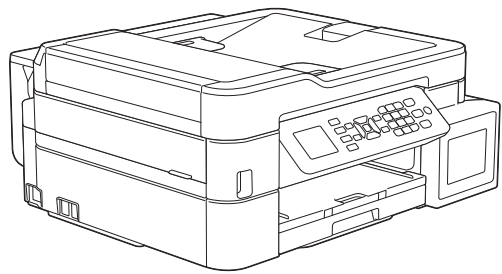




# Reference Guide

Brief explanations for routine operations

## MFC-T910DW



**!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](http://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](http://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, PhotoCapture Center, 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, PhotoCapture Center, Scan, Copy, Fax, Internet services, Mobile Functions and Brother ControlCenter operations, useful information is included about using the machine on a network.	Brother Solutions Center <sup>1</sup>

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

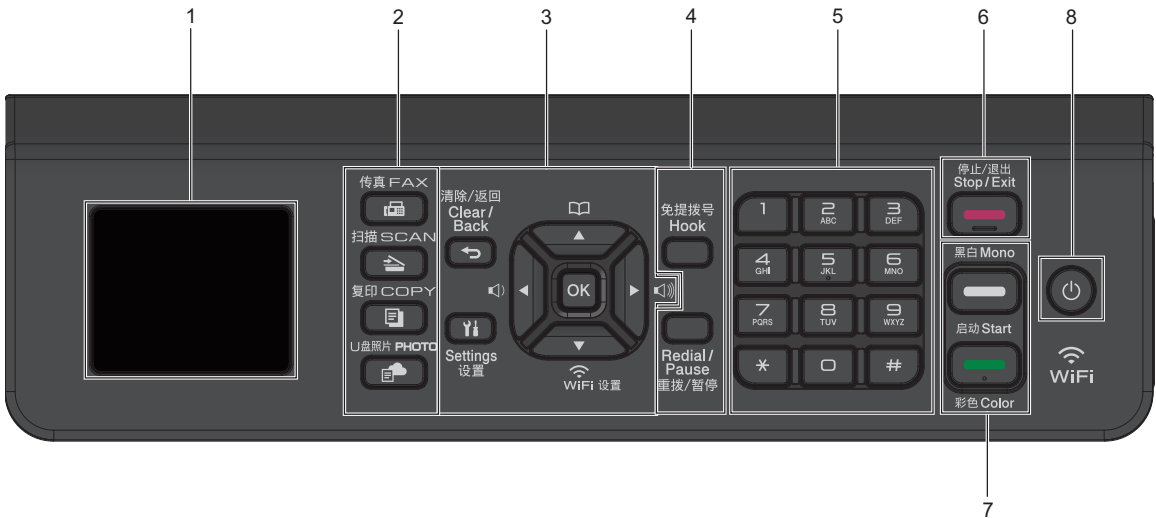
- Provides several ways to search
- Displays related questions for more information
- Receives regular updates based on customer feedback

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## Control Panel Overview



### 1. 1.8"(44.9 mm) 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.



**PHOTO**

Press to switch the machine to Photo/Web mode.

### 3. Settings buttons



**Clear/Back**

Press to go back to the previous menu level.



**Settings**

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.



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

#### ▲ or ▼

Press to scroll through the menus and options.

#### ◀ or ▶

- Press to move the cursor left or right on the LCD.
- Press to either confirm or cancel a procedure which is in progress.

### 4. Telephone buttons

#### 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.

#### Redial/Pause

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

### 5. Dial Pad

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

### 6. Stop/Exit

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

### 7. 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).

### 8. 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.

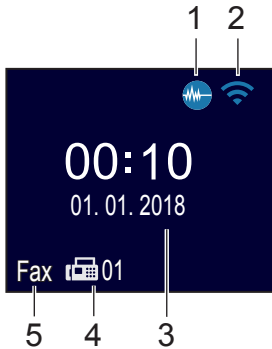
If you turn the machine off using , it will still clean the print head periodically to maintain print quality. To prolong print head life, provide better ink efficiency, and maintain print quality, keep your machine connected to a power source at all times.



# LCD Overview

This screen shows the machine's status when the machine is idle. When displayed, this indicates that your machine is ready for the next command.

## Home Screen



Displays the current Receive Mode.

