brother®
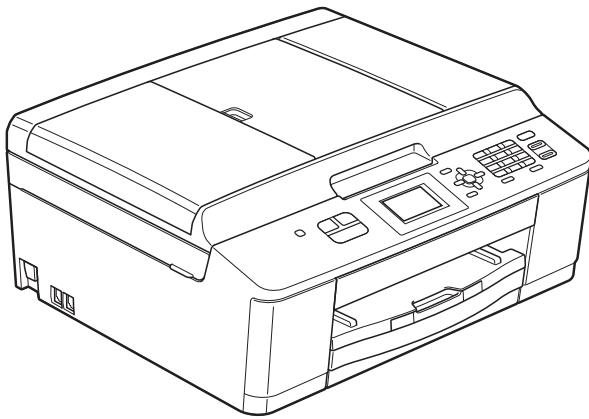
BASIC USER'S GUIDE

MFC-J425W
MFC-J430W
MFC-J435W

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-J425W, MFC-J430W and MFC-J435W
(Circle your model number)

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 on-line at

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

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

■ may serve as confirmation of the purchase date of your product should you lose your receipt;

■ may support an insurance claim by you in the event of product loss covered by insurance; and,

■ will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is on-line at http://www.brother.com/registration/.

Brother numbers

> **❶ IMPORTANT**
>
> For technical help, you must call the country where you bought the machine. Calls must be made *from within* that country.

Register your product

By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;

- may support an insurance claim by you in the event of product loss covered by insurance; and,

- will help us notify you of enhancements to your product and special offers.

Please complete and fax the Brother Warranty Registration And Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

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

FAQs (frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software documents and utilities, read FAQs and troubleshooting tips, and learn how to get the most from your Brother product.

> **http://solutions.brother.com/**

> **📝 Note**
>
> • You can check here for Brother driver updates.
>
> • To keep your machine performance up to date, check here for the latest firmware upgrade.

For Customer Service

In USA:	1-877-BROTHER (1-877-276-8437)
	1-901-379-1215 (fax)
In Canada:	1-877-BROTHER
	(514) 685-4898 (fax)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437).

Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (You can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)

Note

In Canada only Visa and MasterCard are accepted.

In USA: 1-877-552-MALL (1-877-552-6255)

1-800-947-1445 (fax)

http://www.brothermall.com/

In Canada: 1-877-BROTHER

http://www.brother.ca/

Description	Item
Ink Cartridge Standard <black>	LC71BK (Prints approx. 300 pages) [1]
Ink Cartridge Standard <yellow>	LC71Y (Prints approx. 300 pages) [1]
Ink Cartridge Standard <cyan> (blue)	LC71C (Prints approx. 300 pages) [1]
Ink Cartridge Standard <magenta> (red)	LC71M (Prints approx. 300 pages) [1]
Ink Cartridge High Yield <black>	LC75BK (Prints approx. 600 pages) [1]
Ink Cartridge High Yield <yellow>	LC75Y (Prints approx. 600 pages) [1]
Ink Cartridge High Yield <cyan> (blue)	LC75C (Prints approx. 600 pages) [1]
Ink Cartridge High Yield <magenta> (red)	LC75M (Prints approx. 600 pages) [1]
Premium Plus Glossy Photo Paper (Letter size / 20 sheets) (4" × 6" size / 20 sheets)	 BP71GLTR BP71GP
Premium Glossy Photo Paper (Letter size / 20 sheets) (4" × 6" size / 20 sheets)	 BP61GLL (USA only) BP61GLP (USA only)

[1]   For more information about the replacement consumables, visit us at http://www.brother.com/pageyield/.

Description	Item
Multipurpose Paper - Plain Paper (Letter size / 500 sheets)	BP60MPLTR (USA only)
Matte Inkjet Paper (Letter size / 25 sheets)	BP60ML (USA only)
Plain Inkjet Paper (Letter size / 100 sheets)	BP60PL100 (USA only)
Telephone Line Cord	LG3077001 (USA only)
Basic User's Guide	LX8599001 (English for USA and Canada)
	LX8599002 (French for Canada)
CD ROM for Windows® & Mac	LX8379001 (MFC-J425W)
	LX8381001 (MFC-J430W)
	LX8383001 (MFC-J435W)

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(USA and Canada)

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The contents of this manual and the specifications of this product are subject to change without notice.

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User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Fax, Copy and Scan operations and how to replace consumables. See troubleshooting tips.	Printed / In the box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning, PC-Fax Send, Web Services (Scan), and using the Brother ControlCenter utility.	PDF file / CD-ROM
Network Glossary	This Guide provides basic information about advanced network features of Brother machines along with explanations about general networking and common terms.	PDF file / CD-ROM
Network User's Guide	This Guide provides useful information about wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	PDF file / CD-ROM
Mobile Print/Scan Guide	This Guide provides useful information about printing data from your mobile phone and transmitting scanned data from the Brother machine to your mobile phone.	PDF file / Brother Solutions Center [1]

[1]   Visit us at http://solutions.brother.com/.

Table of Contents
(BASIC USER'S GUIDE)

Table of Contents
(ADVANCED USER'S GUIDE)

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

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

1 General information

Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

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

⚠ WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

⚠ CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

❗ IMPORTANT

IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.

Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.

Electrical Hazard icons alert you to possible electrical shock.

1

Accessing the Advanced User's Guide, Software User's Guide, Network User's Guide, and Network Glossary

This Basic User's Guide does not contain all the information about the machine, such as how to use the advanced features for Fax, Copy, Printer, Scanner, PC-Fax, and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide**, **Network User's Guide**, and **Network Glossary** that are on the CD-ROM.

Viewing Documentation

Viewing Documentation (Windows®)

To view the documentation, from the **Start** menu, select **Brother**, **MFC-XXXX** (where XXXX is your model name) from the programs group, and then choose **User's Guides**.

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

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

✎ Note

If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

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

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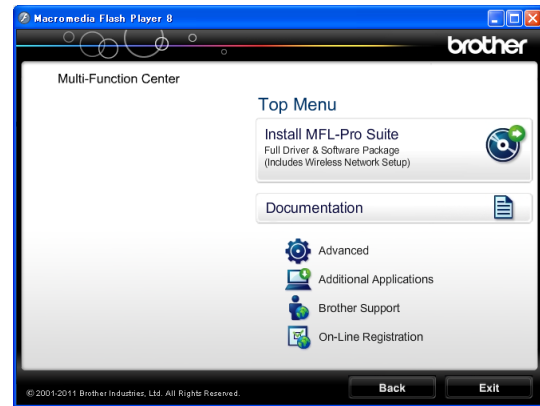
4. Click **Documentation**.

5. Click **PDF documents**. If the country screen appears, choose your country. After the list of User's Guides appears, choose the guide you want to read.

Viewing Documentation (Macintosh)

1. Turn on your Macintosh. Insert the Brother CD-ROM into your CD-ROM drive. The following window will appear.

2. Double-click the **Documentation** icon.

3. Double-click your language folder.

4. Double-click **top.pdf**. If the country screen appears, choose your country.

1

5 After the list of User's Guides appears, choose the guide you want to read.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning*

ScanSoft™ PaperPort™12SE with OCR How-to-Guides

(Windows® users)

- The complete ScanSoft™ PaperPort™12SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft™ PaperPort™12SE application.

Presto! PageManager User's Guide (Macintosh users)

Note

Presto! PageManager is available as a download from
http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg

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

How to find Network setup instructions

Your machine can be connected to a wireless network.

Basic setup instructions
➤➤Quick Setup Guide

If your wireless access point or router supports Wi-Fi Protected Setup or AOSS™
➤➤Quick Setup Guide

Network setup ➤➤Network User's Guide

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers in *Brother numbers* ▶▶ page i and on the CD-ROM.

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

■ To access our Web site (http://www.brother.com/), click **Brother Home Page**.

■ To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.

■ To access the USA Brother online shopping mall (http://www.brothermall.com/) for additional product and services information, click **Brother Mall.com**.

■ To access Canada's Brother online shopping mall (http://www.brother.ca/) for additional product and services information, click **Shop Online (Canada)**.

■ For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.

■ To visit our Web site for genuine Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

■ To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

■ To return to the **Top Menu**, click **Back** or if you are finished, click **Exit**.

Accessing Brother Support (Macintosh)

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

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

■ To download and install Presto! PageManager, click **Presto! PageManager**.

■ To register your machine from the Brother Product Registration Page (http://www.brother.com/registration/), click **On-Line Registration**.

■ For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.

■ To visit our Web site for genuine Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

Control panel overview

MFC-J425W, MFC-J430W and MFC-J435W have the same control panel keys.

1 Mode keys:

- ■ FAX

  Lets you access FAX mode.

- ■ SCAN

  Lets you access SCAN mode.

- ■ COPY

  Lets you access COPY mode.

2 Telephone keys:

- ■ **Redial/Pause**

  Redials the last 30 numbers called. It also inserts a pause when dialing numbers.

- ■ **Hook**

  Press before dialing when you want to listen to make sure a fax machine has answered, and then press **Black Start** or **Color Start**.

  Also, press this key after picking up the handset of the external telephone during the F/T pseudo/double-ring.

3 Start keys:

- ■ Black Start

  Lets you start sending faxes or making copies in black & white. Also lets you start a scanning operation (in color or black & white depending on the scan setting in the ControlCenter software).

- ■ Color Start

  Lets you start sending faxes or making copies in full color. Also lets you start a scanning operation (in color or black & white, depending on the scan setting in the ControlCenter software).

4 Stop/Exit

Stops an operation or exits the menu.
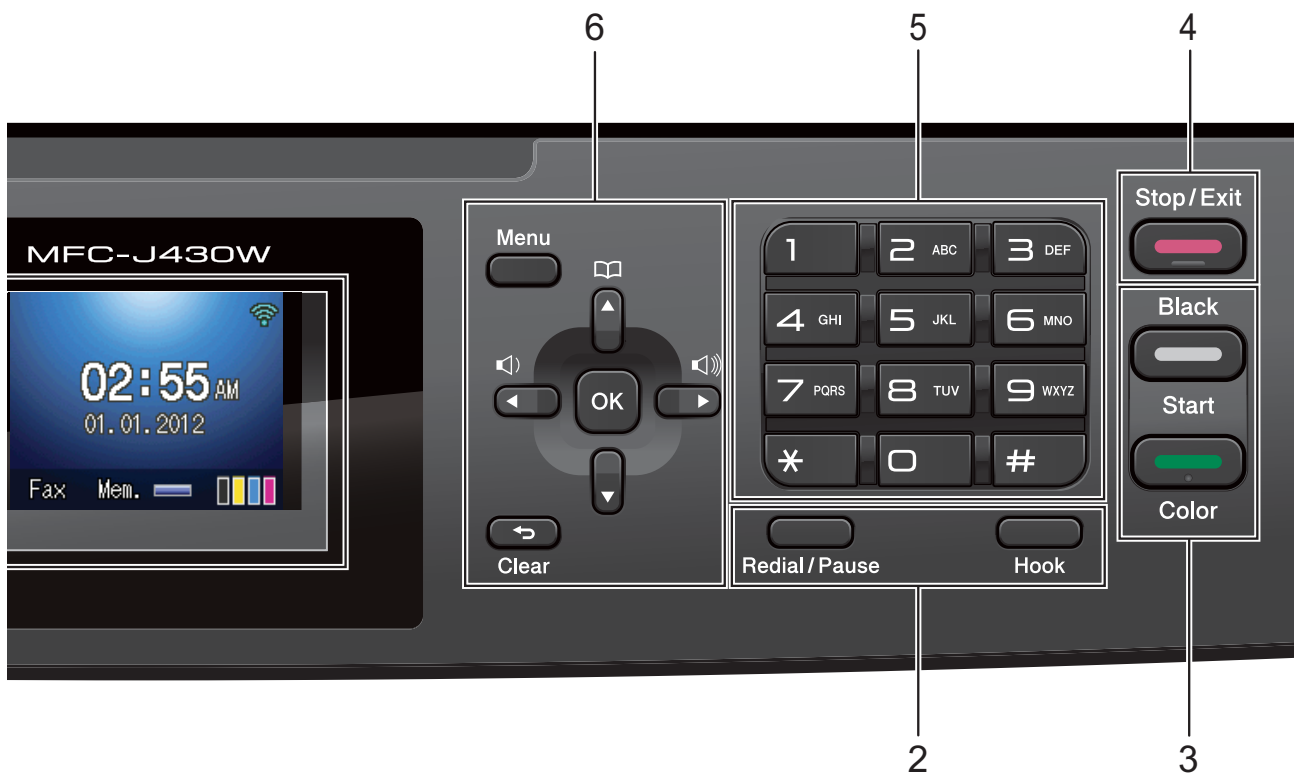
5 Dial Pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

6 Menu keys:

■ **Volume keys**

◁) ◀ ▶ ◁))

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

■ **Speed Dial key**

▲

Press to store Speed Dial and Group numbers in the machine's memory.

Lets you store, look up, and dial numbers that are stored in the memory.

■ **◀ or ▶**

Press ◀ or ▶ to move the selected area left or right on the LCD.

■ **▲ or ▼**

Press ▲ or ▼ to scroll through the menus and options.

■ **Menu**

Access the main menu.

■ **Clear**

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

■ **OK**

Lets you choose a setting.

7 LCD (Liquid Crystal Display)

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

8 ⏻ **On/Off**

You can turn the machine on and off.

Press ⏻ **On/Off** to turn the machine on.

Press and hold down ⏻ **On/Off** to turn the machine off. The LCD will show Shutting Down and will stay on for a few seconds before going off.

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

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

Note

Most of the illustrations in this User's Guide show the MFC-J430W.

LCD screen

The LCD shows the current machine status when the machine is idle.

1 Wireless Status

A four level indicator shows the current wireless signal strength if you are using a wireless connection.

0   Max

2 Current Receive Mode

Lets you see the current Receive Mode.

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

Note

When the Distinctive Ring feature is turned on, the LCD shows D/R. For details, see *Distinctive Ring* ➤➤ page 34.

3 Memory Status

Lets you see the available memory in the machine.

4 Ink indicator

Lets you see the available ink volume.

The warning icon ⚠ appears when there is an error or maintenance message. For details, see *Error and Maintenance messages* ➤➤ page 55.

Basic Operations

The following steps show how to change a setting in the machine. In this example the Receive Mode setting is changed from Fax Only to Fax/Tel.

1 Press **Menu**.

2 Press ▲ or ▼ to choose Initial Setup.

Menu Select OK
Print Reports
Machine Info.
Initial Setup

Press **OK**.

3 Press ▲ or ▼ to choose Receive Mode.

Initial Setup
Receive Mode
            Fax Only
Date&Time
Station ID

Press **OK**.

4 Press ▲ or ▼ to choose Fax/Tel.
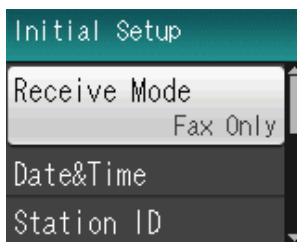
Receive Mode
Fax Only
Fax/Tel
External TAD
Manual
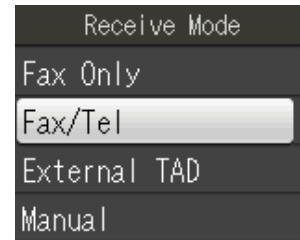
Press **OK**.
You can see the current setting on the LCD:

Initial Setup
Receive Mode
            Fax/Tel
Date&Time
Station ID
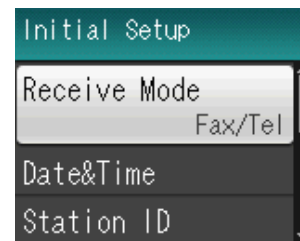
5 Press **Stop/Exit**.

