine cleans the print head. When cleaning is finished, the Touchscreen will return to the Home screen.

**NOTE**

- If you clean the print head at least five times and the print has not improved, try installing a new Genuine Brother Brand replacement ink cartridge for each problem color. Try cleaning the print head again up to five more times. If the print has not improved, call Brother Customer Service. (See *Brother numbers* on page i.)
- You can also clean the print head from your PC.

For more information, see *Software and Network User's Guide: Clean the Print Head (Windows®)* or *Clean the Print Head (Macintosh)*.

**Checking the print quality**

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

- 1 Press  (Settings).

**NOTE**

If  is on the Touchscreen, you can press it, and then go to step 6.

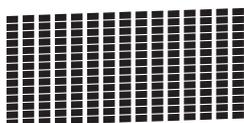
- 2 Press **▲** or **▼** on the Touchpanel to display *General Setup*.
- 3 Press *General Setup*.
- 4 Press **▲** or **▼** to display *Ink*.
- 5 Press *Ink*.
- 6 Press **▲** or **▼** to display *Test Print*.
- 7 Press *Test Print*.
- 8 Press *Print Quality*.
- 9 Press *Start*.  
The machine starts printing the Print Quality Check Sheet.
- 10 Check the quality of the four color blocks on the sheet.

- 11 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 15.
- If you can see missing short lines as shown below, press **No**.

OK



Poor



- 12 The Touchscreen asks you if the print quality is OK for black and then the three colors.  
Press **Yes** or **No**.

- 13 The Touchscreen asks you if you want to start cleaning.  
Press **Yes**.

The machine starts cleaning the print head.

- 14 After the cleaning procedure is finished, press **Start**.

The machine starts printing the Print Quality Check Sheet again. Return to step 11 to repeat the procedure.

- 15 Press .

If you clean the print head at least five times and the print has not improved, try installing a new Genuine Brother Brand replacement ink cartridge for each problem color. Try cleaning the print head again up to five more times. If the print has not improved, call Brother Customer Service. (See *Brother numbers* on page i.)

## 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

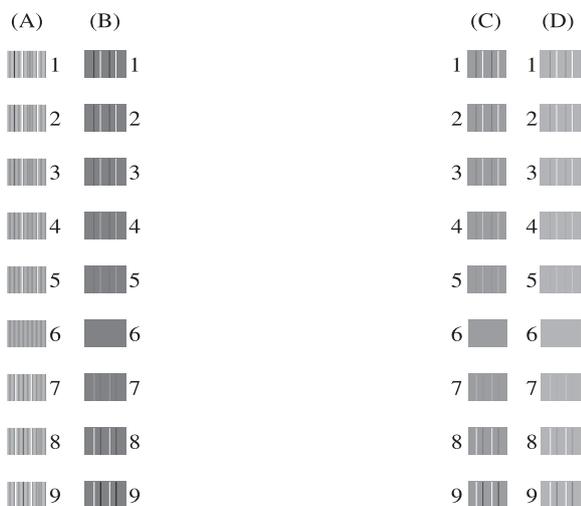
You may need to adjust the print alignment after transporting the machine if your printed text becomes blurred or images become faded.

- 1 Press  (Settings).

### NOTE

If  is on the Touchscreen, you can press it, and then go to step 6.

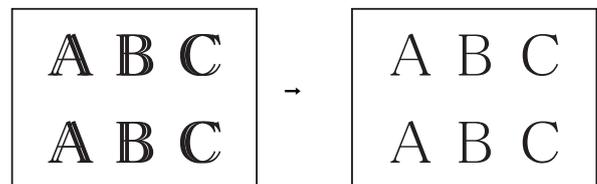
- 2 Press  or  on the Touchpanel to display `General Setup`.
- 3 Press `General Setup`.
- 4 Press  or  to display `Ink`.
- 5 Press `Ink`.
- 6 Press  or  to display `Test Print`.
- 7 Press `Test Print`.
- 8 Press `Alignment`.
- 9 Press `Start`.  
The machine starts printing the Alignment Check Sheet.



- 10 For the “A” pattern, press the number of the test print that has the least visible vertical stripes (1-9), and then press it. 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.

- 11 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, re-enter it here.

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

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

- 11 To enter the time, do one of the following:
  - If you chose 12h Clock in step 10, 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 10, enter the time (in 24-hour format) using the keyboard on the Touchscreen.  
Press OK.  
(For example, enter 19:45 for 7:45 PM.)
- 12 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 65.)

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 81
- *Print Quality Difficulties* on page 83
- *Paper Handling Difficulties* on page 84
- *Printing Received Faxes* on page 86

Telephone and Fax problems:

- *Telephone Line or Connections* on page 86
- *Handling Incoming Calls* on page 89
- *Receiving Faxes* on page 87
- *Sending Faxes* on page 88

Copying problems:

- *Copying Difficulties* on page 89

Scanning problems:

- *Scanning Difficulties* on page 90

Software and Network problems:

- *Software Difficulties* on page 90
- *Network Difficulties* on page 90
- *Data Entry Difficulties* on page 91

## 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 correct 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 Print Only Replace Ink	<p>One or more of the color ink cartridges have reached the end of their life.</p> <p>You can use the machine in black &amp; white 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"> <li>■ <b>Printing</b> <p>If you choose <b>Grayscale</b> in the <b>Advanced</b> tab of the printer driver, you can use the machine as a black &amp; white printer.</p> <p>2-sided print is not available when this message appears.</p> </li> <li>■ <b>Copying</b> <p>If the paper type is set to <b>Plain Paper</b> you can make copies in black &amp; white.</p> <p>2-sided copy is not available when this message appears.</p> </li> <li>■ <b>Faxing</b> <p>If the paper type is set to <b>Plain Paper</b> or <b>Inkjet Paper</b>, the machine will receive and print the faxes in black &amp; white.</p> <p>If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black &amp; white.</p> </li> </ul>	<p>Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 55.)</p> <p><b>NOTE</b></p> <p>The machine will stop all print operations and you will not be able to use the machine until you change to a new ink cartridge in the following cases:</p> <ul style="list-style-type: none"> <li>• If you unplug the machine or take out the ink cartridge.</li> <li>• If the paper type is set to anything except <b>Plain Paper</b> or <b>Inkjet Paper</b>.</li> <li>• (Windows®) If you check <b>Slow Drying Paper</b> in the <b>Basic</b> tab of the printer driver.</li> </ul> <p>(Macintosh) If you check <b>Slow Drying Paper</b> in the <b>Print Settings</b> 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 reinstall it slowly and firmly until it latches. (See <i>Replacing the ink cartridges</i> on page 55.)
	An ink cartridge is not installed correctly.	
	If you are not using Genuine Brother Innobella™ ink, the machine may not detect the ink cartridge.	Use a new Genuine Brother Innobella™ Ink Cartridge. If the error is not cleared, call Brother Customer Service.
	The ink cartridge must be replaced.	Replace the ink cartridge with a new, genuine Brother ink cartridge.
	A used ink cartridge was reinstalled.	Remove the used ink cartridge and install a new one.
	The new ink cartridge has an air bubble.	Slowly turn the ink cartridge so that the ink supply port is pointing downward, and then reinstall the cartridge.
Cannot Detect Ink	If you are not using Genuine Brother Innobella™ ink, the machine may not detect the ink volume.	Use a new Genuine Brother Innobella™ Ink Cartridge. If the error is not cleared, call Brother Customer Service.
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, black & white faxes will be stored in the memory. If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent in black & white. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black & white fax.	Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 55.)
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
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	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.
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 92.)
DR Mode in Use	The machine is in Distinctive Ring mode. You cannot change the Receive Mode when Distinctive Ring is on.	Set Distinctive Ring to <i>Off</i> . (See <i>Turning off Distinctive Ring</i> on page 35.)
High Temperature	The room temperature is too high.	After cooling the room, allow the machine to cool down to room temperature. Try again later.

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><b>NOTE</b></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. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See <i>Brother numbers</i> on page i.)</p> <p>Other reasons for cleaning are:</p> <ol style="list-style-type: none"> <li>1 After a paper jam has been cleared, the machine automatically cleans itself before the next received fax is printed.</li> <li>2 The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use).</li> <li>3 The machine automatically cleans itself after ink cartridges of the same color have been replaced 12 times.</li> </ol>
InkAbsorberNearFull	The ink absorber box or flushing box is nearly full.	The ink absorber box or flushing box will need to be replaced soon. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See <i>Brother numbers</i> on page i.)

Error Message	Cause	Action
Ink low	One or more of the ink cartridges are near the end of their life. If one of the color ink cartridges is near the end of its life and someone is sending you a color fax, your machine's "handshake" will ask that the fax be sent in black & white. If the sending machine has the ability to convert it, the color fax will be printed at your machine as a black & white fax.	Order a new ink cartridge. You can continue printing until the Touchscreen shows <i>Cannot Print</i> . (See <i>Ordering accessories and supplies</i> on page ii and <i>Replacing the ink cartridges</i> on page 55.)
Low Temperature	The room temperature is too low.	After warming the room, allow the machine to warm up to room temperature. Try again later.
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>Advanced User's Guide: Caller ID</i> .)
No Ink Cartridge	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly and firmly until it latches. (See <i>Replacing the ink cartridges</i> on page 55.)
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"> <li>■ Refill the paper tray, and then press <b>OK</b> on the Touchscreen.</li> <li>■ Remove and reload the paper, then press <b>OK</b> on the Touchscreen. (See <i>Loading paper and other print media</i> on page 12.)</li> </ul>
	The paper tray was not fully inserted.	Remove the paper tray and re-install it until it locks into place, and then press <b>OK</b> on the Touchscreen.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See <i>Advanced User's Guide: 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. (See <i>Printer jam or paper jam</i> on page 75.)
	The paper is jammed in the machine.	Remove the jammed paper. (See <i>Printer jam or paper jam</i> on page 75.)  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 <i>Advanced User's Guide: Cleaning the paper feed rollers</i> .)
No Response/Busy	The number you dialed does not answer 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"> <li>■ 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>)</li> <li>■ Print the faxes that are in the memory. (See Advanced User's Guide: <i>Printing a fax from the memory.</i>)</li> </ul>
Out of Memory	The machine's memory is full.	<p><b>If a fax-sending or copy operation is in process:</b></p> <ul style="list-style-type: none"> <li>■ Press  and wait until the other operations in process finish, and then try again.</li> <li>■ Press OK to send the pages scanned so far.</li> <li>■ Press OK to copy the pages scanned so far.</li> <li>■ 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>)</li> <li>■ Print the faxes that are in the memory. (See Advanced User's Guide: <i>Printing a fax from the memory.</i>)</li> </ul>
Paper Jam [Front]	The paper is jammed in the machine.	<p>Remove the jammed paper. (See <i>Printer jam or paper jam</i> on page 75.)</p> <p>Make sure the paper length guide is set to the correct paper size. DO NOT extend the paper tray when you load A5 or smaller size paper.</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. (See <i>Additional paper jam clear operations</i> on page 79.)</p>

