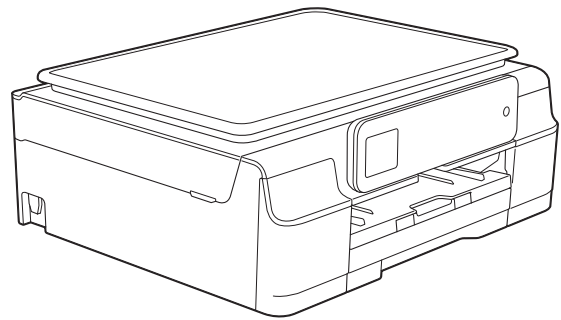


brother®

Basic User's Guide

DCP-J172W



Version 0
UK/IRE/GEN

If you need to contact Customer Service

Please complete the following information for future reference:

Model Number: DCP-J172W

Serial Number: ¹ _____

Date of Purchase: _____

Place of Purchase: _____

¹ **The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.**

Register your product on-line at

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

User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Copy and Scan operations, and how to replace consumables. See troubleshooting tips.	Printed / In the box ¹
Advanced User's Guide	Learn more advanced operations: Copy, printing reports and performing routine maintenance.	PDF file / CD-ROM
Software and Network User's Guide	This Guide provides instructions for Scanning, Printing and other operations that can be performed by connecting your Brother machine to a computer. You can also find useful information about using the Brother ControlCenter utility, using your machine in a network environment, and frequently used terms.	HTML file/CD-ROM
Web Connect Guide	This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images, printing data and uploading files directly to Internet services.	PDF file / Brother Solutions Center ²
AirPrint Guide	This Guide provides information for using AirPrint to print from OS X v10.7.x, 10.8.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.	PDF file / Brother Solutions Center ²
Google Cloud Print Guide	This Guide provides details on how to use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center ²
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi network.	PDF file / Brother Solutions Center ²

¹ This may differ depending on your country.

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

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(Advanced User's Guide)

The Advanced User's Guide explains the following features and operations.
You can view the Advanced User's Guide on the CD-ROM.

1 General setup

Memory Storage
Sleep Mode
Auto Power Off
Touchscreen LCD

2 Printing reports

Reports

3 Making copies

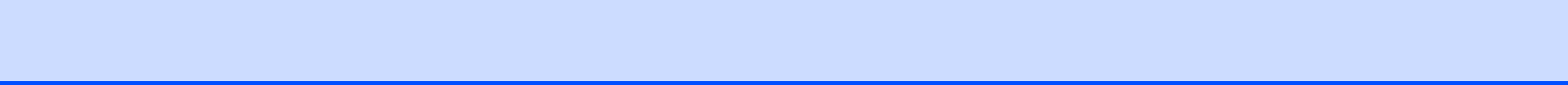
Copy options

A Routine maintenance

Cleaning and checking the machine
Packing and shipping the machine

B Glossary

C Index



Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies the buttons on your computer screen.
<i>Italics</i>	Italicized typeface emphasizes an important point or refers you to a related topic.
Courier New	Text in the Courier New font identifies messages on the Touchscreen of the machine.

WARNING

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

CAUTION


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

IMPORTANT

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

NOTE

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

 Electrical Hazard icons alert you to possible electrical shocks.

Accessing Brother Utilities (Windows® 8)

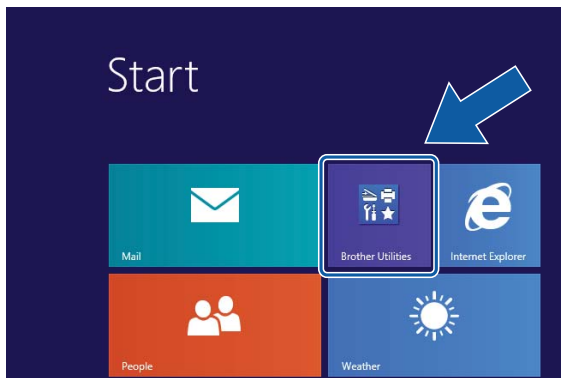
If you are using a tablet or PC running Windows® 8, you can make your selections either by tapping the screen or by clicking with your mouse.

After the printer driver is installed,

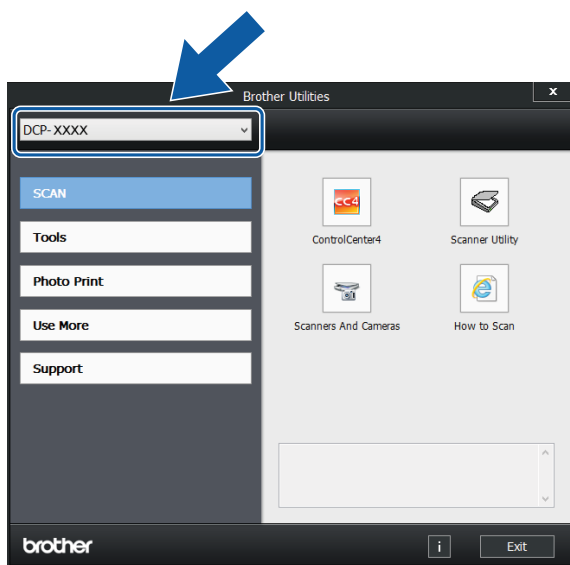


(Brother Utilities) appears on both the Start screen and the desktop.

- 1 Tap or click **Brother Utilities** from either 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 Copy, Printer, Scanner, and Network features. When you are ready to learn detailed information about these operations, you can read the **Advanced User's Guide** and **Software and Network User's Guide** in HTML format that are on the CD-ROM.

Viewing User's Guides

(Windows®)

(Windows® XP/Windows Vista®/Windows® 7/Windows Server® 2003/Windows Server® 2008/Windows Server® 2008 R2)



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

(Windows® 8/Windows Server® 2012)




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

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

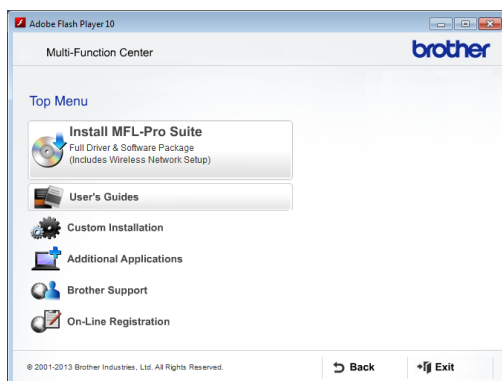
- 1 Turn on your PC. Insert the Brother CD-ROM into your CD-ROM drive.

NOTE

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

Click  (**File Explorer**) on the taskbar, and then go to **Computer**.) Double-click the CD-ROM icon, and then double-click **start.exe**.

- 2 If the model name screen appears, click your model name.
- 3 If the language screen appears, click your language. The CD-ROM **Top Menu** will appear.



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

(Macintosh)

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



- 2 Double-click the **User's Guides** icon.
- 3 Select your model and language if needed.
- 4 Click **User's Guides**. If the country screen appears, choose your country.
- 5 After the list of User's Guides appears, choose the Guide you want to read.

How to find Scanning instructions

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

Software and Network User's Guide

- *Scan*
- *ControlCenter*

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.)
- More information about network setup
(See Software and Network User's Guide.)

How to access Guides for Advanced Features

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

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

Web Connect Guide

This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images, printing data and uploading files directly to Internet services.

AirPrint Guide

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

Google Cloud Print Guide

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

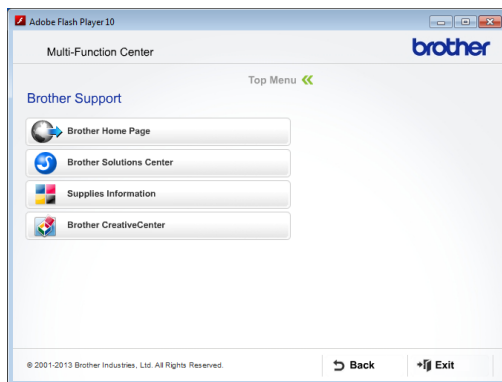
Mobile Print/Scan Guide for Brother iPrint&Scan

This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi network.

Accessing Brother Support (Windows®)

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

- Click **Brother Support** on the **Top Menu**. The following screen will appear:

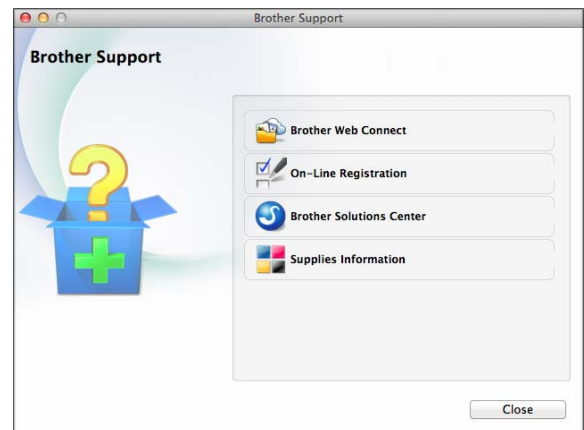


- To access our website (<http://www.brother.com/>), click **Brother Home Page**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.
- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the top menu, click **Back** or if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

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

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



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

Control panel overview

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

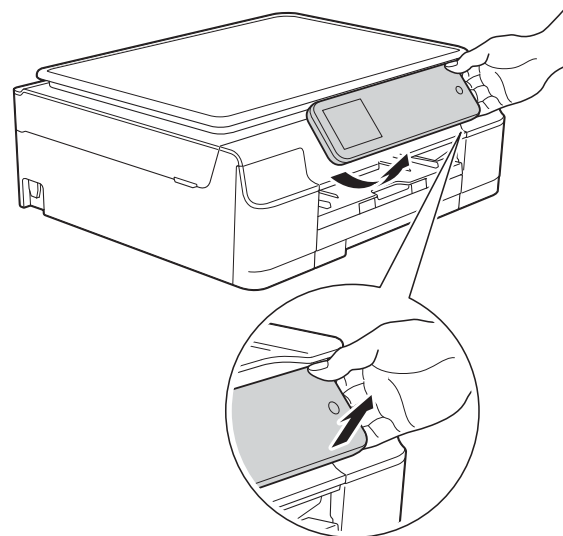


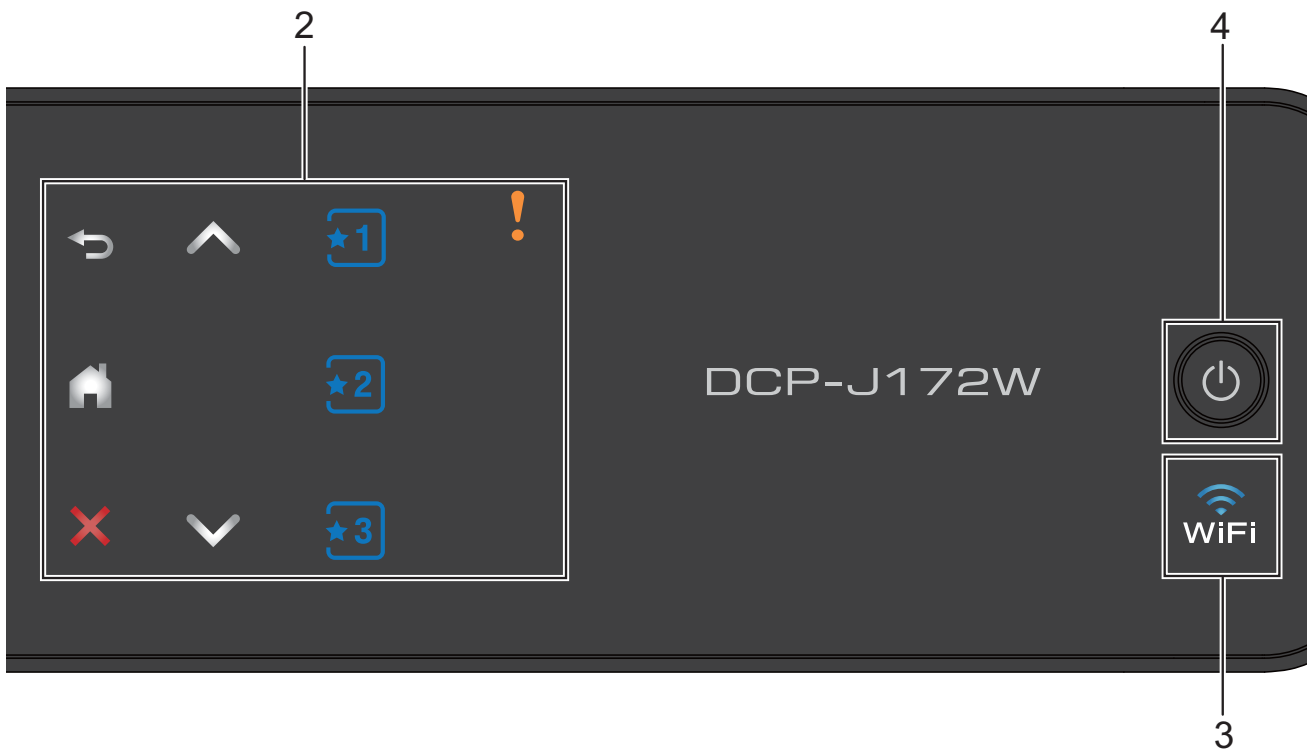
1 1.8"(44.9 mm) Touchscreen LCD (Liquid Crystal Display)

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

You can adjust the control panel angle to read the Touchscreen more easily.









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








2 Touchpanel:

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


-  **Back**
Press to go back to the previous menu level.
- 
Press to return to the Home screen.
-  **Cancel**
Press to cancel an operation when lit.
-  or 
Press to display the previous or next page. The Up and Down Arrows do not light up when there is only one page.
-    **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.


-  **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 42.

- 3 
The WiFi light is on when WLAN `Enable` is set to On.

4 Power On/Off

Press  to turn on the machine.

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

If you 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"(44.9 mm) Touchscreen LCD

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



1 Ink

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

2 Copy

Lets you access the Copy mode.


3 Scan

Lets you access the Scan mode.

4 Settings

Lets you access the full Settings menu.