2 Loading paper

Loading paper and other print media

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

a Pull the paper tray completely out of the machine.
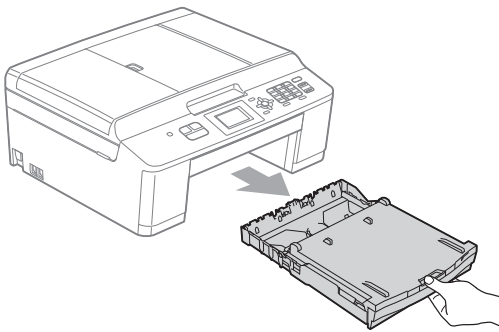
Note

If the paper support flap (1) is open, close it, and then close the paper support (2).
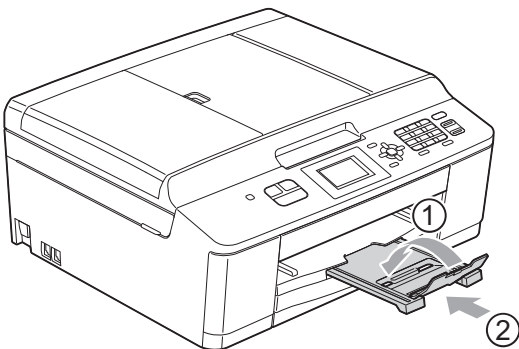
b Lift the output paper tray cover (1).
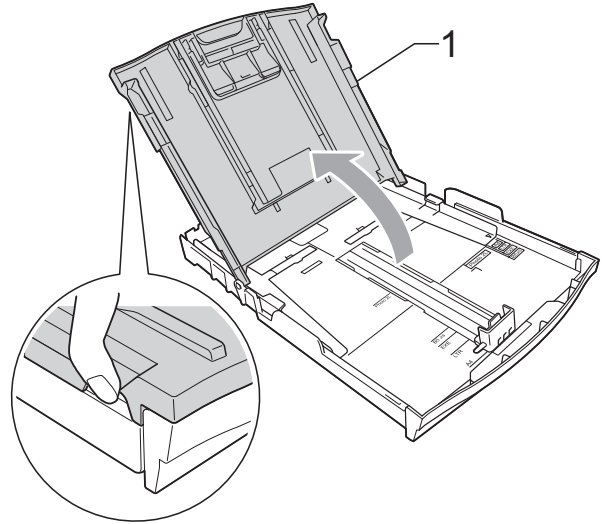
c With both hands, gently press and slide the paper side guides (1) and then the paper length guide (2) to fit the paper size.
Make sure that the triangular marks (3) on the paper side guides (1) and paper length guide (2) line up with the marks for the paper size you are using.
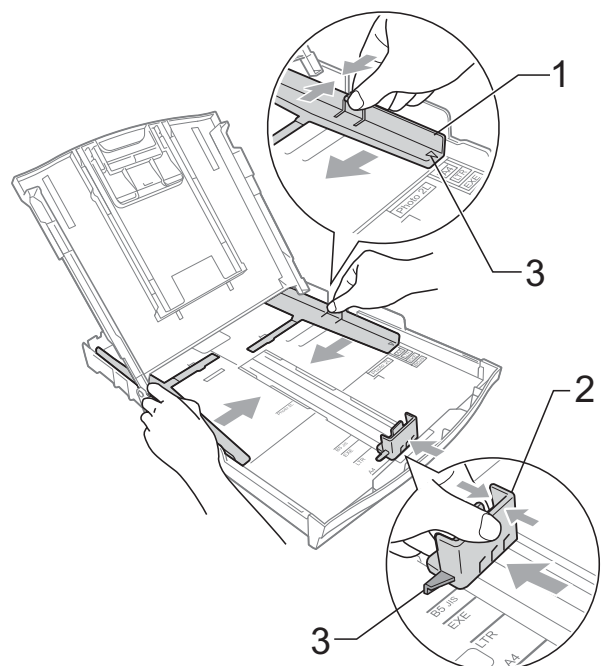
Note

When you are using Legal size paper, press and hold the universal guide release button (1) as you slide out the front of the paper tray.
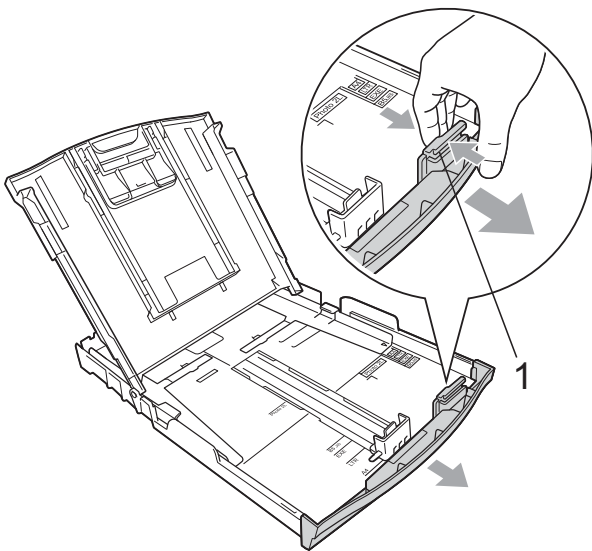
d Fan the stack of paper well to avoid paper jams and misfeeds.
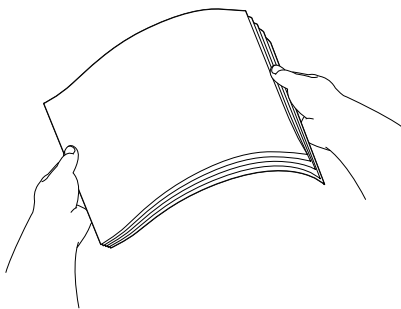
Note

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

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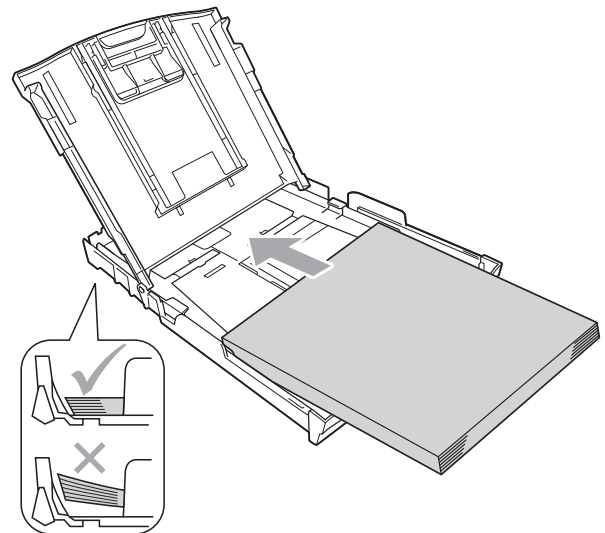
IMPORTANT

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

Note

When there are only a few sheets of paper left in the paper tray, the machine may start to misfeed. Load at least 10 sheets of paper into the paper tray.

2

f Gently adjust the paper side guides (1) to fit the paper using both hands. Make sure the paper side guides touch the sides of the paper.
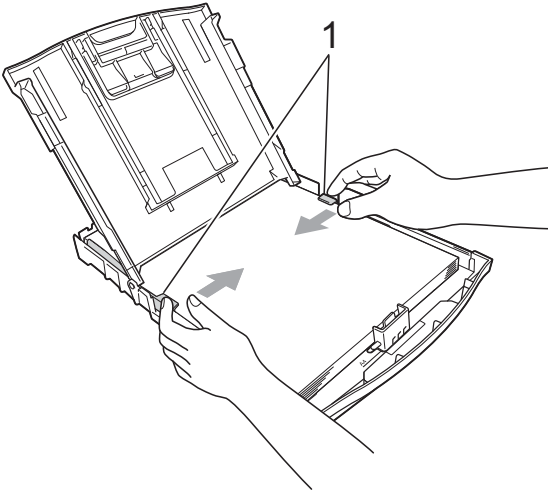
g Close the output paper tray cover.
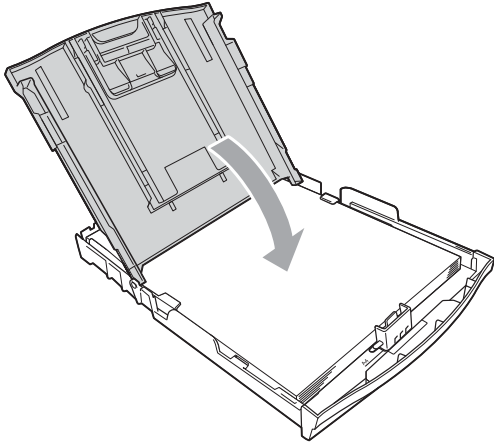
h *Slowly* push the paper tray completely into the machine.
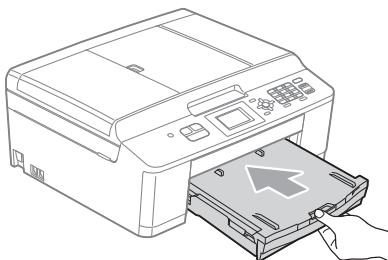
i While holding the paper tray in place, pull out the paper support (1) until it clicks, and then unfold the paper support flap (2).
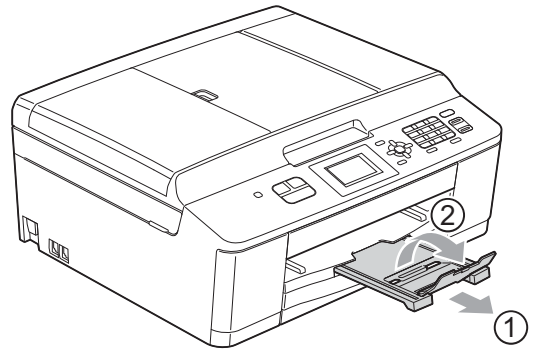
! IMPORTANT

DO NOT use the paper support flap for Legal size paper.

Loading envelopes and postcards
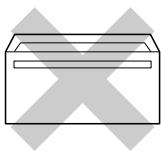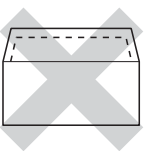
About envelopes

■ Use envelopes that weigh from 20 to 25 lb (80 to 95 g/m^2).

■ Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing many envelopes.

❶ IMPORTANT

DO NOT use any of the following types of envelopes, as they will cause paper feed problems:

- That are of a baggy construction.

- That have windows.

- That are embossed (have raised writing on them).

- That have clasps or staples.

- That are pre-printed on the inside.

Glue	Double flaps

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

Loading envelopes and postcards

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

❶ IMPORTANT

If envelopes or postcards are "double-feeding," put one envelope or postcard in the paper tray at a time.
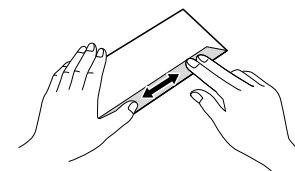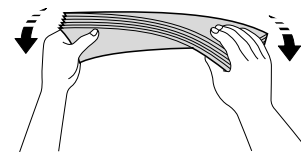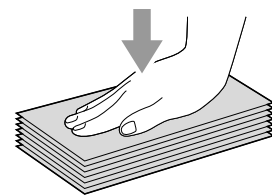
b Put envelopes or postcards in the paper tray with the address side down and the leading edge in first as shown in the illustration. Using both hands, gently press and slide the paper side guides (1) and paper length guide (2) to fit the size of the envelopes or postcards.
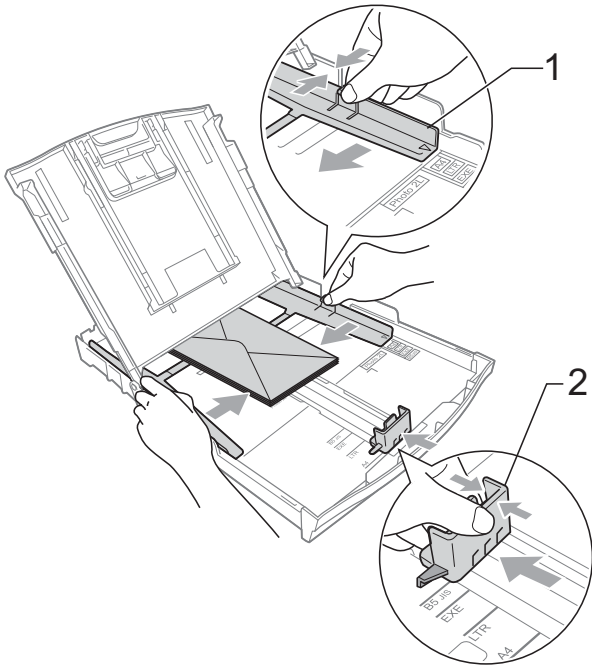
If you have problems printing on envelopes with the flap on the short edge, try the following:

a Open the envelope flap.

b Put the envelope into the paper tray with the address side down and the flap positioned as shown in the illustration.
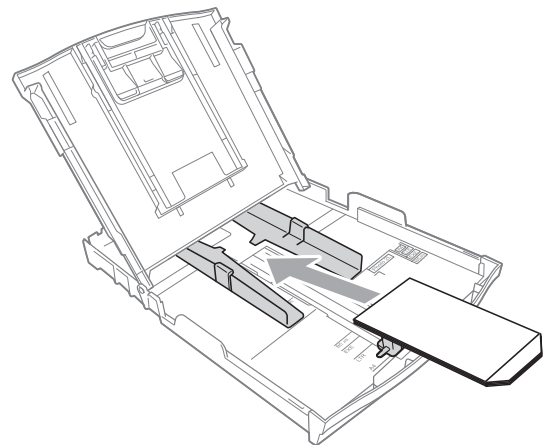
c Select **Reverse Print** in the printer driver's dialog box, and then adjust the size and margin in your application.
➤➤Software User's Guide: *Printing* (Windows®)
➤➤Software User's Guide: *Printing and Faxing* (Macintosh)

Printable area

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

➤➤Software User's Guide: *Printing* (Windows®)
➤➤Software User's Guide: *Printing and Faxing* (Macintosh)
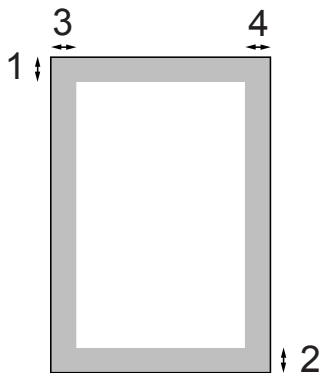
Cut Sheet Paper   **Envelopes**
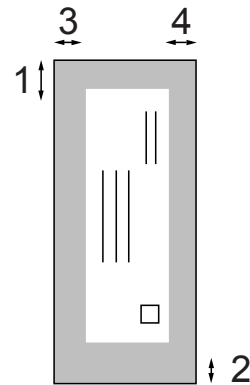
	Top (1)	**Bottom (2)**	**Left (3)**	**Right (4)**
Cut Sheet	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)
Envelopes	0.87 in. (22 mm)	0.87 in. (22 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)

Note

The Borderless feature is not available for envelopes.

Paper settings

Paper Type

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

1️⃣ Press **Menu**.

2️⃣ Press ▲ or ▼ to choose
General Setup.
Press **OK**.

3️⃣ Press ▲ or ▼ to choose Paper Type.
Press **OK**.

4️⃣ Press ▲ or ▼ to choose Plain Paper,
Inkjet Paper, Brother BP71,
Brother BP61, Other Glossy or
Transparency.
Press **OK**.

5️⃣ Press **Stop/Exit**.

📝 Note

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

Paper Size

You can use six sizes of paper for copies: Letter, Legal, A4, A5, Executive and 4" × 6" (10 × 15 cm) and three sizes for printing faxes: Letter, Legal and A4. When you change the size of paper you load in the machine, you will need to change the paper size setting at the same time so your machine can fit an incoming fax on the page.

1️⃣ Press **Menu**.

2️⃣ Press ▲ or ▼ to choose
General Setup.
Press **OK**.

3️⃣ Press ▲ or ▼ to choose Paper Size.
Press **OK**.

4️⃣ Press ▲ or ▼ to choose Letter, Legal,
A4, A5, EXE or 4"x6".
Press **OK**.

5️⃣ Press **Stop/Exit**.

Acceptable paper and other print media

The print quality can be affected by the type of paper you use in the machine.

To get the best print quality for the settings you have chosen, always set the Paper Type to match the type of paper you load.

You can use plain paper, inkjet paper (coated paper), glossy paper, transparencies and envelopes.

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

■ When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to choose the proper print media in the "**Basic**" tab of the printer driver or in the Paper Type setting of the machine's menu. (See *Paper Type* ▸▸ page 16.)

■ When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.

■ When you print on transparencies, load one extra sheet in the paper tray.

■ When you use transparencies or photo paper, remove each sheet at once to prevent smudging or paper jams.

■ Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.

Recommended print media

To get the best print quality, we suggest using Brother paper. (See the table below.)

We recommend using "3M Transparency Film" when you print on transparencies.

Brother paper

Paper Type	Item
Premium Plus Glossy Photo	
■ Letter	BP71GLTR
■ 4" × 6"	BP71GP
Premium Glossy Photo	
■ Letter	BP61GLL (USA only)
■ 4" × 6"	BP61GLP (USA only)
Matte Inkjet (Letter)	BP60ML (USA only)
Plain Inkjet	
■ Letter	BP60PL100 (USA only)

2

Handling and using print media

■ Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

■ Avoid touching the shiny (coated) side of photo paper. Load photo paper with the shiny side facing down.

■ Avoid touching either side of transparencies because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next document. Use only transparencies recommended for inkjet printing.

❶ IMPORTANT

DO NOT use the following kinds of paper:

• Damaged, curled, wrinkled, or irregularly shaped
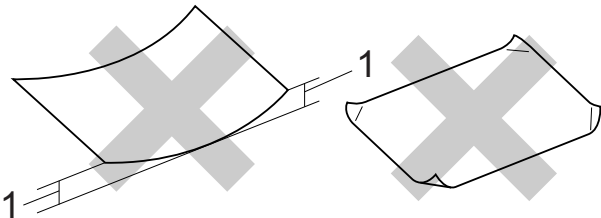
1   0.08 in. (2 mm) or greater curl may cause jams to occur.

• Extremely shiny or highly textured

• Paper that cannot be arranged uniformly when stacked

• Paper made with a short grain

Paper capacity of the output paper tray cover

Up to 50 sheets of Letter, Legal or A4 20 lb (80 g/m^2) paper.

■ Transparencies and photo paper must be picked up from the output paper tray cover one page at a time to avoid smudging.

Choosing the right print media

Paper type and size for each operation

Paper Type	Paper Size		Usage		
			Fax	Copy	Printer
Cut-Sheet	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	Yes	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	Yes	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	Yes	Yes	Yes
	Executive	7 1/4 × 10 1/2 in. (184 × 267 mm)	–	Yes	Yes
	JIS B5	7.2 × 10.1 in. (182 × 257 mm)	–	–	User Defined
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	Yes
	A6	4.1 × 5.8 in. (105 × 148 mm)	–	–	Yes
Cards		4 × 6 in. (10 × 15 cm)	–	Yes	Yes
		5 × 7 in. (13 × 18 cm)	–	–	Yes
		5 × 8 in. (127 × 203 mm)	–	–	Yes
	Postcard 1	3.9 × 5.8 in. (100 × 148 mm)	–	–	User Defined
	Postcard 2 (Double)	5.8 × 7.9 in. (148 × 200 mm)	–	–	User Defined
Envelopes	C5 Envelope	6.4 × 9 in. (162 × 229 mm)	–	–	Yes
	DL Envelope	4.3 × 8.7 in. (110 × 220 mm)	–	–	Yes
	COM-10	4 1/8 × 9 1/2 in. (105 × 241 mm)	–	–	Yes
	Monarch	3 7/8 × 7 1/2 in. (98 × 191 mm)	–	–	Yes
	Y4 Envelope	4.1 × 9.3 in. (105 × 235 mm)	–	–	User Defined
Transparencies	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	–	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	–	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	–	Yes	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	Yes

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut Sheet	Plain Paper	17 to 32 lb (64 to 120 g/m^2)	3 to 6 mil (0.08 to 0.15 mm)	100 [1]
	Inkjet Paper	17 to 53 lb (64 to 200 g/m^2)	3 to 10 mil (0.08 to 0.25 mm)	20
	Glossy Paper	Up to 58 lb (Up to 220 g/m^2)	Up to 10 mil (Up to 0.25 mm)	20 [2]
Cards	Photo 4" × 6"	Up to 58 lb (Up to 220 g/m^2)	Up to 10 mil (Up to 0.25 mm)	20 [2]
	Index Card	Up to 32 lb (Up to 120 g/m^2)	Up to 6 mil (Up to 0.15 mm)	30
	Postcard	Up to 53 lb (Up to 200 g/m^2)	Up to 10 mil (Up to 0.25 mm)	30
Envelopes		20 to 25 lb (75 to 95 g/m^2)	Up to 20 mil (Up to 0.52 mm)	10
Transparencies		–	–	10

[1]   Up to 100 sheets of plain paper 20 lb (80 g/m^2).

