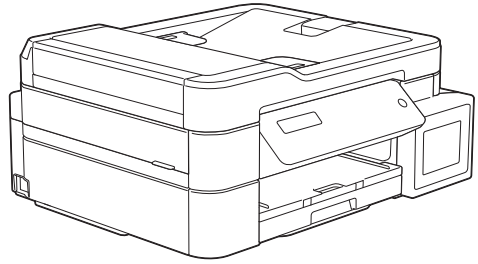




Reference Guide

Brief explanations for routine operations

DCP-T310
DCP-T510W
DCP-T710W
MFC-T810W



!CAUTION Before using this product, read carefully these instructions for correct operation.
Keep the User's Guide in a secure place for future reference.



Online User's Guide

For more advanced instructions, information, and product specifications, see the *Online User's Guide* at support.brother.com/manuals



To create a better environment

Please cooperate.

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

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

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

1. Please deliver the used package materials to relevant waste disposal office for recycle.
2. When you discard used consumables, please follow and carry on relevant local regulations properly.
3. When the machine need replacing parts for the maintenance and repair, please discard used circuit boards, used electrical parts and products as disposed electrical materials.
4. The power consumption is 0 W after you turn off the machine and unplug it from the AC outlet.
5. Some parts in the machine can be used on the same series model machines which are produced in the same factory.
Note: If you want to replace the parts, please contact Brother Authorized Service Centers.
6. Machines with an LWAd > 63.0 dB(A) are recommended to be set up in separate rooms due to their noise emissions.
7. The machine can use recycled paper.
8. Ensure that during use the machine is used in a well ventilated area.
9. Brother will accept machines and consumables for recycling. For details of the return scheme please refer to the webpage www.brother.cn/company/info/declaration/20090304.html.

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 |
| Reference Guide | Learn the basic PC-Print, Scan, Copy and Fax operations and basic machine maintenance. See troubleshooting tips. | Printed or on Brother Installation Disc / In the Box |
| Online User's Guide | This guide includes the additional contents of the <i>Reference Guide</i> . In addition to information about the PC-Print, Scan, Copy, Fax, Internet services, Mobile Functions and Brother ControlCenter operations, useful information is included about using the machine on a network. ¹ | Brother Solutions Center ² |

¹ Network features are not available for some models.

² Visit support.brother.com/manuals.

For the Latest Driver Updates

Go to your model's **Downloads** page on the Brother Solutions Center at support.brother.com to download drivers. To keep your machine's performance up-to-date, check there for the latest firmware upgrades.

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Questions or Problems? 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

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

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.

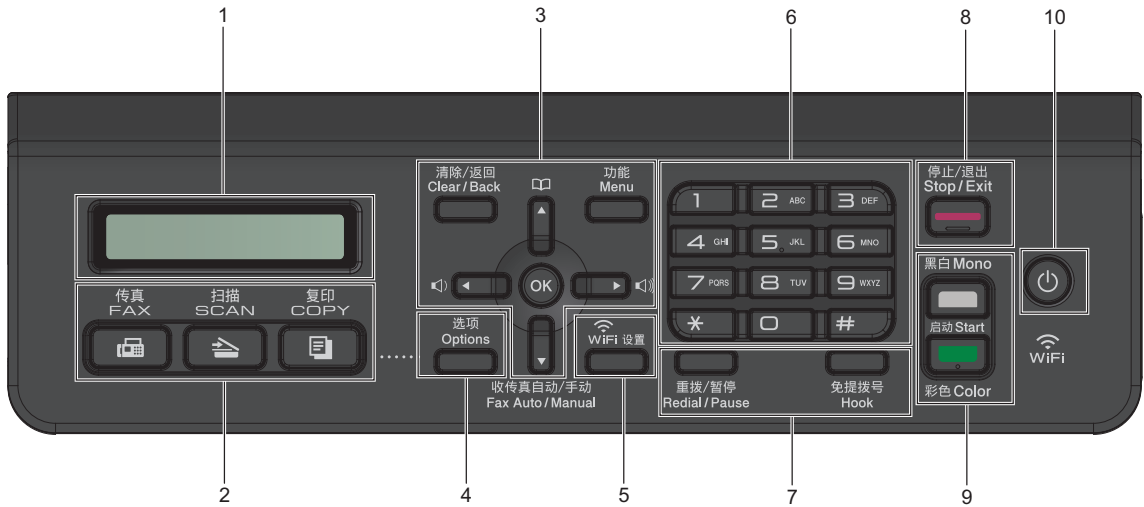
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Control Panel Overview

MFC-T810W



1. Liquid Crystal Display (LCD)

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

2. Mode buttons



FAX

Press to switch the machine to Fax mode.



