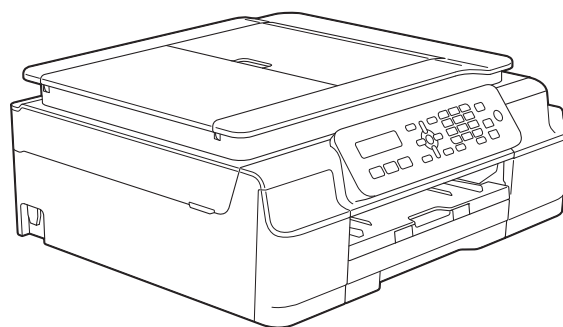# Basic User's Guide

MFC-J200

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-J200

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/

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

- may serve as confirmation of the purchase date of your product should you lose your receipt;

- may support an insurance claim by you in the event of product loss covered by insurance; and,

- will help us notify you of enhancements to your product and special offers.

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

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.	PDF file / CD-ROM
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.	PDF file / CD-ROM
Basic User's Guide	Learn the basic Fax, Copy and Scan operations, and how to replace consumables. See troubleshooting tips.	PDF file / CD-ROM
Advanced User's Guide	Learn more advanced operations: Fax, Copy, and security features; printing reports; and performing routine maintenance.	PDF file / CD-ROM
Software and Network User's Guide	This Guide provides instructions for Scanning, Printing, PC-Fax 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
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 [1]
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 [1]
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 [1]

[1]   Visit http://solutions.brother.com/.

Table of Contents
(Basic User's Guide)

Table of Contents
(Advanced User's Guide)

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

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

1 General information

Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies specific keys on the machine's control panel and on the computer screen.
Italics	Italicized typeface emphasizes an important point or refers you to a related topic.
Courier New	Text in Courier New font identifies messages on the LCD of the machine.

⚠ WARNING

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

⚠ CAUTION

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

IMPORTANT

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

NOTE

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

⚡ Electrical Hazard icons alert you to possible electrical shock.

Accessing Brother Utilities (Windows® 8)

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

After the printer driver is installed,

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

❶ Tap or click **Brother Utilities** either on the Start screen or the desktop.
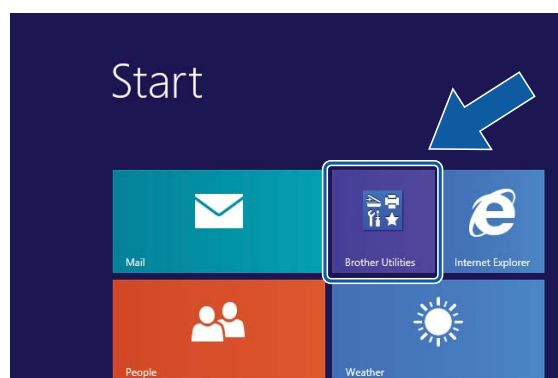
2 Select your machine.
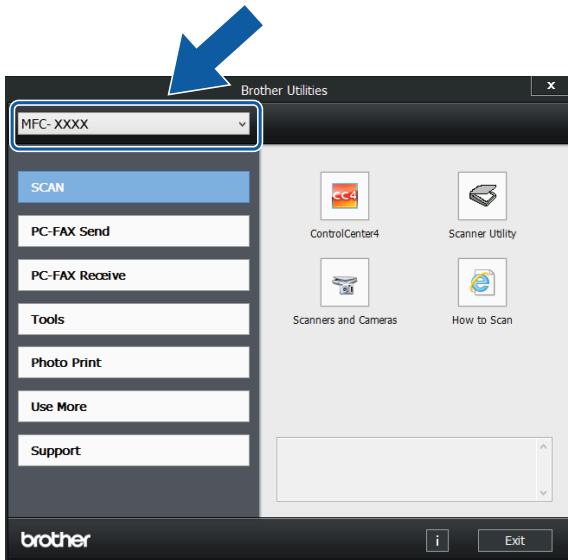
3 Choose the function you want to use.

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

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

Viewing User's Guides

(Windows®)

■ Windows® XP/Windows Vista®/
Windows® 7/Windows Server® 2003/
Windows Server® 2008/
Windows Server® 2008 R2

To view the documentation, from

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

■ Windows® 8/Windows Server® 2012

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

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

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

NOTE

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

Click (**File Explorer**) on the taskbar, and then go to **Computer**.)

Double-click the CD-ROM icon, and then double-click **start.exe**.

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

1

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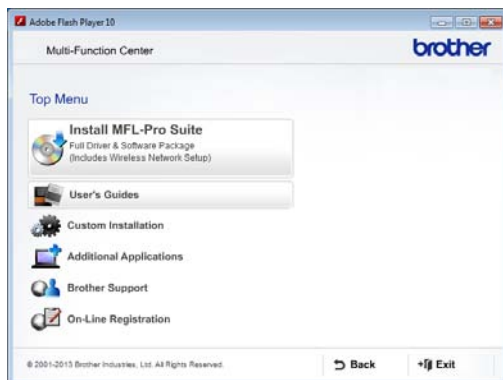
d Click **User's Guides**.

e 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)

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

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

c Select your model and language if needed.

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

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

How to find Scanning instructions

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

Software and Network User's Guide

- *Scan*

- *ControlCenter*

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

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

Presto! PageManager User's Guide (Macintosh)

NOTE

Presto! PageManager is available as a download from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang2.dmg

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

How to find Network setup instructions

Your machine can be connected to a wireless network.

- Basic setup instructions (See Quick Setup Guide.)

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

- For more information about network setup, see Software and Network User's Guide: *Network*.

How to access Guides for Advanced Features

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

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

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:
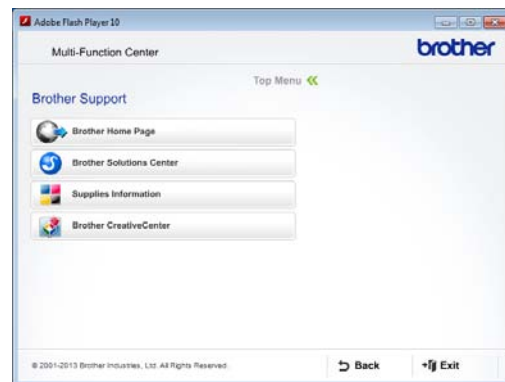
■ To access our website (http://www.brother.com/), click **Brother Home Page**.

■ For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.

■ To visit our website for genuine Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

■ To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

■ To return to the **Top Menu**, click **Back** or if you are finished, click **Exit**.

Accessing Brother Support (Macintosh)

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

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

■ To download and install Presto! PageManager, click **Presto! PageManager**.

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

■ For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.

■ To visit our website for genuine Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

Control panel overview
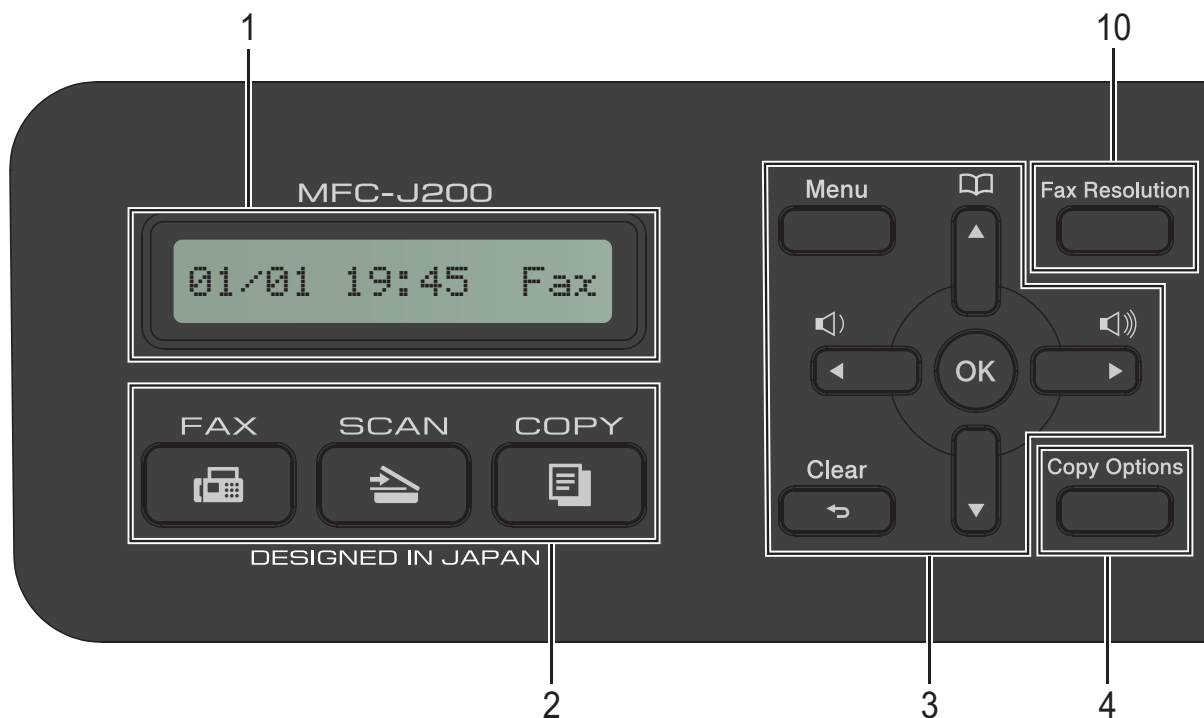
1 LCD (Liquid Crystal Display)

The LCD displays messages to help you set up and use your machine.

2 Mode keys:

- FAX

   Lets you access Fax mode.

- SCAN

   Lets you access Scan mode.

- COPY

   Lets you access Copy mode.

3 Menu keys:

- While the machine is idle, you can press these keys to adjust the ring volume.

- Press to store Speed Dial and Group numbers in the machine's memory.

   Lets you store, look up, and dial numbers that are stored in the memory.

- ◄ or ►

   Press ◄ or ► to move the selected area left or right on the LCD.

- ▲ or ▼

   Press ▲ or ▼ to scroll through the menus and options.

- **Menu**

   Access the main menu.

- **Clear**

   Press to delete characters or to go back to the previous menu level.

- **OK**

   Lets you choose a setting.

4 Copy Options

Lets you temporarily change the copy settings when in copy mode.

5 Telephone keys:

- **Redial/Pause**

   Redials the last number called. It also inserts a pause when dialing numbers.

- **Hook**

   Press before dialing when you want to listen to make sure a fax machine answers and then press **Black Start** or **Color Start**.

   Also, press this key after picking up the handset of the external telephone during the F/T pseudo/double-ring.

1
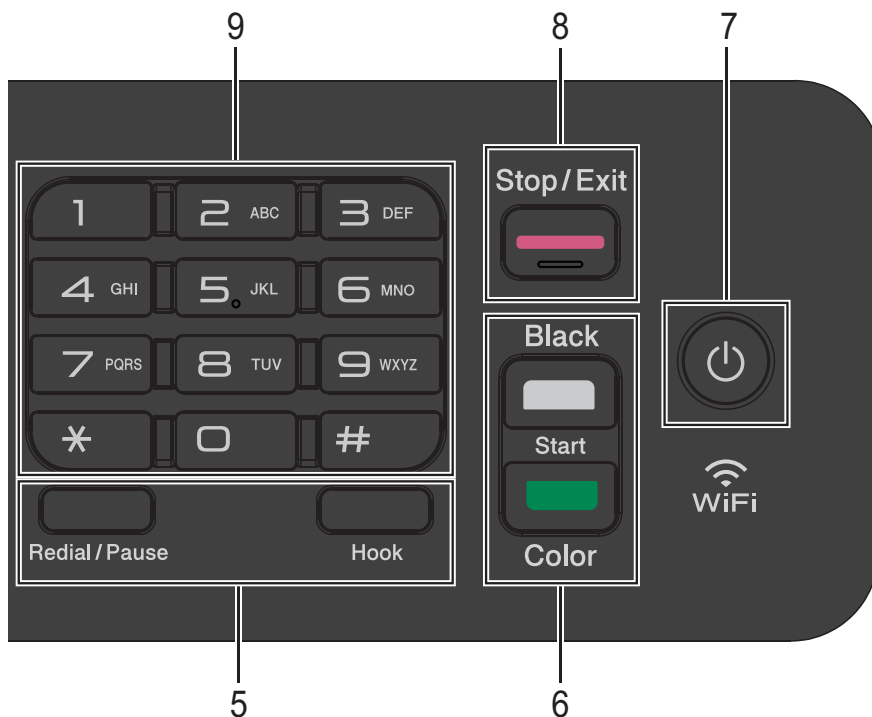
6 Start keys:

■ Black Start

Lets you start sending faxes or making copies in black & white. Also lets you start a scanning operation (in color or black & white depending on the scan setting in the ControlCenter software).

■ Color Start

Lets you start sending faxes or making copies in full color. Also lets you start a scanning operation (in color or black & white, depending on the scan setting in the ControlCenter software).

7 Power On/Off

Press to turn on the machine.

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

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

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

8 Stop/Exit

Stops an operation or exits the menu.

9 Dial Pad

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

10 Fax Resolution

Lets you temporarily change the resolution when sending a fax.

Basic Operations

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

a Press [📠] (**FAX**).

b Press **Menu**, **3**, **1**, **1**.

```
Fax Only
```

```
Select ▲▼ & OK
```

c Press ▲ or ▼ to choose `Fax/Tel`.

```
Fax/Tel
```

d Press **OK**.

```
Accepted
```

NOTE

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

e Press **Stop/Exit**.

2 Loading paper

Loading paper and other print media

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

(For more information about paper size, weight and thickness, see *Choosing the right print media* on page 17.)

a Pull the paper tray completely out of the machine.
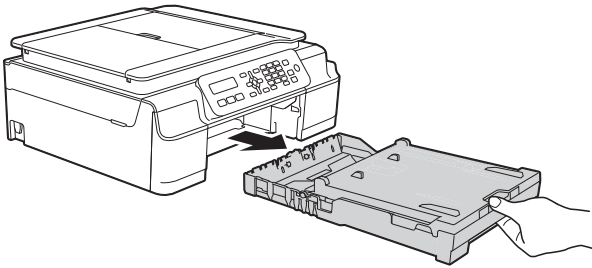
NOTE
• If the paper support flap (1) is open, close it, and then close the paper support (2).
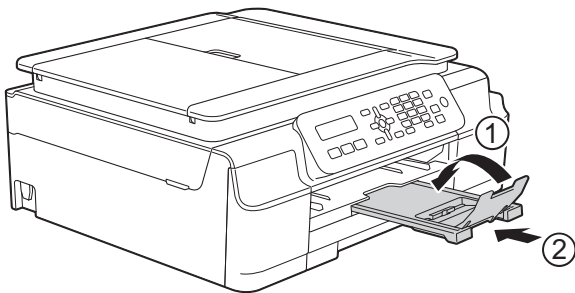
• When you load a different paper size in the tray, you will need to change the Paper Size setting in the machine at the same time.

(See *Paper Size* on page 15.)

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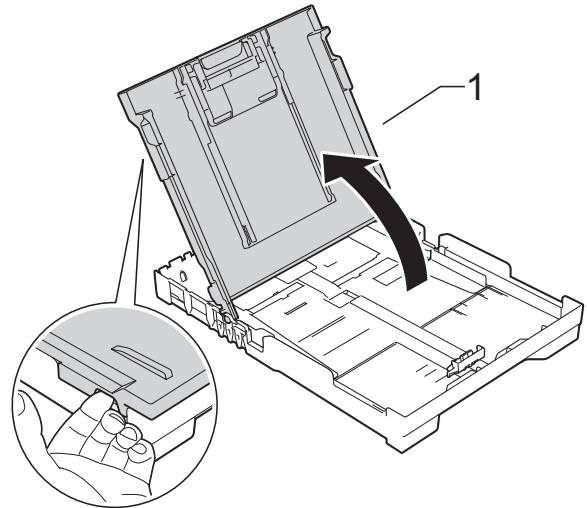
c Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size.
Make sure that the triangular marks (3) on the paper width guides (1) and paper length guide (2) line up with the marks for the paper size you are using.
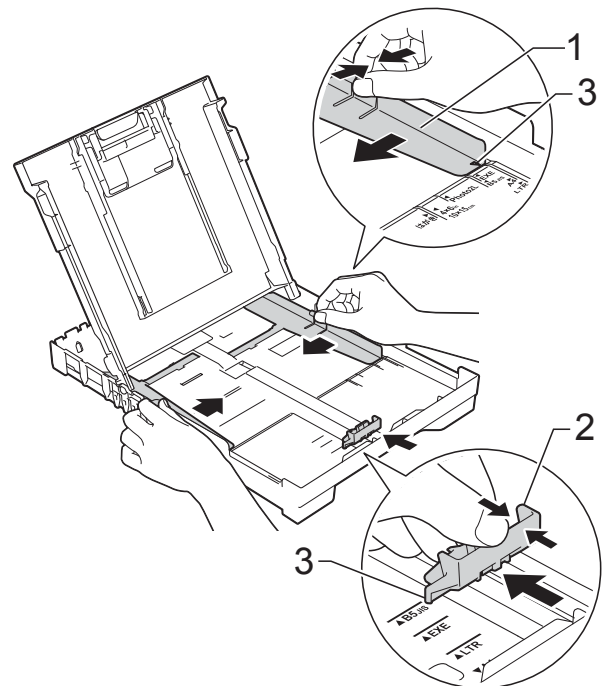
NOTE

When you are using Legal size paper, press and hold the universal guide release button (1) as you slide out the front of the paper tray.
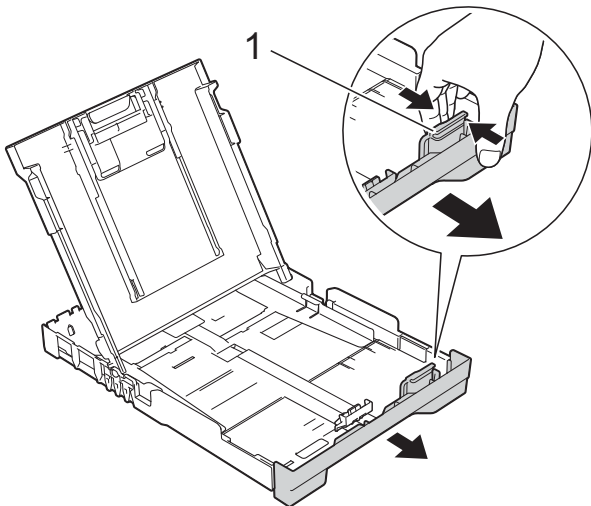
d Fan the stack of paper well to avoid paper jams and misfeeds.
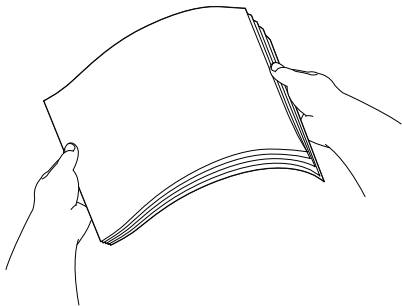
NOTE

