brother ®
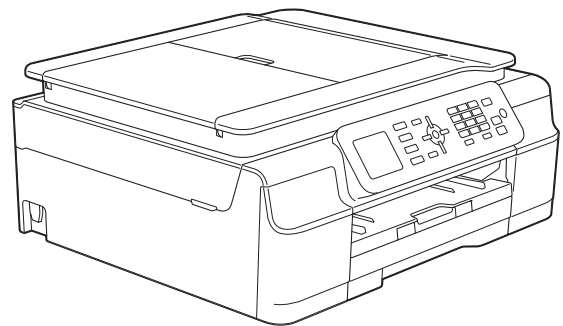
Basic User's Guide

MFC-J470DW
MFC-J475DW

If you need to contact Customer Service

Please complete the following information for future reference:

Model Number: MFC-J470DW and MFC-J475DW
(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/

User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic 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 and Network User's Guide	This Guide provides instructions for Scanning, Printing, PC-Fax and other operations that can be performed by connecting your Brother machine to a computer. You can also find useful information about using the Brother ControlCenter utility, using your machine in a network environment, and frequently used terms.	HTML file/CD-ROM
Web Connect Guide	This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images, printing data and uploading files directly to Internet services.	PDF file / Brother Solutions Center [1]
AirPrint Guide	This Guide provides information for using AirPrint to print from OS X v10.7.x, 10.8.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.	PDF file / Brother Solutions Center [1]
Google Cloud Print Guide	This Guide provides details on how to use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center [1]
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi network.	PDF file / Brother Solutions Center [1]

[1] Visit 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 buttons 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 the 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.

NOTE

Notes tell you how to 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 shocks.

Accessing Brother Utilities (Windows® 8)

If you are using a PC or tablet running Windows® 8, you can make your selections either by tapping the screen or by clicking with your mouse.

After the printer driver is installed,

 (**Brother Utilities**) appears on both the Start screen and the desktop.

① Tap or click **Brother Utilities** either on the Start screen or the desktop.
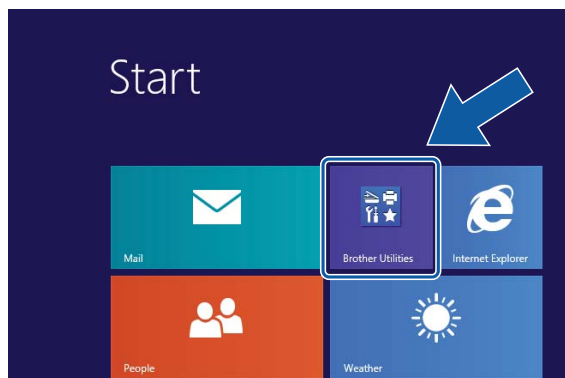
② Select your machine.
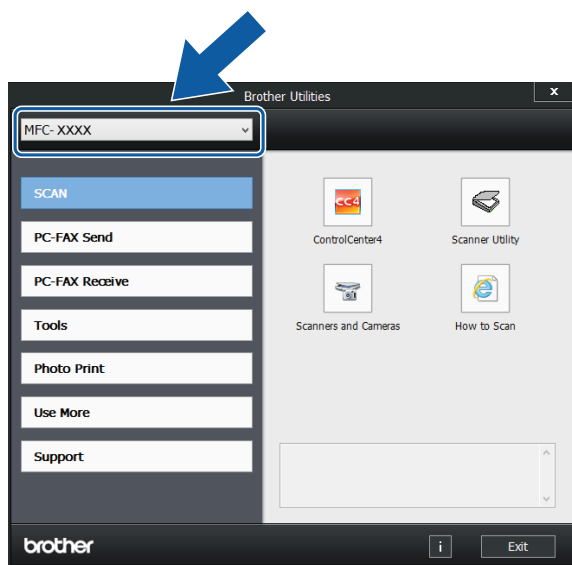
③ Choose the function you want to use.

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

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

Viewing User's Guides

(Windows®)

(Windows® XP/Windows Vista®/Windows® 7/ Windows Server® 2003/Windows Server® 2008/Windows Server® 2008 R2)
To view the documentation, from

 (**Start**), **All Programs**, select **Brother**, **MFC-XXXX** (where XXXX is your model name) from the programs list, and then choose **User's Guides**.

(Windows® 8/Windows Server® 2012)

Click (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **Support** in the left navigation bar, and then click **User's Guides**.

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

1

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

NOTE

If the Brother screen does not appear, go to **Computer** or **My Computer**. (For Windows® 8 and Windows Server® 2012:

Click [icon] (**File Explorer**) on the

taskbar, and then go to **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.
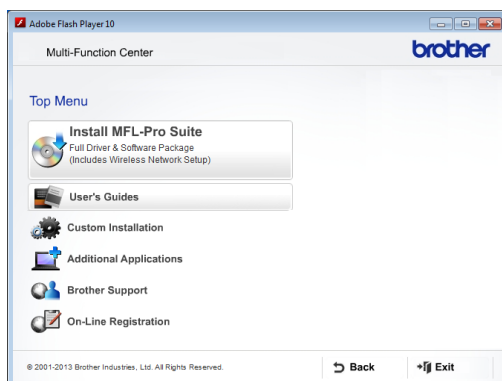
4 Click **User's Guides**.

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

(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 **User's Guides** icon.

3 Select your model and language if needed.

4 Click **User's Guides**. If the country screen appears, choose your country.

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 and Network User's Guide

◼ *Scan*

◼ *ControlCenter*

Nuance™ PaperPort™ 12SE How-to-Guides (Windows®) (Not available in Hong Kong)

◼ The complete Nuance™ PaperPort™ 12SE How-to-Guides can be viewed from the Help section in the PaperPort™ 12SE application.

3

Presto! PageManager User's Guide (Windows®)
(Hong Kong only)

■ Instructions for scanning directly from Presto! PageManager. The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

Presto! PageManager User's Guide (Macintosh)

NOTE

Presto! PageManager must be downloaded and installed before use. For more information, see *Accessing Brother Support (Macintosh)* on page 5.

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

How to find Network setup instructions

Your machine can be connected to a wireless network.

■ Basic setup instructions
(See Quick Setup Guide.)

■ The wireless access point or router supports Wi-Fi Protected Setup™ or AOSS™
(See Quick Setup Guide.)

■ More information about network setup
(See Software and Network User's Guide.)

How to access Guides for Advanced Features

You can view and download these Guides from the Brother Solutions Center at: http://solutions.brother.com/.

Click **Manuals** on your model's page to download the documentation.

Web Connect Guide

This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images, printing data and uploading files directly to Internet services.

AirPrint Guide

This Guide provides information for using AirPrint to print from OS X v10.7.x, 10.8.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.

Google Cloud Print Guide

This Guide provides details on how to use Google Cloud Print™ services for printing over the Internet.

Mobile Print/Scan Guide for Brother iPrint&Scan

This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi network.

Accessing Brother Support (Windows®)

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

■ Click **Brother Support** on the **Top Menu**. The following screen will appear:
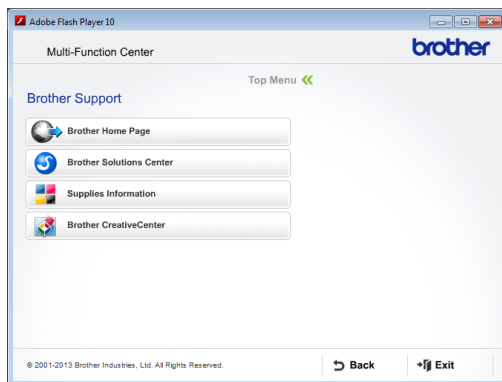
■ To access our website
   (http://www.brother.com/), click
   Brother Home Page.

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

■ To visit our website for original 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 have 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 access the Brother Web Connect
   page, click **Brother Web Connect**.

■ 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 website for original Brother
   Supplies
   (http://www.brother.com/original/), click
   Supplies Information.

Control panel overview

The MFC-J470DW and MFC-J475DW have the same control panel keys.
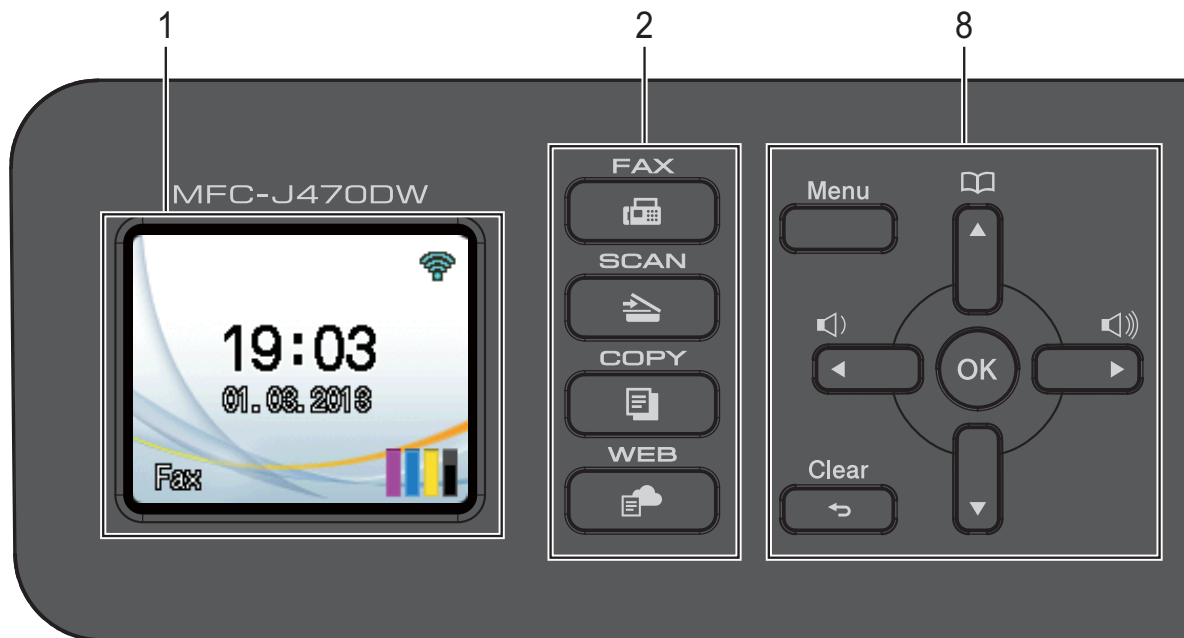
NOTE

Most of the illustrations in this User's Guide show the MFC-J470DW.