SCAN

Press to switch the machine to Scan mode.



COPY

Press to switch the machine to Copy mode.

3. Menu buttons

Clear/Back

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

Menu

Press to access the main menu.

OK

Press to select a setting.



Press to adjust the ring volume while the machine is idle.



- Press to store Speed Dial and Group numbers in the machine's memory.
- Press to look up and dial numbers that are stored in the machine's memory.

▲ or ▼

Press to scroll through the menus and options.

◀ or ▶

Press to move the cursor left or right on the LCD.

4. Options

Press to access temporary settings for copying, scanning or faxing.

5. WiFi

Press to configure the wireless settings while the machine is idle.

6. Dial Pad

- Use to dial fax and telephone numbers.
- Use as a keyboard to enter text or characters.

7. Telephone buttons

Redial/Pause

- Press to select and redial the numbers from the Outgoing Call history or Caller ID history.
- Press to insert a pause when dialling numbers.

Hook

Press before dialling to ensure a fax machine answers, and then press **Black Start**.

If the machine is in Fax/Tel (F/T) mode and you pick up the handset of an external telephone during the F/T ring (pseudo/double-ring), press **Hook** to talk.

8. Stop/Exit

- Press to stop an operation.
- Press to exit from a menu.

9. Start buttons


Black Start


- Press to start sending faxes in monochrome.
- Press to start making copies in monochrome.
- Press to start scanning documents (in colour or monochrome, depending on the scan setting).


Color Start

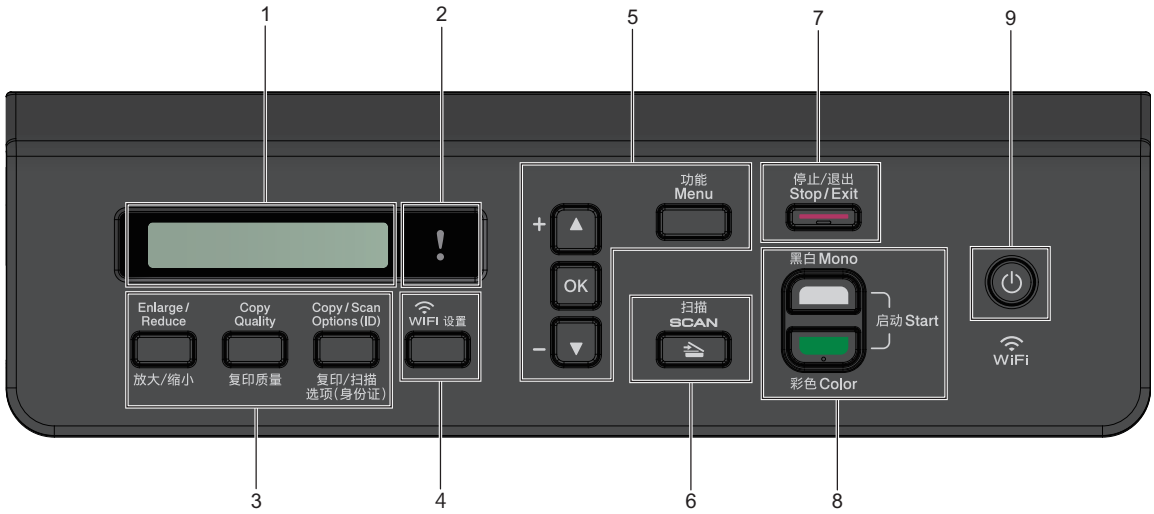
- Press to start making copies in full colour.
- Press to start scanning documents (in colour or monochrome, depending on the scan setting).

10. Power On/Off

Press  to turn the machine on.

Press and hold down  to turn the machine off. The LCD displays [Shutting Down] and stays 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.



