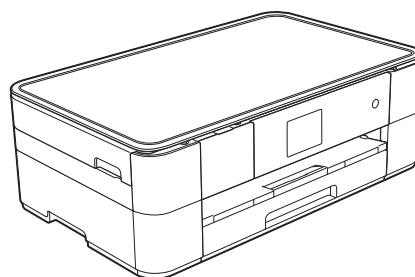


brother

Basic User's Guide

DCP-J4120DW



Version 0

UK

If you must contact Customer Service

Please complete this information for future reference:

Model Number: DCP-J4120DW

Serial Number: ¹ _____

Date of Purchase: _____

Place of Purchase: _____

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

Register your product online at

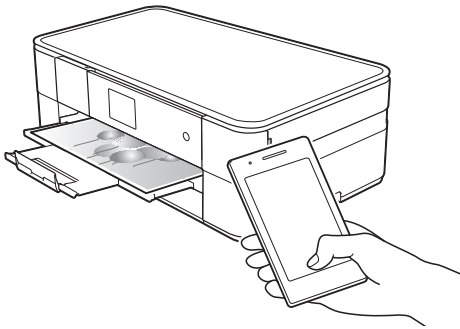
<http://www.brother.com/registration>

You can use the following features!

Mobile Connect

Use Brother iPrint&Scan to print and scan images and files from mobile devices.

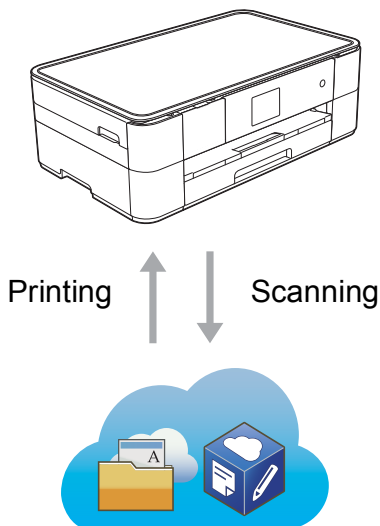
(See Mobile Print/Scan Guide for Brother iPrint&Scan at solutions.brother.com/manuals.)



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.

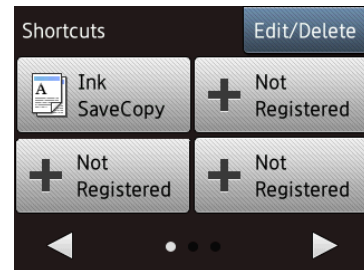
(See Web Connect Guide at solutions.brother.com/manuals.)



Add Shortcuts

Save your most frequently-used settings as Shortcuts.

(See Online User's Guide at solutions.brother.com/manuals.)



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 Copy, Scan and PhotoCapture Center operations and basic machine maintenance. See troubleshooting tips.	Printed / In the box
Online User's Guide	This HTML (Web) guide includes the contents of the Basic User's Guide, and additional information about the machine's settings and operations, security features, troubleshooting tips, and maintenance instructions. In addition to information about the PC-Print, Scan, Copy, Fax (MFC models only), and PhotoCapture Center and Brother ControlCenter operations, useful information is included about using the machine on a network.	HTML / CD-ROM (Windows®) / Brother Solutions Center ¹ (Macintosh)
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.	PDF file / Brother Solutions Center ¹
AirPrint Guide	This Guide provides information for using AirPrint to print from OS X v10.7.x or later and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.	PDF file / Brother Solutions Center ¹
Google Cloud Print Guide	This Guide provides details on how to use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center ¹
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi® network.	PDF file / Brother Solutions Center ¹

¹ Visit solutions.brother.com/manuals.

The Online User's Guide helps you get the most out of your machine.

- Quicker navigation!
 - Search box
 - Navigation index in a separate pane
- Comprehensive!
 - All topics in one guide
- Simplified layout!
 - Provides step-by-step instructions
 - Summarises the feature at the top of the page




- 1 Search Box
- 2 Navigation Index
- 3 Feature Summary
- 4 Step-by-Step Instructions

Where can I find the Online User's Guide?

(Windows®)

Click  (Start) > **All Programs** > **Brother** > **Brother Utilities** > **DCP-XXXX** (Where XXXX is your model name.) > **Support** > **User's Guides**.

(Windows® 8)

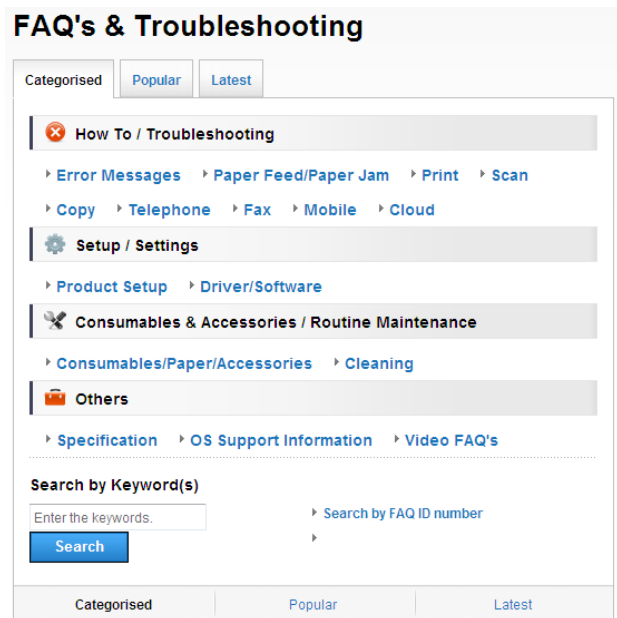
Tap or click  (Brother Utilities) > **DCP-XXXX** (Where XXXX is your model name.) > **Support** > **User's Guides**.

(Macintosh or other options)

Visit Brother Solutions Center: solutions.brother.com/manuals.

If you have questions or problems, please take a look at your model's FAQs.

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



* The FAQ home page will vary depending on your model.

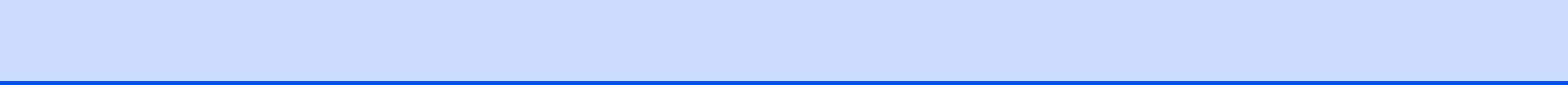
Where can I find these FAQs?



Brother Solutions Center
<http://support.brother.com>

Table of Contents

1	General information.....	1	7	Printing photos from a memory card or USB flash drive.....	21
	How to use the documentation	1		PhotoCapture Center operations (PHOTO mode).....	21
	Symbols and conventions	1		How to print images	21
	About Brother Utilities (Windows®)	1		View Photos	21
	Control panel overview	2		PhotoCapture Center print settings overview.....	22
	2.7"(67.5 mm) Touchscreen LCD.....	4	A	Routine maintenance.....	23
	Entering Text	7		How to clean and check the machine	23
2	Loading paper	8		Cleaning the scanner glass	23
	Before loading paper.....	8		Checking the print quality	23
	Loading paper in the paper tray	8		Checking the print alignment	25
	Loading paper in the manual feed slot	11	B	Troubleshooting.....	26
	Paper settings	13		Identifying the problem	26
	Set Paper Size and Type	13		Error and maintenance messages	27
	Check Paper setting.....	14		Error animations	34
	Recommended print media.....	14		Printer jam or paper jam	34
	Handling and using print media	14		Troubleshooting for Wireless LAN setup	39
3	Loading documents	15		Wireless LAN report.....	39
	How to load documents	15		If you are having difficulty with your machine	40
	Using the scanner glass	15		Machine Information	45
4	Printing from a computer.....	16		Checking the serial number	45
	How to print a document.....	16		Checking the firmware version	45
5	Copying.....	17		Reset operations overview	45
	How to copy	17		How to reset the machine	45
	Stop copying	17	C	Index.....	46
	Copy options overview.....	17		Supplies	47
	Paper Type	18			
	Paper Size	18			
6	Scanning to a computer ...	19			
	Before scanning	19			
	How to scan a document as a PDF file using ControlCenter4 (Windows®).....	19			
	How to scan a document as a PDF file using the Touchscreen....	20			



How to use the documentation

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

Symbols and conventions

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies buttons on your computer screen.
<i>Italics</i>	Italicized typeface emphasizes an important point or refers you to a related topic.
<code>Courier New</code>	Text in the Courier New font identifies messages displayed on the machine's Touchscreen LCD.

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.

About Brother Utilities (Windows®)


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

- 1 (Windows® XP, Windows Vista®, Windows® 7, Windows Server® 2003, Windows Server® 2008 and Windows Server® 2008 R2)

Click  (**Start**) > **All Programs** >


Brother, and  (**Brother Utilities**).

(Windows® 8 and Windows Server® 2012)

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

(Windows® 8.1 and Windows Server® 2012 R2)

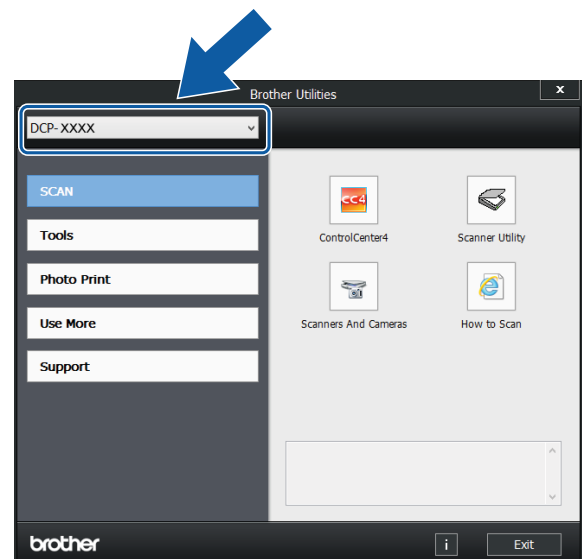
Move your mouse to the lower left

corner of the **Start** screen and click  (if you are using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen).

When the **Apps** screen appears, tap or

click  (**Brother Utilities**).