1 LCD (Liquid Crystal Display)

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

2 Mode keys:

- **FAX**

  Lets you access the Fax mode.

- **SCAN**

  Lets you access the Scan mode.

- **COPY**

  Lets you access the Copy mode.

- **WEB**

  Lets you connect the Brother machine to an Internet service.

  For more information, see Web Connect Guide.

3 Telephone keys:

- **Redial/Pause**

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

- **Hook**

  Press before dialling when you want to listen to make sure a fax machine has answered, and then press **Mono Start** or **Colour Start**.

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

4 Start keys:

- **Mono Start**

  Lets you start sending faxes or making copies in monochrome. Also lets you start a scanning operation (in colour or mono depending on the scan setting in the ControlCenter software).

- **Colour Start**

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

1
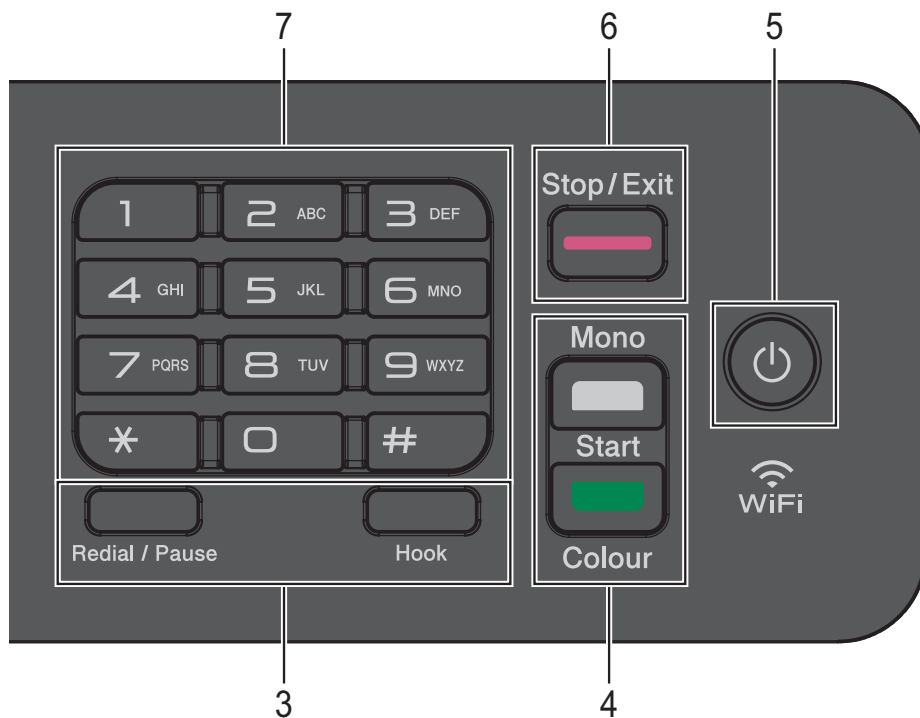
5 ⏻ **Power On/Off**

Press ⏻ to turn on the machine.

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

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

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

6 ━━ **Stop/Exit**

Stops an operation or exits the menu.

7 Dial Pad

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

8 Menu keys:

■ ◁ ◀ ▶ ◁))

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

■ 📖 ▲

Lets you store, look up, and dial numbers that are 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.

LCD screen indications

The LCD shows the machine's status when the machine is idle.

1   Wireless Status

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

2   Receive Mode

See the current Receive Mode:

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

NOTE

(For Australia, Singapore and Hong Kong) When the Distinctive Ring feature is turned on, the LCD shows `D/R`. For details, *Distinctive Ring* on page 32 and 37 for your relevant country.

(For New Zealand) When the FaxAbility feature is turned on, the LCD shows `D/R`. For details, *FaxAbility* on page 35.

3   Ink

See the remaining ink volume.

When the ink cartridge is near the end of life or having a problem, the error icon is displayed on the colour ink. For more information, see Advanced User's Guide: *Checking the ink volume*.

4   Faxes in memory

You can see how many received faxes are in the memory.

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`.
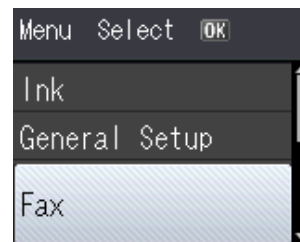
a Press **Menu**.

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

Press **OK**.

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

Press **OK**.

1

d Press ▲ or ▼ to choose Receive Mode.

```
Setup Receive
Receive Mode
              Fax Only
Ring Delay
F/T Ring Time
```
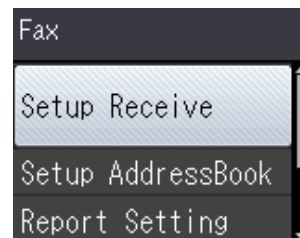
Press **OK**.

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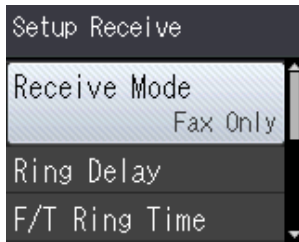
```
Receive Mode
Fax Only
Fax/Tel
External TAD
Manual
```
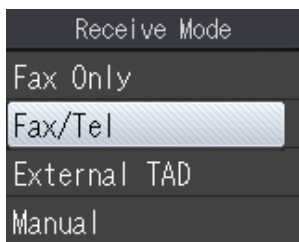
Press **OK**.
You can see the current setting on the LCD:

```
Setup Receive
Receive Mode
              Fax/Tel
Ring Delay
F/T Ring Time
```

NOTE

Press **Clear** if you want to go back to the previous level.

f Press **Stop/Exit**.

Volume Settings

Ring Volume

You can choose from a range of ring volume levels, from High to Off.

While the machine is idle, press ◁) ◀ or ▶ ◁)) to adjust the volume level. The LCD shows the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the volume through the menu, by following the instructions:

Setting the Ring Volume

a Press **Menu**.

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

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

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

e Press ▲ or ▼ to choose Low, Med, High or Off.
Press **OK**.

f Press **Stop/Exit**.

Beeper Volume

When the beeper is on, the machine will make a sound when you press a key, or if you make a mistake, or after you send or receive a fax.

You can choose from a range of sound volume levels.

a Press **Menu**.

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

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

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

5 Press ▲ or ▼ to choose Low, Med, High
or Off.
Press **OK**.

6 Press **Stop/Exit**.

Speaker Volume

You can choose from a range of speaker
volume levels.

1 Press **Menu**.

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

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

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

5 Press ▲ or ▼ to choose Low, Med, High
or Off.
Press **OK**.

6 Press **Stop/Exit**.

You can also adjust the speaker volume by
pressing **Hook**.

1 Press **Hook**.

2 Press ◁)) ◀ or ▶ ◁))).
Each key press changes the volume to
the next setting. This setting will stay
until you change it again.

3 Press **Hook**.

LCD display

Setting the backlight brightness

If you are having difficulty reading the LCD,
try changing the brightness setting.

1 Press **Menu**.

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

3 Press ▲ or ▼ to choose LCD Settings.
Press **OK**.

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

5 Press ▲ or ▼ to choose Light, Med or
Dark.
Press **OK**.

6 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 time.

(For more information about paper size, weight and thickness, see *Choosing the right print media* on page 20.)

ⓐ Pull the paper tray completely out of the machine.
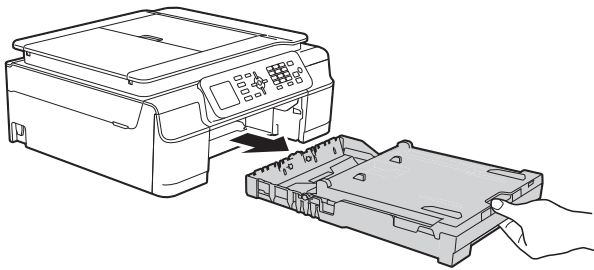
NOTE
• If the paper support flap (1) is open, close it, and then close the paper support (2).
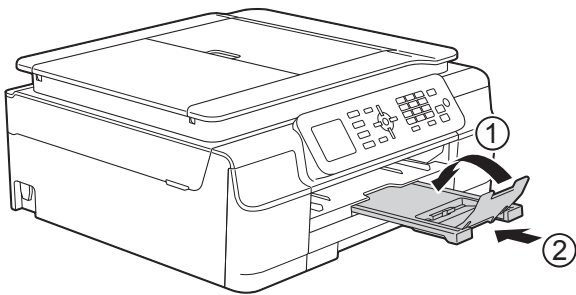
• When you load a different paper size in the tray, you will need to change the Paper Size setting in the menu of the machine at the same time.

(See *Paper Size* on page 17.)

ⓑ Lift the output paper tray cover (1).
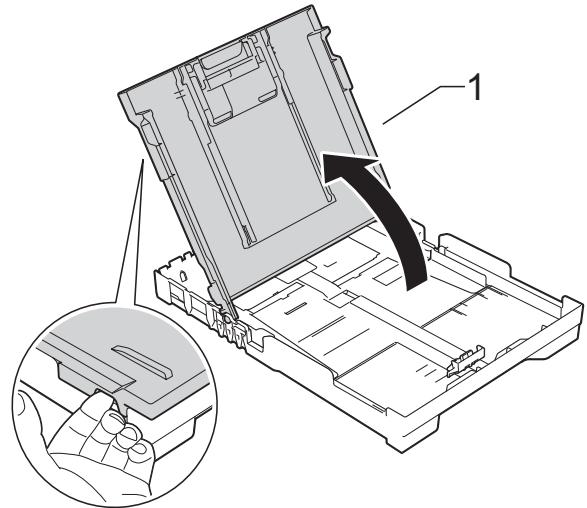
ⓒ Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size.
Make sure that the triangular marks (3) on the paper width guides (1) and paper length guide (2) line up with the marks for the paper size you are using.
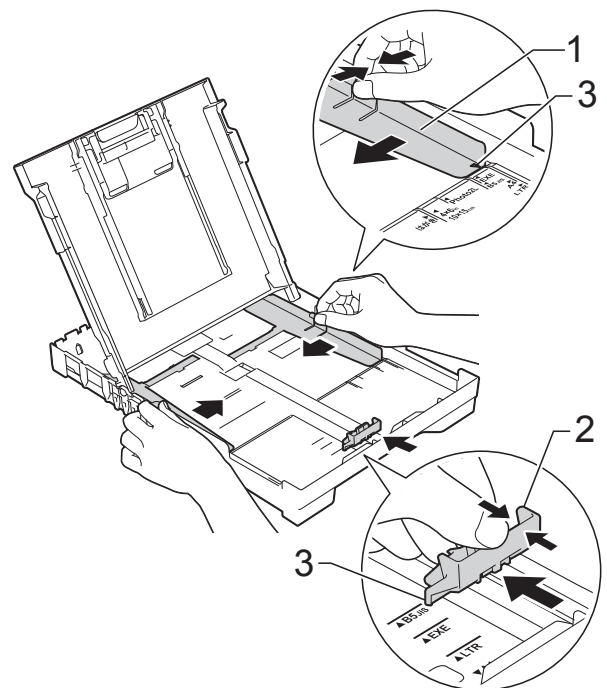
NOTE