[2]   BP71 69 lb (260 g/m^2) paper is especially designed for Brother inkjet machines.

3

Loading documents

How to load documents

You can send a fax, make copies, and scan from the ADF (automatic document feeder) and from the scanner glass.

Using the ADF

The ADF can hold up to 15 pages [1] and feeds each sheet individually. Use 24 lb (90 g/m²) paper and always fan the pages before placing them in the ADF.

[1] The ADF can hold up to 20 pages, if you stagger the pages and meet the following conditions:
Temperature: 68 - 78.8 °F (20 - 26 °C)
Humidity: 40 - 50% without condensation
Paper: Using either BP60MPLTR or XEROX4200 20 lb paper

Document Sizes and Weights

Length:	5.8 to 14 in. (148 to 355.6 mm)
Width:	5.8 to 8.5 in. (148 to 215.9 mm)
Weight:	17 to 24 lb (64 to 90 g/m²)

How to load documents

IMPORTANT

• DO NOT pull on the document while it is feeding.

• DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.

• DO NOT use cardboard, newspaper or fabric.

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

a Unfold the ADF Document Support (1) and the ADF Document Support Flap (2).
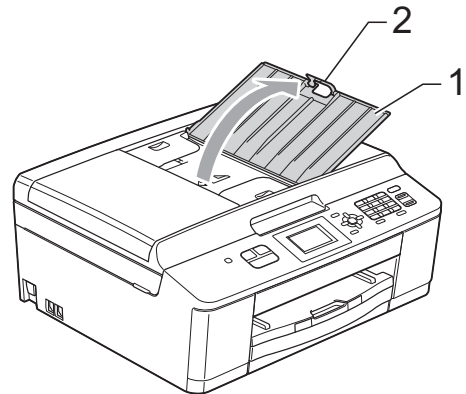
Note
DO NOT use the ADF Document Support Flap for Legal size paper.

b Fan the pages well.

c Adjust the paper guides (1) to fit the width of your document.
Stagger the pages of your document and place it **face down**, **top edge first** in the ADF underneath the guides, until the screen shows `ADF Ready` and you feel it touch the feed rollers.

21
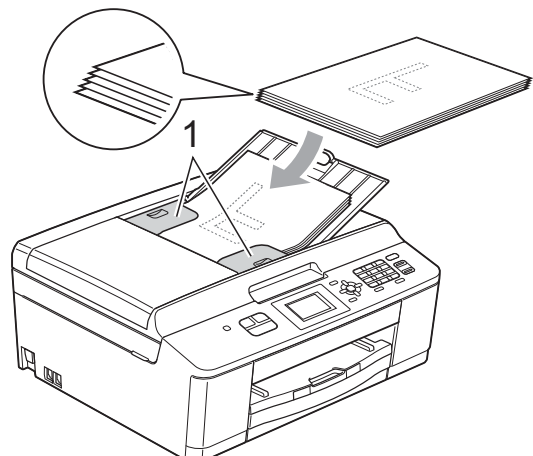
❗ IMPORTANT

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

④ After using the ADF, close the ADF Document Support Flap and push the upper-left portion of the ADF Document Support to close it completely.
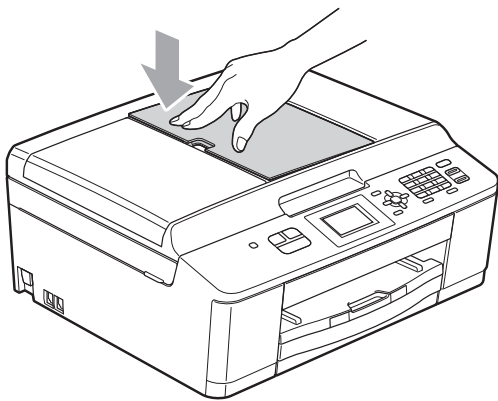
Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book or one page at a time.

Document Sizes Supported

Length:	Up to 11.7 in. (297 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2 kg)

How to load documents

📝 Note

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

① Lift the document cover.

② Using the document guidelines on the left and top, place the document **face down** in the upper left corner of the scanner glass.
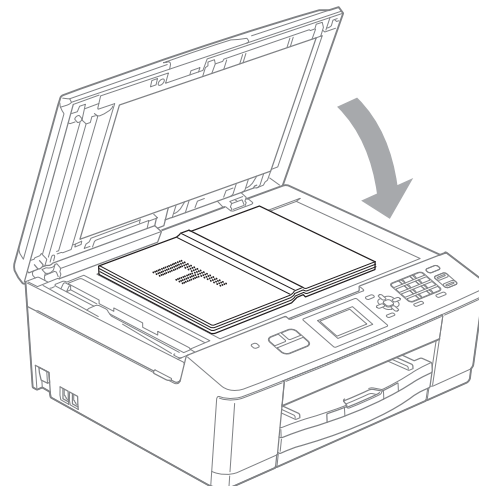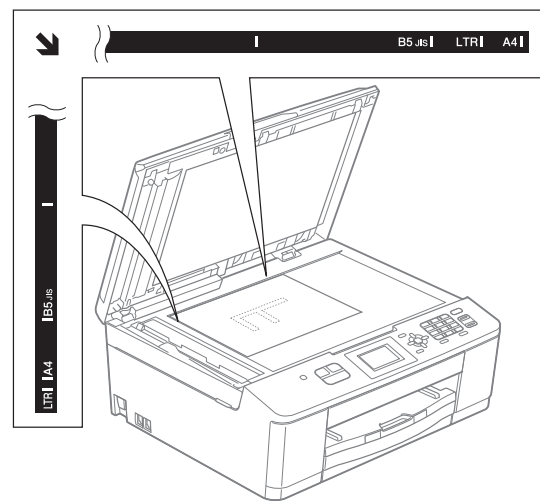
③ Close the document cover.

❗ IMPORTANT

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

Unscannable area

The scannable area depends on the settings in the application you are using. The figures below show unscannable areas.
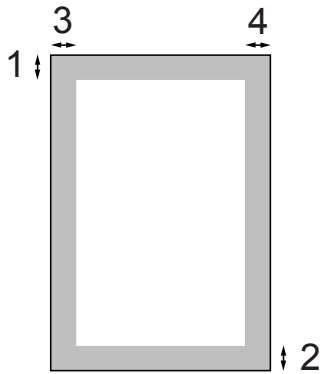
Usage	Document Size	Top (1) Bottom (2)	Left (3) Right (4)
Fax	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	Legal		
	A4		0.12 in. [1] (3 mm)
Copy	All paper sizes		0.12 in. (3 mm)
Scan			

[1] The unscannable area is 0.04 in (1 mm) when you use the ADF.

4

Sending a fax

How to send a fax

The following steps show how to send a fax.

① When the machine is idle, the date and time appear on the LCD. When you want to send a fax, or change fax send or receive settings, press the ▣ (**FAX**).

```
            FAX

           ▣
```

■ The LCD shows:

```
  ▣ Press Start ◉ ■
         Enter Number
   Fax Resolution
              Standard
   Contrast
```
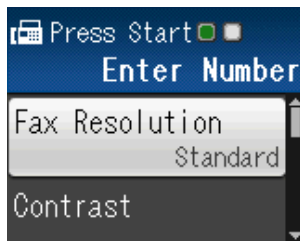
② Do one of the following to load your document:

■ Place the document *face down* in the ADF. (See *Using the ADF* ▶▶ page 21.)

■ Load your document *face down* on the scanner glass. (See *Using the scanner glass* ▶▶ page 22.)

Note

• To send color faxes with multiple pages use the ADF.

• If you send a black & white fax from the ADF while the memory is full, it will be sent in real time.

• You can use the scanner glass to fax pages of a book one at a time. The document can be up to Letter or A4 size.

• Since you can only scan one page at a time, it is easier to use the ADF if you are sending a multiple-page document.

c You can change the following fax sending settings. Press ▲ or ▼ to scroll through the fax settings. When the setting you want is displayed, press **OK** and choose your option.

(Basic User's Guide)

For details about changing the following fax sending settings, see pages 26 to 27.

- Glass ScanSize
- Color Fax Transmission

(Advanced User's Guide)

For more advanced fax sending operations and settings
▶▶Advanced User's Guide: *Sending a fax*

- Choosing multiple settings
- Contrast
- Fax Resolution
- Set New Defaults
- Factory Reset
- Dual Access
- Faxing at End of Call
- Broadcasting
- Real Time Transmission
- Overseas Mode
- Canceling Waiting Jobs

d Enter the fax number.

Using the dial pad

Using Speed Dial

- Speed Dial

Using call history

- Outgoing Call
- Caller ID hist.

e Press **Black Start** or **Color Start**.

Faxing from the ADF

- The machine starts scanning and sending the document.

Faxing from the scanner glass

- If you pressed **Black Start**, the machine starts scanning the first page. Go to step **f**.

- If you pressed **Color Start**, the LCD asks if you want to send a color fax. Press **1** to choose Yes(Send) to confirm. The machine starts scanning and sending the document.

f When the LCD asks you Next Page?, do one of the following:

- To send a single page, press **2** to choose No(Send) (or press **Black Start** again).

  The machine starts sending the document.

- To send more than one page, press **1** to choose Yes and go to step **g**.

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

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

4

Stop faxing

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

Setting scanner glass size for faxing

When documents are A4 size, you need to set the Scan Size to A4. If you do not, the bottom portion of the faxes will be missing.

a Press ▣ (**FAX**).

b Press ▲ or ▼ to choose
Advanced Settings.
Press **OK**.

c Press ▲ or ▼ to choose
Glass ScanSize.
Press **OK**.

d Press ▲ or ▼ to choose Letter or A4.
Press **OK**.

Note

• You can save the setting you use most often by setting it as the default.
(➤➤Advanced User's Guide: *Setting your changes as the new default*)

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

Color fax transmission

Your machine can send a color fax to machines that support this feature.

Color faxes cannot be stored in the machine's memory. When you send a color fax, the machine will send it in real time (even if Real Time TX is set to Off).

Canceling a fax in progress

If you want to cancel a fax while the machine is scanning, dialing or sending, press **Stop/Exit**.

Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the sender's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

■ **On:** Prints a report after every fax you send.

■ **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.

■ **Off:** Prints a report if your fax is unsuccessful due to a transmission error. The report will also print if you send a color fax that the receiving machine prints in black & white. Off is the default setting.

■ **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. The report will also print if you send a color fax that the receiving machine prints in black & white.
A portion of the fax's first page appears on the report.

a Press **Menu**.

b Press ▲ or ▼ to choose Fax.
Press **OK**.

c Press ▲ or ▼ to choose
Report Setting.
Press **OK**.

d Press ▲ or ▼ to choose Transmission.
Press **OK**.

e Press ▲ or ▼ to choose On, On+Image,
Off or Off+Image.
Press **OK**.

6 Press **Stop/Exit**.

Note

- If you choose `On+Image` or `Off+Image` the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (➤➤Advanced User's Guide: *Real Time Transmission*)

- If your transmission is successful, "`OK`" will appear next to "`RESULT`" on the Transmission Verification Report. If transmission is not successful, "`NG`" will appear next to "`RESULT`."

Receiving a fax

Receive Modes

Choose the correct Receive Mode

The correct Receive Mode is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring, etc.) you will be using on the same line as the Brother machine.

Will you be using a Distinctive Ring number for receiving faxes?

Brother uses the term "Distinctive Ring" but different telephone companies may have other names for this service, such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See *Distinctive Ring* ▶▶ page 34 for instructions on setting up your machine using this feature.)

Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See *Voice Mail* ▶▶ page 33 for instructions on setting up your machine using this service.)

Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?

Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose `External TAD` as your Receive Mode. (See *Connecting an external TAD (telephone answering device)* ▶▶ page 36.)

Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Choose `Fax Only` as your Receive Mode. (See *Fax Only* ▶▶ page 30.)

Will you be using your Brother machine on the same line as your telephone?

> **Do you want to receive voice calls and faxes automatically?**
> `Fax/Tel` mode is used when sharing the Brother machine and your telephone on the same line. Choose `Fax/Tel` as your Receive Mode. (See *Fax/Tel* ▶▶ page 30.)
> **Important Note:** You cannot receive voice messages on either Voice Mail or an answering machine with `Fax/Tel` mode.

> **Do you expect to receive very few faxes?**
> Choose `Manual` as your Receive Mode. You control the telephone line and must answer every call yourself. (See *Manual* ▶▶ page 30.)

To set the Receive Mode follow the instructions below:

1 Press **Menu**.

2 Press ▲ or ▼ to choose `Initial Setup`.
Press **OK**.

3 Press ▲ or ▼ to choose `Receive Mode`.
Press **OK**.

4 Press ▲ or ▼ to choose `Fax Only`, `Fax/Tel`, `External TAD` or `Manual`.
Press **OK**.

5 Press **Stop/Exit**.
The LCD will show the current Receive Mode.

5

Using Receive Modes

Some Receive Modes answer automatically (`Fax Only` and `Fax/Tel`). You may want to change the Ring Delay before using these modes. (See *Ring Delay* ▶▶ page 31.)

Fax Only

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

Fax/Tel

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

■ Faxes will be automatically received.

■ Voice calls will start the F/T Ring to tell you to pick up the line. The F/T Ring is a fast pseudo/double-ring made by your machine.

(Also see *F/T Ring Time (Fax/Tel mode only)* ▶▶ page 31 and *Ring Delay* ▶▶ page 31.)

Manual

Manual mode turns off all automatic answering functions unless you are using the Distinctive Ring feature.

To receive a fax in Manual mode lift the handset of the external telephone or press **Hook**. When you hear fax tones (short repeating beeps), press **Black Start** or **Color Start**, and then press **2** to choose `Receive`. You can also use the Easy Receive feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Easy Receive* ▶▶ page 32.)

External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be handled in one of the following ways:

■ Faxes will be automatically received.

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

(For more information see *Connecting an external TAD (telephone answering device)* ▶▶ page 36.)

Receive Mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in `Fax Only` or `Fax/Tel` mode. If you have external or extension telephones on the same line as the machine, keep the Ring Delay setting of 4 rings.

(See *Using external and extension telephones* ▶▶ page 39 and *Easy Receive* ▶▶ page 32.)

a Press **Menu**.

b Press ▲ or ▼ to choose `Fax`.
Press **OK**.

c Press ▲ or ▼ to choose
`Setup Receive`.
Press **OK**.

d Press ▲ or ▼ to choose `Ring Delay`.
Press **OK**.

e Press ▲ or ▼ to choose how many times you want the machine to ring before it answers (0, 1, 2, 3 or 4).
Press **OK**.
If you choose `0`, the machine will answer immediately and the line will not ring at all.

f Press **Stop/Exit**.

F/T Ring Time
(Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T Ring (a fast pseudo/double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T Ring it means that you have a voice caller on the line.

Because the F/T Ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using remote codes* ▶▶ page 39.)

a Press **Menu**.

b Press ▲ or ▼ to choose `Fax`.
Press **OK**.

c Press ▲ or ▼ to choose
`Setup Receive`.
Press **OK**.

d Press ▲ or ▼ to choose
`F/T Ring Time`.
Press **OK**.

e Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
Press **OK**.

f Press **Stop/Exit**.

Note

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

5

Easy Receive

If Easy Receive is `On`:

The machine can receive a fax automatically, even if you answer the call. When you see `Receiving` on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

If Easy Receive is `Off`:

If you are at the machine and answered a call first by lifting the external handset, press **Black Start** or **Color Start**, and then press **2** to receive.

If you answered at an extension telephone press ✳ **5 1**. (See *Using external and extension telephones* ▶▶ page 39.)

✎ Note

- If this feature is set to `On`, but your machine does not connect a fax call when you lift an extension or external telephone, press the fax receive code ✳ **5 1**.

- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to `Off`.

1️⃣ Press **Menu**.

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

3️⃣ Press ▲ or ▼ to choose `Setup Receive`.
   Press **OK**.

4️⃣ Press ▲ or ▼ to choose `Easy Receive`.
   Press **OK**.

5️⃣ Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.

6️⃣ Press **Stop/Exit**.

6

Telephone services and external devices

Telephone services

Your machine supports the Caller ID and Distinctive Ring subscriber telephone services that some telephone companies offer.

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine. If you have Voice Mail on your telephone line, please read the following carefully.

Voice Mail

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after 4 rings and your Brother machine is set to answer after 2 rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after 4 rings and your Voice Mail is set to answer after 2 rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your Voice Mail service, do one of the following:

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line.
Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. (See *Distinctive Ring* >> page 34.)

OR

Set your Brother machine's Receive Mode to "Manual." Manual Mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax-sending tones you must transfer the call to the Brother machine. (See *Using external and extension telephones* >> page 39.) Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in **MANUAL** Mode, see *Choose the correct Receive Mode* >> page 28.)