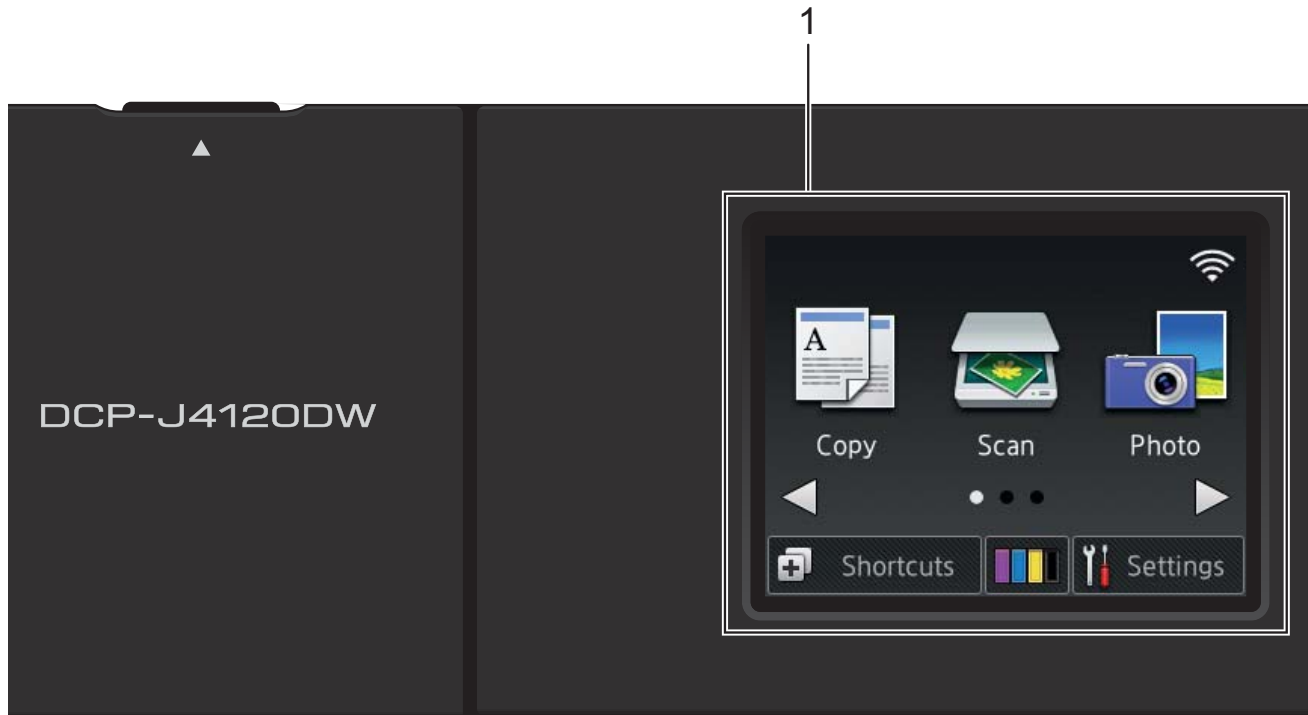
- 2 Select your machine.



- 3 Choose the operation you want.

Control panel overview

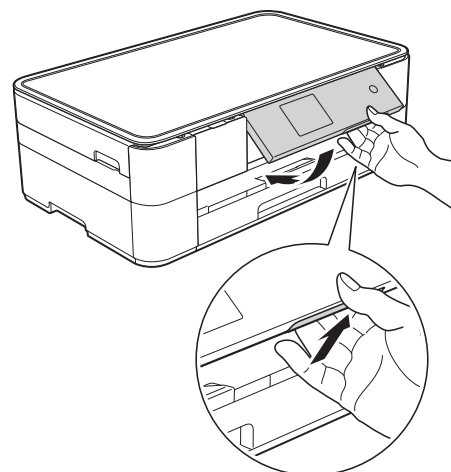
2.7"(67.5 mm) Touchscreen LCD and Touchpanel

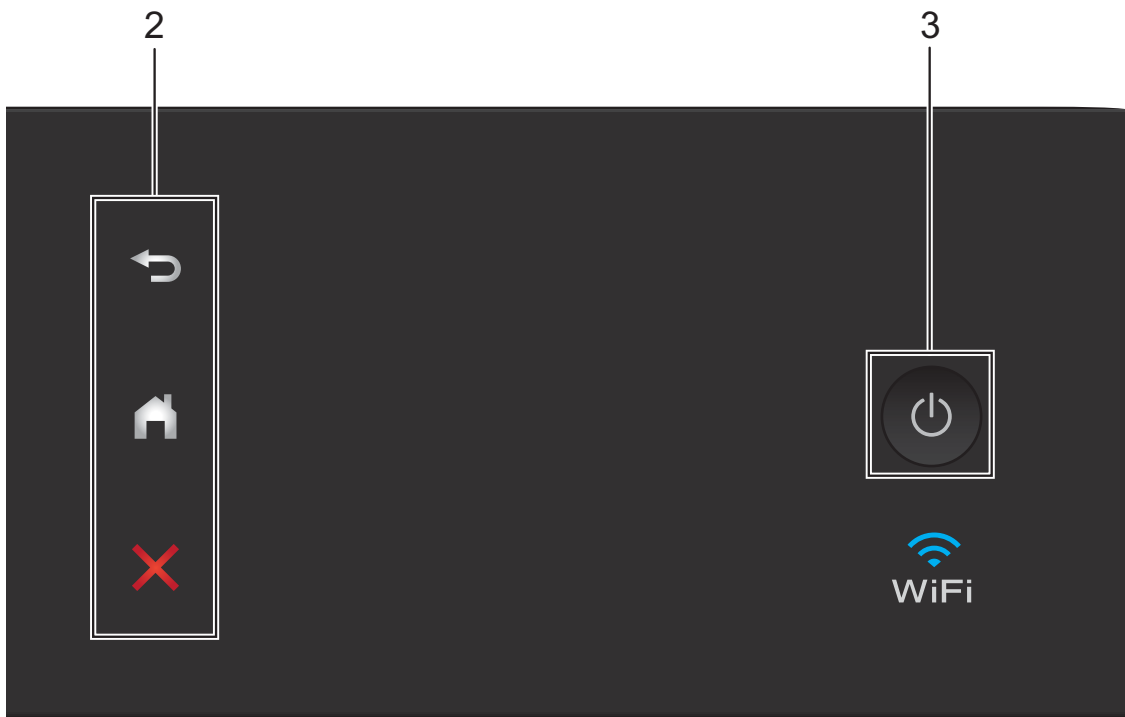


1 2.7"(67.5 mm) Touchscreen LCD (Liquid Crystal Display)




Access the menus and options you want by pressing them as they are displayed on the Touchscreen LCD.

You can adjust the angle of the Touchscreen LCD and Touchpanel by lifting it. To lower this control panel, press the release button located behind it, as shown in the illustration.








2 Touchpanel:

-  **Back**
Press to go back to the previous menu level.
-  **Home**
Press to return to the Home screen.
-  **Cancel**
Press to cancel an operation when lit.

3 Power On/Off

Press  to turn the machine on.

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

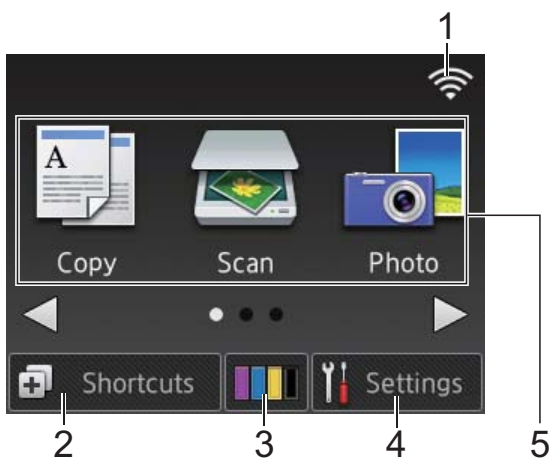
If you turn the machine off using , it still periodically cleans the print head to maintain print quality. To prolong the life of the print head, provide better ink efficiency, and maintain print quality, keep your machine connected to the power at all times.

2.7"(67.5 mm) Touchscreen LCD

There are three 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

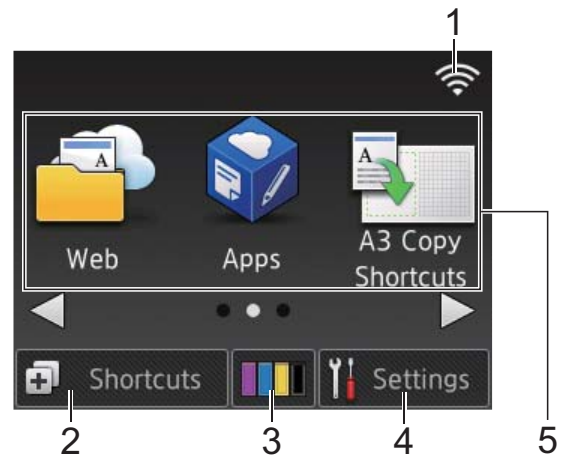


This screen displays the machine's status when the machine is idle.

This screen provides access to Copy, Scan and Photo operations.

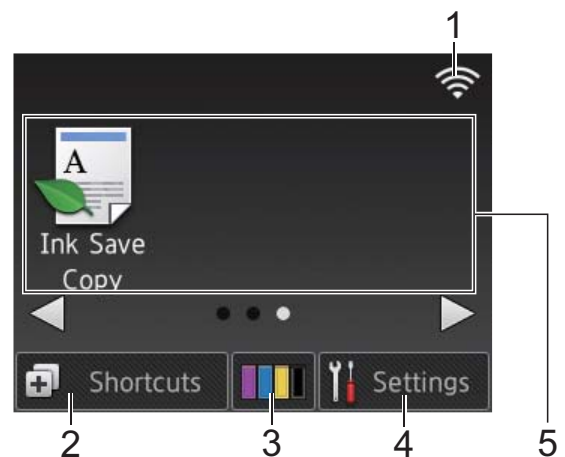
This Home screen is also called the Ready Mode screen. When displayed, this indicates that your machine is Ready for the next command.

Home Screen 2



This screen provides access to additional features, such as Web, Apps and A3 Copy Shortcuts operations.

Home Screen 3



This screen provides access to Ink Save Copy operations.

1 Wireless Status

A four-level indicator on the Ready Mode screen displays the current wireless signal strength when using a wireless connection.



- When **WiFi** appears on the Touchscreen, press it to configure your wireless settings. For more information, see Quick Setup Guide.

2 Shortcuts

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

Three Shortcuts screens are available with space for up to four Shortcuts on each screen.

For more information, see Online User's Guide.

3 Ink

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

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

(See Online User's Guide.)

4 Settings

Press to access the settings.

(See *Settings screen* on page 6.)

5 Modes:

■ 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 details, see Web Connect Guide.

■ Apps

Press to access the Brother Apps menu.

■ A3 Copy Shortcuts

Use this preset shortcut to copy on A3 or Ledger size.



(See Online User's Guide.)

■ Ink Save Copy

Press to copy using the ink save mode.

6 **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.

(See *Error and maintenance messages* on page 27.)

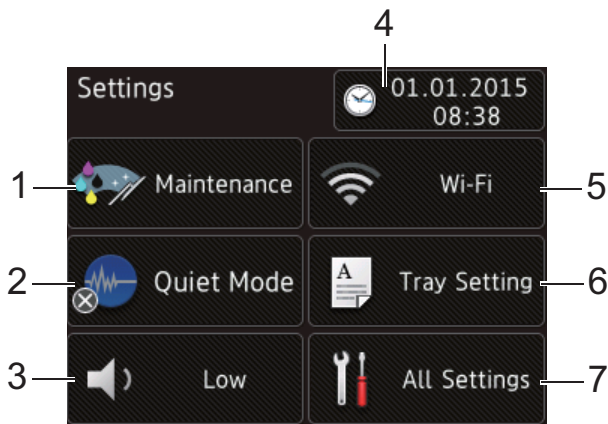
NOTE

This product adopts the font of ARPHIC TECHNOLOGY CO., LTD.

Settings screen

When you press  (Settings), the Touchscreen LCD displays the machine's status.

This screen provides access to all the machine's settings.




1 Maintenance

Press to access the `Maintenance` menu.

Check and improve the print quality, clean the print head and check the available ink volume. You can also use the Maintenance solution menu to solve a recurring paper jam error.

2 Quiet Mode

Displays the Quiet Mode setting. Press to access the `Quiet Mode` menu.

When this menu is set to `On`,  is displayed on the Home screen. The machine's printing noise has been reduced.

For more information, see Online User's Guide.

3 Beep

Displays the Beep setting.

Press to access the `Beep` menu.

For more information, see Online User's Guide.


4 Date & Time

Displays the date and time that has been set in the machine.

Press to access the `Date & Time` menu.

5 Wi-Fi

Press to set up a wireless network connection.

