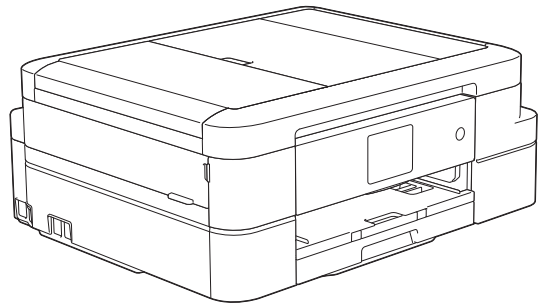




# Basic User's Guide

**DCP-J785DW**  
**MFC-J985DW**



## **Online User's Guide**

This *Basic User's Guide* contains basic instructions and information for your Brother machine.

For more advanced instructions and information, see the *Online User's Guide* at [solutions.brother.com/manuals](http://solutions.brother.com/manuals)



## If you need to call Customer Service

Please complete this information for future reference:

**Model Number:** DCP-J785DW/MFC-J985DW  
(Circle your model number)

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

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

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

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

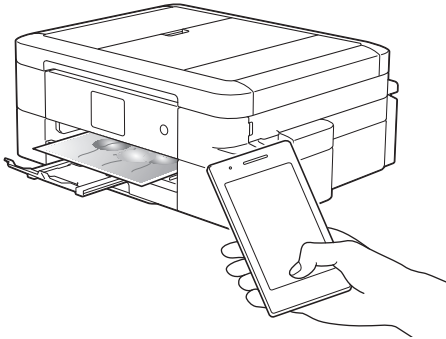
Register your product online at

[www.brother.com/registration](http://www.brother.com/registration)

# You Can Use the Following Features

## Mobile Connect

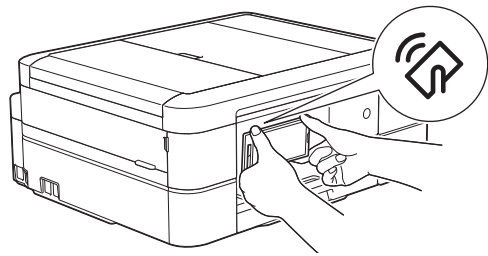
Use Brother iPrint&Scan to check the machine status and access various functions from mobile devices.



By installing Brother iPrint&Scan on your mobile device and connecting to the machine, you can use the following convenient features:

- **Print**  
You can print photos, documents, and web pages from your mobile device. You can also print files from various web services.
- **Scan**  
You can scan photos and documents and save them to your mobile device.
- **Copy**  
You can use your mobile device to edit scanned images (crop and rotate images), and then print them using the machine.
- **Fax**  
You can fax photos and documents that are stored on your mobile device. You can also view faxes, which are received by the machine, on your mobile device.
- **Check the Machine Status**  
You can check the remaining ink levels and other information, and view error solutions.

(MFC-J985DW) If your Android™ device supports Near Field Communication (NFC), you can print and scan just by touching your device to the NFC logo on the control panel.



For more information, see the *Mobile Print/Scan Guide for Brother iPrint&Scan*:

[solutions.brother.com/manuals](http://solutions.brother.com/manuals)

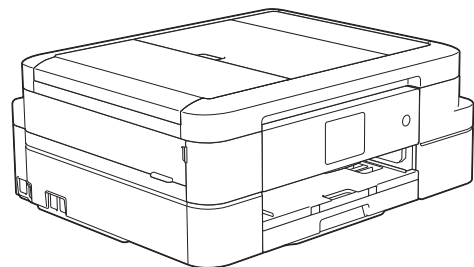


## Web Connect / Brother Apps

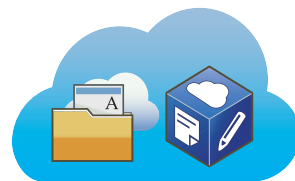
Scan and upload images and files to popular web services directly from your machine. Capture and convert information directly from your machine without your computer.

For more information, see the *Web Connect Guide*:

[solutions.brother.com/manuals](http://solutions.brother.com/manuals)



Printing ↑      ↓ Scanning



# User's Guides and Where to 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 PC-Print, Scan, Copy, Fax and PhotoCapture Center operations and basic machine maintenance. See troubleshooting tips.  | Printed / In the box                  |
| Online User's Guide                             | This guide includes the additional contents of the Basic User's Guide.<br><br>In addition to information about the PC-Print, Scan, Copy, Fax, PhotoCapture Center and Brother ControlCenter operations, useful information is included about using the machine on a network. | Brother Solutions Center <sup>1</sup> |
| Web Connect Guide                               | This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images, printing data and uploading files directly to Internet services.   |                                       |
| AirPrint Guide                                  | This Guide provides information for using AirPrint to print from OS X v10.8.5 or later and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.   |                                       |
| Google Cloud Print Guide                        | This Guide provides details about 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.  |                                       |

<sup>1</sup> Visit [solutions.brother.com/manuals](http://solutions.brother.com/manuals).

# Basic Operations and Where to Find Instructions

The contents of the Basic User's Guide are also included in the Online User's Guide with more details.

| Features                      | Contents   | Guide                    |
|-------------------------------|--|--------------------------|
| <b>Setup</b>                  | Load paper   | Basic User's Guide       |
|                               | Connect the machine to your computer                               | Quick Setup Guide        |
|                               | Connect the machine to your mobile device                          | Quick Setup Guide        |
| <b>Copy</b>                   | Copy a document  | Basic User's Guide       |
|                               | Various types of copies (2-sided copies, and so on)                | Online User's Guide      |
| <b>Print</b>                  | Print from your computer (Windows®/ Macintosh)                     | Basic User's Guide       |
|                               | Print from your mobile device (Brother iPrint&Scan)                | Mobile Print/Scan Guide  |
|                               | Print using the AirPrint function                                  | AirPrint Guide           |
|                               | Print using the Google Cloud Print™ function                       | Google Cloud Print Guide |
|                               | Print data downloaded from a cloud service                         | Web Connect Guide        |
| <b>Fax</b>                    | Send and receive a fax   | Basic User's Guide       |
|                               | Transfer a fax to your computer                                    | Online User's Guide      |
|                               | Send and receive a fax using your computer                         | Basic User's Guide       |
|                               | Send and view a fax using your mobile device (Brother iPrint&Scan) | Mobile Print/Scan Guide  |
| <b>Scan</b>                   | Scan from the machine  | Basic User's Guide       |
|                               | Scan from your computer  | Basic User's Guide       |
|                               | Scan from your mobile device (Brother iPrint&Scan)                 | Mobile Print/Scan Guide  |
|                               | Save scanned data to a cloud service                               | Web Connect Guide        |
| <b>Photo</b>                  | Print a photo  | Basic User's Guide       |
| <b>Additional information</b> | Error messages   | Basic User's Guide       |
|                               | Troubleshooting  | Basic User's Guide       |
|                               | Specifications   | Online User's Guide      |

# The Online User's Guide Helps You Get the Most Out of Your Machine

We hope that you find this guide helpful. To learn more about your machine's features, please take a look at our Online User's Guide. It offers:

## Quicker navigation!

- ✓ Search box
- ✓ Navigation index in a separate panel

## Comprehensive!

- ✓ Every topic in one guide

## Simplified Layout!

- ✓ Provides step-by-step instructions
- ✓ Feature summary at the top of the page



1. Search Box
2. Navigation
3. Summary
4. Step-by-Step

## To View Online User's Guides

To view the Online User's Guide and other available guides, visit [solutions.brother.com/manuals](http://solutions.brother.com/manuals).

For Windows® users only: you can also access your machine's guides by using Brother Utilities. The Brother Utilities tool is included in the standard installation and, once installed, you can find it either as a shortcut on your desktop, or from the Windows® Start menu.


# Questions or Problems? Please take a look at our FAQs, solutions, and videos online.

Go to your model's FAQs & Troubleshooting page on the Brother Solutions Center at [support.brother.com](http://support.brother.com)


- Provides several ways to search!
- Displays related questions for more information
- Receives regular updates based on customer feedback

## FAQs & Troubleshooting


Categorized Popular Latest

 **How To / Troubleshooting**


- ▶ [Error Messages](#) ▶ [Paper Feed/Paper Jam](#) ▶ [Print](#) ▶ [Scan](#)
- ▶ [Copy](#) ▶ [Telephone](#) ▶ [Fax](#) ▶ [Mobile](#) ▶ [Cloud](#)

 **Setup / Settings**

- ▶ [Product Setup](#) ▶ [Driver/Software](#)

 **Consumables & Accessories / Routine Maintenance**

- ▶ [Consumables/Paper/Accessories](#) ▶ [Cleaning](#)

 **Others**

- ▶ [Specification](#) ▶ [OS Support Information](#) ▶ [Video FAQs](#)

---

**Search by Keyword(s)**

▶ [Search by FAQ ID number](#)

▶

Categorized Popular Latest

Since the Brother Solutions Center is updated regularly, this screenshot is subject to change without notice.

# Definitions of Notes

We use the following symbols and conventions throughout this User's Guide:

## 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.



Tips icons provide helpful hints and supplementary information.

## **Bold**

Bold style identifies buttons on the machine's control panel or computer screen.

## *Italics*

Italicised style emphasises an important point or refers you to a related topic.

## **[Courier New]**

Courier New font identifies messages shown on the machine's LCD.



- 
- Most of the illustrations in this User's Guide show the MFC-J985DW.
-



## For the Latest Driver Updates

Go to your model's **Downloads** page on the Brother Solutions Center at [support.brother.com](http://support.brother.com) to download drivers.

To keep your machine's performance up-to-date, check there for the latest firmware upgrades.

## Compilation and Publication Notice

This manual has been compiled and published to provide the latest product safety information at the time of publication. The information contained in this manual may be subject to change.

For the latest manual, visit us at [solutions.brother.com/manuals](http://solutions.brother.com/manuals).

## Important Note

- This documentation is for both MFC and DCP models. Where it says 'MFC' in this User's Guide, read 'MFC-xxxx' as 'DCP-xxxx'. DCP models are not equipped with a fax function.

# Table of Contents

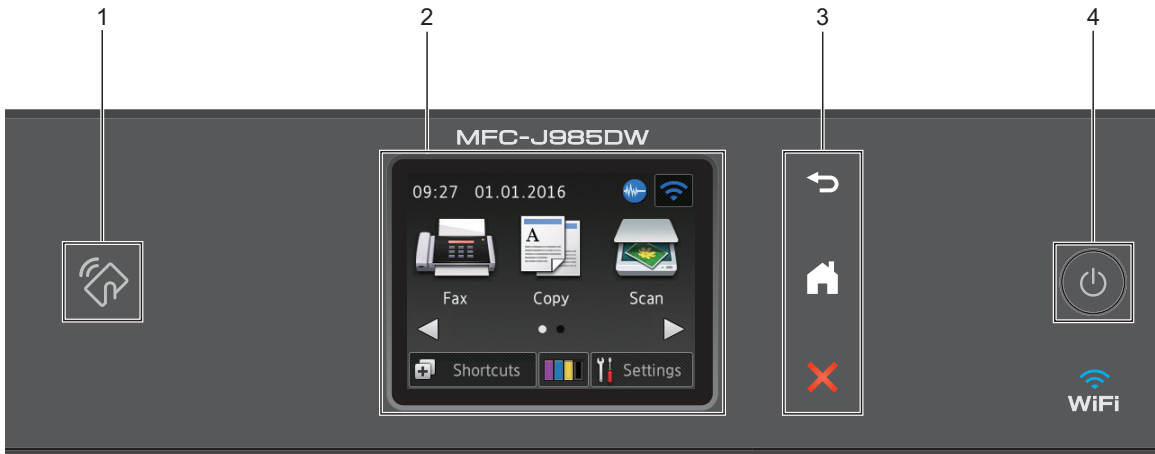
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## Control Panel Overview

The control panel will vary depending on your model.



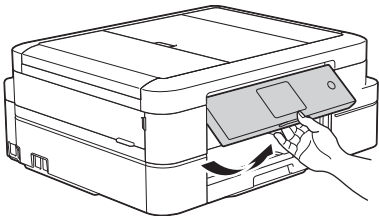
### 1. NFC (Near Field Communication) logo (MFC-J985DW)

- If your Android™ device supports the NFC feature, you can print from your device or scan documents to your device by touching it to the NFC logo on the control panel.

### 2. 2.7"(67.5 mm) Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on this Touchscreen.

Adjust the angle of the Touchscreen LCD and Touchpanel by lifting it.



### 3. Touchpanel

#### (Back)

Press to go back to the previous menu.

#### (Home)


Press to return to the Home screen.


While the machine is in Sleep Mode, the Home icon blinks.


 **(Cancel)**

Press to cancel an operation (available when illuminated in red).

4.  **Power On/Off**

Press  to turn the machine on.

Press and hold down  to turn the machine off. The Touchscreen will display [Shutting Down] and will stay on for a few seconds before turning itself off. If you have connected an external telephone or TAD, it is always available.

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

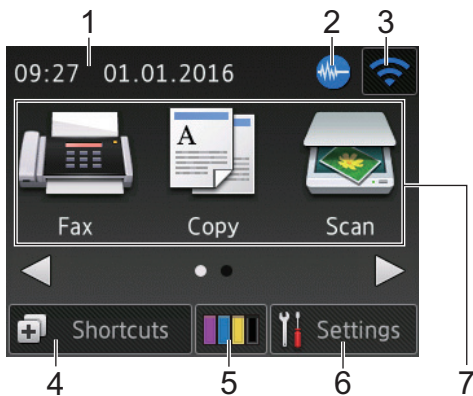
# Touchscreen LCD Overview

## MFC-J985DW

There are two Home screens that you can access by pressing ◀ or ▶.

From the Home screens, you can access Wi-Fi setup, Shortcuts, Ink levels and Setup screens.

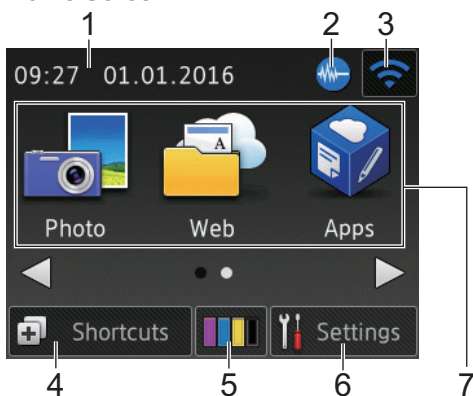
### Home Screen 1



This screen shows the machine's status when the machine is idle. This Home screen is also called the Ready Mode screen. When displayed, it indicates that your machine is ready for the next command.

Home Screen 1 provides access to [Fax], [Copy] and [Scan] operations.

### Home Screen 2



Home Screen 2 provides access to additional features, such as [Photo], [Web] and [Apps] operations.

#### 1. Date & Time

Displays the date and time set on the machine.

#### 2. Quiet Mode

This icon appears when the [Quiet Mode] setting is set to [On].

The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.

