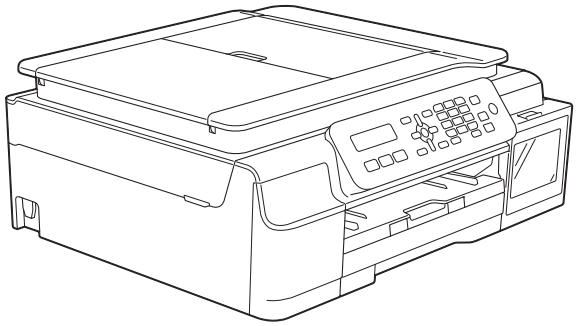
Basic User’s Guide

MFC-T800W



!CAUTION Before using this product, read carefully these instructions for correct operation.

Keep the User's Guide in a secure place for future reference.

Version A

CHN-ENG

To create a better environment

Please cooperate

Firstly, thank you very much indeed for using our Brother products!

Brother focuses on the earth environment concerned. And make a basic policy which is to concern about the earth environment, including any workflow from product development to discard. The local citizen should be responsible for local society and its environment during these environment protection activities.

Therefore, we hope you'll take part in this environment plan, and pay attention to environment protection points as below while discarding used consumables.

1 Please deliver the used package materials to relevant waste disposal office for recycle.

2 When you discard used consumables, please follow and carry on relevant local regulations properly.

3 When the machine need replacing parts for the maintenance and repair, please discard used circuit boards, used electrical parts and products as disposed electrical materials.

4 Some parts in the machine can be used on the same series model machines which produced by the same factory.

Note: If you want to replace the parts, please contact your local Brother repair station.

Register your product on-line at

http://www.brother.com/registration

Brother Numbers

IMPORTANT

For technical and operational assistance, call the call center in mainland China.

To seach Frequently asked questions (FAQs)/ASCs/Driver/Manuals, etc, please visit our service website:

http://www.95105369.com

To search where to purchase consumables, please visit the official website of BROTHER (CHINA) LTD.:

http://www.brother.cn

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User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Fax, Copy and Scan operations and how to replace supplies. See troubleshooting tips.	PDF file / CD-ROM (Windows®) / Brother Solutions Center [1] (Macintosh)
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM (Windows®) / Brother Solutions Center [1] (Macintosh)
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 / CD-ROM (Windows®) / Brother Solutions Center [1] (Macintosh)
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 us at www.95105369.com.

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(Advanced User's Guide)

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

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

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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.

Keep the User's Guide in a secure place for future reference.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

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

NOTE specifies the operating environment, conditions for installation, or special conditions of use.

Electrical Hazard icons alert you to possible electrical shocks.

About Brother Utilities (Windows®)

Brother Utilities is an application launcher that offers convenient access to all Brother applications installed on your device.

1. (Windows® XP, Windows Vista®, Windows® 7, Windows Server® 2003 and Windows Server® 2008)

   Click (**Start**) / **All Programs** / **Brother**, and (**Brother Utilities**).

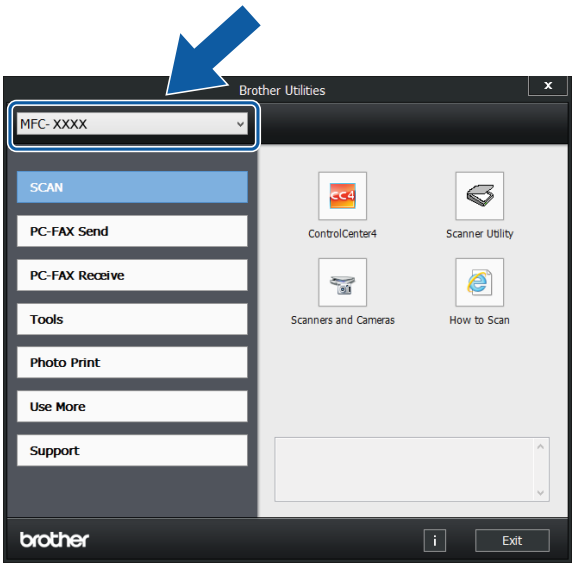
   (Windows® 8 and Windows Server® 2012)

   Tap or click (**Brother Utilities**) either on the Start screen or the desktop.

   (Windows® 8.1 and Windows Server® 2012 R2)

   Move your mouse to the lower left corner of the **Start** screen and click (if you are using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen). When the **Apps** screen appears, tap or click (**Brother Utilities**).

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, you can read the **Advanced User's Guide** and **Software and Network User's Guide** in HTML format.

Viewing User's Guides

(Windows®)

Launch (**Brother Utilities**). Click **Support** in the left navigation bar, and then click **User's Guides**.

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

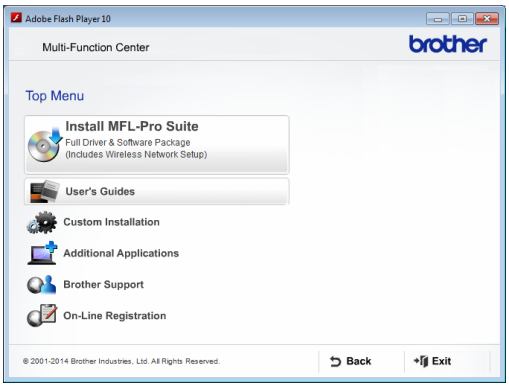
1. Turn on your PC. Insert the Brother CD-ROM into your CD-ROM drive.

NOTE

If the Brother screen does not appear, go to **Computer** or **My Computer**. (For Windows® 8 / Windows Server® 2012 / Windows Server® 2012 R2: Click (**File Explorer**) on the taskbar, and then go to **Computer** (**This PC**).) Double-click the CD-ROM icon, and then double-click **start.exe**.

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

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



4. Click **User's Guides**.

5. Click **User's guides on the CD-ROM**. If the country screen appears, choose your country. After the list of User's Guides appears, choose the guide you want to read.

(Macintosh)

Visit Brother Solutions Center: www.95105369.com.

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*

Presto! PageManager User's Guide (Windows®)

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

Presto! PageManager User's Guide (Macintosh)

NOTE

Presto! PageManager must be downloaded and installed before use. For more information, see *Accessing Brother Support (Macintosh)* on page 5.

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

How to find Network setup instructions

Your machine can be connected to a wireless network.

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

How to access Guides for Advanced Features

You can view and download these Guides from the Brother Solutions Center at: www.95105369.com.

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

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.

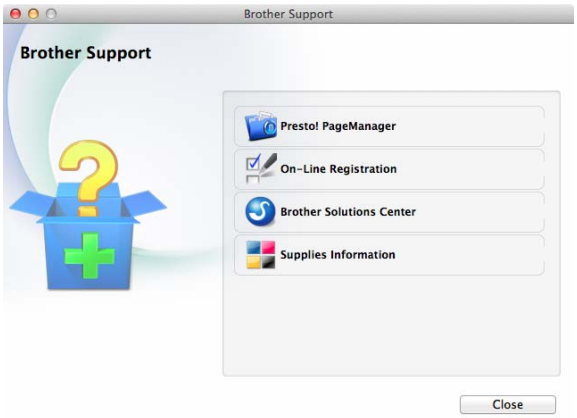
- Click **Brother Support** on the **Top Menu**. The following screen will appear:

- To access our website, click **Brother Home Page**.
- For the latest news and product support information, click **Brother Solutions Center**.
- To visit our website for original Brother Supplies, click **Supplies Information**.
- To access the Brother CreativeCenter for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the top menu, click **Back** or if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

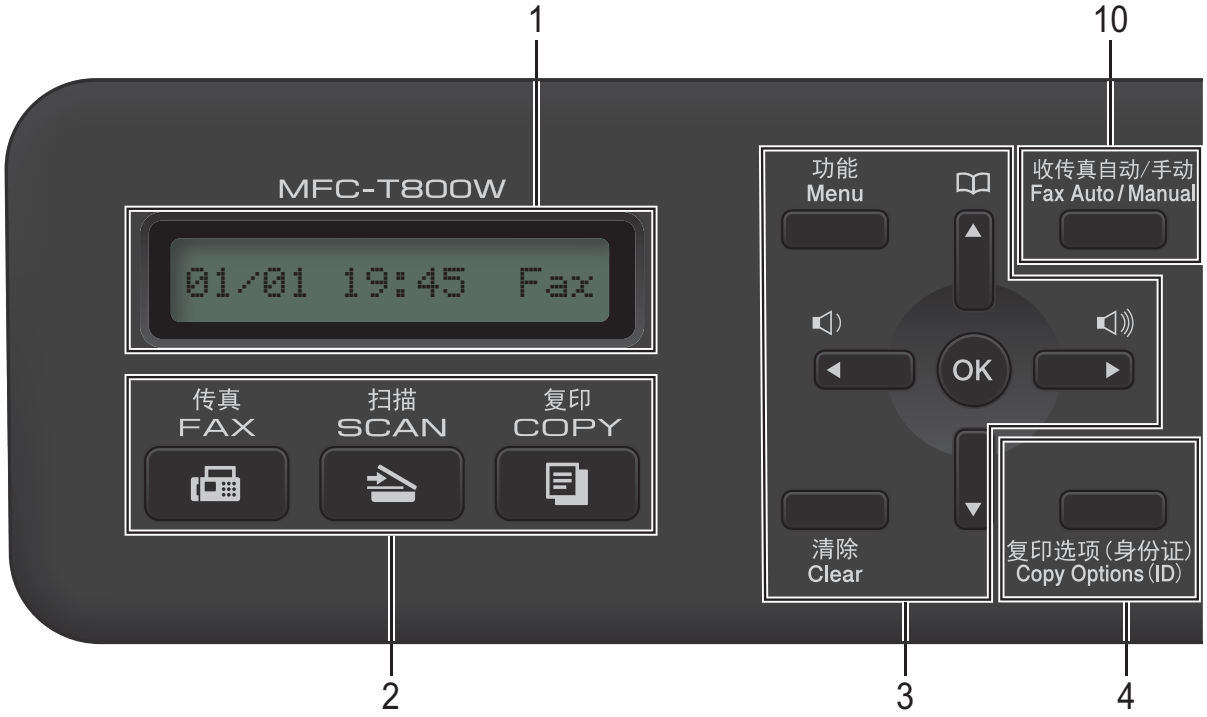
You can find all the contacts you will need, such as web support (Brother Solutions Center) on the CD-ROM.

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



- To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Registration Page, click **On-Line Registration**.
- For the latest news and product support information, click **Brother Solutions Center**.
- To visit our website for original Brother Supplies, click **Supplies Information**.

Control panel overview



1 LCD (Liquid Crystal Display)

Displays messages on the screen to help you set up and use your machine.

2 Mode keys:

- **FAX**

  Lets you access the Fax mode.

- **SCAN**

  Lets you access the Scan mode.

- **COPY**

  Lets you access the Copy mode.

3 Menu keys:

- ◄ ►

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

- ▲

  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**

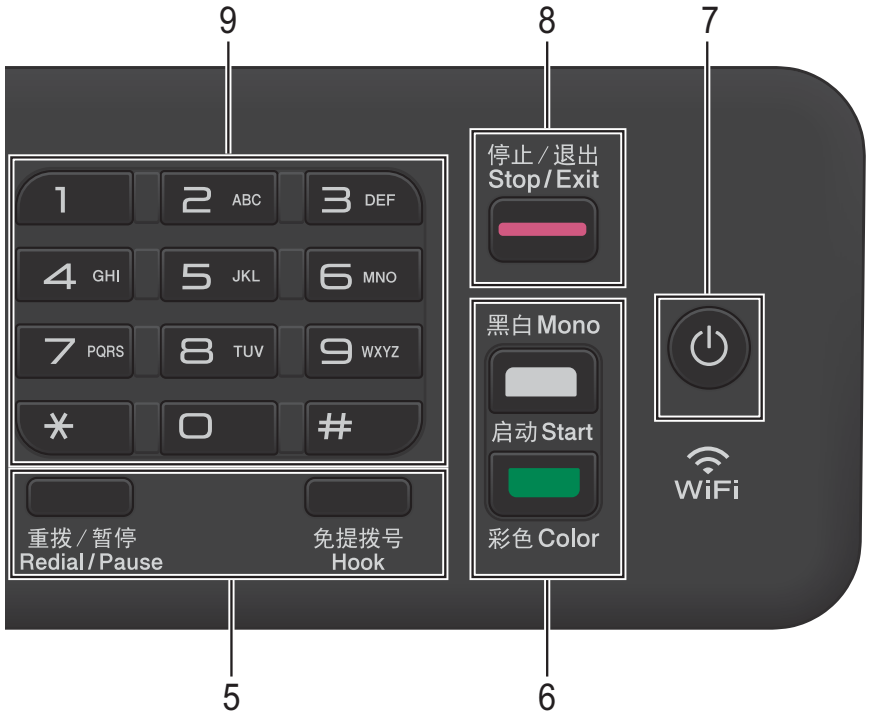
  Press to delete characters or to go back to the previous menu level.

- **OK**

  Lets you choose a setting.

4 Copy Options (ID)

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 dialling.
- **Hook**
  Press before dialling when you want to listen to make sure a fax machine has answered, and then press **Mono Start**. Also, press this key after picking up the handset of the external telephone during the F/T pseudo/double-ring.

6 Start keys:

- **Mono Start**
  Lets you start sending faxes or making copies in monochrome. Also lets you start a scanning operation (in color or mono depending on the scan setting in the ControlCenter software).
- **Color Start**
  Lets you start making copies in full color. Also lets you start a scanning operation (in color or mono, 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 will show `Shutting Down` and will stay on for a few seconds before turning off.

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

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

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 Auto/Manual

Lets you quickly change the Receive Modes to `Fax Auto` mode or `Fax Manual` mode when in fax mode.
(See *Receive Modes* on page 26)

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 Auto` to `Fax/Tel`.

1. Press (**FAX**).
2. Press **Menu**, **3**, **1**, **1**.

   `Fax Auto`

   `Select ▲▼ & OK`
3. Press ▲ or ▼ to choose `Fax/Tel`.

   `Fax/Tel`
4. Press **OK**.

   `Accepted`

NOTE

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

5. Press **Stop/Exit**.

Volume Settings

Ring Volume

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

While the machine is idle, press ◄ or ► to adjust the volume level. The LCD shows the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the volume through the menu, by following the instructions below:

Setting the Ring Volume

1. Press **Menu**, **2**, **4**, **1**.
2. Press ▲ or ▼ to choose Low, Med, High or Off.
   Press **OK**.
3. Press **Stop/Exit**.

Beep Volume

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

You can choose from a range of sound volume levels.

1. Press **Menu**, **2**, **4**, **2**.
2. Press ▲ or ▼ to choose Low, Med, High or Off.
   Press **OK**.
3. Press **Stop/Exit**.

Speaker Volume

You can choose from a range of speaker volume levels.

1. Press **Menu**, **2**, **4**, **3**.
2. Press ▲ or ▼ to choose Low, Med, High or Off.
   Press **OK**.
3. Press **Stop/Exit**.

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

1. Press **Hook**.
2. Press ◄ or ►.
   Each key press changes the volume to the next setting. This setting will stay until you change it again.
3. Press **Hook**.

LCD display

LCD Contrast

You can adjust the LCD contrast for a sharper and more vivid display. If you are having difficulty reading the LCD, try changing the contrast setting.

1. Press **Menu**, **2**, **5**.
2. Press ▲ or ▼ to choose `Light` or `Dark`.
   Press **OK**.
3. Press **Stop/Exit**.

LCD Language

You can change the LCD Language.

1. Press **Menu**, **0**, **0**.
2. Press ▲ or ▼ to choose `English` or `Chinese`.
   Press **OK**.
3. Press **Stop/Exit**.

Setting the Fax Logic (sending and receiving sequence)

You can change the process of manual fax send or receive.

If you often send or receive a fax manually to/from the other party at the end of a conversation, set the `Fax Mode` to `Easy Mode`.

If you set to `Easy Mode`:

You can send or receive a fax manually just simply press **Mono Start**.

If you are a caller, press **Mono Start** to send a fax.

If you are a receiver, press **Mono Start** to receive a fax.

If you set to `Advanced Mode`:

No matter you are a caller or receiver, you can choose you will send or receive a fax manually. When you press **Mono Start**, the machine will ask you: `1.Send 2.Receive`

If you want to send a fax, press **1**.

If you want to receive a fax, press **2**.

NOTE

Even if you set either `Easy Mode` or `Advanced Mode` and if there is a document in the ADF, the document in the ADF will be sent by pressing **Mono Start**.

1. Press **Menu**, **3**, **0**, **4**.
2. Press ▲ or ▼ to choose `Easy Mode` or `Advanced Mode`.
3. Press **Stop/Exit.**

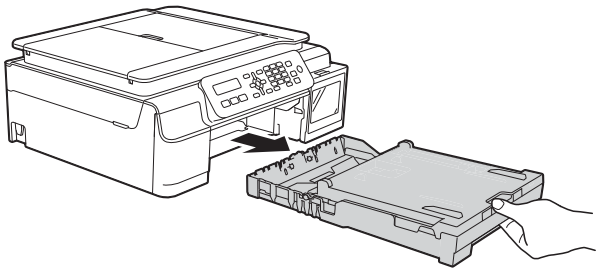
2 Loading paper

Loading paper and other print media

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

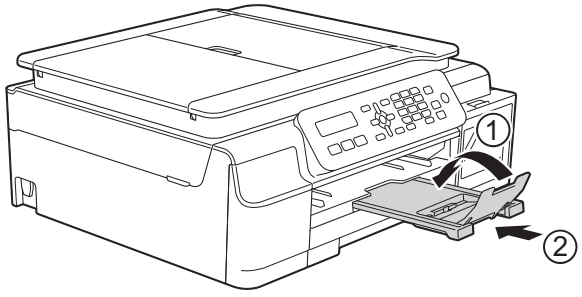
(For more information about paper size, weight and thickness, see *Choosing the right print media* on page 19.)

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



NOTE

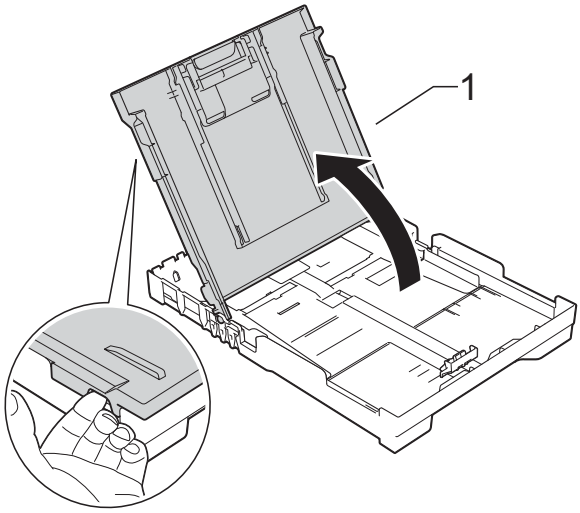
- If the paper support flap (1) is open, close it, and then close the paper support (2).