A four-level indicator  on the screen displays the current wireless signal strength if you are using a wireless connection.

6 Tray Setting

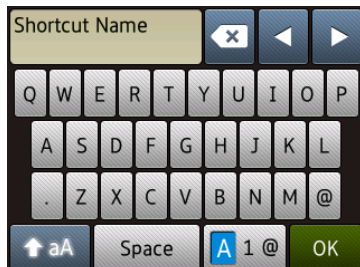
Press to access the `Tray Setting` menu to change the paper size and paper type.


7 All Settings

Press to access the Settings menu.


Entering Text

When you must enter text into the machine, a keyboard appears on the Touchscreen.




Press  to cycle between letters, numbers and special characters.

NOTE

- To change between lowercase or uppercase, press .
- You can change the keyboard setting of the Touchscreen.
(See Online User's Guide.)



Inserting spaces



To enter a space, press `Space` or you can press  to move the cursor.

NOTE

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

Making corrections

If you entered an incorrect character and want to change it, press  to move the cursor to highlight the incorrect character, and then press . Enter the correct character. You can also use the cursor to go back and insert characters.

Press  for each character you want to erase, or press and hold  to erase all the characters.

2

Loading paper

Before loading paper

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

- When loading a different paper size in the tray, you must also change the paper size setting in the machine. (See *Set Paper Size and Type* on page 13.)
- If the Check Paper setting is On, the machine displays a message asking if you want to change the paper type and paper size when you pull the paper tray out of the machine. Change the paper size and paper type settings if needed, according to the instructions on the Touchscreen. (See *Check Paper setting* on page 14.)

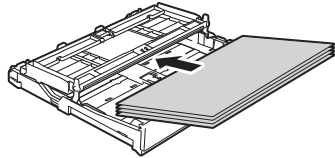
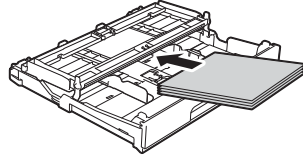
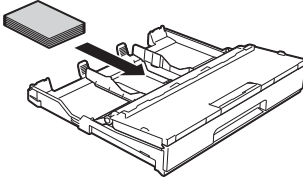
We explain how to load paper for each tray:

- Paper tray See page 8.
- Manual feed slot See page 11.

Loading paper in the paper tray

Paper size and loading orientation

The paper size determines the orientation when loading paper in the paper tray.

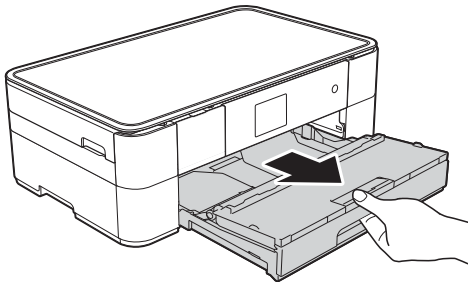
Paper tray	
A4 ♦ Letter ♦ Executive ♦	Landscape orientation 
A5 A6 Photo 2L Index card Envelope	Portrait orientation 
Photo Photo L	Portrait orientation 

♦ See the details in this chapter.

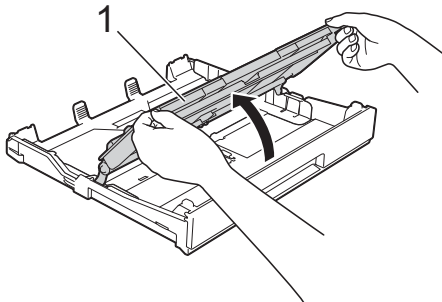
For information about other paper sizes, see Online User's Guide.

When using A4, Letter or Executive size paper:

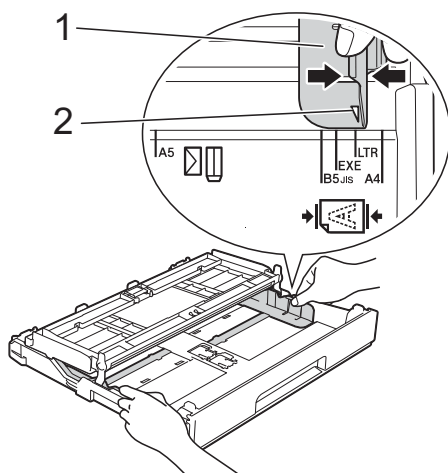
- 1 Pull the paper tray completely out of the machine.



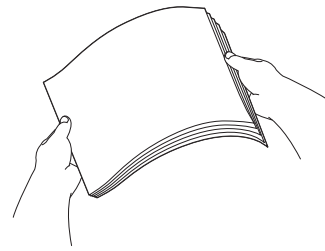
- 2 Open the output paper tray cover (1).



- 3 Gently press and slide the paper guides (1) to fit the paper size. Make sure the triangular mark (2) on the paper guide (1) lines up with the mark for the paper size you are using.



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

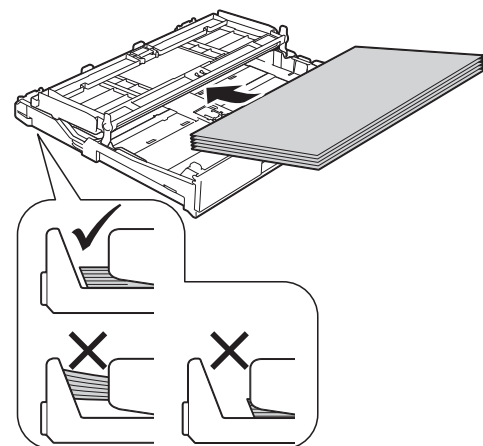


NOTE

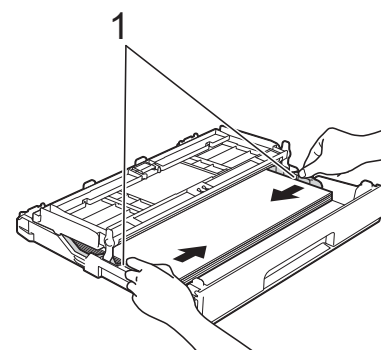
Always make sure the paper is not curled.

- 5 Load paper in the paper tray with the printing surface **face down**. Check that the paper is flat in the tray.

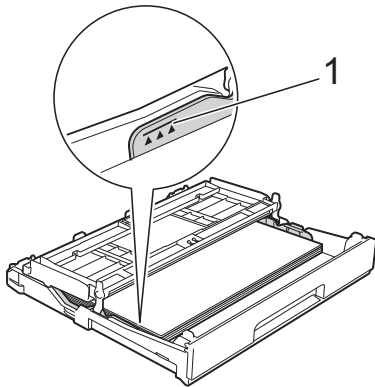
Landscape orientation



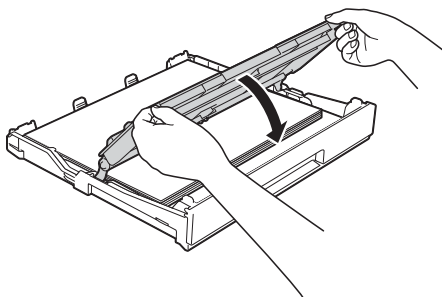
- 6 Gently adjust the paper guides (1) to fit the paper. Make sure the paper guides touch the sides of the paper.



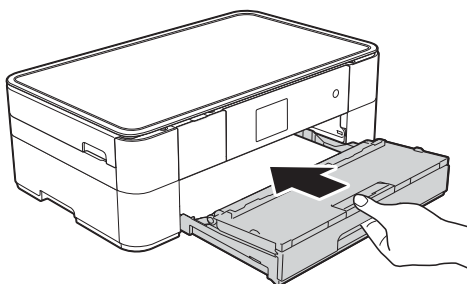
- 7** Check that the paper is flat in the tray and below the maximum paper mark (1).
Overfilling the paper tray may cause paper jams.



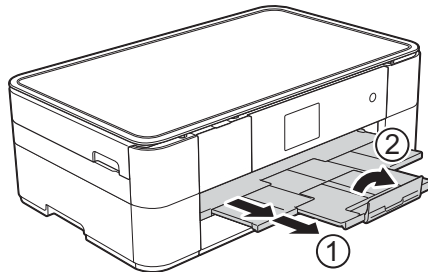
- 8** Close the output paper tray cover.



- 9** *Slowly* push the paper tray completely into the machine.



- 10** Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



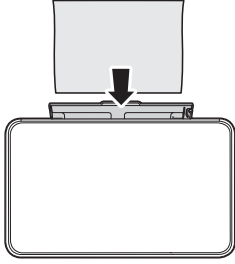
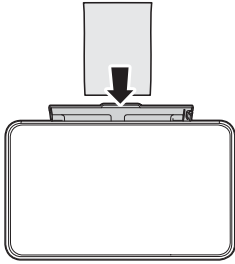
- 11** Change the paper size setting in the machine's menu, if needed.
(See *Set Paper Size and Type* on page 13.)

Loading paper in the manual feed slot

Use the manual feed slot to load special print media, one sheet at a time.

Paper size and loading orientation

The paper size determines the orientation when loading paper in the manual feed slot.

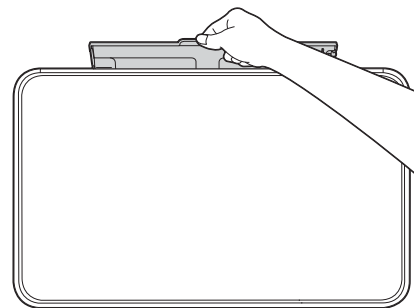
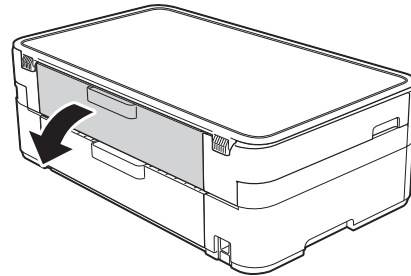
Manual feed slot	
A4 Letter Executive	Landscape orientation 
A3 ♦ Ledger ♦ Legal A5 A6 Photo Photo L Photo 2L Index card Envelope	Portrait orientation 

♦ See the details in this chapter.

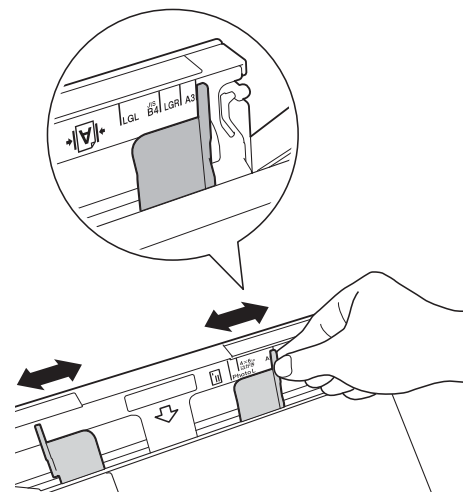
For information about other paper sizes, see Online User's Guide.

When using A3 or Ledger size paper:

- 1 Open the manual feed slot cover.

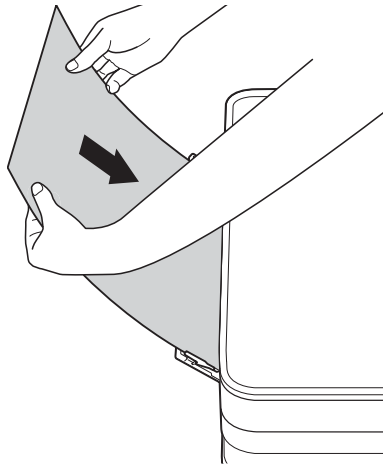


- 2 Slide the manual feed slot paper guides to fit the paper width that you are using.