1. Liquid Crystal Display (LCD)

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

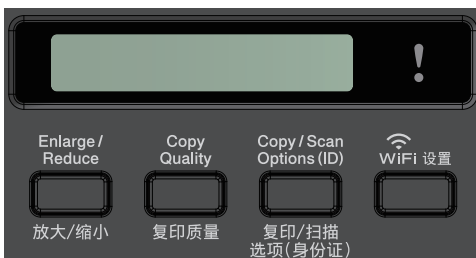
2. Warning LED

Blinks in orange when the LCD displays an error or an important status message.

3. Copy buttons (DCP-T310)



(DCP-T510W/DCP-T710W)



- **Enlarge / Reduce**

Press to enlarge or reduce copies.

- **Copy Quality**

Press to temporarily change the quality of your copies.

- **Number of Copies (DCP-T310)**

Press to make multiple copies.

- **Copy / Scan Options (ID)**

Press to access temporary settings for copying or scanning.

4. WiFi (DCP-T510W/DCP-T710W)

Press to configure the wireless settings while the machine is idle.

5. Menu buttons

Menu

Press to access the main menu.

▲ or ▼

Press to scroll through the menus and options.

OK

Press to select a setting.

6. SCAN

Press to switch the machine to Scan mode.

7. Stop/Exit

- Press to stop an operation.
- Press to exit from a menu.

8. Start buttons


Black Start


- Press to start making copies in monochrome.
- Press to start scanning documents (in colour or monochrome, depending on the scan setting).


Color Start

- Press to start making copies in full colour.
- Press to start scanning documents (in colour or monochrome, depending on the scan setting).

9. **Power On/Off**

Press  to turn the machine on.

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

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.

Load Paper

1 Load the paper in the paper tray as follows.



Fan the stack of paper well.

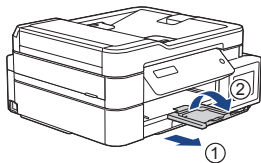
| Tray #1 | How to Load Paper | |
|---|-------------------|---|
| A4/Letter Executive B5/B6 (JIS) 16K (195 x 270 mm) A5/A6 Photo 2L Index card Envelopes | | Adjust the paper guides. Printing surface: Face down |
| Photo | | Adjust the paper guides. Printing surface: Face down |

| Manual Feed Slot ¹ | How to Load Paper | |
|--|-------------------|---|
| A4/Letter Executive B5/B6 (JIS) 16K (195 x 270 mm) A5/A6 Photo Photo L/2L Index card Envelopes | | Adjust the paper guides. Printing surface: Face up |

¹ You can load **only one sheet** of paper into the manual feed slot at a time.

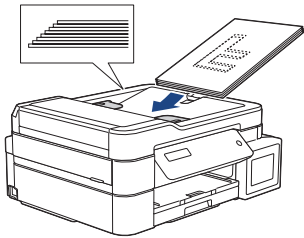
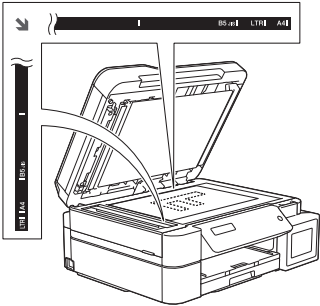
For more detailed information, see the *Online User's Guide: Load Paper*.

- 2** Unfold the paper support flap. Change the paper size setting in the machine's menu, if needed.



Load Documents

Place the document in the ADF or on the scanner glass as shown in the illustration.

| Automatic Document Feeder (ADF) (DCP-T710W/MFC-T810W) | Scanner Glass |
|--|---|
|  <p>Place your document face down in the ADF.</p> |  <p>Place the document face down in the upper left corner of the scanner glass.</p> |

Print from Your Computer

Before attempting any printing operation, confirm the following:

- Make sure you have installed the Brother software and drivers.
- Make sure the USB or network cable is connected correctly, or that you are connected to the network using your wireless access point/router.

Print a Document (Windows)

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

Print a Document (Mac)

- 1 From an application, such as Apple TextEdit, click the **File** menu, and then select **Print**.
- 2 Select **Brother MFC-XXXX** (where XXXX is the name of your model).
- 3 Click **Print**.
- 4 Complete your print operation.

Various Printing

To use the various printing features, click the printing properties or preferences button to change the printer setting.