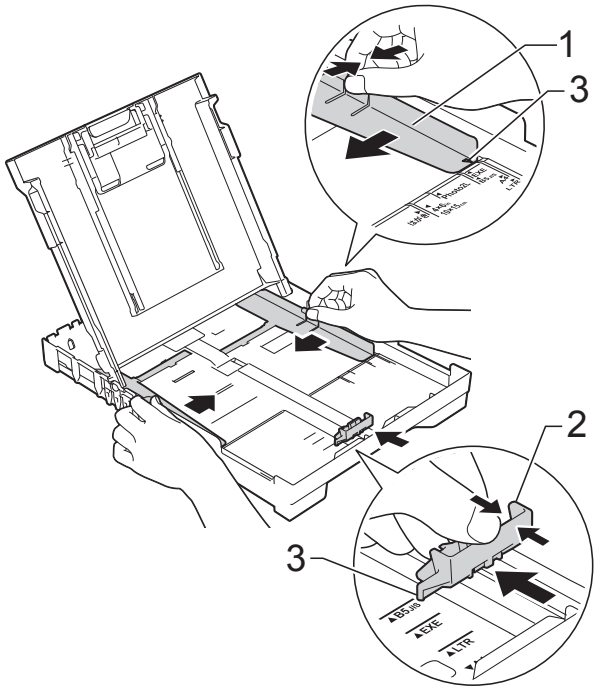
- When you load a different paper size in the tray, you will need to change the `Paper Size` setting in the menu of the machine at the same time.

  (See *Paper Size* on page 17.)

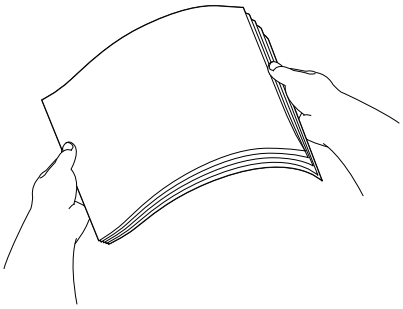
2. Lift the output paper tray cover (1).



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



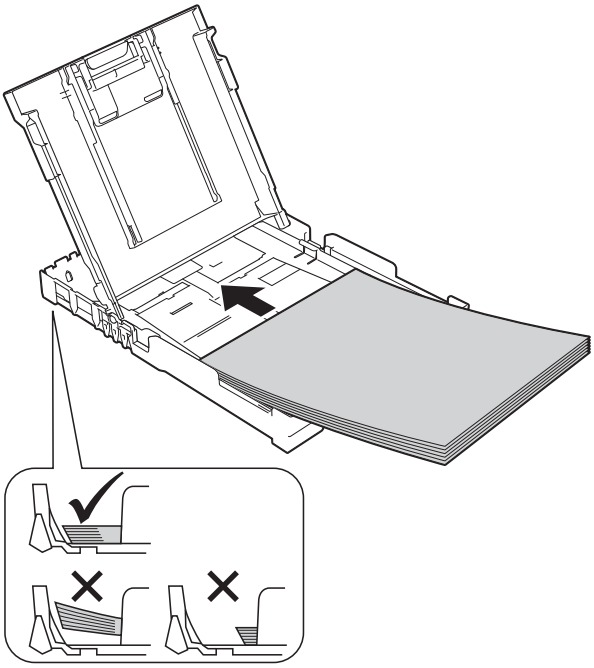
4 Fan the stack of paper well to avoid paper jams and misfeeds.



NOTE

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

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



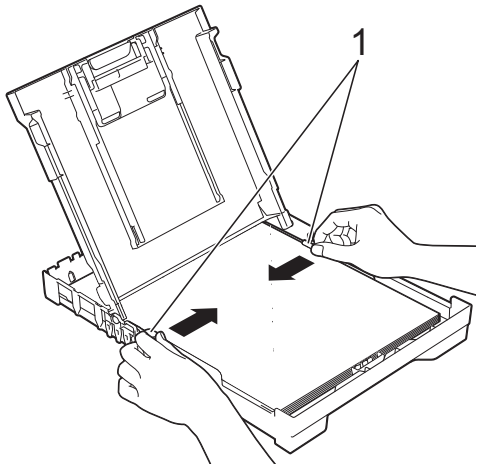
IMPORTANT

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

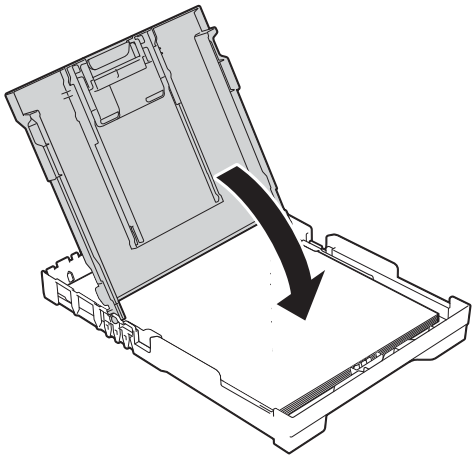
NOTE

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

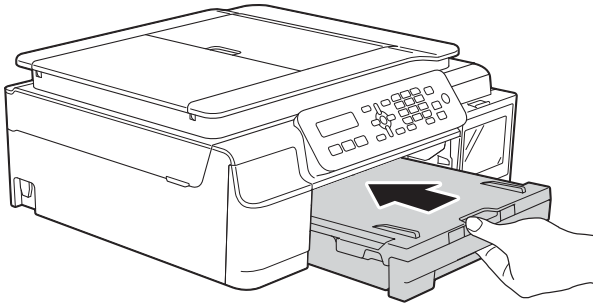
6 Gently adjust the paper width guides (1) to fit the paper.
Make sure the paper width guides lightly touch the sides of the paper.



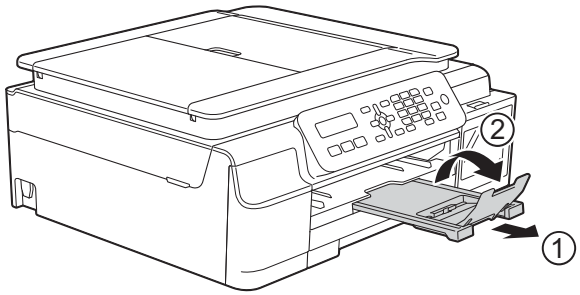
7 Close the output paper tray cover.



8 *Slowly* and *firmly* push the paper tray completely into the machine.



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



Loading envelopes

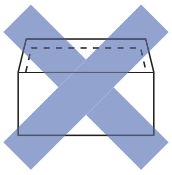
About envelopes

- Use envelopes that weigh between 80 to 95 g/m^2.
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing multiple envelopes.

IMPORTANT

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

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

Glue	Double flaps
	

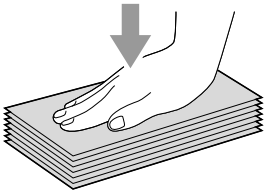
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

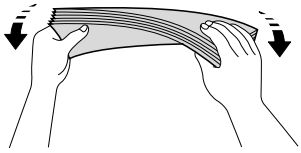
Loading envelopes

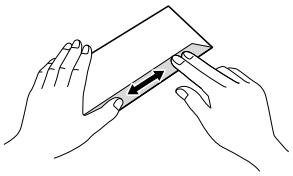
1. Before loading, press the corners and sides of envelopes to make them as flat as possible.

IMPORTANT

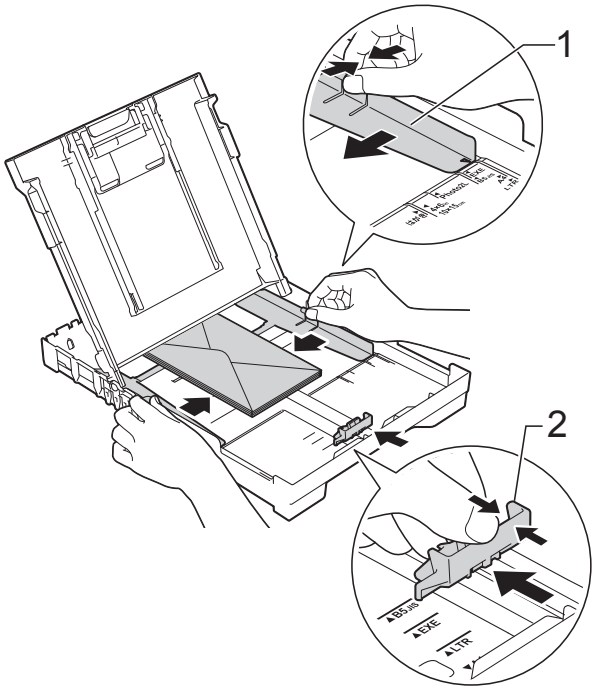
If envelopes are “double-feeding”, put one envelope in the paper tray at a time.







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

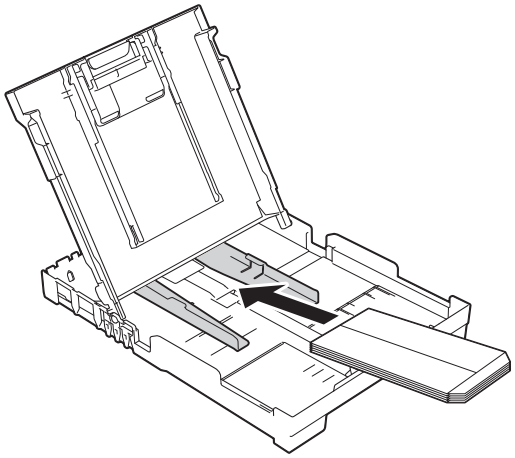


3 Select **Reverse Print** (Windows®) or **Reverse page orientation** (Macintosh) in the printer driver's dialog box, and then adjust the size and margins in your application.
(See Software and Network User's Guide.)

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

1 Open the envelope flap.

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



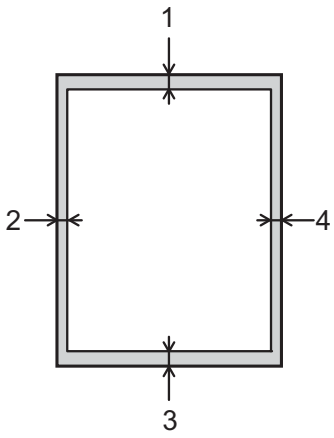
3 Select **Reverse Print** (Windows®) or **Reverse page orientation** (Macintosh) in the printer driver's dialog box, and then adjust the size and margins in your application.
(See Software and Network User's Guide.)

Unprintable area

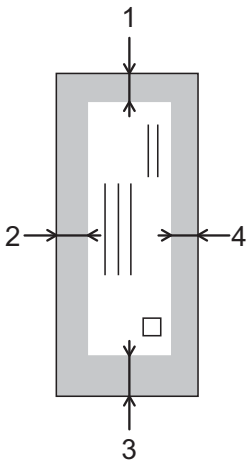
The printable area depends on the settings in the application you are using. The figures show the unprintable areas on cut-sheet paper and envelopes. The machine can print in the shaded areas of cut-sheet paper when the Borderless print feature is available and turned on.

(See Software and Network User's Guide.)

Cut-Sheet Paper



Envelopes



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

NOTE

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

Paper settings

Paper Type

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

1. Press **Menu**, **2**, **2**.
2. Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother BP71` or `Other Glossy`.
   Press **OK**.
3. 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 glossy paper, remove each sheet at once to prevent smudging or paper jams.

Paper Size

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

1. Press **Menu**, **2**, **3**.
2. Press ▲ or ▼ to choose `A4`, `A5`, `10x15cm` or `Letter`.
   Press **OK**.
3. 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 that is loaded in the tray.

You can use plain paper, inkjet paper (coated paper), glossy paper 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) 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 17.)
- 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 photo paper, remove each sheet at once to prevent smudging or paper jams.
- Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.

Recommended print media

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

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

Brother paper

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

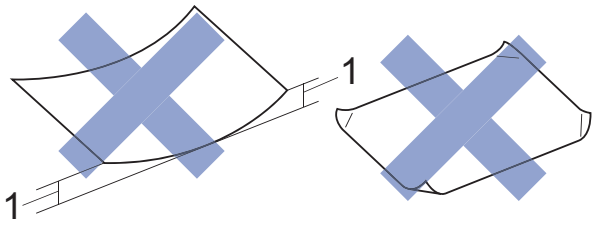
Handling and using print media

- Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- Avoid touching the shiny (coated) side of the photo paper. Load photo paper with the shiny side facing down.

IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped paper



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

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

Paper capacity of the output paper tray cover

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

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

Choosing the right print media

Paper type and size for each operation

Paper Type	Paper Size		Usage		
			Fax	Copy	Printer
Cut-Sheet	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes	Yes
	Executive	184 × 267 mm (7 1/4 × 10 1/2 in.)	–	–	Yes
	JIS B5	182 × 257 mm (7.2 × 10.1 in.)	–	–	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	–	Yes	Yes
	A6	105 × 148 mm (4.1 × 5.8 in.)	–	–	Yes
Cards	Photo	10 × 15 cm (4 × 6 in.)	–	Yes	Yes
	Photo 2L	13 × 18 cm (5 × 7 in.)	–	–	Yes
	Index Card	127 × 203 mm (5 × 8 in.)	–	–	Yes
Envelopes	C5 Envelope	162 × 229 mm (6.4 × 9 in.)	–	–	Yes
	DL Envelope	110 × 220 mm (4.3 × 8.7 in.)	–	–	Yes
	Com-10	105 × 241 mm (4 1/8 × 9 1/2 in.)	–	–	Yes
	Monarch	98 × 191 mm (3 7/8 × 7 1/2 in.)	–	–	Yes

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut-Sheet	Plain Paper	64 to 120 g/m^2	0.08 to 0.15 mm	100 [1]
	Inkjet Paper	64 to 200 g/m^2	0.08 to 0.25 mm	20
	Glossy Paper	Up to 220 g/m^2	Up to 0.25 mm	20 [2]
Cards	Photo Card	Up to 220 g/m^2	Up to 0.25 mm	20 [2]
	Index Card	Up to 120 g/m^2	Up to 0.15 mm	30
Envelopes		80 to 95 g/m^2	Up to 0.52 mm	10

[1] Up to 100 sheets of 80 g/m^2 paper.

[2] BP71 (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, or scan from the ADF (automatic document feeder) and from the scanner glass.

Using the ADF

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

Document Sizes and Weights

Length:	148 to 355.6 mm
Width:	148 to 215.9 mm
Paper weight:	64 to 90 g/m^2

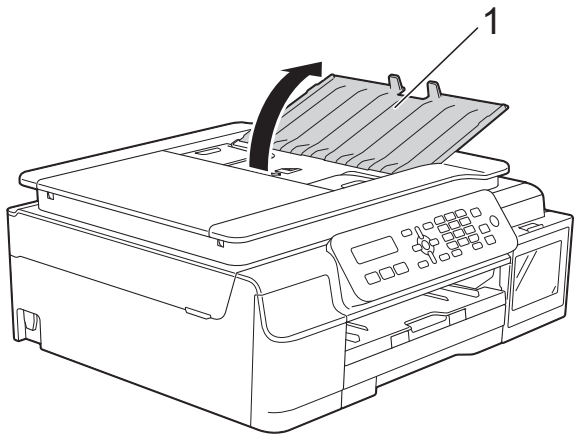
How to load documents

IMPORTANT

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

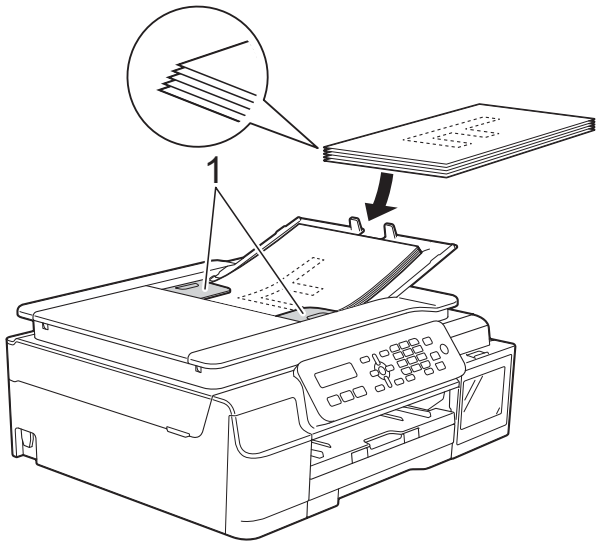
Make sure documents written with ink or modified with correction fluid are completely dry.

1. Unfold the ADF Document Support (1).



2. Fan the pages well.

3. Adjust the paper guides (1) to fit the width of your documents.

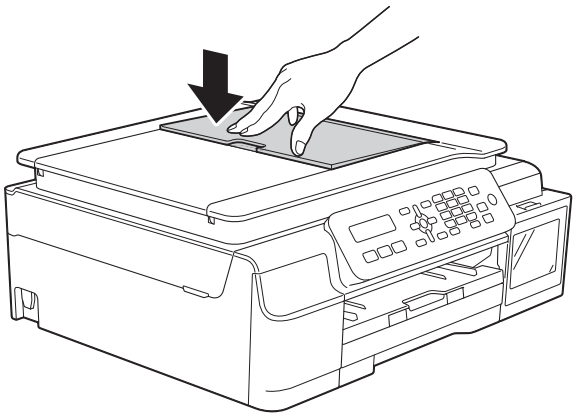


4. Place your documents **face down, top edge first** in the ADF underneath the guides until you feel them touch the feed rollers.
The screen will display `ADF Ready`.

IMPORTANT

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

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



Using the scanner glass

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

Document sizes supported

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

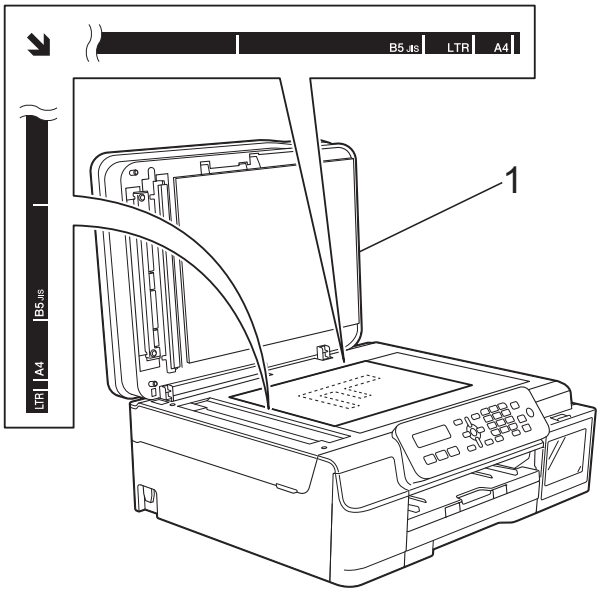
How to load documents

NOTE

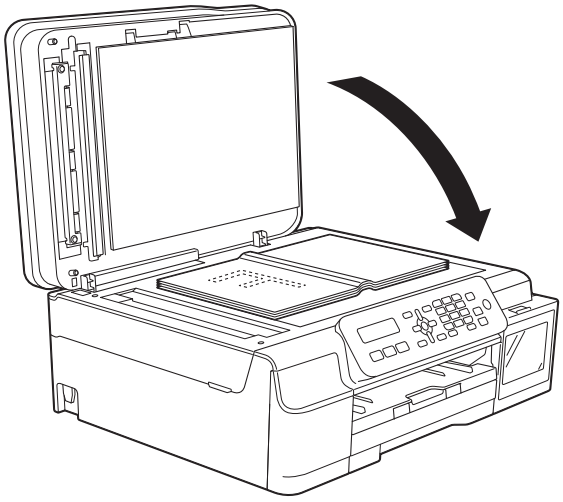
To use the scanner glass, the ADF must be empty.