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. (Only available for some countries.)
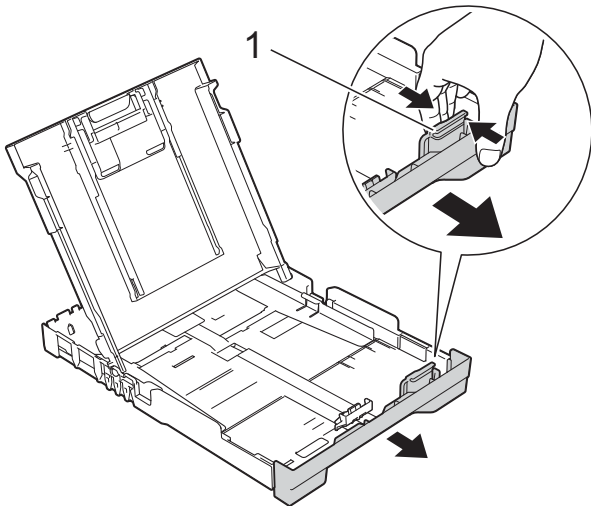
d Fan the stack of paper well to avoid paper jams and misfeeds.
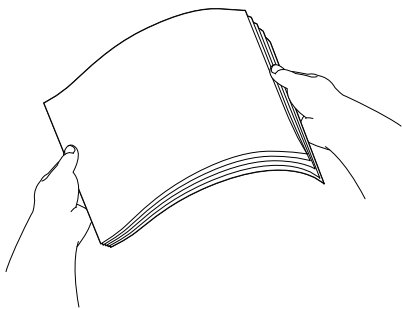
NOTE

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.
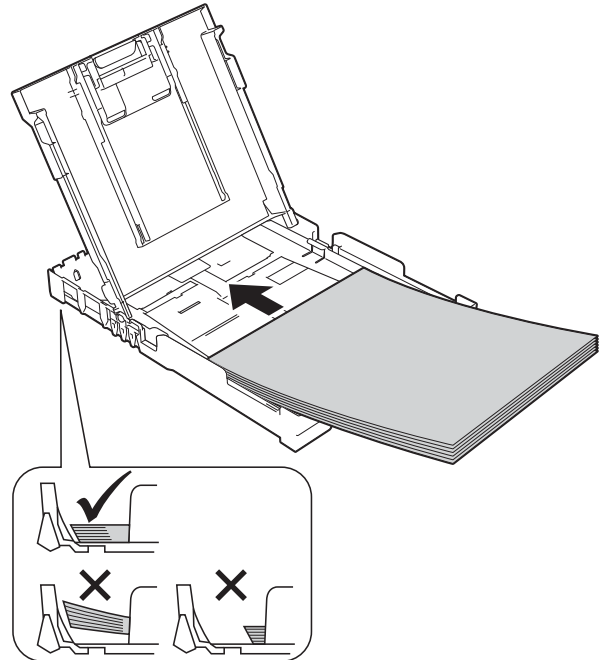
IMPORTANT

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

If you want to add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well before loading it in the tray. If you add paper without fanning the stack, the machine may feed multiple pages.

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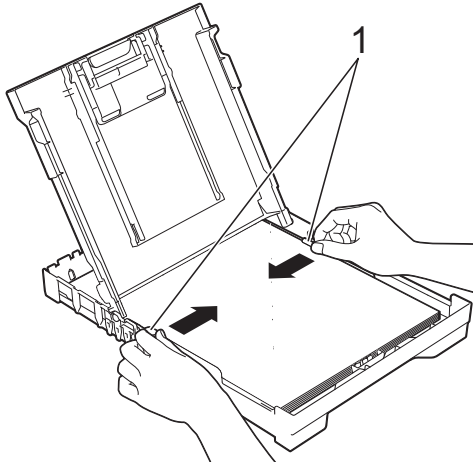
g Close the output paper tray cover.
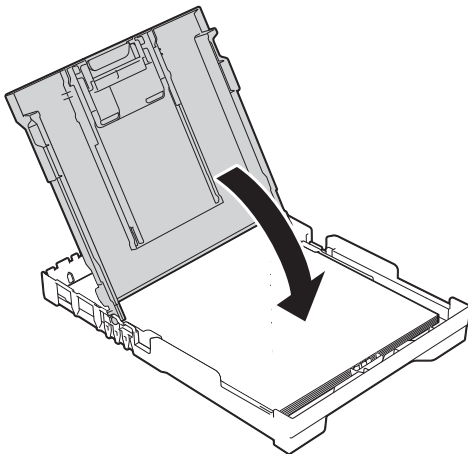
h *Slowly* push the paper tray completely into the machine.
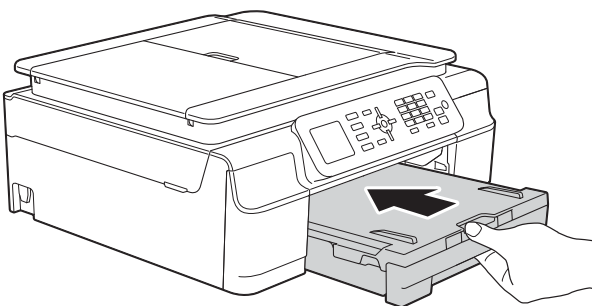
i While holding the paper tray in place, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).
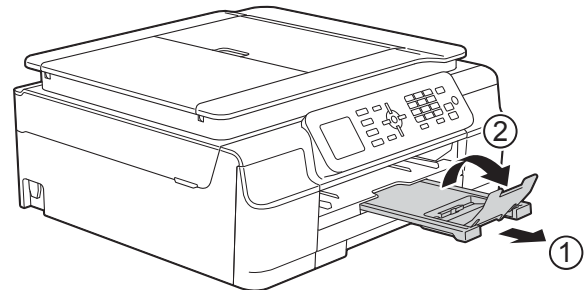
IMPORTANT

DO NOT use the paper support flap for Legal size paper. (Only available for some countries.)

2

Loading envelopes
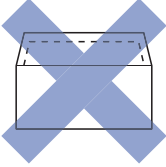
About envelopes

■ Use envelopes that weigh between 80 to 95 gsm.

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

IMPORTANT

DO NOT use the following types of envelopes, as they will not feed correctly:

• 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

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

IMPORTANT

If envelopes are "double-feeding", put one envelope in the paper tray at a time.
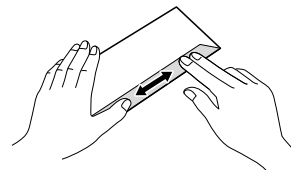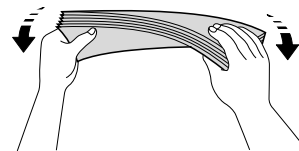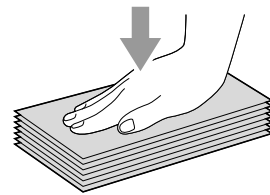
b Put envelopes in the paper tray with the address side down. If the envelope flaps are on the long edge, load the envelopes in the tray with the flap on the left, as shown in the illustration. Gently press and slide the paper width guides (1) and paper length guide (2) to fit the size of the envelopes.
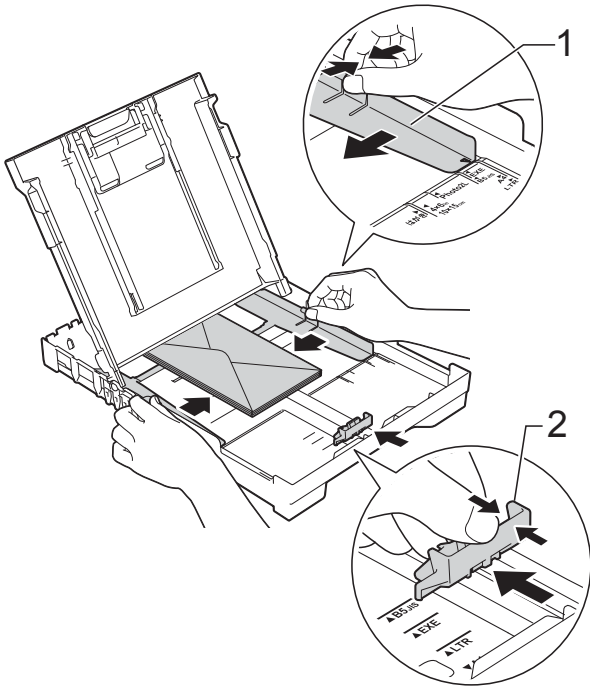
If you have problems printing on envelopes with the flap on the short edge, try the following:

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.
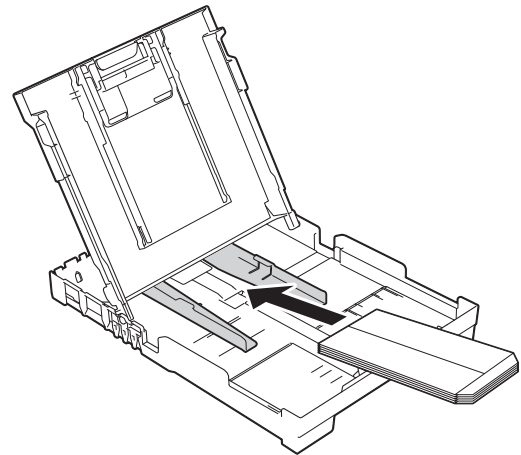
c Select **Reverse Print** (Windows®) or **Reverse page orientation** (Macintosh) in the printer driver's dialog box, and then adjust the size and margin in your application.
(See Software and Network User's Guide.)