Error Message	Cause	Action
PaperJam Front,Rear	The paper is jammed in the machine.	<p>Remove the jammed paper. (See <i>Printer jam or paper jam</i> on page 75.)</p> <p>Make sure the paper length guide is set to the correct paper size. DO NOT extend the paper tray when you load A5 or smaller size paper.</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. (See <i>Additional paper jam clear operations</i> on page 79.)</p>
Paper Jam [Rear]	The paper is jammed in the machine.	<p>Remove the jammed paper. (See <i>Printer jam or paper jam</i> on page 75.)</p> <p>Make sure the paper length guide is set to the correct paper size. DO NOT extend the paper tray when you load A5 or smaller size paper.</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. (See <i>Additional paper jam clear operations</i> on page 79.)</p>
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See <i>Advanced User's Guide: Cleaning the paper pick-up rollers.</i> )
Screen init. Fail	The Touchscreen was pressed before the power on initialization was completed.	Make sure that nothing is touching or resting on the Touchscreen.
	Debris may be stuck between the lower part of the Touchscreen and its frame.	Insert a piece of stiff paper between the lower part of the Touchscreen and its frame and slide it back and forth to push out the debris.
Unable to CleanXX Unable to Init.XX Unable to PrintXX Unable to ScanXX	<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>	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, see <i>Transferring your faxes or Fax Journal report</i> on page 73 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.



Error Message	Cause	Action
Wrong Ink Color	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by color to their ink cartridge positions and move them to their correct positions.
Wrong Paper Size	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"> <li data-bbox="963 450 1430 600">1 Check that the Paper Size you choose matches the size of paper in the tray. (See <i>Paper Size</i> on page 18.)</li> <li data-bbox="963 618 1430 819">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 12.)</li> <li data-bbox="963 837 1430 936">3 After you have checked the paper size and the paper position, press OK on the Touchscreen.</li> </ol> <p data-bbox="963 949 1430 1084">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.</p> <p data-bbox="963 1102 1430 1240">For more information, see Software and Network User's Guide: <i>Change the Paper Size (Windows®)</i> or <i>Change the Paper Size (Macintosh)</i>.</p>

## Error animation

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 CleanXX
- Unable to Init.XX
- Unable to PrintXX
- Unable to ScanXX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 73 or *Transferring faxes to your PC* on page 74.)

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 74.)

## 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: *Set your Station ID.*)

- 1 Press  to temporarily interrupt the error.
- 2 Press  (Settings).
- 3 Press ▲ or ▼ on the Touchpanel to display Service.
- 4 Press Service.
- 5 Press Data Transfer.
- 6 Press Fax Transfer.
- 7 Do one of the following:
  - If the Touchscreen shows No Data, there are no faxes left in the machine's memory.  
Press .
  - Enter the fax number to which faxes will be forwarded.
- 8 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**. (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**. You will be asked if you want to also turn on the backup print option.
  - 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: *Set your Station ID*.)

- 1 Press  to interrupt the error.
- 2 Press  (Settings).
- 3 Press **^** or **v** on the Touchpanel to display **Service**.
- 4 Press **Service**.
- 5 Press **Data Transfer**.
- 6 Press **Report Trans.**
- 7 Enter the fax number to which the Fax Journal report will be forwarded.
- 8 Press **Fax Start**.

## Printer jam or paper jam

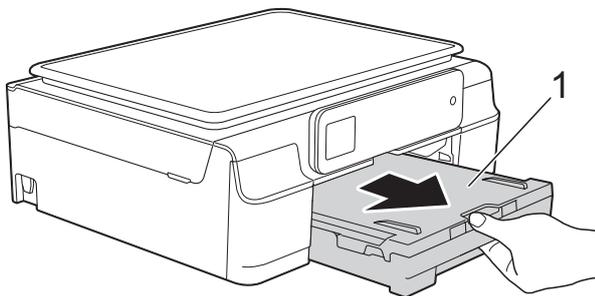
Locate and remove the jammed paper by following these steps:

- 1 Unplug the machine from the AC power outlet.

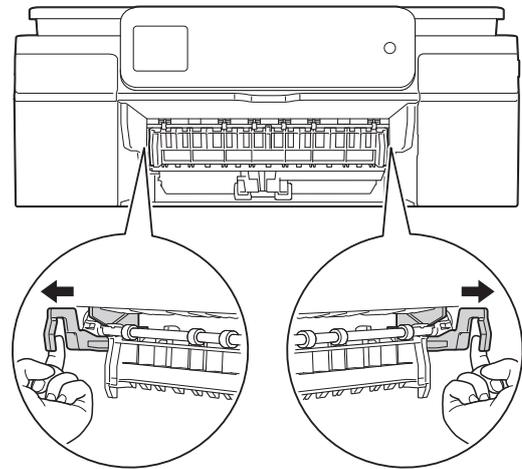
### IMPORTANT

After 24 hours of the 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 73.)

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

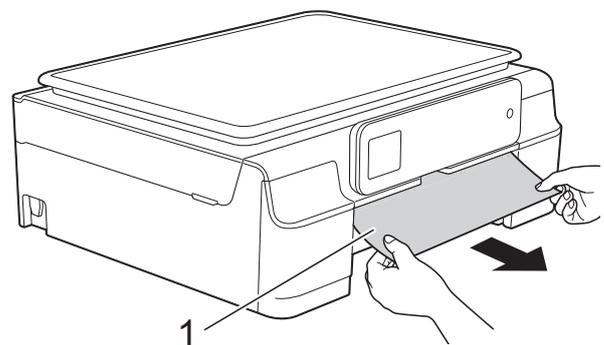


- 3 Pull the two green levers inside the machine to remove the jammed paper.

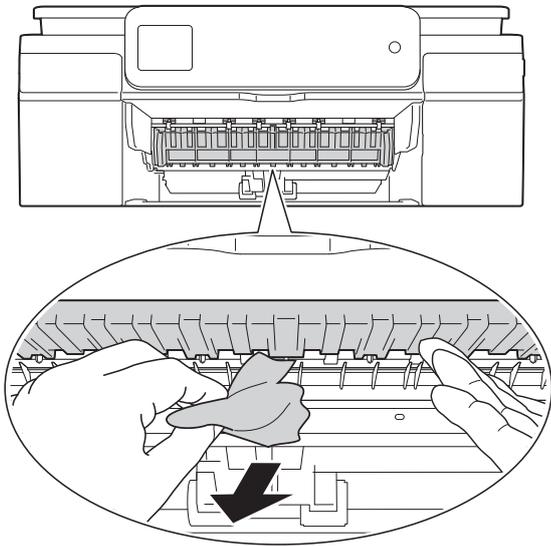


- If the Touchscreen shows Paper Jam [Rear], go to step 7.

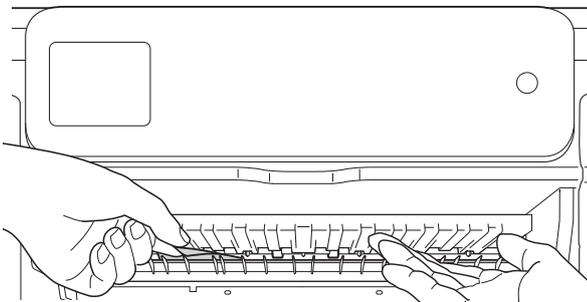
- 4 Pull out the jammed paper (1).



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



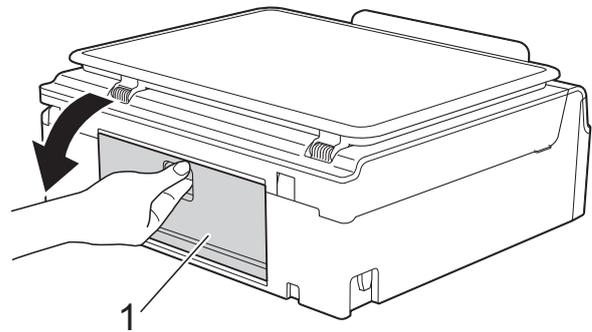
- 6 Make sure you look carefully inside the machine above and below the Jam Clear Flap for any pieces of paper.



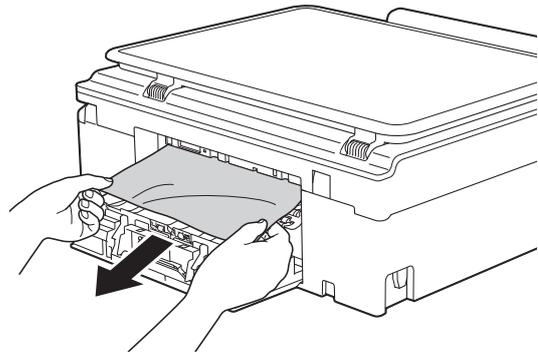
With the tray removed, do one of the following:

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

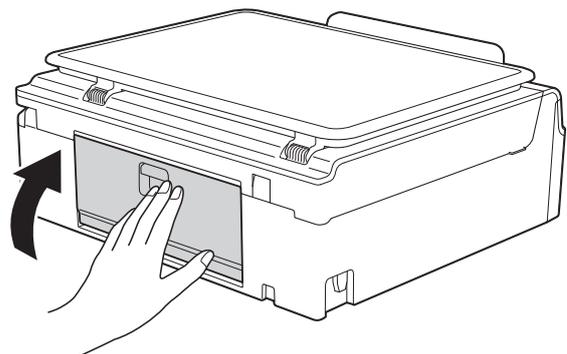
- 7 Open the Jam Clear Cover (1) at the back of the machine.