Distinctive Ring

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Smart Ring, Ring Master or Ident-a-Ring. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.

Note

- You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.

- Please call your telephone company for availability and rates.

What does your telephone company's "Distinctive Ring" do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same telephone line. **If you need more than one telephone number, it is cheaper than paying for an extra line**. Each telephone number has its own distinctive ring pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.

What does Brother's "Distinctive Ring" do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can just receive faxes.

Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls*. **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems**. If each one has a separate telephone number, neither will interfere with the other's operations.

If you decide to get Distinctive Ring service from the telephone company, you will need to follow the directions in *Registering the Distinctive Ring pattern* to register the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.

Note

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	

Note

Ring Pattern #1 is often called Short-Short and is the most commonly used.
If the ring pattern you received is not on this chart, **please call your telephone company and ask for one that is shown**.

■ The machine will only answer calls to its registered number.

■ The first two rings are silent on the machine. This is because the fax must "listen" to the ring pattern (to compare it to the pattern that was "registered"). (Other telephones on the same line will ring.)

■ If you program the machine properly, it will recognize the registered ring pattern of the "fax number" within 2 ring patterns and then answer with a fax tone. When the "voice number" is called, the machine will not answer.

Registering the Distinctive Ring pattern

Very Important !

After you have set the Distinctive Ring feature to On, your Distinctive Ring number will receive faxes automatically. The Receive Mode is automatically set to Manual and you cannot change it to another Receive Mode while Distinctive Ring is set to On. This ensures the Brother machine will only answer the Distinctive Ring number and will not interfere when your main telephone number is called. When Distinctive Ring is on, the LCD will show D/R as the Receive Mode.

a Press **Menu**.

b Press ▲ or ▼ to choose Fax.
Press **OK**.

c Press ▲ or ▼ to choose Miscellaneous.
Press **OK**.

d Press ▲ or ▼ to choose Distinctive.
Press **OK**.

e Press ▲ or ▼ to choose Set.
Press **OK**.

f Press ▲ or ▼ to choose the stored ring pattern you want to use.
Press **OK**.
(You will hear each ring pattern as you press its number. Make sure you choose the pattern that the telephone company gave you.)

g Press **Stop/Exit**.
Distinctive Ring is now set to On.

Turning off Distinctive Ring

a Press **Menu**.

b Press ▲ or ▼ to choose Fax.
Press **OK**.

c Press ▲ or ▼ to choose Miscellaneous.
Press **OK**.

d Press ▲ or ▼ to choose Distinctive.
Press **OK**.

e Press ▲ or ▼ to choose Off.
Press **OK**.

f Press **Stop/Exit**.

Note

If you turn off Distinctive Ring, the machine will stay in Manual Receive Mode. You will need to set the Receive Mode again. (See *Choose the correct Receive Mode* ▶▶ page 28.)

6

Connecting an external TAD (telephone answering device)

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

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

Note

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

• **If you subscribe to your telephone company's Distinctive Ring service:**

  You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company's Distinctive Ring service, have registered the distinctive ring pattern on your machine, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company's Distinctive Ring Service. You cannot use the Toll Saver setting.

• **If you do not subscribe to the Distinctive Ring service:**

  You must plug your TAD into the EXT. jack of your machine. If your TAD is plugged into a wall jack, both your machine and the TAD will try to control the telephone line. (See the illustration below.)

• Before you connect the external TAD, remove the protective cap (2) from the EXT. jack on the machine.
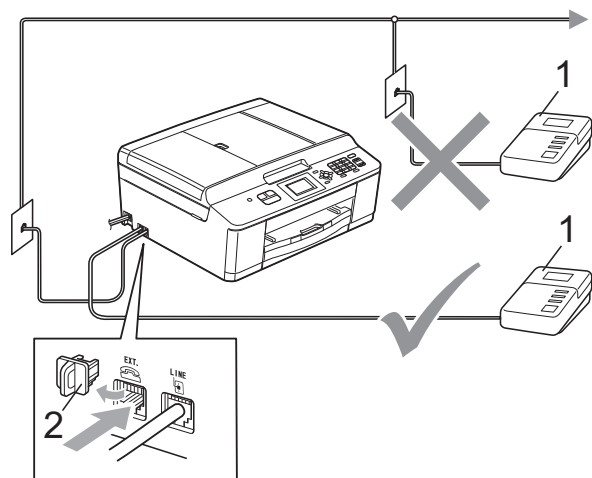
1 **TAD**
2 **Protective Cap**

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

IMPORTANT

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

Connections

The external TAD must be plugged into the jack labeled EXT. Your machine cannot work properly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

a Plug the telephone line cord from the telephone wall jack into the jack labeled LINE.

b Remove the protective cap (1) from the jack labeled EXT., and then plug the telephone line cord from the external TAD into the EXT. jack. (Make sure this cord is connected to the TAD at the TAD's telephone line jack, and not its handset jack.)
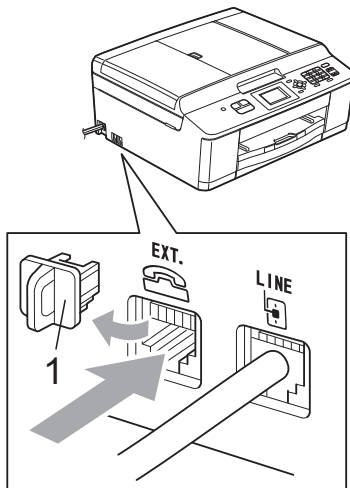
c Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)

d Record the outgoing message on your external TAD.

e Set the TAD to answer calls.

f Set the Receive Mode to External TAD. (See *Choose the correct Receive Mode* ▶▶ page 28.)

Recording an outgoing message (OGM) on an external TAD

Timing is important in recording this message. The way you record this message will affect both manual and automatic fax reception.

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

b Limit your speaking to 20 seconds.

c End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or send a fax by pressing ✳ **5 1** and **Start**."

Note

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

6

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi-line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to `Manual`.

We cannot guarantee that your machine will operate properly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

External and extension telephones

Connecting an external or extension telephone

You can connect a separate telephone to your machine as shown in the diagram below.

Connect the telephone line cord to the jack labeled EXT.

Before you connect the external telephone, remove the protective cap (3) from the EXT. jack on the machine.
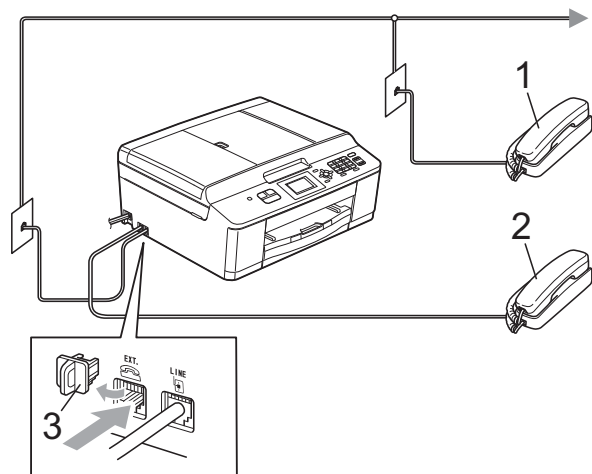
1 **Extension telephone**

2 **External telephone**

3 **Protective Cap**

When you are using a telephone on the same phone line, the LCD shows `Telephone`.

Using external and extension telephones

Using extension telephones

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code ∗ **5 1**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **# 5 1**. (See *F/T Ring Time (Fax/Tel mode only)* ▶▶ page 31.)

Using an external telephone (connected to the EXT. jack of the machine)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing **Black Start** and choosing Receive.

You can also use the Fax Receive code ∗ **5 1**.

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

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ∗ **5 1** and wait for the chirp or until the LCD shows Receiving, and then hang up.

> **Note**
>
> You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* ▶▶ page 32.)

Using a non-Brother cordless external telephone

If your non-Brother cordless telephone is connected to the EXT. jack of the machine and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

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

Using remote codes

Fax Receive Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by dialing the Fax Receive Code ∗ **5 1**. Wait for the chirping sounds and then replace the handset. (See *Easy Receive* ▶▶ page 32.)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing **Black Start** and **2** to choose Receive.

Telephone Answer Code

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

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone connected to the EXT. jack of the machine by pressing **Hook**.

6

Changing the remote codes

The preset Fax Receive Code is * **5 1**. The preset Telephone Answer Code is **# 5 1**. If you want to, you can replace them with your own codes.

1 Press **Menu**.

2 Press ▲ or ▼ to choose Fax.
Press **OK**.

3 Press ▲ or ▼ to choose
Setup Receive.
Press **OK**.

4 Press ▲ or ▼ to choose Remote Codes.
Press **OK**.

5 Press ▲ or ▼ to choose On (or Off).
Press **OK**.

6 Enter the new Fax Receive Code.
Press **OK**.

7 Enter the new Telephone Answer Code.
Press **OK**.

8 Press **Stop/Exit**.

Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code (such as **# # #** and **9 9 9**).

- Remote Codes might not work with some telephone systems.

7 Dialing and storing numbers

How to dial

Manual dialing

Press all of the digits of the fax or telephone number.

Speed Dialing

a Press ☐ (**Speed Dial**).

Or, you can press ☐ (**FAX**) and then press ▲ or ▼ to choose `Speed Dial` and press **OK**.

b Press ▲ or ▼ to choose `Search`. Press **OK**.

c Do one of the following:

■ Press ▲ or ▼ to choose `Alphabetical Order` or `Numerical Order`. Press **OK**.

■ Press the 2-digit Speed Dial number using the dial pad. (See *Storing Speed Dial numbers* ▶▶ page 43.)

> **Note**
> If the LCD shows `Not Registered` when you enter a Speed Dial number that has not been stored at this location.

d Press ▲ or ▼ to choose the number you want to dial.
Press **OK**.

e Press **OK** to choose `Send a fax`.

Search

You can search for names you have stored in the Speed Dial memory.

a Press ☐ (**Speed Dial**).

Or, you can press ☐ (**FAX**) and then press ▲ or ▼ to choose `Speed Dial` and press **OK**.

b Press ▲ or ▼ to choose `Search`. Press **OK**.

c Press ▲ or ▼ to choose `Alphabetical Order` or `Numerical Order`. Press **OK**.

d If you chose `Alphabetical Order` in step c, use the dial pad to enter the first letter of the name, and then press ▲ or ▼ to choose the name and number you want to call.
Press **OK**.

Fax Redial

If you are sending a fax manually and the line is busy, press **Hook**, **Redial/Pause**, and then press **Black Start** or **Color Start** to try again.

Redial/Pause only works if you dialed from the control panel. *If you are sending a fax automatically* and the line is busy, the machine will automatically redial once after five minutes.

1. Press **Redial/Pause**.

2. Press ▲ or ▼ to choose the number you want to redial.
   Press **OK**.

3. Press ▲ or ▼ to choose `Send a fax`.
   Press **OK**.

4. Press **Black Start** or **Color Start**.

Note

In Real Time Transmission the automatic redial feature does not work when you are using the scanner glass.

Storing numbers

You can set up your machine to do the following types of easy dialing: Speed Dial and Groups for broadcasting faxes. When you dial a Quick Dial number, the LCD shows the number.

Note

If you lose electrical power, the Quick Dial numbers that are in the memory will not be lost.

Storing a pause

Press **Redial/Pause** to put a 3.5-second pause between numbers. If you are dialing overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing Speed Dial numbers

You can store up to 40 2-digit different Speed Dial numbers with a name, and each name has one number. When you dial you will only have to press a few keys (for example:

📖 (**Speed Dial**), Search, **OK**, the 2-digit number, and **Black Start** or **Color Start**).

- a Press 📖 (**Speed Dial**).

- b Press ▲ or ▼ to choose
  Set Speed Dial.
  Press **OK**.

- c Press ▲ or ▼ to choose the 2-digit
  Speed Dial location where you want to store the number.
  Press **OK**.

- d Do one of the following:

  ■ Enter the name (up to 16 characters) using the dial pad.

    Press **OK**.

    (To help you enter letters, see *Entering Text* ▶▶ page 90.)

  ■ To store the number without a name, press **OK**.

- e Enter the fax or telephone number (up to 20 digits).
  Press **OK**.

- f Press ▲ or ▼ to choose Complete.
  Press **OK**.

- g Do one of the following:

  ■ To store another Speed Dial number, go to step ❸.

  ■ If you are finished storing numbers, press **Stop/Exit**.

Changing Speed Dial names or numbers

You can change or delete a Speed Dial name or number that has already been stored.

- a Press 📖 (**Speed Dial**).

- b Press ▲ or ▼ to choose
  Set Speed Dial.
  Press **OK**.

- c Press ▲ or ▼ to choose the 2-digit
  Speed Dial location you want to change.
  Press **OK**.

- d Do one of the following:

  ■ Press ▲ or ▼ to choose Change.

    Press **OK**.

  ■ Press ▲ or ▼ to choose Delete.

    Press **OK**.

    Press **1** to confirm.
    Go to step ❽.

Note

How to change the stored name or number:

If you want to change a character, press ◀ or ▶ to position the cursor under the character you want to change, and then press **Clear**. Re-enter the character.

- e If you want to change the name, press ▲ or ▼ to choose Name, then press **OK** and enter the new name using the dial pad (up to 16 characters).
  Press **OK**.
  (See *Entering Text* ▶▶ page 90.)

- f If you want to change the fax or telephone number, press ▲ or ▼ to choose Fax/Tel:, then press **OK** and enter the new fax or telephone number using the dial pad (up to 20 digits).
  Press **OK**.

- g Press ▲ or ▼ to choose Complete.
  Press **OK**.

- h Press **Stop/Exit**.

7

8 Making copies

How to copy

The following steps show the basic copy operation.

a When you want to make a copy, press 🗐 (**COPY**).

■ Make sure you are in COPY mode.

■ The LCD shows:

1
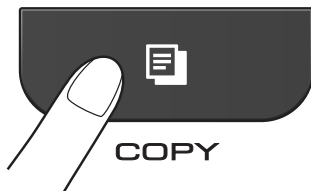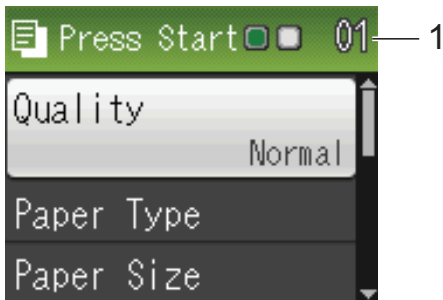
1 No. of Copies

You can enter the number of copies you want by using the dial pad.

Note

The default setting is FAX mode. You can change the amount of time that the machine stays in COPY mode after the last copy operation.
(▶▶Advanced User's Guide: *Mode Timer*)

b Do one of the following to load your document:

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

(See *Using the ADF* ▶▶ page 21.)

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

(See *Using the scanner glass* ▶▶ page 22.)

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

d Press **Black Start** or **Color Start**.

Stop copying

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

Copy settings

You can change the following copy settings. Press **COPY** and then press ▲ or ▼ to scroll through the copy settings. When the setting you want is highlighted, press **OK**.

(Basic User's Guide)

For details about changing the following copy settings ▶▶page 45.

■ Paper Type

■ Paper Size

(Advanced User's Guide)

For details about changing the following copy settings
▶▶Advanced User's Guide: *Copy settings*

■ Quality

■ Enlarge/Reduce

■ Page Layout

■ 2in1(ID)

■ Stack/Sort

■ Density

■ Set New Default

■ Factory Reset

Note

If you want to sort copies, use the ADF.

Paper Options

Paper Type

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

1. Press ⬛ (**COPY**).

2. Load your document.

3. Enter the number of copies you want.

4. Press ▲ or ▼ to choose Paper Type. Press **OK**.

5. Press ▲ or ▼ to choose Plain Paper, Inkjet Paper, Brother BP71, Brother BP61, Other Glossy or Transparency. Press **OK**.

6. If you do not want to change additional settings, press **Black Start** or **Color Start**.

Paper Size

If you are copying on paper other than Letter size, you will need to change the Paper Size setting. You can copy only on Letter, Legal, A4, A5, Executive or Photo 4" × 6" (10 × 15 cm) paper.

1. Press ⬛ (**COPY**).

2. Load your document.

3. Enter the number of copies you want.

4. Press ▲ or ▼ to choose Paper Size. Press **OK**.

5. Press ▲ or ▼ to choose Letter, Legal, A4, A5, EXE or 4"x6". Press **OK**.

6. If you do not want to change additional settings, press **Black Start** or **Color Start**.

8

9

How to print from a computer

Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver.

➤➤Software User's Guide: *Printing* (Windows®)
➤➤Software User's Guide: *Printing and Faxing* (Macintosh)

1 Install the Brother printer driver on the CD-ROM. (➤➤Quick Setup Guide)

2 From your application, choose the Print command.

3 Choose the name of your machine in the **Print** dialog box and click **Preferences**.

4 Choose the settings you want in the Properties dialog box.

 ■ **Media Type**
 ■ **Print Quality**
 ■ **Paper Size**
 ■ **Orientation**
 ■ **Color/Grayscale**
 ■ **Ink Save Mode**
 ■ **Scaling**

5 Click **OK**.

6 Click **Print** to begin printing.

10 How to scan to a computer

Scanning a document

There are several ways to scan documents. You can use the **SCAN** key on the machine or the scanner drivers on your computer.

a 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 on the CD-ROM. (➤➤Quick Setup Guide)

■ Configure the machine with a TCP/IP address if network scanning does not work.

➤➤Software User's Guide: *Configuring Network Scanning for Windows®*

➤➤Software User's Guide: *Configuring network scanning for Macintosh*

b Load your document. (See *How to load documents* ➤➤ page 21.)

■ Use the ADF to scan multiple pages of documents. It feeds each sheet automatically.