5 Web

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


For more information, see *Web Connect Guide*.

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

The warning icon  appears when there is an error or maintenance message. For information about error messages, see *Error and maintenance messages* on page 42.

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.

NOTE

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

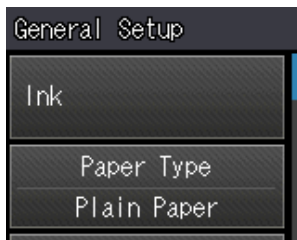
The following steps show how to change a setting in the machine. In this example the Paper Type setting is changed from *Plain Paper* to *Inkjet Paper*.

1 Press  (*Settings*).

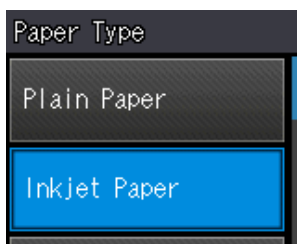
- Press **▲** or **▼** on the Touchpanel to display **General Setup**.



- Press **General Setup**.
- Press **▲** or **▼** to display **Paper Type**.



- Press **Paper Type**.
- Press **▲** or **▼** to display **Inkjet Paper**.
- Press **Inkjet Paper**.



NOTE

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

- Press **🏠**.

Shortcut Settings


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

The following settings can be included in a Copy Shortcut:

Copy

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


Adding Shortcuts

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

NOTE

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

- Read the information on the Touchscreen, and then press **Next**.
- Press **Copy** 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 have 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 74.) 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 have finished changing settings, press **OK**.
- 9 To edit the name, hold down  to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (For help entering letters, see *Entering Text* on page 74.) 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  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.

Volume Settings

Beep Volume

When Beep is on, the machine will make a sound when you press the Touchscreen or Touchpanel, or if you make a mistake.



You can choose from a range of sound volume levels.

- 1 Press  (Settings).
- 2 Press  or  to display **General Setup**.
- 3 Press **General Setup**.
- 4 Press  or  to display **Beep**.
- 5 Press **Beep**.
- 6 Press  or  to display **Low**, **Med**, **High** or **Off**, and then press the option you want.
- 7 Press .

Touchscreen LCD

Setting the backlight brightness

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

- 1 Press  (Settings).
- 2 Press **^** or **v** to display General Setup.
- 3 Press General Setup.
- 4 Press **^** or **v** to display LCD Settings.
- 5 Press LCD Settings.
- 6 Press Backlight.
- 7 Press **^** or **v** to display Light, Med or Dark, and then press the option you want.
- 8 Press .

2

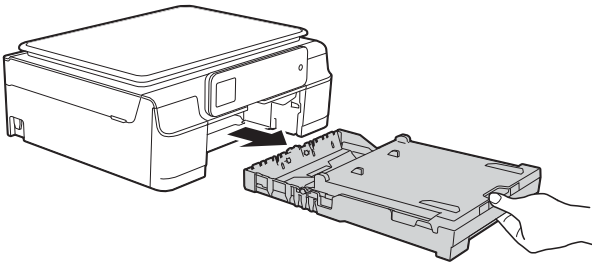
Loading paper

Loading paper and other print media

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

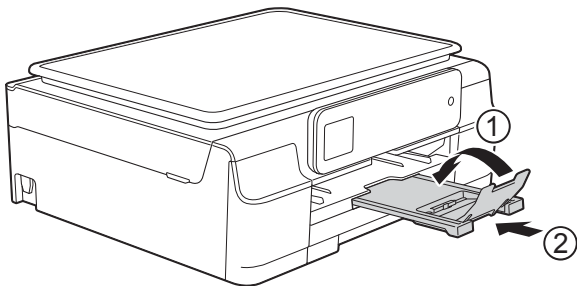
(For more information about paper size, weight and thickness, see *Choosing the right print media* on page 21.)

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



NOTE

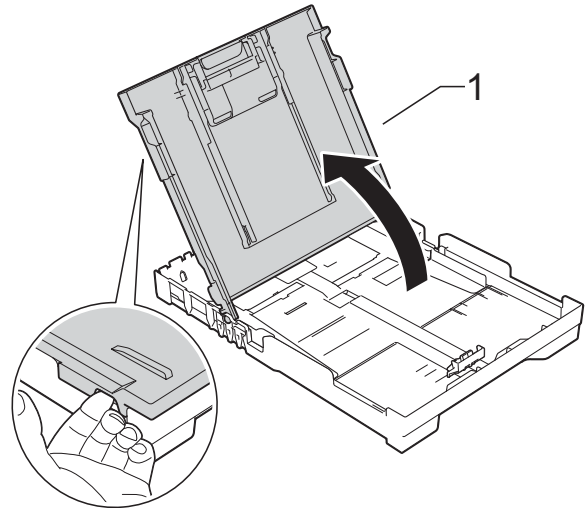
- If the paper support flap (1) is open, close it, and then close the paper support (2).



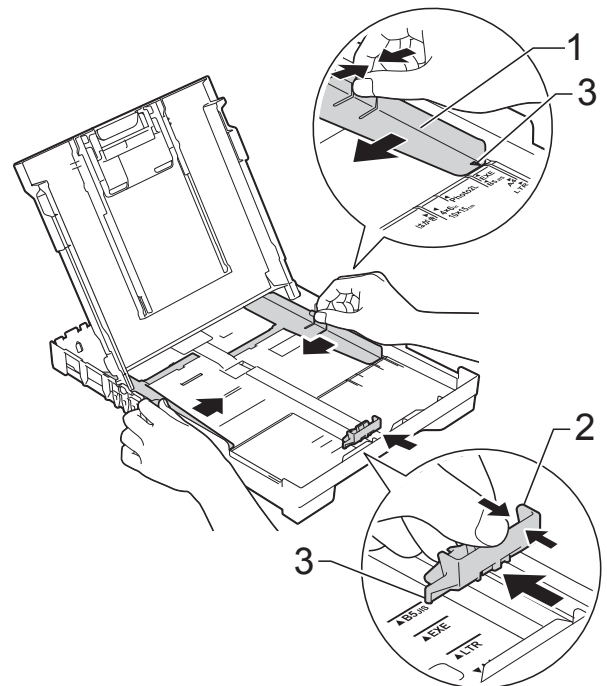
- When you load a different Paper Size in the tray, you will need to change the paper size setting in the menu of the machine at the same time.

(See *Paper Size* on page 18.)

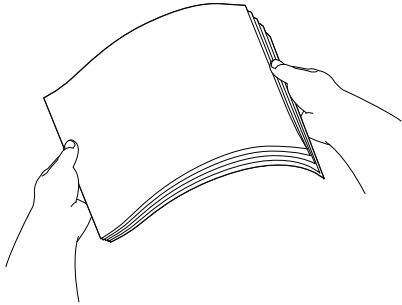
- 2 Lift the output paper tray cover (1).



- 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.



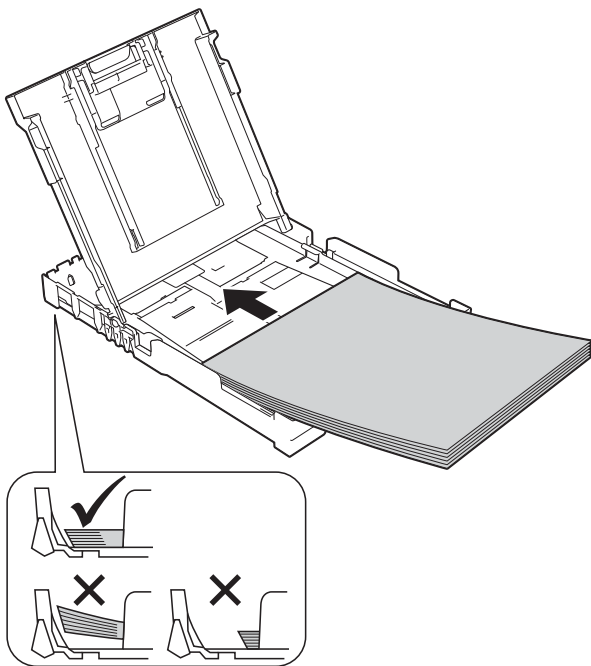
- 4 Fan the stack of paper well to avoid paper jams and misfeeds.



NOTE

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

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



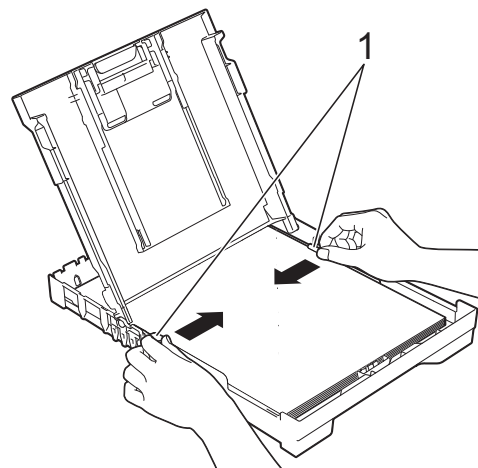
IMPORTANT

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

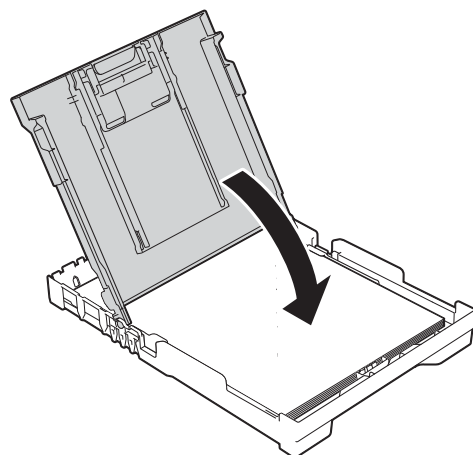
NOTE

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

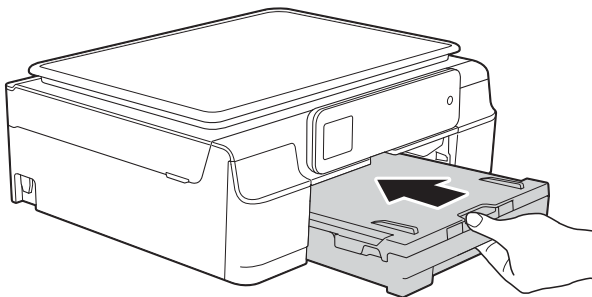
- 6 Gently adjust the paper width guides (1) to fit the paper. Make sure the paper width guides lightly touch the sides of the paper.



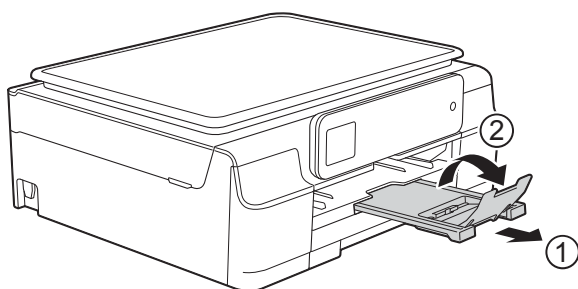
- 7 Close the output paper tray cover.



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



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



Loading envelopes

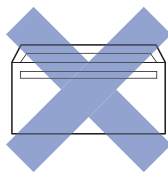
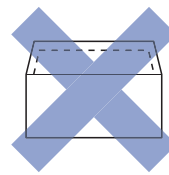
About envelopes

- Use envelopes that weigh between 80 to 95 g/m².
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing multiple envelopes.

IMPORTANT

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

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

Glue	Double flaps
	

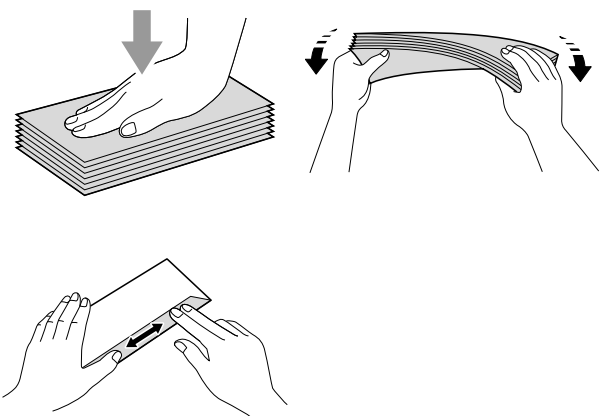
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

Loading envelopes

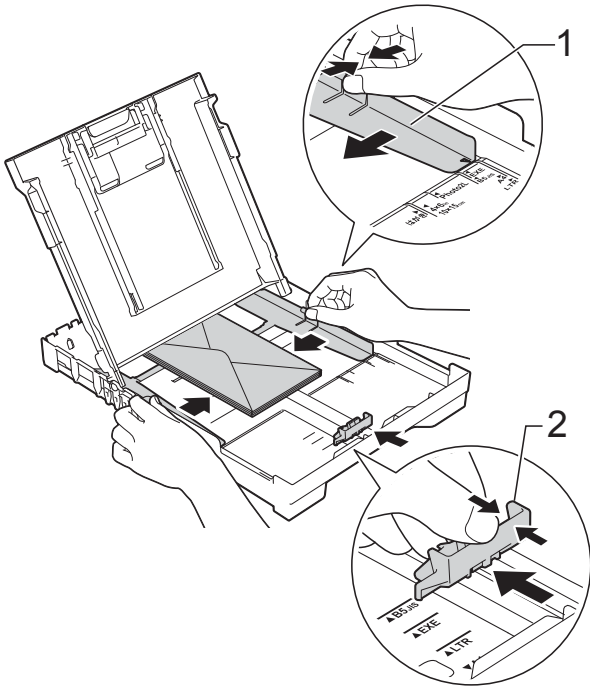
- 1 Before loading, press the corners and sides of envelopes to make them as flat as possible.