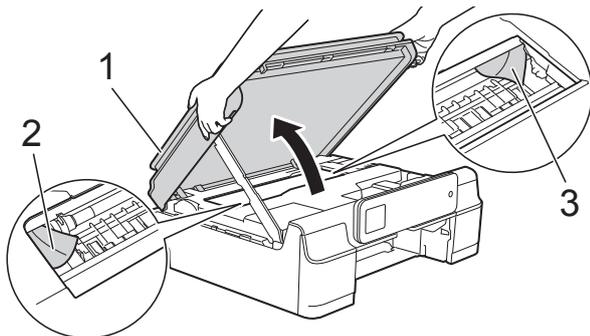
- 8 Pull the jammed paper out of the machine.



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

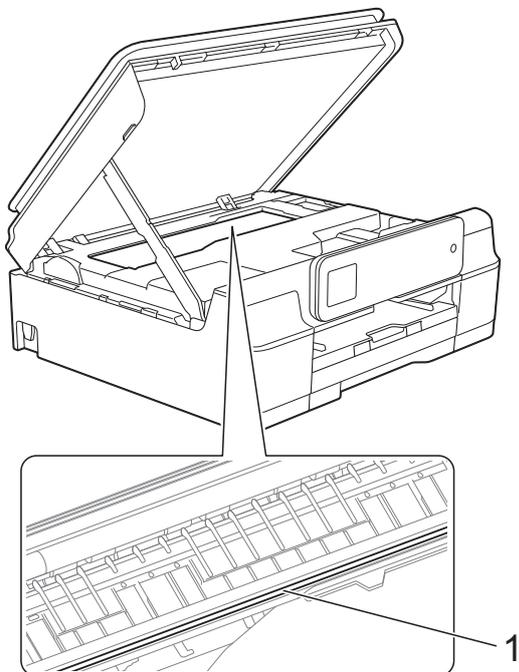


- 10 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover (1) into the open position. Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (2) and (3).



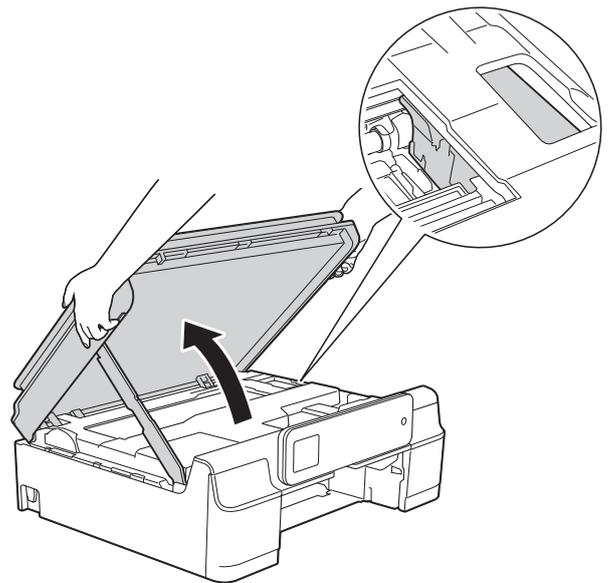
### IMPORTANT

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



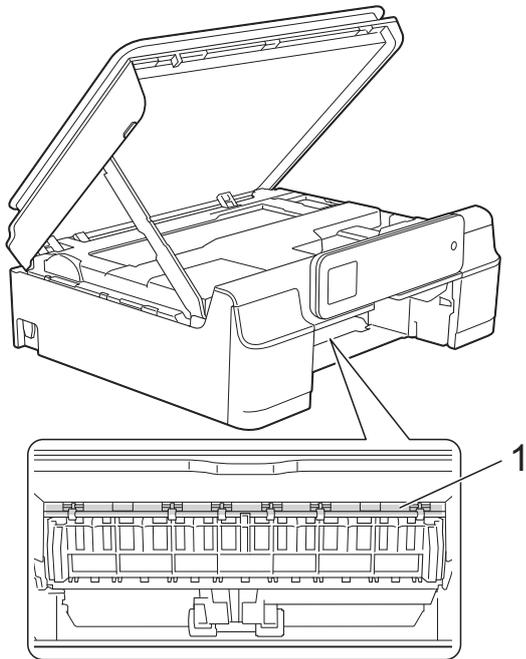
- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Re-connect the power cord. Hold down  until the print head moves to the center. Then unplug the machine from the power source and take out the paper.

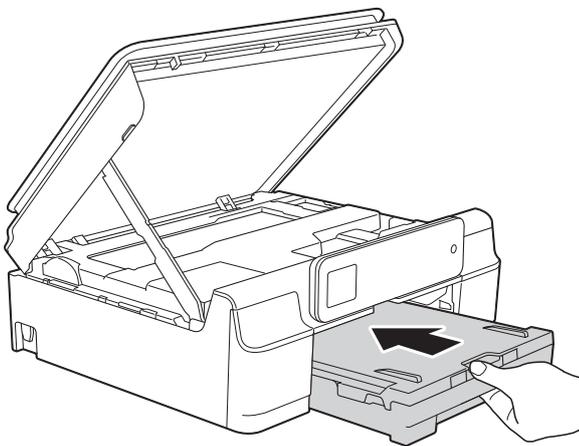


- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

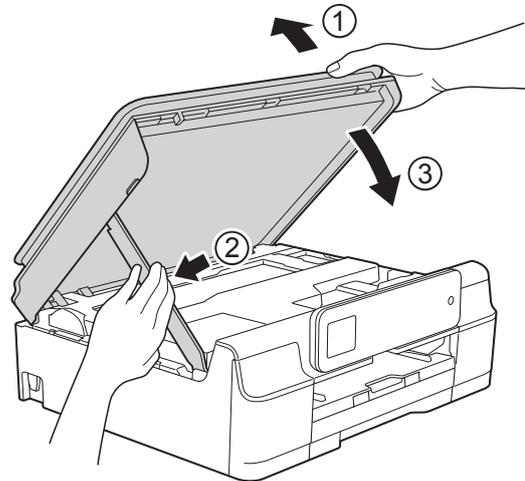
- 11 Make sure you look carefully inside (1) for any pieces of paper.



- 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 you close the scanner cover.

- 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.

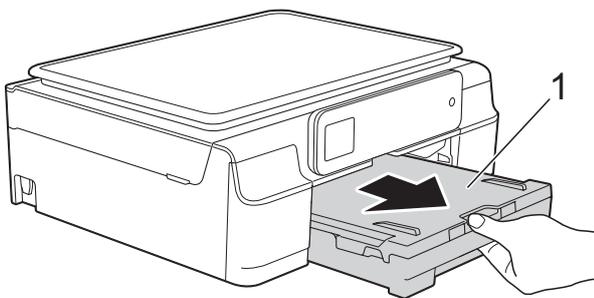
- 15 Re-connect the power cord.

### NOTE

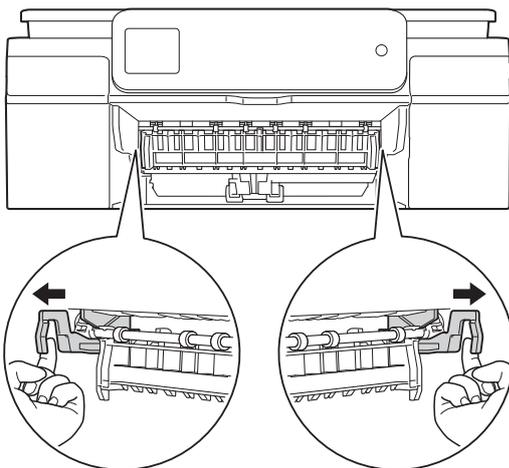
If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 79.)

### Additional paper jam clear operations

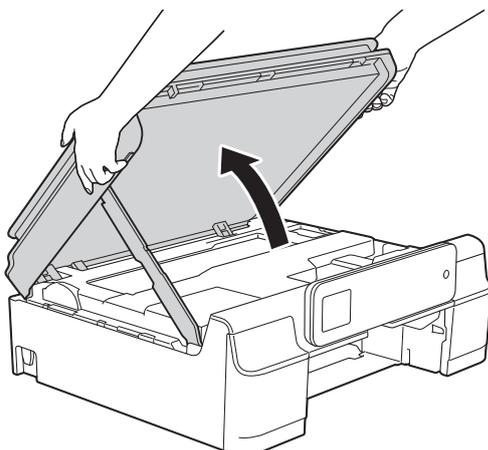
- 1 Unplug the machine from the AC power outlet.
- 2 Pull the paper tray (1) completely out of the machine.



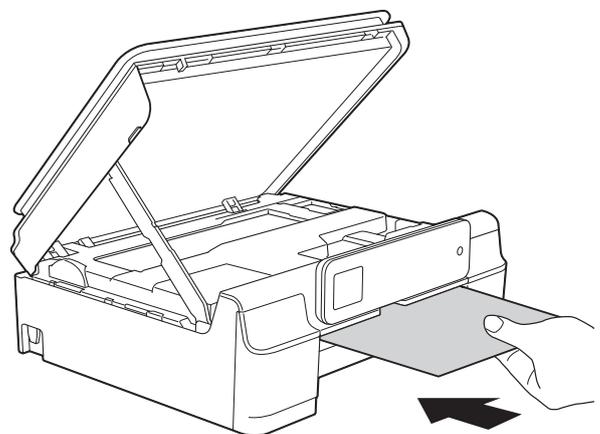
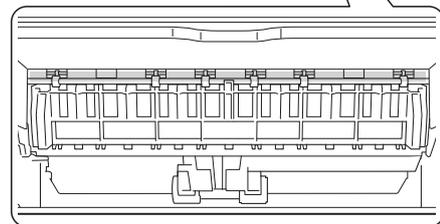
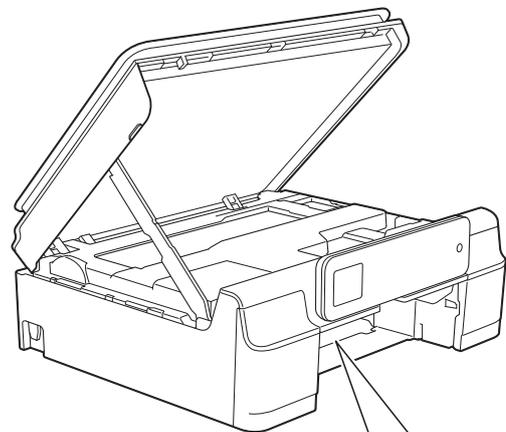
- 3 Pull the two green levers inside the machine to remove the jammed paper.