■ Use the scanner glass to scan a page of a book or one sheet at a time.

c Do one of the following:

■ To scan using the **SCAN** key, go to *Scanning using the SCAN key*.

■ To scan using a scanner driver at your computer, go to *Scanning using a scanner driver*.

Scanning using the SCAN key

For more information ➤➤Software User's Guide: *Using the Scan key*

a Press ⤢ (**SCAN**).

b Choose the scan mode you want.

■ Scan to File
■ Scan to E-mail
■ Scan to OCR [1]
■ Scan to Image
■ Web Service (Web Services Scan) [2]

1 (Macintosh users)
This function is available after you download and install Presto! PageManager from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg

2 (Windows® users only)
(➤➤Software User's Guide: *Using Web Services for scanning on your network (Windows Vista® SP2 or later and Windows® 7)*)

c (For network users)
Choose the computer you want to send the data to.

d Press **Start** to begin scanning.

Scanning using a scanner driver

➤➤Software User's Guide: *Scanning a document using the TWAIN driver* (Windows®)

➤➤Software User's Guide: *Scanning a document using the WIA driver* (Windows®)

➤➤Software User's Guide: *Scanning a document using the TWAIN driver* (Macintosh)

➤➤Software User's Guide: *Scanning a document using the ICA driver (Mac OS X 10.6.x)*

① Start a scanning application and click the **Scan** button.

② Adjust the settings such as **Resolution**, **Brightness** and **Scan Type** in the **Scanner Setup** dialog box.

③ Click **Start** or **Scan** to begin scanning.

Scanning using the ControlCenter

➤➤Software User's Guide: *ControlCenter4* (Windows®)

➤➤Software User's Guide: *ControlCenter2* (Macintosh)

A Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot counter. The ink dot counter automatically monitors the level of ink in each of the four cartridges. When the machine detects an ink cartridge is running out of ink, the machine will display a message on the LCD.

The LCD will show which ink cartridge is low or needs replacing. Be sure to follow the LCD prompts to replace the ink cartridges in the correct order.

Even though the machine tells you to replace an ink cartridge, there will be a small amount of ink left in the ink cartridge. It is necessary to keep some ink in the ink cartridge to prevent air from drying out and damaging the print head assembly.

⚠ CAUTION

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

❶ IMPORTANT

Brother strongly recommends that you do not refill the ink cartridges provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement ink cartridges. Use or attempted use of potentially incompatible ink and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. Our warranty coverage does not apply to any problem that is caused by the use of unauthorized third-party ink and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

a Open the ink cartridge cover.
If one or more of the ink cartridges have reached the end of their life, the LCD shows B&W Print Only or Cannot Print.

A

b Press the lock release lever as shown to release the cartridge for the color indicated on the LCD. Remove the cartridge from the machine.
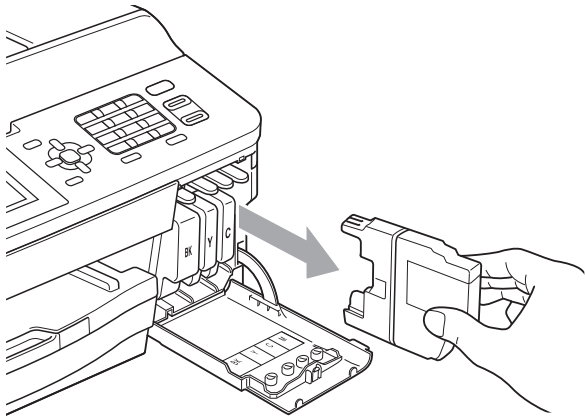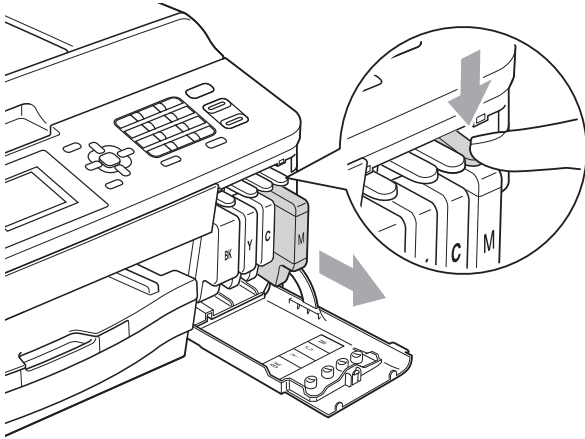
c Open the new ink cartridge bag for the color shown on the LCD, and then take out the ink cartridge.

d Turn the green release lever on the orange protective packing (1) clockwise until it clicks to release the vacuum seal. Then remove the orange protective packing as shown.

1

1
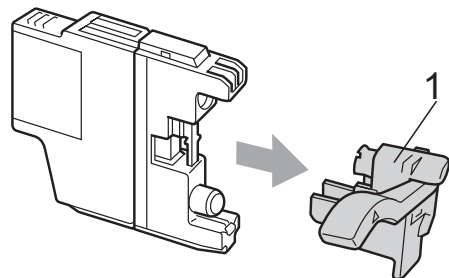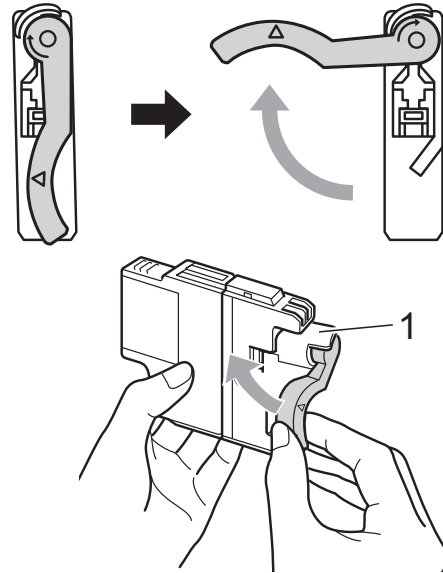
e Each color has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.
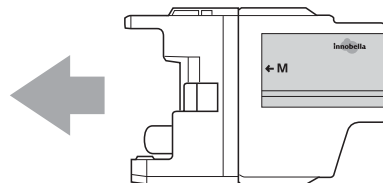
f Gently push the back of the ink cartridge marked "PUSH" until it clicks, and then close the ink cartridge cover.
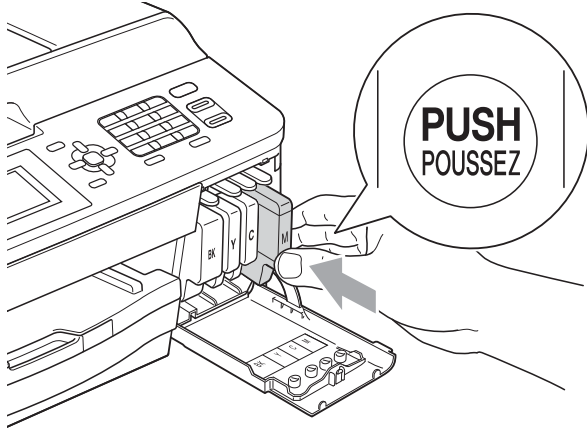
g The machine will automatically reset the ink dot counter.

✎ Note

- If you replaced an ink cartridge, for example Black, the LCD may ask you to verify that it was a brand new one (for example, Did You Change BK Black). For each new cartridge you installed, press **1** (Yes) to automatically reset the ink dot counter for that color. If the ink cartridge you installed is not a brand new one, be sure to press **2** (No).

- If the LCD shows No Ink Cartridge or Cannot Detect after you install the ink cartridges, check that the ink cartridges are installed properly.

❶ IMPORTANT

- DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.

- DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.

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

- If you mix the colors by installing an ink cartridge in the wrong position, clean the print head several times after correcting the cartridge installation.

- Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.

- DO NOT dismantle or tamper with the ink cartridge; this can cause the ink to leak out of the cartridge.

A

Cleaning and checking the machine

Cleaning the scanner

1. Unplug the machine from the AC power outlet.

2. Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.
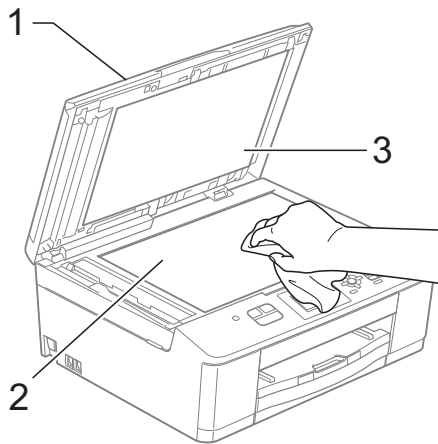
3. In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with a non-flammable glass cleaner.
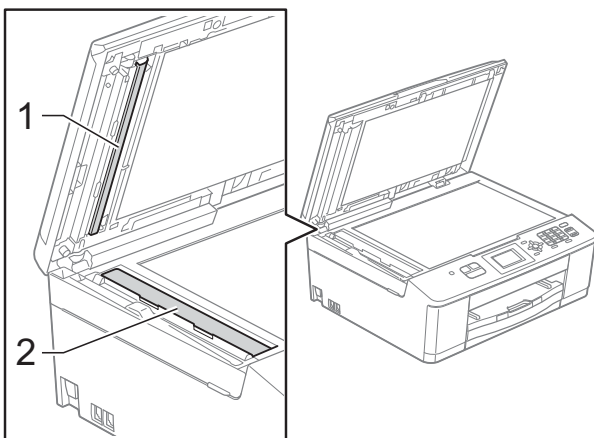
> **Note**
>
> In addition to cleaning the scanner glass and glass strip with a non-flammable glass cleaner, run your fingertip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning attempt.

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

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

Cleaning the print head

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

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

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

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

1 Press **Menu**.

2 Press ▲ or ▼ to choose Ink.
Press **OK**.

3 Press ▲ or ▼ to choose Cleaning.
Press **OK**.

4 Press ▲ or ▼ to choose Black, Color or All.
Press **OK**.
The machine cleans the print head. When cleaning is finished, the machine will go back to Ready mode automatically.

📝 Note

If you clean the print head at least five times and the print has not improved, try installing a new Genuine Brother Brand replacement ink cartridge for each problem color. Try cleaning the print head again up to five more times. If the print has not improved call Brother Customer Service. (See *Brother numbers* ▶▶ page i.)

Checking the print quality

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

1 Press **Menu**.

2 Press ▲ or ▼ to choose Ink.
Press **OK**.

3 Press ▲ or ▼ to choose Test Print.
Press **OK**.

4 Press ▲ or ▼ to choose Print Quality.
Press **OK**.

5 Press **Color Start**.
The machine begins printing the Print Quality Check Sheet.

6 Check the quality of the four color blocks on the sheet.

7 The LCD asks you if the print quality is OK.
Do one of the following:

■ If all lines are clear and visible, press **1** (Yes) to finish the Print Quality check and go to step ⓫.

■ If you can see missing short lines as shown below, press **2** to choose No.
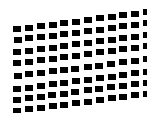
OK   Poor
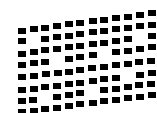
8 The LCD asks you if the print quality is OK for black and the three colors.
Press **1** (Yes) or **2** (No).

9 The LCD asks you if you want to start cleaning.
Press **1** (Yes).
The machine starts cleaning the print head.

10 After the cleaning procedure is finished, press **Color Start**.
The machine starts printing the Print Quality Check Sheet again and then return to step **6**.

11 Press **Stop/Exit**.
If you repeat this procedure at least five times and the print quality is still poor, replace the ink cartridge for the clogged color.
After replacing the ink cartridge, check the print quality. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call Brother Customer Service. (See *Brother numbers* ▶▶ page i.)

❶ IMPORTANT

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

📝 Note

→

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

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

Checking the print alignment

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

1 Press **Menu**.

2 Press ▲ or ▼ to choose Ink.
Press **OK**.

3 Press ▲ or ▼ to choose Test Print.
Press **OK**.

4 Press ▲ or ▼ to choose Alignment.
Press **OK**.

5 Press **Black Start** or **Color Start**.
The machine starts printing the Alignment Check Sheet.

(A)	(B)	(C)	(D)
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9
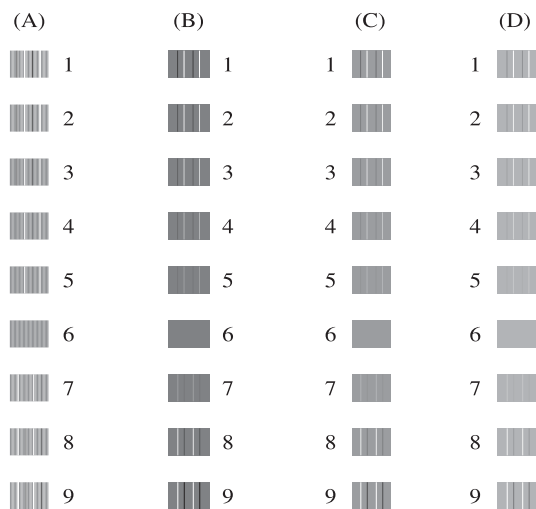
6 For the "A" pattern, press the number of the test print that has the least visible vertical stripes (1-9).

7 For the "B" pattern, press the number of the test print that has the least visible vertical stripes (1-9).

8 For the "C" pattern, press the number of the test print that has the least visible vertical stripes (1-9).

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

10 Press **Stop/Exit**.

B Troubleshooting

Error and Maintenance messages

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

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

Visit us at http://solutions.brother.com/.

Error Message	Cause	Action

`B&W Print Only`
`Replace Ink`
	One or more of the color ink cartridges have reached the end of their life.
	
	You can use the machine in black & white mode for approximately four weeks depending on the number of pages you print.
	
	While this message appears on the LCD, each operation works in the following way:
	
	■ Printing
	
	    If you choose **Grayscale** in the **Advanced** tab of the printer driver you can use the machine as a black & white printer.
	
	■ Copying
	
	    If the paper type is set to `Plain Paper` you can make copies in black & white.
	
	■ Faxing
	
	    If the paper type is set to `Plain Paper` or `Inkjet Paper`, the machine will receive and print the faxes in black & white.
	
	    If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black & white.
	
	If the paper type is set to `Other Glossy`, `Brother BP71` or `Brother BP61` the machine will stop all print operations.
		Replace the ink cartridges. (See *Replacing the ink cartridges* ➤➤ page 49.)
		
		If you unplug the machine or take out the ink cartridge, you cannot use the machine until you change to a new ink cartridge.

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 re-install it slowly until it clicks.
	If you are not using Genuine Brother Innobella™ ink the machine may not detect the ink cartridge.	Use a new Genuine Brother Innobella™ Ink Cartridge. If the error is not cleared, call Brother Customer Service.
	An ink cartridge is not installed properly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See *Replacing the ink cartridges* ▶▶ page 49.)
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. While memory is available, black & white faxes will be stored in the memory. If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black & white fax.	Replace the ink cartridges. (See *Replacing the ink cartridges* ▶▶ page 49.)
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Cover is Open	The scanner cover is not completely closed.	Lift the scanner cover and then close it again.
	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Data Remaining	Print data is left in the machine's memory.	Press **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again. If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP). (See *Telephone line interference / VoIP* ▶▶ page 74.)
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	(See *Using the ADF* ▶▶ page 21.) (See *Document jam* ▶▶ page 61.)
DR Mode in Use	The machine is in Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to Off. (See *Turning off Distinctive Ring* ▶▶ page 35.)
High Temperature	The print head is too warm.	Allow the machine to cool down.

Error Message	Cause	Action
Ink Absorber Full	The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality which is resolved by cleaning. The more cleaning the machine requires the faster these boxes will fill up. 📝 **Note** *Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.*	The ink absorber box or flushing box will need to be replaced. Contact Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See *Brother numbers* ▶▶ page i.) Other reasons for cleaning are: 1 After a paper jam has been cleared, the machine automatically cleans itself before the next received fax is printed. 2 The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use). 3 The machine automatically cleans itself after the ink cartridges for each color have been replaced 12 times.
Ink Absorber NearFull	The ink absorber box or flushing box is nearly full.	The ink absorber box or flushing box will need to be replaced soon. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See *Brother numbers* ▶▶ page i.)
Ink low	One or more of the ink cartridges are near the end of their life. If a sending machine has a color fax to send, your machine's "handshake" will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be printed at your machine as a black & white fax.	Order a new ink cartridge. You can continue printing until the LCD shows Cannot Print. (See *Ordering accessories and supplies* ▶▶ page ii and *Replacing the ink cartridges* ▶▶ page 49.)

B

Error Message	Cause	Action
`Low Temperature`	The print head is too cold.	Allow the machine to warm up.
`No Caller ID`	There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company.	If you want to use the Caller ID feature call your telephone company. (▶▶Advanced User's Guide: *Caller ID*)
`No Ink Cartridge`	An ink cartridge is not installed properly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See *Replacing the ink cartridges* ▶▶ page 49.)
`No Paper Fed`	The machine is out of paper or paper is not properly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Black Start** or **Color Start**. ■ Remove the paper and load it again, and then press **Black Start** or **Color Start**. (See *Loading paper and other print media* ▶▶ page 10.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* ▶▶ page 62.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (▶▶Advanced User's Guide: *Cleaning the paper pick-up rollers*)
	The Jam Clear Cover is not closed properly.	Check the Jam Clear Cover is closed evenly at both ends. (See *Printer jam or paper jam* ▶▶ page 62.)
`No Response/Busy`	The number you dialed does not answer or is busy.	Verify the number and try again.
`Not Registered`	You tried to access a Speed Dial number that is not programmed.	Set up the Speed Dial number. (See *Storing Speed Dial numbers* ▶▶ page 43.)
`Out of Memory`	The machine's memory is full.	**If a copy operation is in process** Press **Stop/Exit** and wait until the other operations in progress finish, and then try again.
`Paper Jam`	Paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* ▶▶ page 62. Make sure the paper length guide is set to the correct paper size. DO NOT extend the paper tray when you load A5 or smaller size paper.