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




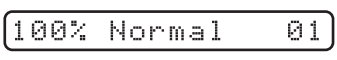
For Windows:

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

For Mac:

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

Copy a Document

- 1 Make sure you have loaded the correct size paper in the paper tray.
- 2 Load your document.
- 3 (MFC-T810W) Press  (COPY).
The LCD displays:

- 4 Enter the number of copies in one of the following ways:
 - (DCP-T310) Press **Number of Copies** repeatedly.
 - (DCP-T510W/DCP-T710W) Press ▲ or ▼ on the control panel.
 - (MFC-T810W) Enter the number of copies using the dial pad.
- 5 Change the copy settings, if needed.
 - a. Press **Options** or **Copy / Scan Options (ID)** on the control panel.
 - b. Press ▲ or ▼ to select the copy settings. When the setting you want appears, press **OK**.
- 6 When finished, press **Black Start** or **Color Start**.

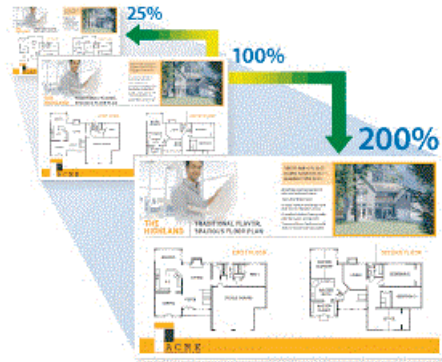


To stop copying, press **Stop/Exit**.

Other Copy Options

You can use various copy features by changing copy settings. Press the **Options** or **Copy** buttons.

Enlarge or Reduce Copied Images



Layout Copies (N in 1 or Poster)



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

Before Scanning

Before attempting to scan, confirm the following:


- Make sure you have installed the Brother software and drivers.
- Make sure the USB or network cable is connected correctly, or that you are connected to the network using your wireless access point/router.

Scan from Your Computer

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.

For more detailed information, see the *Online User's Guide: Scan from Your Computer (Windows)* or *Scan from Your Computer (Mac)*.

Scan Using the Scan Button on the Machine

- 1 Load your document.
- 2 Press  (**SCAN**).
- 3 Press **▲** or **▼** to select the [Scan to PC] option, and then press **OK**.
- 4 Press **▲** or **▼** to select the [File] option, and then press **OK**.
- 5 If the machine is connected over the network, press **▲** or **▼** to select the

computer where you want to send data, and then press **OK**.



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

- 6 Do one of the following:

- To change the settings, press **Options** or **Copy / Scan Options (ID)**, and then go to the next step.
- To use the default settings, press **Black Start** or **Color Start**.



- [Scan Type] depends on the default settings. Pressing **Black Start** or **Color Start** does not allow you to change the settings.
- To use scan options, a computer with either ControlCenter4 (Windows) or Brother iPrint&Scan (Mac) software installed must be connected to the machine.

- 7 The machine will prompt you to set each of the following scan settings. Press **▲** or **▼** to select the desired option, and then press **OK** to proceed to the next scan setting.

- [Scan Type]
- [Resolution]
- [File Type]
- [Document Size]
- [Remove Bkg Clr]

- 8 Press **Black Start** or **Color Start**.



[Scan Type] depends on the settings you have selected. Pressing **Black Start** or **Color Start** does not change the settings.

Before Faxing

Telephone Line Interference/ VoIP

Related Models:
MFC-T810W

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 **Menu**.
- 2 Press **▲** or **▼** to select the following:
 - a. Select [Initial Setup]. Press **OK**.
 - b. Select [Compatibility]. Press **OK**.
 - c. Select [Normal] or [Basic (for VoIP)]. Press **OK**.
 - [Basic (for VoIP)] reduces the modem speed to 9,600 bps and turns off Error Correction Mode (ECM). Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

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

 - [Normal] sets the modem speed at 14,400 bps.

- 3 Press **Stop/Exit**.




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

Send a Fax

Related Models:
MFC-T810W

NOTE

This feature is available only for monochrome faxes.

- 1 Load your document in the ADF or place it on the scanner glass.
- 2 Press  (**FAX**).
- 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 dial pad.
 - Outgoing call (Select a number from the Outgoing Call history.)
 - a. Press **Redial/Pause** on the control panel.
 - b. Press **▲** or **▼** to select [Outgoing Call]. Press **OK**.
 - c. Select the number you want, and then press **OK**.
 - Caller ID (Select a number from the Caller ID history.)