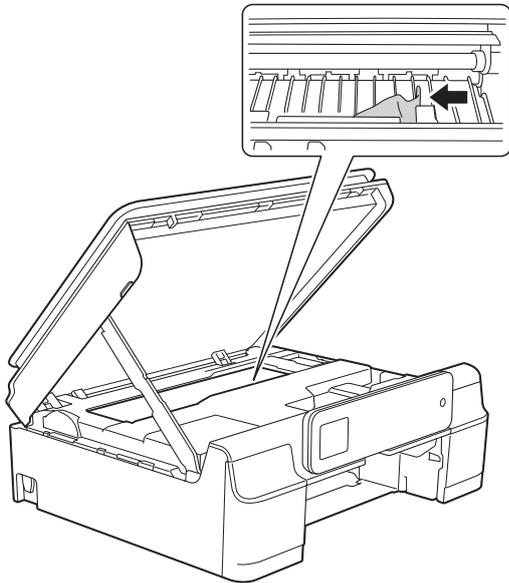
- 4 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.



- 5 Load one sheet of thick Letter or A4 sized paper, such as glossy paper, deep into the machine as shown in the illustration.

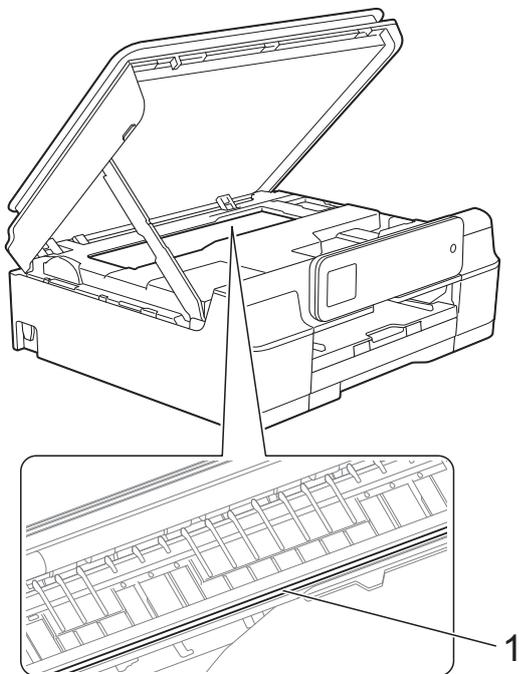


- 6 If the thick paper is pushing any jammed paper out, remove the jammed paper.



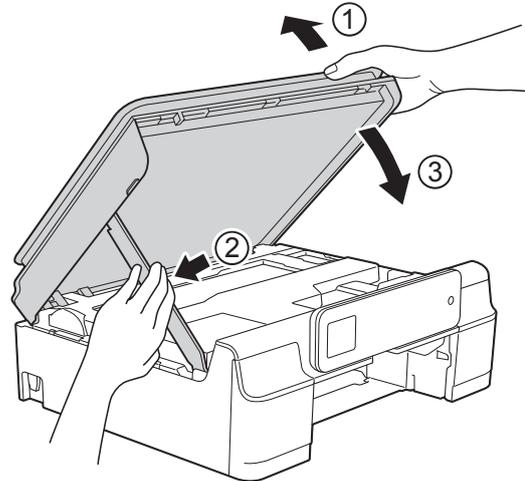
## IMPORTANT

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



- 7 Pull the thick paper out of the machine.

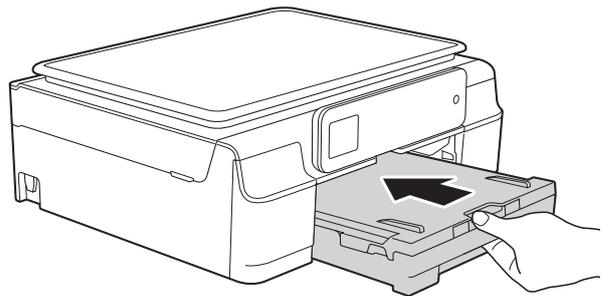
- 8 Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.



## ⚠ CAUTION

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

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



- 10 Re-connect the power cord.

# If you are having difficulty with your machine

## NOTE

- For technical help, you must call the country where you bought the machine. Calls must be made from within that country.
- 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/>.

Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

## 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 65.)
	Make sure that the machine is online.
	(Windows® XP and Windows Server® 2003) Click <b>Start/Printers and Faxes</b> . Right-click <b>Brother MFC-XXXX Printer</b> (where XXXX is your model name). If the printer is offline, it will show <b>Use Printer Online</b> . Select this option to enable the printer.
	(Windows Vista® and Windows Server® 2008) Click  <b>Control Panel/Hardware and Sound/Printers</b> . Right-click <b>Brother MFC-XXXX Printer</b> (where XXXX is your model name). If the printer is offline, it will show <b>Use Printer Online</b> . Select this option to enable the printer.
(Windows® 7 and Windows Server® 2008 R2) Click  <b>/Devices and Printers</b> . Right-click <b>Brother MFC-XXXX Printer</b> (where XXXX is your model name) and choose <b>See what's printing</b> . Click <b>Printer</b> and make sure that <b>Use Printer Offline</b> 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 <b>Settings</b> , and then click <b>Control Panel</b> . In the <b>Hardware and Sound</b> (Hardware) group, click <b>View devices and printers</b> . Right-click <b>Brother MFC-XXXX Printer</b> (where XXXX is your model name) and select <b>See what's printing</b> . If printer driver options appear, select your printer driver. Click <b>Printer</b> in the menu bar and make sure that <b>Use Printer Offline</b> is not selected.	
One or more ink cartridges have reached the end of their life. (See <i>Replacing the ink cartridges</i> on page 55.)	



## Printing Difficulties (continued)

Difficulty	Suggestions
<p>No printout. (continued)</p>	<p>If old, unprinted data remains in the printer driver spooler, it will prevent new print jobs from printing. Delete old data as follows:</p> <p>(Windows® XP and Windows Server® 2003) Click <b>Start/Printers and Faxes</b>.</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 <b>Settings/Control Panel/Hardware and Sound (Hardware) group/View devices and printers/Printers</b>.</p> <p>(Mac OS X v10.6.8) Click <b>System Preferences/Print &amp; Fax</b>.</p> <p>(OS X v10.7.x, 10.8.x) Click <b>System Preferences/Print &amp; Scan</b>.</p>
<p>The headers or footers appear when the document displays on the screen but they do not show up when it is printed.</p>	<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 17.)</p>
<p>Cannot perform “Page Layout” printing.</p>	<p>Check that the paper size setting in the application and in the printer driver are the same.</p>
<p>Print speed is too slow.</p>	<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 <b>Color Settings</b> on the <b>Advanced</b> tab, and make sure you uncheck <b>Color Enhancement (True2Life)</b>.</p> <p>(Macintosh) Choose <b>Color Settings</b>, click <b>Advanced Color Settings</b>, and make sure you uncheck <b>Color Enhancement</b>.</p> <p>Turn the Borderless feature off. Borderless printing is slower than normal printing. For more information, see Software and Network User’s Guide: <i>Print without a Border (Windows®)</i> or <i>Print without a Border (Macintosh)</i>.</p>
<p>True2Life™ is not working correctly.</p>	<p>If the image data is not full color in your application (such as 256 color), True2Life™ will not work. Use at least 24 bit color data with the True2Life™ feature.</p>
<p>Machine does not print from Adobe® Illustrator®.</p>	<p>Try to reduce the print resolution.</p> <p>For more information, see Software and Network User’s Guide: <i>Change the Print Quality (Windows®)</i> or <i>Change the Print Quality (Macintosh)</i>.</p>