IMPORTANT

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

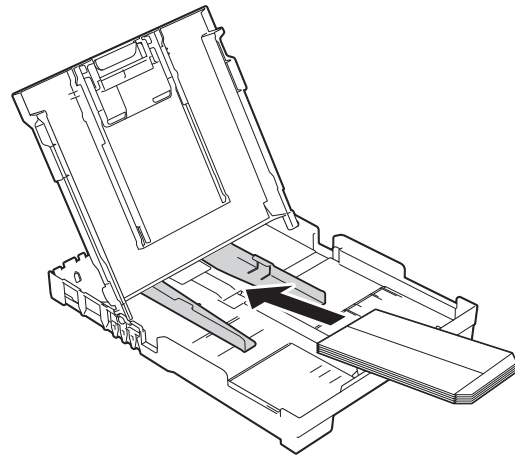


- 2 Put envelopes in the paper tray with the address side down. If the envelope flaps are on the long edge, load the envelopes in the tray with the flap on the left, as shown in the illustration. Gently press and slide the paper width guides (1) and paper length guide (2) to fit the size of the envelopes.



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

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



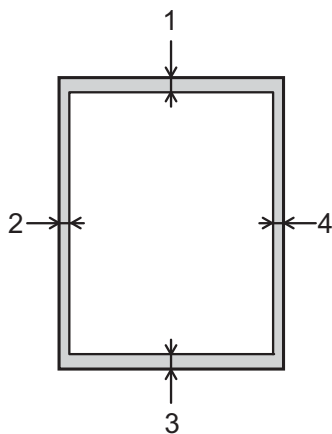
- 3 Select **Reverse Print** (Windows®) or **Reverse page orientation** (Macintosh) in the printer driver's dialog box, and then adjust the size and margin in your application. (See Software and Network User's Guide.)

Unprintable area

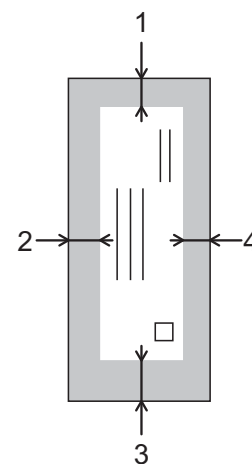
The printable area depends on the settings in the application you are using. The figures show the unprintable areas on cut-sheet paper and envelopes. The machine can print in the shaded areas of cut-sheet paper when the Borderless print feature is available and turned on.

(See Software and Network User's Guide.)

Cut-Sheet Paper



Envelopes



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



NOTE

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

Paper settings

Paper Type

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



- 1 Press  (Settings).
- 2 Press **^** 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: A4, A5, Photo (10 × 15 cm) and Letter. When you change the size of paper you load in the machine, you will need to change the `Paper Size` setting at the same time.

- 1 Press  (Settings).
- 2 Press **^** or **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 `A4`, `A5`, `10x15cm` or `Letter` 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 that is loaded in the tray.

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

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

- When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to choose the correct print media in the 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 listed in the table.

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

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

Brother paper

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

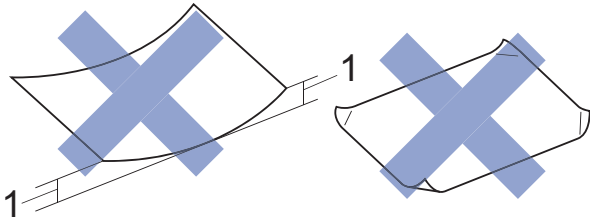
Handling and using print media

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

IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped paper



1 2 mm or greater curl may cause jams to occur.

- Extremely shiny or highly textured paper
 - Paper that cannot be arranged uniformly when stacked
 - Short grain paper
-

Paper capacity of the output paper tray cover

Up to 50 sheets of 80 g/m² A4 paper.

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

Choosing the right print media

Paper type and size for each operation

Paper Type	Paper Size		Usage	
			Copy	Printer
Cut-Sheet	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes
	Executive	184 × 267 mm (7 1/4 × 10 1/2 in.)	–	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	Yes	Yes
	A6	105 × 148 mm (4.1 × 5.8 in.)	–	Yes
Cards	Photo	10 × 15 cm (4 × 6 in.)	Yes	Yes
	Photo 2L	13 × 18 cm (5 × 7 in.)	–	Yes
	Index Card	127 × 203 mm (5 × 8 in.)	–	Yes
Envelopes	C5 Envelope	162 × 229 mm (6.4 × 9 in.)	–	Yes
	DL Envelope	110 × 220 mm (4.3 × 8.7 in.)	–	Yes
	Com-10	105 × 241 mm (4 1/8 × 9 1/2 in.)	–	Yes
	Monarch	98 × 191 mm (3 7/8 × 7 1/2 in.)	–	Yes
Transparencies	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	Yes	Yes

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut-Sheet	Plain Paper	64 to 120 g/m ²	0.08 to 0.15 mm	100 ¹
	Inkjet Paper	64 to 200 g/m ²	0.08 to 0.25 mm	20
	Glossy Paper	Up to 220 g/m ²	Up to 0.25 mm	20 ²
Cards	Photo Card	Up to 220 g/m ²	Up to 0.25 mm	20 ²
	Index Card	Up to 120 g/m ²	Up to 0.15 mm	30
Envelopes		75 to 95 g/m ²	Up to 0.52 mm	10
Transparencies		–	–	10

¹ Up to 100 sheets of 80 g/m² paper.

² BP71 (260 g/m²) paper is especially designed for Brother inkjet machines.

3

Loading documents

How to load documents

You can make copies, or scan from the scanner glass.

Using the scanner glass

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

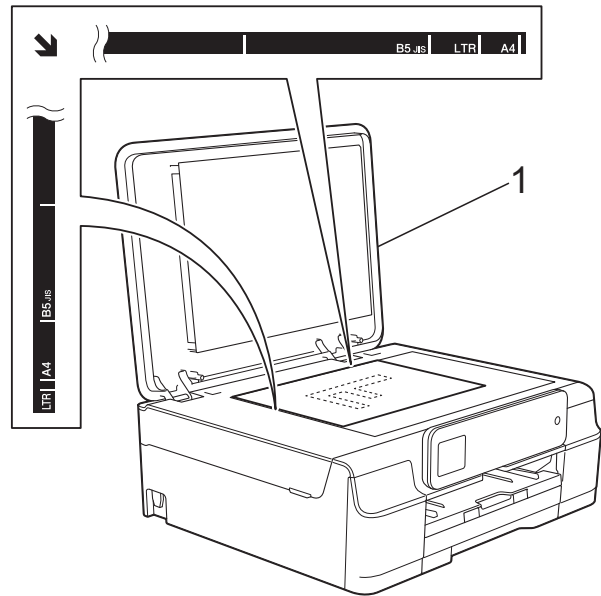
Document sizes supported

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

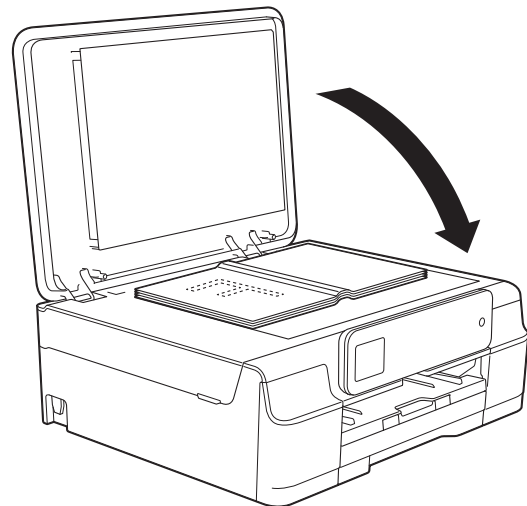
How to load documents

- 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



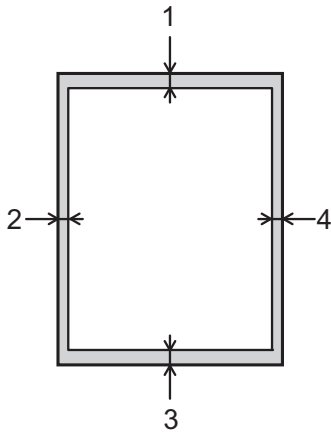
- 3 Close the document cover.

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)
Copy	All paper sizes	3 mm	3 mm
Scan		1 mm	1 mm

4

Making copies

How to copy

The following steps show the basic copy operation.

- 1 Place the document *face down* on the scanner glass.
(See *Using the scanner glass* on page 22.)

- 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).

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

Stop copying

To stop copying, press .

Copy options

You can change the following copy settings. Press **Copy**, and then press **Options**. Press **^** or **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 25.

- 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
- Remove Background
- Set New Default
- Factory Reset


Paper Type

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

- 1 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press **Options**.
- 5 Press **▲** or **▼** on the Touchpanel to display **Paper Type**.
- 6 Press **Paper Type**.
- 7 Press **▲** or **▼** to display **Plain Paper**, **Inkjet Paper**, **Brother BP71**, **Other Glossy** or **Transparency**, and then press the option you want to set.
- 8 If you do not want to change any further settings, press **OK**.
- 9 Press **Mono Start** or **Colour Start**.

Paper Size

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

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

- 1 Install the Brother printer driver from the CD-ROM. (See Quick Setup Guide.)
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the **Print** dialog box and click **Properties** or **Preferences**, depending on the application you are using.
- 4 Choose the settings you want to change in the Properties dialog box. Commonly used settings include:
 - **Media Type**
 - **Print Quality**
 - **Paper Size**
 - **Orientation**
 - **Colour / Greyscale**
 - **Ink Save Mode**
 - **Scaling**
 - **2-sided / Booklet**
- 5 Click **OK**.
- 6 Click **Print** (or **OK** depending on the application you are using) to begin printing.

Before scanning

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

- Install the scanner drivers from the CD-ROM. (See Quick Setup Guide: *Install MFL-Pro Suite*.)
- Configure the machine with a TCP/IP address if network scanning does not work.
(For more information, see Software and Network User's Guide.)

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

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


NOTE

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


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

1 Load your document. (See *How to load documents* on page 22.)

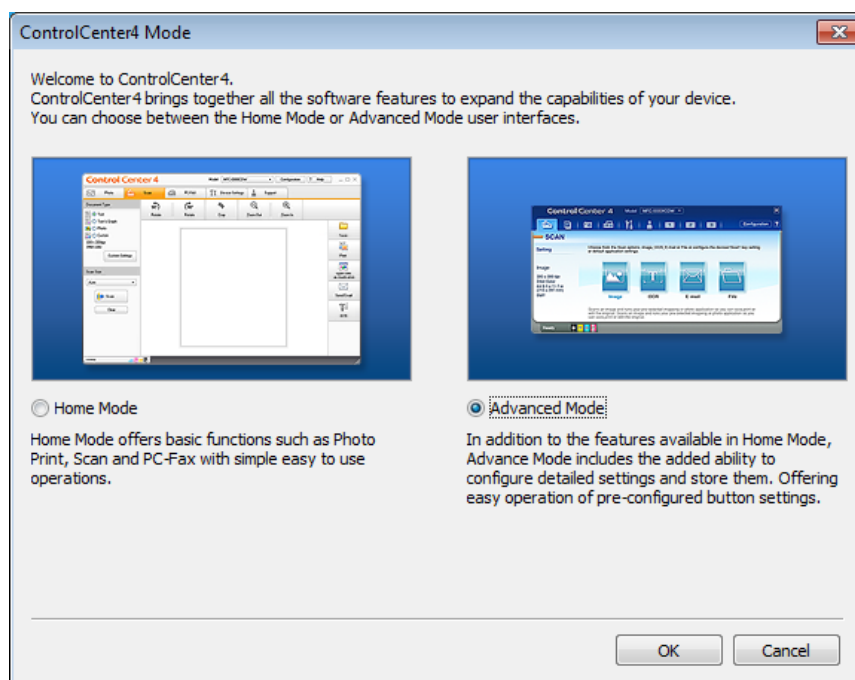
2 (Windows® XP, Windows Vista® and Windows® 7)

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

(Windows® 8)

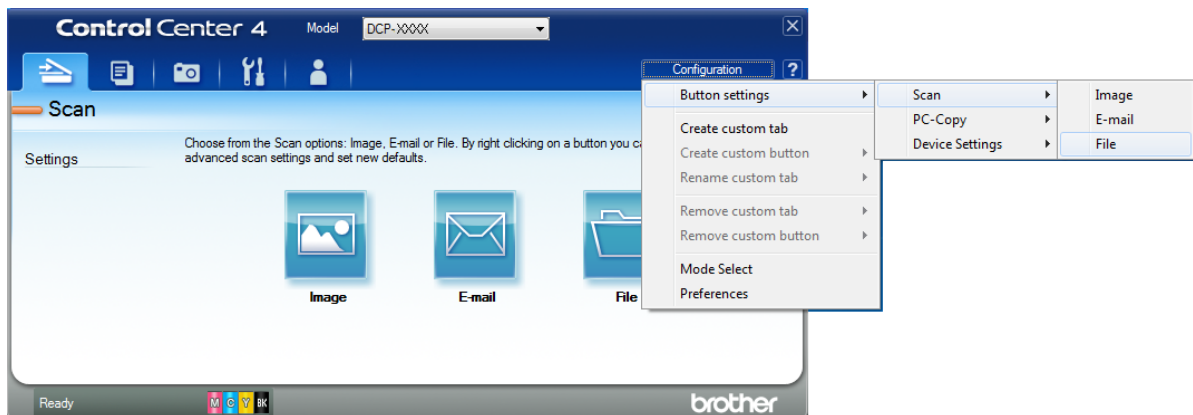
Click  (Brother Utilities), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.

3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode**, and then click **OK**.