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

e Gently put the paper into the paper tray printing surface face down and top edge in first.
Check that the paper is flat in the tray.
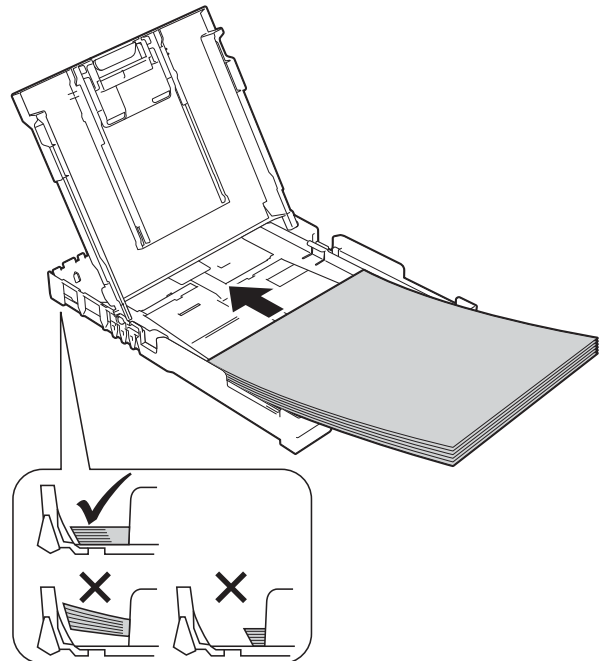
IMPORTANT

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.

f Gently adjust the paper width guides (1) to fit the paper.
Make sure the paper width guides lightly touch the sides of the paper.
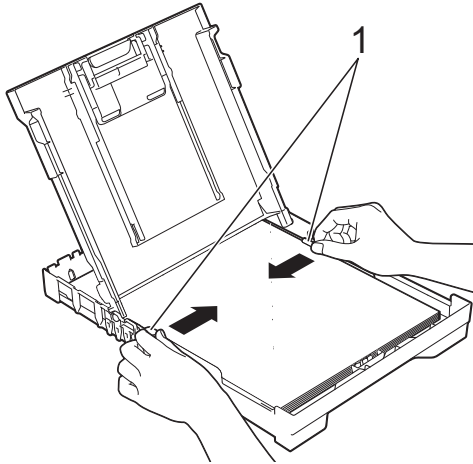
g Close the output paper tray cover.
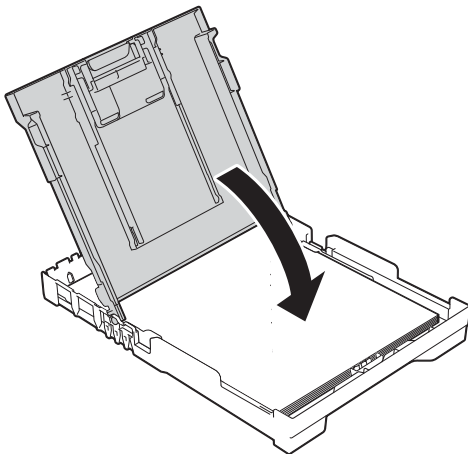
h *Slowly* and *firmly* push the paper tray completely into the machine.
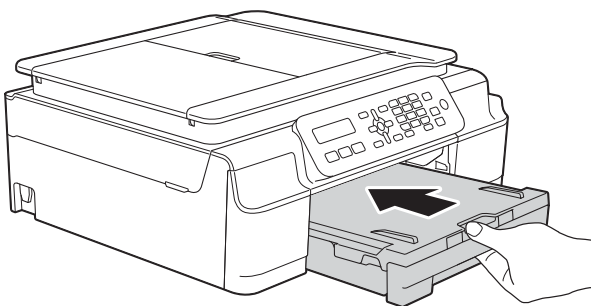
i While holding the paper tray in place, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).
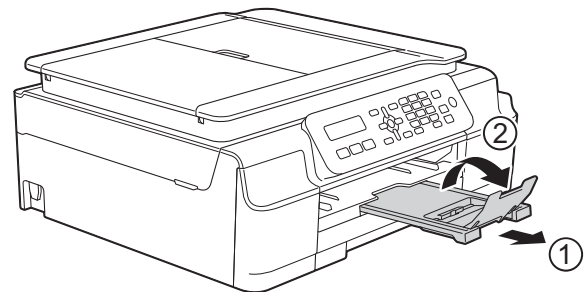
IMPORTANT

DO NOT use the paper support flap when printing on Legal size paper.

Loading envelopes
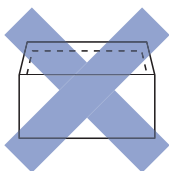
About envelopes

■ Use envelopes that weigh from 20 to 25 lb (80 to 95 g/m^2).

■ Some envelopes require you to make margin settings in the application you are using. 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.
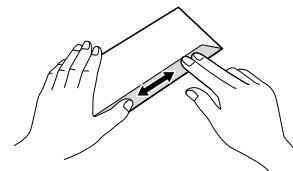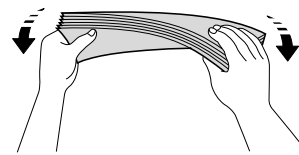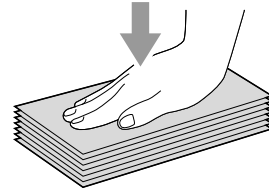
IMPORTANT

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

2️⃣ Put envelopes in the paper tray with the printing surface face 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.

2
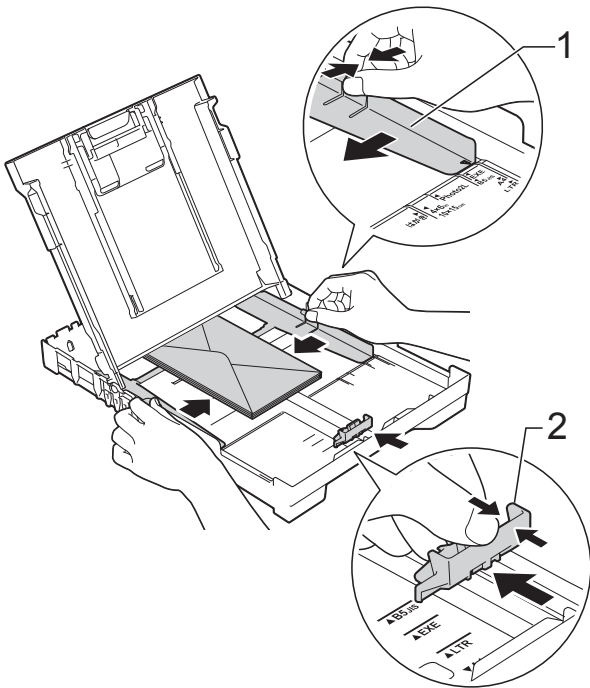
If you have problems printing on envelopes with the flap on the short edge, try the following:

1️⃣ Open the envelope flap.

2️⃣ Put the envelope into the paper tray with the printing surface face down and the flap positioned as shown in the illustration.
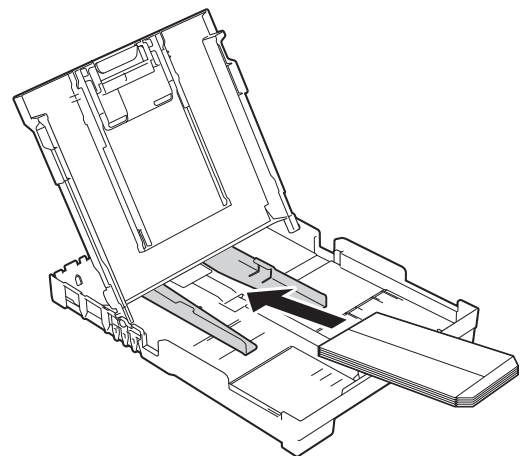
3️⃣ Select **Reverse Print** (Windows®) or **Reverse page orientation** (Macintosh) in the printer driver's dialog box, and then adjust the size and margin in the application you are using.
For more information, see Software and Network User's Guide: *Reverse Print (Windows®)* or *Reverse Print (Macintosh)*.

Unprintable area

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

For more information, see Software and Network User's Guide: *Print without a Border (Windows®)* or *Print without a Border (Macintosh)*.
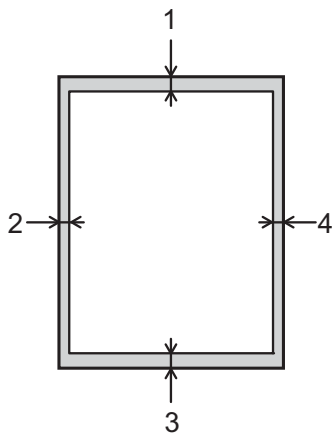
Cut-Sheet Paper   **Envelopes**
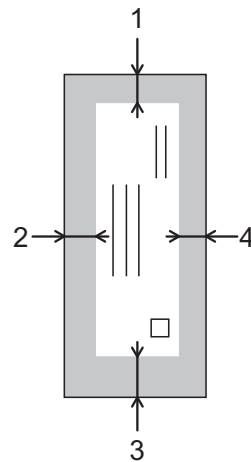
	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut-Sheet	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)
Envelopes	0.87 in. (22 mm)	0.12 in. (3 mm)	0.87 in. (22 mm)	0.12 in. (3 mm)

NOTE

The Borderless print feature is not available for envelopes, 2-sided printing and some paper sizes, such as Legal and Executive. For more information, see *Printer* on page 115.

Paper settings

Paper Type

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

1️⃣ Press **Menu**, **2**, **2**.

2️⃣ Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother BP71`, `Other Glossy` or `Transparency`. Press **OK**.

3️⃣ Press **Stop/Exit**.

NOTE

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

Paper Size

You can use the following sizes of paper for copies: Letter, Legal, A4, A5, Executive and Photo (4" × 6")/(10 × 15 cm). You can use the following sizes of paper for printing faxes: Letter, Legal and A4. When you change the size of paper you load in the machine, you will need to change the `Paper Size` setting at the same time so your machine can fit an incoming fax on the page.

1️⃣ Press **Menu**, **2**, **3**.

2️⃣ Press ▲ or ▼ to choose `Letter`, `Legal`, `A4`, `A5`, `Executive` or `4"x6"`. Press **OK**.

3️⃣ Press **Stop/Exit**.

Acceptable paper and other print media

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

To get the best print quality for the settings you have chosen, always set the Paper Type to match the type of paper you load.

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

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

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

(See *Paper Type* on page 15.)

■ 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.

2

Recommended print media

To get the best print quality, we suggest using the Brother paper in the table.

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

Brother paper

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

Handling and using print media

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

■ Avoid touching the shiny (coated) side of the photo paper. Load photo paper with the shiny side facing down.

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

IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped
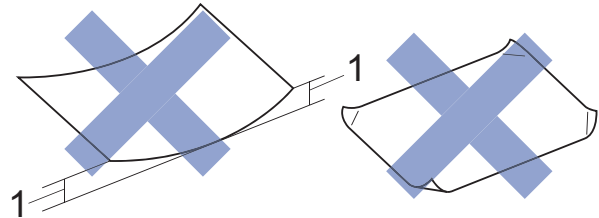
1 0.08 in. (2 mm) or greater curl may cause jams to occur.

- Extremely shiny or highly textured

- Paper that cannot be arranged uniformly when stacked

- Paper made with a short grain

Paper capacity of the output paper tray cover

Up to 50 sheets of Letter, Legal or A4 20 lb (80 g/m^2) 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

2

Paper type and size for each operation

Paper Type	Paper Size		Usage		
			Fax	Copy	Printer
Cut-Sheet	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	Yes	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	Yes	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	Yes	Yes	Yes
	Executive	7 1/4 × 10 1/2 in. (184 × 267 mm)	–	Yes	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	Yes
	A6	4.1 × 5.8 in. (105 × 148 mm)	–	–	Yes
Cards	Photo	4 × 6 in. (10 × 15 cm)	–	Yes	Yes
	Photo 2L	5 × 7 in. (13 × 18 cm)	–	–	Yes
	Index Card	5 × 8 in. (127 × 203 mm)	–	–	Yes
Envelopes	C5 Envelope	6.4 × 9 in. (162 × 229 mm)	–	–	Yes
	DL Envelope	4.3 × 8.7 in. (110 × 220 mm)	–	–	Yes
	Com-10	4 1/8 × 9 1/2 in. (105 × 241 mm)	–	–	Yes
	Monarch	3 7/8 × 7 1/2 in. (98 × 191 mm)	–	–	Yes
Transparencies	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	–	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	–	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	–	Yes	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	Yes

Paper weight, thickness and capacity

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

[1] Up to 100 sheets of plain paper 20 lb (80 g/m^2).

[2] BP71 69 lb (260 g/m^2) paper is especially designed for Brother inkjet machines.

3 Loading documents

How to load documents

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

Using the ADF

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

Document sizes and weights

Length:	5.8 to 14 in. (148 to 355.6 mm)
Width:	5.8 to 8.5 in. (148 to 215.9 mm)
Weight:	17 to 24 lb (64 to 90 g/m^2)

How to load documents

IMPORTANT
- DO NOT pull on the document while it is feeding.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.

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

ⓐ Unfold the ADF Document Support (1).
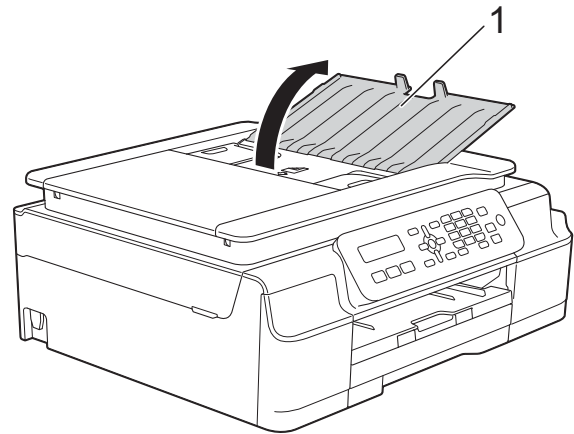
ⓑ Fan the pages well.

ⓒ Adjust the paper guides (1) to fit the width of your document.
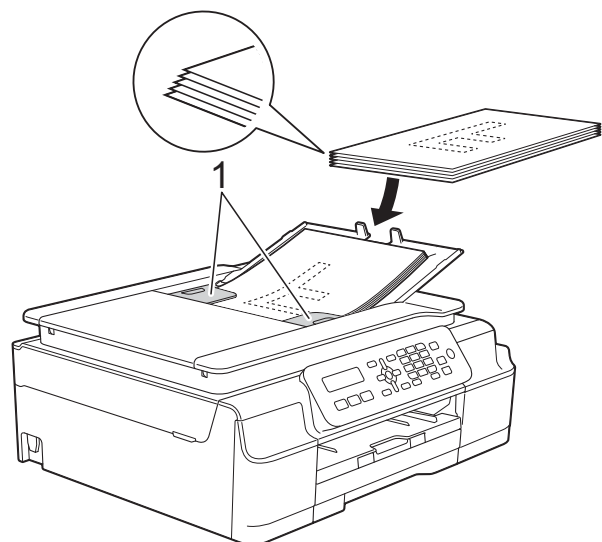
ⓓ Place your document, **face down, top edge first** in the ADF underneath the guides until the LCD displays `ADF Ready` and you feel it touch the feed rollers.

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

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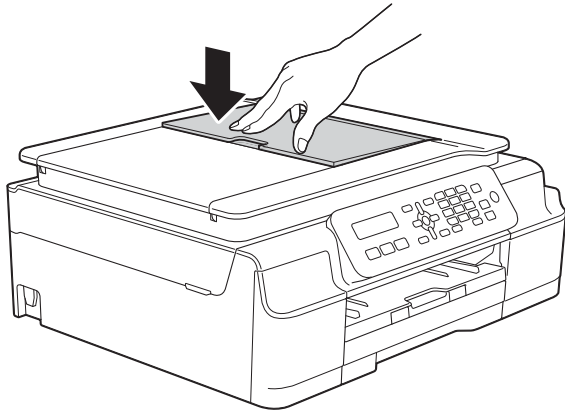
Using the scanner glass

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

Document sizes supported

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

How to load documents

NOTE

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

1 Lift the document cover.

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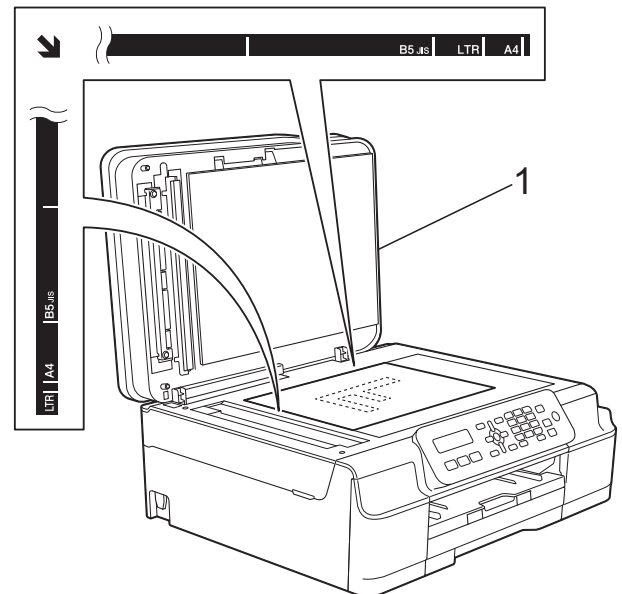
1 document cover
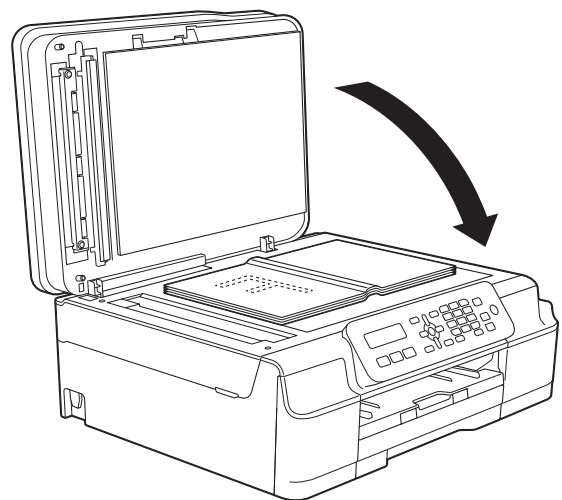
3 Close the document cover.