1 Lift the document cover.

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



1 document cover



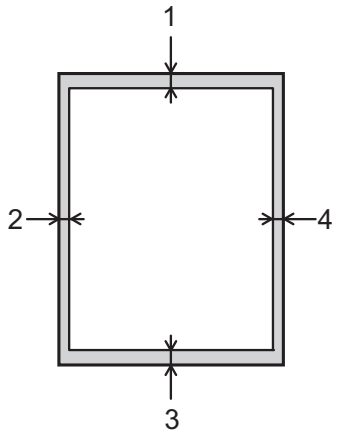
3 Close the document cover.

IMPORTANT

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

Unscannable area

The scannable area depends on the settings in the application you are using. The figures show the unscannable areas.



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

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

4 Sending a fax

How to send a fax

The following steps show how to send a fax.

1. Do one of the following to load your document:
   - Place the document *face down* in the ADF. (See *Using the ADF* on page 20.)
   - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 21.)

NOTE

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

2. Press (**FAX**).

3. You can change the following fax-sending settings.

   (Basic User's Guide)

   For information about changing the following fax-sending settings, see pages 24 to 25.
   - Glass Scan Size
   - 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 models only)*.)
   - Contrast
   - Fax Resolution
   - Faxing at the end of a call
   - Broadcasting
   - Real Time Transmission
   - Overseas Mode
   - Cancelling Waiting Jobs

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

5. Press **Mono Start**.

Faxing from the ADF

- The machine starts scanning the document to be sent.

Faxing from the scanner glass

- The machine starts scanning the first page. Go to step ❻.

6 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 **Mono Start** again).

  The machine starts sending the document.
- To send more than one page, press **1** to choose `Yes` and go to step ❼.

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

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

Stop faxing

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

Setting scanner glass size for faxing

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

1 Load your document.

2 Press (**FAX**).

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

4 Press ▲ or ▼ to choose `Letter` (or `A4`).
Press **OK**.

5 Press **Stop/Exit**.

6 Enter the fax number.

7 Press **Mono Start**.

NOTE

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

Cancelling a fax in progress

If you want to cancel a fax while the machine is scanning, dialling 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. `Off` is the default setting.
- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

1. Press **Menu**, **3**, **3**, **1**.
2. Press ▲ or ▼ to choose `Off+Image`, `On`, `On+Image` or `Off`.
   Press **OK**.
3. 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`. (See Advanced User's Guide: *Real Time Transmission*.)
- If your transmission is successful, `OK` will appear next to `RESULT` on the Transmission Verification Report. If the transmission is not successful, `ERROR` will appear next to `RESULT`.

5 Receiving a fax

Receive Modes

By factory default, the factory setting of Receive Mode is "Fax". Your machine will automatically receive any faxes that are sent to it. There are four receive modes of this machine as below. For more detailed information on the receive modes, see *Using Receive Modes* on page 27.

Operation Display	Fax LCD	Factory Default Ring Delay
Fax Auto	Fax	Ring Delay: 4 times Fax detection: On
Fax/Tel	F/T	Ring Delay: 4 times
External TAD	TAD	
Manual	Mnl	

To set the Receive Mode follow the instructions:

1. Press (**FAX**).
2. Press **Menu**, **3**, **1**, **1**.
3. Press ▲ or ▼ to choose Fax Auto, Fax/Tel, External TAD or Manual.
   Press **OK**.
4. Press **Stop/Exit**.

When you want to quickly set the Receive Mode to Fax Auto or Fax Manual, use the **Fax Auto/Manual** key.

1. Press **Fax Auto/Manual** key.
2. Press **Fax Auto/Manual** key, ▲ or ▼ to choose Fax Auto or Manual.

NOTE

The Receive mode is automatically set to the displayed mode that the LCD has displayed for 2 seconds.

3. Press **OK**.

Using Receive Modes

Mode	Function	Help
Fax(Fax Auto)	Each call recognized as fax and send fax signal. However, you can answer the call within the number of rings.	Factory setting of Ring Delay is 4 (0-10 times available, see *Ring Delay* on page 28). After ringing 4 times, the fax machine send fax-receiving signals automatically; Tip: If your machine is connecting an external answering phone device, and often use it to answer incoming calls, you could set the ring time through 4 to 6 times. Within the recommended ringing times, you can use the external answering phone device to answer and talk. [1]
F/T (Fax/Tel)	Automatically determine whether the incoming call is telephone or fax calls. Non-Fax call will make a fast double-ring to inform you answer the phone.	Factory setting of Ring Delay is 4 (0-10 times available, see *Ring Delay* on page 28. According to incoming call after the fax machine rings 4 times: 1) For the fax call, send fax received signal; 2) For the telephone call, make a fast double-ring, waiting for you answer the phone. Tip: If your machine is connecting an external answering phone device, you could set the ringing time through 4 to 6 times to answer the call. [1]
TAD (External TAD)	The external answering machine (TAD) automactically answers every call. Voice messages are stored on the external TAD. Fax messages are printed.	Use this mode if you have connected an external answering machine to your machine. The TAD setting works only with an external answering machine. Note: Ring Delay does not work in this setting.
Mnl (Fax Manual)	Machine doesn't recognize each call, only as a common phone call that you need to determine after answering the phone.	Answering the call, or if the caller wants to send you a fax, press **Mono Start** (under easy mode) to receive faxes. Tip: If your machine is connecting an external answering phone device, you can use the external answering phone device to answer and talk. [1]

[1] If the caller wants to send a fax during a call or the caller sends you a fax call, please press **Mono Start** (under easy mode) on the control panel of the machine or press ∗ 51 keys on the external answering phone device (you have to turn on the remote codes first, see *Using remote codes* on page 38) to give fax receiving signals.

Receive Mode settings

Ring Delay

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

(See *Operation from external and extension telephones* on page 38 and *Fax Detect* on page 28.)

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

Fax Detect

If Fax Detect is On:

Fax Detect is turned On as default.

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

If Fax Detect is Off:

If you are at the machine and answer a fax call by lifting the handset, press **Mono Start**, then press **2** to receive the fax.

If you answered at an extension or external telephone, press ✳ **5 1**. (See *Operation from external and extension telephones* on page 38.)

NOTE

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

1. Press (**FAX**).
2. Press **Menu**, **3**, **1**, **3**.
3. Press ▲ or ▼ to choose On (or Off).
   Press **OK**.
4. Press **Stop/Exit**.

6 Using PC-FAX

PC-FAX Sending

You can send a file created in any application on your PC as a standard fax.

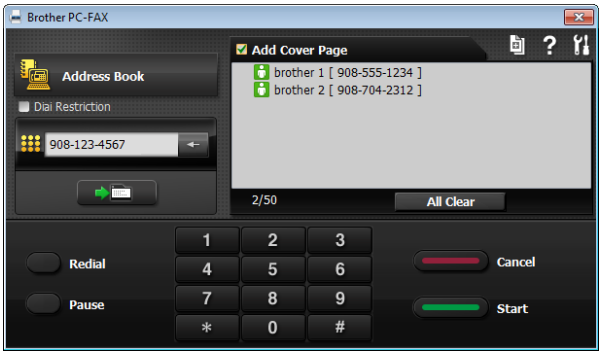
NOTE

The PC-FAX software can only send monochrome fax documents.

Sending a file as a PC-FAX

Please install MFL-Pro Suite software, connect your machine and PC before using PC-FAX sending.

1. Create a file in any application on your PC.
2. Click **File**, then **Print**. The **Print** dialog box appears.
3. Choose **Brother PC-FAX** as your printer, and then click **Print**. The PC-FAX sending dialog box appears:



4. Enter a fax number using any of the following methods:
   - Use the dial pad to enter the number.

NOTE

If you select the **Dial Restriction** check box, a confirmation dialog box will appear for you to re-enter the fax number. This feature helps to prevent transmissions to the wrong destination.

   - Click the **Address Book** button, and then choose a member or group from the Address Book.

   If you make a mistake, click **All Clear** to delete all the entries.

5. To include a cover page, click **Add Cover Page**.

NOTE

You can also click the cover page icon to create or edit a cover page.

6. Click **Start** to send the fax.

NOTE

- If you want to cancel the fax, click **Cancel**, or press **Stop/Exit** on the machine.
- If you want to redial a number, click **Redial** to scroll through the last five fax numbers, choose a number, and then click **Start**.

PC-FAX Receiving (Windows®)

If you turn on the PC-FAX Receive feature, your machine will store received faxes in the memory and send them to your PC. You can then use your PC to view and store these faxes.

Even if you have turned off your PC (at night or on the weekend, for example), your machine will receive and store your faxes in its memory.

When you start your PC and the PC-FAX Receiving software runs, your machine transfers your faxes to your PC.

To transfer the received faxes to your PC you must have the PC-FAX Receiving software running on your PC.

Do one of the following:

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

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

(Windows®8)

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

If you choose `Backup Print: On`, the machine will also print the fax.

1. Press (**FAX**).
2. Press **Menu**, **3**, **1**, **6**.
3. Press ▲ or ▼ to choose `PC Fax Receive`.
   Press **OK**.
4. Press ▲ or ▼ to choose `<USB>` or the name of the PC you want to receive faxes if you are on a network.
   Press **OK**.
5. Press ▲ or ▼ to choose `Backup Print:On` or `Backup Print:Off`.
   Press **OK**.
6. Press **Stop/Exit**.

NOTE

- PC-FAX Receive is not supported by Mac OS.
- Before you can set up PC-FAX Receive, you must install the MFL-Pro Suite software on your PC. Make sure your PC is connected and turned on.

  (See Software and Network User's Guide.)
- If you get an error message and the machine cannot print the faxes in the memory, you can use this setting to transfer your faxes to your PC. (See *Transferring your faxes or Fax Journal report* on page 69.)
- When you receive a color fax, your machine prints the color fax at your machine but does not send the fax to your PC.
- To change the destination PC, repeat steps ❶ to ❻.

7 Telephone and external devices

Voice operations

Tone or Pulse

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

1. Press **Hook**.
2. Press **#** on the machine's control panel. Any digits dialled after this will send tone signals.

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

Fax/Tel mode

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

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

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

Phone line services

Your machine supports the Caller ID subscriber telephone service 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 phone line may create problems with the operation of your machine.

Do you have Voice Mail?

If you have Voice Mail on the phone 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.*

Telephone Service

The caller ID feature of this machine lets you use the caller ID subscriber service offered by certain telephone companies.

Caller ID (Caller IDentification) (not available in certain area)

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

NOTE

- To get the Caller ID service, you have to apply for it at your local telephone company.
- FSK and DTMF are the two modes for displaying your calls.
  Please ask your local telephone company for whether your mode is FSK or DTMF.
  If your local telephone company uses DTMF mode, please switch your mode as follows. Contact your local telephone company or Brother dealer in the case that the feature does not work normally.Caller ID feature is not available in the following situation:

1 You have not applied for it at your local telephone company.

2 The fax machine is connected to an internal switchboard or other switch device.

3 Due to the switchboard problems or line problems of local telephone companies, the feature may not work in some areas.

Advantages of Caller ID

For Business

All businesses profit from a quicker response to customer calls.

For Home

Residential customers can protect themselves from unwanted calls.

Setup Method

1. Press **Menu**, **3**, **0**, **2**.
2. Press ▲ or ▼ to choose `Auto`, `FSK` or `DTMF`.
3. Press **OK**.
4. Press **Stop/Exit**.

Caller ID feature

The Caller ID feature of this machine lets you use the Caller ID subscriber service offered by many local phone companies.

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

You can view the Caller ID history and delete numbers from the list if needed.

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

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

NOTE

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

Viewing the Caller ID List

Your machine stores information for the last thirty calls in the Caller ID list. When the thirty-first call comes into the machine, it replaces information about the first call. You can view or print this list.

1. Press **Menu**, **3**, **0**, **3**.
2. Press **OK**.
   The Caller ID of the last call will appear on the LCD display. If no ID is stored, the beeper sounds and `No Caller ID` appears on the LCD.
3. Press ▲ or ▼ to scroll through the Caller ID memory to choose the Caller ID you want to view, and then press **OK**.
   The LCD displays the caller's number and the date and time of the call.

NOTE

To delete the Caller ID from the list, press **Clear**. Press **1** to confirm.

4. To finish viewing, press **Stop/Exit**.

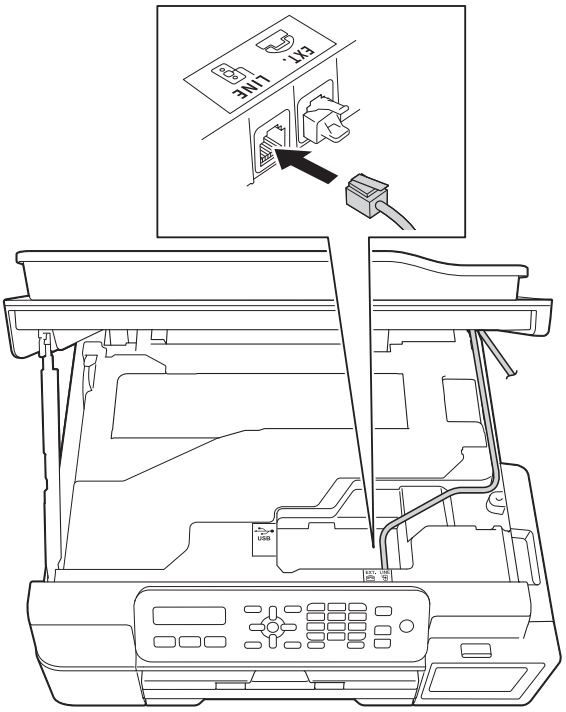
Printing Caller ID List

1. Press **Menu**, **6**, **7**.
2. If no ID is stored, the beeper will sound and `No Caller ID` will appear on the LCD.
3. Press **Mono Start**.
4. After printing has finished, press **Stop/Exit**.

Voice over Internet Protocol (VoIP)

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

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



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

After you have connected your machine to the VoIP system, check for a dial tone. Lift the external telephone's handset and listen for a dial tone. If there is no dial tone, 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 91).

NOTE

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

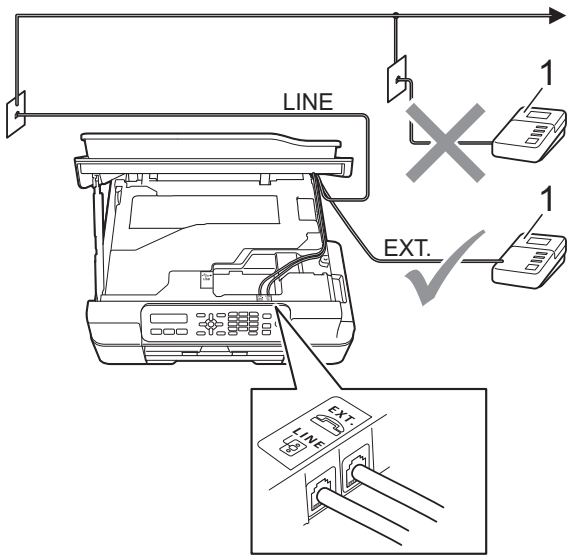
Connecting an external TAD (telephone answering device)

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

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

NOTE

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



1 TAD

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

IMPORTANT

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

Connection settings

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

1. Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.
2. Carefully guide the telephone line cord into the cable channel and out the back of the machine.
3. Lift the scanner cover to release the lock. Gently push the scanner cover support down and close the scanner cover using both hands.
4. Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
5. Record the outgoing message on your external TAD.
6. Set the TAD to answer calls.
7. Set the Receive Mode to `External TAD`. (See *Receive Modes* on page 26.)

Recording an outgoing message (OGM) on an external TAD

Timing is important in recording this message.

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

NOTE

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

Multi-line connections (PABX)

Most offices use a central telephone system.

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

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

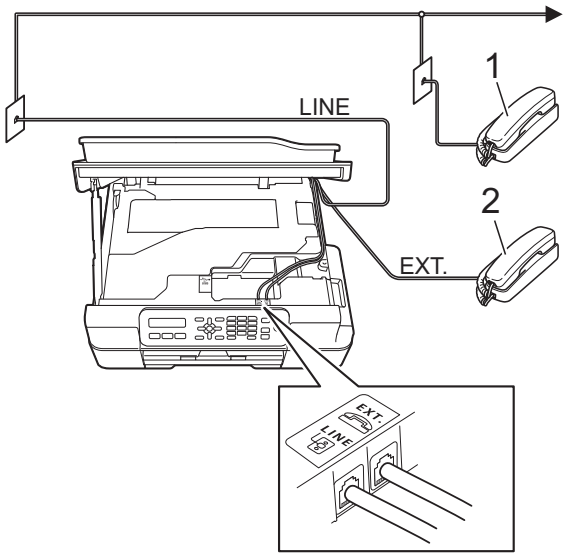
Brother does not recommend the use of a PABX line. PABX limitations in general can cause some functions of the fax machine not to work correctly.

External and extension telephones

Connecting an external or extension telephone

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

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



1 Extension telephone

2 External telephone

Operation from external and extension telephones

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

If the machine answers a voice call and fast double-rings for you to take over, use the Remote Deactivation Code **# 5 1** to take the call at an extension telephone.

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 shows `Receiving`, and then hang up.

NOTE

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

Using a cordless external telephone

Once the base unit of the cordless telephone has been connected to the same telephone line as the machine (See *External and extension telephones* on page 37.), you can answer calls on the cordless handset during the Ring Delay.

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

Using remote codes

Remote Activation Code

If you answer a fax call on an extension or external telephone, you can tell your machine to receive it by dialling the Remote Activation Code ✳ **5 1**. Wait for the chirping sounds and then replace the handset. (See *Fax Detect* on page 28.)

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Mono Start** and **2** to choose `Receive` when you select the `Fax Mode` to `Advanced Mode`. (See *Setting the Fax Logic (sending and receiving sequence)* on page 10.).

Remote Deactivation Code

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

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

Changing the remote codes

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

1. Press (**FAX**).
2. Press **Menu**, **3**, **1**, **4**.
3. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.

4 Enter the new Remote Activation Code.
Press **OK**.

5 Enter the new Remote Deactivation Code.
Press **OK**.

6 Press **Stop/Exit**.

NOTE

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

8 Dialling and storing numbers

How to dial

Manual dialling

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

4. Press **Mono Start**.

Speed Dialling

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 **Mono Start**.
   The machine scans and sends the fax.

Fax Redial

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

Redial only works if you dialled from the control panel.

1. Load your document.
2. Press (**FAX**).
3. Press **Redial/Pause**.
4. Press **Mono Start**.

NOTE

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

Storing numbers

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

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

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 dialling overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

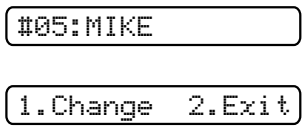
Storing Speed Dial numbers

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

1. Press (**Address Book**) and ▲ or ▼ to choose `Set Speed Dial`.
   Press **OK**.
2. Use the dial pad to enter a two-digit Speed Dial location number (01-40).
   Press **OK**.
3. Enter the fax or telephone number (up to 20 digits).
   Press **OK**.
4. 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 110.)
   - To store the number without a name, press **OK**.
5. Do one of the following:
   - To store another Speed Dial number, go to step ❷.
   - To finish the setting, press **Stop/Exit**.