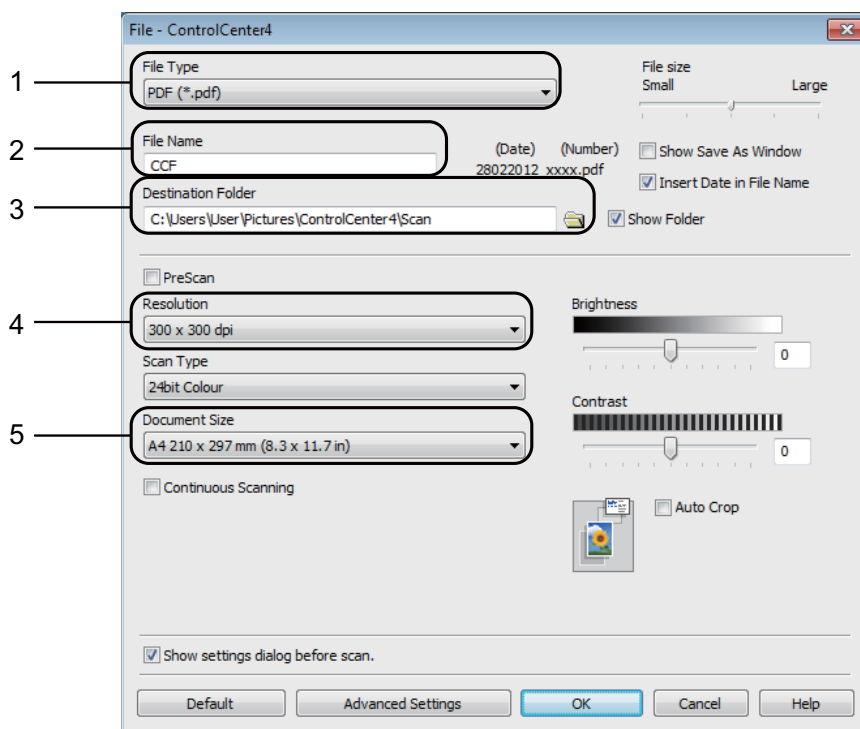



4 Make sure the machine you want to use is selected from the **Model** drop-down list.

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



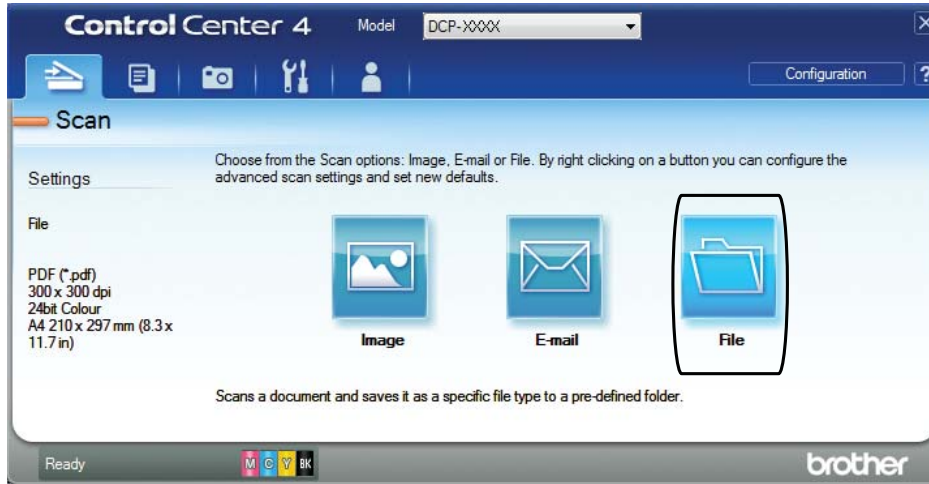
The configuration dialog box appears. You can change the default settings.



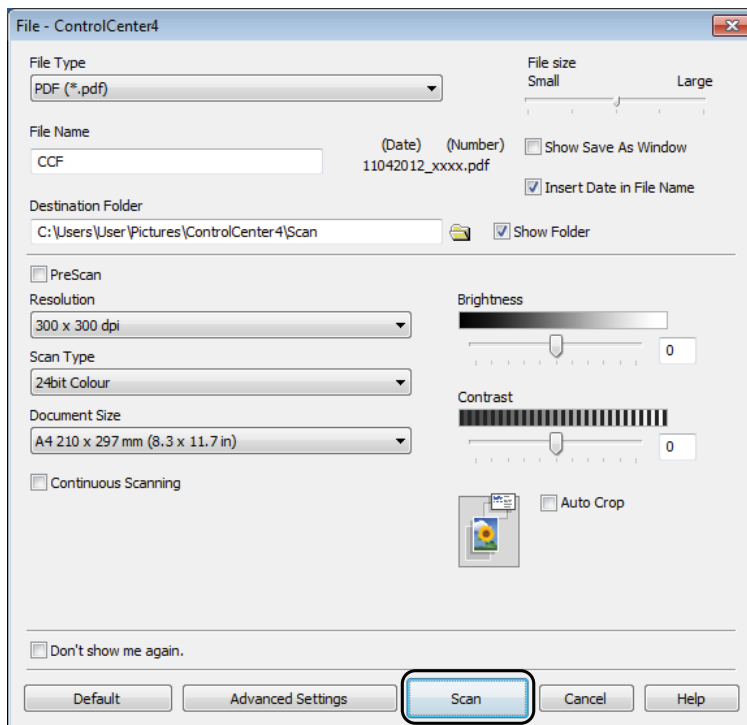
- 1 Choose **PDF (*.pdf)** from the **File Type** drop-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  (**Browse**) button.
- 4 You can choose a scanning resolution from the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



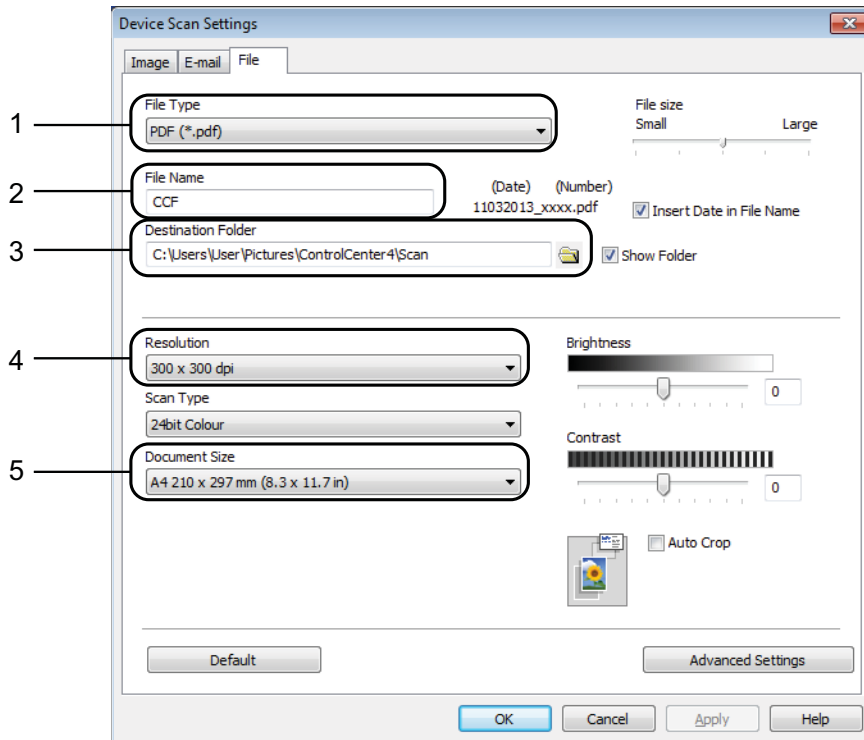
How to change the machine's SCAN mode settings for PDF scanning


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**/**DCP-XXXX** (where XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
(Windows® 8)
Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.
- 2 Make sure the machine you want to use is selected from the **Model** drop-down list.
- 3 Click the **Device Settings** tab.
- 4 Click **Device Scan Settings**.




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



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

- 6 Click **OK**.

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

- 1 Load your document. (See *How to load documents* on page 22.)
- 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

The following scan modes are available.

- Scan to File
- Scan to email
- Scan to Image
- Web Service¹

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

A

Routine maintenance

Replacing the ink cartridges

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

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

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

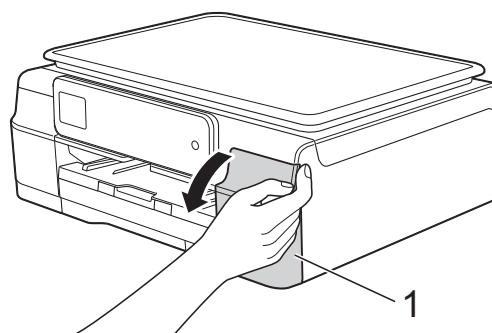
⚠ CAUTION

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

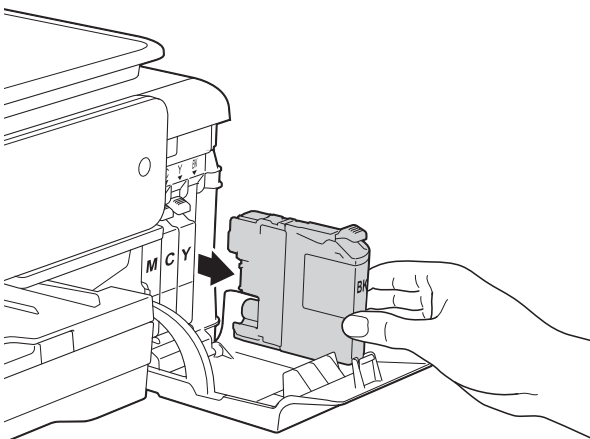
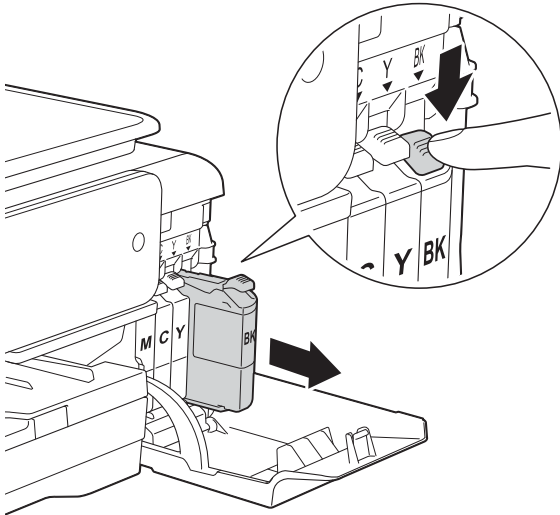
IMPORTANT

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

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

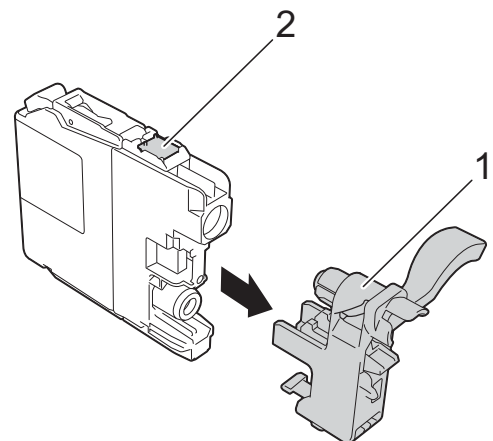
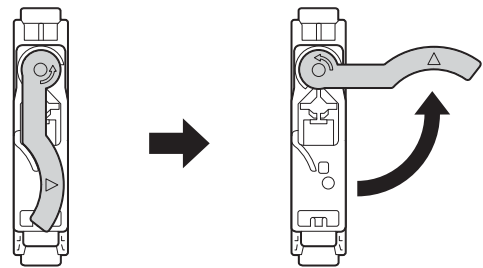
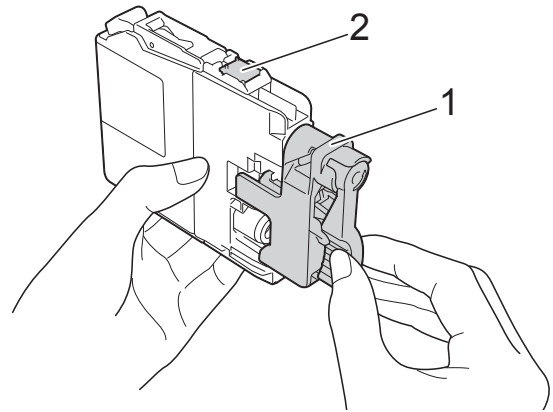


- 2 Press the lock release lever as shown to release the cartridge indicated on the Touchscreen. Remove the cartridge from the machine.



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

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

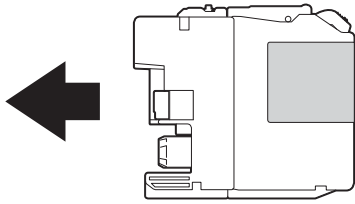


A

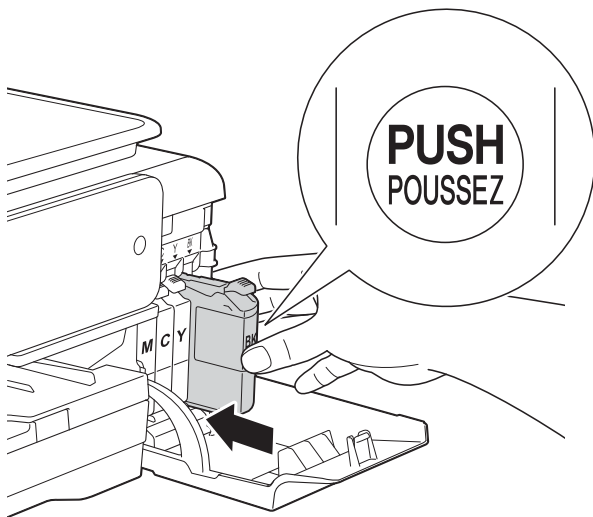
IMPORTANT

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

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



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



- 7 The machine will automatically reset the ink dot counter.

NOTE

- If you replaced an ink cartridge, for example Black, the Touchscreen may ask you to verify that it 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 colour. If the ink cartridge you installed is not a brand new one, be sure to press **No**.
- If the Touchscreen shows **No Ink Cartridge** or **Cannot Detect** after you install the ink cartridge, check that the ink cartridge is a brand new Brother Original cartridge and that it is installed correctly. Remove the ink cartridge and reinstall it slowly and firmly until the cartridge lever lifts.