2

Unprintable area

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

(See Software and Network User's Guide.)
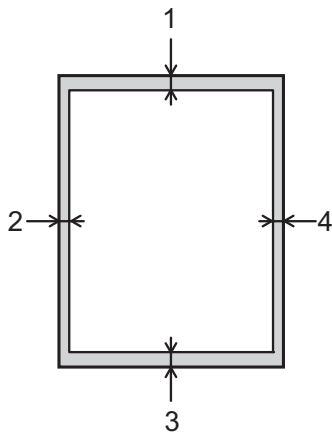
Cut-Sheet Paper   **Envelopes**
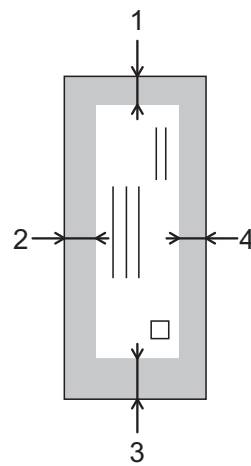
	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut-Sheet	3 mm	3 mm	3 mm	3 mm
Envelopes	22 mm	3 mm	22 mm	3 mm

NOTE

The Borderless print feature is not available for envelopes and 2-sided printing.

Paper settings

Paper Type

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

1. Press **Menu**.

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

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

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

5. Press **Stop/Exit**.

NOTE

The machine ejects 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 the following sizes of paper for copies: A4, A5, Photo (10 × 15 cm), Letter and Legal [1]. You can use the following sizes of paper for printing faxes: A4, Letter and Legal [1]. 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.

1. Press **Menu**.

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

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

4. Press ▲ or ▼ to choose `A4`, `A5`,
   `10x15cm`, `Letter` or `Legal` [1].
   Press **OK**.

5. Press **Stop/Exit**.

[1] Only available for some countries.

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 that is loaded in the tray.

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 correct print media in the **Basic** tab of the printer driver or in the Paper Type setting of the machine's menu.

(See *Paper Type* on page 17.)

■ 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 using 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 the Brother paper listed in the table.

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

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

Brother paper

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

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 the photo paper. Load photo paper with the shiny side facing down.

■ Avoid touching either side of the transparency paper 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.

IMPORTANT

DO NOT use the following kinds of paper:

- • Damaged, curled, wrinkled, or irregularly shaped paper
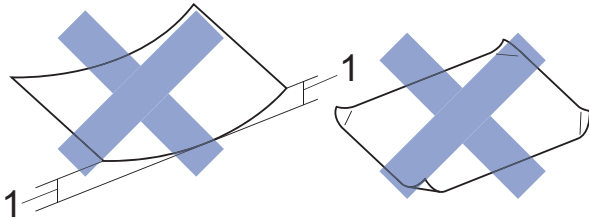
1 2 mm or greater curl may cause jams to occur.

- • Extremely shiny or highly textured paper

- • Paper that cannot be arranged uniformly when stacked

- • Short grain paper

Paper capacity of the output paper tray cover

Up to 50 sheets of 80 gsm A4 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	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes	Yes
	Legal [1]	215.9 × 355.6 mm (8 1/2 × 14 in.)	Yes	Yes	Yes
	Executive	184 × 267 mm (7 1/4 × 10 1/2 in.)	–	–	Yes
	JIS B5 [1]	182 × 257 mm (7.2 × 10.1 in.)	–	–	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	–	Yes	Yes
	A6	105 × 148 mm (4.1 × 5.8 in.)	–	–	Yes
Cards	Photo	10 × 15 cm (4 × 6 in.)	–	Yes	Yes
	Photo 2L	13 × 18 cm (5 × 7 in.)	–	–	Yes
	Index Card	127 × 203 mm (5 × 8 in.)	–	–	Yes
Envelopes	C5 Envelope	162 × 229 mm (6.4 × 9 in.)	–	–	Yes
	DL Envelope	110 × 220 mm (4.3 × 8.7 in.)	–	–	Yes
	Com-10	105 × 241 mm (4 1/8 × 9 1/2 in.)	–	–	Yes
	Monarch	98 × 191 mm (3 7/8 × 7 1/2 in.)	–	–	Yes
Transparencies	A4	210 × 297 mm (8.3 × 11.7 in.)	–	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	–	Yes	Yes
	Legal [1]	215.9 × 355.6 mm (8 1/2 × 14 in.)	–	Yes	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	–	Yes	Yes

[1]	Only available for some countries.

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut Sheet	Plain Paper	64 to 120 gsm	0.08 to 0.15 mm	100 [1]
	Inkjet Paper	64 to 200 gsm	0.08 to 0.25 mm	20
	Glossy Paper	Up to 220 gsm	Up to 0.25 mm	20 [2]
Cards	Photo Card	Up to 220 gsm	Up to 0.25 mm	20 [2]
	Index Card	Up to 120 gsm	Up to 0.15 mm	30
Envelopes		80 to 95 gsm	Up to 0.52 mm	10
Transparencies		–	–	10

[1]	Up to 100 sheets of 80 gsm paper.

[2]	BP71 (260 gsm) paper is especially designed for Brother inkjet machines.

3 Loading documents

How to load documents

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

Using the ADF

The ADF can hold up to 20 pages and feeds each sheet individually. Use paper that is within the sizes and weights shown in the table. Always fan the edges of the pages before placing them in the ADF.

Document Sizes and Weights

Length:	148 to 355.6 mm
Width:	148 to 215.9 mm
Weight:	64 to 90 gsm

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, glued or taped.

• DO NOT use cardboard, newspaper or fabric with the ADF. Instead use the scanner glass.

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

a Unfold the ADF Document Support (1).
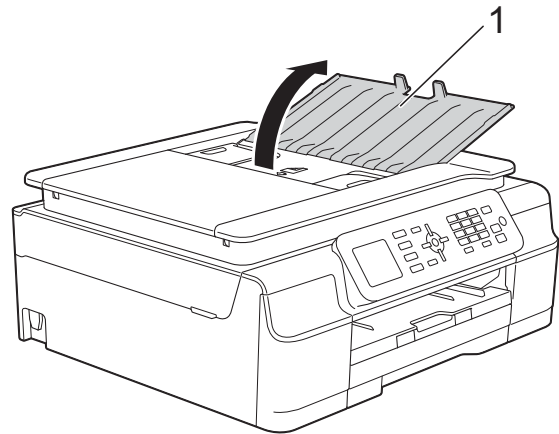
b Fan the pages well.

c Adjust the paper guides (1) to fit the width of your documents.
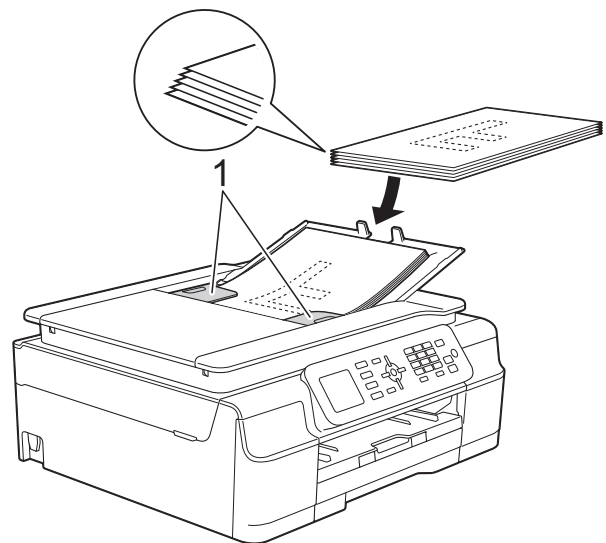
d Place your documents **face down, top edge first** in the ADF underneath the guides until you feel them touch the feed rollers.
The screen will display ADF Ready.

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

5 After using the ADF, close the ADF Document Support. Push down on the upper-left portion of the ADF Document Support to close it completely.
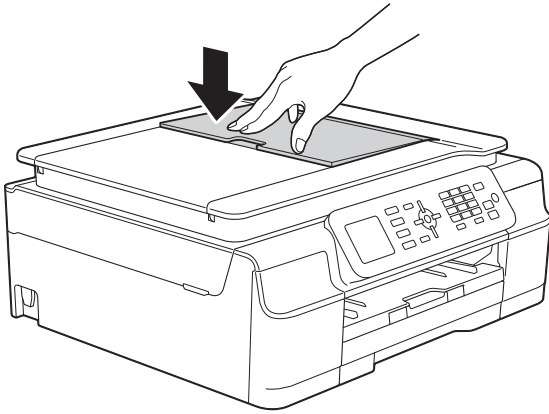
Using the scanner glass

You can use the scanner glass to fax, copy or scan single pages or pages of a book.

Document Sizes Supported

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

How to load documents

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.
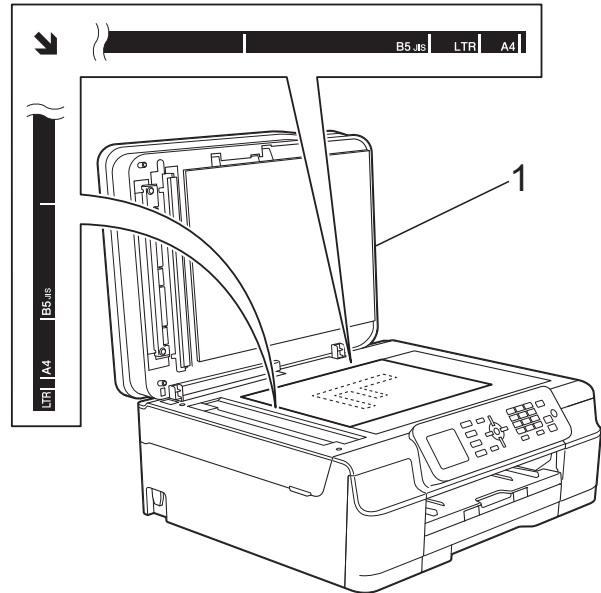
1 document cover
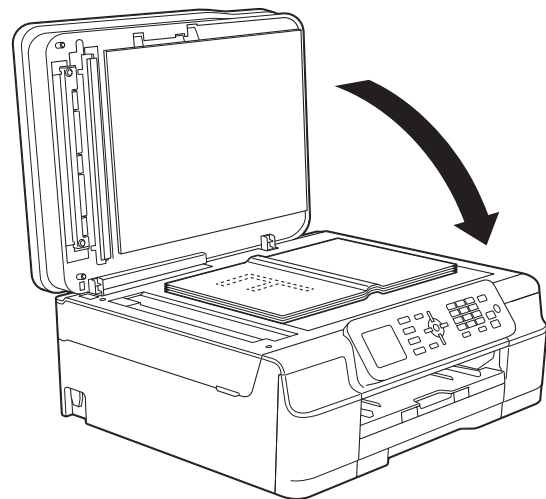
3 Close the document cover.