- a. Press **Redial/Pause** on the control panel.
 - b. Press **▲** or **▼** to select [Caller ID]. Press **OK**.
 - c. Select the number you want, and then press **OK**.
- [Address Book] (Select a number from the Address Book.)
 - a. Select **☐▲** ([Address Book]) on the control panel.
 - b. Press **OK**.



-
- To search a speed dial number, press **▲**. Enter the two-digit number you want using the dial pad, and then press **OK**.
 - To search alphabetically, enter the first letter of the name using the dial pad, and then press **OK**. Press **▲** or **▼** to select the name, and then press **OK**.
-
- c. Press **▲, ▼, ◀** or **▶** to select the number you want. Press **OK**.

- 4** To change the fax settings, press **Options**, **▲** or **▼** to select the setting you want to change, and then press **OK**.

When finished, press **Clear/Back**.

5 Press **Black Start**

6 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, the machine starts scanning the first page.
Go to the next step.

7 When the LCD displays [Next Page?], do one of the following:

- Press **▲** 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.

- Press **▼** to send the fax when finished scanning pages. The machine starts sending the document.

Choose the Correct Receive Mode

Related Models:
MFC-T810W

The factory setting of Receive Mode is “Fax Auto”. Your machine will automatically receive any faxes that are sent to it. There are four Receive Modes of this machine as below.

| Operation Display | Factory Setting Ring Delay |
|-------------------|---|
| Fax Auto | Ring Delay: four times Fax detection: On |
| Fax/Tel | Ring Delay: four times |
| External TAD | |
| Manual | |

1 Press **Menu**.

2 Press **▲** or **▼** to select the following:

- a. Select [Fax]. Press **OK**.
- b. Select [Setup Receive]. Press **OK**.
- c. Select [Receive Mode]. Press **OK**.

3 Press **▲** or **▼** to select the [Fax Auto], [Fax/Tel], [External TAD], or [Manual] option, and then press **OK**.

4 Press **Stop/Exit**.

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 **Menu**.
- 2 Press **▲** or **▼** to select the following:
 - a. Select [Maintenance]. Press **OK**.
 - b. Select [ImproveQuality]. Press **OK**.
 - c. Select [Check Quality]. Press **OK**.

- 3 Press **Color Start**.
The machine prints the Print Quality Check Sheet.

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

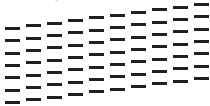
- 5 The LCD asks about the print quality. Do one of the following:

- If all lines are clear and visible, press **▲** to select [Yes].

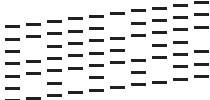
Press **Stop/Exit** to finish the Print Quality check.

- If lines are missing (see **Poor**, below), press **▼** to select [No].

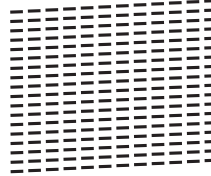
OK (DCP-T310/DCP-T510W)



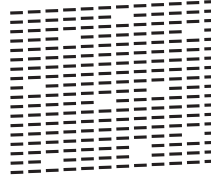
Poor (DCP-T310/DCP-T510W)



OK (DCP-T710W/MFC-T810W)



Poor (DCP-T710W/MFC-T810W)



- 6 The LCD asks you to check the print quality of each colour. Press **▲** or **▼** to select one of the patterns that most closely matches the printing result, and then press **OK**.



Refer to the sample below to check the print quality.

| Print Quality | DCP-T310/ DCP-T510W | DCP-T710W/ MFC-T810W |
|---------------|------------------------|-------------------------|
| None | | |
| A Few | | |
| About Half | | |
| Many | | |

- 7** Do one of the following:
- If print head cleaning is needed, press **Color Start** to start the cleaning procedure.
 - If print head cleaning is not needed, press **Stop/Exit** to finish the Print Quality check.

- 8** After the cleaning procedure is finished, press ▲. Then, press **Color 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 at least five times and the print has not improved, try cleaning the print head again up to three more times. If the print has not improved, contact Brother customer service or your local Brother dealer.

IMPORTANT

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



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.