#### 3. Wireless Status

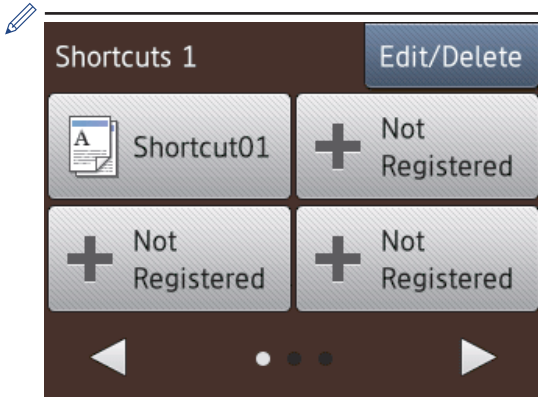
Each icon in the following table shows the wireless network status:

|  |   |
|--|---|
|  | Your machine has not been connected to the wireless access point.<br><br>Press this button to configure wireless settings. For more information, see the <i>Quick Setup Guide</i> . |
|  | Wireless network is connected.<br><br>A three-level indicator in each of the Home screens displays the current wireless signal strength.  |
|  | The wireless access point cannot be detected.   |
|  | The wireless setting is disabled.   |

You can configure wireless settings by pressing the Wireless Status button.

#### 4. [Shortcuts]

Create Shortcuts for frequently-used operations such as sending a fax, copying, scanning and using Web Connect.



- There are three Shortcuts screens. You can program four shortcuts on each screen.
- To display the other Shortcuts screens, press ◀ or ▶.

5.  [Ink]

Displays the available ink volume. Press to access the [Ink] menu.

When an ink cartridge is near the end of its life or having a problem, an error icon is displayed on the ink colour.

6.  [Settings]

Press to access the [Settings] menu.

7. **Modes:**

•  [Fax]

Press to access Fax mode.

•  [Copy]

Press to access Copy mode.

•  [Scan]

Press to access Scan mode.

•  [Photo]

Press to access Photo mode.

•  [Web]

Press to connect the Brother machine to an Internet service.

For more information, see the *Web Connect Guide*: [solutions.brother.com/manuals](http://solutions.brother.com/manuals)

•  [Apps]

Press to connect the Brother machine to the Brother Apps service.

For more information, see the *Web Connect Guide*: [solutions.brother.com/manuals](http://solutions.brother.com/manuals)

8. [Stored Fax(es) :]



When [Fax Preview] is set to [Off], [Stored Fax(es)] displays how many received faxes are in the machine's memory.

Press [Print] to print the faxes.

9. [New Fax(es) :]





When [Fax Preview] is set to [On], [New Fax(es)] displays how many new faxes you have received and stored in the memory.

Press [View] to view the faxes on the Touchscreen.




## 10. Warning icon



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

## IMPORTANT

DO NOT press the LCD with a sharp object such as a pen or stylus. It may damage the machine.

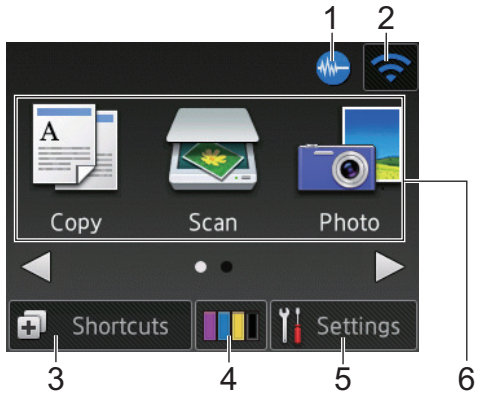
-  This product adopts the font of ARPHIC TECHNOLOGY CO.,LTD.
- DO NOT touch the LCD immediately after plugging in the power cord or turning on the machine. Doing this may cause an error.

## DCP-J785DW

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From the Home screens, you can access Wi-Fi setup, Shortcuts, Ink levels and Setup screens.

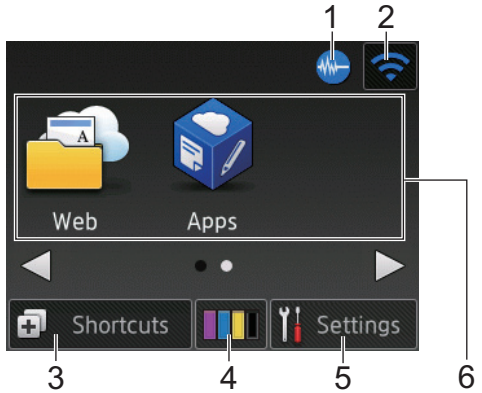
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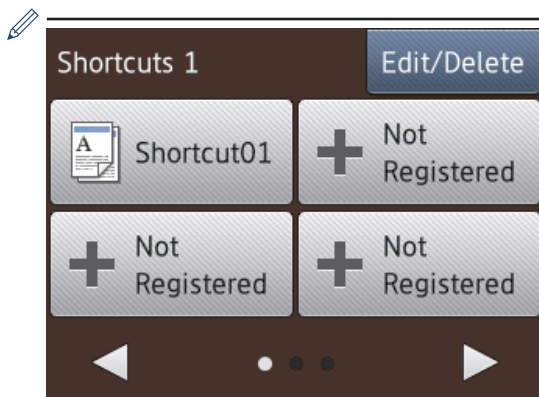
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 The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.
2.  **Wireless Status**  
 Each icon in the following table shows the wireless network status:

|   |   |
|---|---|
|  | Your machine has not been connected to the wireless access point.<br><br>Press this button to configure wireless settings. For more information, see the <i>Quick Setup Guide</i> . |
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Press to access Copy mode.

-  [Scan]

Press to access Scan mode.

-  [Photo]

Press to access Photo mode.

-  [Web]

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For more information, see the *Web Connect Guide*: [solutions.brother.com/manuals](http://solutions.brother.com/manuals)


-  [Apps]


Press to connect the Brother machine to the Brother Apps service.

For more information, see the *Web Connect Guide*: [solutions.brother.com/manuals](http://solutions.brother.com/manuals)

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 to return to Ready mode.

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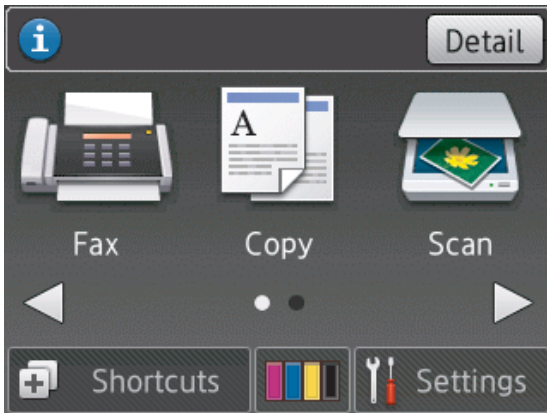


- This product adopts the font of ARPHIC TECHNOLOGY CO.,LTD.
- DO NOT touch the LCD immediately after plugging in the power cord or turning on the machine. Doing this may cause an error.

## Message from Brother

If you use Brother Web Connect and [New Function Notice] is set to [On], notifications about cloud services will appear on the Home screen.

Check for new notifications by pressing [Detail].



## Access Brother Utilities (Windows®)


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

1 Do one of the following:


- Windows® XP, Windows Vista® and Windows® 7


Click  (**Start**) > **All Programs** > **Brother** > **Brother Utilities**.

- Windows® 8


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

- Windows® 8.1

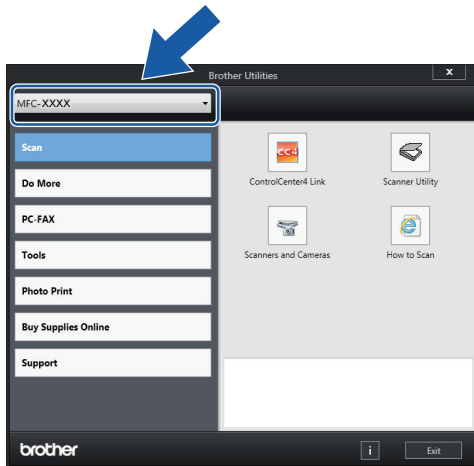
Move your mouse to the lower left corner of the **Start** screen and click  (if using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen).

When the **Apps** screen appears, tap or click  (**Brother Utilities**).

- Windows® 10

Click  > **All apps** > **Brother** > **Brother Utilities**.

## 2 Select your machine.



## 3 Choose the operation you want to use.

# Uninstall the Brother Software and Drivers (Windows®)

1 Launch  (Brother Utilities).

2 Click the drop-down list, and then select your model name (if not already selected). Click **Tools** in the left navigation bar, and then click **Uninstall**.

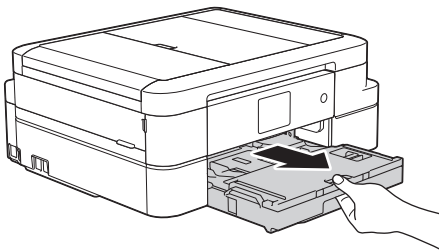
Follow the instructions in the dialog box to uninstall the software and drivers.

## Load Paper

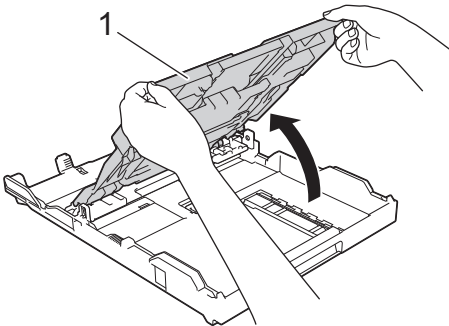
### Load paper in the paper tray

- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD asking if you want to change the paper type and paper size. Change the Paper Size and Paper Type settings if needed, following the LCD instructions.
- Load only one size and type of paper in the paper tray at a time.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.

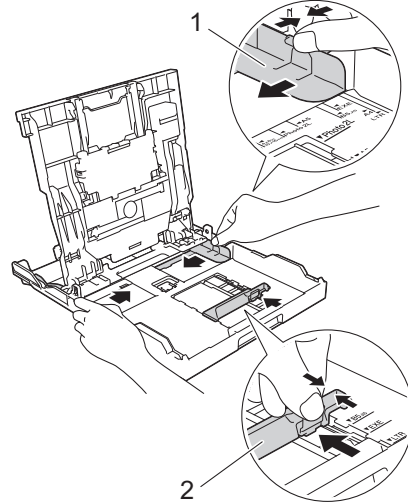
- 1 Pull the paper tray completely out of the machine.



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

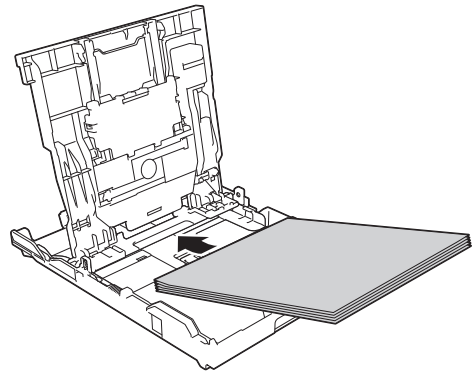


- 3 Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size.

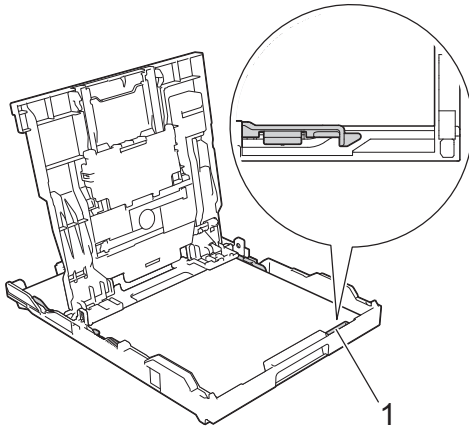


- 4 Fan the stack of paper well.

- 5 Gently load paper in the paper tray with the printing surface *face down*.



Make sure the paper is flat in the tray and the paper length guide (1) touches the edges of the paper.



## IMPORTANT

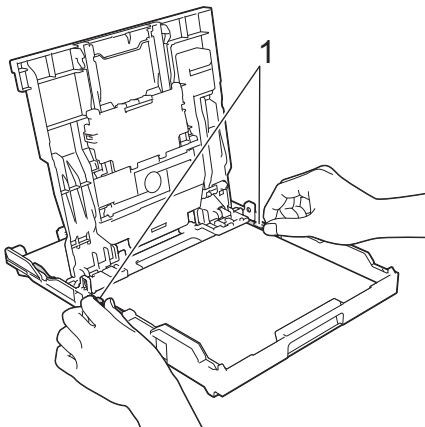
- Be careful not to push the paper in too far; it may lift at the back of the tray and cause paper feed problems.
- Loading more than 20 sheets of Photo 2L (13 x 18 cm) paper may cause paper jams.



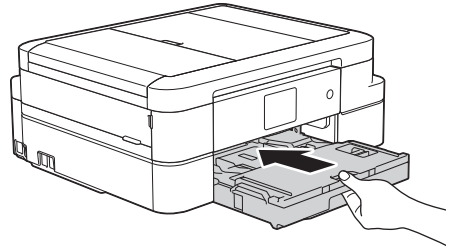
To add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well to prevent the machine from feeding multiple pages.

- 6** Gently adjust the paper width guides (1) to fit the paper.

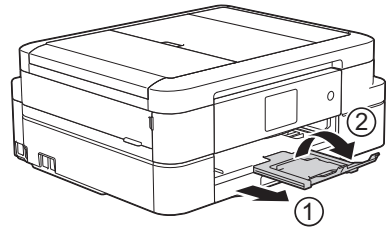
Make sure the paper guides touch the edges of the paper.



- 7** Close the output paper tray cover.  
Slowly push the paper tray completely into the machine.



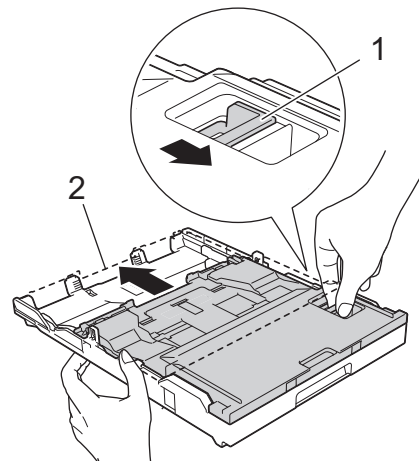
- 8** While holding the paper tray in the machine, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



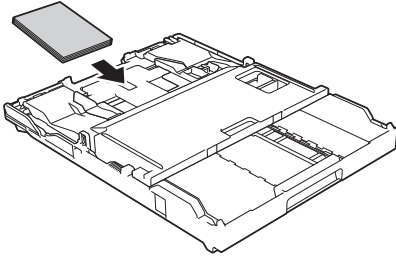
## Load Photo Paper

Use the photo paper tray which is located on the top of the output paper tray cover, to print on Photo (10 x 15 cm) or Photo L (89 x 127 mm) size paper.

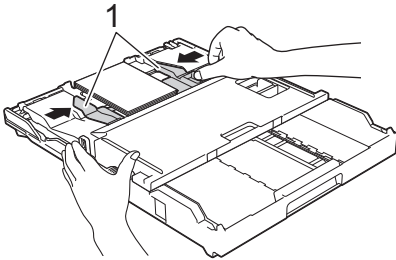
- 1** Press the blue photo paper tray release button (1) and slide the output paper tray cover forward until it locks into the photo printing position (2).



- 2** Load up to 20 sheets of photo paper in the photo paper tray with the printing surface *face down*.



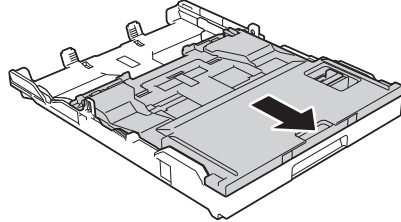
- 3** Gently adjust the paper width guides to fit the paper. Make sure the paper width guides (1) touch the edges of the paper and the paper is flat in the tray.