Changing and deleting Speed Dial numbers

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



- 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, use ◀ or ▶ to position the cursor under the digit you want to change, then press **Clear**. Re-enter the number.

     Press **OK**. Go to step ❷.
   - To delete the Speed Dial number, press **Clear** to delete each digit of the fax number.

     Press **OK**. Go to step ❸.
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 110.)

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

9 Making copies

How to copy

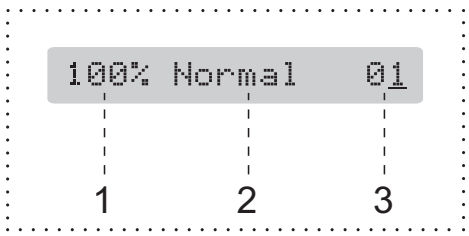
The following steps show the basic copy operation.

1. Do one of the following to load your document:
   - Place the document *face down* in the ADF.

     (See *Using the ADF* on page 20.)
   - Place the document *face down* on the scanner glass.

     (See *Using the scanner glass* on page 21.)

2. Press (**COPY**).
   The LCD shows the default copy settings:



1 Copy Ratio

2 Quality

3 No. 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 models only)*.)

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

4. Press **Mono 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 (ID)** key.

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 models only)*.)

(Basic User's Guide)

For information about changing the following copy settings, see page 44.

- 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
- Layout(2in1 ID)
- 2in1(ID)
- Stack/Sort
- Density
- Remove Bkg. Clr

NOTE

If you want to sort copies, we recommend using the ADF.

Paper Type

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

1. Load your document.
2. Press (**COPY**).
3. Enter the number of copies you want.
4. Press **Copy Options (ID)** and ▲ or ▼ to choose Paper Type.
   Press **OK**.
5. Press ▲ or ▼ to choose Plain Paper, Inkjet Paper, Brother BP71 or Other Glossy.
   Press **OK**.
6. If you do not want to change any further settings, press **Mono Start** or **Color Start**.

Paper Size

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

1. Load your document.
2. Press (**COPY**).
3. Enter the number of copies you want.
4. Press **Copy Options (ID)** and ▲ or ▼ to choose Paper Size.
   Press **OK**.
5. Press ▲ or ▼ to choose A4, A5, 10(W)x15(H)cm or Letter.
   Press **OK**.
6. If you do not want to change any further settings, press **Mono Start** or **Color Start**.

10 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.)

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

11 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. (See Quick Setup Guide: *Install MFL-Pro Suite*.)
- Configure the machine with a TCP/IP address if network scanning does not work. (See Software and Network User's Guide.)

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

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

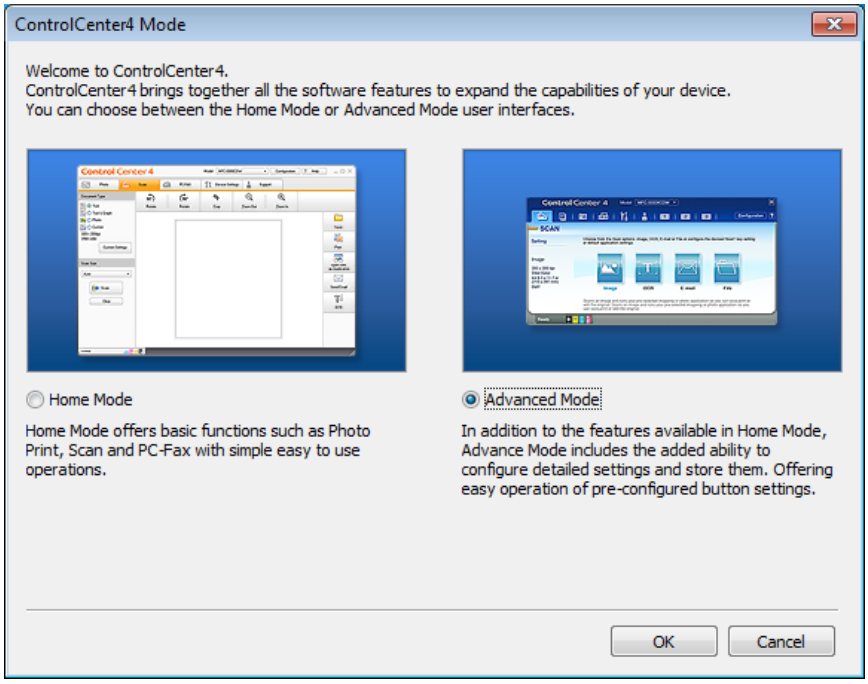
(For more information, see Software and Network User's Guide.)

NOTE

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

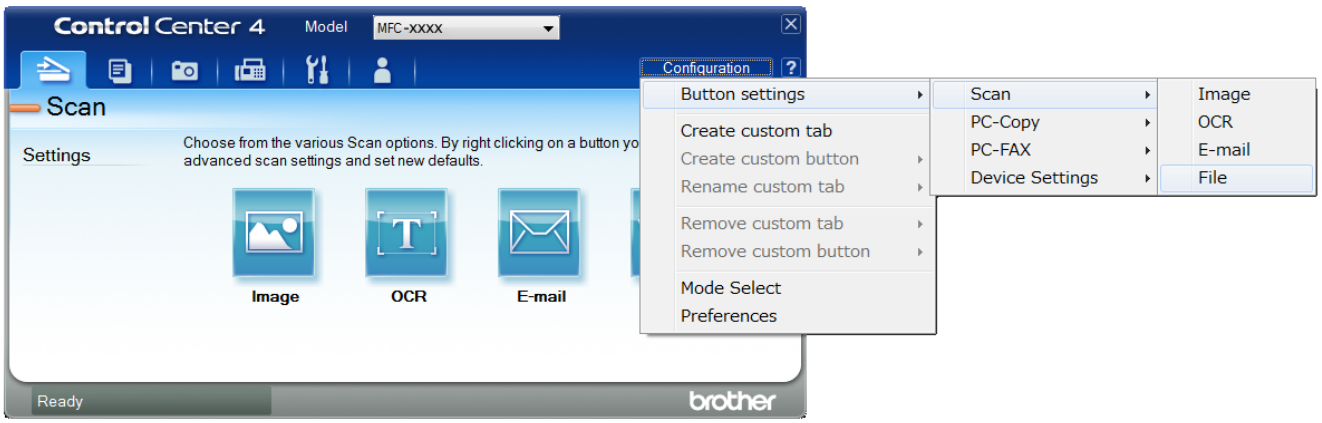
1. Load your document. (See *How to load documents* on page 20.)
2. Click the (**ControlCenter4**) icon in the task tray, and then click **Open**.

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

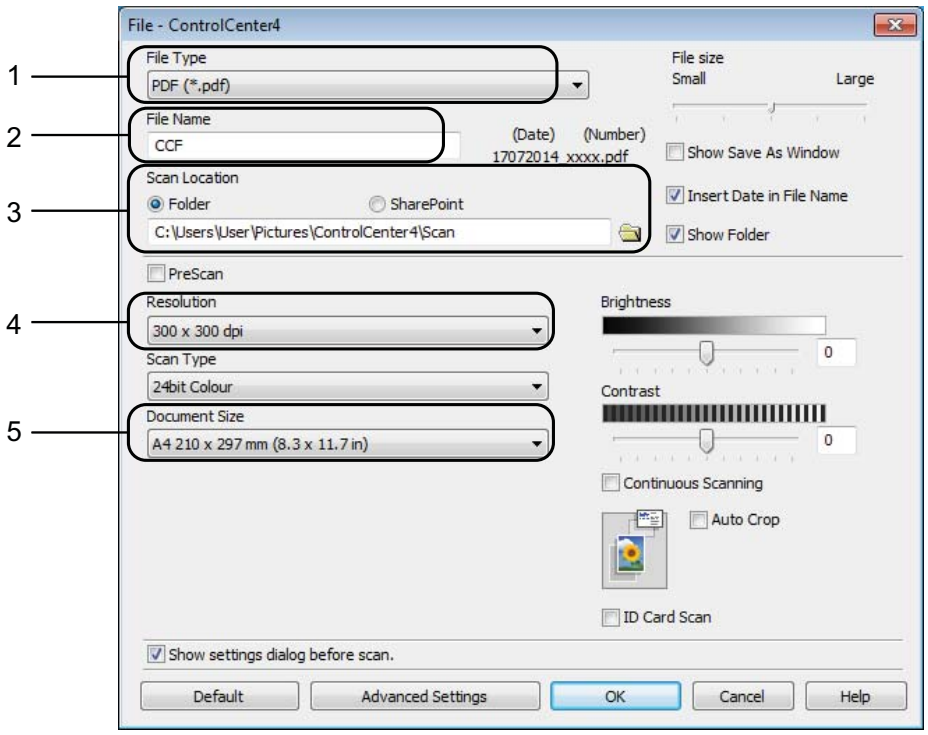


4 Make sure the machine you want to use is selected from the **Model** drop-down list.

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



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



1 Choose **PDF (*.pdf)** from the **File Type** drop-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the (**Browse**) button.

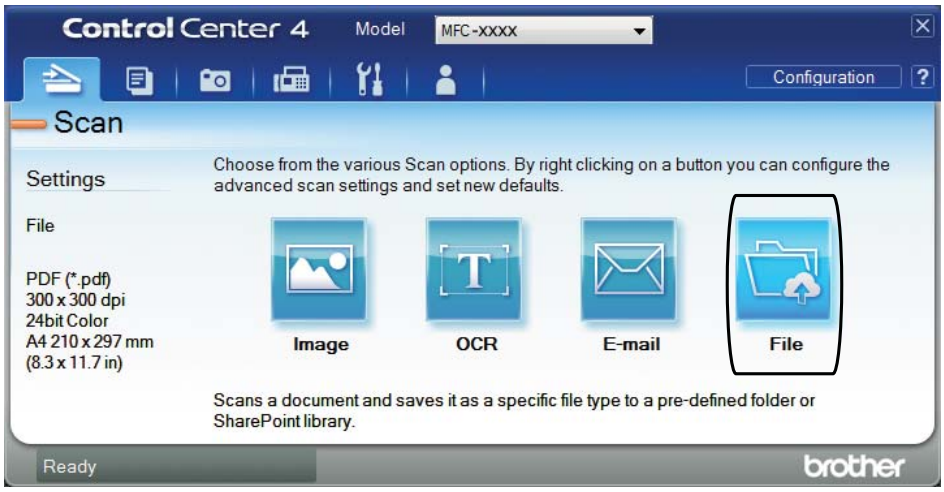
4 You can choose a scanning resolution from the **Resolution** drop-down list.

5 You can choose the document size from the **Document Size** drop-down list.

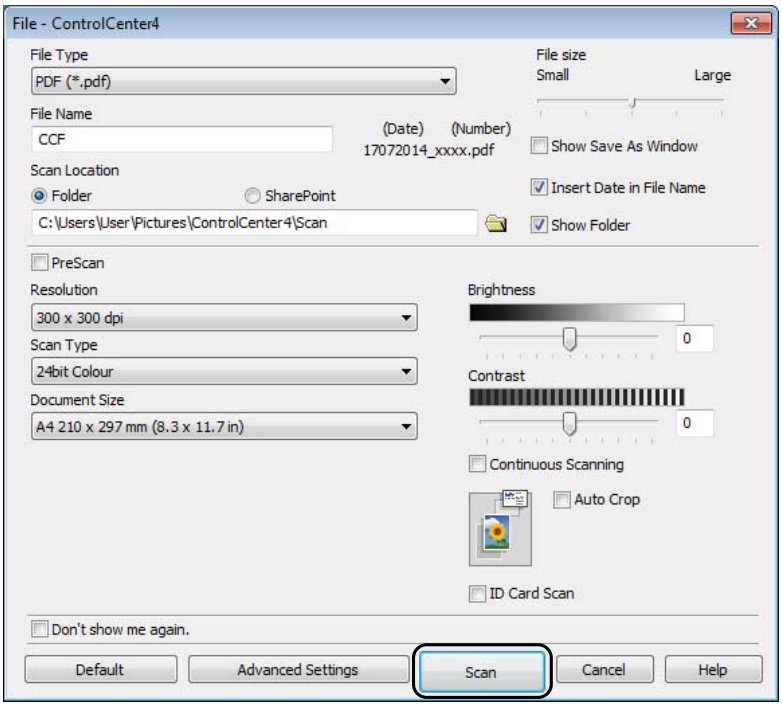
6 Click **OK**.

7 Click 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.

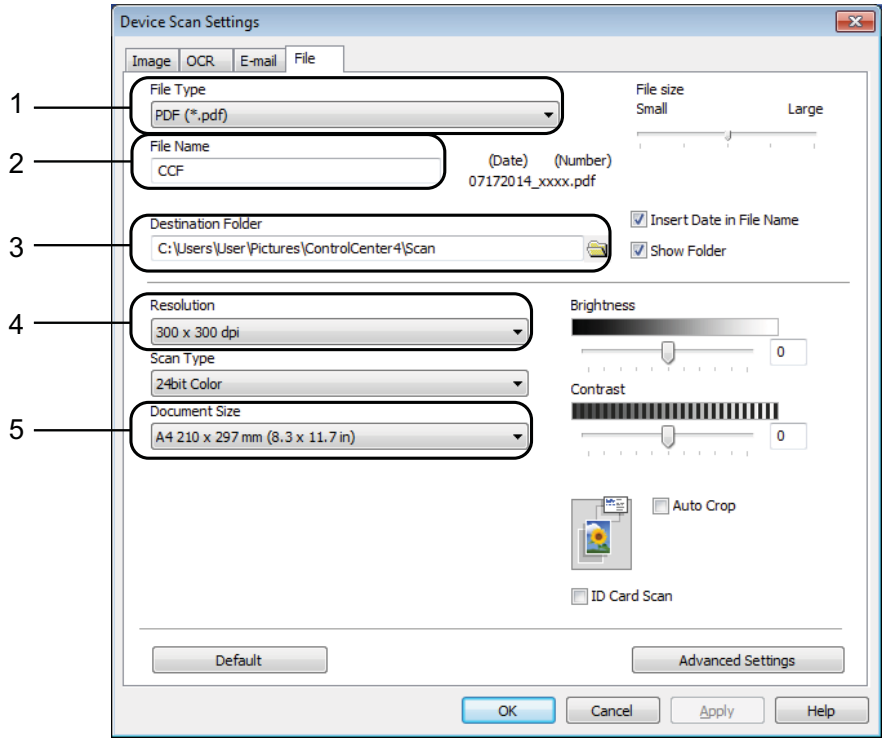


How to change the machine's SCAN mode settings for PDF scanning using ControlCenter4 (Windows®)

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

1. Click the (**ControlCenter4**) icon in the task tray, and then click **Open**.
2. Make sure the machine you want to use is selected from the **Model** drop-down list.
3. Click the **Device Settings** tab.
4. Click **Device Scan Settings**.

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



1 Choose **PDF (*.pdf)** from the **File Type** drop-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the (**Browse**) button.

4 You can choose a scanning resolution from the **Resolution** drop-down list.

5 You can choose the document size from the **Document Size** drop-down list.

6 Click **OK**.

How to scan a document as a PDF file using the control panel (Windows® and Macintosh)

1. Load your document. (See *How to load documents* on page 20.)

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 **Mono 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)
(See Software and Network User's Guide.)

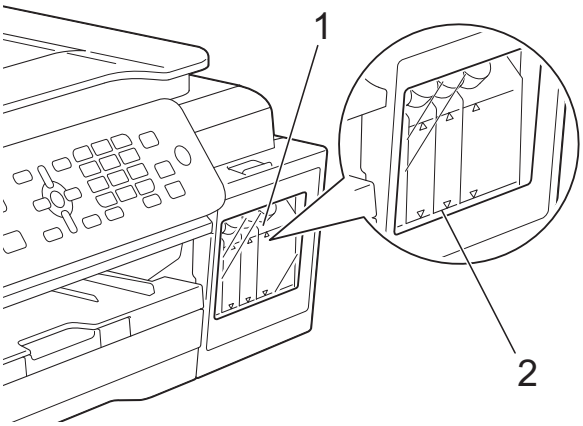
A Routine maintenance

Refilling the ink tanks

When the machine detects it is running out of ink, the machine will display a message.

The LCD will show which ink tank is low or needs refilling. Be sure to follow the LCD prompts to refill the ink tanks in the correct order.

You can assess the actual amount of remaining ink visually by looking through the see-through cover (1) of the ink tank.
If the remaining ink level is at or below the lower line (2) under the triangle mark, refill the ink tank.



To prevent print head assembly from drying out and getting damaged, it is necessary to keep the ink above the lower line in the tank.

Refill the ink tank when the remaining ink level is at or below the lower line.

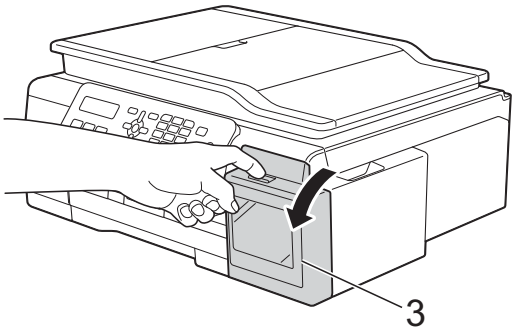
⚠ CAUTION

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

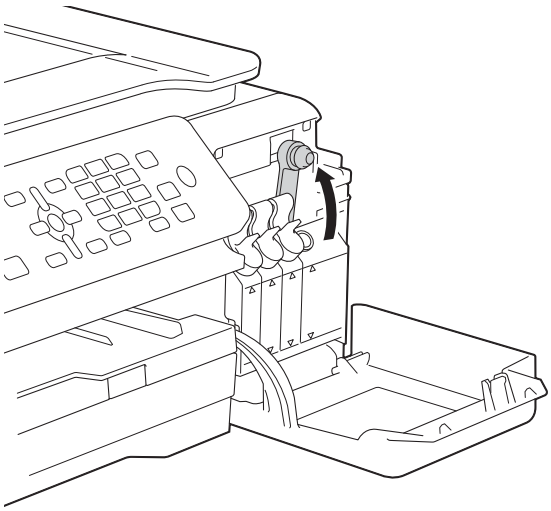
IMPORTANT

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

1. Open the ink tank cover (3).



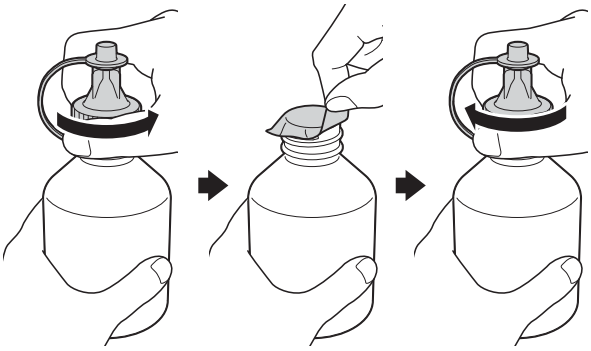
2 Remove the cap of the ink tank for the color you want to refill.