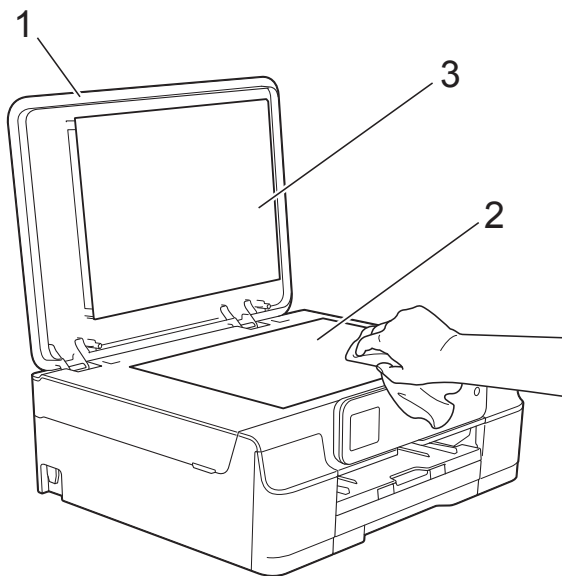
IMPORTANT

- DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.
- DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.
- DO NOT shake the ink cartridges. If ink gets on your skin or clothing, immediately wash it off with soap or detergent.
- If you mix the colours by installing an ink cartridge in the wrong position, the Touchscreen shows **Wrong Ink Colour**. Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.
- Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.
- DO NOT dismantle or tamper with the ink cartridge; this can cause the ink to leak out of the cartridge.

Cleaning and checking the machine

Cleaning the scanner glass

- 1 Unplug the machine from the electrical socket.
- 2 Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.



NOTE

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


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









IMPORTANT

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

- 1 Press  (Settings).

NOTE

If  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**, **Colour** or **All**, and then press the option you want to clean. The machine cleans the print head. When cleaning has finished, the Touchscreen will return to the Home screen.

NOTE

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


(See Software and Network User's Guide.)

Checking the print quality

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

- 1 Press  (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 colour 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 colours.
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 will print the Print Quality Check Sheet again.
Repeat the procedure from step 10.
 - 15 Press .
- If you clean the print head at least five times and the print has not improved, try installing a new Brother Original replacement ink cartridge for each problem colour. Try cleaning the print head again up to five more times. If the print has not improved, contact Brother customer service or your local Brother dealer.

IMPORTANT

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

NOTE



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


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




Checking the print alignment

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

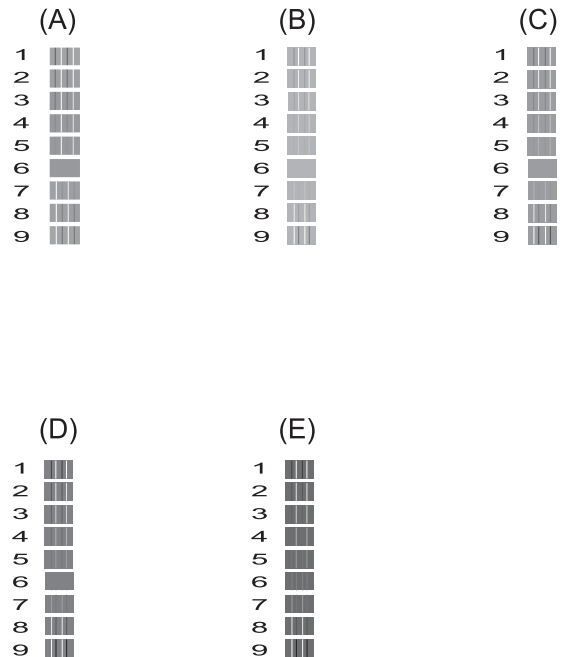
- 1 Press  (Settings).

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`.

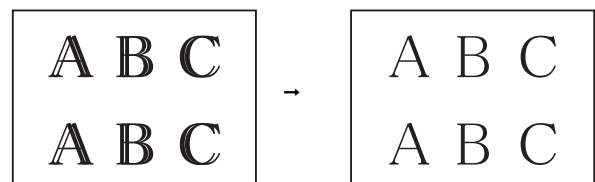
- 8 Press `Alignment`.
- 9 Press `Start`.
The machine starts printing the Alignment Check Sheet.



- 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, D and E patterns.
In the example number 6 is the best choice for A, B, C, D and E.

- 11 Press .

NOTE





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

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

Setting the date and time

Setting the date and time allows the machine to clean the print head regularly and maintain optimum print quality.

- 1 Press  (Settings).
- 2 Press \wedge or \vee on the Touchpanel to display Initial Setup.
- 3 Press Initial Setup.
- 4 Press \wedge or \vee to display Date & Time.
- 5 Press Date & Time.
- 6 Enter the last two digits of the year on the Touchscreen, and then press OK.
- 7 Enter the two digits for the month on the Touchscreen, and then press OK.
- 8 Enter the two digits for the day on the Touchscreen, and then press OK.
- 9 Enter the time (in 24-hour format) using the keyboard on the Touchscreen.
Press OK.
(For example, enter 19:45 for 7:45 PM.)
- 10 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 42.)

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 55
- *Print Quality Difficulties* on page 57
- *Paper Handling Difficulties* on page 58

Copying problems:

- *Copying Difficulties* on page 59

Scanning problems:

- *Scanning Difficulties* on page 59

Software and Network problems:

- *Software Difficulties* on page 59
- *Network Difficulties* on page 60


Error and maintenance messages

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

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

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

Error Message	Cause	Action
B&W Print Only Replace Ink	<p>One or more of the colour ink cartridges have reached the end of their life.</p> <p>You can use the machine in monochrome mode for approximately four weeks depending on the number of pages you print.</p> <p>While this message appears on the Touchscreen, each operation works in the following way:</p> <ul style="list-style-type: none"> ■ Printing <p>If you choose Greyscale in the Advanced tab of the printer driver, you can use the machine as a monochrome printer.</p> <p>2-sided printing is not available when this message appears.</p> ■ Copying <p>If the paper type is set to Plain Paper you can make copies in monochrome.</p> 	<p>Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 34.)</p> <p>NOTE</p> <p>The machine will stop all print operations, you cannot use the machine until a new ink cartridge is installed in the following cases:</p> <ul style="list-style-type: none"> • If you unplug the machine or take out the ink cartridge. • If the paper type is set to anything except Plain Paper. • (Windows®) If you check Slow Drying Paper in the Basic tab of the printer driver. (Macintosh) If you check Slow Drying Paper in the Print Settings of the printer driver.
Cannot Detect	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and re-install it slowly and firmly until the cartridge lever lifts. (See <i>Replacing the ink cartridges</i> on page 34.)
	An ink cartridge is not installed correctly.	
	If you are using non Brother Original ink, the machine may not detect the ink cartridge.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.

Error Message	Cause	Action
Cannot Detect Ink	If you are using non Brother Original ink, the machine may not detect the ink volume.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
Cannot Print Replace Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations.	Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 34.)
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 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.
Data Remaining	Print data is left in the machine's memory.	Press  . The machine will cancel the job and clear it from the memory. Try to print again.
High Temperature	The room temperature is too high.	After lowering the room temperature, allow the machine to cool down to room temperature and then try again.

Error Message	Cause	Action
Ink Absorber Full	<p>The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans itself upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality, which is resolved by cleaning. The more cleaning the machine requires, the faster these boxes will fill up.</p> <p>NOTE</p> <p><i>Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.</i></p>	<p>The ink absorber box or flushing box will need to be replaced. Call Brother Customer Service or your local Brother Authorised Service Centre to have your machine serviced.</p> <p>Other reasons for cleaning are:</p> <ol style="list-style-type: none"> 1 After a paper jam has been cleared, the machine automatically cleans itself. 2 The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use). 3 The machine automatically cleans itself after ink cartridges of the same colour have been replaced 12 times.
InkAbsorberNearFull	The ink absorber box or flushing box is nearly full.	Contact Brother customer service or your local Brother dealer.
Ink low	One or more of the ink cartridges are near the end of their life.	Order a new ink cartridge. You can continue printing until the Touchscreen shows Cannot Print . (See <i>Replacing the ink cartridges</i> on page 34.)
Low Temperature	The room temperature is too low.	After increasing the room temperature, allow the machine to warm up to room temperature and then try again.

Error Message	Cause	Action
No Ink Cartridge	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly and firmly until the cartridge lever lifts. (See <i>Replacing the ink cartridges</i> on page 34.)
No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> ■ Refill the paper in the paper tray, and then press OK on the Touchscreen. ■ Remove and reload the paper, then press OK on the Touchscreen. (See <i>Loading paper and other print media</i> on page 13.)
	The paper tray was not fully inserted.	Remove the paper tray and re-install it until it locks into place, and then press OK on the Touchscreen.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See <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 48.)
	The paper is jammed in the machine.	Remove the jammed paper. (See <i>Printer jam or paper jam</i> on page 48.) If this error occurs often during 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>)
Out of Memory	The machine's memory is full.	If a copy operation is in process: <ul style="list-style-type: none"> ■ Press X and wait until the other operations that are in process finish, and then try again. ■ Press OK to copy the pages scanned so far.

Error Message	Cause	Action
Paper Jam	The paper is jammed in the machine.	Remove the jammed paper. (See <i>Printer jam or paper jam</i> on page 48.) Make sure the paper length guide is set to the correct paper size.
		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 51.)
	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, especially when plugging the machine in.
	Debris may be stuck between the lower part of the Touchscreen and its frame.	Insert a piece of stiff paper between the lower part of the Touchscreen and its frame and slide it back and forth to push out the debris.
Unable to CleanXX Unable to Init.XX Unable to PrintXX Unable to ScanXX	The machine has a mechanical problem. —OR— A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes and reconnect it.
Wrong Ink Colour	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.

Error Message	Cause	Action
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="999 304 1466 450">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 data-bbox="999 472 1466 674">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 13.) <li data-bbox="999 696 1466 786">3 After you have checked the paper size and the paper position, press OK on the Touchscreen. <p data-bbox="999 797 1466 1012">If you are printing from your computer, make sure the paper size you choose in the printer driver matches the size of paper in the tray. (See <i>Software and Network User's Guide</i>.)</p>



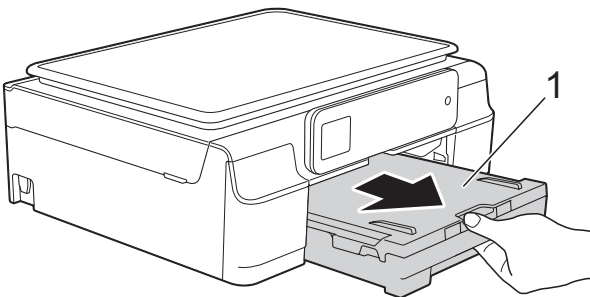
Error animations

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

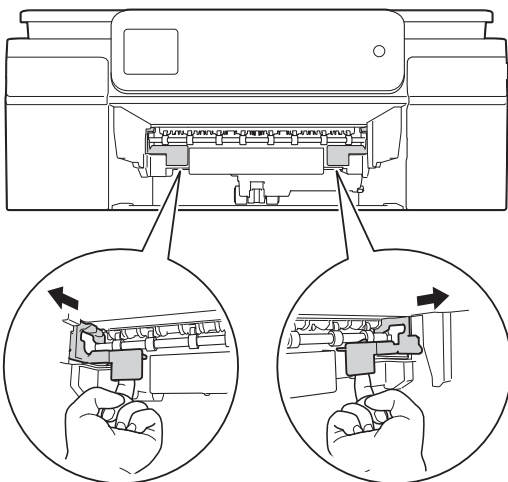
Printer jam or paper jam

Locate and remove the jammed paper by following these steps.

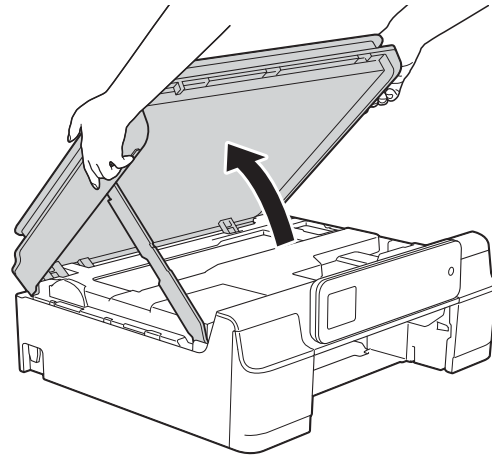
- 1 Unplug the machine from the electrical socket.
- 2 Pull the paper tray (1) completely out of the machine.



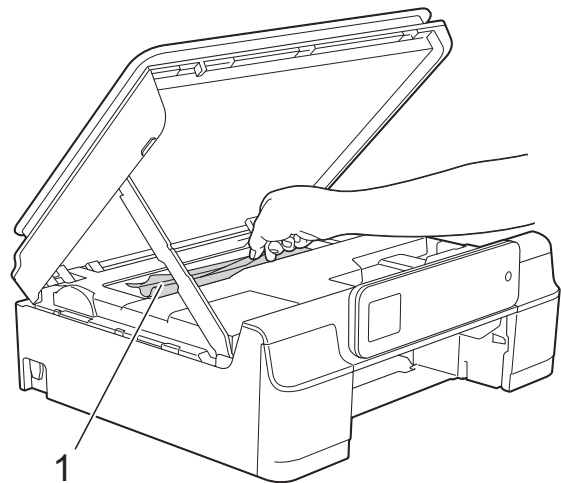
- 3 Pull the two green levers inside the machine towards you to remove the jammed paper.



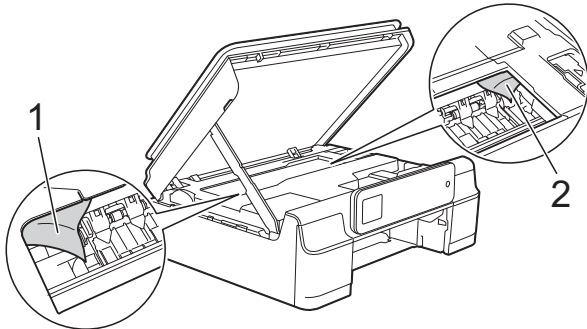
- 4 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.




- 5 Pull the jammed paper (1) out of the machine.