IMPORTANT

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

3

Unscannable area

The unscannable area depends on the settings in the application you are using. This figure shows the unscannable areas.
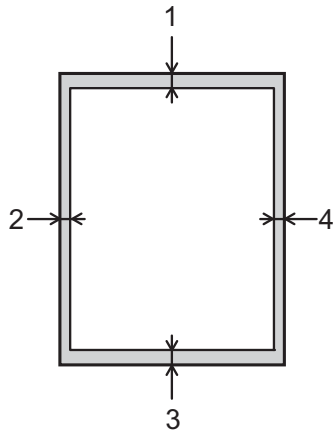
Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	Legal		
	A4		0.12 in. [1] (3 mm)
Copy	All paper sizes	0.12 in. (3 mm)	0.12 in. (3 mm)
Scan		0.04 in. (1 mm)	0.04 in. (1 mm)

[1]   The unscannable area is 0.04 in. (1 mm) when you use the ADF.

4

Sending a fax

How to send a fax

1️⃣ Do one of the following to load your document:

- Place the document *face down* in the ADF. (See *Using the ADF* on page 18.)

- Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 19.)

NOTE

- To send color faxes with multiple pages, use the ADF.

- If you send a black & white fax from the ADF while the memory is full, it will be sent in real time.

- You can use the scanner glass to fax pages of a book one at a time. The document can be up to Letter or A4 size.

- Since you can only scan one page at a time, it is easier to use the ADF if you are sending a multiple-page document.

2️⃣ Press 📠 (**FAX**).

3️⃣ You can change the following fax-sending settings.

(Basic User's Guide)

For information about changing the following fax-sending settings, see pages 22 to 23.

- Glass Scan Size
- Color Fax Transmission
- Transmission Verification Report (Setup)

(Advanced User's Guide)

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

- Contrast
- Fax Resolution
- Faxing at the end of a call
- Broadcasting
- Real Time Transmission
- Overseas Mode
- Canceling Waiting Jobs

4️⃣ Enter the fax number using the dial pad, Speed Dial or Search.

5️⃣ Press **Black Start** or **Color Start**.

Faxing from the ADF

- The machine starts scanning and sending the document.

Faxing from the scanner glass

- If you pressed **Black Start**, the machine starts scanning the first page. Go to step 6️⃣.

- If you pressed **Color Start**, the machine starts dialing and sending the document.

f When the LCD asks you Next Page?, do one of the following:

■ To send a single page, press **2** to choose No(Dial) (or press **Black Start** again).

The machine starts sending the document.

■ To send more than one page, press **1** to choose Yes and go to step **g**.

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

h After all the pages have been scanned, press **2** or **Black Start** to start.

Stop faxing

To stop faxing, press **Stop/Exit**.

Setting scanner glass size for faxing

When documents are A4 size, you need to set the Scan Size to A4. If you do not, the bottom portion of the faxes will be missing.

a Load your document.

b Press ⬛ (**FAX**).

c Press **Menu**, **3**, **2**, **0**.

d Press ▲ or ▼ to choose Letter or A4. Press **OK**.

e Press **Stop/Exit**.

f Enter the fax number.

g Press **Black Start** or **Color Start**.

NOTE

This setting is only available for sending documents from the scanner glass.

Color fax transmission

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

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

Canceling a fax in progress

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

Transmission Verification Report

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

There are several settings available for the Transmission Verification Report:

■ **On:** Prints a report after every fax you send.

■ **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.

■ **Off:** Prints a report if your fax is unsuccessful due to a transmission error. The report will also print if you send a color fax that the receiving machine prints in black & white. Off is the default setting.

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

a Press **Menu**, **3**, **3**, **1**.

b Press ▲ or ▼ to choose Off+Image, On, On+Image or Off.
Press **OK**.

c Press **Stop/Exit**.

NOTE

- If you choose On+Image or Off+Image the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. The image will not appear on the report when you send a color fax.
  (See Advanced User's Guide: *Real Time Transmission*.)

- If your transmission is successful, OK will appear next to RESULT on the Transmission Verification Report. If the transmission is not successful, NG will appear next to RESULT.

4

5   Receiving a fax

Receive Modes

Choose the correct Receive Mode

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

Will you be using a Distinctive Ring number for receiving faxes? (Only available for some countries)

Brother uses the term "Distinctive Ring" but different telephone companies may have other names for this service, such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See *Distinctive Ring* on page 30 for instructions on setting up your machine using this feature.)

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

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See *Voice Mail* on page 29 for instructions on setting up your machine using this service.)

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

Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose `External TAD` as your Receive Mode. (See *Connecting an external TAD (telephone answering device)* on page 33.)

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

Your machine automatically answers every call as a fax. Choose `Fax Only` as your Receive Mode. (See *Fax Only* on page 26.)

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

Do you want to receive voice calls and faxes automatically?
Use `Fax/Tel` mode when the Brother machine will share the line with your telephone. (See *Fax/Tel* on page 26.)
Important Note: You cannot receive voice messages on either Voice Mail or an answering machine with `Fax/Tel` mode.

Do you expect to receive very few faxes?
Choose `Manual` as your Receive Mode. You control the telephone line and must answer every call yourself. (See *Manual* on page 26.)

To set the Receive Mode, follow the instructions:

a Press ⬛ (**FAX**).

b Press **Menu**, **3**, **1**, **1**.

NOTE

If you cannot change the Receive Mode, make sure the Distinctive Ring feature is set to Off. (See *Turning off Distinctive Ring* on page 31.)

c Press ▲ or ▼ to choose Fax Only, Fax/Tel, External TAD or Manual.
Press **OK**.

d Press **Stop/Exit**.

5

Using Receive Modes

Some Receive Modes answer automatically (`Fax Only` and `Fax/Tel`). You may want to change the Ring Delay before using these modes. (See *Ring Delay* on page 27.)

Fax Only

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

Fax/Tel

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

 - Faxes will be automatically received.

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

If you use `Fax/Tel` mode, see *F/T Ring Time (Fax/Tel mode only)* on page 27 and *Ring Delay* on page 27.

Manual

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

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

(See *Easy Receive* on page 28.)

External TAD

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

 - Faxes will be automatically received.

 - Voice callers can record a message on the external TAD.

To connect your External TAD, see *Connecting an external TAD (telephone answering device)* on page 33.

Receive Mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in `Fax Only` or `Fax/Tel` mode. If you have external or extension telephones on the same line as the machine, keep the Ring Delay setting of 4 rings.

(See *Using external and extension telephones* on page 36 and *Easy Receive* on page 28.)

a Press ▦ (**FAX**).

b Press **Menu**, **3**, **1**, **2**.

c Press ▲ or ▼ to choose how many times you want the machine to ring before it answers (0, 1, 2, 3 or 4).
Press **OK**.
If you choose `00`, the machine will answer immediately and the line will not ring at all.

d Press **Stop/Exit**.

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

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

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

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

(For more information, see *Using remote codes* on page 36.)

a Press ▦ (**FAX**).

b Press **Menu**, **3**, **1**, **3**.

c Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
Press **OK**.

d Press **Stop/Exit**.

NOTE

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

5

Easy Receive

If Easy Receive is `On`:

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

If Easy Receive is `Off`:

If you are at the machine and answered a call first by lifting the external handset, press **Black Start** or **Color Start**, and then press **2** to receive.

If you answered at an extension telephone, press * **5 1**. (See *Using external and extension telephones* on page 36.)

NOTE

• If this feature is set to `On`, but your machine does not connect a fax call when you lift an extension or external telephone, press the Fax Receive Code, * **5 1**.

• If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to `Off`.

1 Press ⬛ (**FAX**).

2 Press **Menu**, **3**, **1**, **4**.

3 Press ▲ or ▼ to choose `On` (or `Off`). Press **OK**.

4 Press **Stop/Exit**.

6

Telephone services and external devices

Telephone services (Only available for some countries)

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

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

Voice Mail

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

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

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

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

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line.

Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. (See *Distinctive Ring* on page 30.)

OR

Set your Brother machine's Receive Mode to `Manual`. Manual mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax-sending tones, you must transfer the call to the Brother machine. (See *Using external and extension telephones* on page 36.) Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in `Manual` mode, see *Choose the correct Receive Mode* on page 24.)

Distinctive Ring

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Smart Ring, Ring Master or Ident-a-Ring. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.

NOTE

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

- Please call your telephone company for availability and rates.

What does your telephone company's "Distinctive Ring" do?

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

What does Brother's "Distinctive Ring" do?

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

Do you have Voice Mail?

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

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

NOTE

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

Before you choose the ring pattern to register

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

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

NOTE

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

■ The machine will only answer calls to its registered number.

■ The first two rings are silent on the machine. This is because the machine must "listen" to the ring pattern to compare it to the pattern that was registered. Other telephones on the same line will ring.

■ If you program the machine correctly, it will recognize the registered ring pattern of the "fax number" within 2 ring patterns and then answer with fax tones. When the "voice number" is called, the machine will not answer.

Registering the Distinctive Ring pattern

Very Important!

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

a Press **Menu**, **3**, **0**, **2**.

b Press ▲ or ▼ to choose Set.
Press **OK**.

c Press ▲ or ▼ to choose the stored ring pattern you want to use.
Press **OK**.
(You hear each pattern as you scroll through the four patterns. Make sure you choose the pattern that the telephone company gave you.)

d Press **Stop/Exit**.
Distinctive Ring is now set to On.

Turning off Distinctive Ring

a Press **Menu**, **3**, **0**, **2**.

b Press ▲ or ▼ to choose Off.
Press **OK**.

c Press **Stop/Exit**.

NOTE

If you turn off Distinctive Ring, the machine will be set to Manual mode. You will need to set the Receive Mode again. (See *Choose the correct Receive Mode* on page 24.)

Voice over Internet Protocol (VoIP)

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

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

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

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

If you are having problems sending or receiving faxes over a VoIP system, we recommend changing the machine's modem speed to the `Basic(for VoIP)` setting (see *Telephone line interference / VoIP* on page 88).
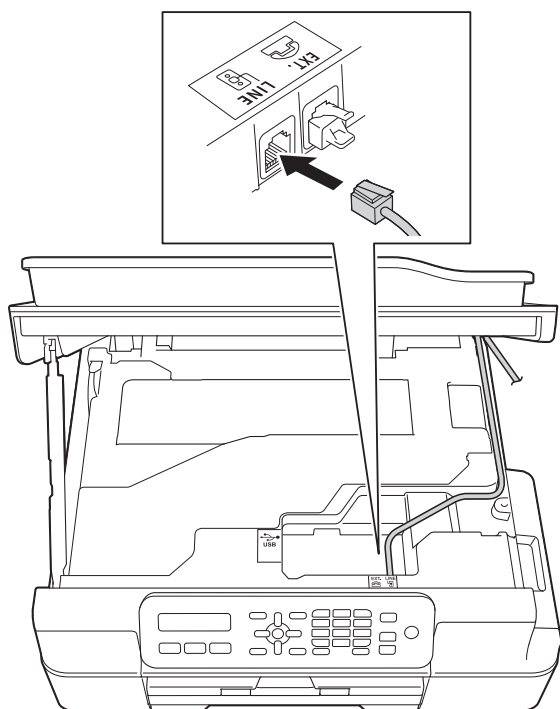
Connecting an external TAD (telephone answering device)

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

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

NOTE

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

- **If you subscribe to your telephone company's Distinctive Ring service:**

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

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

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

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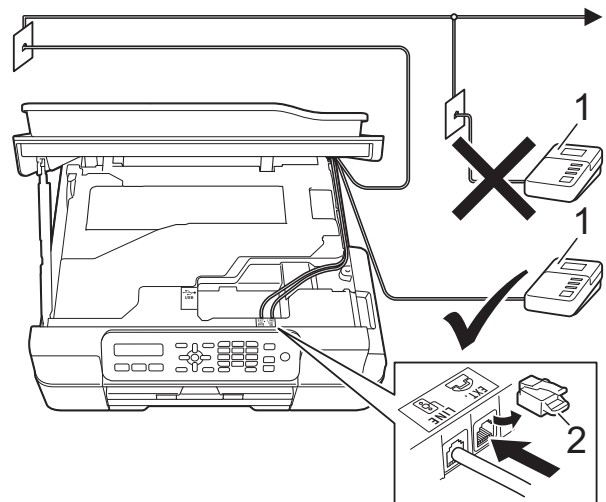
1 TAD

2 Protective Cap

When the TAD answers a call, the LCD displays `Telephone`.

IMPORTANT

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

6

Connections

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

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

b Plug the telephone line cord from the telephone wall jack into the jack labeled LINE.

c Remove the protective cap (1) from the jack labeled EXT., and then plug the telephone line cord from the external TAD into the EXT. jack. (Make sure this cord is connected to the TAD's telephone line jack, and not its handset jack.)
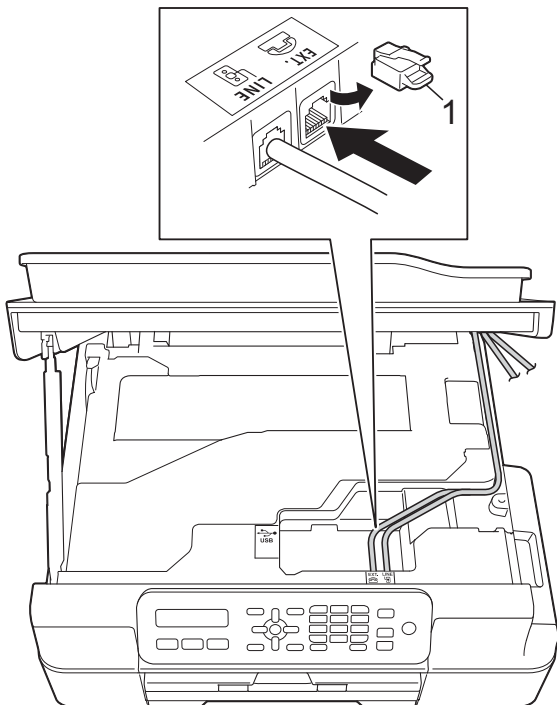
d Carefully guide the telephone line cord into the cable channel and out the back of the machine.

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

f Set your external TAD to answer within four rings. (The machine's Ring Delay setting does not apply.)

g Record the outgoing message on your external TAD.

h Set the TAD to answer calls.

i Set the Receive Mode to External TAD. (See *Choose the correct Receive Mode* on page 24.)

Recording an outgoing message (OGM) on the external TAD

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

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

b Limit your speaking to 20 seconds.

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

NOTE

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

Multi-line connections (PBX)

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

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

External and extension telephones

Connecting an external telephone

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

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

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

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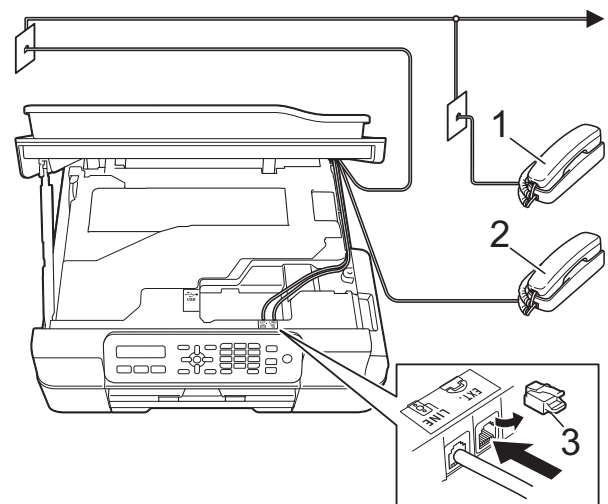
1　Extension telephone

2　External telephone

3　Protective cap

Using external and extension telephones

Using extension telephones

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

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **# 5 1**. (See *F/T Ring Time (Fax/Tel mode only)* on page 27.)

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

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing **Black Start** or **Color Start** and **2** to choose Receive.

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

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

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

Assume you are receiving a manual fax.

Press * **5 1** and wait for the chirp or until the LCD displays Receiving, and then hang up.

NOTE

You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* on page 28.)

Using a non-Brother cordless external telephone

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

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

Using remote codes

Fax Receive Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by dialing the Fax Receive Code * **5 1**. Wait for the chirping sounds and then replace the handset. (See *Easy Receive* on page 28.)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing **Black Start** or **Color Start** and **2** to choose Receive.

Telephone Answer Code

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

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

Changing the remote codes

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

a Press ▢ (**FAX**).

b Press **Menu**, **3**, **1**, **5**.

c Press ▲ or ▼ to choose On (or Off). Press **OK**.

d Enter the new Fax Receive Code. Press **OK**.

e Enter the new Telephone Answer Code. Press **OK**.

f Press **Stop/Exit**.

NOTE

• If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code (such as **# # #** and **9 9 9**).

• Remote Codes might not work with some telephone systems.

7

Dialing and storing numbers

How to dial

Manual dialing

1 Load your document.

2 Press ⌨ (**FAX**).

3 Press all of the digits of the fax number.

4 Press **Black Start** or **Color Start**.

Speed Dialing

1 Load your document.

2 Press ⌨ (**Address Book**).

3 Press ▲ or ▼ to choose `Search`.
Press **OK**.

4 Do one of the following:

■ To search numerically, press ▲ or ▼ to choose the number, and then press **OK**.

■ To search alphabetically, enter the first letter of the name using the dial pad, then press ◄ or ► to choose the name, and then press **OK**.

5 Press **Black Start** or **Color Start**.
The machine scans and sends the fax.

Fax Redial

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Black Start** or **Color Start** to try again. If you want to make a second call to the last number dialed, you can save time by pressing **Redial/Pause** and **Black Start** or **Color Start**.

Redial/Pause only works if you dialed from the control panel.

If you are sending a fax automatically and the line is busy, the machine will automatically redial one time after five minutes.

NOTE
In Real Time Transmission the automatic redial feature does not work when you are using the scanner glass.

Storing numbers

You can set up your machine to do the following types of easy dialing: Speed Dial and Groups for broadcasting faxes.

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

NOTE

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

Storing a pause

Press **Redial/Pause** to put a 3.5-second pause between numbers. If you are dialing overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing Speed Dial numbers

You can store up to 40 two-digit Speed Dial numbers, each with its own name. When you dial, you will only have to press a few keys (for example: ▢ (**Address Book**), **OK**, **#**, the two-digit number, and **Black Start** or **Color Start**).

a Press ▢ (**Address Book**) and ▲ or ▼ to choose Set Speed Dial.
Press **OK**.

b Use the dial pad to enter a two-digit Speed Dial number (01-40).
Press **OK**.

c Enter the fax or telephone number (up to 20 digits).
Press **OK**.

d Do one of the following:

 ■ Enter the name (up to 16 characters) using the dial pad.