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 show the unscannable areas.
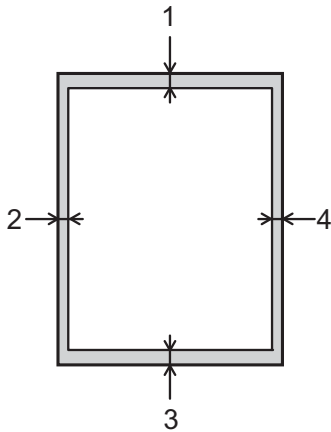
Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax	A4	3 mm	3 mm [1]
	Letter		4 mm
	Legal		
Copy	All paper sizes	3 mm	3 mm
Scan		1 mm	1 mm

[1] The unscannable area is 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 Do one of the following to load your document:

- Place the document *face down* in the ADF. (See *Using the ADF* on page 21.)

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

NOTE

- To send colour faxes with multiple pages, use the ADF.

- If you send a mono fax from the ADF when 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 documents can be up to A4 or Letter 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.

② Press ![FAX icon] (**FAX**).

- The LCD shows:

![LCD display showing: Press Start, Enter Number, Fax Resolution Standard, Contrast]
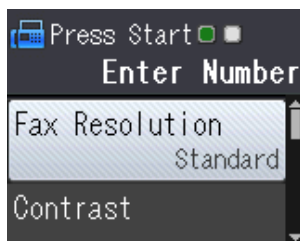
③ You can change the following fax-sending settings. Press ▲ or ▼ to scroll through the fax settings. When the setting you want is displayed, press **OK** and choose your option.

(Basic User's Guide)

For information about changing the following fax-sending settings, see pages 25 to 26.

- Glass Scan Size
- Colour Fax Transmission
- Transmission Verification Report (Setup)

(Advanced User's Guide)

For more advanced fax-sending operations and settings (See Advanced User's Guide: *Sending a fax (MFC models)*.)

- Contrast
- Fax Resolution
- Set New Defaults
- Factory Reset
- Faxing at the end of a call
- Broadcasting
- Real Time Transmission
- Overseas Mode
- Cancelling Waiting Jobs

④ Enter the fax number.

Using the dial pad

Using the Address Book

- Address Book

Using call history

- Outgoing Call
- Caller ID hist.

e Press **Mono Start** or **Colour Start**.

Faxing from the ADF

■ The machine starts scanning the document to be sent.

Faxing from the scanner glass

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

■ If you pressed **Colour Start**, the LCD asks if you want to send a colour fax. Press **1** to choose Colour fax 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 **Mono 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 **Mono Start** to start sending.

Stop faxing

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

Setting scanner glass size for faxing

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

a Load your document.

b Press ⬛ (**FAX**).

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

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

e Press ▲ or ▼ to choose A4 or Letter.
Press **OK**, and then press **Clear**.

f Enter the fax number.

g Press **Mono Start** or **Colour Start**.

NOTE

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

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

Colour fax transmission

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

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

Cancelling a fax in progress

If you want to cancel a fax while the machine is scanning, dialling 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 the transmission, duration of the 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. Off is the default setting.

- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

1 Press **Menu**.

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

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

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

5 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. The image will not appear on the report when you send a colour fax.
(See Advanced User's Guide: *Real Time Transmission*.)

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

5 Receiving a fax

Receive Modes

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

Choose the Receive Mode

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

For more detailed information on the Receive Modes, see *Using Receive Modes* on page 29.

Do you want to use the telephone features of your machine (if available), an external telephone or external telephone answering device connected on the same line as the machine?

Yes

No

Are you using the voice message function of an external telephone answering device?

Fax Only

No

Do you want the machine to answer fax and telephone calls automatically?

Manual

No

Fax/Tel

Yes

External TAD

Yes

To set the Receive Mode follow the instructions:

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 `Receive Mode`.
   Press **OK**.

NOTE

(For Australia, Singapore and Hong Kong)
If you cannot change the Receive Mode, make sure the Distinctive Ring feature is set to `Off`.
(See *Turning off Distinctive Ring* on page 33 and 38 for your relevant country.)

(For New Zealand)
If you cannot change the Receive Mode, make sure the FaxAbility feature is set to `Off`.
(See *How to Turn FaxAbility OFF or ON* on page 36.)

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

6 Press **Stop/Exit**.

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* on page 30.)

Fax Only

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

Fax/Tel

`Fax/Tel` mode helps you manage incoming calls by recognising whether they are fax or voice calls and dealing with 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 double-ring made by your machine.

If you use `Fax/Tel` mode, see *F/T Ring Time (Fax/Tel mode only)* on page 30 and *Ring Delay* on page 30.

Manual

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

(See *Fax Detect* on page 31.)

External TAD

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

■ Faxes will be automatically received.

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

To connect your External TAD, see *Connecting an external TAD (telephone answering device)* on page 40.

5

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, choose the maximum number of rings.

(See *Operation from external and extension telephones* on page 42 and *Fax Detect* on page 31.)

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 `Ring Delay`.
Press **OK**.

5 Press ▲ or ▼ to choose how many times you want the machine to ring before it answers (`2-10` for Australia, `1-10` for New Zealand, `0-10` for some countries).
Press **OK**.
If you choose `0`, the machine will answer immediately and the line will not ring at all.

6 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 then the machine will sound the F/T Ring (a fast 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 by using a remote code.

(For more information, see *Using remote codes* on page 43.)

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 `F/T Ring Time`.
Press **OK**.

5 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 for Australia and some countries, 20, 30, 40 or 55 seconds for New Zealand).
Press **OK**.

6 Press **Stop/Exit**.

NOTE

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

Fax Detect

If Fax Detect is **On**:

Fax Detect is turned On as default.

The machine receives a fax call automatically, even if you answer the call. When you see Receiving on the LCD or when you hear "chirps" through the handset you are using, just replace the handset. Your machine will do the rest.

If Fax Detect is **Off**:

If you are at the machine and answer a fax call by lifting the handset, press **Mono Start** or **Colour Start**, then press **2** to receive the fax.

If you answered at an extension or external telephone, press ✱ **5 1** (✱ **9 1** for New Zealand). (See *Operation from external and extension telephones* on page 42.)

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 handset, press the remote activation code ✱ **5 1** (✱ **9 1** for New Zealand).

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

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 Fax Detect.
Press **OK**.

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

f Press **Stop/Exit**.

5

6

Telephone and external devices

Voice operations

Tone or Pulse (Not Available for New Zealand)

If you have a Pulse dialling service, but need to send tone signals (for example, for telephone banking), follow the instructions:

1. Press **Hook**.

2. Press **#** on the machine's control panel. Any digits dialled after this will send tone signals.

When you are finished with the call, the machine will return to the Pulse dialling service.

Fax/Tel mode

When the machine is in Fax/Tel mode, it will use the F/T Ring (fast double-ring) to alert you to pick up a voice call.

If you are at an external telephone, lift the handset of the external telephone, and then press **Hook** to answer.

If you are at an extension telephone, you'll need to lift the handset during the F/T Ring Time and then press **# 5 1** (**# 9 1** for New Zealand) between the fast double-rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing **⁎ 5 1** (**⁎ 9 1** for New Zealand).

Telephone Service for Australia

Distinctive Ring

Distinctive Ring [1] 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. 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. Only one call can be answered (or made) at any one time and while this call is in progress, incoming calls to either number will be presented with a busy tone.

NOTE

[1] Contact your Telephone Service Provider to determine availability and any other related details.

After you have set the Distinctive Ring feature to `On`, the receive mode is set to `Manual` automatically. Your Distinctive Ring Number does not allow Voice calls - only Faxes. You can not change the receive mode from `Manual` mode while the Distinctive Ring is set to on.

How does your telephone company's "Distinctive Ring" service work?

Using "Distinctive Ring" service of your telephone company is the most efficient way to receive both fax and telephone calls on the same line. When the voice call comes in, all phones (extension and external) and the fax machine will ring to alert you to pick it up. If a fax call comes in, the fax machine will answer automatically without ringing, whereas the extension and external phones will ring twice with a Distinctive Ring pattern. It is also a more efficient way of operating a Fax machine with an extension phone as you do not have to use the remote activation codes. It gives you two independent numbers without the higher cost of a second line.

Flowchart Sequence of Incoming call

```
              ┌─────────────────────┐
              │   Incoming Call     │
              │(either Voice or Fax)│
              └──────────┬──────────┘
                         │
              ┌──────────▼──────────┐
              │ All extension phones│
              │ ring twice, fax     │
              │ machine is silent.  │
              └──────────┬──────────┘
   Registered    ┌───────┴───────┐   Main number
   Fax           │               │   (Voice Number)
   Number        │               │
      ┌──────────▼───┐   ┌───────▼────────┐
      │ Fax machine  │   │ Fax machine    │
      │ automatically│   │ begins ringing │
      │ receives and │   │ on third ring. │
      │ prints fax   │   └───┬────────┬───┘
      │ message      │       │        │
      │ without      │       │        │
      │ ringing.     │       │        │
      └──────────────┘       │        │
          ┌──────────────────▼─┐  ┌──▼─────────────┐
          │ You answer the call│  │ Telephone      │
          │ at an external     │  │ Answering      │
          │ phone or an        │  │ Device (TAD)   │
          │ extension phone    │  │ answers the    │
          │ or at the          │  │ call.          │
          │ machine's handset. │  └────────────────┘
          └────────────────────┘
```

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.

Turning on Distinctive Ring

Very Important!

After you have set the Distinctive Ring feature to on, the receive mode is set to Manual automatically. Your Distinctive Ring Number does not allow Voice calls - only Faxes. You cannot change the receive mode to another mode while the Distinctive Ring is set to on. When Distinctive Ring is on, the LCD will show D/R as the Receive Mode.

1. Press **Menu**.

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

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

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

5. Press ▲ or ▼ to choose On. Press **OK**.

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

Turning off Distinctive Ring

1. Press **Menu**.

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

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

4. Press ▲ or ▼ to choose Distinctive. Press **OK**. You can see the current setting.

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

6. Press **Stop/Exit**.

6

NOTE

If you turn off Distinctive Ring, the machine will stay in `Manual` receive mode. You will need to set the Receive Mode again. (*Choose the Receive Mode* on page 27.)