## Print Quality Difficulties

Difficulty	Suggestions
Poor print quality.	<p>Check the print quality. (See <i>Checking the print quality</i> on page 59.)</p> <p>Make sure that the <b>Media Type</b> setting in the printer driver or the <i>Paper Type</i> setting in the machine's menu matches the type of paper you are using. (See <i>Paper Type</i> on page 18.)</p> <p>For more information, see <i>Software and Network User's Guide: Change the Media Type (Windows®)</i> or <i>Change the Media Type (Macintosh)</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"> <li>■ The expiration date written on the cartridge package has passed. (Genuine Brother Innobella™ ink cartridges stay usable for up to two years if kept in their original packaging.)</li> <li>■ The ink cartridge has been in your machine for over six months.</li> <li>■ The ink cartridge may not have been stored correctly before use.</li> </ul> <p>Make sure you are using Genuine Brother Innobella™ Ink. Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.</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 19.)</p> <p>The recommended environment for your machine is between 68 °F to 91 °F (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 58.)</p> <p>Make sure you are using Genuine Brother Innobella™ Ink.</p> <p>Try using the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 19.)</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 58.)</p> <p>Make sure you are using Genuine Brother 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 print alignment. (See <i>Checking the print alignment</i> on page 61.)
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 12.)</p> <p>Make sure the Jam Clear Cover is closed correctly.</p>
Smudge or stain at the top center 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 19.)</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 19.) Don't handle the paper until the ink is dry.
	Make sure the printing surface is face down in the paper tray.
	Make sure you are using Genuine Brother 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 <b>Media Type</b> 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 18.)
	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 <i>Advanced User's Guide: Cleaning the machine's printer platen.</i> )
	Make sure you are using Genuine Brother Innobella™ Ink.
	Make sure you are using the paper support flap. (See <i>Loading paper and other print media</i> on page 12.)
	Make sure the paper feed rollers are not dirty with ink. (See <i>Advanced User's Guide: Cleaning the paper feed rollers.</i> )
The machine prints dense lines on the page.	(Windows®) Check <b>Reverse Order</b> in the <b>Basic</b> tab of the printer driver.
The printouts are wrinkled.	(Windows®) In the printer driver <b>Advanced</b> tab, click <b>Color Settings</b> , and uncheck <b>Bi-Directional Printing</b> .
	(Macintosh) In the printer driver, choose <b>Print Settings</b> , click <b>Advanced</b> , choose <b>Other Print Options</b> , and uncheck <b>Bi-Directional Printing</b> .
	Make sure you are using Genuine Brother 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 65.
	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 <i>Advanced User's Guide: 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 12.)</p> <ul style="list-style-type: none"> <li>■ Make sure the paper is loaded correctly in the paper tray.</li> <li>■ Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray.</li> <li>■ Make sure you do not push the paper in too far.</li> </ul> <p>Make sure the Jam Clear Cover is closed correctly.</p> <p>(See <i>Printer jam or paper jam</i> on page 75.)</p> <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</i> on page 75. 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.</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.</p> <p>(See <i>Additional paper jam clear operations</i> on page 79.)</p>
The paper jams when you use 2-sided copy or 2-sided print.	<p>Use one of the jam prevention settings, 2-sided1 or 2-sided2.</p> <p>For copying (See Advanced User's Guide: <i>2-sided copying</i>.)</p> <p>For printing For more information, see Software and Network User's Guide: <i>Prevent Smudged Printouts and Paper Jams When Printing on Both Sides of the Paper (Windows®)</i> or <i>Prevent Smudged Printouts and Paper Jams When Printing on Both Sides of the Paper (Macintosh)</i>.</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"> <li>■ Condensed print</li> <li>■ Horizontal streaks</li> <li>■ Top and bottom sentences are cut off</li> <li>■ Missing lines</li> </ul>	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 <i>Paper Size</i> setting may not be correct for the paper you are using.  (See <i>Paper Size</i> on page 18.)
	Turn on Auto Reduction. (See <i>Advanced User's Guide: Printing a reduced incoming fax.</i> )
Received color fax prints only in black & white.	Replace each color ink cartridge that has reached the end of its life, and then ask the other person to send the color fax again. (See <i>Replacing the ink cartridges</i> on page 55.)

## Telephone Line or Connections

Difficulty	Suggestions
Dialing does not work. (No dial tone)	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine.
	(Canada only) Change the Tone/Pulse setting. (See <i>Quick Setup Guide.</i> )
	Send a manual fax by pressing <b>Hook</b> and dialing the number. Wait to hear fax-receiving tones before pressing <b>Fax Start</b> .
	If there is no dial tone, connect a known-working telephone and telephone line cord to the jack. 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 jack.
The machine does not answer when called.	Make sure the machine is in the correct Receive Mode for your setup. (See <i>Choose the correct Receive Mode</i> on page 28.) Check for a dial tone. If possible, call your machine to hear whether it answers. If there is still no answer, check that the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine. If there is no ringing when you call your machine, ask your telephone company to check the line.

## Receiving Faxes

Difficulty	Suggestions
<p>Cannot receive a fax.</p>	<p>Press <b>Hook</b> in <b>Fax</b> mode to make sure your machine has a dial tone. 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 jack and the <b>LINE</b> jack inside the machine. If you subscribe to DSL, VoIP or MagicJack services, call 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 92.</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 correct Receive Mode</i> on page 28.)</p> <p>If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, select <b>Fax Only</b> mode.</p> <p>If your Brother machine shares a line with an external answering machine, select <b>External TAD</b> mode. In <b>External TAD</b> 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 the line with a Voice Mail subscriber service, see <i>Voice Mail</i> on page 33.</p> <p>If your Brother machine is on a line with the Distinctive Ring subscriber service, see <i>Distinctive Ring</i> on page 34.</p> <p>If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, select <b>Fax/Tel</b> mode. In <b>Fax/Tel</b> mode, your Brother machine will automatically receive faxes and produce a pseudo/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 <b>Manual</b> mode. In <b>Manual</b> 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"> <li>■ If the Receive Mode is set to <b>Fax Only</b> or <b>Fax/Tel</b>, reduce the Ring Delay to 1 ring. (See <i>Ring Delay</i> on page 31.)</li> <li>■ If the Receive Mode is set to <b>External TAD</b>, reduce the number of rings programmed on your answering machine to 2.</li> <li>■ If the Receive Mode is set to <b>Manual</b>, DO NOT adjust the Ring Delay setting.</li> </ul> <p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> <li>■ 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.</li> <li>■ 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.</li> </ul>



## Receiving Faxes (continued)

Difficulty	Suggestions
Cannot receive a fax. (continued)	<p>If you are using a telephone answering machine (<b>External TAD mode</b>) 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 37.)</p> <ol style="list-style-type: none"> <li>1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack.</li> <li>2 Remove the protective cap from your Brother machine's EXT. jack, and then plug the telephone line cord from your answering machine into the EXT. jack.</li> <li>3 Set your answering machine to answer within 4 rings. If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings.</li> <li>4 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> <li>■ Record five seconds of silence at the beginning of your outgoing message.</li> <li>■ Limit your speaking to 20 seconds.</li> <li>■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press * 5 1 and <b>Start</b> to send a fax."</li> </ul> </li> <li>5 Set your answering machine to answer calls.</li> <li>6 Set your Brother machine's Receive Mode to <b>External TAD</b>. (See <i>Choose the correct Receive Mode</i> on page 28.)</li> </ol> <p>Make sure your Brother machine's Easy Receive feature is set to On. Easy Receive 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>Easy Receive</i> on page 32.)</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to <b>Basic (for VoIP)</b>. (See <i>Telephone line interference / VoIP</i> on page 92.)</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 jack and the LINE jack 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 <b>Fine</b> or <b>S. Fine</b>. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See <i>Cleaning the scanner</i> on page 58.)</p>
Transmission Verification Report shows <b>RESULTING</b> .	<p>There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and see "RESULTING" on the Transmission Verification Report, your machine may be out of memory. 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 <b>Basic (for VoIP)</b>. (See <i>Telephone line interference / VoIP</i> on page 92.)</p>
Sent faxes are blank.	<p>Make sure you are loading the document correctly. (See <i>Loading documents</i> on page 23.)</p>

## Handling Incoming Calls

Difficulty	Suggestions
The machine “hears” a voice as a CNG Tone.	If Easy Receive is set to <b>On</b> , 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 Easy Receive to <b>Off</b> . (See <i>Easy Receive</i> on page 32.)
Sending a fax call to the machine.	If you answered on an extension telephone, press your Fax Receive Code (the factory setting is * <b>5 1</b> ). If you answered on the external telephone (connected to the EXT. jack), press <b>Fax Start</b> , and then press <b>Receive</b> 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, RingMaster, 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.  <b>For example:</b> 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 or disrupt 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
Black marks or spots appear in copies.	Black marks or spots on copies are typically caused by dirt or correction fluid on the scanner glass. Clean the scanner glass and white plastic above it. (See <i>Cleaning the scanner</i> on page 58.)
Copies are blank.	Make sure you are loading the document correctly. (See <i>Loading documents</i> on page 23.)
Fit to Page does not work correctly.	Make sure the document is not skewed on the scanner glass. Reposition the document and try again.

## Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click <b>Scan Settings, Select</b> to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click <b>File, Select Source</b> and choose the Brother TWAIN driver. You can also scan documents using the ICA Scanner Driver.  For more information, see Software and Network User's Guide: <i>Scan Using Apple Image Capture (ICA Driver)</i> .
OCR does not work.	Try increasing the scanner resolution.  (Macintosh)  Make sure you have finished downloading and installing Presto! PageManager from: <a href="http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang2.dmg">http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang2.dmg</a>

## Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows®) Run the <b>Repair MFL-Pro Suite</b> 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.	Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (See Advanced User's Guide: <i>Reports</i> .) and check the current Network settings printed in this list.  If you are using a wireless connection or are having Network problems, see Software and Network User's Guide: <i>Troubleshooting</i> .
The network scanning feature does not work.	(Windows®)  It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below:  In Name: Enter any description, for example Brother NetScan.  In Port number: Enter 54925.  In Protocol: UDP is selected.  Please refer to the instruction manual that came with your third-party Security/Firewall Software or call the software manufacturer.  (Macintosh)  Select <b>Other</b> from the <b>Model</b> drop-down list in the main screen of ControlCenter2. In the <b>Device Selector</b> window, make sure <b>Network</b> is selected in the <b>Connection Type</b> , and then click <b>Browse</b> . Reselect your network machine, and press <b>OK</b> .

## Network Difficulties (continued)

Difficulty	Suggestions
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 call the software manufacturer.</p>
The Brother software cannot be installed.	<p>(Windows®)</p> <p>If the Security Software warning appears on the PC screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run.</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 <code>WLAN Report</code>.</p> <p>Press  (Settings), and then press <b>^</b> or <b>v</b> on the Touchpanel to display <code>Print Reports</code>. Press <code>Print Reports</code>. Press <b>^</b> or <b>v</b> to display <code>WLAN Report</code>, and then press <code>WLAN Report</code>.</p> <p>For more information, see <i>Software and Network User's Guide: Print the WLAN Report</i>.</p>

## Data Entry Difficulties

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

## Dial Tone

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Setting the dial tone to Detection will shorten the dial-detect pause.

- 1 Press  (Settings).
- 2 Press **^** or **v** on the Touchpanel to display Initial Setup.
- 3 Press Initial Setup.
- 4 Press **^** or **v** to display Dial Tone.
- 5 Press Dial Tone.
- 6 Press Detection **or** No Detection.
- 7 Press .

## Telephone line interference / VoIP

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If you are having problems sending or receiving a fax due to possible interference on the telephone line, we recommend that you change the modem speed to minimize errors in fax operations.

- 1 Press  (Settings).
- 2 Press **^** or **v** on the Touchpanel to display Initial Setup.
- 3 Press Initial Setup.
- 4 Press **^** or **v** to display Compatibility.
- 5 Press Compatibility.
- 6 Press Normal **or** Basic (for VoIP).
  - Basic (for VoIP) reduces the modem speed to 9,600 bps and turns off color fax receiving and ECM, except for color 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.
- 7 Press .