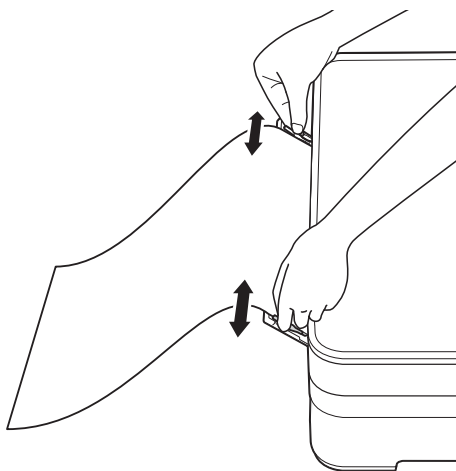


- 3 Load *only one* sheet of paper in the manual feed slot with the printing surface **face up**.

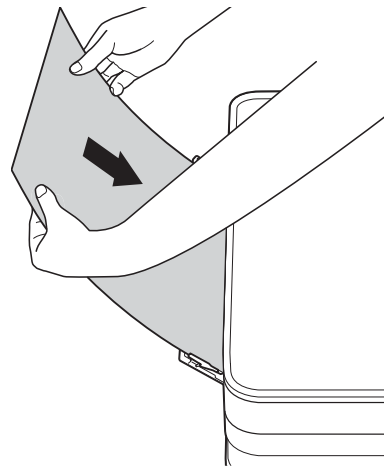
Portrait orientation



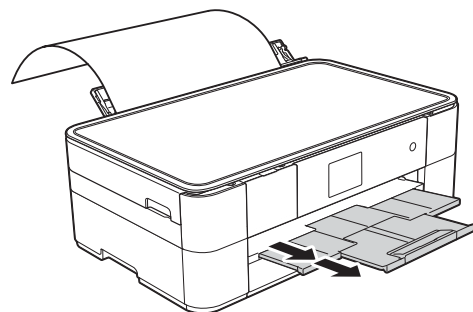
- 4 Using both hands, gently adjust the manual feed slot paper guides to fit the paper.



- 5 Using both hands, load one sheet of paper in the manual feed slot until the front edge touches the paper feed rollers. Let go of the paper when you hear the machine pull it in a short distance. The Touchscreen displays Manual Feed Slot ready.

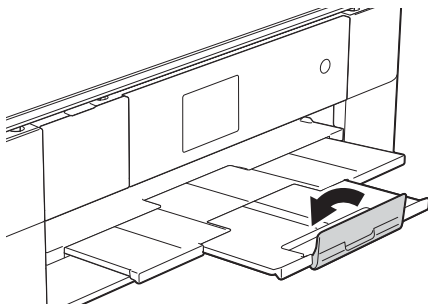


- 6 Pull out the paper support until it locks into place.



NOTE

- If the data will 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.
- If you are using paper that is longer than A4 or Letter size or envelopes that are longer than the tray length, close the paper support flap.





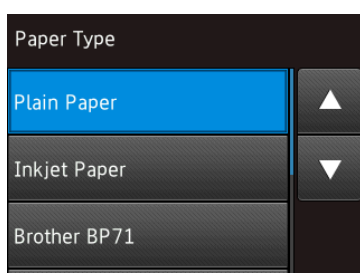
Paper settings

Set Paper Size and Type

Paper Type

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

- 1 Press  (Settings).
- 2 Press  (Tray Setting).
- 3 Press **Paper Type**.
- 4 Press **▲** or **▼** to display **Plain Paper**, **Inkjet Paper**, **Brother BP71** or **Other Glossy**, and then press the option you want to set.





- 5 Press .

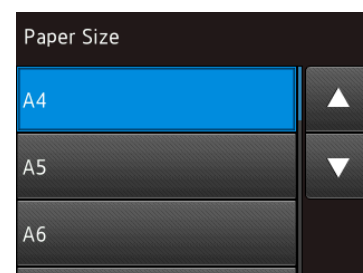
NOTE

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

Paper Size

You can use the following sizes of paper for copies: A4, A5, A3, Photo (10 × 15 cm), Letter, Legal and Ledger. When loading a different size of paper in the machine, you must change the paper size setting.

- 1 Press  (Settings).
- 2 Press  (Tray Setting).
- 3 Press **Paper Size**.
- 4 Press **▲** or **▼** to display the paper size options, and then press the option you want.





- 5 Press .

NOTE

When you copy using A3, Legal or Ledger size paper, set the paper size option in **Copy mode**.

Check Paper setting

If the check paper setting is set to `On`, the machine displays a message asking if you want to change the paper type and paper size setting. This message will appear each time you pull the tray out of the machine. The default setting is `On`.

- 1 Press  (Settings).
- 2 Press `All Settings`.
- 3 Press `▲` or `▼` to display `General Setup`.
- 4 Press `General Setup`.
- 5 Press `▲` or `▼` to display `Check Paper`.
- 6 Press `Check Paper`.
- 7 Press `Off` (or `On`).
- 8 Press .

Recommended print media

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

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

Brother paper

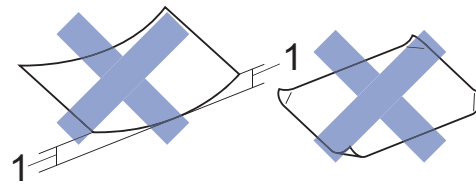
Paper Type	Item
A3 Plain	BP60PA3
A3 Glossy Photo	BP71GA3
A3 Inkjet (Matte)	BP60MA3
A4 Plain	BP60PA
A4 Glossy Photo	BP71GA4
A4 Inkjet (Matte)	BP60MA
10 × 15 cm Glossy Photo	BP71GP

Handling and using print media

IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped paper



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

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

3

Loading documents

How to load documents

Using the scanner glass

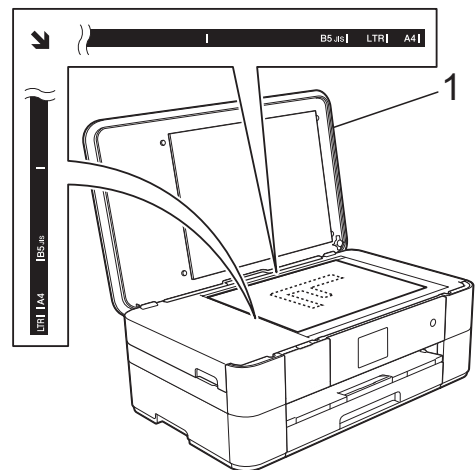
Use the scanner glass to copy, or scan single pages or pages of a book.

Document Sizes Supported

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

How to load documents

- 1 Lift the document cover.
- 2 Place the document **face down** in the upper left corner of the scanner glass, aligned with the arrow.



1 Document Cover



- 3 Close the document cover.

IMPORTANT

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

4

Printing from a computer


How to print a document

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

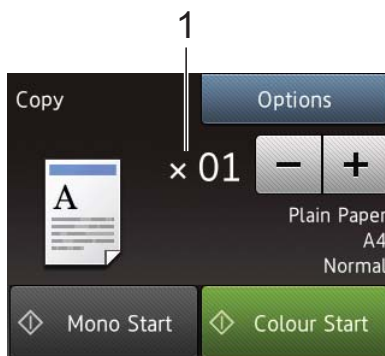
(See Online User's Guide.)

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

How to copy

- 1 Place the document *face down* on the scanner glass.
(See *Using the scanner glass* on page 15.)
- 2 Press  (Copy).

- The Touchscreen displays:



1 No. of Copies

Enter the number of copies:

- Press - or + on the Touchscreen.
- Press the displayed number on the Touchscreen, and then enter the number of copies you want.
Press **OK**.

- 3 If you want more than one copy, enter the number (up to 99).
- 4 Press **Mono Start** or **Colour Start**.

Stop copying

To stop copying, press .

Copy options overview

To change the copy options, press **Copy**, and then press **Options**. Press **▲** or **▼** to scroll through the copy settings. When the setting you want is displayed, press it and choose your option. When you have finished changing options, press **OK**.

For more information about changing the following copy options, see page 18.


- Paper Type
- Paper Size

For more information about changing the following copy options, see Online User's Guide.

- Quality
- Enlarge/Reduce
- Page Layout
- 2 in 1 (ID)
- Stack/Sort
- Density
- Ink Save Mode
- Thin Paper Copy
- Book Copy
- Watermark Copy
- Remove Background Colour
- 2-sided Copy
- Set New Default
- Factory Reset


Paper Type

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

- 1 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press `Options`.
- 5 Press `▲` or `▼` to display `Paper Type`.
- 6 Press `Paper Type`.
- 7 Press `▲` or `▼` to display `Plain Paper`, `Inkjet Paper`, `Brother BP71` or `Other Glossy`, and then press the option you want to set.
- 8 Press `OK`.
- 9 Press `Mono Start` or `Colour Start`.

Paper Size

When copying on paper other than A4 size, you must change the Paper Size setting. You can only copy on A4, A5, A3, Photo (10 × 15 cm), Letter, Legal or Ledger paper.

- 1 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press `Options`.
- 5 Press `▲` or `▼` to display `Paper Size`.
- 6 Press `Paper Size`.
- 7 Press `▲` or `▼` to display `A4`, `A5`, `A3`, `10x15cm`, `Letter`, `Legal` or `Ledger`, and then press the option you want to set.

NOTE

- If you select A3, Legal or Ledger, the precautions for loading paper appear. Read the information on the Touchscreen, and confirm by pressing `OK`.
- If you are using the manual feed slot, insert only one sheet of paper at a time. (See *Loading paper in the manual feed slot* on page 11.)

- 8 Press `OK`.
- 9 Press `Mono Start` or `Colour Start`.

6

Scanning to a computer

Before scanning

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

- Install the scanner drivers from the CD-ROM. (See Quick Setup Guide.)
- Configure the machine with a TCP/IP address if network scanning does not work.

(See Online User's Guide.)


How to scan a document as a PDF file using ControlCenter4 (Windows®)

(For detailed information, see Online User's Guide.)

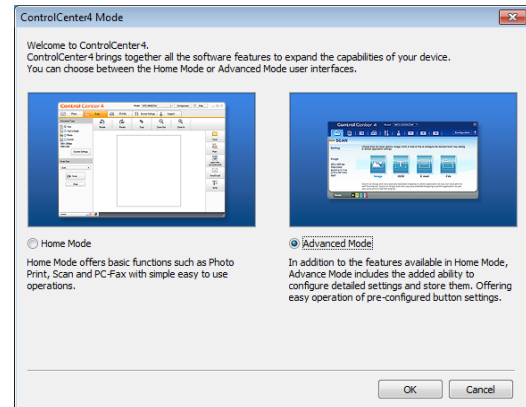
NOTE

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

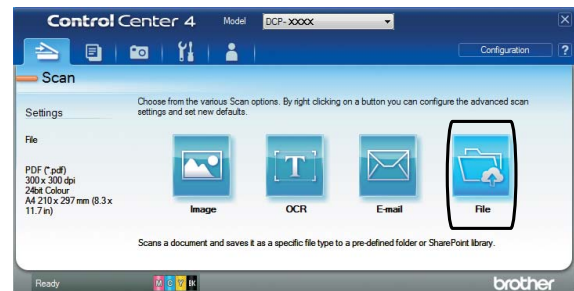
ControlCenter4 is a software utility that lets you access the applications you use most often without having to manually launch specific applications.

- 1 Load your document. (See *How to load documents* on page 15.)
- 2 Click the  (ControlCenter4) icon in the task tray, and then click **Open**.