Caller ID

Caller ID is a telephone service that allows the subscriber to see a display of the caller's phone number or name as the telephone rings. It is a fast way to screen your calls. You can respond quickly to calls you missed, because Caller IDs are received and stored in your machine memory.

NOTE

To get the Caller ID Service: apply for the Caller ID service at your local telephone company, if available.

Advantages of Caller ID

For Business

All businesses profit from a quicker response to customer calls. Businesses that provide mail order services, money-lending services or provide confidential information, can protect themselves from false orders or acceptance of false identification.

At Home

Residential customers can protect themselves from unwanted calls.

How Does the Caller ID Work?

The Caller ID Appears on the Display When Your Telephone Rings

As your telephone rings, the display shows you the caller's phone number or name if the name has been stored in the Address Book. Once you answer the call, the caller's ID disappears.

NOTE

- If `ID Unknown` appears on the display, it means that the call came from outside your caller ID service area or a public phone. [1]

- If `ID Withheld` appears on the display, it means the caller intentionally blocked the transmission of his/her ID. [1]

[1]   Depends on network function.

The Caller ID is Stored in Your Machine Memory

The machine can store a maximum of the last 30 incoming caller IDs in the memory, along with the time and date of reception. The 31st call will cause the oldest ID to be erased.

The Caller ID information stored in the memory can be used for the following.

■ **Printing the Caller ID List.**

You can review calls you received by checking the Caller IDs in memory. This report will list the Date, Time, Phone Number (Caller ID) name, and type of Call (Comment) if available.

See Advanced User's Guide: *How to print a report*.

Telephone Service for New Zealand

FaxAbility

FaxAbility is a service offered by Telecom that allows you to have an additional number on one phone line, with its own distinctive ring pattern. This way, when you get an incoming call, you can identify the number being called by its ring.

How Will the Fax Machine Treat All Other Numbers?

FaxAbility mode ensures that the machine will answer calls to the FaxAbility (secondary) number. When a call comes in to your main number, all the phones will ring. You can set an external answering device (TAD) to answer calls on the other number(s). (See the chart in this page.)

What is the Advantage of Using the FaxAbility Function?

Using FaxAbility is the most efficient way to receive both fax and telephone calls on the same line. It is much easier for your callers who dial manually. The fax machine will answer with receiving tones so they will not have to press an activation code. And the people who call to talk on your main number will not have to talk to your fax machine. Basically, it gives you two independent numbers without the higher cost of a second line.

How Does FaxAbility Work?

Your telephone number will have the standard ring pattern of long, long tone, while the new number will have a ring pattern of long, silence, long, etc. When FaxAbility is On, you will not hear the first ring of all incoming calls on the fax machine. Extension phones will ring as usual. If the fax machine recognises the ring pattern, all ringing will stop and the fax machine will answer and automatically receive the fax message. Otherwise, you will hear the extension phones and the fax machine continue to ring. The fax machine always listens to the ring pattern before it answers, so do not pick up the phone during that time. You will quickly learn to recognise the ring pattern for faxes, so you will not be tempted to answer that number. Either you or a telephone answering device can answer the main number(s).

Flowchart Sequence of Incoming call

```
          ┌──────────────────────────┐
          │     Incoming Call        │
          │  (either Voice or Fax)   │
          └────────────┬─────────────┘
                       │
          ┌────────────▼─────────────┐
          │ All extension phones ring │
          │ twice, fax machine is silent. │
          └──────┬──────────────┬─────┘
  Registered     │              │    Main number
  Fax            │              │    (Voice Number)
  Number         │              │
      ┌──────────▼───┐   ┌──────▼───────┐
      │ Fax machine  │   │ Fax machine  │
      │ automatically│   │ begins ringing│
      │ receives and │   │ on third ring.│
      │ prints fax   │   └──────┬───────┘
      │ message      │          │
      │ without      │     ┌────┴─────┐
      │ ringing.     │     │          │
      └──────────────┘ ┌───▼────┐ ┌───▼──────┐
                       │You answer│ │Telephone │
                       │the call  │ │Answering │
                       │at an     │ │Device (TAD)│
                       │external  │ │answers   │
                       │phone or  │ │the call. │
                       │an extension│└──────────┘
                       │phone or at│
                       │the machine's│
                       │handset.  │
                       └──────────┘
```

6

35

NOTE

After you have set the FaxAbility feature to On, the receive mode is set to Manual automatically. Unless you have a TAD or Voice Mail set up on the FaxAbility number, Manual mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the FaxAbility is set to on. When FaxAbility is on, the LCD will show D/R as the Receive Mode.

How to Turn FaxAbility OFF or ON

The FaxAbility function is designed to accommodate the FaxAbility service provided by Telecom. To change the setting, repeat steps ❶-❼; Step ❺ is where you can choose either On or Off.

Call Waiting beeps caused by incoming calls on your main number can affect fax transmissions. If you have FaxAbility Service but don't have Call Waiting, you need do nothing at this stage. If you do have Call Waiting as well as FaxAbility, set the Call Waiting menu option to On. See below.

❶ Press **Menu**.

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

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

❹ Press ▲ or ▼ to choose FaxAbility.
Press **OK**.

❺ Press ▲ or ▼ to choose On (or Off).
If you have FaxAbility service, choose On.
Press **OK**.

❻ Press ▲ or ▼ to choose Call Waiting.
Press **OK**.

❼ Press ▲ or ▼ to choose On (or Off).
If you have Call Waiting service, choose On to avoid the trouble caused by Call Waiting.
Press **OK**.

❽ Press **Stop/Exit**.

Caller ID

Caller ID is a telephone service that allows the subscriber to see a display of the caller's phone number and name if available as the telephone rings. It is a fast way to screen your calls. You can respond quickly to calls you missed, because Caller IDs are received and stored in your machine memory.

NOTE

To get the Caller ID Service, apply for the Caller ID service at your local telephone company, if available.

Advantages of Caller ID

For Business

All businesses profit from a quicker response to customer calls. Businesses that provide mail order services, money-lending services or provide confidential information, can protect themselves from false orders or acceptance of false identification.

At Home

Residential customers can protect themselves from unwanted calls.

How Does the Caller ID Work?

The Caller ID Appears on the Display When Your Telephone Rings

As your telephone rings, the display shows you the caller's phone number or name if available. Once you answer the call, the caller's ID disappears. You can print a list of the Caller ID information received by your machine.

See Advanced User's Guide: *How to print a report*.

NOTE

- If `ID Unknown` appears on the display, it means that the call came from outside your caller ID service area. [1]

- If `ID Withheld` appears on the display, it means the caller intentionally blocked the transmission of his/her ID. [1]

[1] Depends on network function.

Telephone Service for Some Countries

Distinctive Ring (For Singapore and Hong Kong)

This machine feature lets you use the Distinctive Ring subscriber service offered by some telephone companies, which allows you to have several telephone numbers on one phone line. Each phone number has its own Distinctive Ring pattern, so you will know which phone number is ringing. This is one way you can have a separate phone number for your machine.

Your machine has a Distinctive Ring function, allowing you to dedicate one phone number just for receiving faxes. You will need to set Distinctive Ring to `On`.

NOTE

You can switch it off temporarily, then turn it back on. When you get a new fax number, make sure you reset this function.

- The machine will answer only calls to the Distinctive Ring number.

Turning on Distinctive Ring

Very Important!

After you have set the Distinctive Ring feature to on, the receive mode is set to `Manual` automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, `Manual` mode means you must answer all the calls yourself. You cannot change the receive mode to another mode while the Distinctive Ring is set to on. 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**.

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

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

⑤ Press ▲ or ▼ to choose On.
Press **OK**.

⑥ Press **Stop/Exit**.
Distinctive Ring is now set to on.

Turning off Distinctive Ring

① Press **Menu**.

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

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

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

⑤ Press ▲ or ▼ to choose Off.
Press **OK**.

⑥ 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. (*Choose the Receive Mode*
on page 27.)

Caller ID (For Singapore and Hong Kong)

The Caller ID feature of this machine lets you
use the Caller ID subscriber service offered
by many local phone companies. Call your
telephone company for details. This service
provides you, by means of the screen display,
the telephone number (or name) of your
caller as the line rings.

After a few rings, the screen displays the
telephone number of your caller (or name, if
available). Once you answer the call, the
Caller ID information disappears from the
screen, but the call information remains
stored in the Caller ID memory.

■ ID Unknown display means call
originates outside your Caller ID service
area.

■ ID Withheld display means the caller
has intentionally blocked transmission of
information.

NOTE

You can print a list of Caller ID information
received by your machine.

See Advanced User's Guide: *How to print
a report*.

Caller ID service varies with different
carriers. Call your local phone company to
determine the kind of service available in
your area.

Voice over Internet Protocol (VoIP)

VoIP is a type of phone system that uses an Internet connection instead of a traditional telephone line. Telephone providers frequently bundle VoIP together with Internet and cable services.

Your machine may not work with some VoIP systems. If you want to use your machine to send and receive faxes on a VoIP system, make sure that one end of your telephone cord is connected to the socket labelled **LINE** on your machine. The other end of the telephone cord may be connected to a modem, phone adapter, splitter, or other such device.
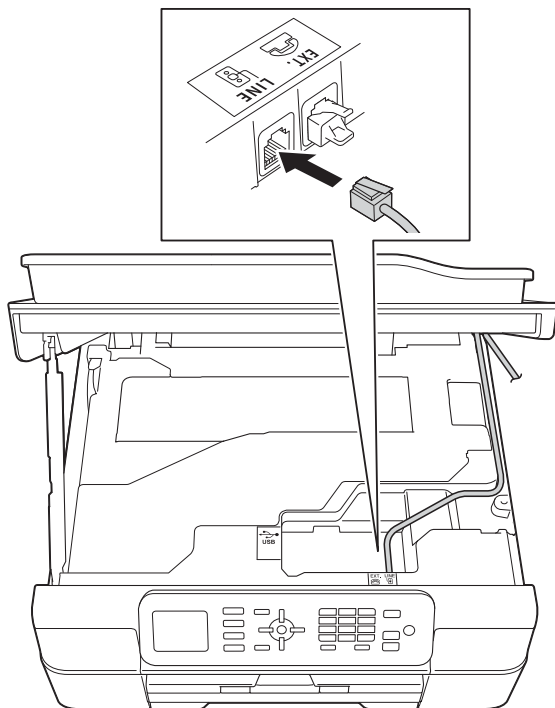
■ **If you have questions about how to connect your machine to the VoIP system, contact your VoIP provider.**

After you have connected your machine to the VoIP system, check for a dial tone. Lift the external telephone's handset and listen for a dial tone. If there is no dial tone, contact your VoIP provider.