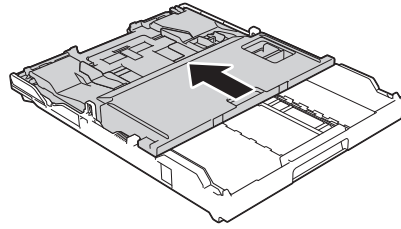
## IMPORTANT

When you have finished printing photos, return the photo paper tray to the Normal printing position. If you do not, you will get a [No Paper Fed] error when you use cut sheet paper.

### Photo Paper Tray in the Normal printing position



### Photo Paper Tray in the Photo printing position



## Related Information

- Print Photos from ControlCenter4 (Windows®) on page 17



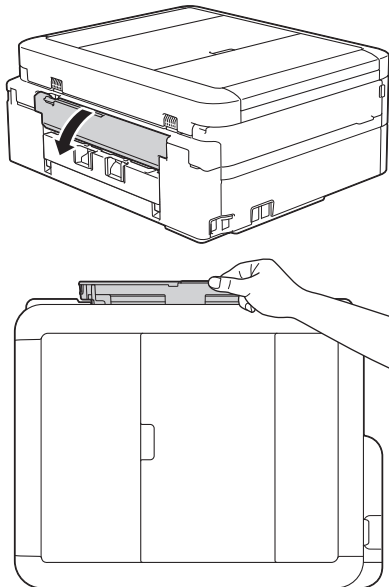
## Load Paper in the Manual Feed Slot

Load special print media in this slot, one sheet at a time.

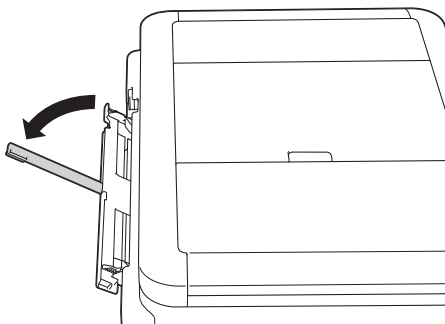
### IMPORTANT

- DO NOT load more than one sheet of paper in the manual feed slot at any time. Doing this may cause a paper jam.
- DO NOT load paper in the manual feed slot when you are printing from the paper tray. Doing this may cause a paper jam.

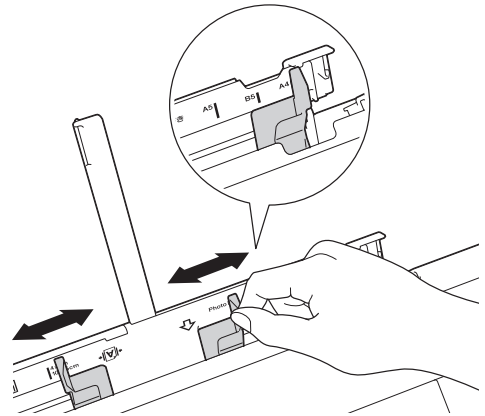
- 1 Open the manual feed slot cover.



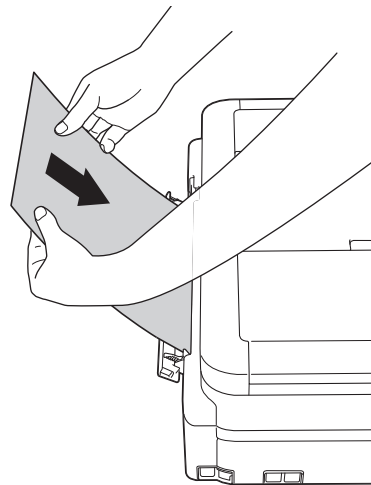
- 2 Lift the paper support.



- 3 Slide the manual feed slot paper guides to fit the width of the paper you are using.

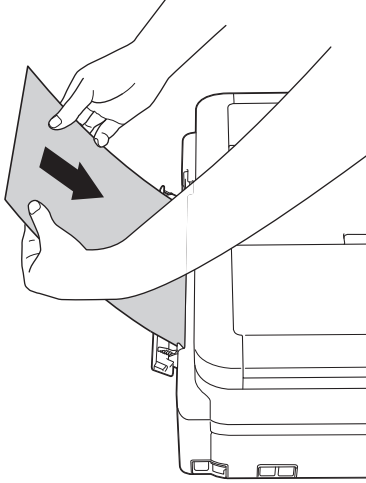


- 4 Load only one sheet of paper in the manual feed slot with the printing surface *face up*.

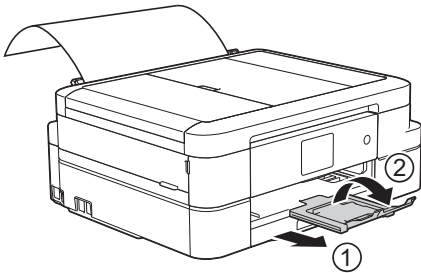




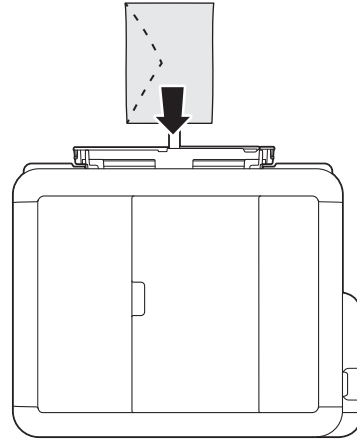
- 5** Using both hands, push one sheet of paper into the manual feed slot until the front edge touches the paper feed rollers. Let go of the paper when you feel the machine pull it. The LCD displays [Manual Feed Slot ready.]. Read the instruction displayed on the LCD, and then press [OK].



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



- If the document does not fit on one sheet, the Touchscreen will prompt you to load another sheet of paper. Place another sheet of paper in the manual feed slot, and then press [OK] on the Touchscreen.
- When using envelopes, load the envelopes with the printing surface *face up* and the flap on the left as shown in the illustration.



- When loading an envelope, or a sheet of thick paper, push the envelope into the manual feed slot until you feel the paper feed rollers grab it.



## Related Information

- Error and Maintenance Messages on page 45

## Change the Check Paper Size Setting

If the Check Paper setting is set to [On] and you pull the paper tray out of the machine, the LCD displays a message asking if you want to change the Paper Size and Paper Type settings.

The default setting is [On].

- 1 Press  [Settings] > [All Settings] > [General Setup] > [Check Paper].
- 2 Press [On] or [Off].
- 3 Press .




### Related Information


- Error and Maintenance Messages on page 45

## Change the Paper Size and Paper Type

Set the Paper Size and Paper Type settings for the paper tray.

- To get the best print quality, set the machine for the type of paper you are using.
- When you change the size of the paper you load in the tray, you must change the Paper Size setting on the LCD at the same time.

- 1 Do one of the following:
  - (DCP-J785DW)  
Press  [Settings] > [Paper Type].
  - (MFC-J985DW)  
Press  [Settings] > [Tray Setting] > [Paper Type].
- 2 Press ▲ or ▼ to display the [Plain Paper], [Inkjet Paper], [Brother BP71] or [Other Glossy] option, and then press the option you want.
- 3 Press [Paper Size].
- 4 Press ▲ or ▼ to display the paper size options, and then press the option you want.
- 5 Press .

 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.

## Related Information

- Error and Maintenance Messages on page 45

## Recommended Print Media

For the best print quality, we recommend using the Brother paper listed in the table.

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

### Brother paper

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

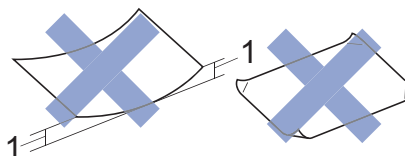
## Handle and Use Print Media

- 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 photo paper.

### IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped



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

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

### Paper capacity of the output paper tray cover

Up to 50 sheets of A4 80 g/m<sup>2</sup> paper.

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

## Print from Your Computer

### Print a Document (Macintosh)

For printing instructions, see the *Online User's Guide: Print from Your Computer (Macintosh)*.

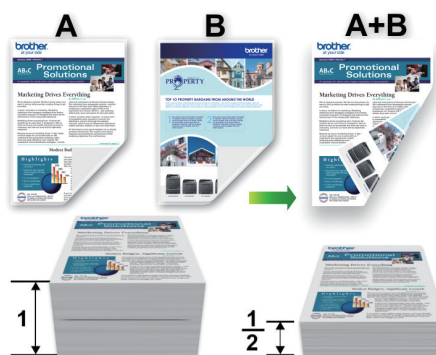
### Print a Document (Windows®)

- 1 Select the print command in your application.
- 2 Select **Brother MFC-XXXX** (where XXXX is the name of your model).
- 3 Click **Print**.
- 4 Complete your print operation.



For more information, see the *Online User's Guide: Print from Your Computer (Windows®)*.


### Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows®)




- Make sure the back cover is closed.
- If paper is curled, straighten it and put it back in the paper tray.
- Use regular paper or thin paper. DO NOT use bond paper.
- If the paper is thin, it may wrinkle.

- 1 Select the print command in your application.
- 2 Select **Brother MFC-XXXX** (where XXXX is the name of your model), and then click the printing properties or preferences button.  
The printer driver window appears.

- 3 In the **Orientation** field, select either the **Portrait** or **Landscape** option to set the orientation of your printout.

 If your application software contains a similar layout feature, we recommend using the one in the application.

- 4 Click the **2-sided / Booklet** drop-down list, and then select **2-sided**.
- 5 Click the **2-sided Settings** button.
- 6 Select one of the options from the **2-sided Type** menu.
- 7 Select the **Binding Offset** check box if you want to specify the offset for binding in inches or millimetres.
- 8 Click **OK** to return to the printer driver window.
- 9 Change other printer settings if needed.


 The Borderless feature is not available when using this option.

- 10 Click **OK** again, and then complete your print operation.

## Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows®)



- 1 Select the print command in your application.
- 2 Select **Brother MFC-XXXX** (where XXXX is the name of your model), and then click the printing properties or preferences button.  
The printer driver window appears.
- 3 In the **Orientation** field, select either the **Portrait** or **Landscape** option to set the orientation of your printout.

 If your application software contains a similar layout feature, we recommend using the one in the application.


- 4 Click the **Multiple Page** drop-down list, and then select the **2 in 1**, **4 in 1**, **9 in 1**, or **16 in 1** option.
- 5 Click the **Page Order** drop-down list, and then select your page order.
- 6 Click the **Border Line** drop-down list, and then select your border line type.
- 7 Change other printer settings if needed.
- 8 Click **OK**, and then complete your print operation.

## Print Photos from ControlCenter4 (Windows®)

You can print and edit photos using various ControlCenter features.

In the following steps, the ControlCenter Home mode is used as an example.

- 1 Make sure you have loaded the correct media in the paper tray.


2 Click the  (ControlCenter4) icon in the task tray, and then click **Open**.

3 Click the **Photo** tab.



4 Select the folder that contains the image you want to print.

5 Select images you want to print by clicking the image in the image viewer and selecting the check box under the image.

6 Specify the number of copies you want to print (1-99) by clicking .

7 Click **Print**.  
The print settings window appears.

8 Configure the settings for the **Paper Size**, **Media Type**, and **Layout** options.

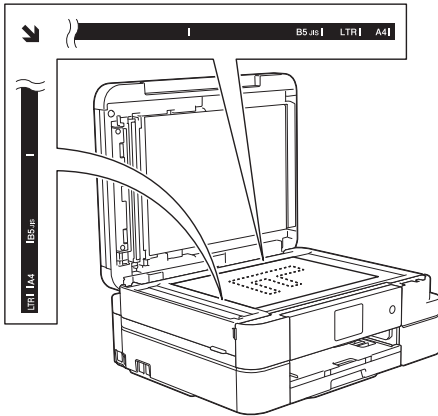
9 Click the **Start Printing** button.

## Related Information

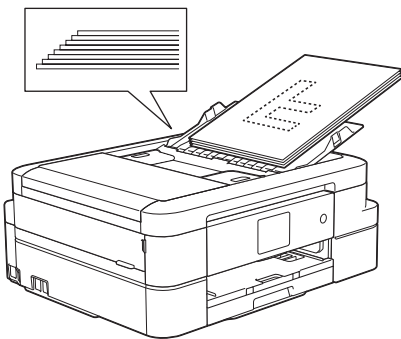
- Load Photo Paper on page 10

## Copy a Document

- 1 Make sure you have loaded the correct size paper in the paper tray.
- 2 Do one of the following:
  - Place the document *face down* on the scanner glass.

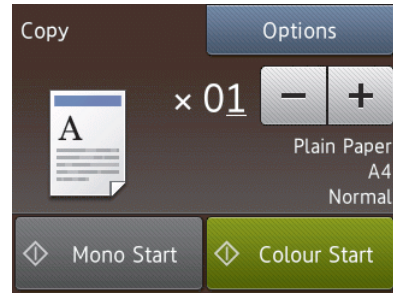


- Place the document *face down* in the ADF.  
(If you are copying multiple pages, we recommend using the ADF.)




- 3 Press  [Copy].


The Touchscreen displays:



- 4 Change the copy settings, if needed.

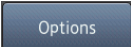
- When you load paper other than A4 size Plain Paper, you must change the [Paper Size] and [Paper Type] settings by pressing [Options].

-  (No. of Copies )

Press  to display the keyboard on the Touchscreen, and then enter the number of copies using the Touchscreen keyboard. Press [OK].

You can also press [-] or [+].

- [Options]

Press  to change the copy settings for the next copy only.

- When finished, press [OK].
- After you have finished choosing new options, you can save them by pressing the [Save as Shortcut] button.

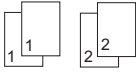
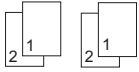
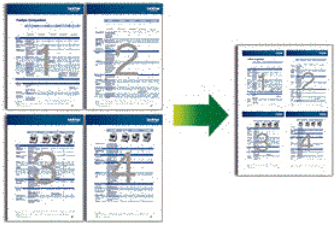
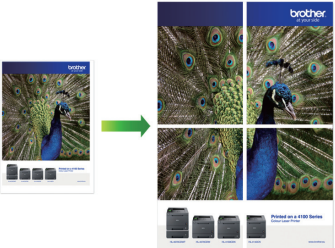
- 5 Press [Mono Start] or [Colour Start].

To stop copying, press .