- [Fax]
- [F/T] (Fax/Tel)
- [TAD] (External TAD)
- [Mnl] (Manual)




### 1. Quiet Mode

This icon appears when the [Quiet Mode] setting is set to [On]. For more detailed information, see the *Online User's Guide*.

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:

	Wireless network is connected. A three-level indicator in the Home screen displays the current wireless signal strength.
	The wireless access point cannot be detected.
	The wireless setting is disabled.

### 3. **Date and Time**

Displays the date and time set on the machine.

### 4. **Faxes in Memory**

Displays how many received faxes are in the machine's memory.

### 5. **Receive Mode**

# 2

## Paper Handling

### Load Paper

1 Load the paper in the paper tray as follows.



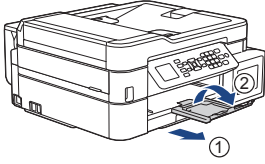
Fan the stack of paper well.

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

MP Tray	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

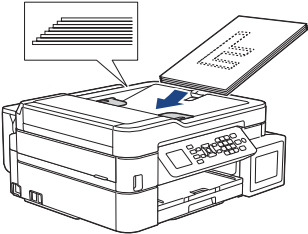
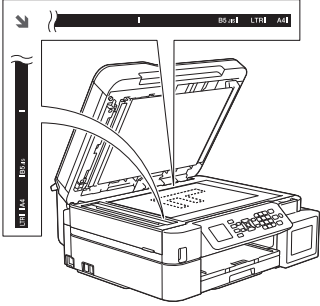
For more detailed information, see the *Online User's Guide: Load Paper*.

- 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)	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.

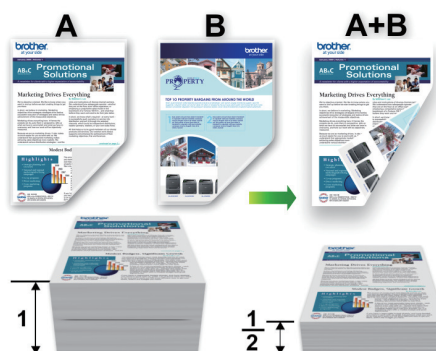
### Print a Document (Mac)

- 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 on Both Sides of the Paper Automatically



#### 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)*.

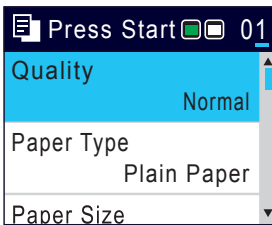
## Copy a Document

**1** Make sure you have loaded the correct size paper in the paper tray.

**2** Load your document.

**3** Press  (**COPY**).

The LCD displays:



**4** Enter the number of copies using the dial pad.

**5** Change the copy settings, if needed.

Press ▲ or ▼ to scroll through the copy settings. When the setting you want is highlighted, press **OK**.



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

**6** When finished, press **Black Start** or **Color Start**.

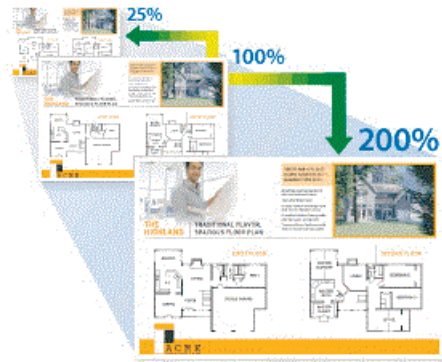


To stop copying, press **Stop/Exit**.

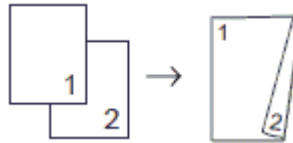
## Other Copy Options

You can use various copy features by changing copy settings.

### Enlarge or Reduce Copied Images



### 2-sided Copy



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 [to PC] option, and then press **OK**.
- 4 Press ▲ or ▼ to select the [to 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, 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.

7

Press ▲ or ▼ to select the [Scan Settings] setting, and then press **OK**.



To use the [Scan Settings] option, a computer with either ControlCenter4 (Windows®) or Brother iPrint&Scan (Mac) software installed must be connected to the machine.

8

Press ▲ or ▼ to select the [Set at Device] setting, and then press **OK**.

9

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.

- [Document Size]  
Select your document size.
- [Brightness]  
Select the brightness level.
- [Contrast]  
Select the contrast level.
- [Remove Background]  
Change the amount of background colour that is removed.