NOTE

Be careful to avoid touching any ink when handling the cap of the ink tank.

3 Remove the cap of the ink bottle, remove the film from the ink bottle, and then replace the cap.

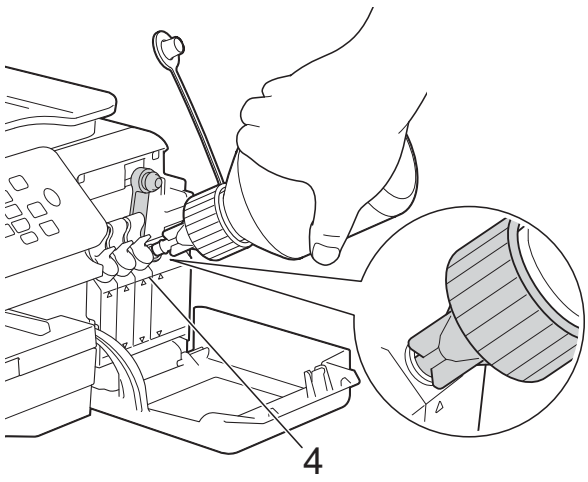


IMPORTANT

- Tighten the cap securely onto the ink bottle. Otherwise ink may leak.
- DO NOT shake the ink bottles. If ink stains your skin or clothing, wash with soap or detergent at once.

4 Remove the cap tip of the ink bottle.

5 Make sure that the color of the ink tank cap matches the ink color you want to refill.
Insert the nozzle of the ink bottle firmly so that the ink will not be spilled.
Refill the ink by squeezing the middle of the bottle gently as shown.



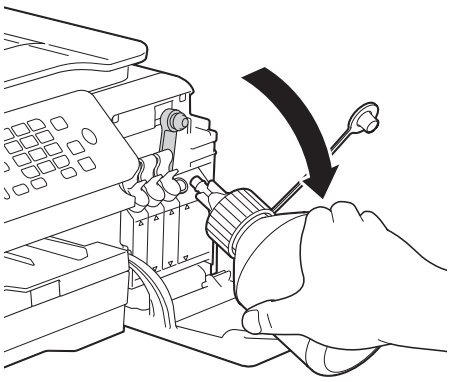
IMPORTANT

Be careful to avoid filling the ink past the upper line (4) above the triangle mark.

NOTE

- Be careful to avoid spilling any ink when refilling the ink tank.
- Refill with all of the ink in the bottle, if it does not exceed the upper line.

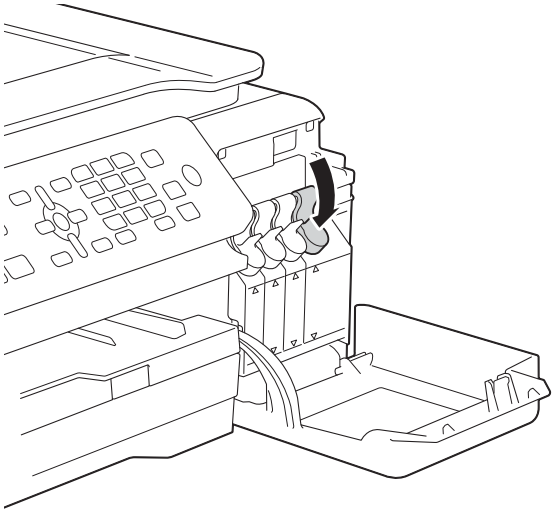
6 Point the nozzle upward so that the ink will not be spilled, and then remove the nozzle from the ink tank.



NOTE

If some ink remains in the bottle, tighten the cap securely onto the ink bottle, and store the ink bottle on a level surface in a cool, dark place.

7 Push down to tighten the cap securely onto the ink tank.



8 Repeat steps ❷ to ❼ for each ink tank you want to refill.

9 Close the ink tank cover.
When you open and close the ink tank cover, a message may appear on the LCD to verify whether the ink tanks were refilled.
If you have refilled the ink tanks, press **1** (`Yes`).
If you have not refilled the ink tank, be sure to press **2** (`No`).

If you pressed **1** (`Yes`), you are asked which color ink tanks you have refilled. (For example,
`Did You Refill [BK]? 1.Yes 2.No`
may be displayed for the black ink tank.)
Press **1** (`Yes`) to reset the ink dot counter for the refilled colors.
Press **2** (`No`) for the non-refilled colors.

IMPORTANT

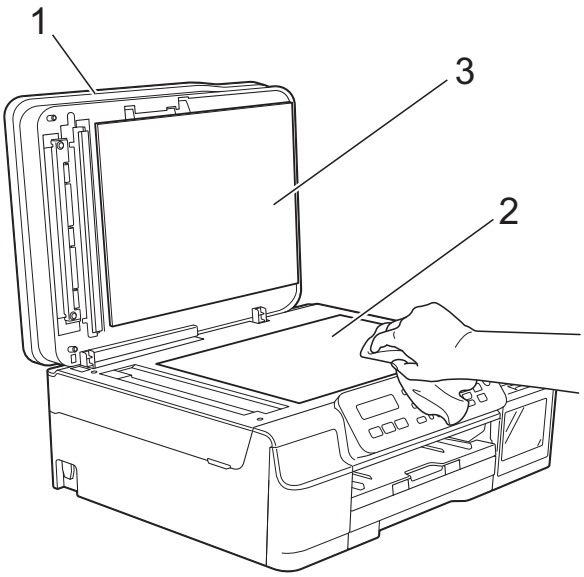
- If you accidentally mix the colors by filling the wrong ink tank, contact Brother customer service or your local Brother dealer.
- Once you open an ink bottle, use it up within six months. Use unopened ink bottles by the expiration date written on the bottle package.

Cleaning and checking the machine

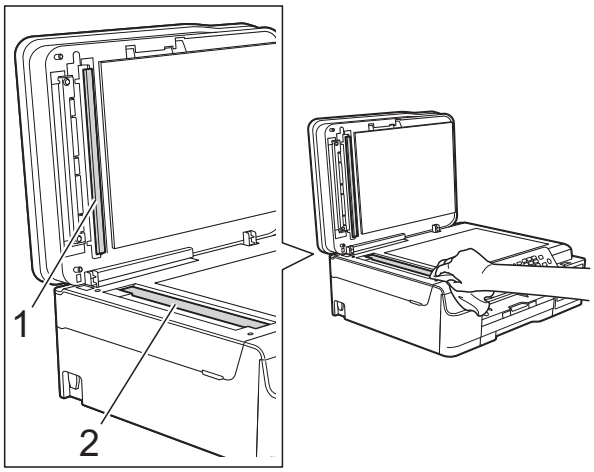
Cleaning the scanner glass

1. Unplug the machine from the electrical socket.

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



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



NOTE

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

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

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

Cleaning the print head

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

Clean the print head if you get a horizontal line in the text or graphics, or blank text on your printed pages. You can clean Black only; Yellow, Cyan, and Magenta at once; or all four colors at once.

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

IMPORTANT

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

1. Press **Menu**, **1**, **2**.
2. Press ▲ or ▼ to choose `Black`, `Colour` or `All`.
   Press **OK**.
   The machine cleans the print head.
   When cleaning is finished, the machine will go back to the FAX mode.

NOTE

- If you clean the print head at least five times and the print has not improved, try cleaning the print head again up to three more times. If the print has not improved, contact Brother customer service or your local Brother dealer.
- You can also clean the print head from your PC.

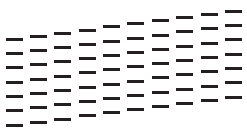
  (See Software and Network User's Guide.)

Checking the print quality

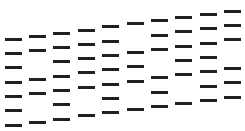
If faded or streaked colors and text appear on your printouts, some of the print head nozzles may be clogged. You can check this by printing the Print Quality Check Sheet and looking at the nozzle check pattern.

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 you can see missing short lines as shown below, press **2** to choose `No`.

OK



Poor



6. The LCD asks you if the print quality is OK for black and 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.

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

9 Press **Stop/Exit**.

If you clean the print head at least five times and the print has not improved, try cleaning the print head again up to three more times. If the print has not improved, contact Brother customer service or your local Brother dealer.

IMPORTANT

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

NOTE

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

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

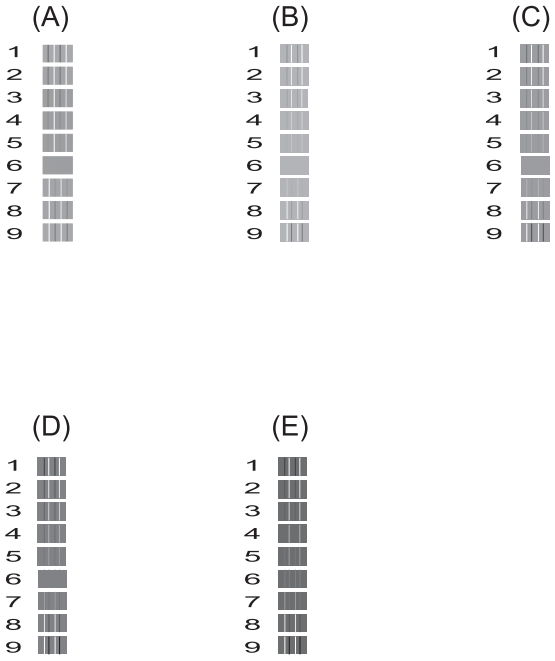
Checking the print alignment

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

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

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

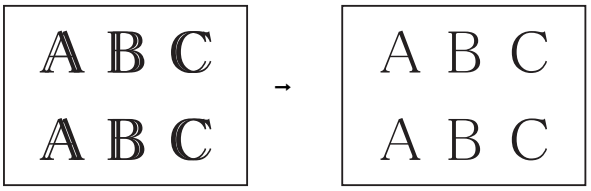
3 Press **Mono Start** or **Color Start**.
The machine starts printing the Alignment Check Sheet.



4 For the “A” pattern, press the number of the test print that has the least 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 correctly, text looks blurry like this.

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

Setting the date and time

The LCD shows the date and time. If it is not correct, 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. Enter the time (in 24-hour format) using the dial pad, and then press **OK**.(For example, enter 19:45 for 7:45 PM.)
6. Press **Stop/Exit**.

B Troubleshooting

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

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

Visit us at www.95105369.com.

Identifying your problem

First, check the following:

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

  (See *Error and maintenance messages* on page 62.)

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

Paper handling and Printing problems:

- *Printing Difficulties* on page 80
- *Print Quality Difficulties* on page 82
- *Paper Handling Difficulties* on page 84
- *Printing Received Faxes* on page 85

Telephone and Fax problems:

- *Telephone Line or Connections* on page 85
- *Handling Incoming Calls* on page 88
- *Receiving Faxes* on page 86
- *Sending Faxes* on page 88

Copying problems:

- *Copying Difficulties* on page 89

Scanning problems:

- *Scanning Difficulties* on page 89

Software and Network problems:

- *Software Difficulties* on page 89
- *Network Difficulties* on page 90

Error and maintenance messages

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

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

Visit us at www.95105369.com.

Error Message	Cause	Action
`B&W Print Only` `Refill [XX] Ink`	The amount of remaining ink in one or more of the ink tanks (except black) is low. This error message may appear if the ink dot counter is incorrect even if some ink remains. While this message appears on the LCD, each operation works in the following way: ■ Printing If you choose **Greyscale** in the **Advanced** tab of the printer driver, you can use the machine as a monochrome printer. 2-sided printing is not available when this message appears. ■ Copying If the paper type is set to `Plain Paper` you can make copies in monochrome.	Refill the ink tank. When you refill the ink tank, fill the ink up to the upper line, or fill with all of the ink in the bottle if it does not exceed the upper line. A message may appear on the LCD to verify whether the ink tanks were refilled. Press **1** (`Yes`) to reset the ink dot counter if ink tank has been refill. Press **2** (`No`) if ink tank has not been refilled. (See *Refilling the ink tanks* on page 53.) **NOTE** The machine will stop all print operations, you cannot use the machine until you refill the ink tank in the following cases: • If you unplug the machine. • If the paper type is set to anything except `Plain Paper` or `Inkjet Paper`. • (Windows®) If you check **Slow Drying Paper** in the **Basic** tab of the printer driver. (Macintosh) If you check **Slow Drying Paper** in the **Print Settings** of the printer driver.

Error Message	Cause	Action
Cannot Print Refill [XX] Ink	The amount of remaining ink in one or more of the ink tanks is low. The machine will stop all print operations. This error message may appear if the ink dot counter is incorrect even if some ink remains.	Refill the ink tank. When you refill the ink tank, fill the ink up to the upper line, or fill with all of the ink in the bottle if it does not exceed the upper line. A message may appear on the LCD to verify whether the ink tanks were refilled. Press **1** (Yes) to reset the ink dot counter if ink tank has been refill. Press **2** (No) if ink tank has not been refilled. (See *Refilling the ink tanks* on page 53.)
Clean Unable XX Init Unable XX Print Unable XX Scan Unable XX	The machine has a mechanical problem. A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, do the following. See *Transferring your faxes or Fax Journal report* on page 69 before disconnecting the machine so you will not lose any important messages. Then disconnect the machine from the power for several minutes and reconnect it.
Close Ink Cover	The ink tank cover is not locked in the closed position.	Firmly close the ink tank cover until it locks into place.
Comm.Error	Poor telephone line quality caused a communication error.	If the problem continues, call the telephone company and ask them to check your telephone line.
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) has 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 91.)

Error Message	Cause	Action
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 20.) (See *Document jam* on page 70.)
High Temperature	The room temperature is too high.	After lowering the room temperature, allow the machine to cool down to room temperature and then try again.
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. Contact Brother customer service or your local Brother dealer 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).
InkBox NearFull	The ink absorber box or flushing box is nearly full.	Contact Brother customer service or your local Brother dealer.

Error Message	Cause	Action
Ink Low XXXXXXX	The amount of remaining ink in one or more of the ink tanks is low. This error message may appear if the ink dot counter is incorrect even if a lot of ink remains.	Look through the see-through cover of the ink tank to assess the actual amount of remaining ink. If the remaining ink level is at or below the lower line under the triangle mark, refill the ink tank. A message may appear on the LCD to verify whether the ink tanks were refilled. Press **1** (Yes) to reset the ink dot counter if ink tank has been refill. Press **2** (No) if ink tank has not been refilled. (See *Refilling the ink tanks* on page 53.)
Low Temperature	The room temperature is too low.	After increasing the room temperature, allow the machine to warm up to room temperature and then try again.
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 *Caller ID (Caller IDentification) (not available in certain area)* on page 32.)

Error Message	Cause	Action
No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Mono Start** or **Color Start**. ■ Remove and reload the paper, then press **Mono Start** or **Color Start**. (See *Loading paper and other print media* on page 11.)
	The paper tray was not fully inserted.	Remove the paper tray and re-install it until it locks into place, and then press **Mono Start** or **Color Start** on the control panel.
	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 71.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 71.
		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*.)
No Response/Busy	The number you dialled has not answered 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 41.)

Error Message	Cause	Action
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 that are in process finish, and then try again. ■ Press **Mono Start** to send the pages scanned so far. ■ Press **Mono 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 71. Make sure the paper length guide is set to the correct paper size.
		If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 74.)
	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*.)

Error Message	Cause	Action
Wrong Paper Size	The Paper Size setting does not match the size of paper in the tray. Or, you did not set the paper guides in the tray to the indicators for the paper size you are using.	1 Check that the Paper Size you choose matches the size of paper in the tray. (See *Paper Size* on page 17.) 2 Make sure you loaded the paper in a Portrait position, by setting the paper guides to the indicators for your paper size. (See *Loading paper and other print media* on page 11.) 3 After you have checked the paper size and the paper position, press **Mono Start** or **Color Start**.
		If you are printing from your computer, make sure the paper size you choose in the printer driver matches the size of paper in the tray. (See Software and Network User's Guide.)

Transferring your faxes or Fax Journal report

If the LCD shows:

- 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 69 or *Transferring faxes to your PC* on page 69.)

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 70.)

Transferring faxes to another fax machine

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

1. Press **Menu**, **9**, **0**, **1**.
2. Do one of the following:
   - If the LCD shows No Data, there are no faxes left in the machine's memory.

     Press **Stop/Exit**.
   - If the LCD shows Enter Fax No., enter the fax number to which faxes will be forwarded.
3. Press **Mono Start**.

Transferring faxes to your PC

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

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

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

   From (**Start**), select **All Programs**, **Brother**, and **Brother Utilities**. 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**.

   (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**.
2. 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.
3. 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).
4. Press **Stop/Exit**.

Transferring the Fax Journal report to another fax machine

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

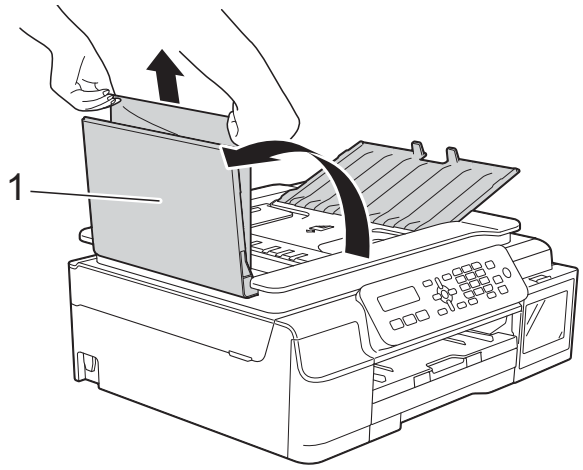
1. Press **Menu**, **9**, **0**, **2**.
2. Enter the fax number to which the Fax Journal report will be forwarded.
3. Press **Mono Start**.

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

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



1 ADF cover

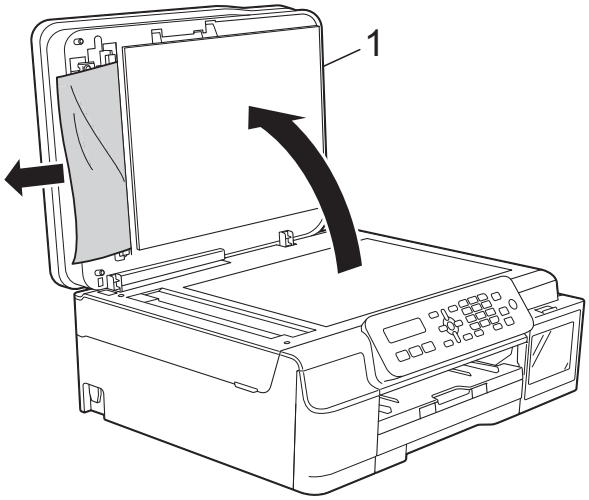
4. Close the ADF cover.
5. Press **Stop/Exit**.