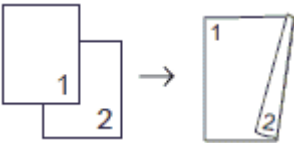
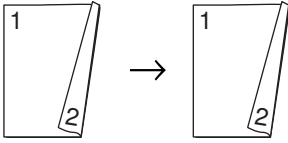
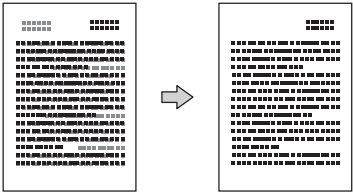
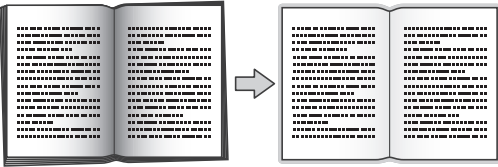

# Copy Settings

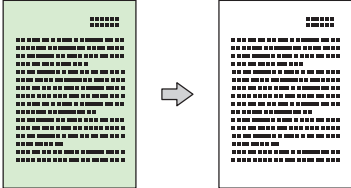
## Copy Options

To change copy settings, press the [Options] button.

| Option                | Description  |   |
|-----------------------|--|---|
| <b>Quality</b>        | Select the Copy resolution for your type of document.<br>When you select the Normal or Fast option, Plain Paper is the only Paper Type option. |   |
| <b>Paper Type</b>     | Select a paper type.<br>If copying on special paper, set the machine for the type of paper you are using to get the best print quality.        |   |
| <b>Paper Size</b>     | Select a paper size.<br>If copying on paper other than A4 size, you must change the Paper Size setting.  |   |
| <b>Enlarge/Reduce</b> | 100%   | -   |
|                       | Enlarge  | Select an enlargement ratio for the next copy.  |
|                       | Reduce   | Select a reduction ratio for the next copy.   |
|                       | Fit to Page  | Adjusts the copy size to fit on the paper size you have set.  |
|                       | Custom (25-400%)   | Enter an enlargement or reduction ratio.  |
| <b>Density</b>        | Increase the density to make the text darker.<br>Decrease the density to make the text lighter.  |   |
| <b>Stack/Sort</b>     | Select to stack or sort multiple copies.   |   |
|                       | <b>Stack</b><br>  | <b>Sort</b><br>    |
| <b>Page Layout</b>    | Make N in 1, 2 in 1 ID, or Poster copies.  |   |
|                       | <b>4 in 1</b><br>   | <b>Poster</b><br> |



| Option       | Description   |
|--------------|---|
| 2-sided Copy | <p>Select to copy on both sides of the paper.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><b>1-sided→2-sided</b></p>  </div> <div style="text-align: center;"> <p><b>2-sided→2-sided</b></p>  </div> </div> |
|              | <p><b>Advanced Settings</b></p>   |
|              | <p><b>Thin Paper Copy (MFC-J985DW)</b><br/>Avoids bleeding through thin paper when copying.</p>   |
|              | <p><b>Book Copy (MFC-J985DW)</b><br/>Corrects dark borders and skew when copying from the scanner glass.</p>   |
|              | <p><b>Watermark Copy (MFC-J985DW)</b><br/>Places text in your document as a watermark.</p>   |

| Option           | Description  |
|------------------|--|
|                  | <p>Remove Background Colour</p> <p>Removes the document's background colour in copies. The white background becomes more apparent. This saves some ink and may make certain copies easier to read.</p>  |
| Set New Default  | Saves the copy settings that you use most often by setting them as the default settings.   |
| Factory Reset    | Restores any changed copy settings to the factory settings.  |
| Save as Shortcut | Add the current settings as a shortcut.  |



(MFC-J985DW)

The Ink Save Mode, Thin Paper Copy, Book Copy and Watermark Copy features are supported by technology from Reallusion, Inc.




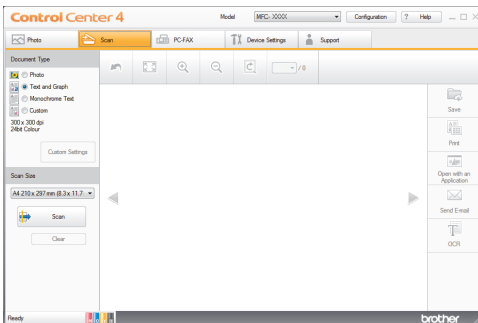
## Scan from Your Computer (Windows®)

There are several ways you can use your computer to scan photos and documents on your Brother machine. Use the software applications provided by Brother, or use your favourite scanning application.

### Scan Using ControlCenter4 Home Mode (Windows®)

Select **Home Mode** as the mode setting for ControlCenter4.

- 1 Load your document.
- 2 Click the  (**ControlCenter4**) icon in the task tray, and then click **Open**.
- 3 Click the **Scan** tab.



- 4 Select the **Document Type**.
- 5 Change the document's **Scan Size**, if needed.






- 6 Click  (**Scan**).

The machine starts scanning, and the scanned image appears in the image viewer.

- 7 If you scanned multiple pages using the ADF, click the left or right arrow buttons to preview each scanned page.

- 8 Crop the scanned image, if needed.

- 9 Do one of the following:

- Click  (**Save**) to save scanned data.
- Click  (**Print**) to print scanned data.
- Click  (**Open with an Application**) to open scanned data in another application.
- Click  (**Send E-mail**) to attach scanned data to an email.
- Click  (**OCR**) to convert your scanned document to an editable text file.

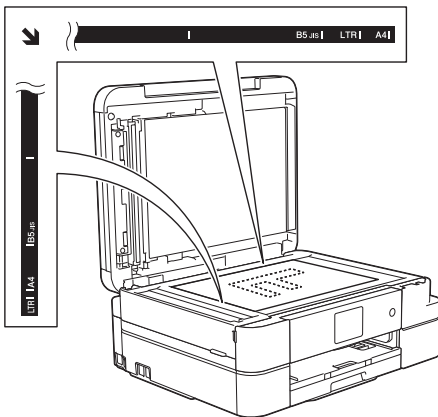
# Scan Using the Scan Button on Your Brother Machine

## Scan Using the Scan Button on the Machine

Use the Scan button on the machine to make temporary changes to the scan settings. To make permanent changes, use Brother's ControlCenter software.

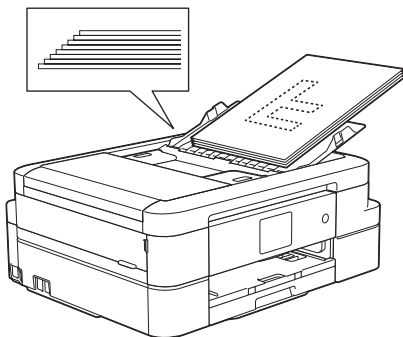
### 1 Do one of the following:

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



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

(If you are scanning multiple pages, we recommend using the ADF.)



### 2 Press [Scan] > [to File].

- ### 3
- If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then press the computer name.



If the LCD prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

### 4 Do one of the following:

- To change the settings, press [Options], and then go to the next step.
- Press [Start] to start scanning without changing additional settings.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

### 5 Press the [Scan Settings] option, and then press [Set at Device].



To use the [Scan Settings] option, a computer with the ControlCenter software installed must be connected to the machine.

### 6 Select the scan settings you want to change, and then press [OK].

- [Scan Type]  
Select the scan type for your document.
- [Resolution]  
Select the scan resolution for your document.
- [File Type]  
Select the file format for your document.
- [Scan Size]  
Select the scan size for your document.
- [Remove Background Colour]  
Change the amount of background colour that is removed.

**7** Press [Start].

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

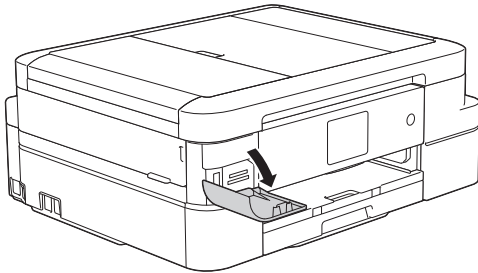
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## Print Photos Directly from Media

### Preview and Print Photos and Movie Files from Media

Preview your photos on the LCD before you print them. Print images from movie files that are stored on a memory card or USB flash drive.

- 1 Open the media slot cover.



- 2 Put the memory card or USB flash drive in the correct slot.
- 3 Press [Photo] > [View Photos].
- 4 Press ◀ or ▶ to display the photo you want to print, and then press it.



To print all photos, press [Print All], and then press [Yes] to confirm.

- 5 Press **x01** to display the keyboard on the Touchscreen, and then enter the number of copies using the Touchscreen keyboard. Press [OK].

You can also use [-] or [+].

- 6 Press [OK].

- 7 Repeat the last three steps until you have selected all the photos you want to print.

- 8 Press [OK].

- 9 Read and confirm the displayed list of options.

- 10 To change the print settings, press [Print Settings].

- 11 Press [Start].

### PhotoCapture Center print settings overview

The Print Settings you change are temporary for your current printout. The machine returns to its default settings after printing is complete.



You can save the print settings you use most often by setting them as the default.






For more information, see the *Online User's Guide*.

## Before Faxing

### Set Your Station ID

**Related Models:**  
MFC-J985DW


Set the machine's Station ID if you want the date and time to appear on each fax you send.

- 1 Press  [Settings] > [All Settings] > [Initial Setup] > [Station ID].
  - 2 Press [Fax].
  - 3 Enter your fax number (up to 20 digits) on the Touchscreen, and then press [OK].
  - 4 Press [Name].
  - 5 Enter your name (up to 20 characters) using the Touchscreen, and then press [OK].
- 
-  • Press  to cycle between letters, numbers and special symbols. (The available characters may differ depending on your country.)
- If you entered an incorrect character and want to change it, press ◀ or ▶ to move the cursor to it. Press  and then enter the correct character.
  - To enter a space, press [Space].
- 
- 6 Press .



### Telephone Line Interference/VoIP

**Related Models:**  
MFC-J985DW

If you are having problems sending or receiving a fax due to possible interference on the telephone line or if you are using a VoIP system, we recommend changing the modem speed to minimise errors in fax operations.

- 1 Press  [Settings] > [All Settings] > [Initial Setup] > [Compatibility].
  - 2 Press [Normal] or [Basic (for VoIP)].
    - [Basic (for VoIP)] reduces the modem speed to 9,600 bps and turns off colour fax receiving and ECM, except for colour fax-sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

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

    - [Normal] sets the modem speed at 14,400 bps.
  - 3 Press .
- 
-  • VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.
-

## Related Information

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- Error and Maintenance Messages on page 45
- Fax and Telephone Problems on page 55

## Receive Modes

### Related Models: MFC-J985DW

Some receive modes answer automatically ([Fax Only] and [Fax/Tel]). You may want to change the Ring Delay before using these modes.

### Fax Only

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

### Fax/Tel

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

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

### Manual

[Manual] mode turns off all automatic answering functions (unless you are using the BT Call Sign feature).

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

### External TAD

[External TAD] mode lets an external answering device manage your incoming calls.

Incoming calls will be handled in the following ways:

- Faxes will be received automatically.

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

## Related Information

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- Fax and Telephone Problems on page 55

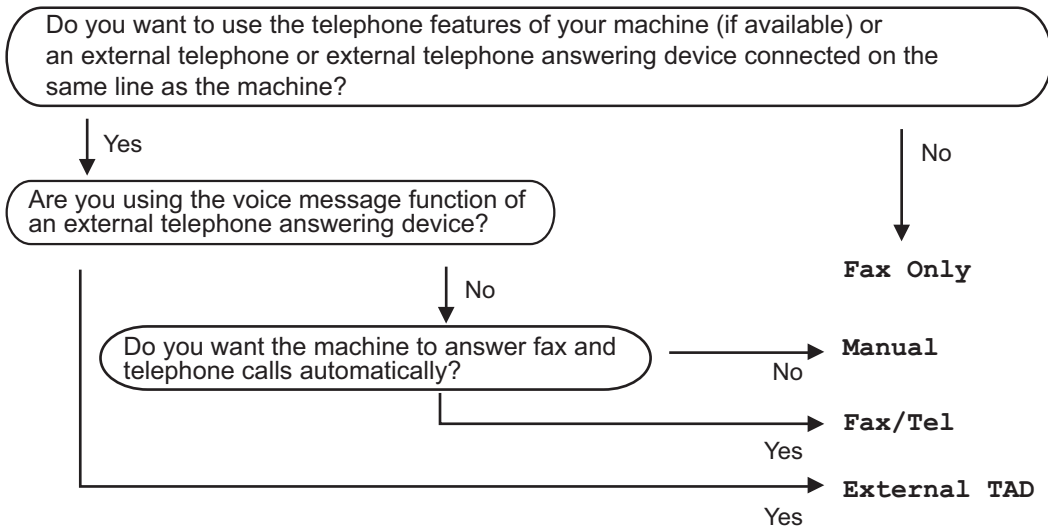



## Choose the Correct Receive Mode

**Related Models:**  
MFC-J985DW

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


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



- 1 Press  [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Receive Mode].



If the option to change the Receive Mode is unavailable, make sure the BT Call Sign feature is set to [Off].

- 2 Press ▲ or ▼ to display the [Fax Only], [Fax/Tel], [External TAD], or [Manual] option, and then press the option you want.
- 3 Press .

### Related Information


- Fax and Telephone Problems on page 55
- Troubleshooting for Other Fax Problems on page 56

## Set the F/T Ring Time (Pseudo/Double-ring)

**Related Models:**  
MFC-J985DW


When you set the Receive Mode to [Fax/Tel], if the call is a fax, your machine will receive it automatically. However, if it is a voice call, the machine will sound the F/T ring (pseudo/double-ring) for the time you set in the F/T Ring Time option. When you hear the F/T ring, it means that a voice caller is on the line.

Because the F/T ring is a setting only on your Brother machine, extension and external telephones will not ring; however, you can still answer the machine's call on any telephone.

**1** Press  [Settings] > [All Settings] > [Fax] > [Setup Receive] > [F/T Ring Time].

**2** Press how long the machine will double-ring to alert you to a voice call.

**3** Press .


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

## Set the Number of Rings Before the Machine Answers (Ring Delay)


**Related Models:**  
MFC-J985DW

When somebody calls your machine, you will hear the normal telephone ring sound. The number of rings is set in the Ring Delay option.

- The Ring Delay setting sets the number of times the machine rings before it answers in [Fax Only] and [Fax/Tel] modes.
- If you have external or extension telephones on the same line as the machine, select the maximum number of rings.

**1** Press  [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Ring Delay].

**2** Press the number of times you want the line to ring before the machine answers.

 If you select [0], the machine will answer immediately and the line will not ring at all (available only for some countries).

**3** Press .

# Store Numbers

**Related Models:**  
MFC-J985DW

You can set up your machine to store fax numbers in the Address Book.




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

## Store Address Book Numbers

**Related Models:**  
MFC-J985DW

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

**1** Press  [Fax] > [Address Book].

**2** Do the following steps:

- Press [Edit] > [Add New Address] > [Name].
- Enter the name (up to 16 characters) using the Touchscreen. Press [OK].
- Press [Address 1].
- Enter the first fax or telephone number (up to 20 digits) using the Touchscreen. Press [OK].



- Press [Pause] to insert a pause between numbers. You can press [Pause] as many times as needed to increase the length of the pause.
- Be sure to include the area code when entering a fax or telephone number. Depending on the country, the Caller ID names and history may not be displayed correctly if the area code is not registered with the fax or telephone number.

e. To store the second fax or telephone number, press [Address 2]. Enter the second fax or telephone number (up to 20 digits) using the Touchscreen. Press [OK].

f. Press [OK] to confirm.


To store another Address Book number, repeat these steps.

**3** Press .

## Change or Delete Address Book Names or Numbers

**Related Models:**  
MFC-J985DW

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

**1** Press  [Fax] > [Address Book] > [Edit].

**2** Press ▲ or ▼ to display [Change], and then press it.



To delete numbers, press ▲ or ▼ to display [Delete], and then press it. Select the numbers you want to delete by pressing them to display a red check mark, then press [OK]. Press [Yes] to confirm.

**3** Press ▲ or ▼ to display the number you want to change, and then press it.

**4** Do one of the following:

- To change the name, press [Name]. Enter the new name (up to 16 characters) using the Touchscreen. Press [OK].
- To change the first fax or telephone number, press [Address 1].

Enter the new fax or telephone number (up to 20 digits) using the Touchscreen.

Press [OK].

- To change the second fax or telephone number, press [Address 2].


Enter the new fax or telephone number (up to 20 digits) using the Touchscreen.

Press [OK].



---

How to change the stored name or number:

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

---

**5** Press [OK] to finish.

**6** Press .

# Telephone Services and External Devices

**Related Models:**  
MFC-J985DW

You may be able to use the following services and connections with your Brother machine.



These are summaries of ways to connect your machine. For more information about each topic, see the *Online User's Guide*.