## 10 Press **Black Start** or **Color Start**.



---

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

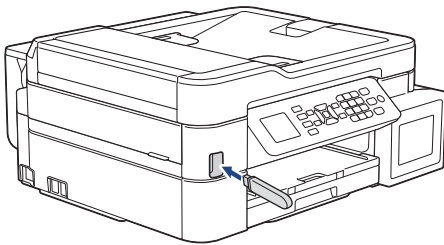
---

## Print Photos Directly from a USB Flash Drive

### Preview and Print Photos from a USB Flash Drive

Preview your photos on the LCD before you print them. Print images that are stored on a USB flash drive.


- 1 Put a USB flash drive in the USB slot.



- 2 Press ▲ or ▼ to select [JPEG Print]. Press **OK**.

- 3 Press ▲ or ▼ to select [Select Files]. Press **OK**.

---

 To print all photos, press ▲ or ▼ to select [Print All], and then press **OK**.

---

- 4 Press ◀ or ▶ to display the photo you want to print.

- 5 Enter the number of copies using the dial pad.

- 6 Repeat the last two steps until you have selected all the photos you want to print.

---

 Press **Clear/Back** to go back to the previous level.

---

- 7 Press **OK**.


- 8 To change the print settings, press ▲ or ▼ to select the setting you want to change, and then press **OK**. Press ▲ or ▼ to select the option you want, and then press **OK**.

- 9 Press **Color Start**.

### 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 detailed information, see the *Online User's Guide*.

---



## Before Faxing

### Telephone Line Interference/ VoIP

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**.
- 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.

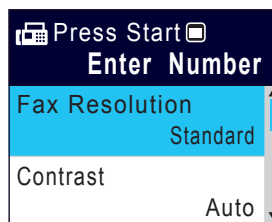
## Send a Fax

### 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**).

The LCD 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 dial pad.
  - Redial (Redial the last number you dialled.)
 

Press **Redial/Pause**.
  - Outgoing call (Select a number from the Outgoing Call history.)
 

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

- a. Select [Call History]. Press **OK**.
  - b. Select [Outgoing Call]. Press **OK**.
  - c. Select the number you want, and then press **OK**.
  - d. Press **▶** to select [Apply].
- Caller ID (Select a number from the Caller ID history.)
- Press **▲** or **▼** to select the following:
- a. Select [Call History]. Press **OK**.
  - b. Select [Caller ID History]. Press **OK**.
  - c. Select the number you want, and then press **OK**.
  - d. Press **▶** to select [Apply].
- [Address Book] (Select a number from the Address Book.)

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

- a. Select [Address Book]. Press **OK**.
- b. Select [Search]. Press **OK**.
- c. Do one of the following:
  - Enter the two-digit Speed Dial number using the dial pad.
  - Select a number from the list in the following ways:
    - i. Select [Alphabetical Order] or [Numerical Order]. Press **OK**.
    - ii. Select the number you want. Press **OK**.
    - iii. Press **▶** to select [Apply].

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

**5** When finished, 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 and pressed **Black Start**, 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 **▶**. 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

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	
Fax Manual	

**1** Press **Settings**.

**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 [Fax Manual] option, and then press **OK**.

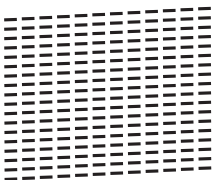
**4** Press **Stop/Exit**.

## Check the Print Quality

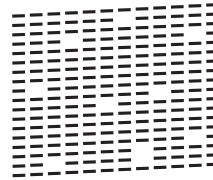
If faded or streaked colours and text appear or if text is missing on your printouts, the print head nozzles may be clogged. Print the Print Quality Check Sheet and look at the nozzle check pattern.

- 1 Press **Settings**.
- 2 Press **▲** or **▼** to select the following:
  - a. Select [General Setup]. Press **OK**.
  - b. Select [Maintenance]. Press **OK**.
  - c. Select [Impr. PrintQuality]. Press **OK**.
  - d. Select [Impr. PrintQuality] again. Press **OK**.
- 3 Press **▶**.  
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 [No].  
The Print Quality check finishes.
  - If lines are missing (see **Poor**, below), press **▶** to select [Yes].