IMPORTANT

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

Document is jammed inside the ADF unit

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

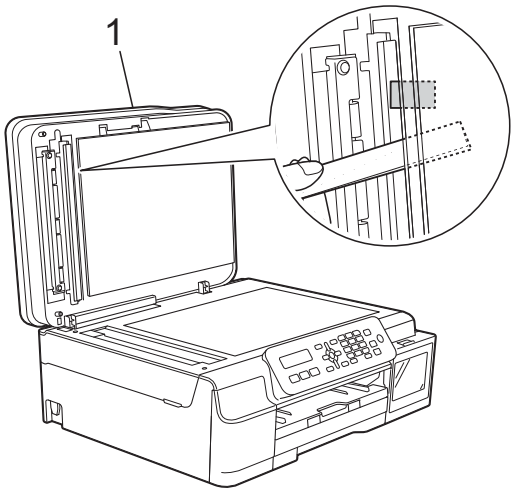


1 Document Cover

4. Close the document cover.
5. Press **Stop/Exit**.

Removing small scraps of paper jammed in the ADF

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



1 Document Cover

3. Close the document cover.
4. Press **Stop/Exit**.

Printer jam or paper jam

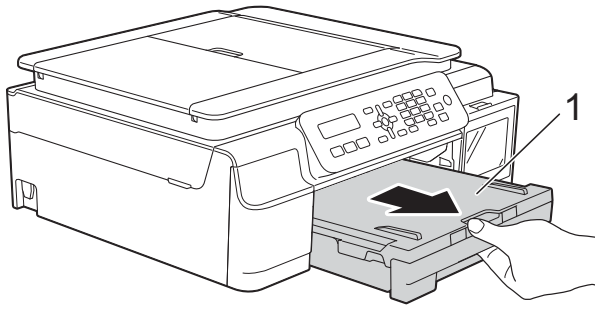
Locate and remove the jammed paper by following these steps:

1. Unplug the machine from the electrical socket.

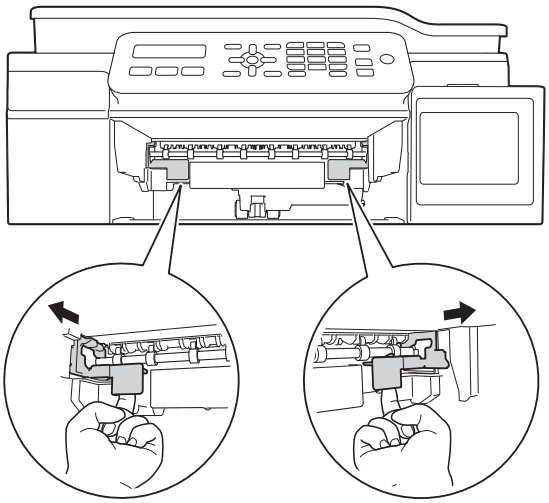
IMPORTANT

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 69.)

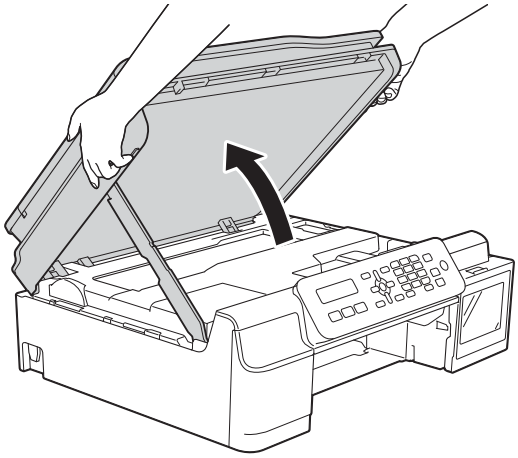
2. Pull the paper tray (1) completely out of the machine.



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

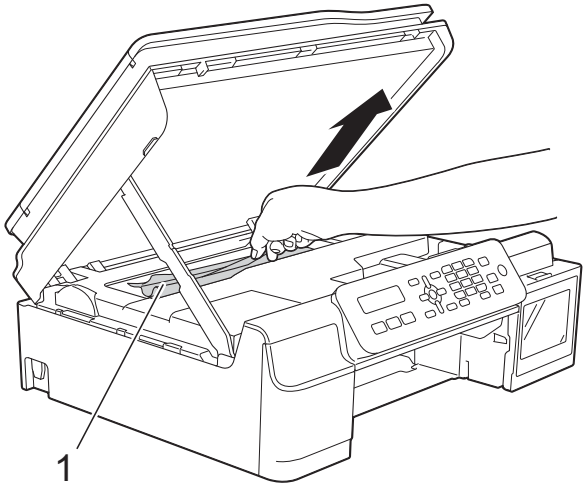


4. Place both hands under the plastic tabs on both sides of the machine and lift the scanner cover into the open position.

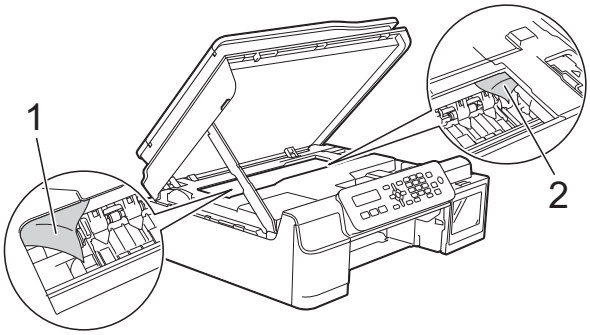


B

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

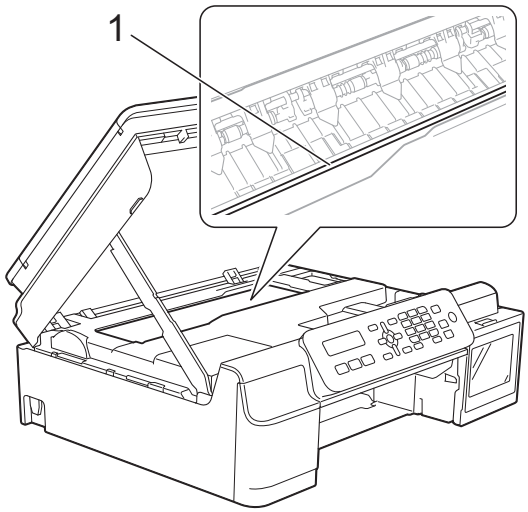


6 Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (1) and (2).



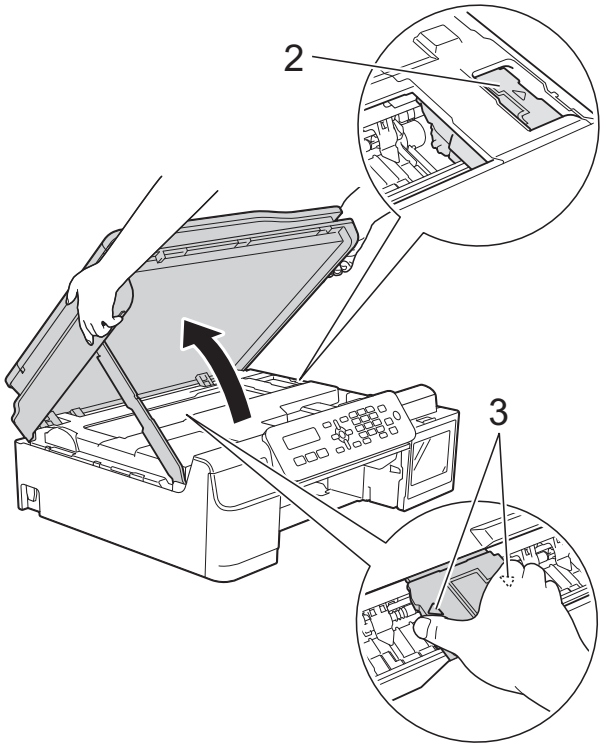
IMPORTANT

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



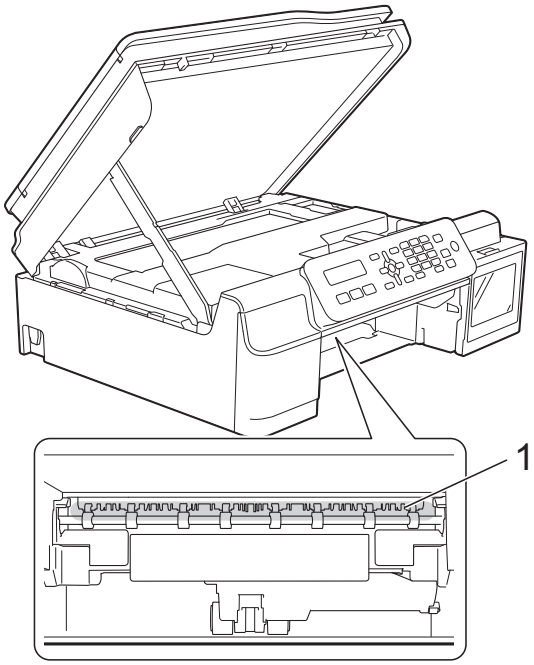
- If the print head is in the right corner as shown in the illustration (2), you cannot move it. Re-connect the power cord. Hold down **Stop/Exit** until the print head moves to the centre. Then unplug the machine from the power source and take out the paper.
- If the paper is jammed under the print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

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

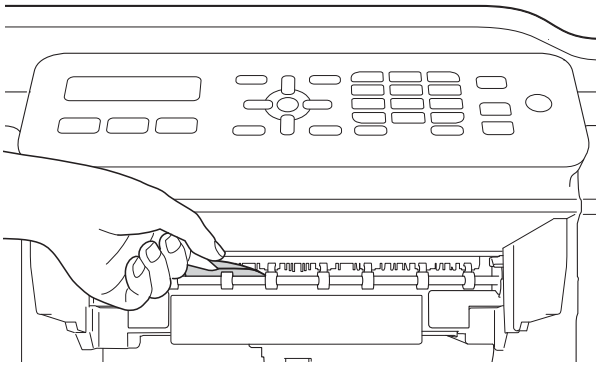


- If ink gets onto your skin, immediately wash with soap and plenty of water.

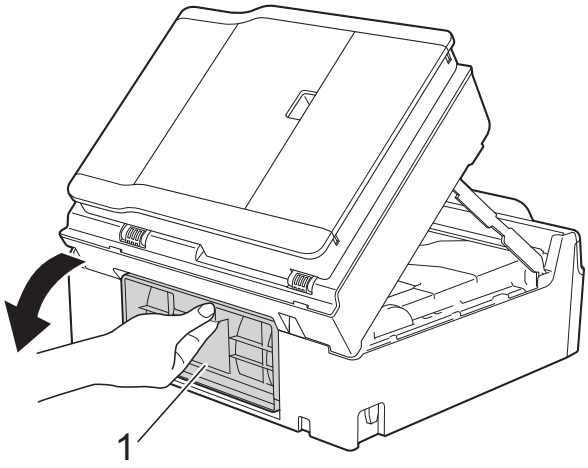
7 Be sure to look carefully inside the machine (1) for any pieces of paper.



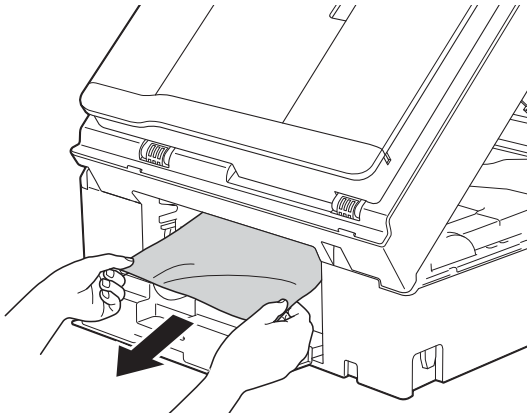
8 Look inside the machine from a lower angle, and make sure there are no pieces of paper remaining.



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

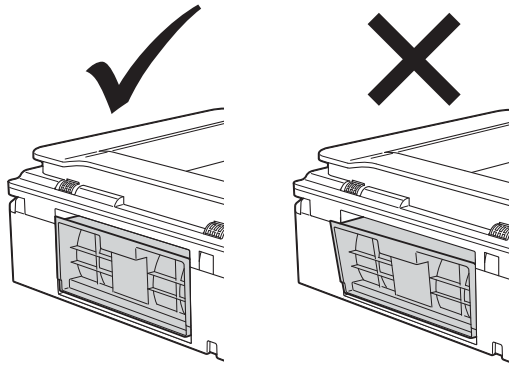


10 Remove the jammed paper.

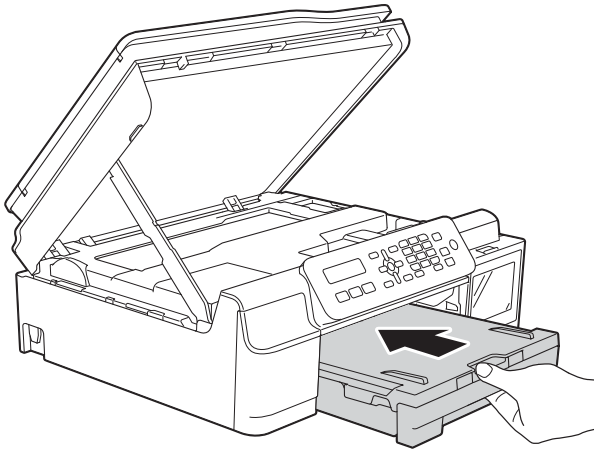


B

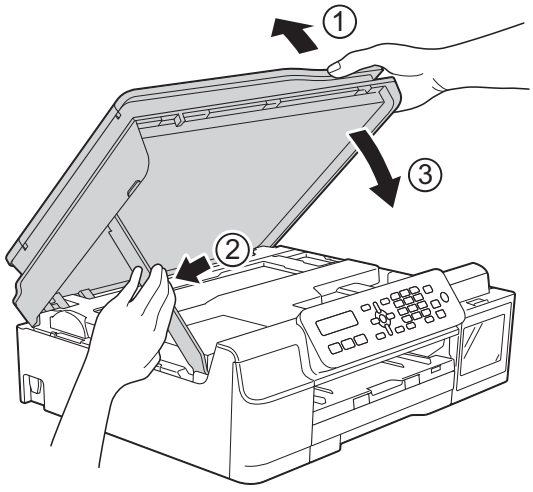
11 Close the Jam Clear Cover.
Make sure the cover is closed correctly.



12 Put the paper tray firmly back in the machine.



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



⚠ CAUTION

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

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

15 Re-connect the power cord.

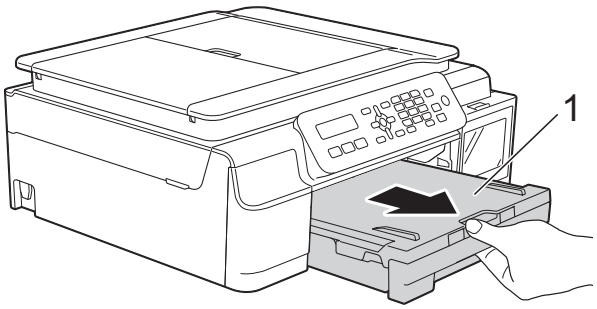
NOTE

If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 74.)

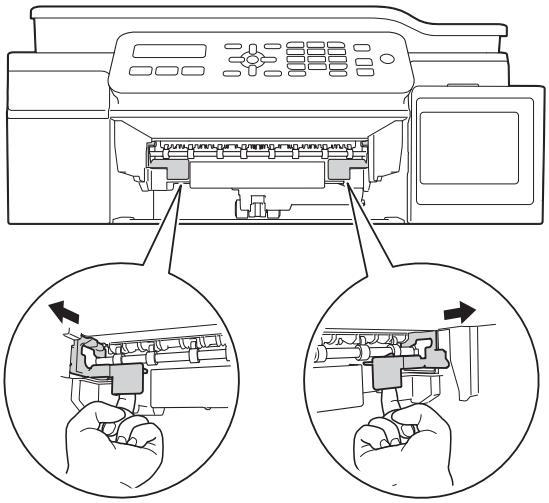
Additional paper jam clear operations

1 Unplug the machine from the electrical socket.

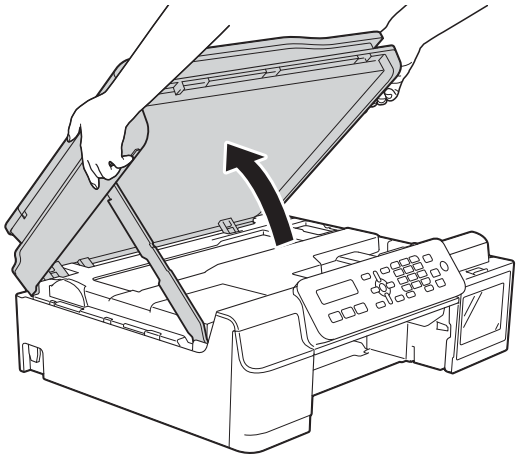
2 Pull the paper tray (1) completely out of the machine.



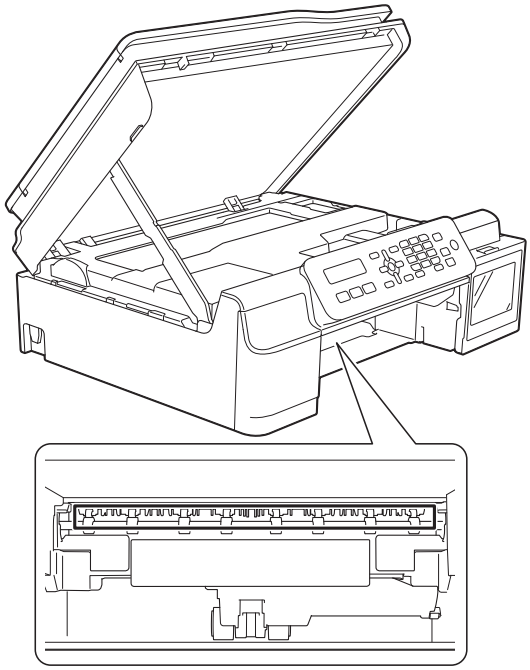
3 Pull the two green levers inside the machine towards you to release the jammed paper.

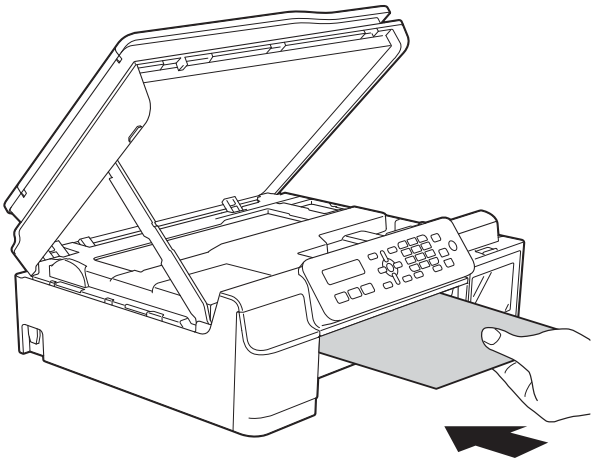


4 Place both hands under the plastic tabs on both sides of the machine and lift the scanner cover into the open position.

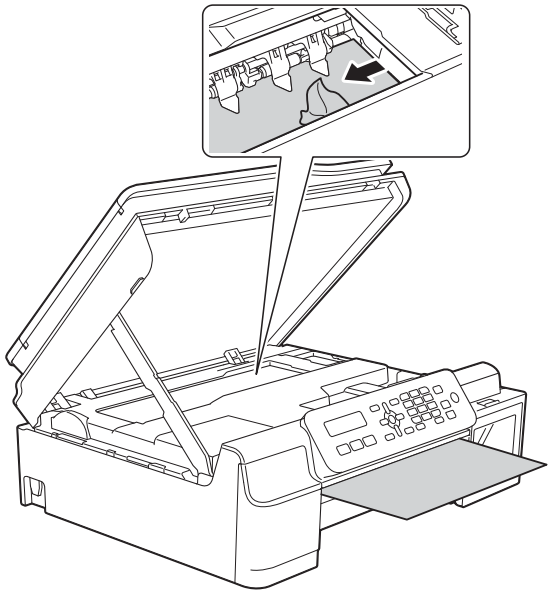


5 Load one sheet of thick A4 or Letter sized paper, such as glossy paper, deep into the machine as shown in the illustration.