Error Message	Cause	Action

`Unable to CleanXX`
`Unable to Init.XX`
`Unable to PrintXX`
`Unable to ScanXX`
	The machine has a mechanical problem.
	—**OR**—
	A foreign object such as a paper clip or 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, see *Transferring your faxes or Fax Journal report* ▶▶ page 60 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.

`Wrong Ink Color`	A color ink cartridge has been installed in the Black ink cartridge position.	Check which ink cartridges are not matched by color to their ink cartridge positions and move them to their proper positions.
`Wrong Paper Size`	The Paper Size setting does not match the size of paper in the tray. Or, you did not set the paper guides in the tray to the indicators for the paper size you are using.	1 Check that the paper size you choose matches the size of paper in the tray. 2 Make sure you loaded the paper in a Portrait position, by setting the paper guides at the indicators for your paper size. 3 After you have checked the paper size and the paper position, press **Black Start** or **Color Start**.

B

Error animation

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 go back a step.

Transferring your faxes or Fax Journal report

If the LCD shows:

■ Unable to CleanXX

■ Unable to Init.XX

■ Unable to PrintXX

■ Unable to ScanXX

We recommend transferring your faxes to another fax machine. (See *Transferring faxes to another fax machine* ▶▶ page 60.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* ▶▶ page 60.)

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode.
(▶▶Quick Setup Guide: *Set your Station ID*)

a Press **Stop/Exit** to interrupt the error temporarily.

b Press **Menu**.

c Press ▲ or ▼ to choose Service. Press **OK**.

d Press ▲ or ▼ to choose Data Transfer. Press **OK**.

e Press ▲ or ▼ to choose Fax Transfer. Press **OK**.

f Do one of the following:

■ If the LCD shows No Data, there are no faxes left in the machine's memory.

Press **Stop/Exit**.

■ Enter the fax number to which faxes will be forwarded.

g Press **Black Start**.

Transferring the Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode.
(▶▶Quick Setup Guide: *Set your Station ID*)

a Press **Stop/Exit** to interrupt the error temporarily.

b Press **Menu**.

c Press ▲ or ▼ to choose Service. Press **OK**.

d Press ▲ or ▼ to choose Data Transfer. Press **OK**.

e Press ▲ or ▼ to choose Report Trans. Press **OK**.

f Enter the fax number to which the Fax Journal report will be forwarded.

g Press **Black Start**.

Document jam

Documents can jam in the ADF unit if they are not inserted or fed properly, or if they are too long. Follow the steps below to clear a document jam.

Document is jammed in the top of the ADF unit

a Take out any paper from the ADF that is not jammed.

b Open the ADF cover.

c Remove the jammed document by pulling it upward.
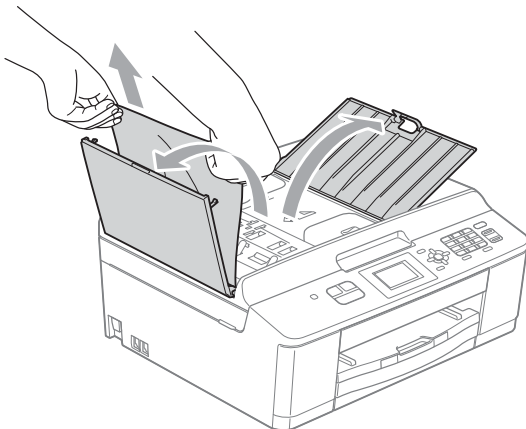
d Close the ADF cover.

e Press **Stop/Exit**.

> **IMPORTANT**
>
> To avoid future document jams close the ADF cover properly by pressing it down in the middle.

Document is jammed inside the ADF unit

a Take out any paper from the ADF that is not jammed.

b Lift the document cover.

c Pull the jammed document out to the left.

d Close the document cover.

e Press **Stop/Exit**.

B
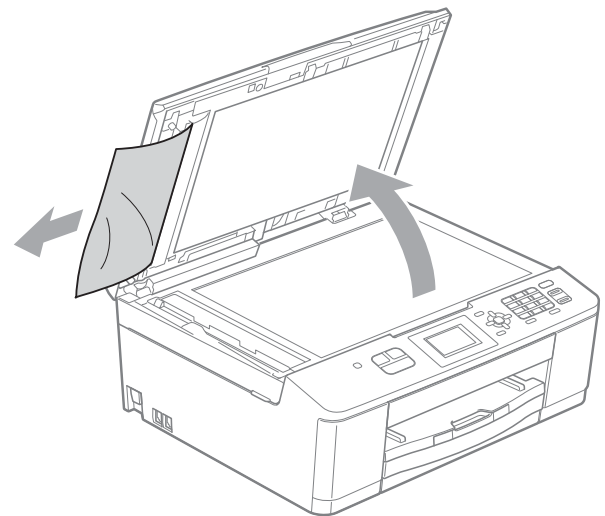
Printer jam or paper jam

Take out the jammed paper depending on where it is jammed in the machine.

If the LCD shows Paper Jam, follow these steps:

> **🚫 IMPORTANT**
>
> Before you unplug the machine from the power source, you can transfer your faxes that are stored in the memory to another fax machine so you will not lose any important messages. (See *Transferring your faxes or Fax Journal report* ▶▶ page 60.)

Ⓐ Unplug the machine from the AC power outlet.

Ⓑ If the paper support flap is open, close it, and then close the paper support. Pull the paper tray completely out of the machine.
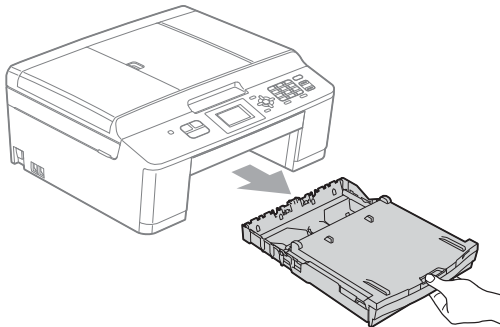
Ⓒ Pull the two green levers inside the machine to remove the jammed paper.
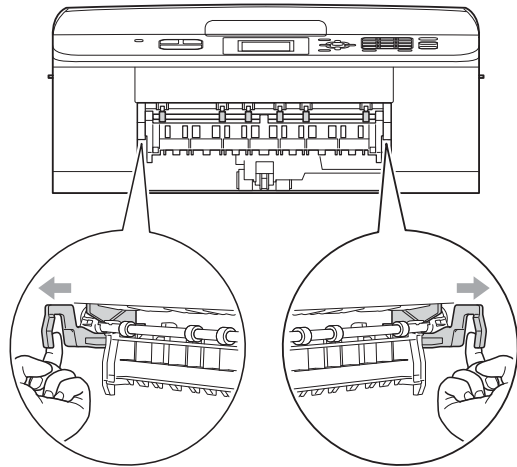
Ⓓ Pull out the jammed paper (1).
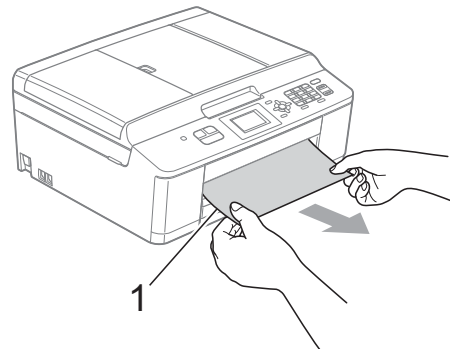
Ⓔ Lift the Jam Clear Flap, and remove the jammed paper.
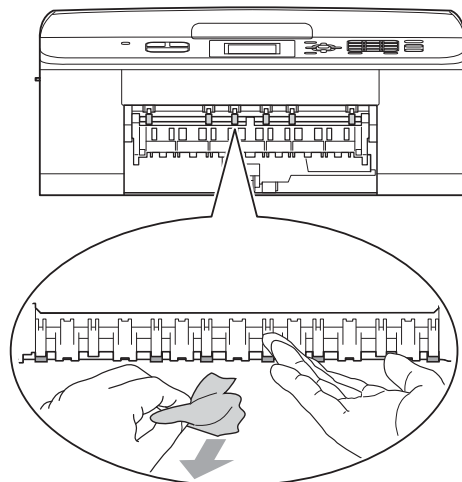
f Open the Jam Clear Cover (1) at the back of the machine.
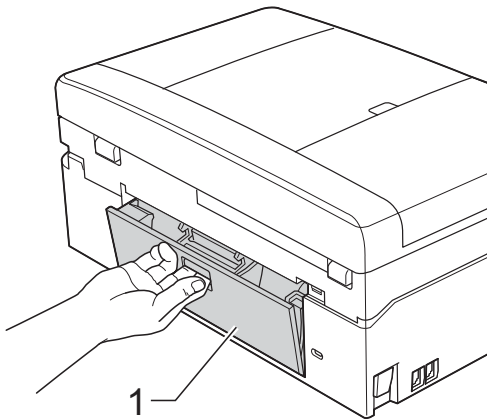
g Pull the jammed paper out of the machine.
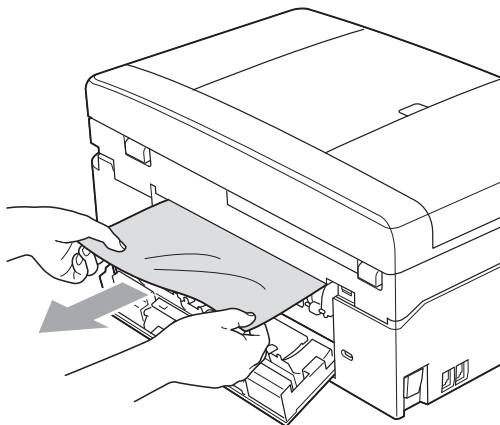
h Close the Jam Clear Cover.
Make sure the cover is closed properly.
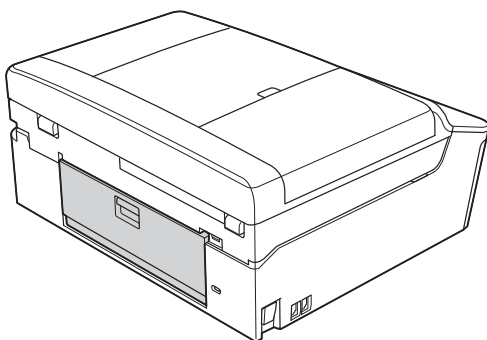
i Using both hands, grasp the plastic tabs on both sides of the machine and lift the scanner cover (1) to the open position.
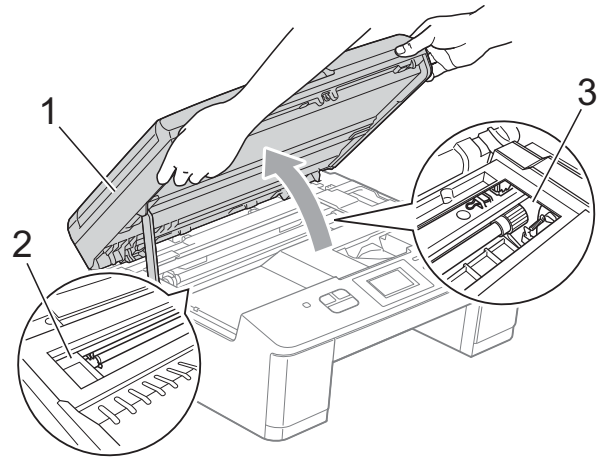
Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (2) and (3).

B

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IMPORTANT

• If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

• If the print head is in the right corner as shown in the illustration, you cannot move it. Re-connect the power cord. Hold down **Stop/Exit** until the print head moves to the center. Then unplug the machine from the power source and take out the paper.
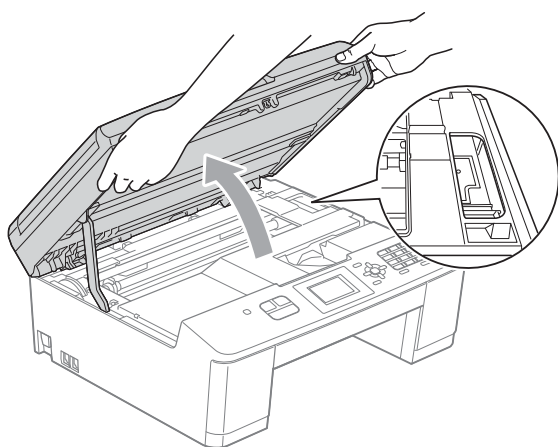
• If ink gets on your skin or clothing immediately wash it off with soap or detergent.

j Using both hands, grasp the plastic tabs on both sides of the machine and gently close the scanner cover.
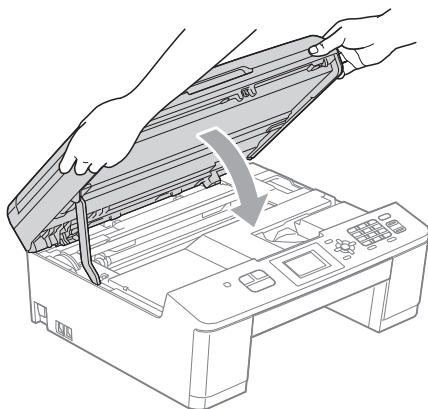
k Push the two green levers back to their original positions.
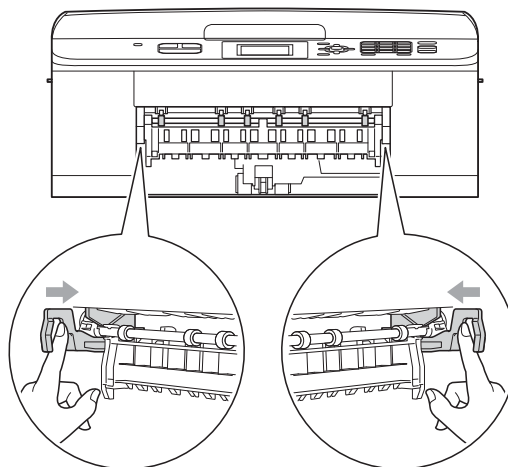
l Push the paper tray firmly back into the machine.

m While holding the paper tray in place, pull out the paper support (1) until it clicks, and then unfold the paper support flap (2).
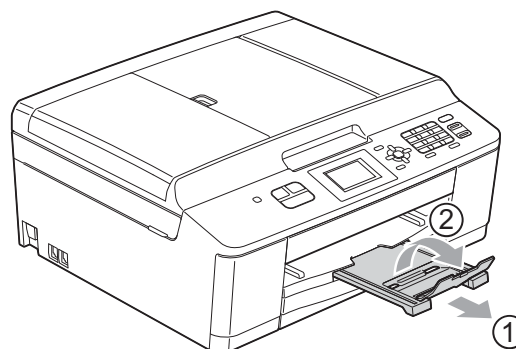
Make sure you pull out the paper support until it clicks.

IMPORTANT

DO NOT use the paper support flap for Legal size paper.

n Re-connect the power cord.

Troubleshooting

IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made *from within* that country.

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.
Visit us at http://solutions.brother.com/.

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

If you are having difficulty with your machine

Printing

Difficulty	Suggestions
No printout.	Check the interface cable or wireless connection on both the machine and your computer. (▶▶Quick Setup Guide)
	Check that the machine is plugged in and that the ⏻ **On/Off** key is on.
	One or more ink cartridges have reached the end of their life. (See *Replacing the ink cartridges* ▶▶ page 49.)
	Check to see if the LCD is showing an error message. (See *Error and Maintenance messages* ▶▶ page 55.)
	If the LCD shows Cannot Print and Replace Ink, see *Replacing the ink cartridges* ▶▶ page 49.
	Check that the correct printer driver has been installed and chosen.
	Make sure that the machine is online. (Windows® XP) Click **Start** and then **Printers and Faxes**. Right-click **Brother MFC-XXXXX** (where XXXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer. (Windows Vista®) Click 🪟, **Control Panel**, **Hardware and Sound** and then **Printers**. Right-click **Brother MFC-XXXXX** (where XXXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer. (Windows® 7) Click 🪟 and then **Devices and Printers**. Right-click **Brother MFC-XXXXX** (where XXXXX is your model name) and choose **See what's printing**. Click **Printer** and make sure that **Use Printer Offline** is unchecked.

B

Printing (continued)

Difficulty	Suggestions
Poor print quality.	Check the print quality. (See *Checking the print quality* ▶▶ page 53.)
	Make sure that the **Media Type** setting in the printer driver or the `Paper Type` setting in the machine's menu matches the type of paper you are using. See *Paper Type* ▶▶ page 16. ▶▶Software User's Guide: *Printing* (Windows®) ▶▶Software User's Guide: *Printing and Faxing* (Macintosh)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Genuine Brother Innobella™ ink 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 properly before use.
	Make sure you are using Genuine Brother Innobella™ Ink. Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* ▶▶ page 17.)
	The recommended environment for your machine is between 68 °F to 91 °F (20 °C to 33 °C).
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* ▶▶ page 53.)
	Make sure you are using Genuine Brother Innobella™ Ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* ▶▶ page 17.)
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* ▶▶ page 53.)
	Make sure you are using Genuine Brother Innobella™ Ink.
Characters and lines are blurred.	Check the printing alignment. (See *Checking the print alignment* ▶▶ page 54.)
Printed text or images are skewed.	Make sure the paper is loaded properly in the paper tray and the paper side guides are adjusted correctly. (See *Loading paper and other print media* ▶▶ page 10.)
	Make sure the Jam Clear Cover is closed properly.
	Clean the paper pick-up rollers. (▶▶Advanced User's Guide: *Cleaning the paper pick-up rollers*)
Smudge or stain at the top center of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* ▶▶ page 17.)
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. (See *Acceptable paper and other print media* ▶▶ page 17.) Don't handle the paper until the ink is dry.
	Make sure you are using Genuine Brother 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** of the printer driver.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (▶▶Advanced User's Guide: *Cleaning the machine's printer platen*)
	Make sure you are using Genuine Brother Innobella™ Ink.
	Make sure you are using the paper support flap. (See *Loading paper and other print media* ▶▶ page 10.)