**OK**



**Poor**



- 6 The LCD asks you to check the print quality of each colour. Press **◀** or **▶** to select the pattern (1–4) that most closely matches the printing result, and then press **OK**.
- 7 Do one of the following:
  - If print head cleaning is needed, press **▶** to start the cleaning procedure.
  - If print head cleaning is not needed, the Ink or Maintenance screen reappears on the LCD.
- 8 After the cleaning procedure is finished, the LCD asks if you want to check the print quality again.  
Press **▶** [Yes] to start the print quality check.
- 9 Press **▶** again.  
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 **Settings**.
- 2 Press **▲** or **▼** to select the following:
  - a. Select [General Setup]. Press **OK**.
  - b. Select [Maintenance]. Press **OK**.

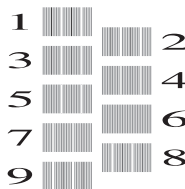
- c. Select [Impr. PrintQuality]. Press **OK**.
- d. Select [Alignment]. Press **OK**.

3 Press **▶**.

4 Press **▶** again.

The machine starts printing the Alignment Check Sheet.

(A)



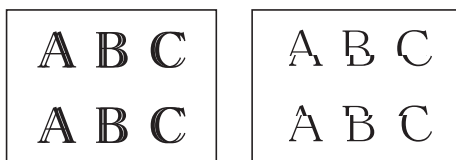
5 For pattern (A), press **◀** or **▶** to select the number of the test print that has the fewest visible vertical stripes (1-9), and then press **OK**.

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

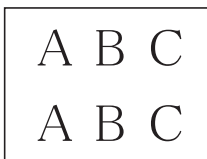
Repeat this step for the rest of the patterns.



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.



6 Press **Stop/Exit**.

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


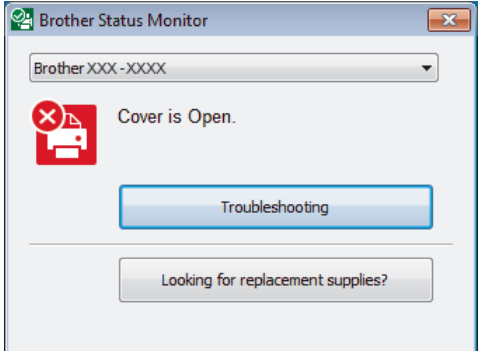
## Identify the Problem

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"> <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, see the <i>Online User's Guide: Error and Maintenance Messages</i>.</li> </ol>	<ul style="list-style-type: none"> <li>• Double-click the  icon in the task tray.</li> <li>• Each colour of the icon indicates the machine's status.</li> <li>• Click the <b>Troubleshooting</b> button to access Brother's troubleshooting website.</li> </ul>  <p>The screenshot shows a window titled 'Brother Status Monitor'. At the top, there is a dropdown menu showing 'Brother XXXX - XXXX'. Below this, there is a red square icon with a white printer and a red 'X' over it, followed by the text 'Cover is Open.'. Underneath the icon and text is a blue button labeled 'Troubleshooting'. At the bottom of the window is a grey button labeled 'Looking for replacement supplies?'.</p>

# 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).

Error Message	Action
Absorber NearFull	The ink absorber box must be replaced soon. Contact Brother customer service or your local Brother dealer. <ul style="list-style-type: none"> <li>The ink absorber box absorbs the small amount of ink emitted during print head cleaning.</li> </ul>
B&W Print Only	The amount of remaining ink in one or more of the ink tanks (except black) is low. Refill the ink tank. For more detailed information, see the <i>Online User's Guide: Refill the Ink Tanks</i> . 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: <ul style="list-style-type: none"> <li>If you unplug the machine.</li> <li>If you select the <b>Slow Drying Paper</b> option on the machine or in the printer driver.</li> </ul>
Cover is Open.	The ink tank cover is not locked in the closed position. Firmly close the ink tank cover until it locks into place.
Data Remaining	Press <b>Stop/Exit</b> . The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	Try to send or receive again. If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP). See <i>Related Information: Telephone Line Interference/VoIP</i> at the end of this section.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long. For more detailed information, see the <i>Online User's Guide: Document Jams</i> .
High Temperature	After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.
Hub is Unusable.	Hubs, including a USB flash drive with a built-in hub, are not supported. Unplug the device from the USB direct interface.
Ink Absorber Full	The ink absorber box must be replaced. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced.