 Press **OK**. (For help entering letters, see *Entering Text* on page 107.)

 ■ To store the number without a name, press **OK**.

e Do one of the following:

 ■ To store another Speed Dial number, go to step b.

 ■ If you are finished storing numbers, press **Stop/Exit**.

7

Changing and deleting Speed Dial numbers

If you try to store a Speed Dial number where a number has already been stored, the LCD displays the name or number that has been stored there, and will ask you to do one of the following:

```
#05:MIKE
```

```
1.Change  2.Exit
```

- Press **1** to change or delete the stored number.

- Press **2** to exit without making a change.

If you choose **1**, you will be able to change the stored number and name, or enter a new one. You can delete the Speed Dial number by deleting the fax number.
Follow the instructions below:

1 Do one of the following:

- To change the stored number, press ◀ or ▶ to position the cursor under the digit you want to change, and then press **Clear**. Reenter the number.

    Press **OK**. Go to step **2**.

- To delete the Speed Dial number, press **Clear** to delete each digit of the fax number.

    Press **OK**. Go to step **3**.

2 Enter a new name if needed. Press **OK**.

NOTE

To change a character, press ◀ or ▶ to position the cursor under the character you want to change, then press **Clear**. Re-enter the character.

(For help entering letters, see *Entering Text* on page 107.)

3 If you are finished making changes, press **Stop/Exit**.

8

Making copies

How to copy

① Do one of the following to load your document:

- Place the document *face down* in the ADF.

  (See *Using the ADF* on page 18.)

- Place the document *face down* on the scanner glass.

  (See *Using the scanner glass* on page 19.)

② Press (**COPY**).

The LCD displays the default copy settings:

```
100% Normal    01
      │        │        │
      │        │        │
      1        2        3
```
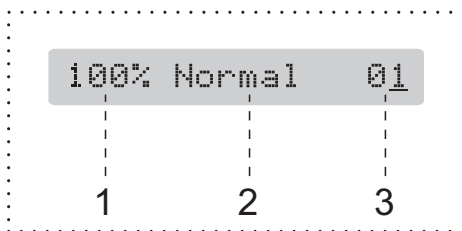
1   Copy Ratio

2   Quality

3   Number of Copies

Use the dial pad to enter the number of copies.

NOTE

The default setting is FAX mode. You can change the amount of time that the machine stays in COPY mode after the last copy operation.
(See Advanced User's Guide: *Mode Timer (MFC model)*.)

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

④ Press **Black Start** or **Color Start**.

Stop copying

To stop copying, press **Stop/Exit**.

Copy options

When you want to quickly change the copy settings *temporarily* for the next copy, use the **Copy Options** key.

Copy Options
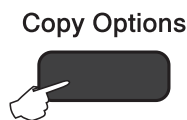
The machine returns to its default settings one minute after it finishes copying, or if the mode timer returns the machine to FAX mode.

(See Advanced User's Guide: *Mode Timer (MFC model)*.)

(Basic User's Guide)

For information about changing the following copy settings, see page 42.

■ `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 Bkg. Clr`

NOTE

If you want to sort copies, use the ADF.

Paper Type

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

a Load your document.

b Press ▤ (**COPY**).

c Enter the number of copies you want.

d Press **Copy Options** and ▲ or ▼ to choose `Paper Type`. Press **OK**.

e Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother BP71`, `Other Glossy` or `Transparency`. Press **OK**.

f If you do not want to change any other settings, press **Black Start** or **Color Start**.

Paper Size

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

a Load your document.

b Press ▤ (**COPY**).

c Enter the number of copies you want.

d Press **Copy Options** and ▲ or ▼ to choose `Paper Size`. Press **OK**.

e Press ▲ or ▼ to choose `Letter`, `Legal`, `A4`, `A5`, `Executive` or `4"(W)x6"(H)`. Press **OK**.

f If you do not want to change any other settings, press **Black Start** or **Color Start**.

9 How to print from a computer

Printing a document

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

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

a Install the Brother printer driver from the CD-ROM. (See Quick Setup Guide.)

b From your application, choose the Print command in the application you are using.

c Choose the name of your machine in the **Print** dialog box and click **Properties** or **Preferences**, depending on the application you are using.

d Choose the settings you want to change in the Properties dialog box.
   Commonly used settings include:

■ **Media Type**

■ **Print Quality**

■ **Paper Size**

■ **Orientation**

■ **Color / Grayscale**

■ **Ink Save Mode**

■ **Scaling**

■ **2-sided / Booklet**

e Click **OK**.

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

10 How to scan to a computer

Before scanning

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

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

■ Configure the machine with a TCP/IP address if network scanning does not work.

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

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

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

NOTE

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

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

❶ Load your document. (See *How to load documents* on page 18.)

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

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

(Windows® 8)

Click [icon] (**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**.
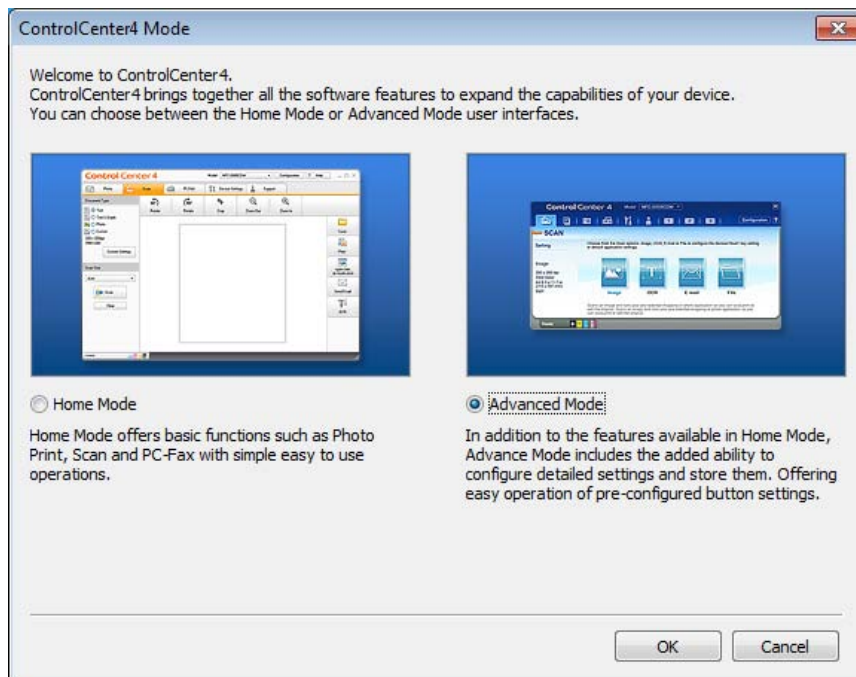
4 Make sure the machine you want to use is selected from the **Model** drop-down list.

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

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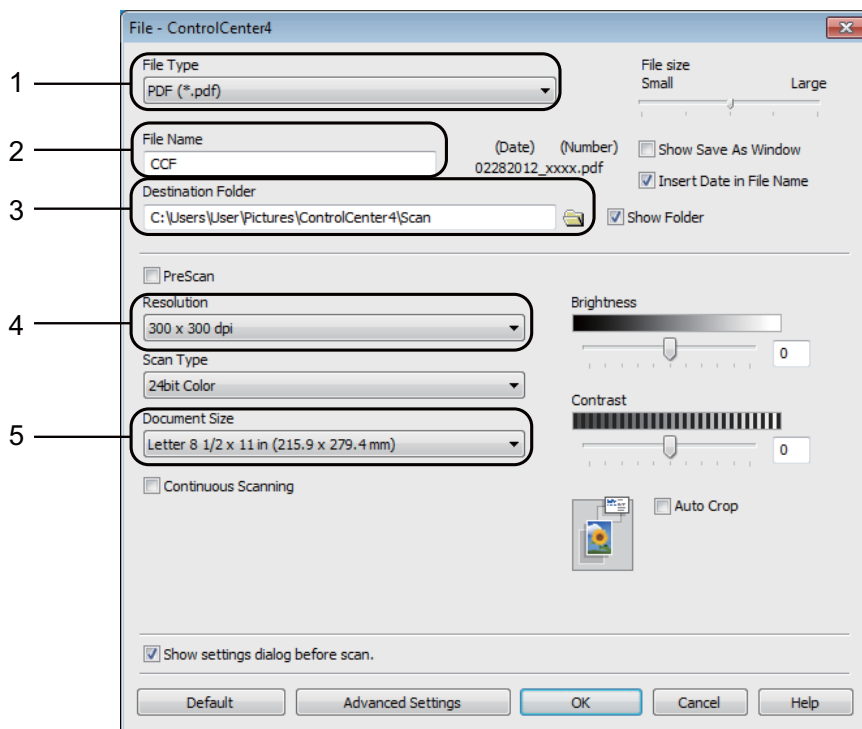
1 Choose **PDF (*.pdf)** from the **File Type** drop-down list.

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 the **Scan** tab.

⑧ Click **File**.
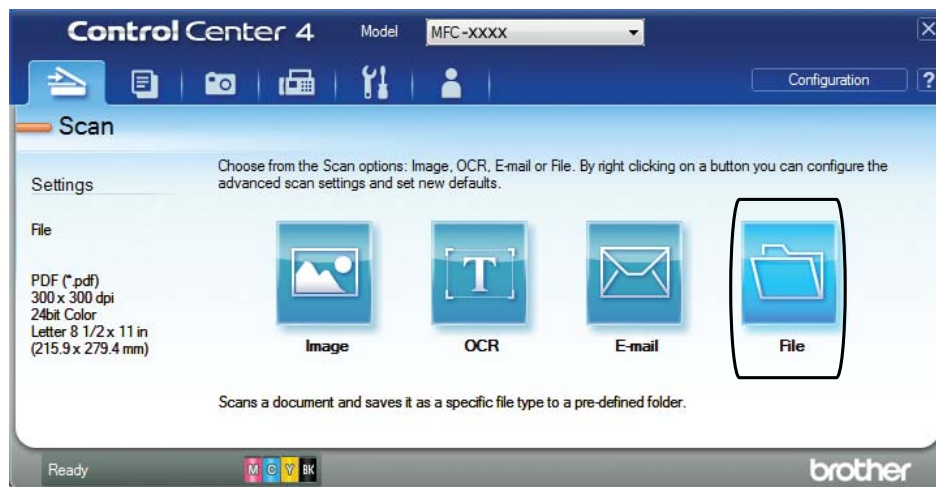
⑨ Click **Scan**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.
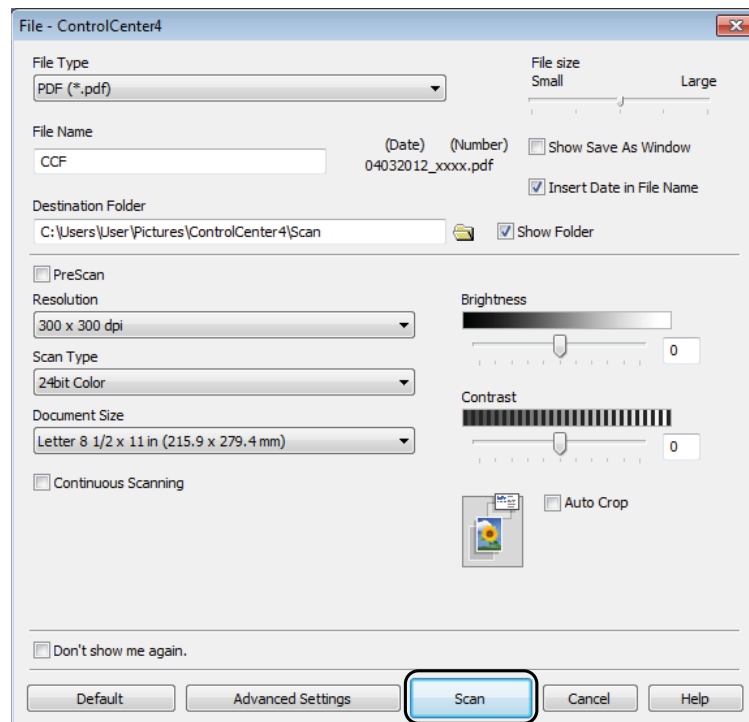
How to change the machine's SCAN mode settings for PDF scanning using ControlCenter4 (Windows®)

Use ControlCenter4 to change your machine's SCAN mode settings.

① (Windows® XP, Windows Vista® and Windows® 7)

Open ControlCenter4 by clicking ![Start icon] (**Start**)/**All Programs**/**Brother**/**MFC-XXXX** (where XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

(Windows® 8)

Click ![Brother Utilities icon] (**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 Click the **File** tab. You can change the default settings.
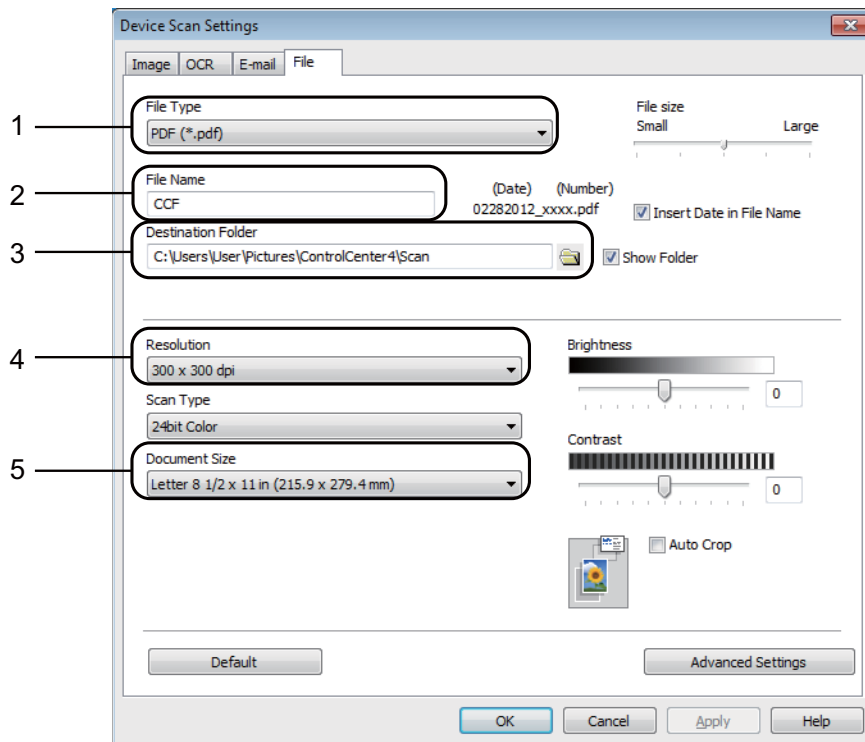
1   Choose **PDF (*.pdf)** from the **File Type** drop-down list.

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 control panel (Windows® and Macintosh)

1 Load your document. (See *How to load documents* on page 18.)

2 Press ⬆ (**SCAN**).

3 Press ▲ or ▼ to choose `Scan to File`.
Press **OK**.

4 If the machine is connected to a network, press ▲ or ▼ to select the PC Name.
Press **OK**.
Do one of the following:

■ If you want to use the default settings, press ▲ or ▼ to choose `Off`.

  Press **OK**.

  Go to step ❼.

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

5 Press ▲ or ▼ to choose `On`.
Press **OK**.

6 Choose the settings for `Scan Type` as required. Press **OK**.
Repeat this step for the settings for `Resolution`, `File Type`, `Scan Size` and `Remove Bkg. Clr`.

7 Press **Black Start** or **Color Start**.
The machine starts the scanning process.

NOTE

The following scan modes are available:

- `Scan to E-mail`
- `Scan to Image`
- `Scan to OCR`
- `Scan to File`
- `Web Service` [1]

---

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

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 displays a message.

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

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

⚠ CAUTION

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

IMPORTANT

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

a Open the ink cartridge cover (1).
If an ink cartridge has reached the end of its life, the LCD displays
B&W Print Only or Cannot Print.
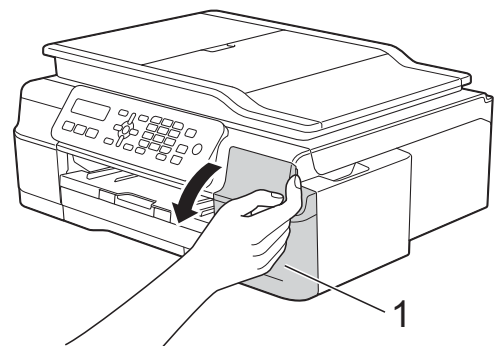
b Press the lock release lever (1) as shown to release the cartridge color indicated on the LCD. Remove the cartridge from the machine.
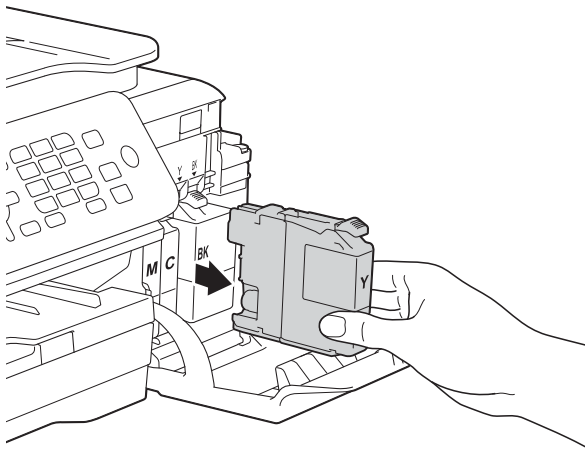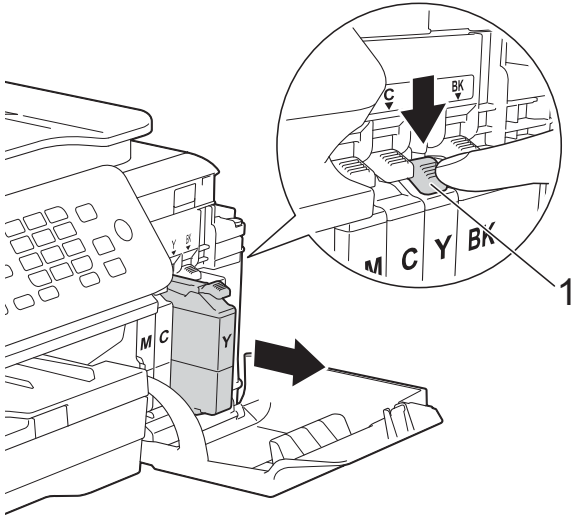
c Open the new ink cartridge bag for the color indicated on the LCD, and then take out the ink cartridge.