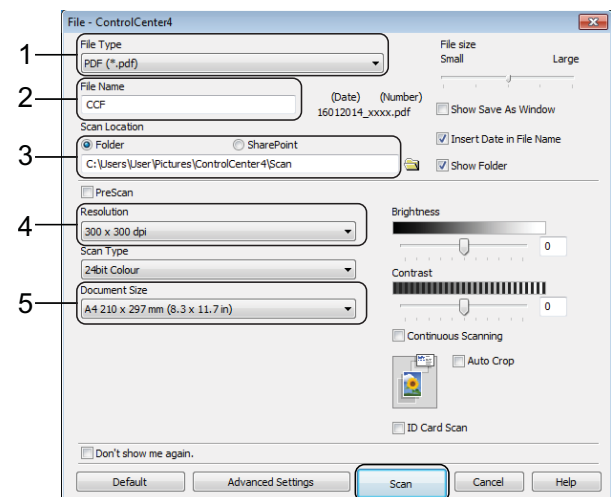
- 3 If the ControlCenter4 Mode screen appears, click **Advanced Mode**, and then click **OK**.




- 4 Select your machine from the **Model** drop-down list at the top of the screen.
- 5 Click the **Scan** tab. Then click **File**.




The configuration dialog box appears. Change the default settings if needed.



- 1 Select **PDF (*.pdf)** from the **File Type** drop-down list.
- 2 Type a file name for the document.
- 3 Click **Folder**. You can save the file to the default folder, or select your preferred folder by clicking the  (**Browse**) button.
- 4 Select a scanning resolution from the **Resolution** drop-down list.
- 5 Select the document size from the **Document Size** drop-down list.

- 6 Click **Scan**.
The machine starts scanning. The folder where the file is saved opens automatically.

How to scan a document as a PDF file using the Touchscreen

- 1 Load your document. (See *How to load documents* on page 15.)
- 2 Press  (Scan).
- 3 Press ◀ or ▶ to display to File.
- 4 Press to File.
- 5 If the machine is connected to a network, press the PC Name. Do one of the following:
 - To use the default settings, go to step 10.
 - To change the default settings, go to step 6.
- 6 Press Options.
- 7 Press Scan Settings, and then press Set at Device.

- 8 Choose the settings for Scan Type, Resolution, File Type, Scan Size and Remove Background Colour if required.
- 9 Press OK.
- 10 Press Start.
The machine starts scanning.

NOTE

The following scan modes are available:

- to OCR
- to File
- to Image
- to Media
- to E-mail
- to FTP
- to Network
- to Web
- WS Scan¹ (Web Services Scan)

¹ Windows® users only. (Includes Windows Vista® SP2 or later, Windows® 7 and Windows® 8) (See Online User's Guide.)

Printing photos from a memory card or USB flash drive

PhotoCapture Center operations (PHOTO mode)

Even if your machine is *not* connected to a computer, you can print photos directly from a USB flash drive.

How to print images

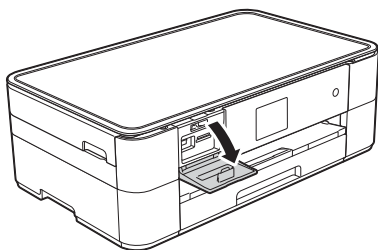
View Photos

You can preview your photos on the Touchscreen before you print them. If your photos are large files there may be a delay before each photo appears.

IMPORTANT

DO NOT insert more than one media card in the machine at the same time. Doing this may cause damage to the machine.

- 1 Open the media slot cover.



- 2 Put the memory card or USB flash drive in the correct slot.
- 3 Press `Photo`.
- 4 Press `◀` or `▶` to display `View Photos`.
- 5 Press `View Photos`.

- 6 Do one of the following:
 - To choose the photos you want to print, or to print multiple copies of an image, go to step 7.
 - To print all the photos, press `Print All`. Press `Yes` to confirm. Go to step 10.

- 7 Press `◀` or `▶` to display the photo you want to print, and then press it.

- 8 Enter the number of copies:
 - Press `-` or `+` on the Touchscreen.
 - Press the number of copies to display the dial pad on the Touchscreen, and then use it to enter the number of copies. Press `OK`.

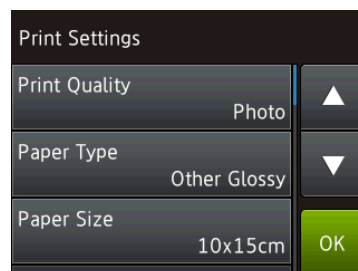
Press `OK`.

- 9 Repeat steps 7 and 8 until you have selected all the photos you want to print.

- 10 Press `OK`.

- 11 Read and confirm the displayed list of options.

- 12 Press `Print Settings` to change the paper type and paper size.



- Press `▲` or `▼` to display `Paper Type` and press it, and then press the option you want.
- Press `▲` or `▼` to display `Paper Size` and press it, and then press the option you want.

Change other print settings if needed. When finished, press `OK`.

- 13 Press **Start**.
- 14 Wait until the message on the Touchscreen disappears after printing, and then remove the memory card or USB flash drive from the media slot.

PhotoCapture Center print settings overview

You can temporarily change the print settings for the next print.

The machine returns to its default settings after printing.

NOTE

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

(See Online User's Guide.)

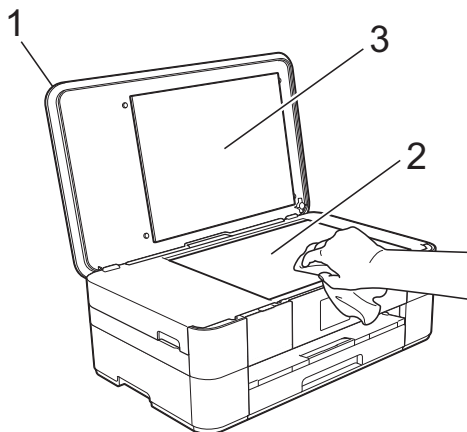
A

Routine maintenance

How to clean and check the machine

Cleaning the scanner glass

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



Checking the print quality

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

- 1 Press .

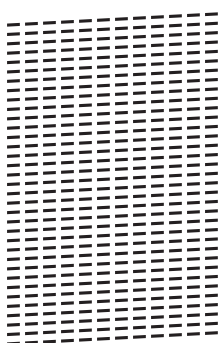
NOTE

You can also press  (Settings) and then press Maintenance.

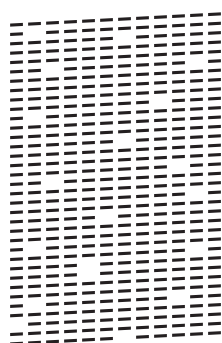
- 2 Press ▲ or ▼ to display Improve Print Quality.
- 3 Press Improve Print Quality.
- 4 Press Check Print Quality.
- 5 Following the instructions on the Touchscreen, load A4 or Letter size plain paper in the paper tray, and then press Start. The machine prints the Print Quality Check Sheet.
- 6 Check the quality of the four colour blocks on the sheet.


- 7 The Touchscreen displays a message asking about the print quality. Do one of the following:
- If all lines are clear and visible, press **No** to finish the Print Quality check, and then go to step 11.
 - If you can see missing short lines as shown in the illustration, press **Yes**.

OK



Poor



- 8 The Touchscreen displays a message asking you to check the print quality of each colour. Following the instructions on the Touchscreen, press 1, 2, 3 or 4 to select the example most similar to the Print Quality Check Sheet for each colour.
- 9 If you press number 2, 3, or 4, the Touchscreen prompts you to start cleaning. Press **Start**.
- 10 After the cleaning procedure is finished, press **Yes**, and return to step 5.
- 11 Press .

If you clean the print head at least five times and the print has not improved, try installing a new Brother Original Innobella replacement ink cartridge for each problem colour. Try cleaning the print head up to five more times. If the print has not improved, contact Brother customer service or your local Brother dealer.

IMPORTANT

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

NOTE

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



Letter, A4 and Executive



A3, Ledger, Legal, A5, A6, envelopes, Photo (10 × 15 cm), Photo L (89 × 127 mm), Photo 2L (13 × 18 cm) and Index Card (127 × 203 mm)

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



Checking the print alignment

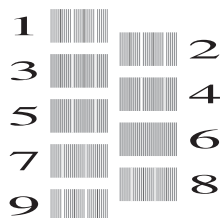
If your printed text becomes blurred or images become faded, you may need to adjust the print alignment after transporting the machine.

- 1 Press .

NOTE

You can also press  (Settings) and then Maintenance.

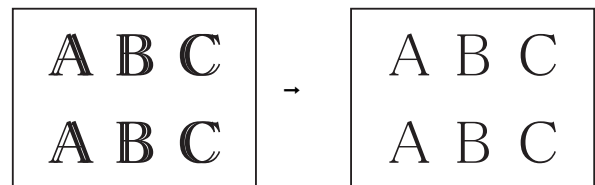
- 2 Press ▲ or ▼ to display Improve Print Quality.
- 3 Press Improve Print Quality.
- 4 Press Alignment.
- 5 Press Next.
- 6 Press ▲ or ▼ to display the paper size that needs a print alignment adjustment, and then press it.
- 7 Press Basic alignment or Advanced alignment.
- 8 Following the instructions on the Touchscreen, load plain paper of the selected size in the paper tray or manual feed slot, and then press Start. The machine prints the Alignment Check Sheet.



- 9 For the “A” pattern, press ▲ or ▼ to display the number of the test print that has the least visible vertical stripes (1-9), and press it. Then press OK. In the example, number 6 is the best choice.

- 10 Do one of the following:
 - If you selected Basic alignment, repeat step 9 for patterns B to H.
 - If you selected Advanced alignment, repeat step 9 for patterns B to Z.

NOTE



When the print alignment is not adjusted correctly, text looks blurry.

After the print alignment is adjusted correctly, text looks sharp.

- 11 Press .

NOTE

For more information about cleaning and checking the machine, see Online User's Guide.

B

Troubleshooting

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

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

Visit <http://support.brother.com>.

Identifying the problem

First, check the following:

- The machine's power cord is connected correctly and the machine is powered on.
- All of the protective parts have been removed.
- Paper is loaded 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.
- Touchscreen Messages


(See *Error and maintenance messages* on page 27.)

If you did not solve the problem with the above checks: See *If you are having difficulty with your machine* on page 40.


Error and maintenance messages


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

Error Message	Cause	Action
<p>B&W 1-sided Print Only</p> <p>Replace ink.</p>	<p>One or more of the colour ink cartridges have reached the end of their life.</p> <p>You can use the machine in monochrome mode for approximately four weeks depending on the number of pages you print.</p> <p>While this message appears on the Touchscreen, each operation works in the following way:</p> <ul style="list-style-type: none"> ■ Printing <p>If the media type is set to Plain Paper in the Basic tab and Greyscale is chosen in the Advanced tab of the printer driver, you can use the machine as a monochrome printer.</p> <p>2-sided printing is not available when this message appears.</p> ■ Copying <p>If the paper type is set to Plain Paper you can make copies in monochrome.</p> <p>2-sided copying is not available when this message appears.</p> 	<p>Replace the ink cartridges. (See Online User's Guide.)</p> <p>NOTE</p> <p>The machine will stop all print operations, you cannot use the machine until a new ink cartridge is installed in the following cases:</p> <ul style="list-style-type: none"> • If you unplug the machine or take out the ink cartridge. • (Windows®) If you select Slow Drying Paper in the Basic tab of the printer driver. • (Macintosh) If you select Slow Drying Paper in the Print Settings drop-down list of the printer driver.