## Voice Mail

**Related Models:**  
MFC-J985DW

If you have a Voice Mail service on the telephone line that your Brother machine is connected to, it may conflict with your Brother machine when receiving incoming faxes. If using this service, we suggest setting the Brother machine's Receive Mode to Manual.

## Voice Over Internet Protocol (VoIP)

**Related Models:**  
MFC-J985DW

VoIP is a type of phone system that uses an Internet connection instead of a traditional telephone line. Your machine may not work with some VoIP systems. If you have questions about how to connect your machine to a VoIP system, contact your VoIP provider.

## Connection of an External Telephone Answering Device (TAD)

**Related Models:**  
MFC-J985DW

You may choose to connect an external answering device to your Brother machine. To receive faxes successfully, you must connect it correctly. When recording an outgoing message on your external TAD, we recommend recording 5 seconds of silence at the beginning of your message, and limiting your speaking to 20 seconds. Set your machine's Receive Mode to External TAD.

## External and Extension Telephones

**Related Models:**  
MFC-J985DW

You can connect a separate telephone to your machine. If you answer a fax call on an extension or external telephone, you can make your machine receive the fax by pressing \* 5 1. If the machine answers a voice call and pseudo/double-rings for you to take over, press # 5 1 to take the call on an extension telephone.



# Fax Using Your Machine

## Send a Fax

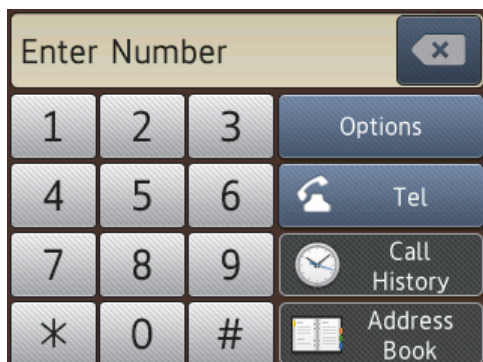
**Related Models:**  
MFC-J985DW

**1** Load your document in the ADF or place it on the scanner glass.

**2** Press  [Fax].

 If [Fax Preview] is set to [On], press  [Fax] > [Sending Faxes].

The Touchscreen displays:



**3** Enter the fax number in one of the following ways:

- Dial Pad (Enter the fax number manually.)

Press all digits of the number using the Touchscreen.

- [Redial] (Redial the last number you dialed.)

Press [Call History] > [Redial].

- [Outgoing Call] (Select a number from the Outgoing Call history.)

Press [Call History] > [Outgoing Call].

Select the number you want, and then press [Apply].


- [Caller ID history] (Select a number from the Caller ID history.)  
Press [Call History] > [Caller ID history].

Select the number you want, and then press [Apply].

- [Address Book] (Select a number from the Address Book.)

Press [Address Book].

Do one of the following:

- Select the number you want, and then press [Apply].
- Press , and then enter the first letter of the name and press [OK]. Press the name you want to dial. If the name has two numbers, press the number you want. Press [Apply].

**4** To change the fax settings, press [Options].

**5** Press ▲ or ▼ to display the setting you want to change, and then press it.

**6** Press the option you want.

**7** When finished, press [OK].

**8** Press [Fax Start].

- 9** Do one of the following:
- If you are using the ADF, the machine starts scanning and sending the document.
  - If you are using the scanner glass and selected [Mono] in the [Colour Setting], the machine starts scanning the first page.

Go to the next step.

- If you are using the scanner glass and selected [Colour] in the [Colour Setting], the Touchscreen asks if you want to send a colour fax.

Press [Yes (Colour fax)] to confirm. The machine starts dialling and sending the document.

- 10** When the Touchscreen displays [Next Page?], do one of the following:

- Press [No] when finished scanning pages. The machine starts sending the document.
- Press [Yes] to scan another page. Place the next page on the scanner glass, and then press [OK]. The machine starts scanning the page.

Repeat this step for each additional page.

## Set Fax Preview to On

**Related Models:**  
MFC-J985DW

Use the Fax Preview feature to view received faxes on the LCD.

- This feature is available only for monochrome faxes.
- When Fax Preview is turned on, a backup copy of received faxes will not be printed for Fax Forwarding, PC-Fax Receiving and Forward to Cloud operations, even if you set Backup Print to [On].
- Although printed faxes show the received date and time when Fax Receive Stamp is turned on, the Fax Preview screen will not display the received date and time.

**1** Press  [Settings].


**2** Press  [Fax Preview].

**3** Press [On] (or [Off]).

**4** Press [Yes].  
The Touchscreen displays a message saying future received faxes will not be printed.

**5** Press [Yes].

**6** Press .



 If faxes are stored in the memory when you change Fax Preview to Off, do one of the following:

- If you do not want to print the stored faxes, press [Continue]. Press [Yes] to confirm.  
Your faxes will be deleted.
- To print all the stored faxes, press [Print All Faxes Before Delete].
- If you do not want to turn off Fax Preview, press [Cancel].

## Preview New Faxes

**Related Models:**  
MFC-J985DW

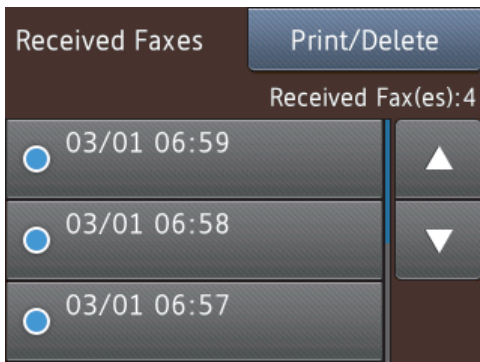
When a fax is received, a message appears on the LCD.

- This feature is available only for monochrome faxes.
- To see a fax you already previewed, press  [Fax] and  [Received Faxes].

**1** Press [View].



**2** The fax list includes old and new faxes. A blue mark appears next to new faxes. Press the fax you want.










 If you want to print or delete all the faxes in the list, press [Print/Delete].

Do one of the following:

- Press [Print All (New Faxes)] to print all faxes you have not yet viewed.
- Press [Print All (Old Faxes)] to print all faxes you have viewed.
- Press [Delete All (New Faxes)] to delete all faxes you have not yet viewed.
- Press [Delete All (Old Faxes)] to delete all faxes you have viewed.

**3** Perform the following operations by pressing the buttons shown in the table:

| Button  | Result  |
|---|---|
|    | Enlarge the fax.                                |
|    | Reduce the fax.                                 |
| ▲ or ▼  | Scroll vertically.                              |
| ◀ or ▶  | Scroll horizontally.                            |
|  | Rotate the fax clockwise.                       |
|  | Delete the fax.<br>Press <i>Yes</i> to confirm. |
|  | Go back to the previous page.                   |
|  | Go to the next page.                            |
|  | Go back to the fax list.                        |

**Start** Print the fax.

If the fax is a single page, it starts printing. A Touchscreen message asks if you want to delete the fax from the machine's memory. To delete the fax, press *Yes*. To keep the fax in the machine's memory, press *No*.



| Button | Result |
|--------|--------|
|--------|--------|

If the fax has multiple pages, do one of the following:

- Press `Print All Pages` to print the whole message. A Touchscreen message asks if you want to delete the fax from the machine's memory. To delete the fax, press `Yes`. To keep the fax in the machine's memory, press `No`.
- Press `Print Displayed Only` to print only the displayed page.
- Press `Print From Displayed` to print from the displayed page to the last page.

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

4 Press .

# Fax Using Your Computer (PC-FAX)

## Send Faxes from Your Computer

**Related Models:**  
MFC-J985DW

The Brother PC-FAX feature lets you send a file, created in any application on your computer, as a standard fax and even attach a cover page.

For Windows®:

For more information, see the *Online User's Guide: PC-FAX for Windows®*.

For Macintosh:

For more information, see the *Online User's Guide: PC-FAX for Macintosh*.

- 1 From your application select **File**, and then **Print**.  
(The steps may vary depending on your application.)  
The Print dialog box appears.

- 2 Select **Brother PC-FAX**.

- 3 Click **Print**.  
The **Brother PC-FAX** user interface appears.

- 4 Enter the recipient's fax number.
  - a. Use your computer keyboard or click the **Brother PC-FAX** user interface's numeric keypad.
  - b. Click **Add Send Address**.



You can also select a stored number from the **Address Book**.

- 5 Click **Start**.  
Your document is sent to the Brother machine and then faxed to the recipient.

Contact the application's vendor if you need more support.

## Receive Faxes on Your Computer (Windows® only)

**Related Models:**  
MFC-J985DW

Use Brother's PC-FAX software to receive faxes on your computer, display them, and print only those faxes you want.




- Even if you turn off your computer (at night or on the weekend, for example), your machine will receive and store your faxes in its memory. The number of received faxes that are stored in the memory appears on the LCD.
- When you start your computer and the PC-Fax Receive software runs, your MFC transfers your faxes to your computer automatically.
- For PC-Fax Receive to work, the PC-FAX Receive software must be running on your computer.
- Before you can set up PC-Fax Receive, you must install the Brother software and drivers on your computer. Make sure your Brother machine is connected to your computer and turned on.
- If your machine displays an error and is unable to print faxes from memory, use PC-FAX to transfer your faxes to a computer.
- *PC-Fax Receive is not available for Macintosh.*

## 1 Do one of the following:

- Windows® XP, Windows Vista® and Windows® 7

Click **Start > All Programs > Brother > Brother Utilities > PC-FAX > Receive**.


- Windows® 8 and Windows® 10

Launch  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected).

Click **PC-FAX** in the left navigation bar, and then click **Receive**.

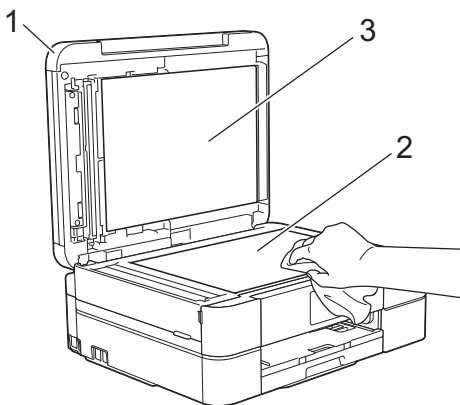
## 2 Confirm the message and click **Yes**.

The **PC-FAX Receive** window appears.

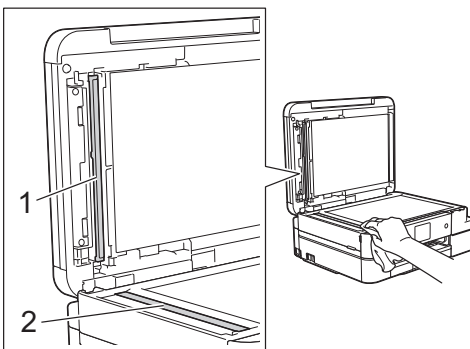
The  (**PC-FAX Receive**) icon also appears in your computer task tray.

## Clean the Scanner

- 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. (ADF models only)




## Related Information


- Troubleshooting for Other Fax Problems on page 56
- Troubleshooting for Other Print Problems on page 60

## Check the Print Quality

If faded or streaked colours and text appear or if text is missing on your printouts, the print head nozzles may be clogged. Print the Print Quality Check Sheet and look at the nozzle check pattern.


- 1 Press  [Ink] > [Improve Print Quality] > [Check Print Quality].



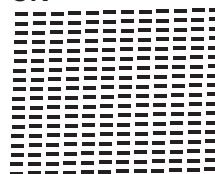
You can also press  [Settings] > [Maintenance] > [Improve Print Quality] > [Check Print Quality].

- 2 Press [Start].  
The machine prints the Print Quality Check Sheet.

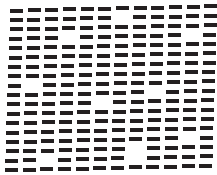
- 3 Check the quality of the four colour blocks on the sheet.


- 4 The Touchscreen asks about the print quality. Do one of the following:
  - If all lines are clear and visible, press [No], and then press  to finish the Print Quality check.
  - If lines are missing (see **Poor**, below), press [Yes].

OK



## Poor



- 5 The Touchscreen asks you to check the print quality of each colour. Press the number of the pattern (1–4) that most closely matches the printing result.
- 6 Do one of the following:
  - If print head cleaning is needed, press [Start] to start the cleaning procedure.
  - If print head cleaning is not needed, the Maintenance screen reappears on the LCD. Press .
- 7 After the cleaning procedure is finished, the Touchscreen asks if you want to print the Print Quality Check Sheet again. Press [Yes], and then press [Start].

The machine prints the Print Quality Check Sheet again. Check the quality of the four colour blocks on the sheet again.

If you clean the print head and the print has not improved, try installing a new Genuine Brother Brand replacement ink cartridge for each problem colour. Try cleaning the print head again. 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.



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.




## Related Information

- Troubleshooting for Other Print Problems on page 60

# Check the Print Alignment from Your Brother Machine

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

- 1 Press  [Ink] > [Improve Print Quality] > [Alignment].

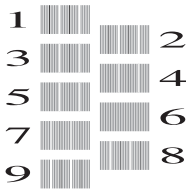


You can also press  [Settings] > [Maintenance] > [Improve Print Quality] > [Alignment].

- 2 Press [Next], and then press [Start].

The machine starts printing the Alignment Check Sheet.

(A)

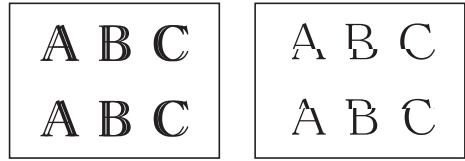


- 3 For the (A) pattern, press ▲ or ▼ to display the number of the test print with the fewest visible vertical stripes (1-9), and then press it (in the example above, row number 6 is the best choice). Press [OK].

Repeat this step for the rest of the patterns.



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



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



- 4 Press .

## Related Information

- Troubleshooting for Other Print Problems on page 60







Use this section to resolve problems you may encounter when using your Brother machine.

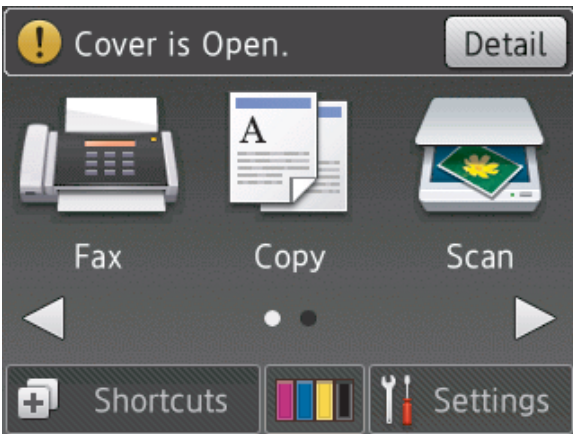
## Identify the Problem

Even if there seems to be a problem with your machine, you can correct most problems yourself.