### NOTE

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VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.

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## Machine Information

### Checking the serial number

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

- 1 Press  (Settings).
- 2 Press  or  on the Touchpanel to display `Machine Info`.
- 3 Press `Machine Info`.
- 4 Press `Serial No.`
- 5 Press .

### Checking the firmware version

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

- 1 Press  (Settings).
- 2 Press  or  on the Touchpanel to display `Machine Info`.
- 3 Press `Machine Info`.
- 4 Press `Version`.
- 5 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 Date and Time and Ring Delay.

The Demo icon will be restored to the Home screen.

The Address Book, fax reports, and Call history will remain.
- 2 `Network`

You can reset the print server back to its factory settings, such as the password and IP address information.
- 3 `Address&Fax`

Address Book & Fax resets the following settings:

  - Speed Dial  
(Speed-Dial and Setup Groups)
  - Station ID  
(Name and Number)
  - 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 their factory settings.

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

## How to reset the machine

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- 1 Press  (Settings).
- 2 Press **^** or **v** on the Touchpanel to display Initial Setup.
- 3 Press Initial Setup.
- 4 Press **^** or **v** to display Reset.
- 5 Press Reset.
- 6 Press **^** or **v** to display the type of reset (Machine Reset, Network, Address&Fax or All Settings) you want to do, and then press it.
- 7 Press Yes to confirm.
- 8 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 and Features Tables so you can see all the available choices for each setting and feature at-a-glance. You can use these tables to quickly set up your preferred settings in the machine.

## Memory Storage

Even if there is a power failure, you will not lose your menu settings because they are stored permanently. Temporary settings (such as *Overseas Mode*) will be lost. You may have to reset the time and date.

# Settings tables

The Settings tables will help you understand the selections and options in the machine's programs. The factory settings are shown in bold with an asterisk.



## (Settings)

Level1	Level2	Level3	Options	Descriptions	Page
<b>Shortcut Settings</b> 	<b>Copy</b>	—	Quality Paper Type Paper Size Enlarge/Reduce Density Stack/Sort Page Layout 2-sided Copy Advanced Settings <b>(Options)</b> Off Remove Background	Lets you quickly and easily recall and apply your previously stored preferred settings.	10
	<b>Fax</b>	—	Address Fax Resolution Contrast Color Setting Real Time TX Overseas Mode Glass Scan Size		
<b>General Setup</b>	<b>Ink</b>	<b>Test Print</b>	Print Quality Alignment	Lets you check the print quality or alignment.	59
		<b>Cleaning</b>	Black Color All	Lets you clean the print head.	58
		<b>Ink Volume</b>	—	Lets you check the available ink volume.	See ♦.
♦ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page	
General Setup (Continued)	Paper Type	—	<b>Plain Paper*</b> Inkjet Paper Brother BP71 Other Glossy Transparency	Sets the type of paper in the paper tray.	18	
	Paper Size	—	<b>Letter*</b> Legal A4 A5 EXE 4"x6"	Sets the size of paper in the paper tray.	18	
	Volume	Ring		Off Low <b>Med*</b> High	Adjusts the ring volume.	See ♦.
		Beep		Off <b>Low*</b> Med High	Adjusts the volume of the sounds when you press the Touchscreen or Touchpanel.	
		Speaker		Off Low <b>Med*</b> High	Adjusts the speaker volume.	
	LCD Settings	Backlight		<b>Light*</b> Med Dark	You can adjust the brightness of the Touchscreen backlight.	
		Dim Timer		Off 10Secs 20Secs <b>30Secs*</b>	You can set how long the Touchscreen backlight stays on after the last finger press.	
	Sleep Mode	—	1Min 2Mins 3Mins <b>5Mins*</b> 10Mins 30Mins 60Mins	You can choose how long the machine must be idle before it goes into Sleep Mode.		
	♦ See Advanced User's Guide.					
	The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page	
Fax	Setup Receive	Receive Mode	<b>Fax Only*</b> Fax/Tel External TAD Manual	Choose the Receive Mode that best suits your needs.	28	
		Ring Delay	0 1 2 3 <b>4*</b>	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	31	
		F/T Ring Time	<b>20Secs*</b> 30Secs 40Secs 70Secs	Sets the length of the pseudo/double-ring time in Fax/Tel mode.	31	
		Easy Receive	<b>On*</b> Off	Receives fax messages automatically when you answer a call and hear fax tones.	32	
		Remote Codes	Remote Codes (Options) <b>On*</b> Off Fax Receive (*51) Tel Answer (#51)	Allows you to answer all calls at an extension telephone and use codes to turn the machine on or off. You can personalize these codes.	40	
		Auto Reduction	<b>On*</b> Off	Reduces the size of incoming faxes to fit the paper size you are using.	See ♦.	
		Memory Receive	<b>Off*</b> PC Fax Receive	You can set the machine to send faxes to your PC. If you choose PC-Fax Receive, you can turn on the safety feature Backup Print.		
	Setup Address Book	Set Speed Dial	Add Number	Add Number from History	You can store Speed Dial numbers, so you can dial by pressing only a few buttons on the Touchscreen.	43
						See ♦.
		Setup Groups	—	You can set up Group numbers for Broadcasting.		
		Change	—	You can change Speed Dial numbers.	44	
		Delete	—		You can delete Speed Dial numbers.	

♦ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page	
Fax (Continued)	Report Setting	Transmission	On On+Image <b>Off*</b> Off+Image	Choose the initial setting of the Transmission Verification Report.	27	
		Journal Period	Off <b>Every 50 Faxes*</b> Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days	Sets the interval for the automatic printing of the Fax Journal. If you have chosen any option other than <i>Off</i> or <i>Every 50 Faxes</i> , you can set the time for the chosen option. If you have chosen <i>Every 7 Days</i> , you can set the day of the week.	See ♦.	
	Print Fax	—	—	Prints incoming faxes stored in the memory.		
	Remaining Jobs	—	—	Check which jobs are in the memory and cancel chosen jobs.		
	Miscellaneous	TX Lock	—	—	Prohibits most functions except receiving faxes.	
		Distinctive	Distinctive (Options) <b>Off*</b> On	Ring Pattern (Options) <b>1*</b> 2 3 4	Uses the telephone company's Distinctive Ring subscriber service to register the ring pattern with the machine.	34
			Caller ID (USA only)			
	♦ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.						

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network	WLAN	TCP/IP	<b>BOOT Method</b>	<b>Auto*</b> Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.	See +.
			<b>IP Address</b>	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
			<b>Subnet Mask</b>	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
			<b>Gateway</b>	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
			<b>Node Name</b>	BRWXXXXXXXXXXXX	Enter the Node name.	
			<b>WINS Config</b>	<b>Auto*</b> Static	Chooses the WINS configuration mode.	
			<b>WINS Server</b>	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary WINS server.	
			<b>DNS Server</b>	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary DNS server.	
			<b>APIPA</b>	<b>On*</b> Off	Automatically allocates the IP address from the link-local address range.	

+ See Software and Network User's Guide.

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

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network (Continued)	WLAN (Continued)	WLAN Assistant	—	—	You can configure your wireless network settings using the Brother CD-ROM.	See +.
		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.	
		WLAN Status	Status	—	You can see the wireless network status.	
			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.	
	Web Connect Settings	Proxy Settings	Proxy Connection	On Off*	You can change the Web connection settings.	See ●.
			Address	—		
			Port	—		
			User Name	—		
Password			—			
+ See Software and Network User's Guide.						
● Go to the Brother Solutions Center to download Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> .						
The factory settings are shown in Bold with an asterisk.						

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network (Continued)	<b>WLAN Enable</b>	—	—	On <b>Off*</b>	Lets you use the wireless network connection.	See †.
	<b>Network Reset</b>	—	—	Yes No	Restore all network settings back to the factory settings.	

† See Software and Network User's Guide.

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

The factory settings are shown in Bold with an asterisk.



### (Settings) (continued)

Level1	Level2	Level3	Options	Descriptions	Page
Print Reports	<b>Transmission</b>	—	—	Prints these lists and reports.	See ◆.
	<b>Address Book</b>	—	Alphabetical Order Numerical Order		
	<b>Fax Journal</b>	—	—		
	<b>User Settings</b>	—	—		
	<b>Network Config</b>	—	—		
	<b>WLAN Report</b>	—	—		
	<b>Caller ID hist.</b>	—	—		
Machine Info.	<b>Serial No.</b>	—	—	Lets you check the serial number of your machine.	93
	<b>Version</b>	—	—	Lets you check the firmware version of your machine.	93
Initial Setup	<b>Date &amp; Time</b>	<b>Date &amp; Time</b>	—	Puts the date and time on the Touchscreen and in the headings of the faxes you send.	62
		<b>Auto Daylight</b>	On <b>Off*</b>	Change this setting to On if you want the machine to change automatically for Daylight Saving Time.	See ◆.
	<b>Station ID</b>	—	Fax: Name:	Enter your name and fax number to appear on each page you fax.	See ‡.
	<b>Tone/Pulse</b> (Canada only)	—	<b>Tone*</b> Pulse	Choose the dialing mode.	

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page		
Initial Setup (Continued)	Dial Tone	—	Detection <b>No Detection*</b>	You can shorten the dial tone detection pause.	92		
	Compatibility	—	<b>Normal*</b> Basic(for VoIP)	Adjusts the modem speed to help resolve transmission problems.	92		
	Reset	<b>Machine Reset</b>	Yes No	Yes No	You can reset all the machine's settings that you have changed, such as Date and Time and Ring Delay.  The Demo icon will be restored to the Home screen.	93	
			<b>Network</b>	Yes No	Yes No		Resets the print server back to its factory default settings, such as the password and IP address information.
			<b>Address&amp;Fax</b>	Yes No	Yes No		Deletes all stored Speed Dial numbers and faxes, restores the Station ID, Address Book, Transmission Verification Report and Fax Journal back to the factory default settings.
			<b>All Settings</b>	Yes No	Yes No		Resets all the machine's settings back to the factory settings.
	Local Language (USA only)	—	<b>English*</b> Spanish	Allows you to change the Touchscreen language for your country.	See ‡.		
	Local Language (Canada only)	—	<b>English*</b> French	Allows you to change the Touchscreen language for your country.			
◆ See Advanced User's Guide.							
‡ See Quick Setup Guide.							
The factory settings are shown in Bold with an asterisk.							