Printing (continued)

Difficulty	Suggestions
The machine prints dense lines on the page.	Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	(Windows® users) In the printer driver **Advanced** tab, click **Color Settings**, and uncheck **Bi-Directional Printing**.
	(Macintosh users) In the printer driver, choose **Print Settings**, click **Advanced**, choose **Other Print Options**, and uncheck **Bi-Directional Printing**.
	Make sure you are using Genuine Brother Innobella™ Ink.
Cannot perform "Page Layout" printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver **Advanced** tab (Windows®) or **Print Settings** (Macintosh). Also, click **Color Settings**, and make sure you uncheck **Color Enhancement (True2Life)**.
	Turn the borderless feature off. Borderless printing is slower than normal printing. ▶▶Software User's Guide: *Printing* (Windows®) ▶▶Software User's Guide: *Printing and Faxing* (Macintosh)
True2Life™ is not working properly.	If the image data is not full color in your application (such as 256 color), True2Life™ will not work. Use at least 24 bit color data with the True2Life™ feature.
Photo paper does not feed properly.	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.
	Clean the paper pick-up rollers. (▶▶Advanced User's Guide: *Cleaning the paper pick-up rollers*)
Machine feeds multiple pages.	Make sure the paper is loaded properly in the paper tray. (See *Loading paper and other print media* ▶▶ page 10.)
There is a paper jam.	Make sure the paper length guide is set to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper. (See *Printer jam or paper jam* ▶▶ page 62.)
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See *Loading paper and other print media* ▶▶ page 10.)
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. ▶▶Software User's Guide: *Printing* (Windows®) ▶▶Software User's Guide: *Printing and Faxing* (Macintosh)
Ink is smudged or running when using glossy photo paper.	Make sure to check the front and back of the paper. Place the glossy surface (printing surface) face down. (See *Paper Type* ▶▶ page 16.)
	If you use glossy photo paper, make sure that the paper type setting is correct.

B

Printing Received Faxes

Difficulty	Suggestions
Condensed print and white streaks across the page or the top and bottom of sentences are cut off.	You probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Received color fax prints only in black & white.	Replace the color ink cartridges that have reached the end of their life, and then ask the other person to send the color fax again. (See *Replacing the ink cartridges* ▸▸ page 49.)
Left and Right margins are cut off or a single page is printed on two pages.	Turn on Auto Reduction. (▸▸Advanced User's Guide: *Printing a reduced incoming fax*)

Telephone Line or Connections

Difficulty	Suggestions
Dialing does not work. (No dial tone)	Check that the machine is plugged in and that the (power icon) **On/Off** key is on.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	(Canada only) Change the Tone/Pulse setting. (▸▸Quick Setup Guide)
	Verify that the telephone line and jack are working by connecting a known working telephone and telephone line to the jack. Then lift the external telephone's handset and listen for a dial tone. If there is no dial tone, ask your telephone company to check the line and/or jack.
The machine does not answer when called.	Make sure the machine is in the correct Receive Mode for your setup. (See *Choose the correct Receive Mode* ▸▸ page 28.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check that the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	Make sure your machine has a dial tone by pressing the **Hook** key. If you hear static or interference on your fax line, please contact your local telephone company.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If you subscribe to DSL, VoIP or MagicJack services, please contact your service provider for connection instructions. To lower the modem speed and turn off ECM (error correction mode) see *Telephone line interference / VoIP* ▶▶ page 74.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See *Choose the correct Receive Mode* ▶▶ page 28.) If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select `Fax Only` mode. If your Brother machine shares a line with an external answering machine, you should select `External TAD` mode. In `External TAD` mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine. If your Brother machine shares the line with a Voice Mail subscriber service, please see *Voice Mail* ▶▶ page 33. If your Brother machine is on a line with the Distinctive Ring subscriber service, please see *Distinctive Ring* ▶▶ page 34. If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select `Fax/Tel` mode. In `Fax/Tel` mode, your Brother machine will automatically receive faxes and produce a pseudo/double-ring to alert you to answer voice calls. If you do not want your Brother machine to automatically answer any incoming faxes, you should select `Manual` mode. In `Manual` mode, you must answer every incoming call and activate the machine to receive faxes.
	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the Ring Delay setting: ■ If the Receive Mode is set to `Fax Only` or `Fax/Tel`, reduce the Ring Delay to 1 ring. (See *Ring Delay* ▶▶ page 31.) ■ If the Receive Mode is set to `External TAD`, reduce the number of rings programmed on your answering machine to 2. ■ If the Receive Mode is set to `Manual`, DO NOT adjust the Ring Delay setting. Have someone send you a test fax: ■ If you received the test fax successfully, your machine is operating properly. Remember to reset your Ring Delay or answering machine setting back to your original setting. If receiving problems recur after resetting the Ring Delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.

B

Receiving Faxes (continued)

Difficulty	Suggestions

Cannot receive a fax.
 	
(continued)
	If you are using a telephone answering machine (`External TAD` mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See *Connecting an external TAD (telephone answering device)* ▶▶ page 36.)
	
	1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack.
	
	2 Remove the protective cap from your Brother machine's EXT. jack, and then plug the telephone line cord from your answering machine into the EXT. jack.
	
	3 Set your answering machine to answer within 4 rings.
	If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings.
	
	4 Record the outgoing message on your answering machine.
	
	   ■ Record five seconds of silence at the beginning of your outgoing message.
	
	   ■ Limit your speaking to 20 seconds.
	
	   ■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press ∗ **5 1** and **Start** to send a fax."
	
	5 Set your answering machine to answer calls.
	
	6 Set your Brother machine's Receive Mode to `External TAD`. (See *Choose the correct Receive Mode* ▶▶ page 28.)

	Make sure your Brother machine's Easy Receive feature is turned On. Easy Receive is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See *Easy Receive* ▶▶ page 32.)
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference / VoIP* ▶▶ page 74.)

Sending Faxes

Difficulty	Suggestions
Cannot send a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	Ask the other party to check that the receiving machine has paper.
	Print the Transmission Verification Report and check for an error. (▶▶Advanced User's Guide: *Reports*)
Transmission Verification Report says "`RESULT:NG`".	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get "`RESULT:NG`" on the Transmission Verification Report, your machine may be out of memory. If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the menu setting of Compatibility to `Basic(for VoIP)`. (See *Telephone line interference / VoIP* ▶▶ page 74.)
Sent faxes are blank.	Make sure you are loading the document properly. (See *Loading documents* ▶▶ page 21.)

Sending Faxes (continued)

Difficulty	Suggestions
Poor fax send quality.	Try changing your resolution to Fine or S.Fine. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner* ➤➤ page 52.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See *Cleaning the scanner* ➤➤ page 52.)

Handling Incoming Calls

Difficulty	Suggestions
The machine "hears" a voice as a CNG Tone.	If Easy Receive is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax-receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning Easy Receive to Off. (See *Easy Receive* ➤➤ page 32.)
Sending a fax call to the machine.	If you answered on an extension telephone, press your Fax Receive Code (the factory setting is *∗* **5 1**). If you answered on the external telephone (connected to the EXT. jack), press **Start** to receive the fax. When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Voice Mail, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes.
	For example: If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate telephone line with no custom features is recommended.

Copying Difficulties

Difficulty	Suggestions
Poor copy results when using the ADF.	Try using the scanner glass. (See *Using the scanner glass* ➤➤ page 22.)
Vertical black lines or streaks appear in copies.	Vertical black lines or streaks on copies are typically caused by dirt or correction fluid on the scanner. Clean the glass strip and scanner glass and the white bar and white plastic above them. (See *Cleaning the scanner* ➤➤ page 52.)
Copies are blank.	Make sure you are loading the document properly. (See *Loading documents* ➤➤ page 21.)
Fit to Page does not work properly.	Make sure the document is not skewed on the scanner glass. Reposition the document and try again.

B

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in PaperPort™ 12SE with OCR, click **Scan Settings**, **Select** to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click **File**, **Select Source** and choose the Brother TWAIN driver. Mac OS X 10.6.x users can also scan documents using the ICA Scanner Driver. ➤➤Software User's Guide: *Scanning a document using the ICA driver (Mac OS X 10.6.x)*
Poor scanning results when using the ADF.	Try using the scanner glass. (See *Using the scanner glass* ➤➤ page 22.)
OCR does not work.	Try increasing the scanner resolution. (Macintosh users) Make sure you have finished downloading and installing Presto! PageManager from: http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows® users only) Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
"Device Busy"	Make sure the machine is not showing an error message on the LCD.
Cannot print images from FaceFilter Studio.	To use FaceFilter Studio, you must install the FaceFilter Studio application from the CD-ROM supplied with your machine. (➤➤Quick Setup Guide) Also, before you start FaceFilter Studio for the first time, you must make sure your Brother machine is turned on and connected to your computer. This will allow you to access all the functions of FaceFilter Studio.

Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (➤➤Advanced User's Guide: *Reports*) and check the current Network settings printed in this list. If you are using a wireless connection or are having Network problems ➤➤Network User's Guide: *Troubleshooting*
The network scanning feature does not work.	(Windows® users) It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below: In Name: Enter any description, for example Brother NetScan. In Port number: Enter 54925. In Protocol: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. (Macintosh users) Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**DeviceSelector** or from the model list in ControlCenter2.
The Brother software cannot be installed.	(Windows® users) If the Security Software warning appears on the PC screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run. (Macintosh users) 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 the **Menu** key, choose Print Reports and then press **OK**. Choose WLAN Report. (➤➤Network User's Guide)
Reset the network settings.	Press the **Menu** key, choose Network and then press **OK**. Choose Network Reset. (➤➤Network User's Guide)

B

Dial Tone

Setting the dial tone to Detection will shorten the dial detect pause.

1. Press **Menu**.

2. Press ▲ or ▼ to choose
   Initial Setup.
   Press **OK**.

3. Press ▲ or ▼ to choose Dial Tone.
   Press **OK**.

4. Press ▲ or ▼ to choose Detection or
   No Detection.
   Press **OK**.

5. Press **Stop/Exit**.

Telephone line interference / VoIP

If you are having problems sending or receiving a fax due to possible interference on the telephone line, we recommend that you change the modem speed to minimize errors in fax operations.

1. Press **Menu**.

2. Press ▲ or ▼ to choose
   Initial Setup.
   Press **OK**.

3. Press ▲ or ▼ to choose
   Compatibility.
   Press **OK**.

4. Press ▲ or ▼ to choose Normal or
   Basic(for VoIP).
   Press **OK**.

   ■ Basic(for VoIP) reduces the modem speed to 9,600 bps and turns off color fax receiving and ECM, except for color fax sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

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

   ■ Normal sets the modem speed at 14,400 bps.

5. Press **Stop/Exit**.

Note

VoIP (Voice over IP) is a type of phone system that uses an internet connection, rather than a traditional phone line.

Machine Information

Checking the serial number

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

a. Press **Menu**.

b. Press ▲ or ▼ to choose `Machine Info.` Press **OK**.

c. Press ▲ or ▼ to choose `Serial No.` Press **OK**.

d. Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1. `Network`

   You can reset the print server back to its default factory settings, such as the password and IP address information.

2. `Speed Dial&Fax`

   Speed Dial & Fax resets the following settings:

   ■ Speed Dial

   (Speed-Dial and Setup Groups)

   ■ Station ID

   (Name and Number)

   ■ Report settings

   (Transmission Verification Report, Quick Dial List and Fax Journal)

   ■ History

   (Caller ID history and Outgoing Call)

   ■ Faxes in memory

3. `All Settings`

   You can restore all settings to their factory defaults.

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

How to reset the machine

a. Press **Menu**.

b. Press ▲ or ▼ to choose `Initial Setup.` Press **OK**.

c. Press ▲ or ▼ to choose `Reset.` Press **OK**.

d. Press ▲ or ▼ to choose the type of reset (`Network`, `Speed Dial&Fax` or `All Settings`) you want to use. Press **OK**. Press **1** to confirm.

e. Press **1** to reboot the machine.

B

C Menu and features

On-screen programming

Your machine is designed to be easy to operate with LCD on-screen programming using the menu keys. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.
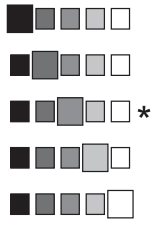
Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

Menu table

The menu table will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.

Menu (⬤ Menu)

Level1	Level2	Level3	Options	Descriptions	Page
Ink	**Test Print**	—	Print Quality Alignment	Lets you check the print quality or alignment.	53
	Cleaning	—	Black Color All	Lets you clean the print head.	53
	Ink Volume	—	—	Lets you check the available ink volume.	See ◆.
General Setup	**Mode Timer**	—	Off 0Sec 30Secs 1Min **2Mins*** 5Mins	Sets the amount of time before the machine returns to FAX mode.	
	Paper Type	—	**Plain Paper*** Inkjet Paper Brother BP71 Brother BP61 Other Glossy Transparency	Sets the type of paper in the paper tray.	16
	Paper Size	—	**Letter*** Legal A4 A5 EXE 4"x6"	Sets the size of paper in the paper tray.	16
	◆ See Advanced User's Guide.				
	📝 The factory settings are shown in Bold with an asterisk.				

C

Level1	Level2	Level3	Options	Descriptions	Page
General Setup (Continued)	**Volume**	**Ring**	Off Low **Med*** High	Adjusts the ring volume.	See ◆.
		Beeper	Off **Low*** Med High	Adjusts the beeper volume.	
		Speaker	Off Low **Med*** High	Adjusts the speaker volume.	
	Auto Daylight	—	On **Off***	Change this setting to On if you want the machine to change automatically for Daylight Saving Time.	
	LCD Settings	**LCD Contrast**	■□□□□ ■■□□□ ■■■□□ * ■■■■□ ■■■■□	Adjust the contrast of the LCD.	
		Backlight	**Light*** Med Dark	You can adjust the brightness of the LCD backlight.	
		Dim Timer	Off 10Secs 20Secs **30Secs***	You can set how long the LCD backlight stays on after the last key press.	
	Sleep Mode	—	1Min 2Mins 3Mins **5Mins*** 10Mins 30Mins 60Mins	You can choose how long the machine must be idle before it goes into Sleep mode.	
◆ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
`Fax`	`Setup Receive`	`Ring Delay`	0 1 2 3 **4***	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	31
		`F/T Ring Time`	**20Secs*** 30Secs 40Secs 70Secs	Sets the length of the pseudo/double-ring time in Fax/Tel mode.	31
		`Easy Receive`	**On*** Off	Receives fax messages automatically when you answer a call and hear fax tones.	32
		`Remote Codes`	**On*** (∗51, #51) Off	Allows you to answer all calls at an extension telephone and use codes to turn the machine on or off. You can personalize these codes.	39
		`Auto Reduction`	**On*** Off	Reduces the size of incoming faxes.	See ◆.
	`Setup Speed Dial`	`Set Speed Dial`	—	You can store Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	43
		`Setup Groups`	—	You can set up Group numbers for broadcasting.	See ◆.
	`Report Setting`	`Transmission`	On On+Image **Off*** Off+Image	Choose the initial setup for Transmission Verification Report.	26
		`Journal Period`	Off **Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days	Sets the interval for the automatic printing of the Fax Journal. If you have chosen an option other than Off or Every 50 Faxes, you can set the time for the chosen option. If you have chosen Every 7 Days, you can set the day of the week.	See ◆.
	◆ See Advanced User's Guide.				
	✎ The factory settings are shown in Bold with an asterisk.				

C

Level1	Level2	Level3	Options	Descriptions	Page
Fax (Continued)	**Remaining Jobs**	—	—	Check which jobs are in the memory and cancel chosen jobs.	See ◆.
	Miscellaneous	**TX Lock**	—	Prohibits most functions except receiving faxes.	
		Distinctive	**Off*** Set (On)	Uses the telephone company's Distinctive Ring subscriber service to register the ring pattern with the machine.	34
		Caller ID (USA only)	Area Code	View or print a list of the last 30 Caller IDs stored in the memory. Set up your 3-digit area code only if you do not dial it within your own area code.	See ◆.
◆ See Advanced User's Guide.					
✎ The factory settings are shown in Bold with an asterisk.					

Network menu

Level1	Level2	Level3	Options	Descriptions	Page
Network	TCP/IP	BOOT Method	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.	See **+**.
		IP Address	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
		Subnet Mask	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
		Gateway	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
		Node Name	BRWXXXXXXXXXXXX	Enter the Node name.	
		WINS Config	**Auto*** Static	Chooses the WINS configuration mode.	
		WINS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary WINS server.	
		DNS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary DNS server.	
		APIPA	**On*** Off	Automatically allocates the IP address from the link-local address range.	
	Setup Wizard	—	—	You can manually configure your print server for a wireless network.	
	WPS/AOSS	—	—	You can easily configure your wireless network settings using the one-button push method.	
+ See Network User's Guide.					
📝	The factory settings are shown in Bold with an asterisk.				

C

Level1	Level2	Level3	Options	Descriptions	Page
Network (Continued)	**WPS w/PIN Code**	—	—	You can easily configure your wireless network settings using WPS with a PIN code.	See **+**.
	WLAN Status	**Status**	—	You can see the current wireless network status.	
		Signal	—	You can see the current wireless network signal strength.	
		SSID	—	You can see the current SSID.	
		Comm. Mode	—	You can see the current Communication Mode.	
	MAC Address	—	—	You can see your machine's MAC address from the control panel.	
	WLAN Enable	—	On **Off***	Lets you use the wireless network connection.	
	Network Reset	—	—	Restore all network settings to factory default.	
+ See Network User's Guide.					
✎	The factory settings are shown in Bold with an asterisk.				