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on.
- All of the machine's orange protective parts have been removed.
- The ink cartridges are installed correctly.
- The Scanner Cover and the Jam Clear Cover are fully closed.
- 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.
- (For network models) The access point (for wireless), router, or hub is turned on and its link button is blinking.
- Check the LCD or the machine's status in **Status Monitor** on your computer.

| Find the Error  | Find the Solution   |
|---|---|
| <p>Using the Status Monitor</p>  <ul style="list-style-type: none"> <li>• Double-click the  icon in the task tray.</li> <li>• (Windows®) If you check <b>Load Status Monitor on Startup</b>, the Status Monitor will launch automatically each time you start your computer.</li> </ul> | <ul style="list-style-type: none"> <li>• A green icon indicates the normal stand-by condition.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A yellow icon indicates a warning.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A red icon indicates an error has occurred.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A grey icon indicates the machine is offline.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• Click the <b>Troubleshooting</b> button to access Brother's troubleshooting website.</li> </ul> |

| Find the Error   | Find the Solution  |
|--|--|
| <p>Using the LCD</p>  <p>The screenshot shows a dark grey LCD interface. At the top left is a yellow warning icon followed by the text 'Cover is Open.' and a 'Detail' button. Below this are three main function icons: a fax machine labeled 'Fax', a document labeled 'Copy', and a scanner labeled 'Scan'. At the bottom are two buttons: 'Shortcuts' with a plus icon and 'Settings' with a wrench icon. Navigation arrows and a dot indicator are also visible.</p> | <ol style="list-style-type: none"><li>1. Follow the messages on the LCD.</li><li>2. See the instructions in the following Error and Maintenance Messages table.</li><li>3. If you cannot resolve the error, please refer to the <i>Online User's Guide: Error and Maintenance Messages</i> or see FAQs on the Brother Solutions Center at <a href="http://support.brother.com">support.brother.com</a></li></ol> |



# Error and Maintenance Messages

The most common error and maintenance messages are shown in the table. For more detailed information, see the *Online User's Guide*.

You can correct most errors and perform routine maintenance yourself. If you need more tips, go to your model's **FAQs & Troubleshooting** page on the Brother Solutions Center at [support.brother.com](http://support.brother.com).




(MFC-J985DW)

If the Touchscreen displays errors and your Android™ device supports the NFC feature, touch your device to the NFC logo on the control panel to access the Brother Solutions Center and browse the latest FAQs from your device. (Your mobile telephone provider's message and data rates may apply.)


Make sure the NFC settings of both your Brother machine and your Android™ device are set to On.

| Error Message                          | Action  |
|--|---|
| B&W 1-sided Print Only<br>Replace ink. | <p>One or more of the colour ink cartridges have reached the end of their lives.</p> <p>Replace the ink cartridges.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <p>The machine will stop all print operations and you will not be able to use the machine until you change to a new ink cartridge in the following cases:</p> <ul style="list-style-type: none"><li>• If you unplug the machine or take out the ink cartridge.</li><li>• (Windows®) If you select <b>Slow Drying Paper</b> in the <b>Basic</b> tab of the printer driver.</li></ul> <p>(Macintosh) If you select <b>Slow Drying Paper</b> in the <b>Print Settings</b> drop-down list of the printer driver.</p> |
| BT Call Sign On<br>(U.K. only)         | <p>BT Call Sign is set to On. You cannot change the Receive Mode from Manual to another mode.</p> <p>Set BT Call Sign to Off.</p> <p>For more information, see the <i>Online User's Guide: Enable the Machine to Work with BT Call Sign (with Your External Telephone only)</i>.</p>  |


| Error Message                | Action  |
|------------------------------|---|
| Cannot Detect                | <p>Take out the new ink cartridge and reinstall it slowly and firmly until it locks into place.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <p>Remove the used ink cartridge and install a new one.</p> <p>Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.</p> <p>Slowly turn the ink cartridge so that the ink supply port is pointing downwards, and then reinstall the cartridge.</p> <p>Check the model numbers of the ink cartridges and install the correct ink cartridges.</p> <p>See <i>Related Information: Supply Specifications</i> at the end of this section.</p> |
| Cannot Detect Ink Volume     | <p>Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.</p>  |
| Cannot Print<br>Replace ink. | <p>One or more of the ink cartridges have reached the end of their lives. Replace the ink cartridges.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <ul style="list-style-type: none"> <li>• <b>You can still scan even if the ink is low or needs to be replaced.</b></li> </ul>  |
| Connection Failed            | <p>You tried to poll a fax machine that is not in the Polled Waiting mode. Check the other fax machine's polling setup.</p>   |
| Data Remaining in Memory     | <p>Press . The machine will cancel the job and clear it from the memory. Try to print again.</p>   |
| Disconnected                 | <p>Try to send or receive again.</p> <p>If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP).</p> <p>See <i>Related Information: Telephone Line Interference/VoIP</i> at the end of this section.</p>  |
| Document Jam/too Long        | <p>The document was not inserted or fed correctly, or the document scanned from the ADF was too long.</p> <p>See <i>Related Information: Document Jams</i> at the end of this section.</p>  |
| High Temperature             | <p>After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.</p>  |
| Hub is Unusable.             | <p>Hubs, including a USB flash drive with a built-in hub, are not supported. Unplug the device from the USB direct interface.</p>   |

| Error Message  | Action   |
|--|--|
| Image Too Long   | <p>The proportions of your photo are irregular so effects could not be added.</p> <p>Choose a regularly proportioned image.</p>  |
| Image Too Small  | <p>The size of your photo is too small to trim.</p> <p>Choose a larger image.</p>  |
| Ink Absorber Pad Full                                      | <p>The ink absorber box or flushing box must be replaced. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced.</p> <p>Reasons for cleaning are:</p> <ol style="list-style-type: none"> <li>1. The machine automatically cleans itself after you remove the power cord and plug it back in.</li> <li>2. After a paper jam has been cleared, the machine automatically cleans itself before the next received page is printed.</li> <li>3. The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use).</li> <li>4. The machine automatically cleans itself after ink cartridges of the same colour have been replaced 12 times.</li> </ol> |
| Ink Absorber Pad NearFull                                  | <p>The ink absorber box or flushing box must be replaced soon. Contact Brother customer service or your local Brother dealer.</p>  |
| Ink Low  | <p>One or more of the ink cartridges are near the end of their lives.</p> <p>Order a new ink cartridge. You can continue printing until the Touchscreen displays <code>Cannot Print</code>.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <ul style="list-style-type: none"> <li>• <b>You can still scan even if the ink is low or needs to be replaced.</b></li> </ul>   |
| Jam A Inside/<br>Front<br><br>Repeat Jam A<br>Inside/Front | <p>Remove the jammed paper.</p> <p>See <i>Related Information: Printer Jam or Paper Jam</i> at the end of this section.</p> <p>Make sure the paper length guide is set to the correct paper size.</p> <p>Do not put more than one sheet of paper in the manual feed slot at any time. Wait until the Touchscreen displays <code>Where to Place the Paper</code> before you feed the next sheet of paper in the manual feed slot.</p>   |
| Jam B Front<br><br>Repeat Jam B<br>Front                   | <p>Remove the jammed paper.</p> <p>See <i>Related Information: Printer Jam or Paper Jam</i> at the end of this section.</p> <p>Make sure the paper length guide is set to the correct paper size.</p>  |

| Error Message    | Action  |
|------------------|---|
| Jam C Rear       | <p>Remove the jammed paper.</p> <p>See <i>Related Information: Printer Jam or Paper Jam</i> at the end of this section.</p>   |
|                  | <p>Make sure the paper length guide is set to the correct paper size.</p>   |
|                  | <p>Clean the paper pick-up rollers.</p> <p>For more information, see the <i>Online User's Guide: Clean the Paper Pick-up Rollers</i>.</p>   |
|                  | <p>After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up.</p>  |
| Media card error | <p>Multiple data storage devices were plugged into the machine when it was turned on.</p> <p>Remove the memory cards or USB flash drives that you are not using.</p>  |
| Media Error      | <p>Remove the memory card from the media drive (slot) of the machine and format it correctly.</p>   |
|                  | <p>Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive (slot) of the machine by putting in another memory card that you know is working.</p>  |
| Media is Full.   | <p>Your machine can only save to your memory card or USB flash drive if it contains fewer than 999 files. Delete unused files and try again.</p>  |
|                  | <p>Delete unused files from your memory card or USB flash drive to make some free space, and then try again.</p>  |
| No Caller ID     | <p>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.</p> <p>To use the Caller ID feature, contact your telephone company.</p> <p>For more information, see the <i>Online User's Guide: Caller ID</i>.</p> |
| No Ink Cartridge | <p>Remove the new ink cartridge and re-install it slowly and firmly until it locks into place.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p>   |

| Error Message     | Action   |
|-------------------|--|
| No Paper Fed      | Do one of the following: <ul style="list-style-type: none"> <li>• Refill the paper tray, and then follow the on-screen instructions.</li> <li>• Remove and reload the paper, and then follow the on-screen instructions.</li> </ul>  |
|                   | The photo paper tray is in the wrong position.<br>Return the photo paper tray to the Normal printing position when you use cut sheet paper.  |
|                   | The paper was not inserted in the centre position of the manual feed slot.<br>Remove the paper and reinsert it in the centre of the manual feed slot, and then follow the on-screen instructions.<br>See <i>Related Information: Load Paper in the Manual Feed Slot</i> at the end of this section.  |
|                   | The Jam Clear Cover is not closed correctly.   |
| Out of Fax Memory | Do one of the following: <ul style="list-style-type: none"> <li>• Clear the data from the memory. To gain extra memory, you can turn off Memory Receive.<br/>               For more information, see the <i>Online User's Guide: Turn Off Memory Receive</i>.</li> <li>• Print the faxes stored in the memory.<br/>               For more information, see the <i>Online User's Guide: Print a Fax Stored in the Machine's Memory</i>.</li> </ul>  |
| Out of Memory     | <b>If a fax-sending or copy operation is in progress:</b> <ul style="list-style-type: none"> <li>• Press  or <code>Quit</code> or <code>Close</code> and wait until the other operations that are in progress finish, and then try again.</li> <li>• Press <code>Send Now</code> to send the pages scanned so far.</li> <li>• Press <code>Partial Print</code> to copy the pages scanned so far.</li> <li>• Clear the data in the memory. To gain extra memory, you can turn Memory Receive off. (MFC models only)<br/>               For more information, see the <i>Online User's Guide: Turn Off Memory Receive</i>.</li> <li>• Print the faxes stored in the memory. (MFC models only)<br/>               For more information, see the <i>Online User's Guide: Print a Fax Stored in the Machine's Memory</i>.</li> </ul> |

| Error Message            | Action  |
|--------------------------|---|
| Paper Size Mismatch      | <ol style="list-style-type: none"> <li>1. Check that the paper size you selected on the machine's display matches the size of the paper in the tray.<br/><i>See Related Information: Change the Paper Size and Paper Type at the end of this section.</i></li> <li>2. Make sure you loaded the paper in a Portrait position, by setting the paper guides at the indicators for your paper size.</li> <li>3. After you have checked the paper size and the paper position, follow the on-screen instructions.</li> </ol> <p>If printing from your computer, make sure the paper size you selected in the printer driver matches the size of paper in the tray.</p> <p>For more information, see the <i>Online User's Guide: Print Settings (Windows®)</i> or <i>Print Options (Macintosh)</i>.</p> |
| Paper Tray not detected  | <p>Slowly push the paper tray completely into the machine.</p> <p>Paper or a foreign object has prevented the paper tray from being inserted properly.</p> <p>Pull the paper tray out of the machine, and remove the jammed paper or foreign object. If you cannot find or remove the jammed paper, see <i>Related Information: Printer Jam or Paper Jam</i> at the end of this section.</p>  |
| Repetitive No Paper Fed  | <p>Clean the paper pick-up rollers.</p> <p>For more information, see the <i>Online User's Guide: Clean the Paper Pick-up Rollers</i>.</p>   |
| Touchscreen Init. Failed | <p>The Touchscreen was pressed before the power on initialisation was completed.</p> <p>Make sure nothing is touching or resting on the Touchscreen, especially when plugging the machine in.</p> <p>Debris may be stuck between the lower part of the Touchscreen and its frame.</p> <p>Insert a piece of stiff paper between the lower part of the Touchscreen and its frame and slide it back and forth to push out the debris.</p>  |
| Tray removed             | <p>This message is displayed when the setting to confirm the paper type and size is enabled.</p> <p>To not display this confirmation message, change the setting to Off.</p> <p><i>See Related Information: Change the Check Paper Size Setting</i> at the end of this section.</p>   |

| Error Message   | Action   |
|---|--|
| <p>Unable to Clean XX</p> <p>Unable to Initialize XX</p> <p>Unable to Print XX</p>                        | <p>A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.</p> <p>Open the scanner cover and remove any foreign objects and paper scraps from inside the machine.</p> <p>(For MFC Model)</p> <p>If the error message continues, transfer your faxes to another fax machine or your computer before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and reconnect it.</p> <p>(MFC-J985DW: The machine can be turned off without losing faxes stored in the memory. )</p> <p>For more information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>.</p> <p>(For DCP Model)</p> <p>If the error message continues, disconnect the machine from the power for several minutes, and then reconnect it.</p> |
| <p>Unable to Scan XX</p>  | <p>Transfer your faxes to another fax machine or your computer before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and reconnect it.</p> <p>(MFC-J985DW: The machine can be turned off without losing faxes stored in the memory. )</p> <p>For more information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>.</p>  |
| <p>Unusable Device</p> <p>Disconnect device from front connector &amp; turn machine off &amp; then on</p> | <p>A broken device is connected to the USB direct interface.</p> <p>Unplug the device from the USB direct interface, then press  to turn the machine off and then on again.</p>   |
| <p>Unusable Device</p> <p>Please disconnect USB device.</p>   | <p>A USB device or USB flash drive that is not supported has been connected to the USB direct interface.</p> <p>Unplug the device from the USB direct interface. Turn the machine off and then on again.</p>   |
| <p>Wrong Ink Cartridge</p>  | <p>The ink cartridge model number is not compatible with your machine.</p> <p>Verify whether the cartridge model number will work with your machine.</p> <p>See <i>Related Information: Supply Specifications</i> at the end of this section.</p>  |
| <p>Wrong Ink Colour</p>   | <p>Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.</p>   |

## Related Information

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- Load Paper in the Manual Feed Slot on page 12
- Change the Check Paper Size Setting on page 14
- Change the Paper Size and Paper Type on page 14
- Telephone Line Interference/VoIP on page 27
- Document Jams on page 61
- Printer Jam or Paper Jam on page 62
- Supply Specifications on page 70

## Transfer Your Faxes or Fax Journal Report

### Related Models:

MFC-J985DW

If the LCD shows:

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

We recommend transferring your faxes to another fax machine or to your computer.

You can also transfer the Fax Journal report to see if there are any faxes you must transfer.

For more information, see the *Online User's Guide: Transfer Your Faxes or Fax Journal Report*.