For more detailed information, see the *Online User's Guide: If You Are Having Difficulty with Your Machine*.

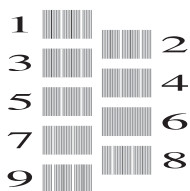
Check the Print Alignment from Your Brother Machine

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

- 1** Press **Menu**.
- 2** Press ▲ or ▼ to select the following:
 - a. Select [Maintenance]. Press **OK**.
 - b. Select [ImproveQuality]. Press **OK**.
 - c. Select [Alignment]. Press **OK**.
- 3** Press **Black Start** or **Color Start**.

The machine starts printing the Alignment Check Sheet.

(A)



4 Select the number of the test print in one of the following ways:

- **DCP-T310/DCP-T510W/DCP-T710W**

For pattern (A), press ▲ or ▼ to select the number of the test print that has the fewest visible vertical stripes (1-9), and then press **OK**.

- **MFC-T810W**

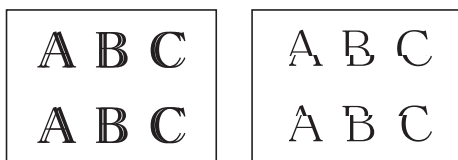
For pattern (A), press the number of the test print that has the fewest visible vertical stripes (1-9).

In the example above, row number 6 is the best choice.

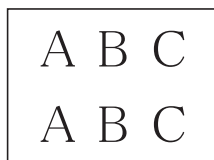
Repeat this step for the rest of the patterns.



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.



5 Press **Stop/Exit**.

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


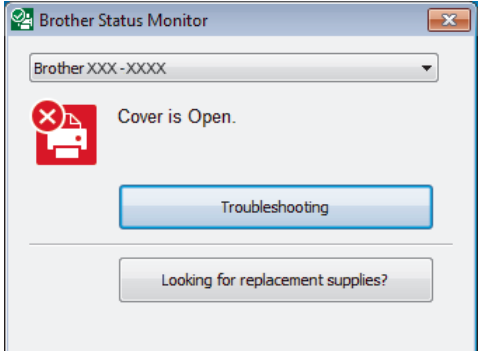
Identify the Problem

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 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.

To find the error and the solution, check the LCD or the machine's status in **Status Monitor** on your computer.

| Using the LCD | Using the Status Monitor |
|---|--|
| <ol style="list-style-type: none"> 1. Follow the messages on the LCD. 2. See the instructions in the following Error and Maintenance Messages table. 3. If you cannot resolve the error, see the <i>Online User's Guide: Error and Maintenance Messages</i>. | <ul style="list-style-type: none"> • Double-click the  icon in the task tray. • Each colour of the icon indicates the machine's status. • Click the Troubleshooting button to access Brother's troubleshooting website.  |

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.

| Error Message | Action |
|------------------------------|--|
| B&W Print Only Refill [X] | <p>The amount of remaining ink in one or more of the ink tanks (except black) is low.</p> <p>Refill the ink tank.</p> <p>For more detailed information, see the <i>Online User's Guide: Refill the Ink Tanks</i>.</p> <p>The machine may stop all print operations and you may not be able to use the machine until you refill the ink tank in the following cases:</p> <ul style="list-style-type: none"> • If you unplug the machine. • If you select the Slow Drying Paper option on the machine or in the printer driver. |
| Cannot Print Refill [X] | <p>The amount of remaining ink in one or more of the ink tanks is low. The machine will stop all print operations.</p> <p>Refill the ink tank.</p> <p>For more detailed information, see the <i>Online User's Guide: Refill the Ink Tanks</i>.</p> <ul style="list-style-type: none"> • You can still scan even if the ink is low or needs to be refilled. |
| Change Paper? | <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>For more detailed information, see the <i>Online User's Guide: Change the Check Paper Size Setting</i>.</p> |
| Close ink cover. | <p>The ink tank cover is not locked in the closed position.</p> <p>Firmly close the ink tank cover until it locks into place.</p> |
| Data Remaining | <p>Press Stop/Exit. 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 | <p>The document was not inserted or fed correctly, or the document scanned from the ADF was too long.</p> <p>For more detailed information, see the <i>Online User's Guide: Document Jams</i>.</p> |