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

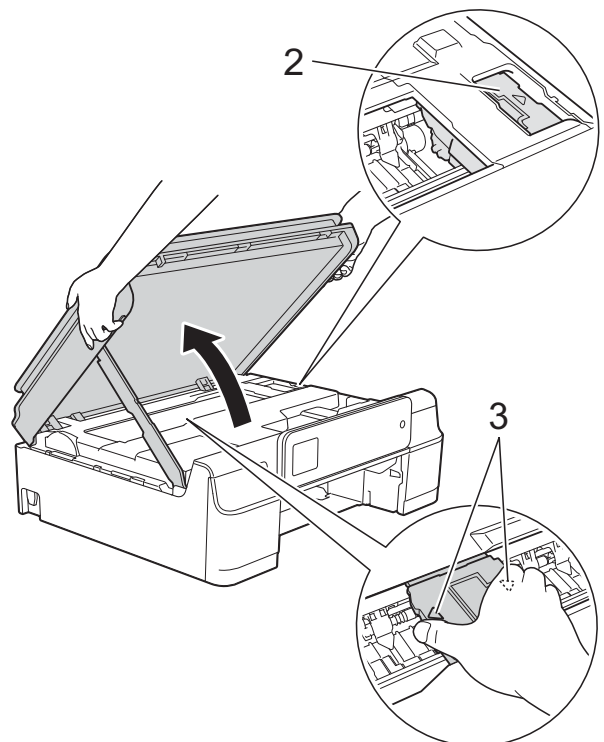
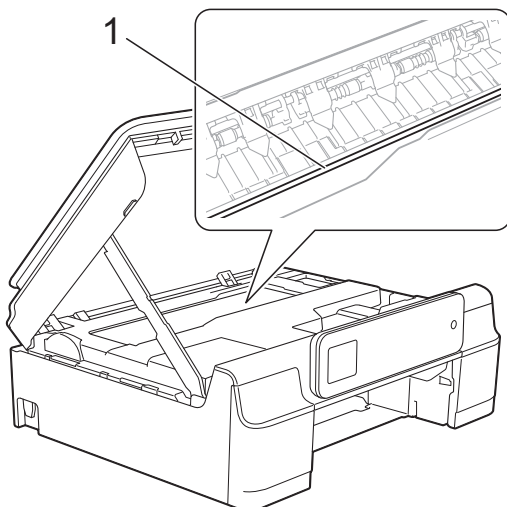


- If the print head is in the right corner as shown in the illustration (2), you cannot move it. Re-connect the power cord. Hold down  until the print head moves to the centre. Then unplug the machine from the power source and take out the paper.
- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

Hold the concave areas with the triangle marks as shown in the illustration (3) to move the print head.

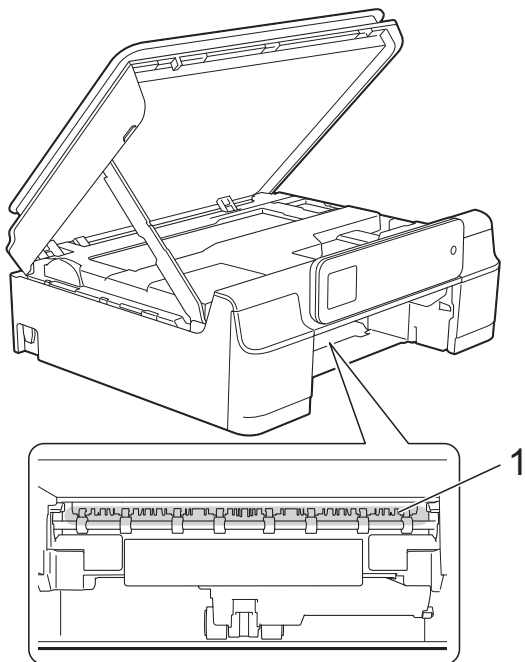
IMPORTANT

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

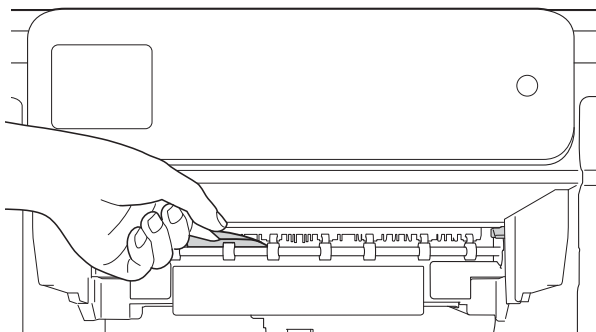


- If ink gets onto your skin, immediately wash with soap and plenty of water.

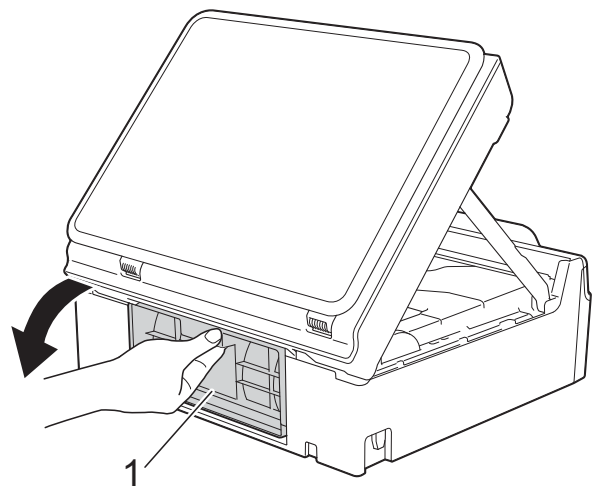
- 7 Make sure you look carefully inside the machine (1) for any pieces of paper.



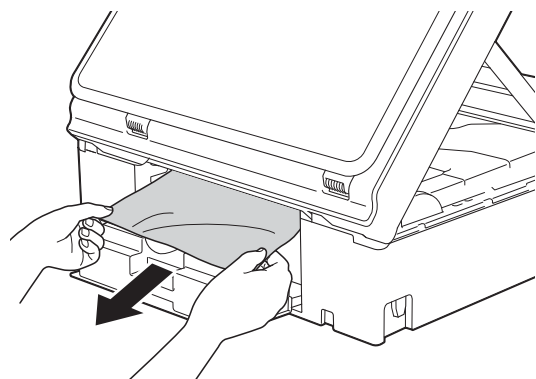
- 8 Look inside the machine from a lower angle, and make sure there are no pieces of paper remaining.



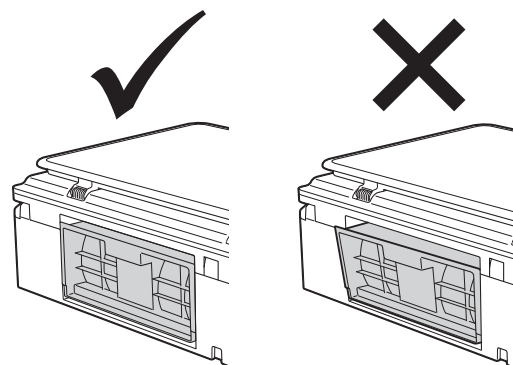
- 9 Open the Jam Clear Cover (1) at the back of the machine.



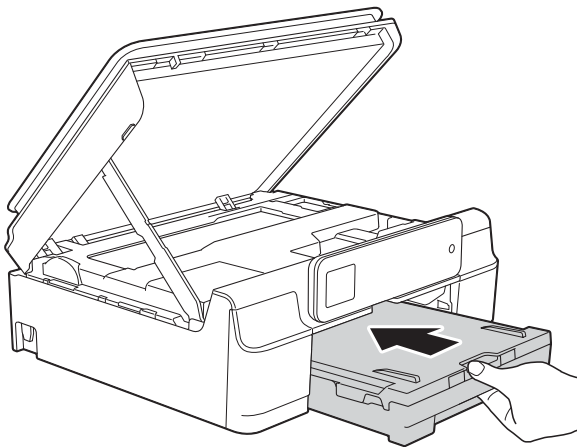
- 10 Remove the jammed paper.



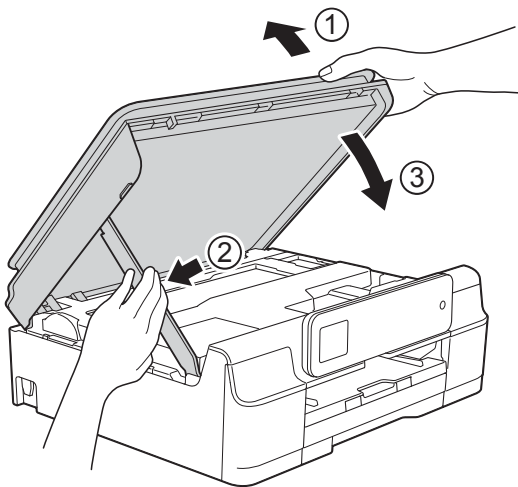
- 11 Close the Jam Clear Cover. Make sure the cover is closed correctly.



- 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.

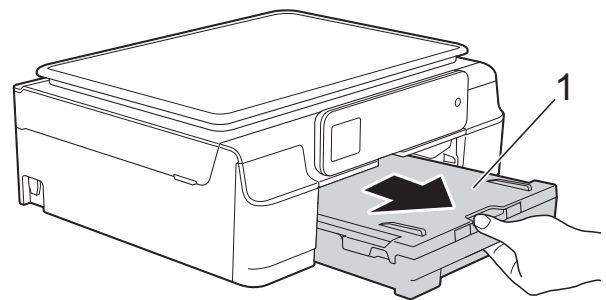
- 15 Re-connect the power cord.

NOTE

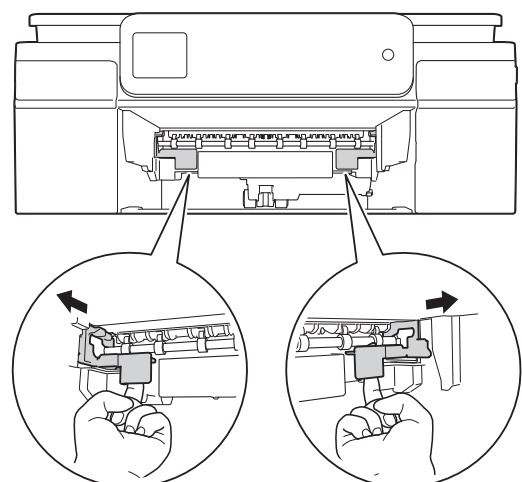
If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 51.)

Additional paper jam clear operations

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

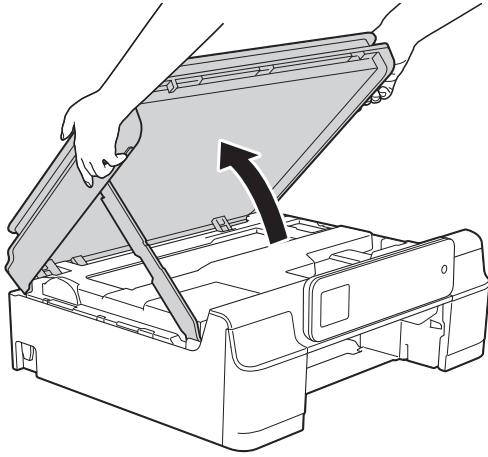


- 3 Pull the two green levers inside the machine towards you to remove the jammed paper.

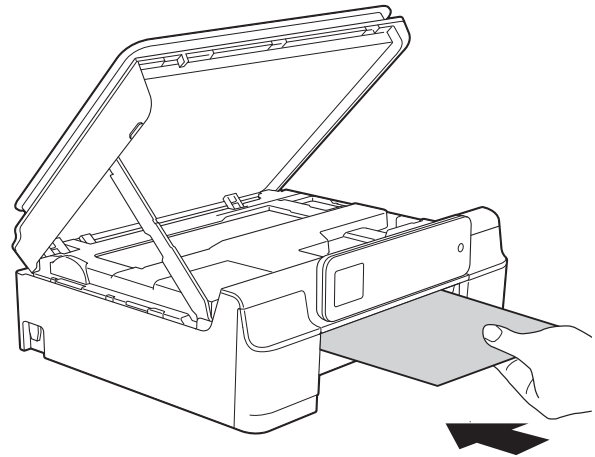
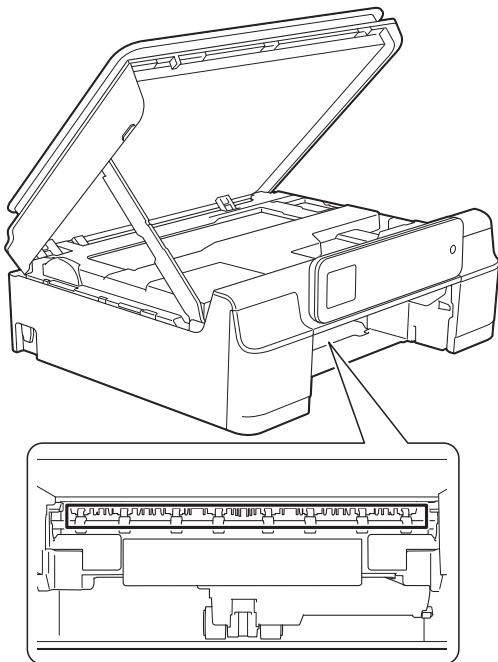


B

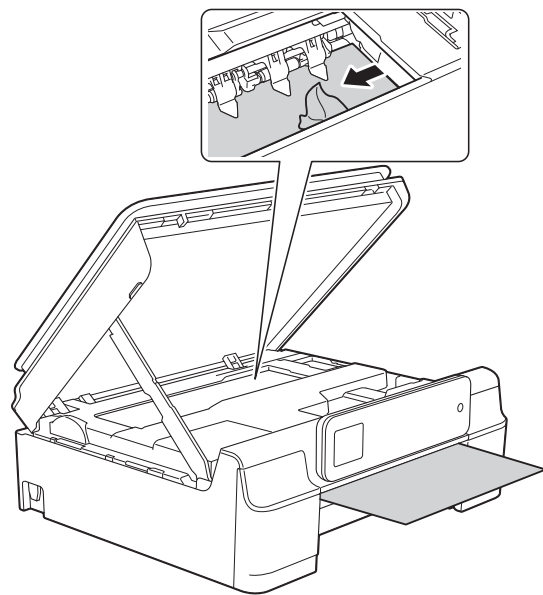
- 4 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.