# Troubleshooting for Wireless LAN setup

## Wireless LAN Report Error Codes

If the Wireless LAN Report shows that the connection failed, check the error code on the printed report and see the corresponding instructions in the table:

| Error Code | Problem and Recommended Solutions   |
|------------|---|
| TS-01      | <p>The wireless setting is not activated, change the wireless setting to ON.</p> <p>If a network cable is connected to your machine, disconnect it and change the wireless setting of your machine to ON.</p>   |
| TS-02      | <p>The wireless access point/router cannot be detected.</p> <ol style="list-style-type: none"><li>1. Check the following two points:<ul style="list-style-type: none"><li>• Unplug the power to your wireless access point/router, wait for 10 seconds, and then plug it back in.</li><li>• If your WLAN access point/router is using MAC address filtering, confirm that the MAC address of the Brother machine is allowed in the filter.</li></ul></li><li>2. If you manually entered the SSID and security information (SSID/authentication method/encryption method/Network Key), the information may be incorrect.</li></ol> <p>Reconfirm the SSID and security information and re-enter the correct information if needed.</p>  |
| TS-04      | <p>The Authentication/Encryption methods used by the selected wireless access point/router are not supported by your machine.</p> <p>For infrastructure mode, change the authentication and encryption methods of the wireless access point/router. Your machine supports the following authentication methods:</p> <ul style="list-style-type: none"><li>• WPA-Personal<br/>TKIP or AES</li><li>• WPA2-Personal<br/>AES</li><li>• Open<br/>WEP or None (without encryption)</li><li>• Shared key<br/>WEP</li></ul> <p>If your problem is not solved, the SSID or network settings you entered may be incorrect. Confirm the wireless network settings.</p> <p>For Ad-Hoc Mode, change the authentication and encryption methods of your computer for the wireless setting. Your machine supports Open authentication only, with optional WEP encryption.</p> |

| Error Code | Problem and Recommended Solutions   |
|------------|---|
| TS-05      | <p>The security information (SSID/Network Key) is incorrect.</p> <p>Confirm the SSID and Network Key. If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.</p>   |
| TS-06      | <p>The wireless security information (Authentication method/Encryption method/Network Key) is incorrect.</p> <p>Confirm the wireless security information (Authentication method/Encryption method/Network Key) listed in TS-04. If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.</p>  |
| TS-07      | <p>The machine cannot detect a wireless access point/router that has WPS or AOSS™ enabled.</p> <p>If you would like to configure your wireless settings using WPS or AOSS™, you must operate both your machine and the wireless access point/router. Confirm that your wireless access point/router supports WPS or AOSS™ and try starting again.</p> <p>If you do not know how to operate your wireless access point/router using WPS or AOSS™, see the documentation provided with your wireless access point/router, ask the manufacturer of your wireless access point/router, or ask your network administrator.</p> |
| TS-08      | <p>Two or more wireless access points that have WPS or AOSS™ enabled are detected.</p> <ul style="list-style-type: none"> <li>• Confirm that only one wireless access point/router within range has the WPS or AOSS™ method active and try again.</li> <li>• Try starting again after a few minutes to avoid interference from other access points.</li> </ul>  |

# Fax and Telephone Problems

**Related Models:**  
MFC-J985DW

If you cannot send or receive a fax, check the following:

- 1** Connect one end of the telephone line cord to the area labelled "LINE", and then connect the other end of the telephone line cord directly to a telephone wall socket.

If you can send and receive faxes when the telephone line is directly connected to the fax, the problem may be unrelated to the machine. Please contact your telephone service provider for connection issues.

- 2** Check the receive mode.

See *Related Information*:

- *Receive Modes*
- *Choose the Correct Receive Mode*

- 3** Try changing the compatibility settings.

You may be able to send and receive faxes by lowering the connection speed.

For more information, see *Related Information: Telephone Line Interference/VoIP*.

If the problem still is not resolved, turn the machine off, and then turn it on.



## Related Information

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- Telephone Line Interference/VoIP on page 27
  - Receive Modes on page 28
  - Choose the Correct Receive Mode on page 29
-

## Troubleshooting for Other Fax Problems

**Related Models:**  
MFC-J985DW

| Difficulties                           | 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 of the machine. If you subscribe to DSL or VoIP services, contact your service provider for connection instructions.  |
|  | Print the Transmission Verification Report and check for an error.   |
|  | Ask the other party to check that the receiving machine has paper.   |
| Cannot receive a fax.                  | <p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly.</p> <ol style="list-style-type: none"> <li>1. Connect the external TAD as shown in the illustration.<br/>For more information, see the <i>Online User's Guide: External TAD (Telephone Answering Device)</i>.</li> <li>2. Set your answering machine to answer in one or two rings.</li> <li>3. Record the outgoing message on your answering machine. <ul style="list-style-type: none"> <li>• Record five seconds of silence at the beginning of your outgoing message.</li> <li>• Limit your speaking to 20 seconds.</li> <li>• End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax."</li> </ul> </li> <li>4. Set your answering machine to answer calls.</li> <li>5. Set your Brother machine's Receive Mode to External TAD.<br/>See <i>Related Information: Choose the Correct Receive Mode</i> at the end of this section.</li> </ol> |
|  | Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you answered the call on an external or extension telephone.  |
|  | Turn on Auto Reduction.  |
| Dialling does not work. (No dial tone) | <p>Check all line cord connections.</p> <p>Change Tone/Pulse setting. (Available only for some countries)</p>  |
| Poor sending quality.                  | Try changing your resolution to Fine or S.Fine.  |
|  | <p>Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner.</p> <p>See <i>Related Information: Clean the Scanner</i> at the end of this section.</p>   |

| Difficulties                       | Suggestions   |
|------------------------------------|---|
| 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.<br><br>See <i>Related Information: Clean the Scanner</i> at the end of this section. |

## Related Information

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- Choose the Correct Receive Mode on page 29
  - Clean the Scanner on page 40
-

# Print or Scan Problems

## IMPORTANT

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

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**If you cannot print or scan a document, check the following:**

- 1** All of the machine's protective parts have been removed.
- 2** The interface cables are securely connected to the machine and the computer.
- 3** The printer or scanner driver has been installed correctly.

**4** (Scan problem only)

Confirm the machine is assigned with an available IP address. (Windows®)


a. Do one of the following:

Windows® XP, Windows Vista® and Windows® 7

Click  (**Start**) > **All Programs** > **Brother** > **Brother Utilities**.

Click the drop-down list and select your model name (if not already selected). Click **Scan** in the left navigation bar, and then click **Scanners and Cameras**.

Windows® 8 and Windows® 10

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

b. Do one of the following:

Windows® XP

Right-click a scanner device, and then select **Properties**. The Network Scanner Properties dialog box appears.

Windows Vista®, Windows® 7, Windows® 8 and Windows® 10

Click the **Properties** button.

c. Click the **Network Setting** tab to confirm the machine's IP address.

**Try printing with your machine. If the problem still remains, uninstall and reinstall the printer driver.**

**5** If the problem still remains after trying all the above, try the following:

For a USB interface connection:





- Change the USB cable for a new one.
- Use a different USB port.

For a wired network connection:

- Change the LAN cable for a new one.
- Use a different LAN port on your hub.
- Make sure your machine's wired connection is on.

For a wireless network connection:

- Confirm your machine's wireless status on the LCD.

-  Your machine has not been connected to the wireless access point. Set up the wireless network connection.
-  The wireless connection setting is disabled. Enable the WLAN connection and set up the wireless network connection.
-  The wireless access point cannot be detected. Set up the wireless network connection again.
-  The wireless network is connected. A three-level indicator in the LCD displays the current wireless signal strength.



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You can configure wireless settings by pressing each wireless status button.

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**If you cannot print on both sides of paper, check the following:**

**6** Change the paper size setting in the printer driver to A4.

## Troubleshooting for Other Print Problems

| Difficulties                                       | Suggestions   |
|--|---|
| Poor print quality                                 | <p>Check the print quality.</p> <p>See <i>Related Information: Check the Print Quality</i> at the end of this section.</p> <p>Make sure 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.</p> <p>For more information, see the <i>Online User's Guide: Print Settings (Windows®)</i> or <i>Print Options (Macintosh)</i>.</p> |
| White horizontal lines appear in text or graphics. | <p>Check the print quality.</p> <p>See <i>Related Information: Check the Print Quality</i> at the end of this section.</p>  |
| The machine prints blank pages.                    | <p>Check the print quality.</p> <p>See <i>Related Information: Check the Print Quality</i> at the end of this section.</p>  |
| Characters and lines are blurred.                  | <p>Check the printing alignment.</p> <p>See <i>Related Information: Check the Print Alignment from Your Brother Machine</i> at the end of this section.</p>   |
| Printing appears dirty or ink seems to run.        | <p>If you are using photo paper, make sure the glossy side of the photo paper is face down in the tray and you have set the correct paper type. If you are printing a photo from your computer, set the Media Type in the printer driver.</p>   |
| Photo paper does not feed correctly.               | <p>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.</p>   |
| Vertical black lines or streaks appear in copies.  | <p>Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip, scanner glass, and the white bar and white plastic above them.</p> <p>See <i>Related Information: Clean the Scanner</i> at the end of this section.</p> <p>Check that the speck of dirt has been removed.</p>   |
| Black marks or spots appear in copies.             | <p>Black marks or spots on copies are typically caused by dirt or correction fluid on the scanner glass. Clean the scanner glass and white plastic above it.</p> <p>See <i>Related Information: Clean the Scanner</i> at the end of this section.</p> <p>Check that the speck of dirt has been removed.</p>   |

### Related Information

- Clean the Scanner on page 40
- Check the Print Quality on page 40
- Check the Print Alignment from Your Brother Machine on page 42



# Document and Paper Jams

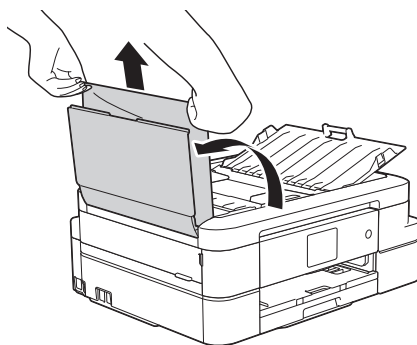
## Document Jams

### Related Information

- Error and Maintenance Messages on page 45

### Document is Jammed in the Top of the ADF Unit

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



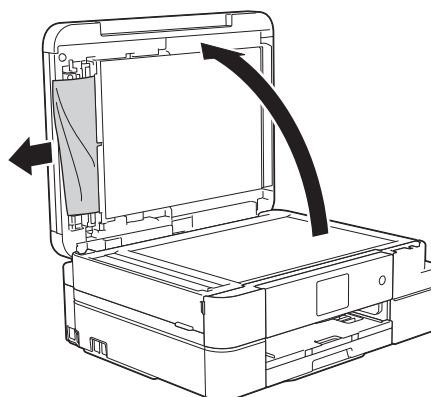
- 4 Close the ADF cover.
- 5 Press .


### IMPORTANT

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

### Document is Jammed inside the ADF Unit

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

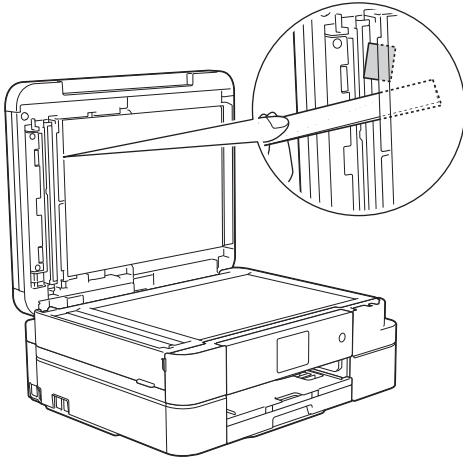


- 4 Close the document cover.
- 5 Press .

### Remove Paper Scraps 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.



- 3** Close the document cover.

- 4** Press .

## Printer Jam or Paper Jam

Locate and remove the jammed paper.

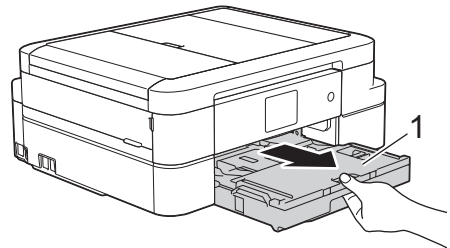
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- Error and Maintenance Messages on page 45

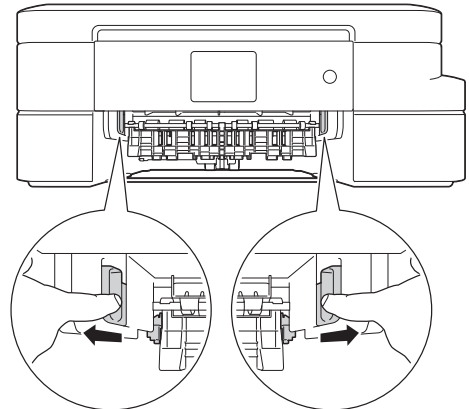
### Paper is Jammed Inside and in the Front of the Machine (Jam A Inside/Front)

If the LCD displays [Jam A Inside/Front] or [Repeat Jam A Inside/Front], follow these steps:

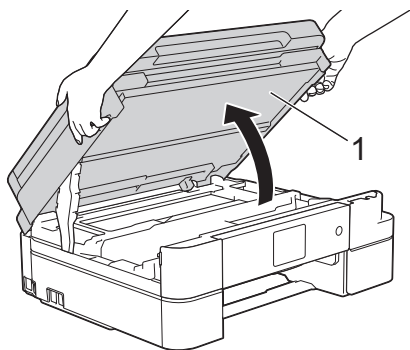
- 1** Unplug the machine from the electrical socket.
- 2** Pull the paper tray (1) completely out of the machine.



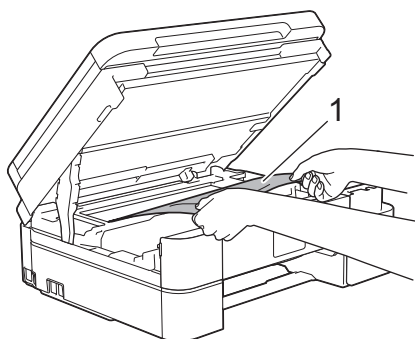
- 3** Pull the two green levers inside the machine to release the jammed paper.




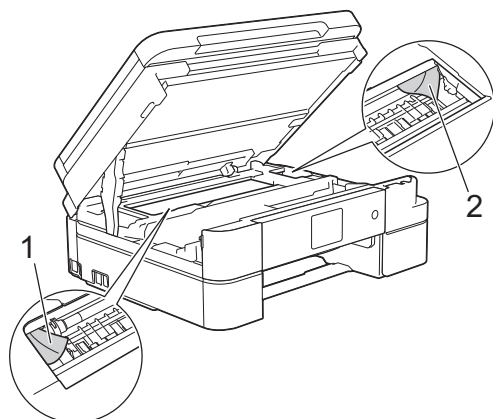
- 4** Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover (1) into the open position.



- 5** Slowly pull the jammed paper (1) out of the machine.



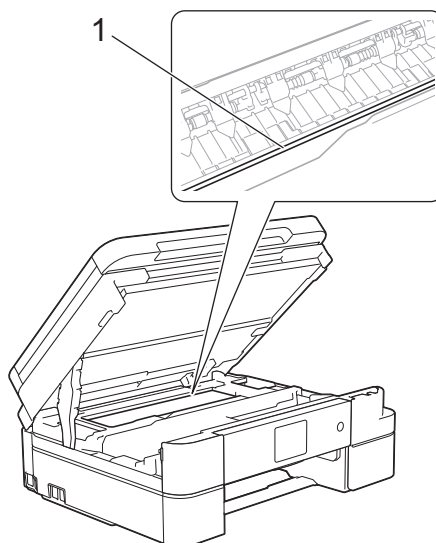
 If your LCD error message was [Repeat Jam A Inside/Front], move the print head (if needed) to take out any paper remaining in this area. Make sure scraps of paper are not left in the corners of the machine (1) and (2).




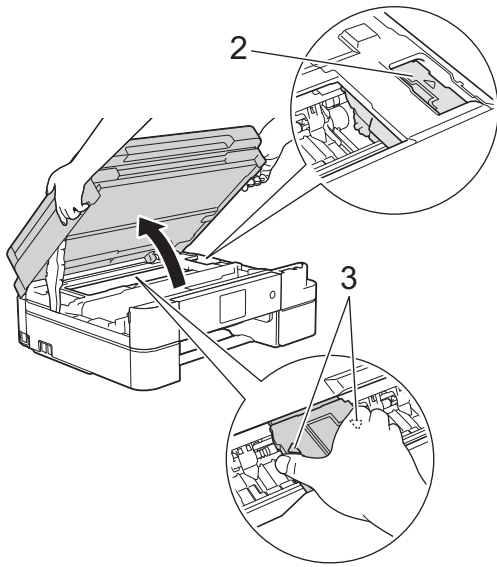
When finished, continue with the next step.