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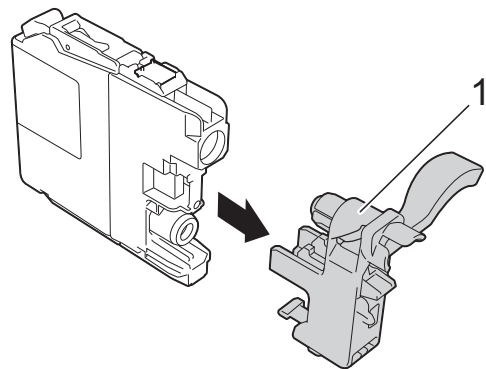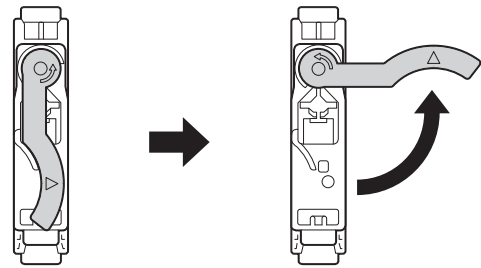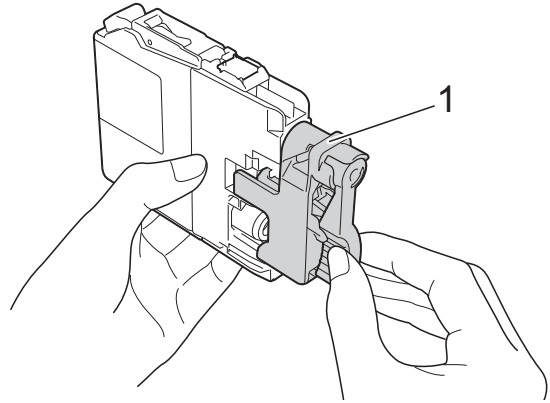
IMPORTANT

DO NOT shake the ink cartridges. If ink stains your skin or clothing, wash with soap or detergent at once.

e Each color has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.
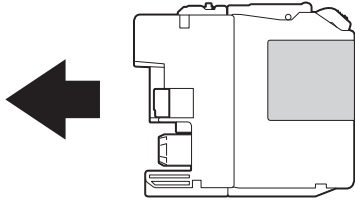
f Gently push the back of the ink cartridge—marked PUSH—until it latches, and then close the ink cartridge cover.

PUSH
OPRIMA
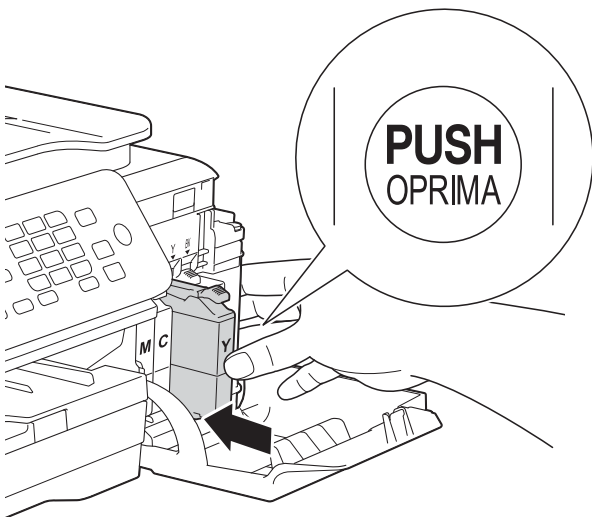
g The machine will automatically reset the ink dot counter.

NOTE

• If you replaced an ink cartridge, for example Black, the LCD may ask you to verify that it is a brand new one (for example, Did You Change Blck?). For each new cartridge you installed, press **1** (Yes) to reset the ink dot counter for that color. If the ink cartridge you installed is not a brand new one, be sure to press **2** (No).

• If the LCD displays No Ink Cartridge or Cannot Detect after you install the ink cartridge, check that the ink cartridge is installed correctly. Remove the ink cartridge and reinstall it slowly and firmly until it latches.

IMPORTANT

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

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

• If you mix the colors by installing an ink cartridge in the wrong position, clean the print head several times after correcting the cartridge installation.

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

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

A

Cleaning and checking the machine

Cleaning the scanner

1. Unplug the machine from the AC power outlet.

2. Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.
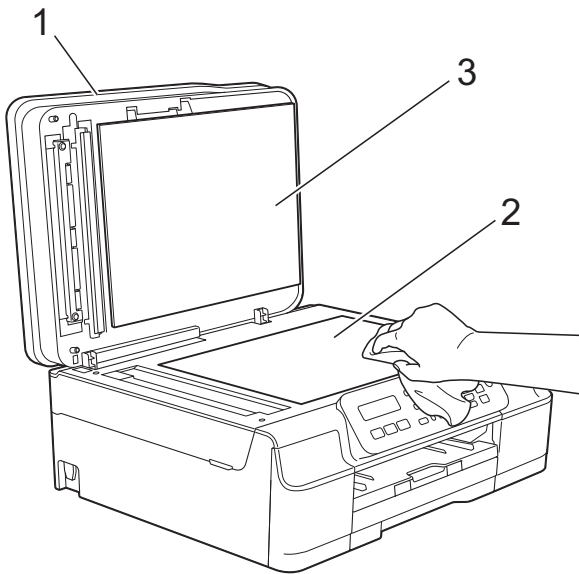
3. In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with a non-flammable glass cleaner.
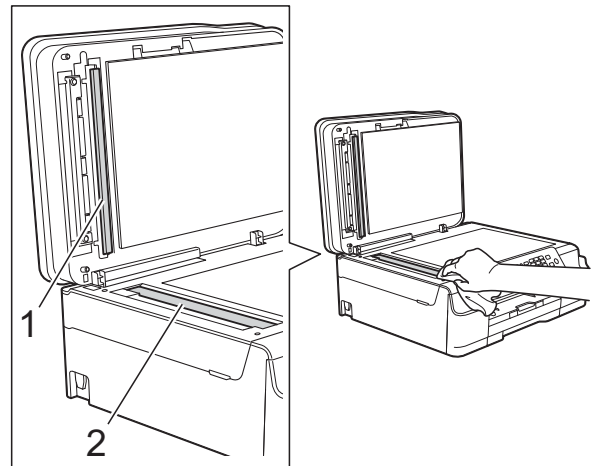
NOTE

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

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

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

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 spots where text should appear on your printed pages. You can clean Black only; Yellow, Cyan, and Magenta together; or all four colors at once.

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

IMPORTANT

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

1. Press **Menu**, **1**, **2**.

2. Press ▲ or ▼ to choose Black, Color or All.
   Press **OK**.
   The machine cleans the print head. When cleaning is finished, the machine will go back to FAX mode.

NOTE

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

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

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

Checking the print quality

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

1. Press **Menu**, **1**, **1**.

2. Press ▲ or ▼ to choose Print Quality.
   Press **OK**.

3. Press **Color Start**.
   The machine starts printing the Print Quality Check Sheet.

4. Check the quality of the four color blocks on the sheet.

5. The LCD asks you if the print quality is OK.
   Do one of the following:

   ■ If all lines are clear and visible, press **1** (Yes) to finish the Print Quality check and go to step ❾.

   ■ If lines are missing, as shown below, press **2** to choose No.

OK   Poor

6. The LCD asks you if the print quality is OK for black and then for the three colors.
   Press **1** (Yes) or **2** (No).

7. The LCD asks you if you want to start cleaning.
   Press **1** (Yes).
   The machine starts cleaning the print head.

A

⑧ After the cleaning procedure is finished, press **Color Start**.
The machine prints the Print Quality Check Sheet again. Return to step ❹ to repeat the procedure.

⑨ Press **Stop/Exit**.

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

IMPORTANT

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

NOTE

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

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

Checking the print alignment

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

① Press **Menu**, **1**, **1**.

② Press ▲ or ▼ to choose Alignment. Press **OK**.

③ Press **Black Start** or **Color Start**. The machine starts printing the Alignment Check Sheet.
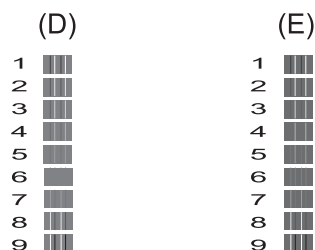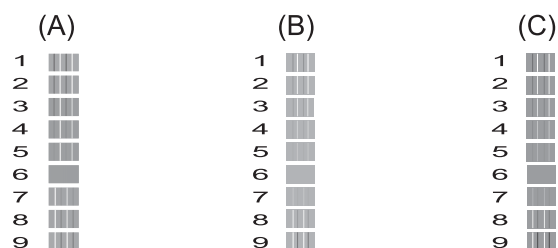
④ For the (A) pattern, press the number of the test print that has the fewest visible vertical stripes (1-9). Repeat this step for the (B), (C), (D) and (E) patterns. In the example, number 6 is the best choice for (A), (B), (C), (D) and (E).

⑤ Press **Stop/Exit**.

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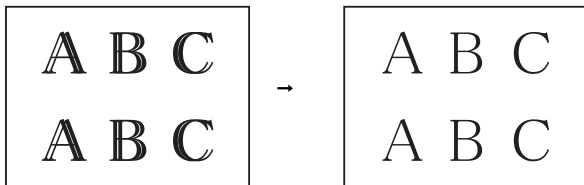
When the print alignment is not adjusted properly, text looks blurry like this.

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

Setting the date and time

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

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

(1) Press **Menu**, **0**, **1**, **1**.

(2) Enter the last two digits of the year using the dial pad, and then press **OK**.

(3) Enter the two digits for the month using the dial pad, and then press **OK**.

(4) Enter the two digits for the day using the dial pad, and then press **OK**.

(5) Press ▲ or ▼ to choose 12h Clock or 24h Clock, and then press **OK**.

(6) To enter the time, do one of the following:

■ If you chose 12h Clock in step (5), enter the time (in 12-hour format) using the dial pad, and then press **OK**.

Press ▲ or ▼ to choose AM or PM, and then press **OK**.

■ If you chose 24h Clock in step (5), enter the time (in 24-hour format) using the dial pad, and then press **OK**

(For example, enter 19:45 for 7:45 PM.)

(7) Press **Stop/Exit**.

A

B Troubleshooting

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

You can correct most problems by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

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

Identifying the 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.
- LCD messages
  (See *Error and maintenance messages* on page 60.)

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

Paper handling and Printing problems:
- *Printing Difficulties* on page 77
- *Print Quality Difficulties* on page 79
- *Paper Handling Difficulties* on page 80
- *Printing Received Faxes* on page 82

Telephone and Fax problems:
- *Telephone Line or Connections* on page 82
- *Handling Incoming Calls* on page 85
- *Receiving Faxes* on page 83
- *Sending Faxes* on page 84

Copying problems:
- *Copying Difficulties* on page 85

Scanning problems:

■ *Scanning Difficulties* on page 86

Software and Network problems:

■ *Software Difficulties* on page 86
■ *Network Difficulties* on page 87

B

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 displays the appropriate message. The most common error and maintenance messages are shown in the table.

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

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

Error Message	Cause	Action

`B&W Print Only`
 	
`Replace XX Ink`
	One or more of the color ink cartridges have reached the end of their life.
	
	You can use the machine in black & white mode for approximately four weeks depending on the number of pages you print.
	
	While this message appears on the LCD, each operation works in the following way:
	
	■ Printing
	
	If you choose **Grayscale** in the **Advanced** tab of the printer driver, you can use the machine as a black & white printer.
	
	2-sided printing is not available when this message appears.
	
	■ Copying
	
	If the paper type is set to `Plain Paper` you can make copies in black & white.
	
	■ Faxing
	
	If the paper type is set to `Plain Paper` or `Inkjet Paper`, the machine will receive and print the faxes in black & white.
	
	If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black & white.
		Replace the ink cartridges. (See *Replacing the ink cartridges* on page 51.)
		
		NOTE
		
		The machine will stop all print operations and you will not be able to use the machine until you change to a new ink cartridge in the following cases:
		
		• If you unplug the machine or take out the ink cartridge.
		
		• If the paper type is set to anything except `Plain Paper` or `Inkjet Paper`.
		
		• (Windows®) If you select **Slow Drying Paper** in the **Basic** tab of the printer driver.
		
		(Macintosh) If you select **Slow Drying Paper** in the **Print Settings** drop-down list of the printer driver.

Error Message	Cause	Action
Cannot Detect	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and reinstall it slowly and firmly until it latches. (See *Replacing the ink cartridges* on page 51.)
	An ink cartridge is not installed correctly.	
	A used ink cartridge was reinstalled.	Remove the used ink cartridge and install a new one.
	If you are not using Genuine Brother Innobella™ ink, the machine may not detect the ink cartridge.	Use a new Genuine Brother Innobella™ Ink Cartridge. If the error is not cleared, call Brother Customer Service.
	The ink cartridge must be replaced.	Replace the ink cartridge with a new, genuine Brother ink cartridge.
	The new ink cartridge has an air bubble.	Slowly turn the ink cartridge so that the ink supply port is pointing downward, and then reinstall the cartridge.
Cannot Print Replace XX Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations. While memory is available, black & white faxes will be stored in the memory. If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black & white fax.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 51.)
Clean Unable XX Init Unable XX Print Unable XX Scan Unable XX	The machine has a mechanical problem.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, do the following. See *Transferring your faxes or Fax Journal report* on page 67 before disconnecting the machine so you will not lose any important messages. Then disconnect the machine from the power for several minutes, and then reconnect it.
	A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.	
Close Ink Cover	The ink cartridge cover is not locked in the closed position.	Firmly close the ink cartridge cover until it locks into place.
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.

B

Error Message	Cause	Action
Cover is Open	The scanner cover is not locked in the closed position.	Lift the scanner cover, and then close it again.
		Make sure the telephone line cord and USB cable (if used) have been guided correctly through the cable channel and out the back of the machine.
Data Remaining	Print data is left in the machine's memory.	Press **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again. If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP). (See *Telephone line interference / VoIP* on page 88.)
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	(See *Using the ADF* on page 18.) (See *Document jam* on page 68.)
DR Mode in Use	The machine is in Distinctive Ring mode. You cannot change the Receive Mode when Distinctive Ring is on.	Set Distinctive Ring to Off. (See *Turning off Distinctive Ring* on page 31.)
High Temperature	The room temperature is too high.	After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.

Error Message	Cause	Action
Ink Box Full	The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans 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. **NOTE** *Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.*	The ink absorber box or flushing box will need to be replaced. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. Other reasons for cleaning are: 1 After a paper jam has been cleared, the machine automatically cleans itself before the next received fax is printed. 2 The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use). 3 The machine automatically cleans itself after ink cartridges of the same color have been replaced 12 times.
InkBox NearFull	The ink absorber box or flushing box is nearly full.	The ink absorber box or flushing box will need to be replaced soon. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced.

B

Error Message	Cause	Action
Ink Low XXXXXXX	One or more of the ink cartridges are near the end of their life. If one of the color ink cartridges is near the end of its life and someone is sending you a color fax, your machine's "handshake" will ask that the fax be sent in black & white. If the sending machine has the ability to convert it, the color fax will be printed at your machine as a black & white fax.	Order a new ink cartridge. You can continue printing until the LCD displays Cannot Print. (See *Replacing the ink cartridges* on page 51.)
Low Temperature	The room temperature is too low.	After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up.
No Caller ID	There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company.	If you want to use the Caller ID feature, call your telephone company. (See Advanced User's Guide: *Caller ID*.)
No Ink Cartridge	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly and firmly until it latches. (See *Replacing the ink cartridges* on page 51.)
No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill the paper tray, and then press **Black Start** or **Color Start**. ■ Remove and reload the paper, then press **Black Start** or **Color Start**. (See *Loading paper and other print media* on page 9.)
	The paper tray was not fully inserted.	Remove the paper tray and reinstall it until it locks into place, and then press **Black Start** or **Color Start**.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is closed evenly at both ends. (See *Printer jam or paper jam* on page 69.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 69.
		If this error occurs often during 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)

Error Message	Cause	Action
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that has not been stored in the machine.	Set up the Speed Dial number. (See *Storing Speed Dial numbers* on page 39.)
Out of Memory	The machine's memory is full.	**If a fax-sending or copy operation is in process:** ■ Press **Stop/Exit** and wait until the other operations in process finish, and then try again. ■ Press **Black Start** or **Color Start** to choose Send to send the pages scanned so far. ■ Press **Black Start** or **Color Start** to print the pages scanned so far. ■ Clear the data in the memory. To gain extra memory, you can turn off Memory Receive. (See Advanced User's Guide: *Turning off Memory Receive operation*.) ■ Print the faxes that are in the memory. (See Advanced User's Guide: *Printing a fax from the memory*.)
Paper Jam	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 69. Make sure the paper length guide is set to the correct paper size. DO NOT extend the paper tray when you load A5 or smaller size paper. If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 72.)
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)

B

Error Message	Cause	Action
Wrong Paper Size	The Paper Size setting does not match the size of paper in the tray.	1 Check that the Paper Size you choose on the LCD matches the size of the paper in the tray. (See *Paper Size* on page 15.) 2 Make sure you loaded the paper in a Portrait position and set the paper guides at the indicators for your paper size. (See *Loading paper and other print media* on page 9.) 3 After you have checked the paper size and the paper position, press **Black Start** or **Color Start**.
	You did not set the paper guides in the tray to the indicators for the paper size you are using.	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. For more information, see Software and Network User's Guide: *Change the Paper Size (Windows®)* or *Change the Paper Size (Macintosh)*.

Transferring your faxes or Fax Journal report

If the LCD displays:

■ Clean Unable XX

■ Init Unable XX

■ Print Unable XX

■ Scan Unable XX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 67 or *Transferring faxes to your PC* on page 67.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* on page 68.)

Transferring faxes to another fax machine

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

a Press **Menu**, **9**, **0**, **1**.

b Do one of the following:

■ If the LCD displays No Data, there are no faxes left in the machine's memory.

Press **Stop/Exit**.

■ If the LCD displays Enter Fax No., enter the fax number to which faxes will be forwarded.

c Press **Black Start**.