Error Message	Cause	Action
Cannot Detect	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and reinstall it slowly and firmly until the cartridge lever lifts.
	An ink cartridge is not installed correctly.	(See Online User's Guide.)
	A used ink cartridge was reinstalled.	Remove the used ink cartridge and install a new one.
	If you are using non Brother Original ink, the machine may not detect the ink cartridge.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
	The ink cartridge must be replaced.	Replace the ink cartridge with a new, genuine Brother ink cartridge.
	The new ink cartridge has an air bubble.	Slowly turn the ink cartridge so that the ink supply port is pointing downward, and then reinstall the cartridge.
	The wrong Brother model ink cartridge was installed.	Check the model numbers of the ink cartridges and install the correct ink cartridges. (See <i>Supplies</i> on page 47.)
Cannot Detect Ink Volume	If you are using non Brother Original ink, the machine may not detect the ink volume.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
Cannot Print Replace ink.	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations.	Replace the ink cartridges. (See Online User's Guide.)
Current Tray Settings	This message is displayed when the Check Paper setting to confirm the paper type and size is enabled.	To not display this confirmation message, set the Check Paper setting to OFF. (See <i>Check Paper setting</i> on page 14.)
Data Remaining in Memory	Print data is left in the machine's memory.	Press  . The machine will cancel the job and clear it from the memory. Try to print again.
High Temperature	The room temperature is too high.	After lowering the room temperature, allow the machine to cool down to room temperature. Try again when the machine has cooled down.
Hub is Unusable.	A hub or USB flash drive with hub has been connected to the USB direct interface.	Hubs, including USB flash drives with built-in hubs, are not supported. Unplug the device from the USB direct interface.

Error Message	Cause	Action
Image Too Long	The proportions of your photo are irregular so effects could not be added.	Choose a regularly proportioned image.
Image Too Small	The size of your photo is too small to trim.	Choose a larger image.
Ink Absorber Pad Full	<p>The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans itself upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality, which is resolved by cleaning. The more cleaning the machine requires, the faster these boxes will fill up.</p> <p>NOTE</p> <p><i>Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.</i></p>	<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>Other reasons for cleaning are:</p> <ol style="list-style-type: none"> 1 After a paper jam has been cleared, the machine automatically cleans itself. 2 The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use). 3 The machine automatically cleans itself after ink cartridges of the same colour have been replaced 12 times.
Ink Absorber Pad NearFull	The ink absorber box or flushing box is nearly full.	<p>The ink absorber box or flushing box must be replaced soon.</p> <p>Contact Brother customer service or your local Brother dealer.</p>

Error Message	Cause	Action
Ink Low	One or more of the ink cartridges are near the end of their life. If one of the colour ink cartridges is near the end of its life.	Order a new ink cartridge. You can continue printing until the Touchscreen displays Cannot Print. (See Online User's Guide.)
Low Temperature	The room temperature is too low.	After increasing the room temperature, allow the machine to warm up to room temperature. Try again when the machine has warmed up.
Media Error	The memory card is either corrupted, incorrectly formatted, or there is a problem with the memory card.	Remove the memory card from the media drive (slot) of the machine and format it correctly.
		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 inserting a working memory card.
Media is Full.	The memory card or USB flash drive you are using already contains 999 files.	Your machine can save to your memory card or USB flash drive only if it contains less than 999 files. Delete unused files and try again.
	The memory card or USB flash drive you are using does not have enough free space to scan the documents.	Press  . Delete unused files from your memory card or USB flash drive to make some free space, and then try again.
No Ink Cartridge	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly and firmly until the cartridge lever lifts. (See Online User's Guide.)

Error Message	Cause	Action
No Paper Fed	The machine is out of paper, or paper is not correctly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> ■ Refill the paper tray, and then press OK on the Touchscreen. ■ Remove and reload the paper, then press OK on the Touchscreen. (See <i>Before loading paper</i> on page 8.)
	The paper tray was not fully inserted.	Remove the paper tray and reinstall it until it locks into place, and then press OK on the Touchscreen.
	The paper was not inserted in the centre position of the manual feed slot.	Remove the paper and re-insert it in the centre of the manual feed slot, and then press OK on the Touchscreen. (See <i>Loading paper in the manual feed slot</i> on page 11.)
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is closed evenly at both ends. (See <i>Printer jam or paper jam</i> on page 34.)
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See <i>Online User's Guide</i> .)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps. (See <i>Printer jam or paper jam</i> on page 34.) If this error occurs often during 2-sided copying or 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See <i>Online User's Guide</i> .)
Out of Memory	The machine's memory is full.	If a copy operation is in progress: <ul style="list-style-type: none"> ■ Press  or Quit or Close and wait until the other operations that are in progress finish, and then try again. ■ Press Partial Print to copy the pages scanned so far.
Paper Jam [Front] Paper Jam [Front,Rear] Paper Jam [Rear]	The paper is jammed in the machine.	Remove the jammed paper by following the steps. (See <i>Printer jam or paper jam</i> on page 34.) Make sure the paper guides are set to the correct paper size. If there is a repeat paper jam, try another paper jam operation. (See <i>Additional paper jam clear operations</i> on page 38.)

B

Error Message	Cause	Action
Paper Tray not detected	The paper tray is not completely inserted.	Slowly push the paper tray completely into the machine.
	Jammed paper or a foreign object has prevented the paper tray from being inserted properly.	Pull the paper tray out of the machine and remove the paper or foreign object. If you cannot find or remove the jammed paper, follow the steps. (See <i>Printer jam or paper jam</i> on page 34.) Slowly push the paper tray completely into the machine.
Touchscreen Init. Failed	The Touchscreen was pressed before the power on initialisation was completed.	Make sure that nothing is touching or resting on the Touchscreen, especially when plugging in the machine.
	Debris may be stuck between the lower part of the Touchscreen and its frame.	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.
Unable to Clean XX Unable to Initialize XX Unable to Print XX	The machine has a mechanical problem. —OR— A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes, and then reconnect it. You can try additional paper jam clear operations. (See <i>Additional paper jam clear operations</i> on page 38.)
Unable to Scan XX	The machine has a mechanical problem.	Disconnect the machine from the power for several minutes, and then reconnect it.
Unusable Device Disconnect device from front connector & turn machine off & then on	A broken device has been connected to the USB direct interface.	Unplug the device from the USB direct interface, and then press  to turn the machine off and then on again.
Unusable Device Please disconnect USB device.	An unsupported USB device or flash drive was connected to the USB direct interface.	Unplug the device from the USB direct interface. Turn the machine off and then on again.
Wrong Ink Colour	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.

Error Message	Cause	Action
Wrong Paper	The paper size setting does not match the size of paper in the tray.	1 Check that the paper size you choose on the Touchscreen matches the size of the paper in the tray.
	The paper orientation is incorrect for the paper size.	
	You did not set the paper guides in the tray to the indicators for the paper size you are using.	<p>(See <i>Set Paper Size and Type</i> on page 13.)</p> <p>2 Make sure you load the paper in the proper orientation, and set the paper guides to the indicators for your paper size. (See <i>Before loading paper</i> on page 8.)</p> <p>3 After you have checked the paper size and the paper orientation, press OK on the Touchscreen.</p>
		<p>If you are printing from your computer, make sure the paper size you choose in the printer driver matches the size of paper in the tray. (See <i>Online User's Guide</i>.)</p>

Error animations

Error animations display step-by-step instructions when paper gets jammed. You can read the steps at your own pace by pressing ► to see the next step and ◀ to see the previous step.

Printer jam or paper jam

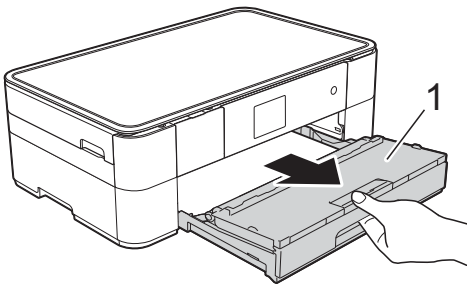
Follow these steps to locate and remove the jammed paper if the Touchscreen displays:

**Paper Jam [Front] OR
Paper Jam [Front,Rear]**

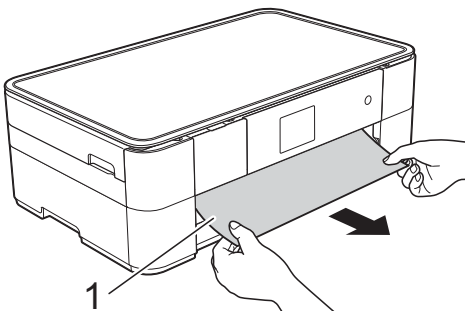
NOTE

If the Touchscreen displays
Paper Jam [Rear], see page 36.

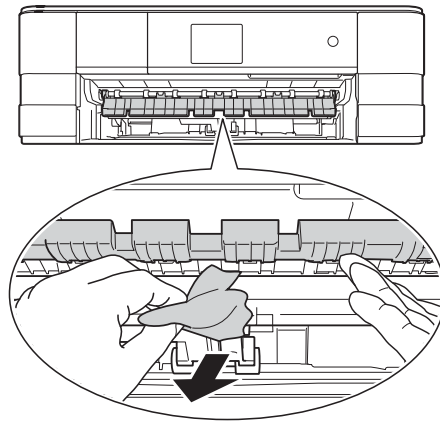
- 1 Unplug the machine from the electrical socket.
- 2 Pull the paper tray (1) completely out of the machine.



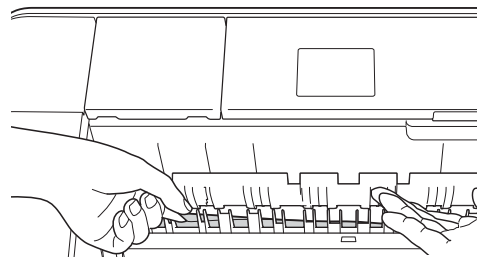
- 3 Pull out the jammed paper (1).



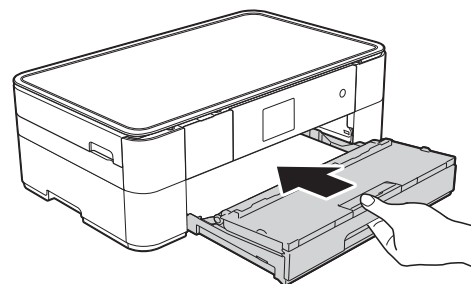
- 4 Lift the Jam Clear Flap, and remove the jammed paper.



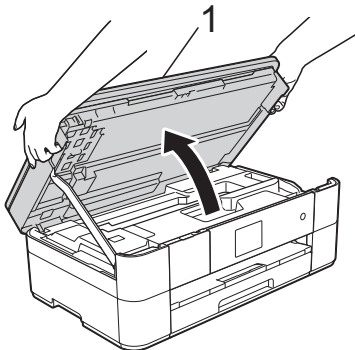
- 5 Make sure you look carefully inside the machine above and below the Jam Clear Flap for scraps of paper.



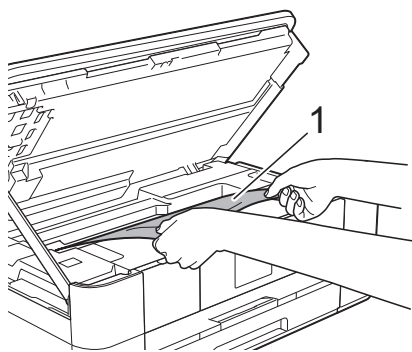
- 6 Put the paper tray firmly back in the machine.