## IMPORTANT

- DO NOT touch the encoder strip, a thin strip of plastic that stretches across the width of the machine (1). Doing this may cause damage to the machine.

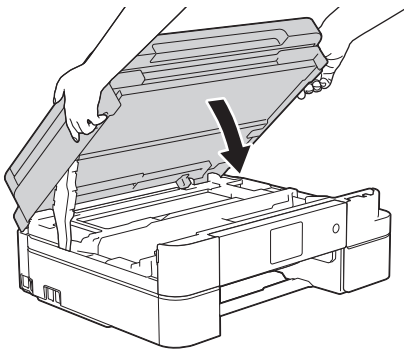


- If the print head is in the right corner as shown in the illustration (2), you cannot move the print head. Close the scanner cover, and then reconnect the power cord. Open the scanner cover again, and then hold down  until the print head moves to the centre. Then unplug the machine from the power source and take out the paper.
  - If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.
- Hold the concave areas with the triangle marks shown in the illustration (3) to move the print head.

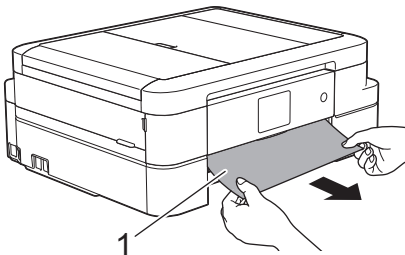


- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

**6** Gently close the scanner cover using both hands.

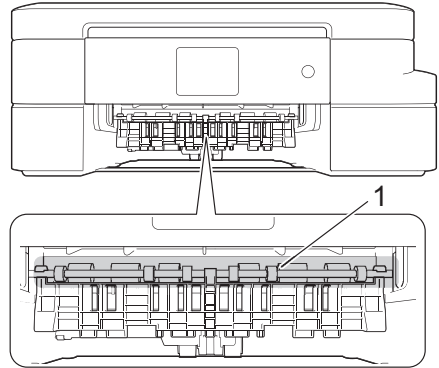


**7** Slowly pull the jammed paper (1) out of the machine.

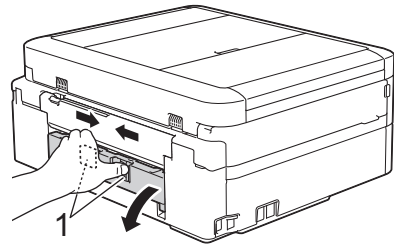


If your LCD error message was [Repeat Jam A Inside/Front], do the following:

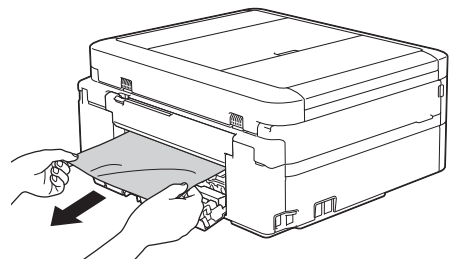
a. Make sure you look carefully inside (1) for any scraps of paper.



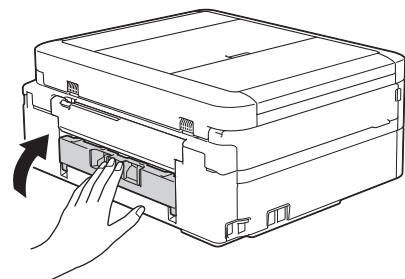
b. Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



c. Slowly pull the jammed paper out of the machine.

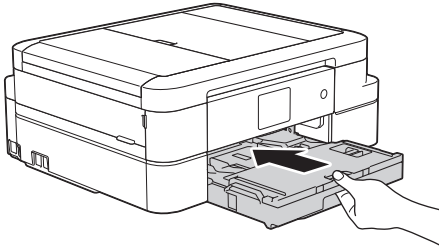


d. Close the Jam Clear Cover. Make sure the cover is closed completely.

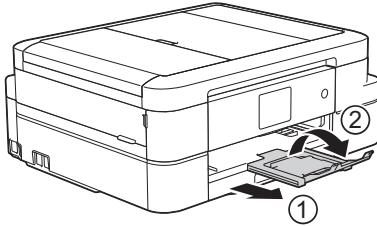


When finished, continue with the next step.

- Put the paper tray firmly back in the machine.



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



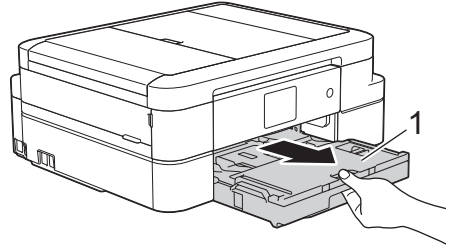
- Reconnect the power cord.

## Paper is Jammed in the Front of the Machine (Jam B Front)

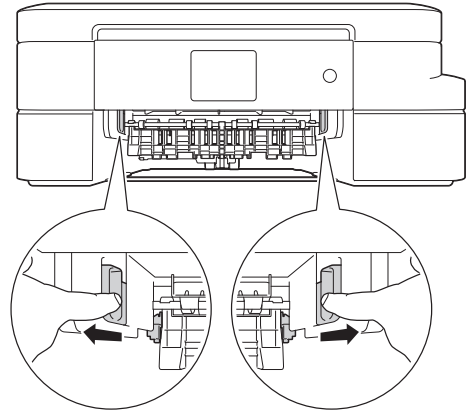
If the LCD displays [Jam B Front] or [Repeat Jam B Front], follow these steps:

- Unplug the machine from the electrical socket.

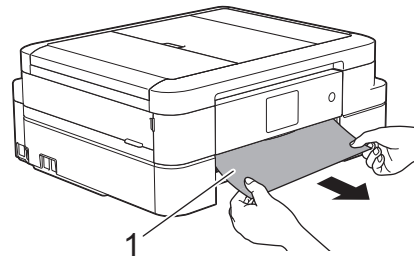
- Pull the paper tray (1) completely out of the machine.




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

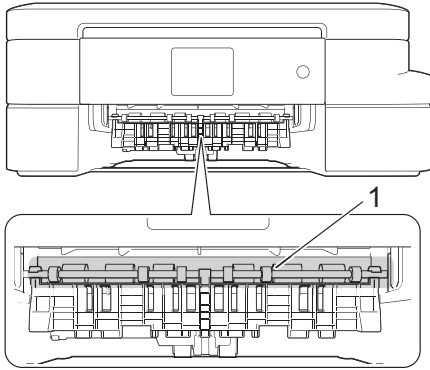


- Slowly pull out the jammed paper (1).

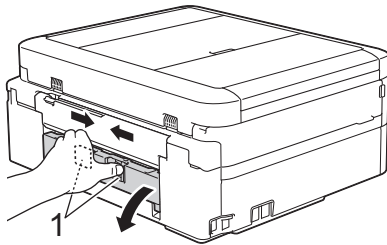


 If your LCD error message was [Repeat Jam B Front], do the following:

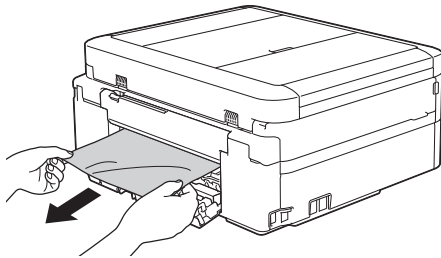
- a. Make sure you look carefully inside (1) for any scraps of paper.



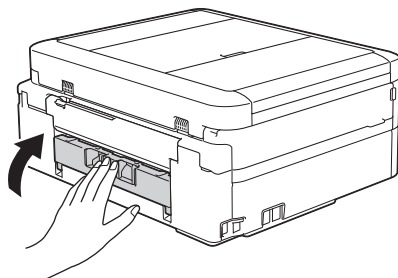
- b. Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



- c. Slowly pull the jammed paper out of the machine.

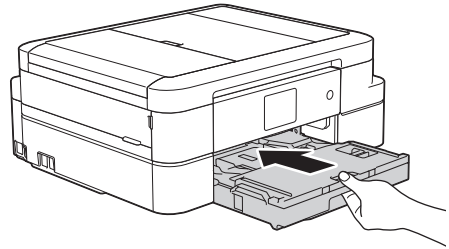


- d. Close the Jam Clear Cover. Make sure the cover is closed completely.

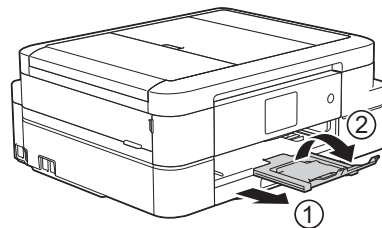


When finished, continue with the next step.

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



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

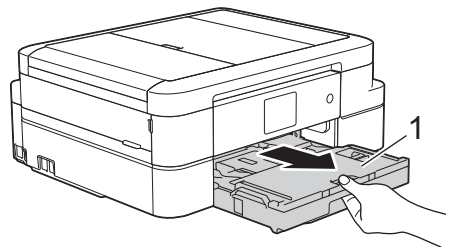


- 7 Reconnect the power cord.

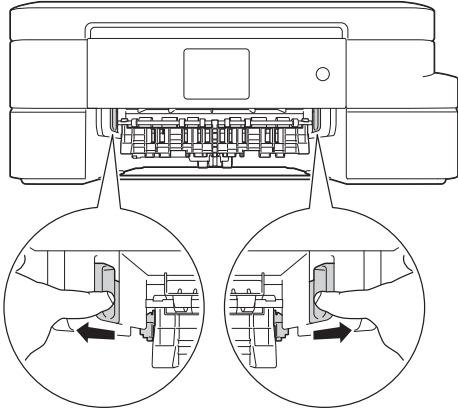
## Paper is Jammed in the Back of the Machine (Jam C Rear)


If the LCD displays [Jam C Rear], follow these steps:

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

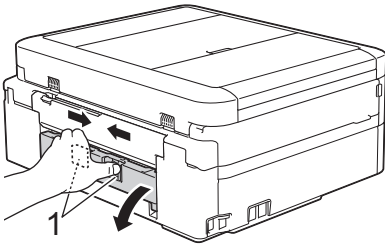


- 3** Pull the two green levers inside the machine to release the jammed paper.

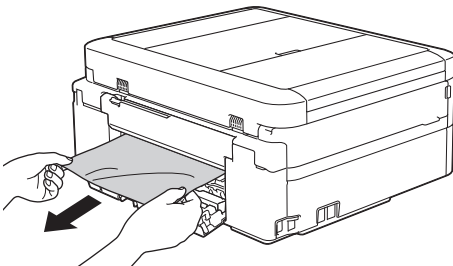


 Depending on the paper size, it is easier to remove the jammed paper from the front of the machine rather than from the back of the machine.

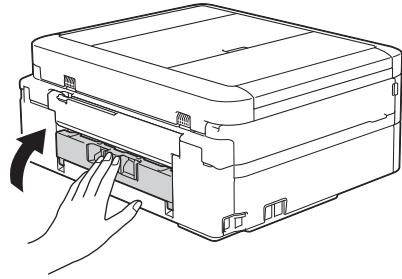
- 4** Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



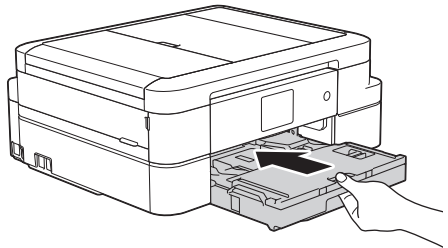
- 5** Slowly pull the jammed paper out of the machine.



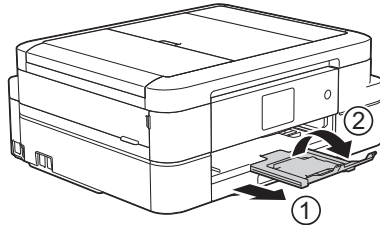
- 6** Close the Jam Clear Cover. Make sure the cover is closed completely.



- 7** Put the paper tray firmly back in the machine.



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



- 9** Reconnect the power cord.

## Enter Text on Your Brother Machine

- The characters that are available may differ depending on your country.
- The keyboard layout may differ depending on the function you are setting.

When you need to enter text on your Brother machine, a keyboard will appear on the Touchscreen.



- Press to cycle between letters, numbers and special characters.
- Press to cycle between lowercase and uppercase letters.
- To move the cursor to the left or right, press ◀ or ▶.

### Inserting spaces

- To enter a space, press [Space]. Or, you can press ▶ to move the cursor.

### Making corrections

- If you entered an incorrect character and want to change it, press ◀ or ▶ to highlight

the incorrect character. Press , and then enter the correct character.

- To insert a character, press ◀ or ▶ to move the cursor to the correct place, and then enter the character.
- Press for each character you want to erase, or press and hold to erase all the characters.





# Information for compliance with Commission Regulation 801/2013

|  |                           |
|--|---------------------------|
| Power consumption Networked Standby <sup>1</sup> | DCP-J785DW/<br>MFC-J985DW |
|  | Approx 1.8 W              |


<sup>1</sup> All network ports activated and connected

## **How to enable/disable Wireless LAN**

(DCP-J785DW) To turn on or off the wireless network connection, press  [Settings] > [All Settings] > [Network] > [WLAN Enable] > [On] or [Off].


(MFC-J985DW) To turn on or off the wireless network connection, press  [Settings] > [All Settings] > [Network] > [Network I/F] > [WLAN] or [Wired LAN].

# Supply Specifications

|   |  |
|---|--|
| <b>Ink</b>  | The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.   |
| <b>Service Life of Ink Cartridge</b>  | The first time you install a set of ink cartridges, the machine will use an amount of ink to fill the ink delivery tubes for high-quality printouts. This process will only happen once. After this process is complete, the cartridges provided with your machine will have a lower yield than regular capacity cartridges (approximately 90% (black) and 60% (colour)). With all following ink cartridges you can print the specified number of pages:                             |
| <b>Replacement Supplies</b>   | <p>&lt;Super High Yield Black&gt; LC22UBK</p> <p>&lt;Super High Yield Yellow&gt; LC22UY</p> <p>&lt;Super High Yield Cyan&gt; LC22UC</p> <p>&lt;Super High Yield Magenta&gt; LC22UM</p> <p>Black - Approximately 2400 pages <sup>1</sup></p> <p>Yellow, Cyan and Magenta - Approximately 1200 pages <sup>1</sup></p>  |
|   | <p>For more information about replacement supplies, visit us at <a href="http://www.brother.com/pageyield">www.brother.com/pageyield</a></p>   |
| <p><b>What is Innobella?</b></p>  | <p>Innobella is a range of genuine supplies offered by Brother. The name "Innobella" derives from the words "Innovation" and "Bella" (meaning "Beautiful" in Italian) and is a representation of the "innovative" technology providing you with "beautiful" and "long lasting" print results.</p> <p>When you print photo images, Brother recommends Innobella glossy photo paper (BP71 series) for high quality. Brilliant prints are made easier with Innobella Ink and paper.</p> |

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



If using Windows<sup>®</sup>, double-click the Brother CreativeCenter icon  on your desktop to access our **FREE** website designed as a resource to help you easily create and print customised materials for business and home use with photos, text and creativity.

Mac users can access Brother CreativeCenter at this web address:

[www.brother.com/creativecenter](http://www.brother.com/creativecenter)

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