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

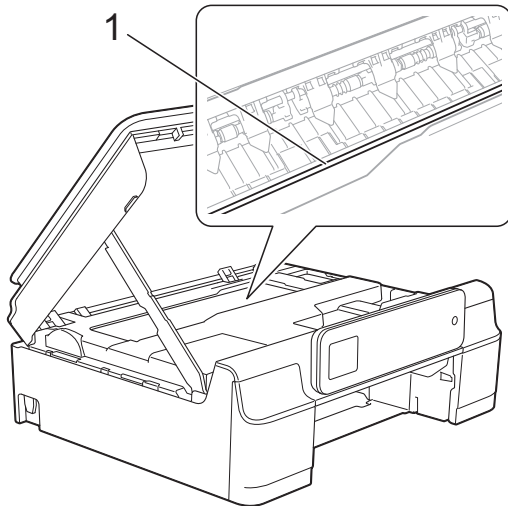


- 6 If the thick paper is pushing any jammed paper out, remove the jammed paper.



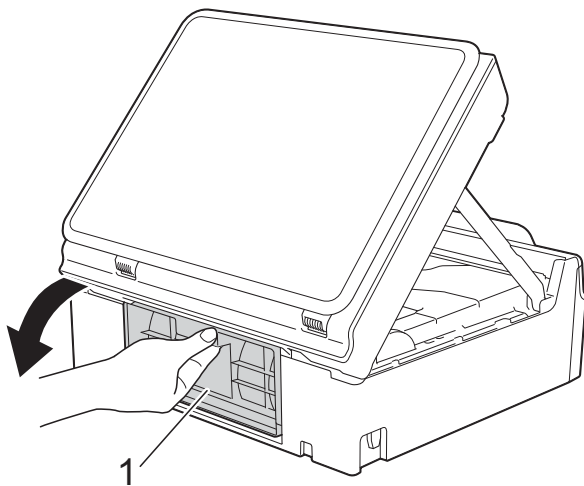
IMPORTANT

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

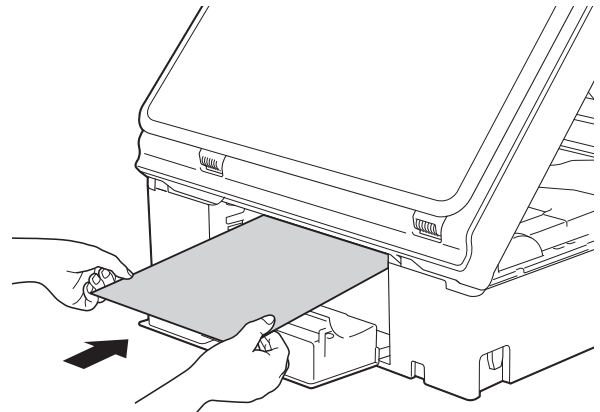


7 Pull the thick paper out of the machine.

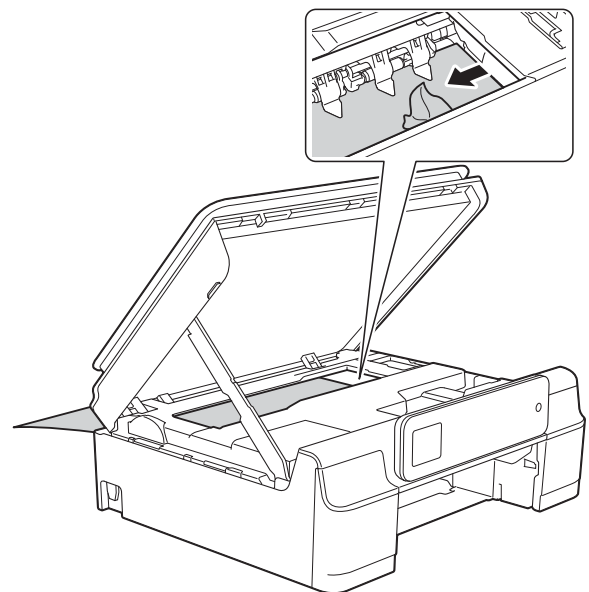
8 Open the Jam Clear Cover (1) at the back of the machine.



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

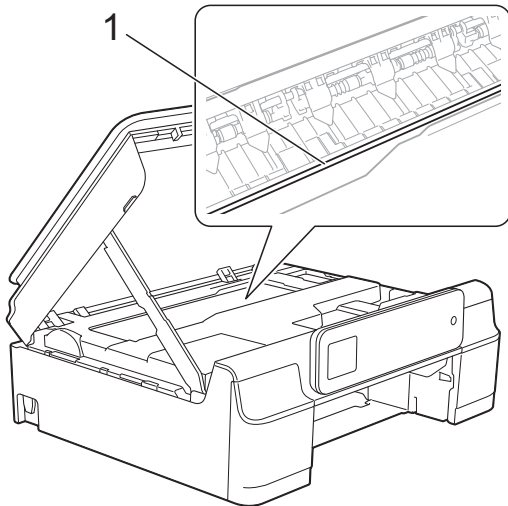


10 If the thick paper is pushing any jammed paper out, remove the jammed paper.



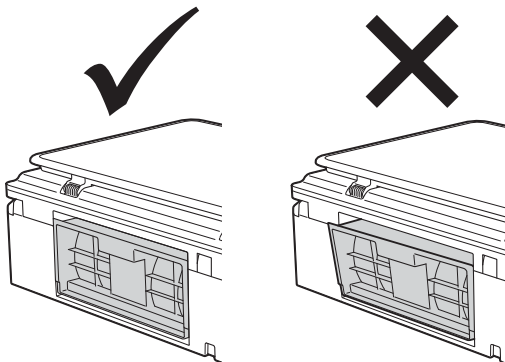
IMPORTANT

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

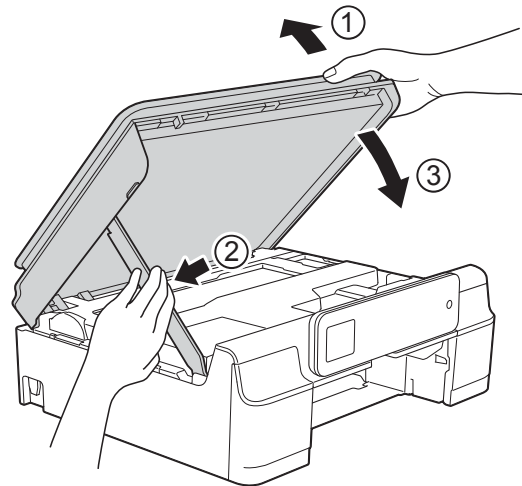


11 Pull the thick paper out of the machine.

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



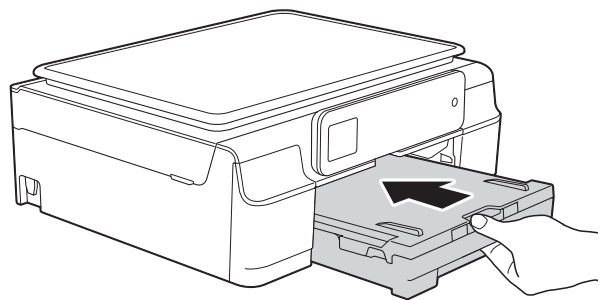
13 Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.



CAUTION

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

14 Put the paper tray firmly back in the machine.



15 Re-connect the power cord.



If you are having difficulty with your machine

NOTE

- For technical help, you must contact Brother customer support.
- If you think there is a problem with your machine, check the following chart and follow the troubleshooting tips. You can correct most problems by yourself.
- If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.



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

Printing Difficulties






Difficulty	Suggestions
No printout.	Check that the correct printer driver has been installed and chosen.
	Check to see if the Touchscreen is showing an error message. (See <i>Error and maintenance messages</i> on page 42.)
	Make sure that the machine is online.
	(Windows® XP and Windows Server® 2003) Click Start/Printers and Faxes . Right-click Brother DCP-XXXX Printer (where XXXX is your model name). If the printer is offline, it will show Use Printer Online . Select this option to enable the printer.
	(Windows Vista® and Windows Server® 2008) Click  /Control Panel/Hardware and Sound/Printers. Right-click Brother DCP-XXXX Printer (where XXXX is your model name). If the printer is offline, it will show Use Printer Online . Select this option to enable the printer.
(Windows® 7 and Windows Server® 2008 R2) Click  /Devices and Printers. Right-click Brother DCP-XXXX Printer (where XXXX is your model name) and choose See what's printing . Click Printer and make sure that Use Printer Offline is not selected.	
(Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click Settings , and then click Control Panel . In the Hardware and Sound (Hardware) group, click View devices and printers . Right-click Brother DCP-XXXX Printer (where XXXX is your model name) and select See what's printing . If printer driver options appear, select your printer driver. Click Printer in the menu bar and make sure that Use Printer Offline is not selected.	
One or more ink cartridges have reached the end of their life. (See <i>Replacing the ink cartridges</i> on page 34.)	



Printing Difficulties (continued)

Difficulty	Suggestions
<p>No printout. (continued)</p>	<p>The document will not print if the old, unprinted data remains in the printer driver spooler. Open the printer icon, and then delete all the data. Your printer icon can be found in the following way:</p> <p>(Windows® XP and Windows Server® 2003) Click Start/Printers and Faxes.</p> <p>(Windows Vista® and Windows Server® 2008) Click /Control Panel/Hardware and Sound/Printers.</p> <p>(Windows® 7 and Windows Server® 2008 R2) Click /Devices and Printers/Printers and Faxes.</p> <p>(Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click Settings/Control Panel/Hardware and Sound (Hardware) group/View devices and printers/Printers.</p> <p>(Mac OS X v10.6.8) Click System Preferences/Print & Fax.</p> <p>(OS X v10.7.x, 10.8.x) Click System Preferences/Print & Scan.</p>
<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 Colour Settings on the Advanced tab, and make sure you unselect Colour Enhancement.</p> <p>(Macintosh) Choose Color Settings, click Advanced Color Settings, and make sure you unselect Color Enhancement.</p> <p>Turn the Borderless feature off. Borderless printing is slower than normal printing. (See Software and Network User's Guide.)</p>
<p>Colour Enhancement is not working correctly.</p>	<p>If the image data is not full colour in your application (such as 256 colour), Colour Enhancement will not work. Use at least 24 bit colour data with the Colour Enhancement feature.</p>
<p>Machine does not print from Adobe® Illustrator®.</p>	<p>Try to reduce the print resolution. (See Software and Network User's Guide.)</p>

Print Quality Difficulties

Difficulty	Suggestions
Poor print quality.	Check the print quality. (See <i>Checking the print quality</i> on page 38.)
	Make sure that the Media Type 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.) (See <i>Software and Network User's Guide</i> .)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: <ul style="list-style-type: none"> ■ The expiration date written on the cartridge package has passed. (Brother Original cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored correctly before use.
	Make sure you are using Brother Original Innobella™ ink. Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with ink from other sources.
	Make sure you are using one of the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 19.)
	The recommended environment for your machine is between 20 °C to 33 °C.
White horizontal lines appear in text or graphics. 	Clean the print head. (See <i>Cleaning the print head</i> on page 37.)
	Make sure you are using Brother Original Innobella™ ink.
	Try using the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 19.)
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using  to power down the machine. Using  allows minimal power to the machine ensuring periodic cleanings of the print head occur.
The machine prints blank pages.	Clean the print head. (See <i>Cleaning the print head</i> on page 37.)
	Make sure you are using Brother Original Innobella™ ink.
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using  to power down the machine. Using  allows minimal power to the machine ensuring periodic cleanings of the print head occur.
Characters and lines are blurred.	Check the printing alignment. (See <i>Checking the print alignment</i> on page 39.)
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. (See <i>Loading paper and other print media</i> on page 13.)
	Make sure the Jam Clear Cover is closed correctly.
Smudge or stain at the top centre of the printed page.	Make sure the paper is not too thick or curled. (See <i>Acceptable paper and other print media</i> on page 19.)

B

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 print side is face down in the paper tray.
	Make sure you are using Brother Original Innobella™ ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the Media Type in the printer driver.
Ink is smudged or wet when using glossy photo paper.	Be sure to check the front and back of the paper. Place the glossy surface (printing surface) face down. (See <i>Paper Type</i> on page 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 Brother Original Innobella™ ink.
	Make sure you are using the paper support flap. (See <i>Loading paper and other print media</i> on page 13.)
	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 Reverse Order in the Basic tab of the printer driver.
The printouts are wrinkled.	(Windows®) In the printer driver Advanced tab, click Colour Settings and unselect Bi-Directional Printing .
	(Macintosh) In the printer driver, choose Print Settings , click Advanced , choose Other Print Options and unselect Bi-Directional Printing .
	Make sure you are using Brother Original Innobella™ ink.

Paper Handling Difficulties

Difficulties	Suggestions
The machine does not feed paper.	Make sure the paper tray is pushed in all the way until it clicks into place.
	Make sure the Jam Clear Cover at the back of the machine is closed.
	If the Touchscreen shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> on page 42.
	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.	Do the following: (See <i>Loading paper and other print media</i> on page 13.) <ul style="list-style-type: none"> ■ Make sure the paper is loaded correctly in the paper tray. ■ Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray. ■ Make sure you do not push the paper in too far.
	Make sure the Jam Clear Cover is closed correctly. (See <i>Printer jam or paper jam</i> on page 48.)
	Make sure the Base Pad in the paper tray is not dirty. (See <i>Advanced User's Guide: Cleaning the paper pick-up rollers.</i>)
There is a paper jam.	See <i>Printer jam or paper jam</i> on page 48. Make sure the paper guides are set to the correct paper size.
Paper jam reoccurs.	If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See <i>Additional paper jam clear operations</i> on page 51.)
The paper jams when you use 2-sided print.	Use one of the jam prevention settings, 2-sided1 or 2-sided2. For printing (See <i>Software and Network User's Guide.</i>)
	If paper jams occur often during 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>)

Copying Difficulties

Difficulty	Suggestions
Fit to Page does not work correctly.	Make sure your source document is not skewed. Reposition the document and try again.


Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. You can also scan documents using the ICA Scanner Driver. (See <i>Software and Network User's Guide.</i>)

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows®) Run the Repair MFL-Pro Suite program on the CD-ROM. This program will repair and reinstall the software.
"Device Busy"	Make sure the machine is not showing an error message on the Touchscreen.



Network Difficulties

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

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 the Date and Time.
- 2 `Network`
You can reset the print server back to its factory settings, such as the password and IP address information.
- 3 `All Settings`
You can restore all settings to their factory defaults.
Brother strongly recommends performing this procedure before handing over or disposing of the machine.

How to reset the machine

- 1 Press  (Settings).
- 2 Press **▲** or **▼** on the Touchpanel to display `Initial Setup`.
- 3 Press `Initial Setup`.
- 4 Press **▲** or **▼** to display `Reset`.
- 5 Press `Reset`.
- 6 Press **▲** or **▼** to display the type of reset (`Machine Reset`, `Network` 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.

C

Settings and features tables

Using the Settings tables

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

Settings tables

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



(Settings)

Level1	Level2	Level3	Options	Descriptions	Page
Shortcut Settings 	Copy	—	Quality Paper Type Paper Size Enlarge/Reduce Density Stack/Sort Page Layout Advanced Settings (Options) Off Remove Background	Lets you quickly and easily recall and apply your previously stored preferred settings.	9
General Setup	Ink	Test Print	Print Quality Alignment	Lets you check the print quality or alignment.	38 39
		Cleaning	Black Colour All	Lets you clean the print head.	37
		Ink Volume	—	Lets you check the available ink volume.	See ◆.
	Paper Type	—	Plain Paper* Inkjet Paper Brother BP71 Other Glossy Transparency	Sets the type of paper in the paper tray.	18
	Paper Size	—	A4* A5 10x15cm Letter	Sets the size of paper in the paper tray.	18
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
General Setup (Continued)	Beep	—	Off Low* Med High	Adjusts the volume of the sounds when you press the Touchscreen or Touchpanel.	11
	LCD Settings	Backlight	Light* Med Dark	You can adjust the brightness of the Touchscreen backlight.	12
		Dim Timer	Off 10Secs 20Secs 30Secs*	You can set how long the Touchscreen backlight stays on for after the last finger press.	See ♦.
	Sleep Mode	—	1Min 2Mins 3Mins 5Mins* 10Mins 30Mins 60Mins	You can choose how long the machine will remain idle before it goes into Sleep Mode.	
	Auto Power Off	—	Off 1h* 2h 4h 8h	When this feature is set to On the machine will turn itself off one hour after entering Sleep Mode. When set to Off, the machine will not power off automatically.	
♦ 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	BOOT Method	Auto* Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.	See +.
			IP Address	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
			Subnet Mask	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
			Gateway	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
			Node Name	BRWXXXXXXXXXXXXX	Enter the Node name.	
			WINS Config	Auto* Static	Chooses the WINS configuration mode.	
			WINS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary WINS server.	
			DNS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary DNS server.	
			APIPA	On* Off	Automatically allocates the IP address from the link-local address range.	

+ See 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*	
	Address			—		
	Port			—		
	User Name			—		
	Password			—		

+ 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 Enable	—	—	On Off*	Lets you use the wireless network connection.	See +.
	Network Reset	—	—	Yes No	Restores all network settings back to the factory default.	
+ 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	User Settings	—	—	Prints these lists and reports.	See ◆.
	Network Config	—	—		
	WLAN Report	—	—		
Machine Info.	Serial No.	—	—	Lets you check the serial number of your machine.	61
	Version	—	—	Lets you check the firmware version of your machine.	61
Initial Setup	Date & Time	—	—	Sets the date and time in your machine.	40
	Reset	Machine Reset	Yes No	Resets all the machine's settings that you have changed, such as the Date and Time.	61
		Network	Yes No	Resets the print server back to its factory default settings, such as the password and IP address information.	
		All Settings	Yes No	Resets all the machine's settings back to the factory default.	
Local Language (depending on your country)	—	(Choose the language you want to use)	Allows you to change the Touchscreen language for your country.	See ◆.	
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Features tables

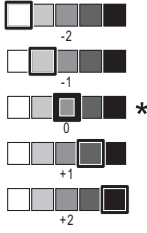


(Copy)

Level1	Level2	Level3	Options	Descriptions	Page	
Options	Quality	—	Normal* Best	Choose the Copy resolution for the next copy.	See ◆.	
	Paper Type	—	Plain Paper* Inkjet Paper Brother BP71 Other Glossy Transparency	Choose the paper type that matches the paper in the tray.	25	
	Paper Size	—	A4* A5 10x15cm Letter	Choose the paper size that matches the paper in the tray.	25	
	Enlarge/Reduce	100%*	—	—	—	See ◆.
			Enlarge	198% 10x15cm→A4 186% 10x15cm→LTR 141% A5→A4	You can choose the enlargement ratio for the next copy.	
			Reduce	97% LTR→A4 93% A4→LTR 83% 69% A4→A5 47% A4→10x15cm	You can choose the reduction ratio for the next copy.	
			Fit to Page	—	Your machine will adjust the size of the next copy to the paper size you set.	
Custom (25-400%)	—	—	You can choose the enlargement or reduction ratio for your type of document.			

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Options (Continued)	Density	—		Adjusts the density of copies.	See ◆ .
	Stack/Sort	—	Stack* Sort	You can choose to stack or sort multiple copies.	
	Page Layout	—	Off (1in1) * 2in1 (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.	
	Advanced Settings	—	Off* Remove Background (Options) Low Medium* High	Changes the amount of background colour that is removed.	
	Set New Default	—	Yes No	Saves your copy settings.	
	Factory Reset	—	Yes No	Restores all the settings back to the factory default.	
◆ 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 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 Windows® Explorer.)	Scan	—	—	You can scan data by using the Web Services protocol.	
	Scan for E-mail	—	—		
	Scan for Fax	—	—		
	Scan for Print	—	—		
† See Software 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	Off (Set with Computer)* On	If you want to use the Touchscreen to change the machine's settings, choose On.	See +.
	The settings below will appear when On is selected in Set with TouchPanel.			
	Scan Type	Colour* Black and White	You can choose the scan type for your document.	
	Resolution	100 dpi 200 dpi* 300 dpi 600 dpi	You can choose the scan resolution for your document.	
	File Type	(If you choose the Colour option in the Scan Type setting) PDF* JPEG (If you choose the Mono option in the Scan Type setting) TIFF PDF*	You can choose the file format for your document.	
	Scan Size	A4* A5 10x15cm Business Card Letter	You can choose the scan size for your document.	
	Remove Background	Off* Low Medium High	Changes the amount of background colour that is removed.	
+ See Software and Network User's Guide.				
The factory settings are shown in Bold with an asterisk.				



(Web)


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

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

The default settings are shown in Bold with an asterisk.



(Ink)

Level1	Level2	Level3	Options	Descriptions	Page
 (Ink)	Test Print	—	Print Quality Alignment	Lets you check the print quality or alignment.	38 39
	Cleaning	—	Black Colour All	Lets you clean the print head.	37
	Ink Volume	—	—	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® is set up, you cannot change the settings from your Home screen. Change any settings for the Wi-Fi connection in the Settings screen.




Level1	Level2	Level3	Options	Descriptions	Page
WiFi (Wi-Fi Setup)	Setup Wizard	—	—	You can manually configure your print server for a wireless network.	See ‡.
	Setup with PC	—	—	You can configure the Wi-Fi settings using a PC.	
	WPS/AOSS	—	—	You can easily configure your wireless network settings using the one-button push method.	
	WPS w/PIN Code	—	—	You can easily configure your wireless network settings using WPS with a PIN.	See †.
‡ See Quick Setup Guide.					
† See Software and Network User's Guide.					
The 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, and 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 machine's specifications. For additional specifications visit <http://www.brother.com/>.

Printer Type	Inkjet	
Print Head	Mono:	Piezo with 210 nozzles × 1
	Colour:	Piezo with 70 nozzles × 3
Memory Capacity	64 MB	
LCD (Liquid Crystal Display)	1.8 in. (44.9 mm) TFT Colour Touchscreen LCD ¹ and Touchpanel	
Power Source	AC 220 to 240V 50/60Hz	
Power Consumption ²	Copying Mode:	Approx. 16 W ³
	Ready Mode:	Approx. 3.5 W ⁴
	Sleep Mode:	Approx. 0.7 W ⁴
	Off:	Approx. 0.2 W ^{4 5}

¹ Measured diagonally.

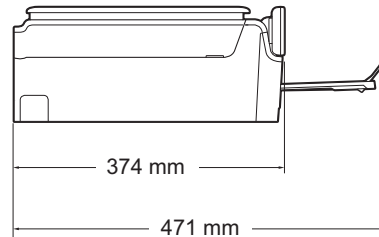
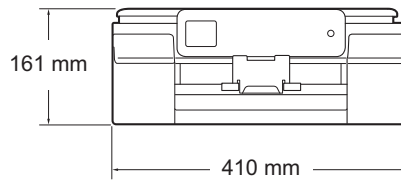
² Measured when the machine is connected to the USB interface. Power consumption varies slightly depending on the usage environment or part wear.

³ When resolution: standard / document: ISO/IEC 24712 printed pattern.

⁴ Measured according to IEC 62301 Edition 2.0.

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

Dimension



Weight

6.9 kg

Noise Level

Sound Pressure

Operating: $L_{pAm} = 50 \text{ dB(A)}$ (Maximum) ¹

Sound Power ^{2 3}

Copying ⁴: $L_{WAd} = 5.98 \text{ B(A)}$ (Mono)

$L_{WAd} = 5.77 \text{ B(A)}$ (Colour)

Ready: $L_{WAd} = 2.97 \text{ B(A)}$ (Mono/Colour)

Temperature

Operating: 10 to 35 °C

Best Print Quality: 20 to 33 °C

Humidity

Operating: 20 to 80% (without condensation)

Best Print Quality: 20 to 80% (without condensation)

Document Size

Width: Max. 215.9 mm

Length: Max. 297 mm

¹ Noise depends on printing conditions.

² In accordance with ISO9296

³ Office equipment with $L_{WAd} > 6.30 \text{ B(A)}$ is not suitable for use in room where people require high levels of concentration. Such equipment should be placed in separate rooms because of the noise emission.

⁴ Copy speed: 6 cpm (Mono)/3 cpm (Colour)
These copy speeds were measured in the manner of 3.5.1 of RAL-UZ171.

Print media

Paper Input

- Paper type:

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

- Paper size ³:

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

Width: 98 mm - 215.9 mm

Length: 148 mm - 297 mm

For more details, see *Paper weight, thickness and capacity* on page 21.

- Maximum paper tray capacity:

Approx. 100 sheets of 80 g/m² plain paper

Paper Output

Up to 50 sheets of 80 g/m² plain paper (face up print delivery to the output paper tray) ¹

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

² Use only transparency paper recommended for inkjet printing.

³ See *Paper type and size for each operation* on page 21.

Copy

Colour/Monochrome	Yes/Yes
Copy Width	204 mm ¹
Multiple Copies	Stacks/Sorts up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200 × 2400 dpi

¹ When copying on A4 size paper.

Scanner

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

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

² Maximum 1200 × 1200 dpi scanning when using the WIA Driver for Windows® XP, Windows Vista®, Windows® 7 and Windows® 8 (resolution up to 19200 × 19200 dpi can be selected by using the Brother scanner utility).

Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width ³	204 mm [210 mm (borderless) ¹]
Borderless ²	A4, Letter, A6, Photo (10 × 15 cm), Index Card (127 × 203 mm), Photo 2L (13 × 18 cm)
Print Speed ⁴	

¹ When the Borderless feature is set to On.

² See *Paper type and size for each operation* on page 21.

³ When printing on A4 size paper.

⁴ For detailed specifications visit <http://www.brother.com/>.

Interfaces

USB^{1 2} A USB 2.0 interface cable that is no longer than 2 m.

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

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

² Third party USB ports are not supported.

Network

NOTE

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

You can connect your machine to a network for Network Printing and Network Scanning¹. Also included is Brother BRAdmin Light² Network Management software.

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

¹ See *Computer requirements* on page 83.

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

Computer requirements

SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS						
Computer Platform & Operating System Version		PC Interface		Processor	Hard Disk Space to install	
		USB ²	Wireless 802.11b/g/n		For Drivers	For Applications (including Drivers)
Windows® Operating System	Windows® XP Home ¹	Printing Scanning		32bit (x86) or 64bit (x64) processor	150 MB	1 GB
	Windows® XP Professional ¹					
	Windows Vista® ¹				500 MB	1.3 GB
	Windows® 7 ¹				650 MB	
	Windows® 8 ¹					
	Windows Server® 2003	N/A	Printing	64bit (x64) processor	50 MB	N/A
	Windows Server® 2003 R2					
	Windows Server® 2008					
Windows Server® 2008 R2						
Windows Server® 2012						
Macintosh Operating System	Mac OS X v10.6.8 OS X v10.7.x OS X v10.8.x	Printing Scanning		Intel® Processor	80 MB	550 MB
Conditions:						
¹ For WIA, 1200 × 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 × 19200 dpi. ² Third party USB ports are not supported.		For the latest driver updates, visit us at http://solutions.brother.com/ . All trademarks, brand and product names are the property of their respective companies.				

Consumable items

Ink The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.

Service Life of Ink Cartridge The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the cartridges provided with your machine will have a lower yield than standard cartridges (80%). With all following ink cartridges you can print the specified number of pages.

Replacement Consumables

- <Standard Yield Black> LC121BK
- <Standard Yield Yellow> LC121Y
- <Standard Yield Cyan> LC121C
- <Standard Yield Magenta> LC121M

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

- <High Yield Black> LC123BK
- <High Yield Yellow> LC123Y
- <High Yield Cyan> LC123C
- <High Yield Magenta> LC123M

Black, Yellow, Cyan and Magenta - Approximately 600 pages ¹

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

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

What is Innobella™?

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

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



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

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