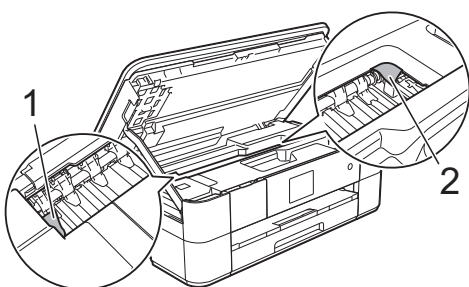
- 7 Using both hands, use the finger holds on each side of the machine to lift the scanner cover (1) into the open position.




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

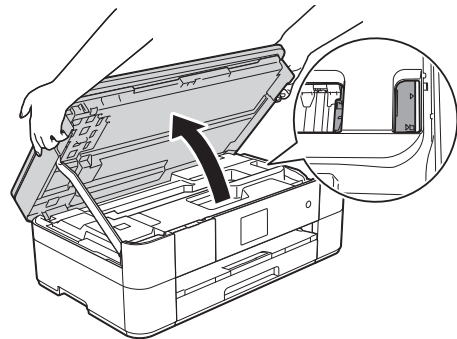


- 9 Move the print head (if necessary) to reach any paper remaining in this area. Make sure no jammed paper is left in the corners of the machine (1) and (2).



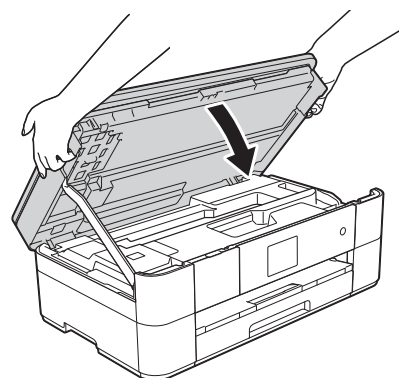
IMPORTANT

- If paper is jammed under the print head, unplug the machine from the power source, and then move the print head to reach the paper.
- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Reconnect the power cord. Hold down  until the print head moves to the centre. Then unplug the machine from the power source and remove the paper.



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

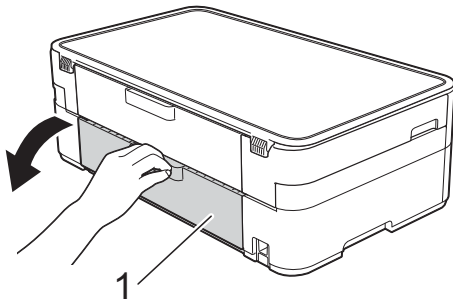
- 10 Gently close the scanner cover using the finger holds on each side.



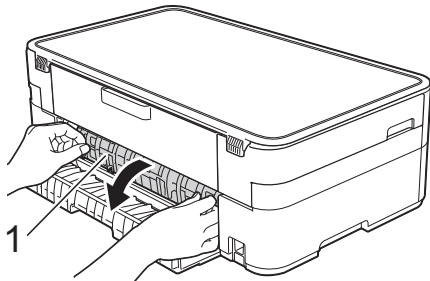
Do one of the following:

- If the Touchscreen displays Paper Jam [Front], go to step 15.
- If the Touchscreen displays Paper Jam [Front, Rear], go to step 11.

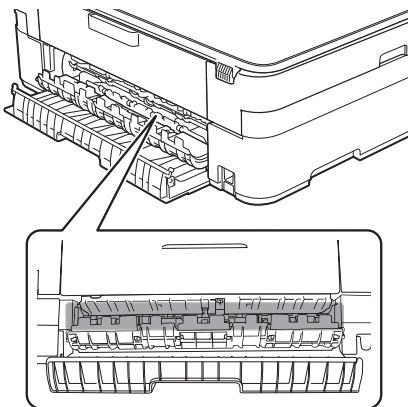
- 11 Open the Jam Clear Cover (1) at the back of the machine.



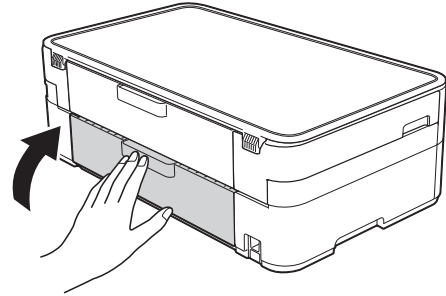
- 12 Open the inside cover (1).



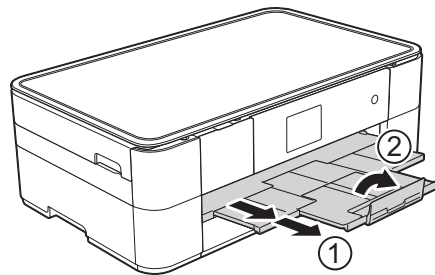
- 13 Make sure you look carefully inside for jammed paper. If there is any jammed paper, slowly pull it out of the machine.



- 14 Close the inside cover and Jam Clear Cover. Make sure the covers are closed completely.



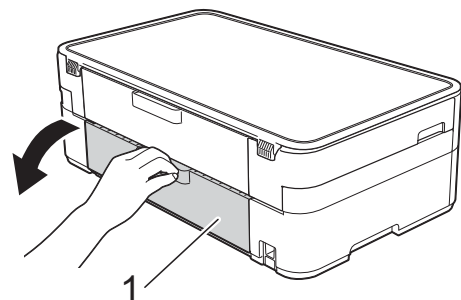
- 15 Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



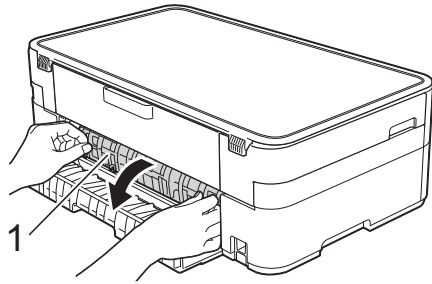
- 16 Reconnect the power cord.

If the Touchscreen displays Paper Jam [Rear], follow these steps:

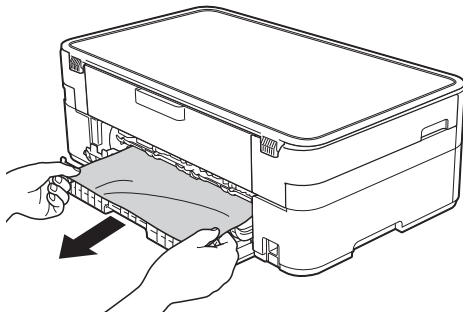
- 1 Unplug the machine from the AC power outlet.
- 2 Open the Jam Clear Cover (1) at the back of the machine.



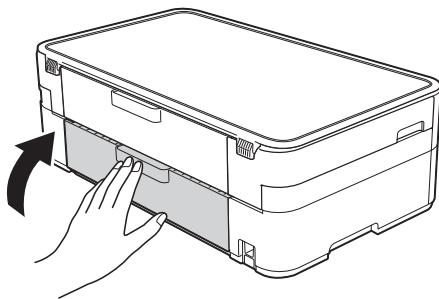
- 3 Open the inside cover (1).



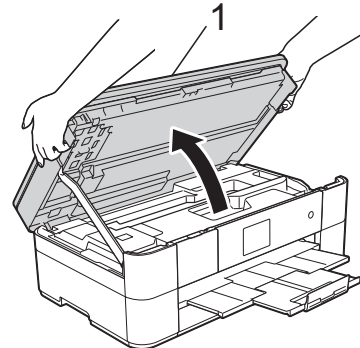
- 4 Pull the jammed paper out of the machine.



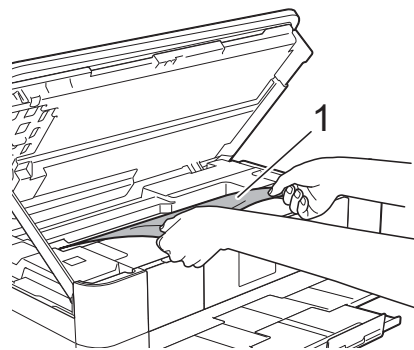
- 5 Close the inside cover and Jam Clear Cover. Make sure the covers are closed properly.



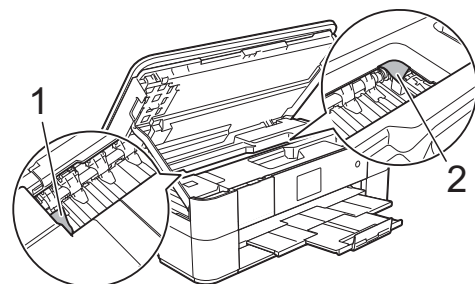
- 6 Using both hands, use the finger holds on each side of the machine to lift the scanner cover (1) into the open position.




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

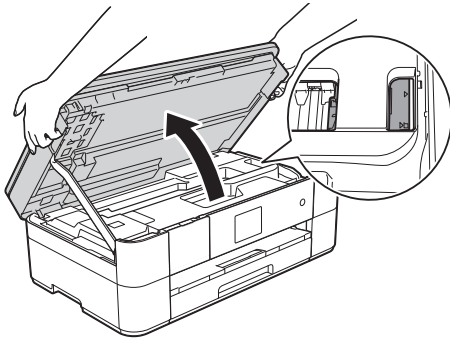


- 8 Move the print head (if necessary) to reach any paper remaining in this area. Make sure no jammed paper is left in the corners of the machine (1) and (2).



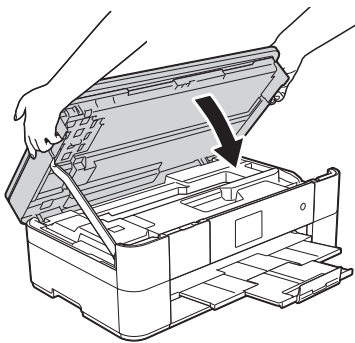
IMPORTANT

- If paper is jammed under the print head, unplug the machine from the power source, and then move the print head to reach the paper.
- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Reconnect the power cord. Hold down  until the print head moves to the centre. Then unplug the machine from the power source and remove the paper.



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

- 9 Gently close the scanner cover using the finger holds on each side.




- 10 Reconnect the power cord.

NOTE

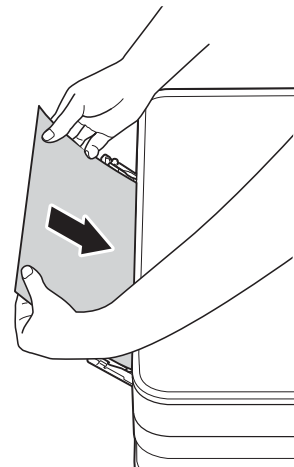
If there is a repeat paper jam, a small scrap of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 38.)

Additional paper jam clear operations

- 1 If you experience paper jams repeatedly (3 times or more), the Touchscreen displays a message asking if you want to remove paper scraps from the machine. Press **Yes** to return to the Home screen.
- 2 Press  (Settings).
- 3 Press **Maintenance**.
- 4 Press **▲** or **▼** to display **Remove Paper Scraps**.
- 5 Press **Remove Paper Scraps**.
- 6 Follow the instructions on the Touchscreen to locate and remove the jammed paper.

NOTE

During the procedure, you must load the Maintenance sheet (included with your machine) in Landscape position in the manual feed slot. (If you do not have the Maintenance sheet, use one sheet of A4 or Letter size thick paper, such as glossy paper.)



Troubleshooting for Wireless LAN setup

Wireless LAN report

After you configure the wireless LAN settings of the machine, a wireless LAN report will be printed automatically.

If the printed report shows that the connection failed, check the error code on the printed report and refer to the following instructions.