Error Message	Action
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"> <li>You can still scan even if the ink is low or needs to be refilled.</li> </ul>
Jam A Inside/ Front  Repeat Jam A	<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>
Jam B Front  Repeat Jam B Front	<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>
Jam C Rear	<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>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>
Low Temperature	<p>After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up.</p>
Media is Full.	<p>Your machine can only save to your USB flash drive if it contains fewer than 999 files. Delete unused files and try again.</p> <p>Delete unused files from your 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 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"> <li>Refill the paper tray, and then press ►.</li> <li>Remove and reload the paper, and then press ►.</li> </ul> <p>The Jam Clear Cover is not closed correctly.</p>



Error Message	Action
No Paper Fed Again	<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>
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>
Out of Fax Memory	<p>Print the faxes stored in the memory. For more detailed information, see the <i>Online User's Guide: Print a Fax Stored in the Machine's Memory</i>.</p>
Out of Memory	<p>If a fax-sending or copy operation is in progress:</p> <ul style="list-style-type: none"> <li>• Press <b>Stop/Exit</b> and wait until the other operations that are in progress finish, and then try again.</li> <li>• Press <b>▶</b> to select <b>Partial Print</b> to copy the pages scanned so far.</li> <li>• Print the faxes stored in the memory.</li> </ul> <p>For more detailed information, see the <i>Online User's Guide: Print a Fax Stored in the Machine's Memory</i>.</p>
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. For more detailed information, see the <i>Online User's Guide: Change the Paper Size and Paper Type</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. For more detailed information, see the <i>Online User's Guide: Load Paper</i>.</li> <li>3. After you have checked the paper size and the paper position, follow the LCD 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. For more detailed information, see the <i>Online User's Guide: Print Settings (Windows®) or Print Options (Mac)</i>.</p>
Refill Ink	<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"> <li>• You can still scan even if the ink is low or needs to be refilled.</li> </ul>

Error Message	Action
Tray #1 Settings MP Tray Settings	<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>
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.</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 the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p>
Unable to Clean XX  Unable to Init. XX  Unable to Print 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"> <li>• 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.</li> </ul> <p>For more detailed information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>.</p>
Unable to Scan XX	<ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>For more detailed information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>.</p>
Unusable Device  Disconnect device from front connector & turn machine off & then on	<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>
Unusable Device  Please Disconnect USB Device.	<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>

## Related Information

- Telephone Line Interference/VoIP on page 11

# 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. Do one of the following:</p> <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><li>• Check that you are selecting the correct SSID (network name) and are entering the correct network key.</li></ul>
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.

When you are setting certain menu selections, such as the Station ID, you may need to enter text into the machine. Most dial pad buttons have three or four letters printed on the buttons. The buttons for **0**, **#** 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
9	W	X	Y	Z	w	x	y	z	9

- To move the cursor to the left or right, press **▲**, **▼**, **◀** or **▶** to select  or , and then press **OK**.

### Inserting spaces

- To enter a space, press **▲**, **▼**, **◀** or **▶** to select , and then press **OK**.

### Making corrections

- If you entered an incorrect number or letter and want to change it, press **▲**, **▼**, **◀** or **▶** to select  or . Press **OK** several times to move the cursor under the incorrect character. Then press **▲**, **▼**, **◀** or **▶** to select , and press **OK**. Re-enter the correct letter.

### Special characters and symbols

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

Press **\***

(space)! " # \$ % & ' ( ) \* + , - . / €

## Supply Specifications

<b>Ink</b>	The machine uses individual Black, Yellow, Cyan and Magenta ink bottles that are separate from the print head assembly.
<b>Service Life of Ink Bottle</b>	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.
<b>Replacement Supplies</b>	<p>&lt;Black Ink Bottle &gt; BTD60BK</p> <p>&lt;Yellow Ink Bottle &gt;BT5009Y</p> <p>&lt;Cyan Ink Bottle&gt; BT5009C</p> <p>&lt;Magenta Ink Bottle&gt; BT5009M</p> <p>Black - Approximately 6500 pages <sup>1</sup></p> <p>Yellow, Cyan and Magenta - Approximately 5000 pages <sup>1</sup></p>

<sup>1</sup> 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.

# brother

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

This machine is 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 0