Menu (Menu) (continued)

Level1	Level2	Level3	Options	Descriptions	Page
Print Reports	Transmission	—	—	Prints these lists and reports.	See ◆.
	Quick Dial	—	Alphabetical Order Numerical Order		
	Fax Journal	—	—		
	User Settings	—	—		
	Network Config	—	—		
	WLAN Report	—	—		
	Caller ID hist.	—	—		
Machine Info.	Serial No.	—	—	Lets you check the serial number of your machine.	75
Initial Setup	Receive Mode	—	Fax Only* Fax/Tel External TAD Manual	Choose the Receive Mode that best suits your needs.	28
	Date&Time	—	—	Puts the date and time on the LCD and in the headings of the faxes you send.	See ‡.
	Station ID	—	Fax: Name:	Enter your name and fax number to appear on each page you fax.	
	Tone/Pulse (Canada only)	—	Tone* Pulse	Choose the dialing mode.	
	Dial Tone	—	Detection No Detection*	You can shorten the dial tone detect pause.	74
	Compatibility	—	Normal* Basic(for VoIP)	Adjusts the modem speed to help resolve transmission problems.	74

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Initial Setup (Continued)	**Reset**	**Network**	—	Resets the print server back to its factory settings, such as the password and IP address information.	75
		Speed Dial&Fax	—	Deletes all stored Speed Dial numbers and faxes, restores the Station ID, Quick Dial List, Transmission Verification Report and Fax Journal back to the factory settings.	
		All Settings	—	Resets all the machine's settings back to the factory settings.	
	Local Language (USA only)	—	**English*** Spanish	Allows you to change the LCD language for your country.	See ‡.
	Local Language (Canada only)	—	**English*** French	Allows you to change the LCD language for your country.	
	◆ See Advanced User's Guide. ‡ See Quick Setup Guide.				
	✎ The factory settings are shown in Bold with an asterisk.				

FAX (⊞)

Level1	Level2	Level3	Options	Descriptions	Page
Fax Resolution	—	—	**Standard*** Fine S.Fine Photo	Sets the resolution for outgoing faxes.	See ◆.
Contrast	—	—	**Auto*** Light Dark	Changes the lightness or darkness of faxes you send.	
Speed Dial	**Search**	—	Alphabetical Order Numerical Order	You can dial by pressing only a few keys (and **Start**).	41
	Set Speed Dial	—	—	You can store Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	43
	Setup Groups	—	—	You can set up Group numbers for broadcasting.	See ◆.
Outgoing Call	**Send a fax** **Add to Speed Dial** **Delete**	—	—	You can choose a number from the Outgoing Call history and then send a fax to it, add it to Speed Dial, or delete it.	
Caller ID hist.	**Send a fax** **Add to Speed Dial** **Delete**	—	—	You can choose a number from the Caller ID history and then send a fax to it, add it to Speed Dial, or delete it.	
Advanced Settings	**Broadcasting**	Add Number	—	You can send the same fax message to more than one fax number.	
		Speed Dial	Alphabetical Order Numerical Order		
		Complete	—		
	Real Time TX	—	On **Off***	You can send a fax without using the memory.	
	Overseas Mode	—	On **Off***	If you are having difficulty sending faxes overseas, set this to On.	
	Glass ScanSize	—	**Letter*** A4	Adjust the scan area of the scanner glass to the size of the document.	26
◆ See Advanced User's Guide.					
📝 The factory settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
Set New Default	—	—	—	You can save your fax settings.	See ◆.
Factory Reset	—	—	—	You can restore all settings back to the factory settings.	
◆ See Advanced User's Guide.					
📝	The factory settings are shown in Bold with an asterisk.				

SCAN (📄)

Level1	Option1	Option2	Option3	Descriptions	Page
Scan to File	—	—	—	You can scan a black & white or a color document into your computer.	See □.
Scan to E-mail	—	—	—	You can scan a black & white or a color document into your E-mail application.	
Scan to OCR [1]	—	—	—	You can have your text document converted to an editable text file.	
Scan to Image	—	—	—	You can scan a color picture into your graphics application.	
Web Service (Appears when you install Web Services Scanner, which is displayed in your computer's Network Explorer.)	Scan	—	—	You can scan data by using the Web Services protocol.	
	Scan for E-mail	—	—		
	Scan for OCR	—	—		
	Scan for Fax	—	—		
	Scan for Print	—	—		
□ See Software User's Guide. [1] (For Macintosh users) This function is available after you have downloaded and installed Presto! PageManager from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg					
📝	The factory settings are shown in Bold with an asterisk.				

COPY (🗐)

Level1	Level2	Level3	Options	Descriptions	Page
Quality	—	—	Fast **Normal*** Best	Choose the Copy resolution for the next copy.	See ◆.
Paper Type	—	—	**Plain Paper*** Inkjet Paper Brother BP71 Brother BP61 Other Glossy Transparency	Choose the paper type that matches the paper in the tray.	45
Paper Size	—	—	**Letter*** Legal A4 A5 EXE 4"x6"	Choose the paper size that matches the paper in the tray.	45
Enlarge/Reduce	**100%***	—	—	—	See ◆.
	Enlarge	—	198% 4"x6"→A4 186% 4"x6"→LTR 104% EXE→LTR	You can choose the enlargement ratio for the next copy.	
	Reduce	—	97% LTR→A4 93% A4→LTR 85% LTR→EXE 83% LGL→A4 78% LGL→LTR 46% LTR→4"x6"	You can choose the reduction ratio for the next copy.	
	Fit to Page	—	—	Your machine will adjust the size automatically to the paper size you set.	
	Custom(25-400%)	—	—	You can enter an enlargement or reduction ratio.	
	◆ See Advanced User's Guide.				
	✎ The factory settings are shown in Bold with an asterisk.				

C

Level1	Level2	Level3	Options	Descriptions	Page
Density	—	—	-2 / -1 / 0 * / +1 / +2	Adjusts the density of copies.	See ◆.
Stack/Sort	—	—	**Stack*** Sort	You can choose to stack or sort multiple copies.	
Page Layout	—	—	**Off(1in1)*** 2in1(P) 2in1(L) 2in1(ID) 4in1(P) 4in1(L) Poster (2x1) Poster (2x2) Poster (3x3)	You can make N in 1, 2 in 1 ID, or Poster copies.	
Set New Default	—	—	—	You can save your copy settings.	
Factory Reset	—	—	—	You can restore all the settings back to the factory settings.	
◆ See Advanced User's Guide.					
📝 The factory settings are shown in Bold with an asterisk.					

Speed Dial (⌨)

Level1	Level2	Level3	Options	Descriptions	Page
Search	—	—	Alphabetical Order Numerical Order	You can search for names you have stored in the Speed Dial memory.	41
Set Speed Dial	—	—	—	You can set up Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	43
Setup Groups	—	—	—	You can set up Group numbers for broadcasting.	See ◆.
◆ See Advanced User's Guide.					
📝 The factory settings are shown in Bold with an asterisk.					

Redial/Pause (_{Redial / Pause})

Level1	Level2	Level3	Options	Descriptions	Page
Outgoing Call history	**Send a fax** **Add to Speed Dial** **Delete**	—	—	You can choose a number from the Outgoing Call history and then send a fax to it, add it to Speed Dial, or delete it.	See ◆.
Caller ID hist.	**Send a fax** **Add to Speed Dial** **Delete**	—	—	You can choose a number from the Caller ID history and then send a fax to it, add it to Speed Dial, or delete it.	
	◆ See Advanced User's Guide.				
✎	The factory settings are shown in Bold with an asterisk.				

C

Entering Text

When you are setting certain menu selections, such as the Station ID, you may need to enter text into the machine. Most dial pad keys have three or four letters printed on keys. The keys for **0**, **#** and ✳ do not have printed letters because they are used for special characters.

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

Press Key	one time	two times	three times	four times	five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	S	7
8	T	U	V	8	T
9	W	X	Y	Z	9

Inserting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between characters.

Making corrections

If you entered an incorrect letter and want to change it, press ◀ to move the cursor under the incorrect character. Then press **Clear**. Re-enter the correct character. You can also back up and insert letters.

Repeating letters

If you need to enter a letter that is on the same key as the letter before, press ▶ to move the cursor to the right before you press the key again.

Special characters and symbols

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

Press *	for	(space) ! " # $ % & ' ( ) * + , - . / €	
Press **#**	for	: ; < = > ? @ [ ] ^ _	
Press **0**	for	English:	Á À Ã Â Ç É È Ê Ë Í Î Ï Ó Õ Ô Ö Ú Ù 0
		French:	À Â Ç É È Ê Ë Î Ï Ô Ú Ù 0
		Spanish:	Á É Í Ñ Ó Ú 0

D Specifications

General

Note

This chapter provides a summary of the machines' specifications. For additional specifications visit http://www.brother.com/ for details.

Printer Type	Inkjet	
Print Head	Black:	Piezo with 210 nozzles $\times$ 1
	Color:	Piezo with 210 nozzles $\times$ 3
Memory Capacity	40 MB	
LCD (Liquid Crystal Display)	1.9 in. (49.0 mm) STN Color LCD [1]	
Power Source	AC 100 to 120 V 50/60 Hz	
Power Consumption [2]	Copy Mode:	Approx. 19 W [3]
	Ready Mode:	Approx. 5.5 W
	Sleep Mode:	Approx. 2 W
	Off:	Approx. 0.2 W

[1] Measured diagonally.

[2] Measured when the machine is connected to the USB interface.

[3] When using ADF, resolution: standard / document: ISO/IEC 24712 printed pattern.

Dimensions

7.1 in.
(180 mm)

15.9 in.
(405 mm)

14.9 in.
(378 mm)

14.7 in.
(374 mm)

20.4 in.
(519 mm)

Weight	19.8 lb (9 kg)	
Noise	Operating:	50 dB or less [1]
Temperature	Operating:	50 to 95 °F (10 to 35 °C)
	Best Print Quality:	68 to 91 °F (20 to 33 °C)
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)
ADF (automatic document feeder)	Up to 15 pages [2] (Paper: 24 lb (90 g/m^2) Letter or A4 size)	
	Up to 20 pages with conditions [3]	
Document Size	ADF Width: 5.8 in. to 8.5 in. (148 mm to 215.9 mm)	
	ADF Length: 5.8 in. to 14.0 in. (148 mm to 355.6 mm)	
	Scanner Glass Width: Max. 8.5 in. (215.9 mm)	
	Scanner Glass Length: Max. 11.7 in. (297 mm)	

[1] Noise depends on printing conditions.

[2] Using standard 17 lb to 24 lb paper.

[3] Using either BP60MPLTR or XEROX4200 20 lb paper, temperature 68 - 78.8 °F (20 - 26 °C), humidity 40 - 50% without condensation.

D

Print media

Paper Input   **Paper Tray**

■ Paper Type:

Plain Paper, Inkjet Paper (coated paper),
Glossy Paper [1] and Transparency [1] [2]

■ Paper Size [3]:

Letter, Legal, Executive, A4, A5, A6, Envelopes (commercial No.10,
DL, C5, Monarch), Photo 4" × 6", Photo 2L 5" × 7", and Index
Card 5" × 8"

Width: 3.86 in. - 8.5 in. (98 mm - 215.9 mm)

Length: 5.8 in. - 14 in. (148 mm - 355.6 mm)

For more details, see *Paper weight, thickness and capacity*
▶▶ page 20.

■ Maximum paper tray capacity:

Up to 100 sheets of 20 lb (80 g/m^2) plain paper

Paper Output   Up to 50 sheets of 20 lb (80 g/m^2) plain paper (face up print delivery to the
output paper tray) [1]

---

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

[2]   Use only transparencies recommended for inkjet printing.

[3]   See *Paper type and size for each operation* ▶▶ page 19.

Fax

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback
	14,400 bps
Scanning Width	8.2 in. (208 mm) (Letter)
Printing Width	8.26 in. (210 mm)
Gray Scale	Levels: 64 (B&W) / 256 (Color)
Resolution	Standard
	203 × 98 dpi (Black)
	203 × 196 dpi (Color)
	Fine
	203 × 196 dpi (Black/Color)
	Superfine
	203 × 392 dpi (Black)
	Photo
	203 × 196 dpi (Black)
Speed Dial	40 stations
Groups	Up to 6
Broadcasting	90 (40 Speed Dial / 50 Manual Dial)
Automatic Redial	1 time after 5 minutes
Memory Transmission	Up to 170 [1] pages
Out of Paper Reception	Up to 170 [1] pages

[1] "Pages" refers to the "ITU-T Test Chart #1" (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

D

Copy

Color/Black	Yes/Yes
Copy Width	Max. 8.26 in. (210 mm)
Multiple Copies	Stacks/Sorts up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200×1200 dpi

Scanner

Color/Black	Yes/Yes
TWAIN Compliant	Yes (Windows® XP [1]/Windows Vista®/Windows® 7)
	Mac OS X 10.4.11, 10.5.x, 10.6.x [2]
WIA Compliant	Yes (Windows® XP [1]/Windows Vista®/Windows® 7)
ICA Compliant	Yes (Mac OS X 10.6.x)
Color Depth	36 bit color Processing (Input)
	24 bit color Processing (Output)
Resolution	Up to 19200 × 19200 dpi (interpolated) [3]
	Up to 1200 × 2400 dpi (optical) (Scanner Glass)
	Up to 1200 × 600 dpi (optical) (ADF)
Scanning Width and Length	(Scanner Glass)
	Width: Up to 8.3 in. (210 mm)
	Length: Up to 11.46 in. (291 mm)
	(ADF)
	Width: Up to 8.3 in. (210 mm)
	Length: Up to 13.76 in. (349.6 mm)
Gray Scale	256 levels

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

[2] For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com/.

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

D

Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width [3]	8.26 in. [8.5 in. (borderless) [1]]
Borderless [2]	Letter, A4, A6, Photo 4" × 6", Index Card 5" × 8", Photo 2L 5" × 7"

Print Speed [4]

[1] When the Borderless feature is set to On.

[2] See *Paper type and size for each operation* ▸▸ page 19.

[3] When printing on letter size paper.

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

Interfaces

USB [1] [2]	Use a USB 2.0 interface cable that is no longer than 6 feet (2 m).
Wireless LAN	IEEE 802.11b/g/n (Infrastructure/Ad-hoc Mode)

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

[2] Third party USB ports are not supported.

D

Computer requirements

SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS							
Computer Platform & Operating System Version		Supported PC Software Functions	PC Interface	**Processor Minimum Speed**	Minimum RAM	Recommended RAM	Hard Disk Space to install
							For Drivers
Windows® Operating System	Windows® XP Home [1] [4] Windows® XP Professional [1] [4]	Printing, PC Fax [3], Scanning	USB, Wireless 802.11b/g/n	Intel® Pentium® II or equivalent	128 MB	256 MB	150 MB	1 GB
	Windows® XP Professional x64 Edition [1] [4]			64-bit (Intel® 64 or AMD64) supported CPU	256 MB	512 MB	150 MB	1 GB
	Windows Vista® [1] [4]			Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.3 GB
	Windows® 7 [1] [4]				1 GB (32 bit) 2 GB (64 bit)	1 GB (32 bit) 2 GB (64 bit)	650 MB	1.3 GB
	Windows Server® 2003 (print only via network)	Printing	Wireless 802.11b/g/n	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A
	Windows Server® 2003 x64 Edition (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU				
	Windows Server® 2003 R2 (print only via network)			Intel® Pentium® III or equivalent				
	Windows Server® 2003 R2 x64 Edition (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU	512 MB	1 GB		
	Windows Server® 2008 (print only via network)			Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD64) supported CPU		2 GB		
	Windows Server® 2008 R2 (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU				
Macintosh Operating System	Mac OS X 10.4.11, 10.5.x	Printing, PC Fax Send [3], Scanning	USB [2], Wireless 802.11b/g/n	PowerPC® G4/G5 Intel® Processor	512 MB	1 GB	80 MB	550 MB
	Mac OS X 10.6.x			Intel® Processor	1 GB	2 GB		

Conditions:

[1] For WIA, 1200 × 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 × 19200 dpi.

[2] Third party USB ports are not supported.

[3] PC Fax supports black and white only. (PC Fax Send is only supported.)

[4] PaperPort™12SE supports Windows® XP Home (SP3 or greater), XP Professional (SP3 or greater), XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater) and Windows® 7.

For the latest driver updates, visit us at

(in USA)   www.brother.com/

(in Canada)   www.brother.ca/

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Consumable items

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	Starter ink cartridges are in the box. The first time you install the ink cartridges the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high quality printing. Afterward, replacement ink cartridges will print the specified number of pages. Starter cartridge yield is approx. 80% of the yield of the LC71 replacement cartridges.
Replacement Consumables	<Standard Yield Black> LC71BK <Standard Yield Yellow> LC71Y <Standard Yield Cyan> LC71C <Standard Yield Magenta> LC71M Black, Yellow, Cyan and Magenta - Approximately 300 pages [1] <High Yield Black> LC75BK <High Yield Yellow> LC75Y <High Yield Cyan> LC75C <High Yield Magenta> LC75M Black, Yellow, Cyan and Magenta - Approximately 600 pages [1] [1] Approx. cartridge yield is declared in accordance with ISO/IEC 24711 For more information about the replacement consumables, visit us at www.brother.com/pageyield/.

What is Innobella™?

Innobella™ is a range of genuine consumables 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.

D

Network (LAN)

Note

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

LAN	You can connect your machine to a network for Network Printing, Network Scanning and PC Fax Send [1]. Also included is Brother BRAdmin Light [2] Network Management software.
Wireless Network Security	SSID (32 chr), WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)
Setup Support Utility	**AOSS™** Yes
	WPS Yes

[1]   See the Computer Requirements chart on page 100.

[2]   If you require more advanced printer management, use the latest Brother BRAdmin Professional utility version that is available as a download from http://solutions.brother.com/.

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