| Error Message | Action |
|------------------|---|
| High Temperature | After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down. |
| Ink Low | <p>The amount of remaining ink in one or more of the ink tanks is low.</p> <p>Look through the window of the ink tank to confirm the actual amount of remaining ink.</p> <p>If the remaining ink level is at or below the lower line under the minimum fill mark, refill the ink tank.</p> <p>For more detailed information, see the <i>Online User's Guide: Refill the Ink Tanks</i>.</p> <ul style="list-style-type: none"> You can still scan even if the ink is low or needs to be refilled. |
| InkBox Full | The ink absorber box must be replaced. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced. |
| InkBox NearFull | <p>The ink absorber box must be replaced soon. Contact Brother customer service or your local Brother dealer.</p> <ul style="list-style-type: none"> The ink absorber box absorbs the small amount of ink emitted during print head cleaning. |
| Low Temperature | After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up. |
| 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 detailed information, see the <i>Online User's Guide: Caller ID</i>.</p> |
| No Paper Fed | <p>Do one of the following:</p> <ul style="list-style-type: none"> Refill the paper tray, and then press Black Start or Color Start. Remove and reload the paper, and then press Black Start or Color Start. <p>The paper was not inserted in the centre position of the manual feed slot.</p> <p>Remove the paper and reinsert it in the centre of the manual feed slot, and then follow the LCD instructions.</p> <p>For more detailed information, see the <i>Online User's Guide: Load Paper in the Manual Feed Slot</i>.</p> <p>The Jam Clear Cover is not closed correctly.</p> |
| Not Registered | <p>You tried to access a Speed Dial number that has not been stored in the machine.</p> <p>Set up the Speed Dial number.</p> |

| Error Message | Action |
|-----------------|---|
| Out of Memory | <p>If a fax-sending or copy operation is in progress:</p> <ul style="list-style-type: none"> • Press Stop/Exit and wait until the other operations that are in progress finish, and then try again. • Press Black Start or Color Start to copy the pages scanned so far. |
| Paper Jam | <p>Remove the jammed paper.</p> <p>For more detailed information, see the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p> |
| | <p>Make sure the paper guides are set to the correct paper size.</p> <p>Do not put more than one sheet of paper in the manual feed slot at any one time. Wait until the LCD prompts you to load another sheet of paper before you feed the next sheet of paper in the manual feed slot.</p> |
| | <p>Clean the paper pick-up rollers.</p> <p>For more detailed information, see the <i>Online User's Guide: Clean the Paper Pick-up Rollers</i>.</p> |
| Print Unable XX | <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>If the error message continues:</p> <ul style="list-style-type: none"> • (MFC-T810W) <ul style="list-style-type: none"> 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. For more detailed information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>. • (DCP-T310/DCP-T510W/DCP-T710W) <ul style="list-style-type: none"> Disconnect the machine from the power for several minutes, and then reconnect it. |
| Scan Unable XX | <ul style="list-style-type: none"> • (MFC-T810W) <ul style="list-style-type: none"> 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. For more detailed information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>. • (DCP-T310/DCP-T510W/DCP-T710W) <ul style="list-style-type: none"> Disconnect the machine from the power for several minutes, and then reconnect it. |

| Error Message | Action |
|-------------------|---|
| Size Mismatch | <ol style="list-style-type: none"> 1. Check that the paper size you selected on the machine's display matches the size of the paper in the tray. For more detailed information, see the <i>Online User's Guide: Change the Paper Size and Paper Type</i>. 2. Make sure you loaded the paper in a Portrait position, by setting the paper guides at the indicators for your paper size. 3. After you have checked the paper size and the paper position, follow the LCD instructions. <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. For more detailed information, see the <i>Online User's Guide: Print Settings (Windows) or Print Options (Mac)</i>.</p> |
| 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 correctly. 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 the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p> |

Related Information

- Telephone Line Interference/VoIP on page 10

Wireless LAN Report Error Codes

Related Models:

DCP-T510W/DCP-T710W/MFC-T810W

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. 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. Do one of the following:</p> <ul style="list-style-type: none"> • Unplug the power to your wireless access point/router, wait for 10 seconds, and then plug it back in. • 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. • Check that you are selecting the correct SSID (network name) and are entering the correct network key. |

| Error Code | Problem and Recommended Solutions |
|------------|--|
| TS-04 | <p>Unsupported authentication/encryption method has been detected on your wireless access point/router.</p> <p>Your wireless access point/router is using an authentication/encryption method that is not supported by the device. Check that you are selecting the correct SSID (network name).</p> |
| TS-05 | <p>The specified SSID and network key are incorrect.</p> <p>Check that you are selecting the correct SSID (network name) and are entering the correct network key.</p> |
| TS-06 | <p>The specified wireless security information is incorrect.</p> <p>Check the authentication/encryption method that you are selecting and make sure you are entering the correct network key.</p> |
| TS-07 | <p>The machine cannot detect a wireless access point/router that has WPS enabled.</p> <p>To configure your wireless settings using WPS, confirm that your wireless access point/router supports WPS and try again.</p> |
| TS-08 | <p>Two or more wireless access points that have WPS enabled are detected.</p> <p>Try again after a few minutes to avoid interference from other access points.</p> |

Enter Text on Your Brother Machine

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

DCP-T310/DCP-T510W/DCP-T710W

You may need to enter text on your machine.

Entering numbers, letters and symbols

- Press ▲ or ▼ repeatedly to select the number, letter or symbol you want to choose, and press **OK** to enter that character. Repeat for each character until the number or name is complete and then press **OK**.

Inserting spaces

- To enter a space, press ▲ or ▼ repeatedly to select the space, and press **OK**.

Making corrections

- If you entered an incorrect number or letter and want to change it, press **Enlarge / Reduce**, **Number of Copies** (DCP-T310), or **Copy / Scan Options (ID)** several times to move the cursor under the incorrect character. Then press ▲ or ▼ repeatedly to re-enter the correct letter.

MFC-T810W

When you are setting certain menu selections, such as the Station ID, you may need to enter text on your machine. Most dial pad buttons have three or four letters printed on the buttons. The buttons for # and * do not have printed letters because they are used for special characters.

Press the appropriate dial pad button the number of times shown in this reference table to access the character you want.

| Press Button | One Time | Two Times | Three Times | Four Times | Five Times | Six Times | Seven Times | Eight Times | Nine Times |
|--------------|----------|-----------|-------------|------------|------------|-----------|-------------|-------------|------------|
| 2 | A | B | C | a | b | c | 2 | A | B |
| 3 | D | E | F | d | e | f | 3 | D | E |
| 4 | G | H | I | g | h | i | 4 | G | H |
| 5 | J | K | L | j | k | l | 5 | J | K |
| 6 | M | N | O | m | n | o | 6 | M | N |
| 7 | P | Q | R | S | p | q | r | s | 7 |
| 8 | T | U | V | t | u | v | 8 | T | U |

| Press Button | One Time | Two Times | Three Times | Four Times | Five Times | Six Times | Seven Times | Eight Times | Nine Times |
|--------------|----------|-----------|-------------|------------|------------|-----------|-------------|-------------|------------|
| 9 | W | X | Y | Z | w | x | y | z | 9 |

- To move the cursor to the left or right, press ◀ or ▶.

Inserting spaces

- To enter a space in a name, press * and then press **OK**.

Making corrections

- If you entered an incorrect character and want to change it, press ◀ or ▶ to move the cursor under the incorrect character. Press **Clear/Back**, 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.
- To erase all the characters, press **Clear/Back** repeatedly.

Repeating letters

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

Special characters and symbols

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

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

Supply Specifications

| | |
|-----------------------------------|--|
| Ink | The machine uses individual Black, Yellow, Cyan and Magenta ink bottles that are separate from the print head assembly. |
| Service Life of Ink Bottle | The first time you fill the ink tank the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the ink bottles provided with your machine will have a lower yield than standard ink bottles. With all following ink bottles you can print the specified number of pages. |
| Replacement Supplies | <Black Ink Bottle > BTD60BK <Yellow Ink Bottle > BT5009Y <Cyan Ink Bottle> BT5009C <Magenta Ink Bottle> BT5009M Black - Approximately 6500 pages ¹ Yellow, Cyan and Magenta - Approximately 5000 pages ¹ |

¹ Quoted approx. yields are extrapolated based on Brother original methodology using Test Patterns ISO/IEC 24712.

Quoted approx. yields are not based on ISO/IEC 24711.

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



CHN-ENG
Version A