If you are having problems sending or receiving faxes over a VoIP system, we recommend changing the machine's modem speed to the `Basic(for VoIP)` setting (see *Telephone line interference / VoIP* on page 97).

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

• Brother does not recommend the use of a VoIP line. VoIP limitations in general can cause some functions of the fax machine not to work correctly.

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 a voice message.

The TAD must answer within two 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.

(Example for Australia)
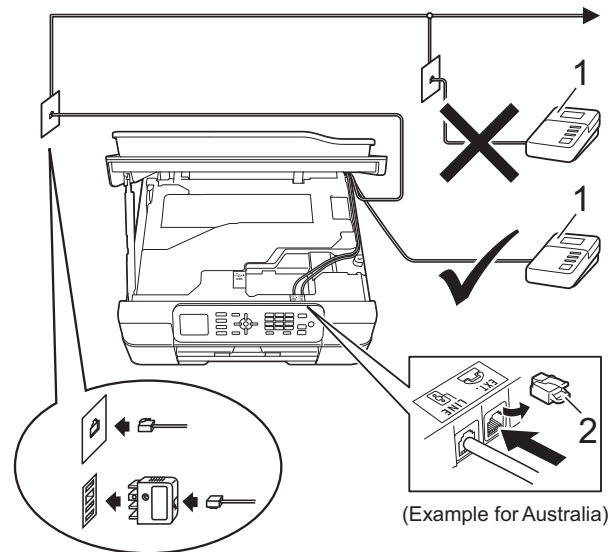
1 TAD

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.

Connection settings

The external TAD must be connected as shown in the previous illustration.

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

2️⃣ Carefully guide the telephone line cord into the cable channel and out the back of the machine.

3️⃣ Lift the scanner cover to release the lock. Gently push the scanner cover support down and close the scanner cover using both hands.

4️⃣ Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)

5️⃣ Record the outgoing message on your external TAD.

6️⃣ Set the TAD to answer calls.

7️⃣ Set the Receive Mode to External TAD. (See *Choose the Receive Mode* on page 27.)

Recording an outgoing message (OGM) on an external TAD

Timing is important in recording this message.

1️⃣ 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.)

2️⃣ Limit your speaking to 20 seconds.

NOTE

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

Multi-line connections (PABX)

Most offices use a central telephone system.

Brother recommends that all our machines be connected to a discreet (dedicated) line. Although a particular PABX may appear to work with a particular model of fax machine, we cannot guarantee that the unit will operate correctly.

While it is often relatively simple to connect a fax machine to a PABX, (Private Automatic Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the fax machine for you.

Brother does not recommend the use of a PABX line. PABX limitations in general can cause some functions of the fax machine not to work correctly.

6

External and extension telephones

Connecting an external or extension telephone

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

(Example for Australia)
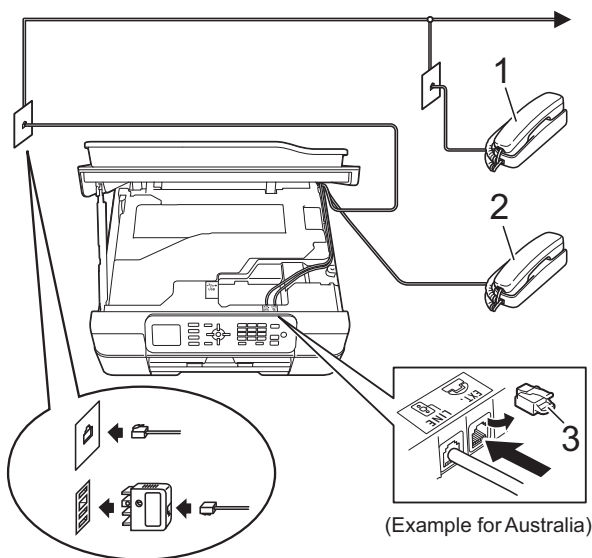
1   Extension telephone

2   External telephone

3   Protective Cap

Operation from external and extension telephones

If you answer a fax call on an extension or an external telephone, you can make your machine take the call by using the Remote Activation Code. When you press the Remote Activation Code *⁎ 5 1* (*⁎ 9 1* for New Zealand), the machine starts to receive the fax.

If the machine answers a voice call and fast double-rings for you to take over, use the Remote Deactivation Code **# 5 1** (**# 9 1** for New Zealand) to take the call at an extension telephone. (See *F/T Ring Time (Fax/Tel mode only)* on page 30.)

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

Assume you are receiving a manual fax.

Press ⁎ **5 1** (⁎ **9 1** for New Zealand) and wait for the chirp or until the LCD shows Receiving, and then hang up.

NOTE

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* on page 31.)

Using a cordless external telephone

Once the base unit of the cordless telephone has been connected to the same telephone line as the machine (See *External and extension telephones* on page 42.), you can answer calls on the cordless handset during the Ring Delay.

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

Using remote codes

Remote Activation Code

If you answer a fax call on an extension or external telephone, you can tell your machine to receive it by dialling the Remote Activation Code ✱ **5 1** (✱ **9 1** for New Zealand). Wait for the chirping sounds and then replace the handset. (See *Fax Detect* on page 31.)

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Mono Start** or **Colour Start** and **2** to choose Receive.

Remote Deactivation Code

If you receive a voice call and the machine is in Fax/Tel mode, it will start to sound the F/T Ring (fast 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** (**# 9 1** for New Zealand) (make sure you press this *between* the rings).

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

Changing the remote codes

If you want to use Remote Activation, you have to turn on the remote codes. The preset Remote Activation Code is ✱ **5 1** (✱ **9 1** for New Zealand). The preset Remote Deactivation Code is **# 5 1** (**# 9 1** for New Zealand). If you want to, you can replace them with your own codes.

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 Remote Codes.
Press **OK**.

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

f Enter the new Remote Activation Code.
Press **OK**.

g Enter the new Remote Deactivation Code.
Press **OK**.

h Press **Stop/Exit**.

NOTE

• If you are frequently disconnected when trying to access your external TAD remotely, try changing the Remote Activation Code and Remote Deactivation Code to another three-digit code using the numbers **0**-**9**, ✱, **#**.

• Remote Codes might not work with some telephone systems.

6

Dialling and storing numbers

How to dial

Manual dialling

a Load your document.

b Press ▢ (**FAX**).

c Press all of the digits of the fax number.

d Press **Mono Start** or **Colour Start**.

Speed Dialling

a Load your document.

b Press ▢ (Address Book).
You can also choose Address Book
by pressing ▢ (**FAX**).

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

d 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* on page 47.)

NOTE
If the LCD shows Not Registered
when you enter or search a Speed Dial
number that has not been stored at this
location.

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

f Press **OK** to choose Send a fax.

g Press **Mono Start** or **Colour Start**.
The machine scans and sends the fax.

Fax Redial

If you are sending a fax automatically and the line is busy, the machine will redial up to three times at five minute intervals.

Redial only works if you dialled from the control panel.

1. Load your document.

2. Press **Redial/Pause**.

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

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

5. Press **Mono Start** or **Colour Start**.

NOTE

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

- If you are sending a fax manually and the line is busy, press **Hook** before performing step ❷ above.

Additional Dialling Operations

Outgoing Call history

The last 30 numbers you sent a fax to will be stored in the outgoing call history. You can choose one of these numbers to fax to, add to the Address Book, or delete from the history.

1. Press **Redial/Pause**.
   You can also choose Outgoing Call by pressing ⌨ (**FAX**).

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

3. Do one of the following:

   ■ To send a fax, press ▲ or ▼ to choose Send a fax.

     Press **OK**.

     Press **Mono Start** or **Colour Start**.

   ■ If you want to store the number, press ▲ or ▼ to choose Add to AddressBook.

     Press **OK**.

     (See Advanced User's Guide: *Storing Speed Dial numbers from the Outgoing Call history*.)

   ■ If you want to delete the number from the Outgoing Call history list, press ▲ or ▼ to choose Delete.

     Press **OK**.

     Press **1** to confirm.

4. Press **Stop/Exit**.

7

Caller ID history

This feature requires the Caller ID subscriber service offered by many local telephone companies. (See *Caller ID* on page 34, 36 and 38 for your relevant country.)

The numbers, or names if available, from the last 30 faxes and telephone calls you received will be stored in the Caller ID history. You can view the list or choose one of these numbers to fax to, add to Address Book, or delete from the history. When the thirty-first call comes into the machine, it replaces information about the first call.

NOTE

If you are not a Caller ID subscriber, you can still view call dates from the Caller ID history and delete entries from the list.

a Press **Redial/Pause** and press *.
You can also choose
Caller ID hist. by pressing
📠 (**FAX**).

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

c Do one of the following:

■ To send a fax, press ▲ or ▼ to choose
Send a fax.

Press **OK**.

Press **Mono Start** or **Colour Start**.

■ If you want to store the number, press ▲ or ▼ to choose
Add to AddressBook.

Press **OK**.

(See Advanced User's Guide: *Storing Speed Dial numbers from the Caller ID history*.)

■ If you want to delete the number from the Caller ID history list, press ▲ or ▼ to choose Delete.

Press **OK**.

Press **1** to confirm.

d Press **Stop/Exit**.

NOTE

You can print the Caller ID list. (See Advanced User's Guide: *How to print a report*.)

Storing numbers

You can set up your machine to do the following types of easy dialling: Speed Dial and Groups for broadcasting faxes.

(See Advanced User's Guide: *Setting up Groups for Broadcasting* and *Broadcasting (Monochrome only)*.)

NOTE

If you lose electrical power, the Speed 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 dialling 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 Speed Dial numbers. Each Speed Dial number is stored in a 2-digit location. When you dial, you will only have to press a few keys (for example:

⌨ (Address Book), Search, **OK**, the two-digit number, and **Mono Start** or **Colour Start**).

a Press ⌨ (Address Book).
You can also choose Address Book
by pressing 📠 (**FAX**).

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 in.
Press **OK**.

d Do one of the following:

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

Press **OK**.

(For help entering letters, see *Entering Text* on page 118.)

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

NOTE

Be sure to include the area code when entering a fax or telephone number. Depending on the country, the Caller ID names and history may not be displayed correctly if the area code is not registered with the fax or telephone number.

e 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 **c**.