Transferring faxes to your PC

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

a Make sure you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-FAX Receiving** on the PC. Do one of the following:

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

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

(Windows® 8)

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

b Make sure you have set PC-Fax Receive on the machine.
(See Advanced User's Guide: *PC-Fax Receive (Windows®)*.)
If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.

c Do one of the following:

■ To transfer all faxes to your PC, press **1** (Yes).

Press ▲ or ▼ to choose Backup Print:On or Backup Print:Off.

Press **OK**.

■ To exit and leave the faxes in the memory, press **2** (No).

d Press **Stop/Exit**.

B

Transferring the Fax Journal report to another fax machine

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

a Press **Menu**, **9**, **0**, **2**.

b Enter the fax number to which the Fax Journal report will be forwarded.

c Press **Black Start**.

Document jam

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

Document is jammed in the top of the ADF unit

a Take out any paper from the ADF that is not jammed.

b Open the ADF cover.

c Remove the jammed document by pulling it upward.
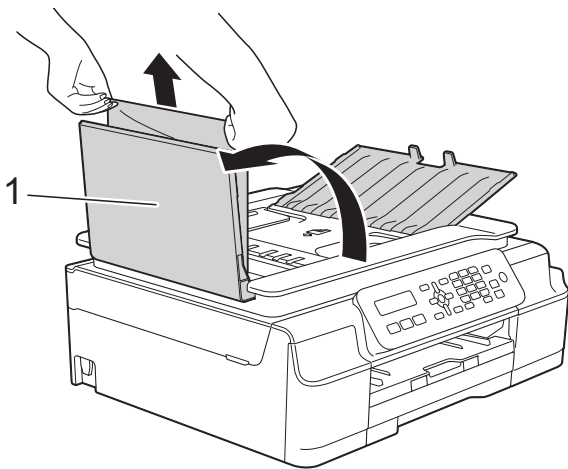
1   ADF cover

d Close the ADF cover.

e Press **Stop/Exit**.

IMPORTANT

To avoid future document jams, close the ADF cover correctly by pressing it down in the center.

Document is jammed inside the ADF unit

a Take any paper that is not jammed out of the ADF.

b Lift the Document Cover.

c Pull the jammed document out to the left.

1   Document Cover

d Close the document cover.

e Press **Stop/Exit**.

Removing small documents jammed in the ADF

a Lift the Document Cover.

b Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.
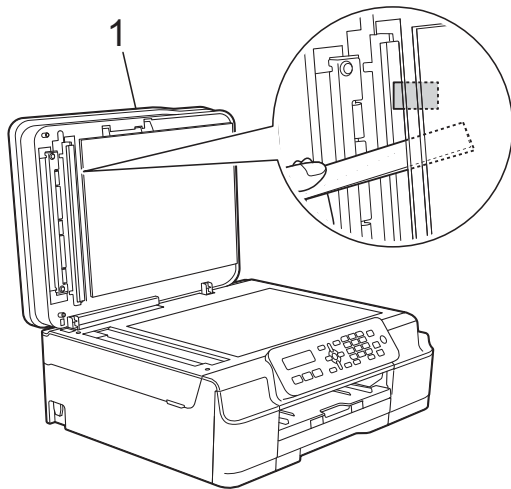
1   Document Cover

c Close the document cover.
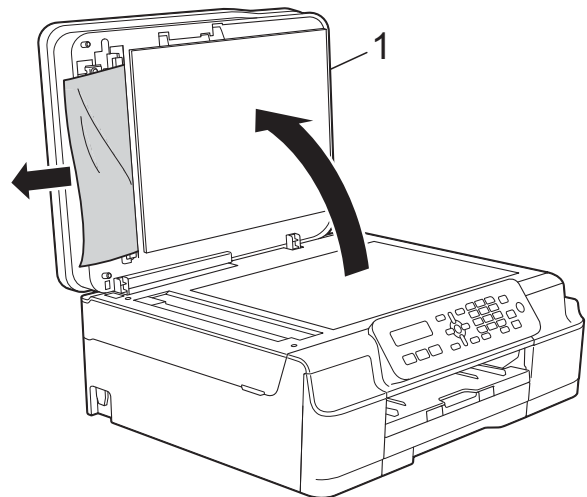
d Press **Stop/Exit**.

Printer jam or paper jam

Locate and remove the jammed paper by following these steps:

a Unplug the machine from the AC power outlet.

IMPORTANT

Before you unplug the machine from the power source, you can transfer your faxes that are stored in the memory to your PC or another fax machine so you will not lose any important messages. (See *Transferring your faxes or Fax Journal report* on page 67.)

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

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

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

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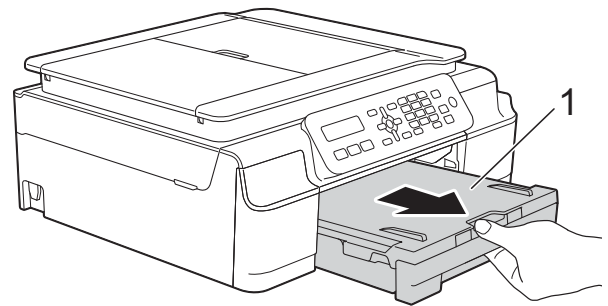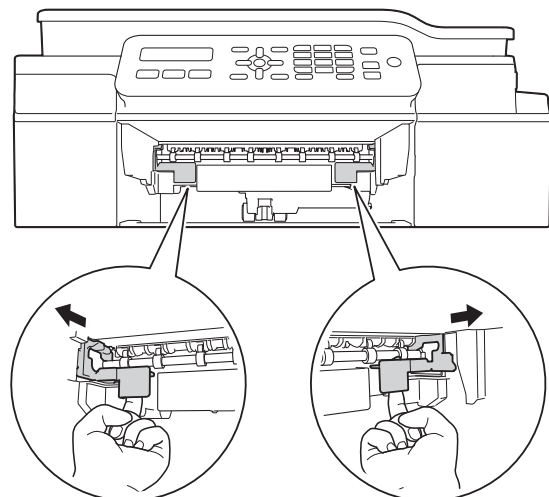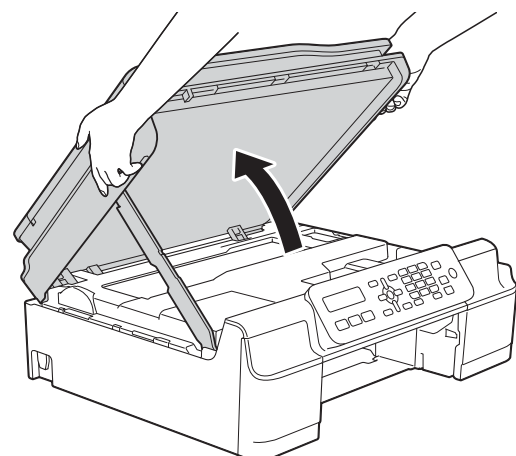
e Pull the jammed paper (1) out of the machine.
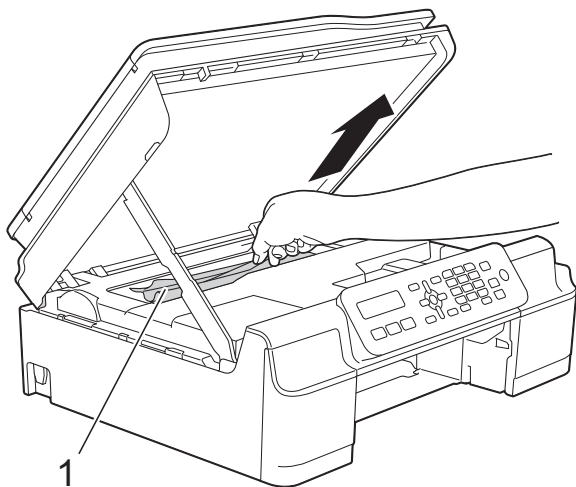
f Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (1) and (2).

IMPORTANT

• DO NOT touch the encoder strip (1). Doing this may cause damage to the machine.
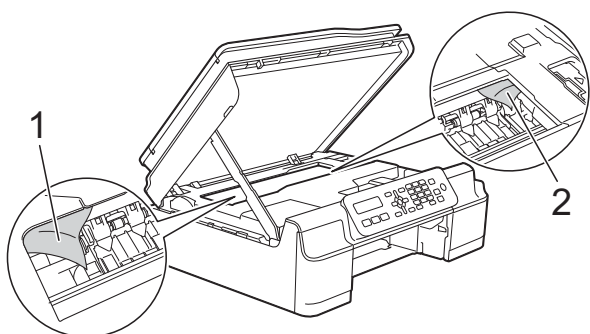
• If the print head is in the right corner as shown in the illustration (2), you cannot move it. Re-connect the power cord. Hold down **Stop/Exit** until the print head moves to the center. Then unplug the machine from the power source and take out the paper.

• 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 shown in the illustration (3) to move the print head.
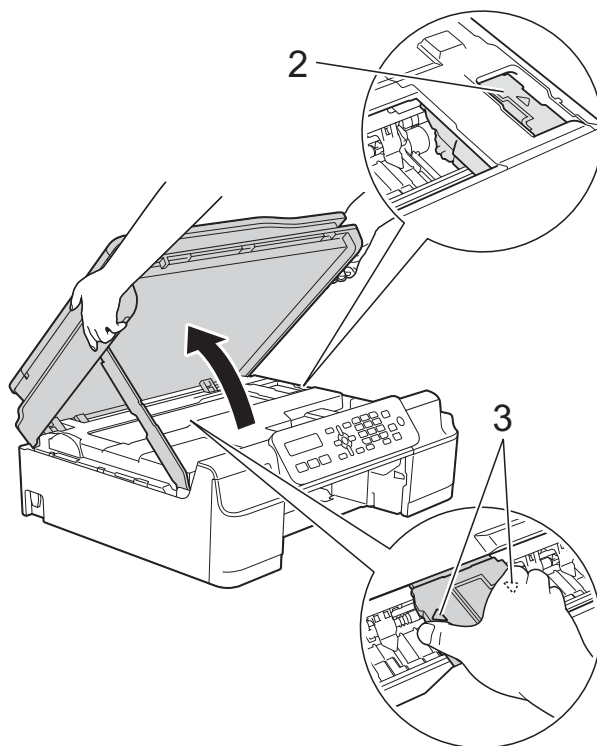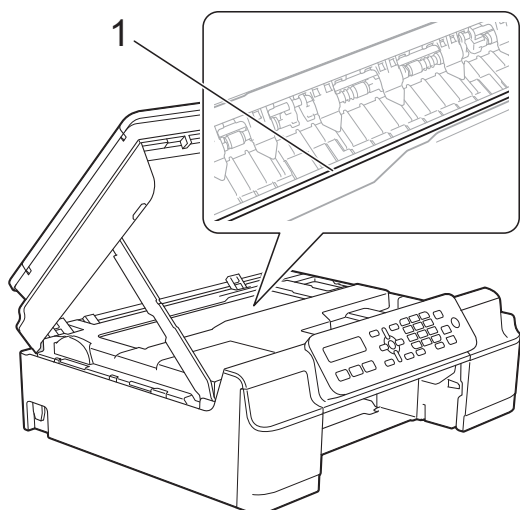
• If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

g Make sure you look carefully inside the machine (1) for any pieces of paper.
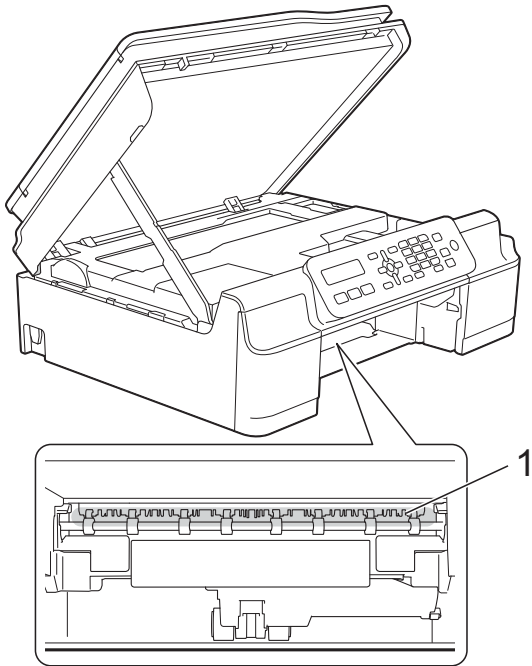
h Look inside the machine from a lower angle and make sure there are no pieces of paper remaining.
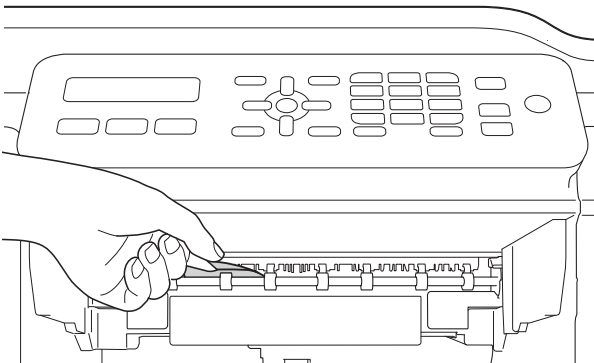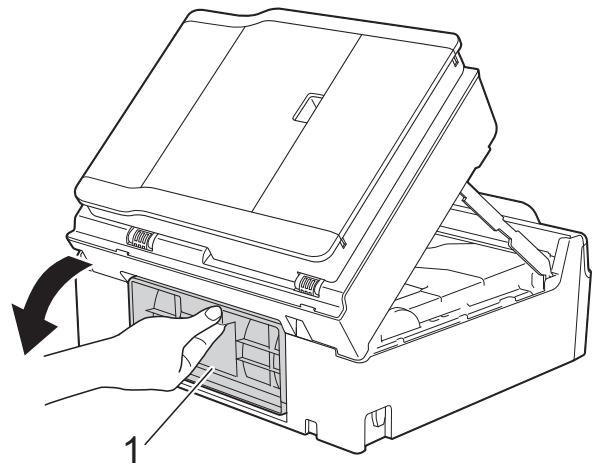
i Open the Jam Clear Cover (1) at the back of the machine.

j Remove the jammed paper.

k Close the Jam Clear Cover.
Make sure the cover is closed correctly.
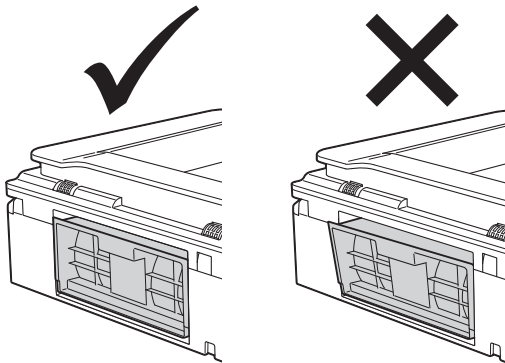
l Put the paper tray firmly back in the machine.
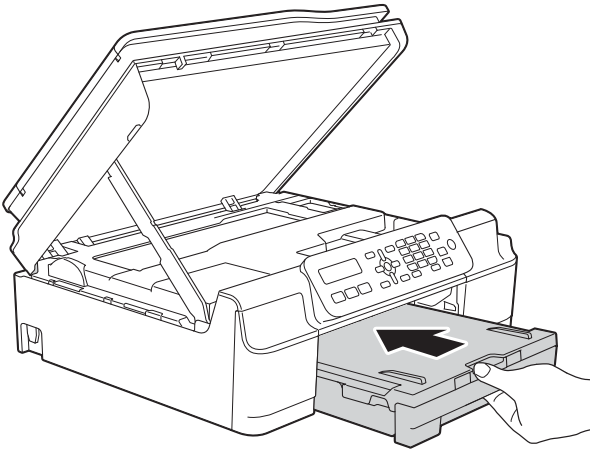
m Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.
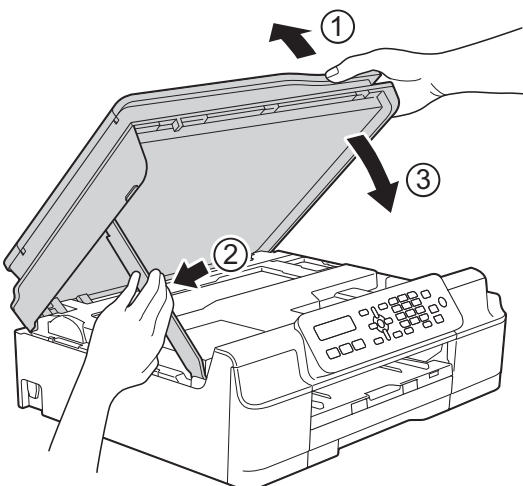
⚠ **CAUTION**

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

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

IMPORTANT

DO NOT use the paper support flap when printing on Legal size paper.

o Plug the machine back into the AC power outlet.

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 72.)

Additional paper jam clear operations

**a** Unplug the machine from the AC power outlet.

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

**c** Pull the two green levers inside the machine towards you to remove the jammed paper.

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

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

B

f 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.

g Pull the thick paper out of the machine.

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

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

j 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.

1

k Pull the thick paper out of the machine.

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

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

⚠ 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 Plug the machine back into the AC power outlet.

If you are having difficulty with your machine

NOTE

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

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

If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

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

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

Printing Difficulties

Difficulty	Suggestions
No printout.	Check that the correct printer driver has been installed and chosen.
	Check to see if the LCD is displaying an error message. (See *Error and maintenance messages* on page 60.)
	Make sure that the machine is online. (Windows® XP and Windows Server® 2003) Click **Start/Printers and Faxes**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name). If the printer is offline, it displays **Use Printer Online**. Select this option to enable the printer. (Windows Vista® and Windows Server® 2008) Click /**Control Panel/Hardware and Sound/Printers**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name). If the printer is offline, it displays **Use Printer Online**. Select this option to enable the printer. (Windows® 7 and Windows Server® 2008 R2) Click /**Devices and Printers**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name) and choose **See what's printing**. Click **Printer** and make sure that **Use Printer Offline** is unchecked. (Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings**, and then click **Control Panel**. In the **Hardware and Sound** (Hardware) group, click **View devices and printers**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name) and select **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure that **Use Printer Offline** is not selected.
	One or more ink cartridges have reached the end of their life. (See *Replacing the ink cartridges* on page 51.)