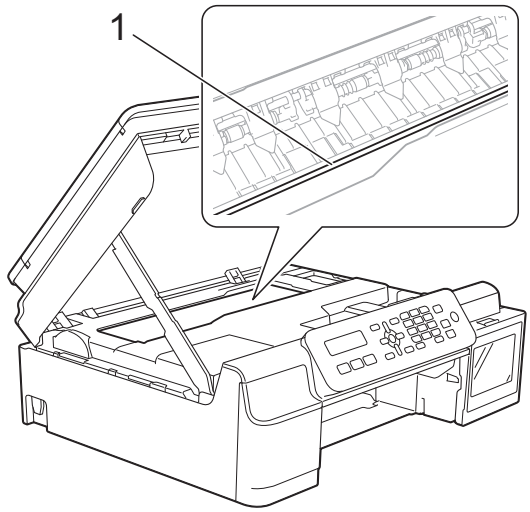


6 If the thick paper is pushing any jammed paper out, remove the jammed paper.



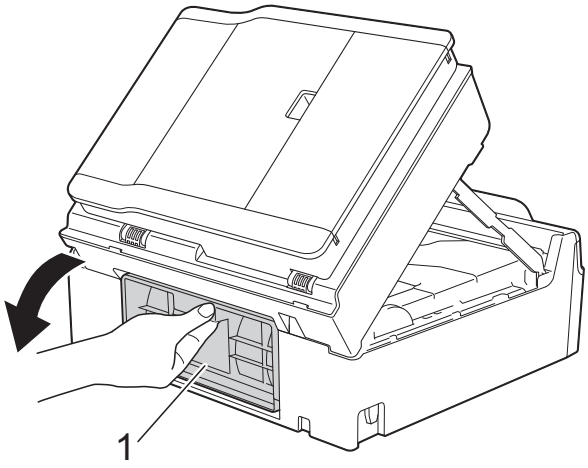
IMPORTANT

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

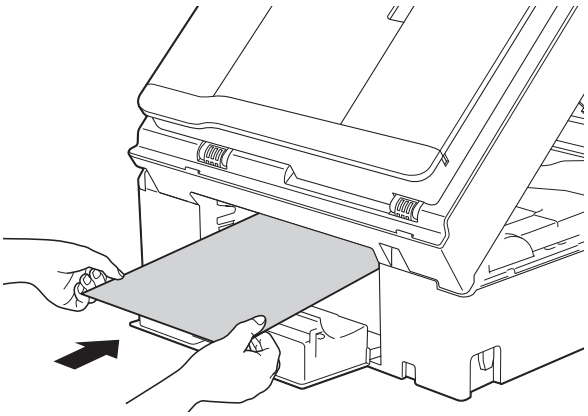


7 Pull the thick paper out of the machine.

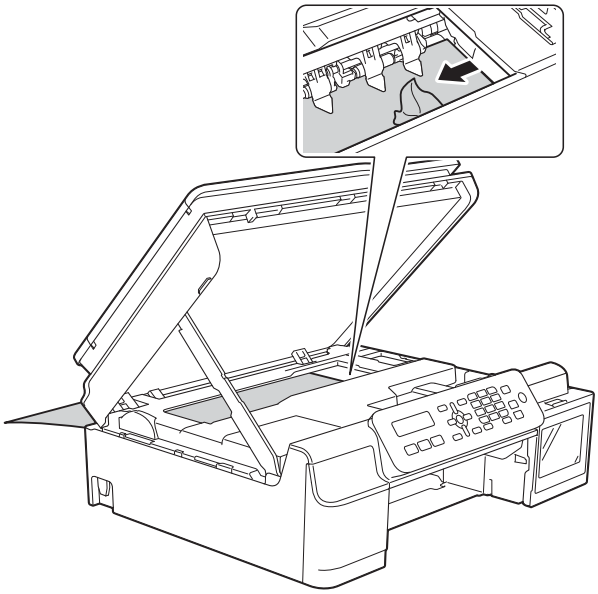
8 Open the Jam Clear Cover (1) at the back of the machine.



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

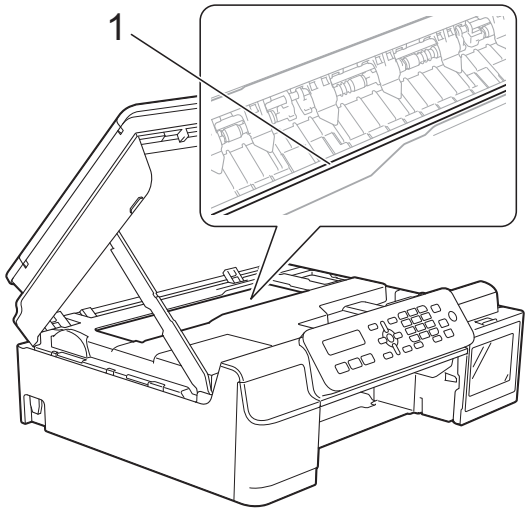


10 If the thick paper is pushing any jammed paper out, remove the jammed paper.



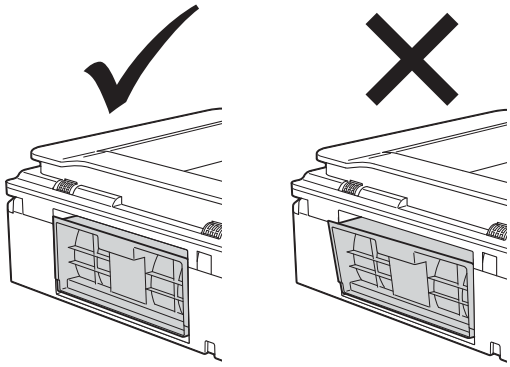
IMPORTANT

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

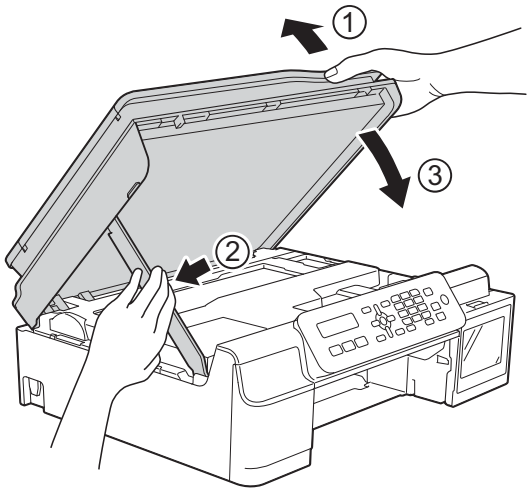


11 Pull the thick paper out of the machine.

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



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

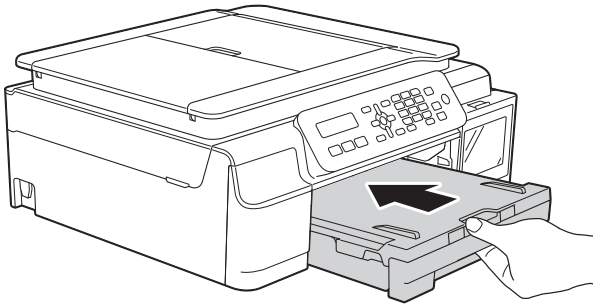


⚠ CAUTION

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

B

14 Put the paper tray firmly back in the machine.



15 Re-connect the power cord.

If you are having difficulty with your machine

IMPORTANT

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

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

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

Visit us at www.95105369.com.

NOTE

For technical help, you must contact Brother customer support.

Printing Difficulties

Difficulty	Suggestions
No printout.	Check that the correct printer driver has been installed and chosen.
	Check to see if the LCD is showing an error message. (See *Error and maintenance messages* on page 62.)
	Make sure that the machine is online. (Windows® XP and Windows Server® 2003) Click **Start**/**Printers and Faxes**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer. (Windows Vista® and Windows Server® 2008) Click **/Control Panel**/**Hardware and Sound**/**Printers**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer. (Windows® 7 and Windows Server® 2008 R2) Click **/Devices and Printers**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name) and choose **See what's printing**. Click **Printer** and make sure that **Use Printer Offline** is not selected. (Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings**, and then click **Control Panel**. In the **Hardware and Sound** (**Hardware**) group, click **View devices and printers**. Right-click **Brother 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. (Windows Server® 2012 R2) Click **Control Panel** on the **Start** screen. In the **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.
	Look through the window of the ink tank to confirm the actual amount of remaining ink. If the remaining ink level is at or below the lower line under the triangle mark, refill the ink tank. A message may appear on the LCD to verify whether the ink tanks were refilled. Press **1** (`Yes`) to reset the ink dot counter for the refilled color. Press **2** (`No`) for the non-refilled colors. (See *Refilling the ink tanks* on page 53.)

Printing Difficulties (continued)

Difficulty	Suggestions
No printout. (continued)	The document will not print if the old, unprinted data remains in the printer driver spooler. Open the printer icon, and then delete all the data. Your printer icon can be found in the following way: (Windows® 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**. (Windows Server® 2012 R2) Click **Control Panel** on the **Start** screen. In the **Hardware** group, click **View devices and printers**/**Printers**. (OS X v10.7.5, 10.8.x) Click **System Preferences**/**Print & Scan**. (OS X v10.9.x) Click the **System Preferences**/**Printers & Scanners**.
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 16.)
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 **Colour Settings** on the **Advanced** tab, and make sure you uncheck **Colour Enhancement**. (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. (See Software and Network User’s Guide.)
Color Enhancement is not working correctly.	If the image data is not full color in your application (such as 256 color), Color Enhancement will not work. Use at least 24 bit color data with the Color Enhancement feature.
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See Software and Network User’s Guide.)

Print Quality Difficulties

Difficulty	Suggestions
Poor print quality.	Check the print quality. (See *Checking the print quality* on page 57.)
	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 17.) (See Software and Network User's Guide.)
	Make sure that your ink is fresh. The following may cause ink to clog: ■ The expiration date written on the bottle package has passed. ■ The ink has been in your machine for over six months. ■ The ink bottle may not have been stored correctly before use. Store the ink bottle on a level surface in a cool, dark place.
	Make sure you are using Brother Original ink. Brother does not recommend using or refilling with any kind of ink other than Brother Original ink.
	Make sure you are using one of the recommended types of paper. (See *Acceptable paper and other print media* on page 17.)
	The recommended environment for your machine is between 20 °C to 33 °C.
The printout is faint, even after refilling with Brother Original ink.	The refilled ink may not have reached the print head. Perform the following special cleaning operation: Press **Menu** and then press ▲ or ▼ and the **OK** button to select `1.Ink` > `2.Cleaning`. Press and hold down **Menu**, while pressing **OK**. The machine will begin its cleaning procedure. **NOTE** This cleaning method requires enough ink to fill the ink delivery tubes. Before cleaning, refill all ink tank colors.
White horizontal lines appear in text or graphics. 	Clean the print head. (See *Cleaning the print head* on page 57.)
	Make sure you are using Brother Original ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 17.)
	To prolong print head life, provide the best ink economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using to power down the machine. Using allows minimal power to the machine ensuring periodic cleanings of the print head occur.
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 57.)
	Make sure you are using Brother Original ink.
	To prolong print head life, provide the best ink economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using to power down the machine. Using allows minimal power to the machine ensuring periodic cleanings of the print head occur.

Print Quality Difficulties (continued)

Difficulty	Suggestions
Characters and lines are blurred.	Check the printing alignment. (See *Checking the print alignment* on page 58.)
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 11.)
	Make sure the Jam Clear Cover is closed correctly.
Smudge or stain at the top centre of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* on page 17.)
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 17.) Don't handle the paper until the ink is dry.
	Make sure the print side is face down in the paper tray.
	Make sure you are using Brother Original 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 17.)
	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 Brother Original ink.
	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 11.)
	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®) Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	(Windows®) In the printer driver **Advanced** tab, click **Colour Settings** and uncheck **Bi-Directional Printing**. (Macintosh) In the printer driver, choose **Print Settings**, click **Advanced**, choose **Other Print Options** and uncheck **Bi-Directional Printing**.
	Make sure you are using Brother Original 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 shows the Paper Jam message and you still have a problem, see *Error and maintenance messages* on page 62.
	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.
Machine feeds multiple pages.	Do the following: ■ 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. (See *Loading paper and other print media* on page 11.)
	Make sure the Jam Clear Cover is closed correctly. (See *Printer jam or paper jam* on page 71.)
	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 71. Make sure the paper guides are set to the correct paper size.
Paper jam reoccurs.	If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 74.)
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.)
	If paper jams occur 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*.)

Printing Received Faxes

Difficulty	Suggestions
■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines	Usually this is caused by a poor telephone connection. Make a copy; if your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Left and right margins are cut off or a single page is printed on two pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your `Paper Size` setting may not be correct for the paper you are using. (See *Paper Size* on page 17.)
	Turn on Auto Reduction. (See Advanced User's Guide: *Printing a reduced incoming fax*.)

Telephone Line or Connections

Difficulty	Suggestions
Dialling does not work. (No dial tone)	Check the line cord connections.
	Change the Tone/Pulse setting. (See Quick Setup Guide.)
	If there is no dial tone, connect a known-working telephone and telephone line cord to the socket. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and/or wall socket.
The machine does not answer when called.	Make sure the machine is in the correct Receive Mode for your setup. (See *Receive Modes* on page 26.) Check for a dial tone. If possible, call your machine to hear whether it answers. If there is still no answer, check the telephone line cord connection. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	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 socket and the LINE socket inside the machine. If you subscribe to DSL or VoIP 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 91.
	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 *Receive Modes* on page 26.) If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, select `Fax Auto` 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 a line with other telephones and you want it to automatically answer all incoming faxes, select `Fax/Tel` mode. In `Fax/Tel` mode, your Brother machine will automatically receive faxes and produce a fast double-ring to alert you to answer voice calls. 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 Auto` or `Fax/Tel`, reduce the Ring Delay to 1 ring. (See *Ring Delay* on page 28.) ■ 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.

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 35.) 1 Connect the external TAD as shown in the illustration on page 35. 2 Set your answering machine to answer in one or two rings. 3 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 Remote Activation Code for people sending manual faxes. For example: “After the beep, leave a message or press ✳ **5 1** and **Start** to send a fax.” 4 Set your answering machine to answer calls. 5 Set your Brother machine’s Receive Mode to External TAD. (See *Receive Modes* on page 26.)
	Make sure your Brother machine’s Fax Detect feature is set to On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See *Fax Detect* 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 91.)

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 socket and the LINE socket 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 poor, clean the scanner. (See *Cleaning the scanner glass* on page 56.)
Transmission Verification Report shows `RESULT:ERROR`.	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:ERROR` 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 91.)
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 glass* on page 56.)

Handling Incoming Calls

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

Copying Difficulties

Difficulty	Suggestions
Vertical black lines or streaks appear in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip, scanner glass, white bar and white plastic above them. (See *Cleaning the scanner glass* on page 56.)
Poor copy results when using the ADF.	Try using the scanner glass. (See *Using the scanner glass* on page 21.)
Fit to Page does not work correctly.	Make sure your source document is not skewed. Reposition the document and try again.

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN/WIA driver is chosen as the primary source. In Presto! PageManager with OCR, click **File**, **Select Source** and choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click **File**, **Select Source** and choose the Brother TWAIN driver. You can also scan documents using the ICA Scanner Driver. (See Software and Network User's Guide.)
OCR does not work.	Try increasing the scanner resolution. (Macintosh) Presto! PageManager must be downloaded and installed before use. For more information, see *Accessing Brother Support (Macintosh)* on page 5.
Poor scanning results when using the ADF. ■ Vertical black lines appear in the scanned data.	Clean the white bar in the ADF and the glass strip underneath it. (See *Cleaning the scanner glass* on page 56.)
	Try using the scanner glass. (See *Using the scanner glass* on page 21.)

Software Difficulties

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

Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in the Ready mode. Print a Network Configuration Report (See Advanced User's Guide: *Reports*.) and check the current Network settings printed in this list. If you are using a wireless connection or are having Network problems, see Software and Network User's Guide.
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 contact the software manufacturer. (Macintosh) Select **Other** from the **Model** drop-down list in the main screen of ControlCenter2. The **Device Selector** window appears. Reselect your network machine, make sure **Status** is **idle**, and then click **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 contact the software manufacturer.
The Brother software cannot be installed.	(Windows®) Allow network access to the following programs if your security software displays an alert message during MFL-Pro Suite installation. (Macintosh) If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it, and then install the Brother software.
Cannot connect to wireless network.	Investigate the problem using the `WLAN Report`. Press **Menu**, choose `6.Print Reports`, and then press **OK**. Choose `6.WLAN Report`. See Software and Network User's Guide.

Dial Tone detection

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

1. Press **Menu**, **0**, **4**.
2. Press ▲ or ▼ to choose `Detection` or `No Detection`.
   Press **OK**.
3. 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 or you are using a VoIP system, you can change the compatibility setting which reduces the modem speed to minimise errors.

1. Press **Menu**, **0**, **5**.
2. Press ▲ or ▼ to choose `Normal` or `Basic(for VoIP)`.
   Press **OK**.
   - `Basic(for VoIP)` cuts the modem speed to 9,600 bps and turns off ECM. 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.
3. 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.
- Brother does not recommend the use of a VoIP line. VoIP limitations in general can cause some functions of the fax machine not to work correctly.

Machine Information

Checking the serial number

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

1. Press **Menu**, **7**, **1**.
   Your machine's serial number will appear on the LCD.
2. Press **Stop/Exit**.

Checking the firmware version

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

1. Press **Menu**, **7**, **2**.
   Your machine's firmware version will appear on the LCD.
2. 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 factory settings, such as 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 default.

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

How to reset the machine

1. Press **Menu**, **0**, **6**.
2. Press ▲ or ▼ to choose the reset function you want.
   Press **OK**.
3. Press **1** to reset the machine or press **2** to exit from the reset function.
4. Press **1** to reboot the machine.

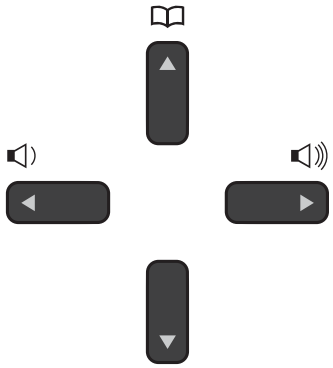
C Settings and features tables

Using the Settings tables

Your machine is easy to set up and operate. All you have to do is press the Menu keys to choose the settings and options you want to set as they are displayed on the screen.

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

Menu keys

	
功能 Menu	Access the menu.
OK	Go to the next menu level. Accept an option.
清除 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.
停止/退出 Stop/Exit	Exit the menu or stop the current operation.