# Features tables



(Fax)

Level1	Level2	Level3	Options	Descriptions	Page
History	Outgoing	Send a fax	—	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 ◆.
		More	Add to Address Book		
			Delete		
	Incoming	Send a fax	—	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.	
		More	Add to Address Book		
			Delete		
Address	—	Send a fax	—	You can dial a stored number with a few finger presses.	42
		More	Set Speed Dial	You can store Speed Dial numbers, so you can dial by pressing only a few buttons on the Touchscreen.	43
			Setup Groups	You can set up Group numbers for Broadcasting.	See ◆.
			Change	You can change Speed Dial numbers.	44
			Delete	You can delete Speed Dial numbers.	
			Options	Fax Resolution	—
Contrast	—	<b>Auto*</b> Light Dark	Changes the lightness or darkness of faxes you send.		
Broadcasting	Add from Address Book	—	You can send the same fax message to more than one fax number.		
Color Setting	—	<b>Black*</b> Color	Sets whether faxes are sent in black & white or color.	26	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page		
Options (Continued)	<b>Real Time TX</b>	—	On <b>Off*</b>	You can send a fax without using the machine's memory.	See ◆.		
	<b>Overseas Mode</b>	—	On <b>Off*</b>	If you are having difficulty sending faxes overseas, set this to On.			
	<b>Glass Scan Size</b>	—	<b>Letter*</b> A4	Adjust the scan area of the scanner glass to the size of the document.	26		
	<b>History</b>	Outgoing	Send a fax	More (Add to Address Book/Delete)	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 ◆.	
			Incoming				Send a fax
		<b>Address Book</b>	Send a fax	—	You can dial a stored number with a few finger presses.		42
			More	Set Speed Dial	—		You can store Speed Dial numbers, so you can dial by pressing only a few buttons on the Touchscreen.
	Setup Groups	—		You can set up Group numbers for Broadcasting.	See ◆.		
	Change	—		You can change Speed Dial numbers.	44		
	Delete	—		You can delete Speed Dial numbers.			
	<b>Set New Default</b>	—	Yes No	You can save your fax settings.	See ◆.		
	<b>Factory Reset</b>	—	Yes No	You can restore all settings back to the factory settings.			

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.



## (Copy)

Level1	Level2	Level3	Options	Descriptions	Page	
Options	Quality	—	Fast	Choose the Copy resolution for the next copy.	See .	
			<b>Normal*</b>			
				Best		
	Paper Type	—		<b>Plain Paper*</b>	Choose the paper type that matches the paper in the tray.	46
				Inkjet Paper		
				Brother BP71		
				Other Glossy		
				Transparency		
	Paper Size	—		<b>Letter*</b>	Choose the paper size that matches the paper in the tray.	46
				Legal		
			A4			
			A5			
			EXE			
			4"x6"			
Enlarge/Reduce		100%*	—	—	See .	
			Enlarge	198% 4"x6"→A4 186% 4"x6"→LTR 104% EXE→LTR		You can choose the enlargement ratio for the next copy.
			Reduce	97% LTR→A4 93% A4→LTR 85% LTR→EXE 83% 78% 46% LTR→4"x6"		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 enter an enlargement or reduction ratio.
Density	—			Adjusts the density of copies.		

See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page	
Options (Continued)	Stack/Sort	—	<b>Stack*</b> Sort	You can choose to stack or sort multiple copies.	See ◆.	
	Page Layout	—	<b>Off (1in1)*</b> 2in1 (P) 2in1 (L) 2in1 (ID) 4in1 (P) 4in1 (L) Poster (2x1) Poster (2x2) Poster (3x3)	You can make N in 1, 2 in 1 ID, or Poster copies.		
	2-sided Copy	—	<b>Off*</b>	—		You can choose the 2-sided print settings.
			Portrait LongEdgeFlip	—		
			Landscape LongEdgeFlip	—		
			Portrait ShortEdgeFlip	—		
			Landscape ShortEdgeFlip	—		
			Advanced	<b>Normal*</b> 2-sided1 2-sided2		
	Advanced Settings	—	<b>Off*</b> Remove Background (Options) Low <b>Medium*</b> High	Change the amount of background color that is removed.		
	Set New Default	—	Yes No	You can save your copy settings.		
Factory Reset	—	Yes No	You can restore all the settings back to the factory settings.			
◆ See Advanced User's Guide.						
The factory settings are shown in Bold with an asterisk.						



## (Scan)

Level1	Level2	Level3	Options	Descriptions	Page
Scan to File	PC	Options	(For more information, see the <i>Options (for Scan to File, Scan to email and Scan to Image)</i> in the following table.)	Configure the detailed settings.	See †.
Scan to email	PC	Options	(For more information, see the <i>Options (for Scan to File, Scan to email and Scan to Image)</i> in the following table.)	Configure the detailed settings.	
Scan to OCR (Available after Presto! PageManager is downloaded for Macintosh users. See <i>Accessing Brother Support (Macintosh)</i> on page 5.)	PC	Options	(For more information, see the <i>Options (for Scan to OCR)</i> in the following table.)	Configure the detailed settings.	
Scan to Image	PC	Options	(For more information, see the <i>Options (for Scan to File, Scan to email and Scan to Image)</i> in the following table.)	Configure the detailed settings.	
Web Service (Appears when you install a Web Services Scanner, which is displayed in your computer's Network Explorer.)	Scan	—	—	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.

The factory settings are shown in Bold with an asterisk.

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

Level1	Level2	Options1	Descriptions	Page
Options	Set with TouchPanel	<b>Off (Set with Computer)*</b> On	If you want to use the Touchscreen to change the machine's settings, choose On.	See +.
	The settings below will appear when On is selected in Set with TouchPanel.			
	<b>Scan Type</b>	<b>Color*</b> Black and White	You can choose the scan type for your document.	
	<b>Resolution</b>	100 dpi <b>200 dpi*</b> 300 dpi 600 dpi	You can choose the scan resolution for your document.	
	<b>File Type</b>	(If you choose the Color option in the Scan Type setting) <b>PDF*</b> JPEG (If you choose the B&W option in the Scan Type setting) TIFF <b>PDF*</b>	You can choose the file format for your document.	
	<b>Scan Size</b>	<b>Letter*</b> A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.	
	<b>Remove Background</b>	<b>Off*</b> Low Medium High	Change the amount of background color that is removed.	
+ See Software and Network User's Guide.				
The factory settings are shown in Bold with an asterisk.				

## Options (for Scan to OCR)

Level1	Level2	Options1	Descriptions	Page
Options	Set with TouchPanel	<b>Off (Set with Computer)*</b> On	If you want to use the Touchscreen to change the machine's settings, choose On.	See +.
	The settings below will appear when On is selected in Set with TouchPanel.			
	<b>Scan Type</b>	Color <b>Black and White*</b>	You can choose the scan type for your document.	
	<b>Resolution</b>	100 dpi <b>200 dpi*</b> 300 dpi 600 dpi	You can choose the scan resolution for your document.	
	<b>File Type</b>	<b>Text*</b> HTML RTF	You can choose the file format for your document.	
	<b>Scan Size</b>	<b>Letter*</b> A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.	
+ See Software and Network User's Guide.				
The factory settings are shown in Bold with an asterisk.				

**(Web)**

Level1	Level2	Level3	Options	Descriptions	Page
<b>Web</b>	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 Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> .					
The factory settings are shown in Bold with an asterisk.					

**(Ink)****NOTE**

will not appear if received faxes are in the memory.

Level1	Level2	Level3	Options	Descriptions	Page
<b>(Ink)</b>	<b>Test Print</b>	—	Print Quality Alignment	Lets you check the print quality or alignment.	59 61
	<b>Cleaning</b>	—	Black Color All	Lets you clean the print head.	58
	<b>Ink Volume</b>	—	—	Lets you check the available ink volume.	See ◆.
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

## WiFi (Wi-Fi Setup)

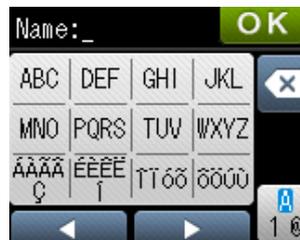
### NOTE

After the Wi-Fi<sup>®</sup> is set up, you cannot change the settings from your Home screen. Change the settings for Wi-Fi 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 factory 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 among letters, numbers, and special characters.



## Inserting spaces

To enter a space, press  twice to choose special characters, then press the space button . Or, you can press  twice to move the cursor.

### NOTE

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

## Making corrections

If you entered an incorrect character and want to change it, press  to move the cursor under the incorrect character. Then press . Enter the correct character. You can also back up and insert letters.

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

## Repeating letters

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

## General

### NOTE

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

<b>Printer Type</b>	Inkjet	
<b>Print Head</b>	Black:	Piezo with 210 nozzles × 1
	Color:	Piezo with 210 nozzles × 3
<b>Memory Capacity</b>	64 MB	
<b>LCD (Liquid Crystal Display)</b>	1.8 in. (44.9 mm) TFT Color Touchscreen LCD <sup>1</sup> and Touchpanel	
<b>Power Source</b>	AC 100 to 120 V 50/60 Hz	
<b>Power Consumption <sup>2</sup></b>	Copying Mode:	Approx. 19 W <sup>3</sup>
	Ready Mode:	Approx. 4 W <sup>4</sup>
	Sleep Mode:	Approx. 1.1 W <sup>4</sup>
	Off:	Approx. 0.2 W <sup>4 5</sup>

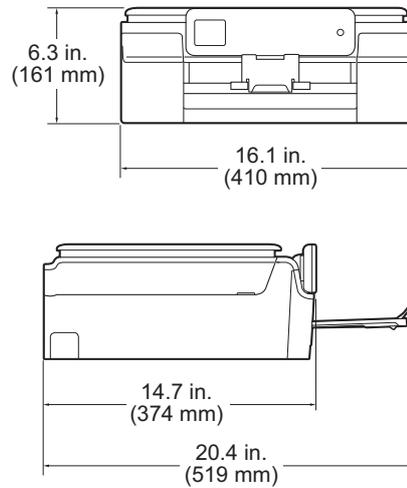
<sup>1</sup> Measured diagonally.