B

Printing Difficulties (continued)

Difficulty	Suggestions
No printout. (continued)	If old, unprinted data remains in the printer driver spooler, it will prevent new print jobs from printing. Open the printer icon and delete all data as follows: (Windows® XP and Windows Server® 2003) Click **Start/Printers and Faxes**. (Windows Vista® and Windows Server® 2008) Click /**Control Panel/Hardware and Sound/Printers**. (Windows® 7 and Windows Server® 2008 R2) Click /**Devices and Printers/Printers and Faxes**. (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**. (Mac OS X v10.6.8) Click **System Preferences/Print & Fax**. (OS X v10.7.x, 10.8.x) Click **System Preferences/Print & Scan**.
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See *Unprintable area* on page 14.)
Cannot perform "Page Layout" printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	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: (Windows®) Click **Color Settings** on the **Advanced** tab, and make sure you uncheck **Color Enhancement (True2Life)**. (Macintosh) Choose **Color Settings**, click **Advanced Color Settings**, and make sure you uncheck **Color Enhancement**.
	Turn the Borderless feature off. Borderless printing is slower than normal printing. For more information, see Software and Network User's Guide: *Print without a Border (Windows®)* or *Print without a Border (Macintosh)*.
True2Life™ is not working correctly.	If the image data is not full color in your application (such as 256 color), True2Life™ will not work. Use at least 24 bit color data with the True2Life™ feature.
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. For more information, see Software and Network User's Guide: *Change the Print Quality (Windows®)* or *Change the Print Quality (Macintosh)*.

Print Quality Difficulties

Difficulty	Suggestions
Poor print quality.	Check the print quality. (See *Checking the print quality* on page 55.)
	Make sure that the **Media Type** setting in the printer driver or the `Paper Type` setting in the machine's menu matches the type of paper you are using. (See *Paper Type* on page 15.)
	For more information, see Software and Network User's Guide: *Change the Media Type (Windows®)* or *Change the Media Type (Macintosh)*.
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Genuine Brother Innobella™ ink 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 Genuine Brother Innobella™ Ink. Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.
	Make sure you are using one of the recommended types of paper. (See *Acceptable paper and other print media* on page 15.)
	Check the room temperature. The recommended environment for your machine is between 68 °F to 91 °F (20 °C to 33 °C).
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* on page 55.)
	Make sure you are using Genuine Brother Innobella™ Ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 15.)
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend unplugging the machine frequently 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, resulting in periodic, but less frequent, cleaning of the print head.
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 55.)
	Make sure you are using Genuine Brother Innobella™ Ink.
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend unplugging the machine frequently 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, resulting in periodic, but less frequent, cleaning of the print head.
Characters and lines are blurred.	Check the print alignment. (See *Checking the print alignment* on page 56.)
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. (See *Loading paper and other print media* on page 9.)
	Make sure the Jam Clear Cover is closed correctly.
Smudge or stain at the top center of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* on page 15.)

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 *Acceptable paper and other print media* on page 15.) Do not handle the paper until the ink is dry.
	Make sure the printing surface is face down in the paper tray.
	Make sure you are using Genuine Brother Innobella™ Ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the **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 *Paper Type* on page 15.)
	If you use glossy photo paper, make sure that the paper type setting is correct.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See Advanced User's Guide: *Cleaning the machine's printer platen*.)
	Make sure you are using Genuine Brother Innobella™ Ink.
	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 9.)
	Make sure the paper feed rollers are not dirty with ink. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)
The machine prints dense lines on the page.	(Windows®) Select **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	(Windows®) In the printer driver **Advanced** tab, click **Color Settings**, and uncheck **Bi-Directional Printing**.
	(Macintosh) In the printer driver, choose **Print Settings**, click **Advanced**, choose **Other Print Options**, and uncheck **Bi-Directional Printing**.
	Make sure you are using Genuine Brother Innobella™ Ink.

Paper Handling Difficulties

Difficulties	Suggestions
The machine does not feed paper.	Make sure the paper tray is pushed in all the way until it clicks into place.
	Make sure the Jam Clear Cover at the back of the machine is closed.
	If the LCD displays the Paper Jam message and you still have a problem, see *Error and maintenance messages* on page 60.
	If there is no paper, load a new stack of paper into the paper tray.
	If there is paper in the paper tray, make sure it is straight. If the paper is curled, straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
Photo paper does not feed correctly.	When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.

Paper Handling Difficulties (continued)

Difficulties	Suggestions
Machine feeds multiple pages.	Do the following: (See *Loading paper and other print media* on page 9.) ■ 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 *Printer jam or paper jam* on page 69.)
	Make sure the Base Pad in the paper tray is not dirty. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
There is a paper jam.	See *Printer jam or paper jam* on page 69. Make sure the paper guides are set to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper.
Paper jam reoccurs.	If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 72.)
The paper jams when you use 2-sided print.	Use one of the jam prevention settings, 2-sided1 or 2-sided2. For more information, see Software and Network User's Guide: *Prevent Smudged Printouts and Paper Jams When Printing on Both Sides of the Paper (Windows®)* or *Prevent Smudged Printouts and Paper Jams When Printing on Both Sides of the Paper (Macintosh)*.
	If paper jams occur frequently during 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)

B

Printing Received Faxes

Difficulty	Suggestions
- Condensed print - Horizontal streaks - Top and bottom sentences are cut off - Missing lines	This is usually caused by a poor telephone connection. Make a copy; if your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Left and right margins are cut off or a single page is printed on two pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your `Paper Size` setting may not be correct for the paper you are using. (See *Paper Size* on page 15.)
	Turn on Auto Reduction. (See Advanced User's Guide: *Printing a reduced incoming fax*.)
Received color fax prints only in black & white.	Replace each color ink cartridge that has reached the end of its life, and then ask the other person to send the color fax again. (See *Replacing the ink cartridges* on page 51.)

Telephone Line or Connections

Difficulty	Suggestions
Dialing does not work. (No dial tone)	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine.
	Change the Tone/Pulse setting. (See Quick Setup Guide.)
	Send a manual fax by pressing **Hook** and dialing the number. Wait to hear fax-receiving tones before pressing **Black Start** or **Color Start**.
	If there is no dial tone, connect a known-working telephone and telephone line cord to the jack. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and/or wall jack.
The machine does not answer when called.	Make sure the machine is in the correct Receive Mode for your setup. (See *Choose the correct Receive Mode* on page 24.) Check for a dial tone. If possible, call your machine to hear whether it answers. If there is still no answer, check that the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	Press **Hook** in Fax mode to make sure your machine has a dial tone. If you hear static or interference on your fax line, call your local telephone provider.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine. If you subscribe to DSL, VoIP or MagicJack services, call your service provider for connection instructions. To lower the modem speed and turn off ECM (error correction mode), see *Telephone line interference / VoIP* on page 88.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See *Choose the correct Receive Mode* on page 24.)
	If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, select Fax Only mode.
	If your Brother machine shares a line with an external answering machine, select External TAD mode. In External TAD mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.
	If your Brother machine shares the line with a Voice Mail subscriber service, see *Voice Mail* on page 29.
	If your Brother machine is on a line with the Distinctive Ring subscriber service, see *Distinctive Ring* on page 30.
	If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, select Fax/Tel mode. In Fax/Tel mode, your Brother machine will automatically receive faxes and produce a pseudo/double-ring to alert you to answer voice calls.
	If you do not want your Brother machine to automatically answer incoming faxes, select Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.
	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the Ring Delay setting: ■ If the Receive Mode is set to Fax Only or Fax/Tel, reduce the Ring Delay to 1 ring. (See *Ring Delay* on page 27.) ■ If the Receive Mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2. ■ If the Receive Mode is set to Manual, DO NOT adjust the Ring Delay setting. Have someone send you a test fax: ■ If you received the test fax successfully, your machine is operating correctly. Remember to reset your Ring Delay or answering machine setting back to your original setting. If receiving problems recur after resetting the Ring Delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.

B

Receiving Faxes (continued)

Difficulty	Suggestions

Cannot receive a fax.
 	
(continued)
	If you are using a telephone answering machine (`External TAD` mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See *Connecting an external TAD (telephone answering device)* on page 33.)
	
	1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack.
	
	2 Remove the protective cap from your Brother machine's EXT. jack, and then plug the telephone line cord from your answering machine into the EXT. jack.
	
	3 Set your answering machine to answer within 4 rings.
	If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings.
	
	4 Record the outgoing message on your answering machine.
	
	    ■ Record five seconds of silence at the beginning of your outgoing message.
	
	    ■ Limit your speaking to 20 seconds.
	
	    ■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press * **5 1** and **Start** to send a fax."
	
	5 Set your answering machine to answer calls.
	
	6 Set your Brother machine's Receive Mode to `External TAD`. (See *Choose the correct Receive Mode* on page 24.)

	Make sure your Brother machine's Easy Receive feature is set to `On`. Easy Receive is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See *Easy Receive* on page 28.)
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference / VoIP* on page 88.)

Sending Faxes

Difficulty	Suggestions
Cannot send a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine.
	Print the Transmission Verification Report and check for an error. (See Advanced User's Guide: *Reports*.)
	Ask the other party to check that the receiving machine has paper.
Poor fax send quality.	Try changing your resolution to `Fine` or `S.Fine`. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner* on page 54.)
Transmission Verification Report displays `RESULT:NG`.	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and see `RESULT:NG` on the Transmission Verification Report, your machine may be out of memory. To gain extra memory, you can print fax messages from the machine's memory. (See Advanced User's Guide: *Printing a fax from the memory*.) If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the machine's Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference / VoIP* on page 88.)

Sending Faxes (continued)

Difficulty	Suggestions
Sent faxes are blank.	Make sure you are loading the document correctly. (See *Loading documents* on page 18.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See *Cleaning the scanner* on page 54.)

Handling Incoming Calls

Difficulty	Suggestions
The machine "hears" a voice as a CNG Tone.	If Easy Receive is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax-receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning Easy Receive to Off. (See *Easy Receive* on page 28.)
Sending a fax call to the machine.	If you answered on an extension telephone, press your Fax Receive Code (the factory setting is ✱ **5 1**). If you answered on the external telephone (connected to the EXT. jack), press **Black Start** or **Color Start**, and press **2** to receive the fax. When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, RingMaster, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes.
	For example: If you subscribe to Call Waiting or another custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, we recommend using a separate telephone line with no custom features.

Copying Difficulties

Difficulty	Suggestions
Vertical black lines or streaks appear in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip, scanner glass, white bar and white plastic above them. (See *Cleaning the scanner* on page 54.)
Black marks or spots appear in copies.	Black marks or spots on copies are typically caused by dirt or correction fluid on the scanner glass. Clean the scanner glass and white plastic above it. (See *Cleaning the scanner* on page 54.)
Copies are blank.	Make sure you are loading the document correctly. (See *Loading documents* on page 18.)
Poor copy results when using the ADF.	Try using the scanner glass. (See *Using the scanner glass* on page 19.)
Fit to Page does not work correctly.	Make sure the document is not skewed on the scanner glass. Reposition the document and try again.

B

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click **Scan Settings**, **Select** to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source in your scanning application. In PageManager, click **File**, **Select Source** and choose the Brother TWAIN driver. You can also scan documents using the ICA Scanner Driver. For more information, see Software and Network User's Guide: *Scan Using Apple Image Capture (ICA Driver)*.
OCR does not work.	Try increasing the scanner resolution. (Macintosh) Make sure you have finished downloading and installing Presto! PageManager from: http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang2.dmg
Poor scanning results when using the ADF. ■ Vertical black lines appear in the scanned data.	Clean the white bar in the ADF and the glass strip underneath it. (See *Cleaning the scanner* on page 54.)
	Try using the scanner glass. (See *Using the scanner glass* on page 19.)

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" appears on the computer screen.	Make sure the machine is not displaying an error message on the LCD.

Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (See Advanced User's Guide: *Reports*.) and check the current Network settings printed in this list.
	If you are using a wireless connection or are having Network problems, see Software and Network User's Guide: *Troubleshooting*.
The network scanning feature does not work.	(Windows®)
	It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below:
	In Name: Enter any description, for example Brother NetScan.
	In Port number: Enter 54925.
	In Protocol: UDP is selected.
	Please refer to the instruction manual that came with your third-party Security/Firewall Software or call the software manufacturer.
	(Macintosh)
	Select **Other** from the **Model** drop-down list in the main screen of ControlCenter2. In the **Device Selector** window, make sure **Network** is selected in the **Connection Type**, and then click **Browse**. Reselect your network machine, and press **OK**.
The network PC-Fax Receive feature does not work.	(Windows®)
	It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below:
	In Name: Enter any description, for example Brother PC-FAX Rx.
	In Port number: Enter 54926.
	In Protocol: UDP is selected.
	Please refer to the instruction manual that came with your third-party Security/Firewall Software or call the software manufacturer.
The Brother software cannot be installed.	(Windows®)
	If the Security Software warning appears on the PC screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run.
	(Macintosh)
	If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it, and then install the Brother software.
Cannot connect to wireless network.	Investigate the problem using the WLAN Report. Press **Menu**, **6**. Press ▲ or ▼ to choose 6.WLAN Report, and then press **OK**.
	For more information, see Software and Network User's Guide: *Print the WLAN Report*.

B

Dial Tone

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

a Press **Menu**, **0**, **4**.

b Press ▲ or ▼ to choose `Detection` or
`No Detection`.
Press **OK**.

c Press **Stop/Exit**.

Telephone line interference / VoIP

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

a Press **Menu**, **0**, **5**.

b Press ▲ or ▼ to choose `Normal` or
`Basic(for VoIP)`.
Press **OK**.

■ `Basic(for VoIP)` reduces the modem speed to 9,600 bps and turns off color fax receiving and ECM, except for color fax-sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to `Basic(for VoIP)`.

■ `Normal` sets the modem speed at 14,400 bps.

c Press **Stop/Exit**.

NOTE

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

Machine Information

Checking the serial number

a Press **Menu**, **7**, **1**.
Your machine's serial number will appear on the LCD.

b Press **Stop/Exit**.

Checking the firmware version

a Press **Menu**, **7**, **2**.
Your machine's firmware version will appear on the LCD.

b Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1 `Machine Reset`

   You can reset the machine's settings, such as the Date and Time and Ring Delay.

2 `Network`

   You can reset the print server back to its default factory settings. Network Reset will affect the password and IP address information.

3 `Address&Fax`

   Address & Fax resets the following settings:

   ■ Speed Dial

      (Speed-Dial and Setup Groups)

   ■ Station ID

      (Name and Number)

   ■ Report settings

      (Transmission Verification Report, Speed Dial and Fax Journal)

4 `All Settings`

   You can restore all settings to the factory setting.

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

How to reset the machine

a Press **Menu**, **0**, **6**.

b Press ▲ or ▼ to choose the type of reset (`Machine Reset`, `Network`, `Address&Fax` or `All Settings`) you want.
   Press **OK**.

c Press **1** to reset the machine or press **2** to exit from the reset function.

d Press **1** to reboot the machine.

B

C Menu and features tables

Using the Menu tables
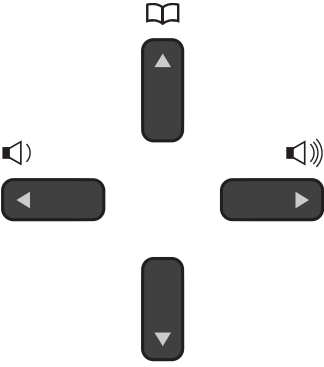
Press the Menu keys to choose the settings and options you want to set as they are displayed on the LCD.

We have included a step-by-step Menu table and Features tables so you can see all the available choices for each setting and feature. You can use these tables to quickly set up your preferred settings in the machine.

Memory Storage

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

Menu keys

Menu	Access the menu.
OK	Go to the next menu level. Accept an option.
Clear	Go back to the previous menu level. Delete an incorrect letter when you need to enter text into the machine.
▲ ▼	Scroll through the current menu level.
◀	Go back to the previous menu level.
Stop/Exit	Exit the menu or stop the current operation.

To access the menu mode:

a Press **Menu**.

b Choose an option.
You can scroll more quickly through each menu level by pressing ▲ or ▼ for the direction you want.

```
1.Ink
```

```
2.General Setup
```

```
3.Fax
```

```
4.Copy
```

```
5.Network
```

```
6.Print Reports
```

```
7.Machine Info.
```

```
0.Initial Setup
```

c Press **OK** when that option appears on the LCD.
The LCD will then display the next menu level.

d Press ▲ or ▼ to scroll to choose the setting you want to change.
Press **OK**.

e Press ▲ or ▼ to choose the option you want.
Press **OK**.
The LCD displays Accepted.

f Press **Stop/Exit**.

C

Menu table

This menu table will help you understand the menu selections and options in the machine's LCD menu. The factory settings are shown in bold followed by an asterisk.

NOTE

Once you learn the order of the options, you can access a setting by pressing **Menu**, pressing the number of the Level 1 option, pressing the number of the Level 2 option, and so on, until you see the setting you want.