Error code	Recommended Solutions
TS-01	The wireless setting is not activated, change the wireless setting to ON.
TS-02	Your wireless access point/router cannot be detected. Please try the following: <ul style="list-style-type: none"> ■ Check that you are selecting the correct SSID (network name) and are entering the correct network key. ■ Check that your wireless access point/router is not using additional security settings, such as MAC address filtering. ■ Try moving the device closer to your wireless access point/router. After it is connected to the network, you should be able to move it back to its previous location.
TS-04	An unsupported authentication/encryption method has been detected on your wireless access point/router. <ul style="list-style-type: none"> ■ 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).
TS-05	The specified SSID or network key are incorrect. <ul style="list-style-type: none"> ■ Check that you are selecting the correct SSID (network name) and are entering the correct network key.
TS-06	The specified wireless security information is incorrect. <ul style="list-style-type: none"> ■ Check the authentication/encryption method that you are selecting and make sure you are entering the correct network key.
TS-07	The machine cannot detect a wireless access point/router that has WPS or AOSS™ enabled. <ul style="list-style-type: none"> ■ If you would like to configure your wireless settings using WPS or AOSS™, you must set up WPS or AOSS™ on both your machine and the wireless access point/router. Confirm your wireless access point/router supports WPS or AOSS™ and try starting again.
TS-08	Two or more wireless access points with WPS or AOSS™ enabled are detected. <ul style="list-style-type: none"> ■ Try starting again after a few minutes to avoid interference from other access points.

If you are having difficulty with your machine

IMPORTANT

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

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

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

Visit <http://support.brother.com>.





NOTE

For technical help, contact Brother customer support.

Printing Difficulties



Difficulty	Suggestions
The headers or footers appear when the document is displayed on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See Online User's Guide.)
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver as follows: (Windows®) Click Colour Settings on the Advanced tab, and make sure you clear Colour Enhancement . (Macintosh) Choose Color Settings , click Advanced Color Settings , and make sure you clear Color Enhancement .
	Turn the Borderless feature off. Borderless printing is slower than normal printing. (See Online User's Guide.)

Print Quality Difficulties

Difficulty	Suggestions
<p>Poor print quality.</p>	<p>Check the print quality. (See <i>Checking the print quality</i> on page 23.)</p> <p>Make sure that the Media Type setting in the printer driver or the Paper Type setting in the machine's menu matches the type of paper you are using. (See <i>Set Paper Size and Type</i> on page 13.) (See Online User's Guide.)</p> <p>Make sure that your ink cartridges are fresh. The following may cause ink to clog:</p> <ul style="list-style-type: none"> ■ The expiration date written on the cartridge package has passed. (Brother Original cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored correctly before use. <p>Make sure you are using Brother Original Innobella ink. Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with ink from other sources.</p> <p>Make sure you are using one of the recommended types of paper. (See Online User's Guide.)</p> <p>The recommended environment for your machine is between 20 °C to 33 °C.</p>
<p>White horizontal lines appear in text or graphics.</p>  <p>A4, Letter and Executive</p>  <p>A3, Ledger, Legal, A5, A6, envelopes, Photo (10 × 15 cm), Photo L (89 × 127 mm), Photo 2L (13 × 18 cm) and Index Card (127 × 203 mm)</p>	<p>Check the print quality. (See <i>Checking the print quality</i> on page 23.)</p> <p>Make sure you are using Brother Original Innobella ink.</p> <p>Try using the recommended types of paper. (See Online User's Guide.)</p> <p>To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using  to power down the machine. Using  allows minimal power to the machine, resulting in periodic, but less frequent cleaning of the print head.</p>

B

Print Quality Difficulties (continued)

Difficulty	Suggestions
The machine prints blank pages.	Check the print quality. (See <i>Checking the print quality</i> on page 23.)
	Make sure you are using Brother Original Innobella ink.
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using  to power down the machine. Using  allows minimal power to the machine, resulting in periodic, but less frequent cleaning of the print head.
Characters and lines are blurred.	Check the printing alignment. (See <i>Checking the print alignment</i> on page 25.)
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. (See <i>Before loading paper</i> on page 8.)
	Make sure the Jam Clear Cover is closed correctly.
Smudge or stain at the top centre of the printed page.	Make sure the paper is not too thick or curled. (See Online User's Guide.)
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. (See Online User's Guide.)
	Do not handle the paper until the ink is dry.
	Make sure the printing surface is face down in the paper tray.
	Make sure you are using Brother Original Innobella ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the Media Type in the printer driver.
Ink is smudged or wet when using glossy photo paper.	Be sure to check the front and back of the paper. Place the glossy surface (printing surface) face down. (See <i>Set Paper Size and Type</i> on page 13.)
	If you use glossy photo paper, make sure that the paper type setting is correct.
Printouts appear dirty or the paper jams when using A3 paper.	(Windows® printing) Select Slow Drying Paper in the Basic tab of the printer driver.
	(Macintosh printing) Select Print Settings from the drop-down list and then check Slow Drying Paper of the printer driver.
	(Copy) Adjust the copy density to make copies lighter. (See Online User's Guide.)
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See Online User's Guide.)
	Make sure you are using Brother Original Innobella ink.
	Make sure you are using the paper support flap. (See <i>Before loading paper</i> on page 8.)
	Make sure the paper feed rollers are not dirty with ink. (See Online User's Guide.)
The machine prints dense lines on the page.	(Windows®) Select Reverse Order in the Basic tab of the printer driver.

Print Quality Difficulties (continued)

Difficulty	Suggestions
The printouts are wrinkled.	(Windows®) In the printer driver Advanced tab, click Colour Settings and clear Bi-Directional Printing .
	(Macintosh) In the printer driver, choose Print Settings , click Advanced , choose Other Print Options and clear Bi-Directional Printing .
	Make sure you are using Brother Original Innobella ink.

Paper Handling Difficulties

Difficulties	Suggestions
Photo paper does not feed correctly.	When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.
Machine feeds multiple pages.	Do the following: (See <i>Before loading paper</i> on page 8.)
	<ul style="list-style-type: none"> ■ Make sure the paper is loaded correctly in the paper tray. ■ Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray. ■ Make sure you do not push the paper in too far.
	Make sure the Jam Clear Cover is closed correctly. (See <i>Printer jam or paper jam</i> on page 34.)
	Make sure the Base Pad in the paper tray is not dirty. (See <i>Online User's Guide</i> .)
There is a paper jam.	Remove the jammed paper by following the steps. (See <i>Printer jam or paper jam</i> on page 34.) Make sure the paper guides are set to the correct paper size.
Paper jam reoccurs.	If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See <i>Additional paper jam clear operations</i> on page 38.)

Copying Difficulties

Difficulty	Suggestions
Black marks or spots appear in copies.	Black marks or spots on copies are typically caused by dirt or correction fluid on the scanner glass. Clean the scanner glass and white plastic above it. (See <i>Cleaning the scanner glass</i> on page 23.)
Fit to Page does not work correctly.	Make sure your source document is not skewed. Reposition the document and try again.


PhotoCapture Center Difficulties

Difficulty	Suggestions
Removable Disk does not work correctly.	<ol style="list-style-type: none"> 1 Take out the memory card or USB flash drive and put it back in again. 2 If you have tried "Eject" from within Windows®, take out the memory card or USB flash drive before you continue. 3 If an error message appears when you try to eject the memory card or USB flash drive, it means the card is being accessed. Wait a while, and then try again. 4 If all of the above do not work, turn off your PC and machine, and then turn them on again.
Part of my photo is missing when printed.	Make sure that Borderless printing and Cropping are turned off. (See Online User's Guide.)

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows®) Run the Repair MFL-Pro Suite program on the CD-ROM. This program will repair and reinstall the software.



Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on, and is online and in the Ready mode. Print a Network Configuration Report (see Online User's Guide) and check the current Network settings printed in this list. If you are using a wireless connection or are having network problems, see Online User's Guide.
The network scanning feature does not work.	It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. Add port 54925 for Network scanning. (See Online User's Guide.)
The Brother software cannot be installed.	(Windows®) Allow network access to the following programs if your security software displays an alert message during MFL-Pro Suite installation. (Macintosh) If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.
Cannot connect to wireless network.	Investigate the problem using the WLAN Report. Press  (Settings), All Settings, and then press ▲ or ▼ to display Print Reports. Press Print Reports. Press WLAN Report. (See Online User's Guide.)

Machine Information



Checking the serial number

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

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display Machine Info.
- 4 Press Machine Info.
- 5 Press Serial No.
Your machine's serial number will appear on the Touchscreen.
- 6 Press .

Checking the firmware version

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


- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display Machine Info.
- 4 Press Machine Info.
- 5 Press Firmware Version.
- 6 Press Main Version.
Your machine's firmware version will appear on the Touchscreen.
- 7 Press .

Reset operations overview

The following reset operations are available:

- 1 Machine Reset
You can reset all the machine's settings that you have changed, such as the date and time.
- 2 Network
You can reset the print server back to its default factory settings, such as the password and IP address information.
- 3 All Settings
You can restore all settings to the factory default.
Brother strongly recommends performing this procedure before handing over or disposing of the machine.

How to reset the machine

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Press ▲ or ▼ to display Initial Setup.
- 4 Press Initial Setup.
- 5 Press Reset.
- 6 Press the option you want to reset.
- 7 Press Yes to confirm.
- 8 Press Yes for two seconds to reboot the machine.

C

Index

C

Cleaning	
scanner	23
Control panel overview	2
ControlCenter	
See Online User's Guide.	
Copy	
paper size	18
paper type	18
using scanner glass	15

D

Document	
loading	15

E

Envelopes	8, 11
Error messages on Touchscreen	27

J

Jams	
paper	34

L

LCD (Liquid Crystal Display)	2
------------------------------------	---

M

Manual feed slot	11
------------------------	----

N

Network	
Printing	
See Online User's Guide.	
Scanning	
See Online User's Guide.	

P

Paper	
Check Paper setting	14
loading	8
type	13
PhotoCapture Center	
from PC	
See Online User's Guide.	
Preview photos	21
Print	
difficulties	40
paper jams	34
Printing	
See Online User's Guide.	

S

Scanning	
See Online User's Guide.	
Serial Number	
how to find	See inside front cover
Supplies	47

T

Text, entering	7
Troubleshooting	
error and maintenance messages on	
Touchscreen	27
if you are having difficulty	
copying	43
Network	44
paper handling	43
PhotoCapture Center	44
print quality	41
printing	40
software	44
paper jam	34
wireless LAN setup	
Wireless LAN report	39

W

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

Supplies

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	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 (65%). With all following ink cartridges you can print the specified number of pages.
Replacement Supplies	<p><Super High Yield Black> LC227XLBK <Super High Yield Yellow> LC225XLY <Super High Yield Cyan> LC225XLC <Super High Yield Magenta> LC225XLM</p> <p>Black, Yellow, Cyan, and Magenta - Approximately 1,200 pages ¹</p> <p><High Yield Black> LC223BK <High Yield Yellow> LC223Y <High Yield Cyan> LC223C <High Yield Magenta> LC223M</p> <p>Black, Yellow, Cyan and Magenta - Approximately 550 pages ¹</p> <p>¹ Approx. cartridge yield is declared in accordance with ISO/IEC 24711.</p> <p>For more information about the replacement supplies, visit http://www.brother.com/pageyield.</p>

What is Innobella?

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.



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.



If you're using Windows®, 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 customized materials for business and home use with photos, text and creative touch.

Mac users can access Brother CreativeCenter at this web address: <http://www.brother.com/creativecenter>

brother

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

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



www.brotherearth.com