To access the menu mode:

1. Press **Menu**.
2. Choose an option.
   You can scroll more quickly through each menu level by pressing ▲ or ▼.

   ```
   1.Ink
   ```

   ```
   2.General Setup
   ```

   ```
   3.Fax
   ```

   ```
   4.Copy
   ```

   ```
   5.Network
   ```

   ```
   6.Print Reports
   ```

   ```
   7.Machine Info.
   ```

   ```
   0.Initial Setup
   ```
3. Press **OK** when that option appears on the LCD.
   The LCD will then show the next menu level.
4. Press ▲ or ▼ to scroll to choose the setting you want to change.
   Press **OK**.
5. Press ▲ or ▼ to choose the option you want.
   Press **OK**.
   The LCD will show `Accepted`.
6. Press **Stop/Exit**.

Menu table

The menu table will help you understand the menu selections of your machine. The factory settings are shown in bold with 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 (功能 Menu)

Level1	Level2	Level3	Options	Descriptions	Page
1.Ink	**1.Test Print**	—	Print Quality Alignment	Lets you check the print quality or alignment.	57 58
	2.Cleaning	—	Black Colour All	Lets you clean the print head.	57
	3.Ink Low Notice	—	**On*** Off	You can set the machine not to display the Ink Low error message if you do not need the notification.	—
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.	See ◆.
	2.Paper Type	—	**Plain Paper*** Inkjet Paper Brother BP71 Other Glossy	Sets the type of paper in the paper tray.	17
	3.Paper Size	—	**A4*** A5 10x15cm Letter	Sets the size of the paper in the paper tray.	17
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
2.General Setup (Continued)	4.Volume	1.Ring	Off Low **Med*** High	Adjusts the ring volume.	9
		2.Beeper	Off **Low*** Med High	Adjusts the volume level of the beeper.	9
		3.Speaker	Off Low **Med*** High	Adjusts the speaker volume.	9
	5.LCD Contrast	—	Light **Dark***	Adjusts the contrast of the LCD.	10
	6.Sleep Mode	—	1 Min 2 Mins 3 Mins **5 Mins*** 10 Mins 30 Mins 60 Mins	You can choose how long the machine will remain idle before it goes into Sleep Mode.	See ◆.
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
3.Fax	**1.Setup Receive**	**1.Receive Mode**	**Fax Auto*** Fax/Tel External TAD Manual	Choose the Receive Mode that best suits your needs.	26
		2.Ring Delay	0 - 10 (4*)	Sets the number of rings before the machine answers in Fax Auto or Fax/Tel mode.	28
		3.Fax Detect	**On*** Off	Receives fax messages automatically when you answer a call and hear fax tones.	28
		4.Remote Codes	Remote Codes: (Options) **On*** Off Act.Code: (*51) Deact.Code: (#51)	Allows you to answer all calls at an extension or external telephone and use codes to turn the machine on or off. You can personalize these codes.	38
		5.Auto Reduction	**On*** Off	Cuts the size of incoming faxes to fit the paper size.	See ◆.
		6.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 default 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.	24
	3.Report Setting	**1.Transmission**	On On+Image **Off*** Off+Image	Choose the initial setup for Transmission Verification Report.	25
		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 have chosen any other option than Off or Every 50 Faxes, you can set the time for the chosen option. If you have chosen Every 7 Days, you can set the day of the week.	See ◆.
	4.Print Document	—	—	Prints incoming faxes stored in the memory.	
	5.Remaining Jobs	—	—	Check which jobs are in the memory and cancel chosen jobs.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
3.Fax (Continued)	**0.Miscellaneous**	**1.TX Lock**	—	Stops unauthorized users from changing the machine's current settings.	See ◆.
		2.Caller ID Type	**Auto*** FSK DTMF	You can switch the mode if Caller ID cannot be displayed normally.	33
		3.Caller ID	Display#	View or print a list of the last 30 Caller IDs stored in the memory.	32
		4.Fax Mode	**Easy Mode*** Advanced Mode	Selects the transmission process when sending/receiving the faxes manually.	10
4.Copy	**1.Quality**	—	**Normal*** Best	Chooses the Copy resolution for your type of document.	See ◆.
	2.Density	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the density of copies.	
◆ See Advanced User's Guide.					
The default 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***	Chooses the BOOT method that best suits your needs.	See +.
			Static		
			RARP		
			BOOTP		
			DHCP		
		2.IP Address	[000-255].	Enter the IP address.	
			[000-255].		
			[000-255].		
			[000-255]		
		3.Subnet Mask	[000-255].	Enter the Subnet mask.	
			[000-255].		
			[000-255].		
			[000-255]		
		4.Gateway	[000-255].	Enter the Gateway address.	
			[000-255].		
			[000-255].		
			[000-255]		
		5.Node Name	BRWXXXXXXXXXXX	Lets you check the Node name.	
		6.WINS Config	**Auto***	Chooses the WINS configuration mode.	
			Static		
		7.WINS Server	(Primary) 000.000.000.000	Specifies the IP address of the primary or secondary WINS server.	
			(Secondary) 000.000.000.000		
		8.DNS Server	(Primary) 000.000.000.000	Specifies the IP address of the primary or secondary DNS server.	
			(Secondary) 000.000.000.000		
		9.APIPA	**On***	Automatically allocates the IP address from the link-local address range.	
			Off		
	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 default settings are shown in Bold with an asterisk.

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 default settings are shown in Bold with an asterisk.					

Menu (continued)

Level1	Level2	Level3	Options	Descriptions	Page
6.Print Reports	1.XMIT Verify	—	—	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.	92
	2.Version	—	—	Lets you check the firmware version of your machine.	
◆ See Advanced User's Guide. ‡ See Quick Setup Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
0.Initial Setup	1.Date&Time	—	—	Sets the date and time on the screen and in the headings of the faxes you send.	59
	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 dialling mode.	
	4.Dial Tone	—	Detection **No Detection***	Turns Dial Tone Detection on or off.	91
	5.Compatibility	—	**Normal*** Basic(for VoIP)	Adjusts the modem speed to help resolve transmission problems.	91
	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.	92
		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, Speed Dial List, Transmission Verification Report and Fax Journal back to the factory default settings.	
		4.All Settings	1.Reset 2.Exit	Resets all the machine's settings back to the factory default.	
	0.Local Language	—	(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 default settings are shown in Bold with an asterisk.

Fax Auto/Manual (收传真自动/手动 Fax Auto/Manual)

Level1	Level2	Level3	Options	Descriptions	Page
—	—	—	**Fax Auto***	Sets quickly the Receive Modes to Fax Auto mode or Fax Manual mode.	26
			Fax Manual		
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Copy Options (ID) (复印选项(身份证) Copy Options(ID))

Level1	Level2	Level3	Options	Descriptions	Page
Layout(2in1 ID)	—	—	**Off(1in1)***	You can make N in 1 or Poster copies.	See ◆.
			2in1(ID)		
			2in1(P)		
			2in1(L)		
			4in1(P)		
			4in1(L)		
			Poster(3x3)		
Quality	—	—	**Normal***	Choose the Copy resolution for the next copy.	
			Best		
Enlarge/Reduce	—	—	Fit to Page	You can choose the enlargement/reduce ratio for the next copy.	
			Custom(25-400%)		
			198% 10x15cm→A4		
			186%10x15cm→LTR		
			141% A5→A4		
			100%*		
			97% LTR→A4		
			93% A4→LTR		
			83% LGL→A4		
			69% A4→A5		
			47% A4→10x15cm		
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
Paper Type	—	—	**Plain Paper*** Inkjet Paper Brother BP71 Other Glossy	Choose the paper type that matches the paper in the tray.	44
Paper Size	—	—	**A4*** A5 10(W)x15(H)cm Letter	Choose the paper size that matches the paper in the tray.	44
Density	—	—	-■□□□□+ -□■□□□+ **-□□■□□+*** -□□□■□+ -□□□□■+	Adjusts the density of copies.	See ◆.
Stack/Sort	—	—	**Stack*** Sort	You can choose to stack or sort multiple copies.	
No. of Copies	—	—	—	You can enter the number of copies that you want to make.	43
Remove Bkg. Clr	—	—	**Off*** Low Medium High	Change the amount of background color that is removed.	See ◆.
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

SCAN ( )

Level1	Level2	Level3	Options	Descriptions	Page
Scan to 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	—	**Colour*** 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 Mono option in the Scan Type setting) **PDF*** TIFF	You can choose the file format for your document.	
	Scan Size	—	**A4*** A5 10x15cm Business Card Letter	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 default settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Scan to Image	**Set Options**	—	**Off***	If you want to use the control panel to change the machine's settings, choose On.	See +.
			On		
	The settings below will appear when On is selected in Set Options.				
	Scan Type	—	**Colour***	You can choose the scan type for your document.	
			Black and White		
	Resolution	—	100dpi	You can choose the scan resolution for your document.	
			200dpi*		
			300dpi		
			600dpi		
	File Type	—	(If you choose the Color option in the Scan Type setting)	You can choose the file format for your document.	
			PDF*		
			JPEG		
			(If you choose the Mono option in the Scan Type setting)		
			PDF*		
			TIFF		
	Scan Size	—	**A4***	You can choose the scan size for your document.	
			A5		
			10x15cm		
			Business Card		
			Letter		
	Remove Bkg. Clr	—	**Off***	Change the amount of background color that is removed.	
			Low		
			Medium		
			High		
+ See Software and Network User's Guide.					
The default settings are shown in Bold with an asterisk.					

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	—	Colour **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	—	**A4*** A5 10x15cm Business Card Letter	You can choose the scan size for your document.	
+ See Software and Network User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Scan to File	**Set Options**	—	**Off***	If you want to use the control panel to change the machine's settings, choose On.	See +.
			On		
	The settings below will appear when On is selected in Set Options.				
	Scan Type	—	**Colour***	You can choose the scan type for your document.	
			Black and White		
	Resolution	—	100dpi	You can choose the scan resolution for your document.	
			200dpi*		
			300dpi		
			600dpi		
	File Type	—	(If you choose the Color option in the Scan Type setting)	You can choose the file format for your document.	
			PDF*		
			JPEG		
			(If you choose the Mono option in the Scan Type setting)		
			PDF*		
			TIFF		
	Scan Size	—	**A4***	You can choose the scan size for your document.	
			A5		
			10x15cm		
			Business Card		
			Letter		
	Remove Bkg. Clr	—	**Off***	Change the amount of background color that is removed.	
			Low		
			Medium		
			High		
Web Service (Appears when you install a Web Services Scanner, which is displayed in your computer's Windows® Explorer.)	**Scan**	—	—	You can scan data by using the Web Services protocol.	
	Scan for E-mail	—	—		
	Scan for Fax	—	—		
	Scan for Print	—	—		
+ See Software and Network User's Guide.					
The default settings are shown in Bold with an asterisk.					

(Address Book)

Level1	Level2	Level3	Options	Descriptions	Page
Search	—	—	—	You can set up dial by pressing only a few keys.	40
Set Speed Dial	—	—	—	Stores Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	41
Setup Groups	—	—	—	Sets up Group numbers for broadcasting.	See ◆.
◆ See Advanced User's Guide.					
The default 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 keys. The keys for **0**, **#** and ✳ are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference 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

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

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

Repeating letters

If you need 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.

Special characters and symbols

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

Press ✳	for	(space) ! " # $ % & ' ( ) ✳ + , - . /
Press **#**	for	: ; < = > ? @ [ ] ^ _

D Specifications

General

NOTE

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

Printer Type	Inkjet	
Print Head	Mono:	Piezo with 210 nozzles × 1
	Color:	Piezo with 70 nozzles × 3
Memory Capacity	64 MB	
LCD (Liquid Crystal Display)	16 characters × 1 line	
Power Source	AC 220 to 240V 50/60Hz	
Power Consumption [1]	Copying Mode:	Approx. 16 W [2]
	Ready Mode:	Approx. 3.5 W [3]
	Sleep Mode:	Approx. 1.5 W [3]
	Off:	Approx. 0.4 W [3] [4]

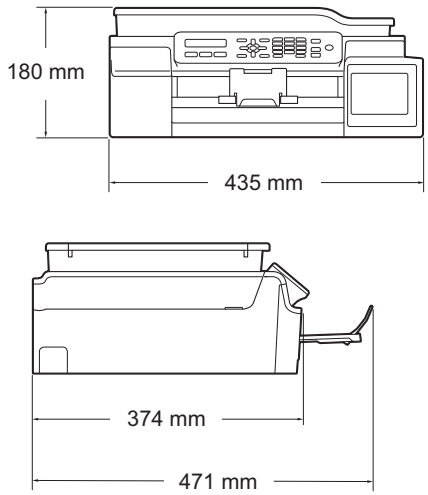
1 Measured when the machine is connected to the USB interface. Power consumption varies slightly depending on the usage environment or part wear.

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	8.3kg	
Noise Level	**Sound Pressure**	
	Operating:	50 dB(A) (Maximum) [1]
Temperature	Operating:	10 to 35 °C
	Best Print Quality:	20 to 33 °C
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)
ADF (automatic document feeder)	Up to 20 pages	
	Paper: 80 g/m^2 A4 or Letter size	
Document Size	ADF Width: 148 mm to 215.9 mm	
	ADF Length: 148 mm to 355.6 mm	
	Scanner Glass Width: Max. 215.9 mm	
	Scanner Glass Length: Max. 297 mm	

[1] Noise depends on printing conditions.

Print media

Paper Input	**Paper Tray** ■ Paper type: Plain Paper, Inkjet Paper (coated paper) and Glossy Paper [1] ■ Paper size [2]: A4, Executive, Letter, JIS B5, A5, A6, Envelopes (Com-10, DL, C5, Monarch), Photo (10 × 15 cm), Photo 2L (13 × 18 cm) and Index Card (127 × 203 mm) Width: 98 mm - 215.9 mm Length: 148 mm - 297 mm For more details, see *Paper weight, thickness and capacity* on page 19. ■ Maximum paper tray capacity: Approx. 100 sheets of 80 g/m^2 plain paper
Paper Output	Up to 50 sheets of 80 g/m^2 plain paper (face up print delivery to the output paper tray) [1]

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

2 See *Paper type and size for each operation* on page 19.

Fax

NOTE

You can receive and send only monochrome faxes.

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback
	14,400 bps
Scanning Width	ADF: 208 mm (A4)
	Scanner Glass: 204 mm (A4)
Printing Width	204 mm (A4)
Greyscale	8 bit (256 levels)
Resolution	Standard
	203 × 98 dpi
	Fine
	203 × 196 dpi
	Superfine
	203 × 392 dpi
	Photo
	203 × 196 dpi
Speed Dial	40 stations
Groups	Up to 6
Broadcasting	90 (40 Speed Dial/50 Manual Dial)
Automatic Redial	3 times at 5 minute intervals
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/Monochrome	Yes/Yes
Copy Width	204 mm [1]
Multiple Copies	Stacks/Sorts up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200 × 2400 dpi

[1] When copying on A4 size paper.

Scanner

Color/Monochrome	Yes/Yes
TWAIN Compliant	Yes (Windows® XP [1]/Windows Vista®/Windows® 7/Windows® 8) (OS X v10.7.5 / 10.8.x /10.9.x)
WIA Compliant	Yes (Windows® XP [1]/Windows Vista®/Windows® 7/Windows® 8)
ICA Compliant	Yes (OS X v10.7.5 / 10.8.x /10.9.x)
Color Depth	30 bit color Processing (Input) 24 bit color Processing (Output) / 256 levels per color
Greyscale	10 bit color Processing (Input) 8 bit color Processing (Output) / 256 levels per color
Resolution	Up to 19200 × 19200 dpi (interpolated) [2] Up to 1200 × 2400 dpi (optical) (Scanner Glass) Up to 1200 × 600 dpi (optical) (ADF)
Scanning Width and Length	(Scanner Glass) Width: Up to 213.9 mm Length: Up to 295 mm (ADF) Width: Up to 213.9 mm Length: Up to 353.6 mm

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

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

Printer

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

1 When the Borderless feature is set to On.

2 See *Paper type and size for each operation* on page 19.

3 When printing on A4 size paper.

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

Interfaces

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

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

[2] Third party USB ports are not supported.

Network

NOTE

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

You can connect your machine to a network for Network Printing, Network Scanning, PC Fax Send, PC Fax Receive (Windows® only) 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 121.

2 (Windows®) If you require more advanced printer management, use the latest Brother BRAdmin Professional utility version that is available as a download from www.95105369.com.
(Macintosh) The latest Brother BRAdmin Light is available as a download from www.95105369.com.

Computer requirements

<table>
<tr><th colspan="6">SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS</th></tr>
<tr><th colspan="2" rowspan="2">Computer Platform & Operating System Version</th><th colspan="2">PC Interface</th><th rowspan="2">Processor</th><th colspan="2">Hard Disk Space to install</th></tr>
<tr><th>USB [2]</th><th>Wireless 802.11b/g/n</th><th>For Drivers</th><th>For Applications (including Drivers)</th></tr>
<tr><td rowspan="5">Windows® Operating System</td><td>Windows® XP Home [1]
Windows® XP Professional [1]</td><td colspan="2" rowspan="2">Printing
PC Fax [3]
Scanning</td><td rowspan="4">32bit (x86) or 64bit (x64) processor</td><td>150 MB</td><td>1 GB</td></tr>
<tr><td>Windows Vista® [1]</td><td>500 MB</td><td rowspan="2">1.3 GB</td></tr>
<tr><td>Windows® 7 [1]
Windows® 8 [1]
Windows® 8.1 [1]</td><td colspan="2">Printing</td><td>650 MB</td></tr>
<tr><td>Windows Server® 2003
Windows Server® 2003 R2
Windows Server® 2008</td><td>N/A</td><td>Printing</td><td>50 MB</td><td>N/A</td></tr>
<tr><td>Windows Server® 2008 R2
Windows Server® 2012
Windows Server® 2012 R2</td><td>N/A</td><td>Printing</td><td>64bit (x64) processor</td><td>50 MB</td><td>N/A</td></tr>
<tr><td>Macintosh Operating System</td><td>OS X v10.7.5
OS X v10.8.x
OS X v10.9.x</td><td colspan="2">Printing
PC Fax (Send) [3]
Scanning</td><td>Intel® Processor</td><td>80 MB</td><td>550 MB</td></tr>
<tr><td colspan="3">Conditions:
[1] For WIA, 1200 × 1200 resolution. Using the 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.</td><td colspan="4">For the latest driver updates, visit us at www.95105369.com.
All trademarks, brand and product names are the property of their respective companies.</td></tr>
</table>

D

Supply Specifications

Service Life of Ink Bottle	The first time you fill the ink tank the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the ink bottles provided with your machine will have a lower yield than replacement ink bottles. With all following ink bottles you can print the specified number of pages.
Replacement Consumables	<Black Ink Bottle> BT6009BK <Yellow Ink Bottle> BT5009Y <Cyan Ink Bottle> BT5009C <Magenta Ink Bottle> BT5009M Black - Approximately 6,000 pages [1] Yellow, Cyan and Magenta - Approximately 5,000 pages [1]

[1] Quoted yields are extrapolated based on Brother original methodology using Test Patterns ISO/IEC 24712.
Quoted yields are not based on ISO/IEC 24711.

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

brother

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

Brother Earth

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