Menu (^Menu)

Level1	Level2	Level3	Options	Descriptions	Page
1.Ink	**1.Test Print**	—	Print Quality Alignment	Lets you check the print quality or alignment.	55 56
	2.Cleaning	—	Black Color All	Lets you clean the print head.	55
	3.Ink Volume	—	−□□□□□□+ −■□□□□□+ −■■□□□□□+ −■■■□□□□+ −■■■■□□□+ −■■■■■□□+ −■■■■■■□+ −■■■■■■■+	Lets you check the available ink volume.	See ◆.
2.General Setup	**1.Mode Timer**	—	0 Sec 30 Secs 1 Min **2 Mins*** 5 Mins Off	Sets the time to return to Fax mode.	
	2.Paper Type	—	**Plain Paper*** Inkjet Paper Brother BP71 Other Glossy Transparency	Sets the type of paper in the paper tray.	15
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
2.General Setup (Continued)	**3.Paper Size**	—	**Letter*** Legal A4 A5 Executive 4"x6"	Sets the size of the paper in the paper tray.	15
	4.Volume	**1.Ring**	Off Low **Med*** High	Adjusts the ring volume.	See ◆.
		2.Beeper	Off **Low*** Med High	Adjusts the volume level of the beeper.	
		3.Speaker	Off Low **Med*** High	Adjusts the speaker volume.	
	5.LCD Contrast	—	Light **Dark***	Adjusts the contrast of the LCD.	
	6.Sleep Mode	—	1 Min 2 Mins 3 Mins **5 Mins*** 10 Mins 30 Mins 60 Mins	You can choose how long the machine must be idle before it goes into Sleep Mode.	
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
3.Fax	**1.Setup Receive**	**1.Receive Mode**	**Fax Only*** Fax/Tel External TAD Manual	Choose the Receive Mode that best suits your needs.	24
		2.Ring Delay	00 01 02 03 **04***	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	27
		3.F/T Ring Time	**20Secs*** 30Secs 40Secs 70Secs	Sets the length of the pseudo/double-ring time in Fax/Tel mode.	27
		4.Easy Receive	**On*** Off	The machine receives fax messages automatically when you answer a call and hear fax tones.	28
		5.Remote Codes	Remote Codes (Options) **On*** Off Fax Receive: (*51) Tel Answer: (#51)	Allows you to answer all calls at an extension telephone and use codes to turn the machine on or off. You can personalize these codes.	36
		6.Auto Reduction	**On*** Off	Reduces the size of incoming faxes.	See ◆.
		7.Memory Receive	**Off*** PC Fax Receive	You can set the machine to send faxes to your PC. If you choose PC-Fax Receive, you can turn on the safety feature Backup Print.	
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
3.Fax (Continued)	**2.Setup Send**	**1.Fax Resolution**	**Standard*** Fine S.Fine Photo	Sets the default resolution for outgoing faxes.	See ◆.
		2.Contrast	**Auto*** Light Dark	Changes the lightness or darkness of faxes you send.	
		3.Real Time TX	Next Fax Only On **Off***	Sends a fax without using the memory.	
		4.Overseas Mode	On **Off***	If you are having problems sending faxes overseas, set this to On.	
		0.Glass ScanSize	A4 **Letter***	Adjusts the scan area of the scanner glass to the size of the document.	22
	3.Report Setting	**1.Transmission**	On On+Image **Off*** Off+Image	Choose the initial setup for Transmission Verification Report.	23
		2.Journal Period	Off **Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days	Sets the interval for the automatic printing of the Fax Journal. If you choose other than Off or Every 50 Faxes, you can set the time for the chosen option. If you choose Every 7 Days, you can set the day of the week.	See ◆.
	4.Print Fax	—	—	Prints incoming faxes stored in the memory.	
	5.Remaining Jobs	—	—	Check which jobs are in the memory and cancel chosen jobs as needed.	
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
3.Fax (Continued)	**0.Miscellaneous**	**1.TX Lock**	—	Stops unauthorized users from changing the machine's current settings.	See ◆.
		2.Distinctive (Only available for some countries)	**Off*** Set (On)	Uses the Telephone Company's Distinctive Ring subscriber service to register the ring pattern with the machine.	30
		3.Caller ID	Display#	View or print a list of the last 30 Caller IDs stored in the memory.	See ◆.
4.Copy	**1.Quality**	—	**Normal*** Best	Chooses the Copy resolution for your type of document.	
	2.Density	—	–■□□□□+ –□■□□□+ **–□□■□□+*** –□□□■□+ –□□□□■+	Adjusts the density of copies.	
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Network menu

Level1	Level2	Level3	Options	Descriptions	Page
5.Network	**1.TCP/IP**	**1.BOOT Method**	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.	See **+**.
		2.IP Address	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
		3.Subnet Mask	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
		4.Gateway	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
		5.Node Name	BRWXXXXXXXXXXXX	Lets you check the Node name.	
		6.WINS Config	**Auto*** Static	Chooses the WINS configuration mode.	
		7.WINS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary WINS server.	
		8.DNS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary DNS server.	
		9.APIPA	**On*** Off	Automatically allocates the IP address from the link-local address range.	
	2.WLAN Assistant	—	—	You can configure your wireless network settings using the Brother CD-ROM.	
	3.Setup Wizard	—	—	You can manually configure your print server for a wireless network.	
+ See Software and Network User's Guide.					
The factory settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
5.Network (Continued)	4.WPS/AOSS	—	—	You can easily configure your wireless network settings using the one-button push method.	See ✚.
	5.WPS w/PIN Code	—	—	You can easily configure your wireless network settings using WPS with a PIN code.	
	6.WLAN Status	1.Status	—	You can see the current wireless network status.	
		2.Signal	—	You can see the current wireless network signal strength.	
		3.SSID	—	You can see the current SSID.	
		4.Comm. Mode	—	You can see the current Communication Mode.	
	7.MAC Address	—	—	You can see your machine's MAC address from the control panel.	
	8.WLAN Enable	—	On Off*	Lets you use the wireless network connection.	
	0.Network Reset	—	—	Restores all network settings to the factory default.	

✚ See Software and Network User's Guide.

The factory settings are shown in Bold with an asterisk.

Menu (continued)

Level1	Level2	Level3	Options	Descriptions	Page
6.Print Reports	1.Transmission	—	—	Prints these lists and reports.	See ◆.
	2.Address Book	—	—		
	3.Fax Journal	—	—		
	4.User Settings	—	—		
	5.Network Config	—	—		
	6.WLAN Report	—	—		
	7.Caller ID	—	—		
7.Machine Info.	1.Serial No.	—	—	Lets you check the serial number of your machine.	88
	2.Version	—	—	Lets you check the firmware version of your machine.	

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
0.Initial Setup	**1.Date&Time**	**1.Date&Time**	—	Adds the date and time to the LCD and in the headings of the faxes you send.	57
		2.Auto Daylight	On **Off***	Change this setting to On if you want the machine to change automatically for Daylight Saving Time.	See ◆.
	2.Station ID	—	Fax: Name:	Enter your name and fax number to appear on each page you fax.	See ‡.
	3.Tone/Pulse	—	**Tone*** Pulse	Choose the dialing mode.	
	4.Dial Tone	—	Detection **No Detection***	You can shorten the dial tone detect pause.	88
	5.Compatibility	—	**Normal*** Basic(for VoIP)	Adjusts the modem speed to help resolve transmission problems.	88
	6.Reset	**1.Machine Reset**	1.Reset 2.Exit	You can reset the machine's settings, such as the Date and Time, and Ring Delay.	89
		2.Network	1.Reset 2.Exit	Resets the print server back to the factory defaults, such as the password and IP address information.	
		3.Address&Fax	1.Reset 2.Exit	Deletes all stored Speed Dial numbers and faxes, restores the Station ID, Address Book List, Transmission Verification Report and Fax Journal back to the factory settings.	
		4.All Settings	1.Reset 2.Exit	Resets all the machine's settings back to the factory settings.	
	0.Local Language (depending on your country)	—	(Choose the language you want to use)	Allows you to change the LCD language.	See ‡.
◆ See Advanced User's Guide.					
‡ See Quick Setup Guide.					
The factory settings are shown in Bold with an asterisk.					

C

Features tables

Fax Resolution (Fax Resolution)

Level1	Level2	Level3	Options	Descriptions	Page
—	—	—	**Standard*** Fine S.Fine Photo	Sets the resolution for outgoing faxes.	See ◆.
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Copy Options (Copy Options)

Level1	Level2	Level3	Options	Descriptions	Page
`Quality`	—	—	**Normal*** Best	Choose the Copy resolution for the next copy.	See ◆.

`Enlarge/Reduce`	—	—	`Fit to Page`
			`Custom(25-400%)`
			`198% 4"x6"→A4`
			`186% 4"x6"→LTR`
			`104% EXE→LTR`
			100%*
			`97% LTR→A4`
			`93% A4→LTR`
			`85% LTR→EXE`
			`83% LGL→A4`
			`78% LGL→LTR`
			`46% LTR→4"x6"`
				You can choose the enlargement/reduce ratio for the next copy.	

`Paper Type`	—	—	**Plain Paper***
			`Inkjet Paper`
			`Brother BP71`
			`Other Glossy`
			`Transparency`
				Choose the paper type that matches the paper in the tray.	42

◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Paper Size	—	—	**Letter*** Legal A4 A5 Executive 4"(W)x6"(H)	Choose the paper size that matches the paper in the tray.	42
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(3x3)	You can make N in 1 or Poster copies.	
No. of Copies	—	—	—	You can enter the number of copies that you want.	41
Remove Bkg. Clr	—	—	**Off*** Low Medium High	Change the amount of background color that is removed.	See ◆.
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

C

SCAN (⊿)

Level1	Level2	Level3	Options	Descriptions	Page
Scan to E-mail	Set Options	—	**Off*** On	If you want to use the control panel to change the machine's settings, choose On.	See +.
	The settings below will appear when On is selected in Set Options.				
	Scan Type	—	**Color*** Black and White	You can choose the scan type for your document.	
	Resolution	—	100dpi **200dpi*** 300dpi 600dpi	You can choose the scan resolution for your document.	
	File Type	—	(If you choose the Color option in the Scan Type setting) **PDF*** JPEG (If you choose the B&W option in the Scan Type setting) **PDF*** TIFF	You can choose the file format for your document.	
	Scan Size	—	**Letter*** Legal A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.	
	Remove Bkg. Clr	—	**Off*** Low Medium High	Change the amount of background color that is removed.	
+ See Software and Network User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Scan to Image	**Set Options**	—	**Off*** On	If you want to use the control panel to change the machine's settings, choose On.	See **+**.
	The settings below will appear when On is selected in Set Options.				
	Scan Type	—	**Color*** Black and White	You can choose the scan type for your document.	
	Resolution	—	100dpi **200dpi*** 300dpi 600dpi	You can choose the scan resolution for your document.	
	File Type	—	(If you choose the Color option in the Scan Type setting) **PDF*** JPEG (If you choose the B&W option in the Scan Type setting) **PDF*** TIFF	You can choose the file format for your document.	
	Scan Size	—	**Letter*** Legal A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.	
	Remove Bkg. Clr	—	**Off*** Low Medium High	Change the amount of background color that is removed.	
+ See Software and Network User's Guide.					
The factory settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
`Scan to OCR` (Available after Presto! PageManager is downloaded for Macintosh users. See *Accessing Brother Support (Macintosh)* on page 5.)	`Set Options`	—	**Off*** On	If you want to use the control panel to change the machine's settings, choose `On`.	See **+**.
	The settings below will appear when `On` is selected in `Set Options`.				
	`Scan Type`	—	Color **Black and White***	You can choose the scan type for your document.	
	`Resolution`	—	100dpi **200dpi*** 300dpi 600dpi	You can choose the scan resolution for your document.	
	`File Type`	—	**Text*** HTML RTF	You can choose the file format for your document.	
	`Scan Size`	—	**Letter*** Legal A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.	
+ See Software and Network User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Scan to File	Set Options	—	**Off*** On	If you want to use the control panel to change the machine's settings, choose On.	See **+**.
	The settings below will appear when On is selected in Set Options.				
	Scan Type	—	**Color*** Black and White	You can choose the scan type for your document.	
	Resolution	—	100dpi **200dpi*** 300dpi 600dpi	You can choose the scan resolution for your document.	
	File Type	—	(If you choose the Color option in the Scan Type setting) **PDF*** JPEG (If you choose the B&W option in the Scan Type setting) **PDF*** TIFF	You can choose the file format for your document.	
	Scan Size	—	**Letter*** Legal A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.	
	Remove Bkg. Clr	—	**Off*** Low Medium High	Change the amount of background color that is removed.	
+ See Software and Network User's Guide.					
The factory settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
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.	See +.
	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.					

▯ (Address Book)

Level1	Level2	Level3	Options	Descriptions	Page
Search	—	—	—	Dial by pressing only a few keys.	38
Set Speed Dial	—	—	—	You can set up Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	39
Setup Groups	—	—	—	You can set up Group numbers for broadcasting.	See ◆.
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Entering Text

When you are setting certain menu selections, such as the Station ID, you may need to enter text into the machine. Most dial pad keys have three or four letters printed on the keys. The keys for **0**, **#** and ∗ are used for special characters.

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

Press Key	one time	two times	three times	four times	five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	S	7
8	T	U	V	8	T
9	W	X	Y	Z	9

Inserting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between characters.

NOTE

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

Making corrections

To change an incorrect character, press ◀ to move the cursor under it, and then press **Clear**. Enter the correct character. You can also back up and insert letters.

Press **Clear** for each character you want to erase.

Repeating letters

To enter a letter that is on the same key as the letter before, press ▶ to move the cursor to the right before you press the key again.

C

Special characters and symbols

Press ∗, **#** or **0** repeatedly until you see the special character or symbol you want.

Press ∗ for (space) ! " # $ % & ' ( ) ∗ + , - . / €

Press **#** for : ; < = > ? @ [ ] ^ _

Press **0** for English: Á À Ã Â Ç É È Ê Ë Í Î Ï Ó Õ Ô Ö Ú Ù 0

Spanish: Á É Í Ñ Ó Ú 0

D Specifications

General

NOTE

This chapter provides a summary of the machine's specifications. For additional specifications that are not included here, visit http://www.brother.com/.

Printer Type	Inkjet	
Print Head	Black:	Piezo with 210 nozzles × 1
	Color:	Piezo with 70 nozzles × 3
Memory Capacity	64 MB	
LCD (Liquid Crystal Display)	16 characters × 1 line	
Power Source	AC 100 to 120 V 50/60 Hz	
Power Consumption [1]	Copying Mode:	Approx. 16 W [2]
	Ready Mode:	Approx. 3 W [3]
	Sleep Mode:	Approx. 1.1 W [3]
	Off:	Approx. 0.2 W [3] [4]

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

[2] When using ADF, resolution: standard / document: ISO/IEC 24712 printed pattern.

[3] Measured according to IEC 62301 Edition 2.0.

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

Dimension

Weight	18.1 lb (8.2 kg)	
Noise Level		
(Sound Pressure)	Operating:	50 dB(A) (Maximum) [1]
Temperature	Operating:	50 to 95 °F (10 to 35 °C)
	Best Print Quality:	68 to 91 °F (20 to 33 °C)
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)
ADF (automatic document feeder)	Up to 20 pages	
	Paper: 20 lb (80 g/m^2) Letter or A4 size	
Document Size	ADF Width: 5.8 in. to 8.5 in. (148 mm to 215.9 mm)	
	ADF Length: 5.8 in. to 14.0 in. (148 mm to 355.6 mm)	
	Scanner Glass Width: Max. 8.5 in. (215.9 mm)	
	Scanner Glass Length: Max. 11.7 in. (297 mm)	

[1]   Noise depends on printing conditions.

Print media

Paper Input	**Paper Tray**

■ Paper Type:

Plain Paper, Inkjet Paper (coated paper), Glossy Paper [1] and Transparency [1] [2]

■ Paper Size [3]:

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

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

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

For more information, see *Paper weight, thickness and capacity* on page 17.

■ Maximum paper tray capacity:

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

Paper Output   Up to 50 sheets of 20 lb (80 g/m^2) plain paper (face up print delivery to the output paper tray) [1]

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

[2]   Use only transparency paper recommended for inkjet printing.

[3]   See *Paper type and size for each operation* on page 17.

D

Fax

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback
	14,400 bps
Scanning Width	8.19 in. (208 mm) (Letter)
Printing Width	8.26 in. (210 mm) (Letter)
Gray Scale	B&W: 8 bit (256 levels)
	Color: 24 bit (8 bit per color/ 256 levels)
Resolution	Standard
	203 $\times$ 98 dpi (Black)
	203 $\times$ 196 dpi (Color)
	Fine
	203 $\times$ 196 dpi (Black/Color)
	Superfine
	203 $\times$ 392 dpi (Black)
	Photo
	203 $\times$ 196 dpi (Black)
Speed Dial	40 stations
Groups	Up to 6
Broadcasting	90 (40 Speed Dial/50 Manual Dial)
Automatic Redial	1 time after 5 minutes
Memory Transmission	Up to 170 [1] pages
Out of Paper Reception	Up to 170 [1] pages

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

Copy

Color/Black	Yes/Yes
Copy Width	8.26 in. (210 mm) [1]
Multiple Copies	Stacks/Sorts up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200 $\times$ 2400 dpi

[1] When copying on Letter size paper.

Scanner

Color/Black	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)
Color Depth	30 bit color Processing (Input)
	24 bit color Processing (Output) / 256 levels per color
Gray Scale	10 bit color Processing (Input)
	8 bit color Processing (Output) / 256 levels per color
Resolution	Up to 19200 $\times$ 19200 dpi (interpolated) [2]
	Up to 1200 $\times$ 2400 dpi (optical) (Scanner Glass)
	Up to 1200 $\times$ 600 dpi (optical) (ADF)
Scanning Width and Length	(Scanner Glass)
	Width: Up to 8.42 in. (213.9 mm)
	Length: Up to 11.61 in. (295 mm)
	(ADF)
	Width: Up to 8.42 in. (213.9 mm)
	Length: Up to 13.92 in. (353.6 mm)

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

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

Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width [3]	8.26 in. [8.5 in. (borderless) [1]]
Borderless [2]	Letter, A4, A6, Photo (4" × 6")/(10 × 15 cm), Index Card (5" × 8")/(127 × 203 mm), Photo 2L (5" × 7")/(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 17.

[3] When printing on Letter size paper.

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

Interfaces

USB [1] [2]	Use a USB 2.0 interface cable that is no longer than 6 feet (2 m).
Wireless LAN	IEEE 802.11b/g/n (Infrastructure/Ad-hoc Mode)

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

[2] Third party USB ports are not supported.

Network

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

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

[1] See *Computer requirements* on page 117.

[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] [4] Windows® XP Professional [1] [4]	Printing PC Fax [3] Scanning		32bit (x86) or 64bit (x64) processor	150 MB	1 GB
	Windows Vista® [1] [4]				500 MB	1.3 GB
	Windows® 7 [1] [4] Windows® 8 [1] [4]				650 MB	
	Windows Server® 2003 Windows Server® 2003 R2 Windows Server® 2008	N/A	Printing		50 MB	N/A
	Windows Server® 2008 R2 Windows Server® 2012			64bit (x64) processor		
Macintosh Operating System	Mac OS X v10.6.8 OS X v10.7.x OS X v10.8.x	Printing PC Fax (Send) [3] Scanning		Intel® Processor	80 MB	550 MB

Conditions:

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

[2] Third party USB ports are not supported.

[3] PC Fax supports black and white only.

[4] PaperPort™ 12SE supports Windows® XP Home (SP3 or greater), XP Professional (SP3 or greater), XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater), Windows® 7 and Windows® 8.

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

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

D

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	Starter ink cartridges are in the box. The first time you install the ink cartridges the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high quality printing. Afterward, replacement ink cartridges will print the specified number of pages. Starter cartridge yield is approximately 75 % of the yield of the LC509 replacement cartridges.
Replacement Consumables	<Super High Yield Black> LC509BK <Super High Yield Yellow> LC505Y <Super High Yield Cyan> LC505C <Super High Yield Magenta> LC505M Black - Approximately 2,400 pages [1] Yellow, Cyan and Magenta - Approximately 1,300 pages [1] [1] Approximate cartridge yield is declared in accordance with ISO/IEC 24711 For more information about the replacement consumables, visit 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.

E Index

E

V

W

brother

Visit us on the World Wide Web
http://www.brother.com/

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

Brother
Earth

www.brotherearth.com