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

<sup>3</sup> When single-sided printing, resolution: standard / document: ISO/IEC 24712 printed pattern.

<sup>4</sup> Measured according to IEC 62301 Edition 2.0.

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

**Dimension**

<b>Weight</b>	17.2 lb (7.8 kg)
<b>Noise Level</b>	<b>Sound Pressure</b>
	Operating: 50 dB(A) (Maximum) <sup>1</sup>
<b>Temperature</b>	Operating: 50 to 95 °F (10 to 35 °C)
	Best Print Quality: 68 to 91 °F (20 to 33 °C)
<b>Humidity</b>	Operating: 20 to 80% (without condensation)
	Best Print Quality: 20 to 80% (without condensation)
<b>Document Size</b>	Width: Max. 8.5 in. (215.9 mm)
	Length: Max. 11.7 in. (297 mm)

<sup>1</sup> Noise depends on printing conditions.

# Print media

## Paper Input

## Paper Tray

### ■ Paper Type:

Plain Paper, Inkjet Paper (coated paper),  
Glossy Paper<sup>1</sup> and Transparency<sup>1 2</sup>

### ■ Paper Size<sup>3</sup>:

Letter, Legal, Executive, A4, A5, A6, Envelopes (Com-10, DL, C5, Monarch), Photo (4" × 6" / (10 × 15 cm), Photo 2L (5" × 7" / (13 × 18 cm) and Index Card (5" × 8" / (127 × 203 mm)

Width: 3.86 in. - 8.5 in. (98 mm - 215.9 mm)

Length: 5.8 in. - 14 in. (148 mm - 355.6 mm)

For more details, see *Paper weight, thickness and capacity* on page 22.

### ■ Maximum paper tray capacity:

Up to 100 sheets of 20 lb (80 g/m<sup>2</sup>) plain paper

## Paper Output

Up to 50 sheets of 20 lb (80 g/m<sup>2</sup>) plain paper (face up print delivery to the output paper tray)<sup>1</sup>

<sup>1</sup> For glossy paper or transparencies, remove printed pages from the output paper tray immediately after they exit the machine to avoid smudging.

<sup>2</sup> Use only transparencies recommended for inkjet printing.

<sup>3</sup> See *Paper type and size for each operation* on page 21.

# Fax

<b>Compatibility</b>	ITU-T Group 3
<b>Modem Speed</b>	Automatic Fallback 14,400 bps
<b>Scanning Width</b>	8.19 in. (208 mm) (Letter)
<b>Printing Width</b>	8.26 in. (210 mm) (Letter)
<b>Gray Scale</b>	B&W: 8 bit (256 levels) Color: 24 bit (8 bit per color/ 256 levels)
<b>Resolution</b>	Standard 203 × 98 dpi (Black) 203 × 196 dpi (Color) Fine 203 × 196 dpi (Black/Color) Superfine 203 × 392 dpi (Black) Photo 203 × 196 dpi (Black)
<b>Speed Dial</b>	40 names × 2 numbers
<b>Groups</b>	Up to 6
<b>Broadcasting</b>	80 (80 Speed Dial)
<b>Automatic Redial</b>	1 time after 5 minutes
<b>Memory Transmission</b>	Up to 170 <sup>1</sup> pages
<b>Out of Paper Reception</b>	Up to 170 <sup>1</sup> pages

<sup>1</sup> “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

<b>Color/Black</b>	Yes/Yes
<b>Copy Width</b>	8.26 in. (210 mm) <sup>1</sup>
<b>Multiple Copies</b>	Stacks/Sorts up to 99 pages
<b>Enlarge/Reduce</b>	25% to 400% (in increments of 1%)
<b>Resolution</b>	Prints up to 1200 × 2400 dpi
<b>2-sided</b>	Yes
	■ Paper Type: Plain paper
	■ Paper Size: Letter, A4, A5, Executive

<sup>1</sup> When copying on Letter size paper.

# Scanner

<b>Color/Black</b>	Yes/Yes
<b>TWAIN Compliant</b>	Yes (Windows® XP <sup>1</sup> /Windows Vista®/Windows® 7/Windows® 8) (Mac OS X v10.6.8, 10.7.x, 10.8.x)
<b>WIA Compliant</b>	Yes (Windows® XP <sup>1</sup> /Windows Vista®/Windows® 7/Windows® 8)
<b>ICA Compliant</b>	Yes (Mac OS X v10.6.8, 10.7.x, 10.8.x)
<b>Color Depth</b>	30 bit color Processing (Input) 24 bit color Processing (Output) / 256 levels per color
<b>Gray Scale</b>	10 bit color Processing (Input) 8 bit color Processing (Output) / 256 levels per color
<b>Resolution</b>	Up to 19200 × 19200 dpi (interpolated) <sup>2</sup> Up to 1200 × 2400 dpi (optical)
<b>Scanning Width and Length</b>	Width: Up to 8.42 in. (213.9 mm) Length: Up to 11.61 in. (295 mm)

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

<sup>2</sup> 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

<b>Resolution</b>	Up to 1200 × 6000 dpi
<b>Printing Width</b> <sup>3</sup>	8.26 in. [8.5 in. (borderless) <sup>1</sup> ]
<b>Borderless</b> <sup>2</sup>	Letter, A4, A6, Photo (4" × 6" / (10 × 15 cm), Index Card (5" × 8" / (127 × 203 mm), Photo 2L (5" × 7" / (13 × 18 cm)
<b>2-sided</b>	<ul style="list-style-type: none"><li>■ Paper Type: Plain paper</li><li>■ Paper Size: Letter, A4, A5, Executive</li></ul>

## Print Speed <sup>4</sup>

- <sup>1</sup> When the Borderless feature is set to On.
- <sup>2</sup> See *Paper type and size for each operation* on page 21.
- <sup>3</sup> When printing on Letter size paper.
- <sup>4</sup> For detailed specifications visit <http://www.brother.com/>.

# Interfaces

**USB**<sup>1 2</sup> Use a USB 2.0 interface cable that is no longer than 6 feet (2 m).

**Wireless LAN** IEEE 802.11b/g/n (Infrastructure/Ad-hoc Mode)

<sup>1</sup> Your machine has a USB 2.0 Hi-Speed interface. The machine can also be connected to a computer that has a USB 1.1 interface.

<sup>2</sup> Third party USB ports are not supported.

# Network

## NOTE

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

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You can connect your machine to a network for Network Printing, Network Scanning, PC Fax Send, PC Fax Receive (Windows<sup>®</sup> only), and Remote Setup <sup>1</sup>. Also included is Brother BRAdmin Light <sup>2</sup> Network Management software.

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

<sup>1</sup> See *Computer requirements* on page 123.

<sup>2</sup> (Windows<sup>®</sup>) 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 <sup>2</sup>	Wireless 802.11b/g/n		For Drivers	For Applications (including Drivers)	
Windows <sup>®</sup> Operating System	Windows <sup>®</sup> XP Home <sup>1 4</sup>	Printing PC Fax <sup>3</sup> Scanning		32bit (x86) or 64bit (x64) processor	150 MB	1 GB	
	Windows <sup>®</sup> XP Professional <sup>1 4</sup>						
	Windows Vista <sup>®</sup> <sup>1 4</sup>				500 MB	1.3 GB	
	Windows <sup>®</sup> 7 <sup>1 4</sup>				650 MB		
	Windows <sup>®</sup> 8 <sup>1 4</sup>						
	Windows Server <sup>®</sup> 2003	N/A	Printing		64bit (x64) processor	50 MB	N/A
	Windows Server <sup>®</sup> 2003 R2						
	Windows Server <sup>®</sup> 2008						
	Windows Server <sup>®</sup> 2008 R2						
	Windows Server <sup>®</sup> 2012						
Macintosh Operating System	Mac OS X v10.6.8 OS X v10.7.x OS X v10.8.x	Printing PC Fax (Send) <sup>3</sup> Scanning		Intel <sup>®</sup> Processor	80 MB	550 MB	
<b>Conditions:</b>							
<sup>1</sup> For WIA, 1200 × 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 × 19200 dpi. <sup>2</sup> Third party USB ports are not supported. <sup>3</sup> PC Fax supports black and white only. <sup>4</sup> PaperPort™ 12SE supports Windows <sup>®</sup> XP Home (SP3 or greater), XP Professional (SP3 or greater), XP Professional x64 Edition (SP2 or greater), Windows Vista <sup>®</sup> (SP2 or greater), Windows <sup>®</sup> 7 and Windows <sup>®</sup> 8.			For the latest driver updates, visit us at (in USA) <a href="http://www.brother.com/">http://www.brother.com/</a> (in Canada) <a href="http://www.brother.ca/">http://www.brother.ca/</a> All trademarks, brand and product names are the property of their respective companies.				

# Consumable items

<b>Ink</b>	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
<b>Service Life of Ink Cartridge</b>	Starter ink cartridges are in the box. The first time you install the ink cartridges the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high quality printing. Afterward, replacement ink cartridges will print the specified number of pages. Starter cartridge yield is approx. 80% of the yield of the LC101 replacement cartridges.
<b>Replacement Consumables</b>	<p>&lt;Standard Yield Black&gt; LC101BK &lt;Standard Yield Yellow&gt; LC101Y &lt;Standard Yield Cyan&gt; LC101C &lt;Standard Yield Magenta&gt; LC101M</p> <p>Black, Yellow, Cyan and Magenta - Approximately 300 pages <sup>1</sup></p> <p>&lt;High Yield Black&gt; LC103BK &lt;High Yield Yellow&gt; LC103Y &lt;High Yield Cyan&gt; LC103C &lt;High Yield Magenta&gt; LC103M</p> <p>Black, Yellow, Cyan and Magenta - Approximately 600 pages <sup>1</sup></p> <p><sup>1</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 24711</p> <p>For more information about the replacement consumables, visit us at <a href="http://www.brother.com/pageyield/">http://www.brother.com/pageyield/</a>.</p>

## 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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