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

7

Changing or deleting Speed Dial names or numbers

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

a Press ☐ (Address Book).
You can also choose Address Book by pressing ▭▭▭ (**FAX**).

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

c Press ▲ or ▼ to choose the 2-digit Speed Dial number 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 **h**.

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**.
(For help entering letters, see *Entering Text* on page 118.)

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**.

8

Making copies

How to copy

The following steps show the basic copy operation.

1. Do one of the following to load your document:

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

   (See *Using the ADF* on page 21.)

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

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

2. Press ▣ (**COPY**).

   ■ The LCD shows:
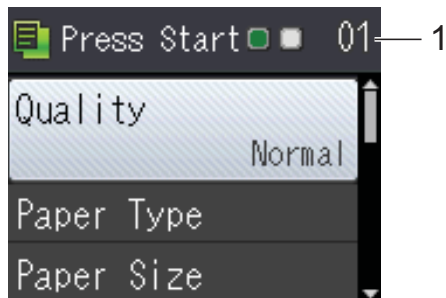
   1 No. of Copies

   Use the dial pad to enter the number of copies.

NOTE

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

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

4. Press **Mono Start** or **Colour Start**.

Stop copying

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

Copy options

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 information about changing the following copy settings, see page 50.

■ Paper Type

■ Paper Size

(Advanced User's Guide)

For information about changing the following copy settings, see Advanced User's Guide: *Copy options*.

■ Quality

■ Enlarge/Reduce

■ Page Layout

■ 2in1(ID)

■ Stack/Sort

■ Density

■ Remove Background

■ 2-sided Copy

■ Set New Default

■ Factory Reset

NOTE

If you want to sort copies, use the ADF.

Paper Type

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

1️⃣ Load your document.

2️⃣ Press ▣ (**COPY**).

3️⃣ Enter the number of copies you want.

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

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

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

Paper Size

If you are copying on paper other than A4 size, you will need to change the Paper Size setting. You can copy only on A4, A5, Photo (10 × 15 cm), Letter or Legal [1] paper.

1️⃣ Load your document.

2️⃣ Press ▣ (**COPY**).

3️⃣ Enter the number of copies you want.

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

5️⃣ Press ▲ or ▼ to choose A4, A5, 10x15cm, Letter or Legal [1]. Press **OK**.

6️⃣ If you do not want to change further settings, press **Mono Start** or **Colour Start**.

[1] Only available for some countries.

9 How to print from a computer

Printing a document

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

(For more information, see Software and Network User's Guide.)

① Install the Brother printer driver from the CD-ROM. (See 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 **Properties** or **Preferences**, depending on the application you are using.

④ Choose the settings you want to change in the Properties dialog box.
Commonly used settings include:

- ■ **Media Type**
- ■ **Print Quality**
- ■ **Paper Size**
- ■ **Orientation**
- ■ **Colour / Greyscale**
- ■ **Ink Save Mode**
- ■ **Scaling**
- ■ **2-sided / Booklet**

⑤ Click **OK**.

⑥ Click **Print** (or **OK** depending on the application you are using) to begin printing.

9

10

How to scan to a computer

Before scanning

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

■ Install the scanner drivers from the CD-ROM. (See Quick Setup Guide: *Install MFL-Pro Suite*.)

■ Configure the machine with a TCP/IP address if network scanning does not work.
(See Software and Network User's Guide.)

Scanning a document as a PDF file using ControlCenter4 (Windows®)

(For detailed information, see Software and Network User's Guide.)

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

ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications.

1 Load your document. (See *How to load documents* on page 21.)

2 (Windows® XP, Windows Vista® and Windows® 7)

Open ControlCenter4 by clicking 🔵 (**Start**)/**All Programs/Brother/MFC-XXXX** (where XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

(Windows® 8)

Click 📇 (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.

3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode**, and then click **OK**.
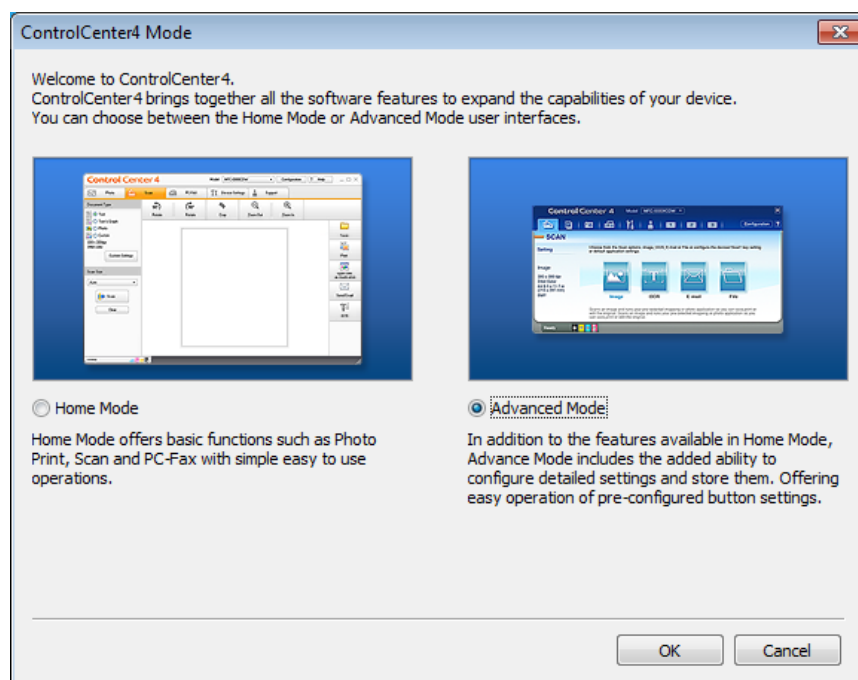
4 Make sure the machine you want to use is selected from the **Model** drop-down list.

⑤ Set the scanning configuration.
Click **Configuration**, and then select **Button settings**, **Scan** and **File**.

The configuration dialog box appears. You can change the default settings.
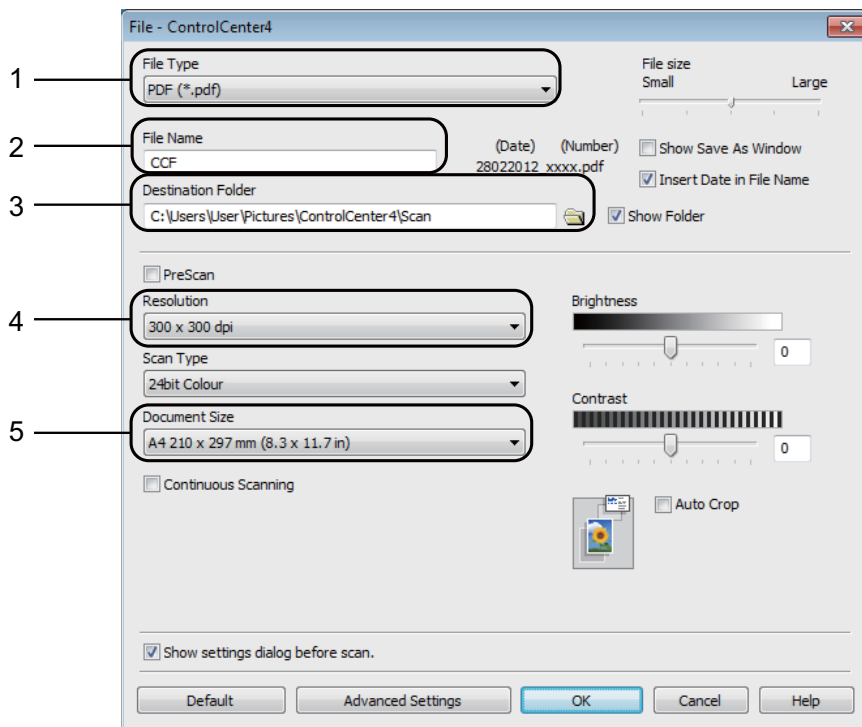
1 Choose **PDF (*.pdf)** from the **File Type** drop-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the
 (**Browse**) button.

4 You can choose a scanning resolution from the **Resolution** drop-down list.

5 You can choose the document size from the **Document Size** drop-down list.

⑥ Click **OK**.

7 Click **File**.

8 Press **Scan**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.
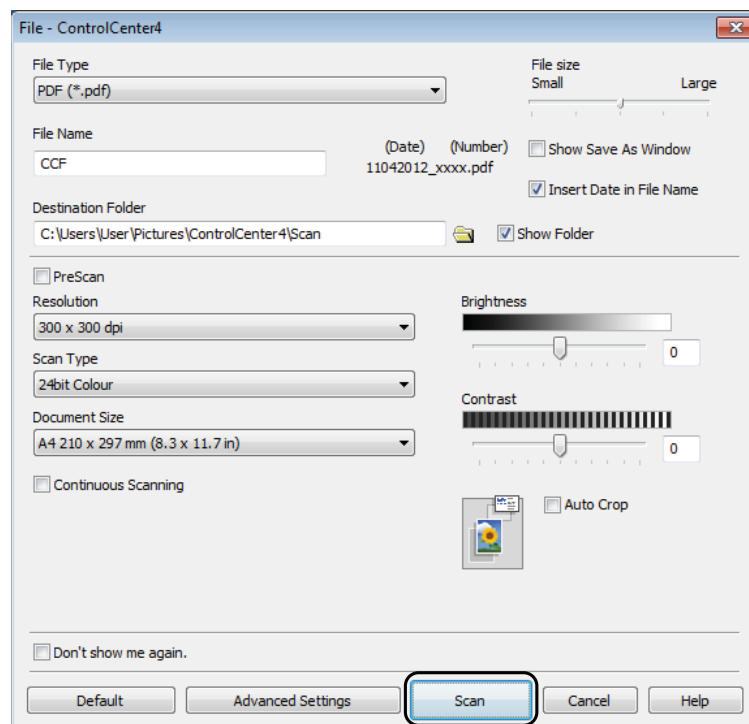
How to change the machine's SCAN mode settings for PDF scanning

You can change your machine's **SCAN** mode settings using ControlCenter4. (Windows®)

① (Windows® XP, Windows Vista® and Windows® 7)

Open ControlCenter4 by clicking [icon] (**Start**)/**All Programs**/**Brother**/**MFC-XXXX** (where XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

(Windows® 8)

Click [icon] (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.

② Make sure the machine you want to use is selected from the **Model** drop-down list.

③ Click the **Device Settings** tab.

④ Click **Device Scan Settings**.

5 Choose the **File** tab. You can change the default settings.
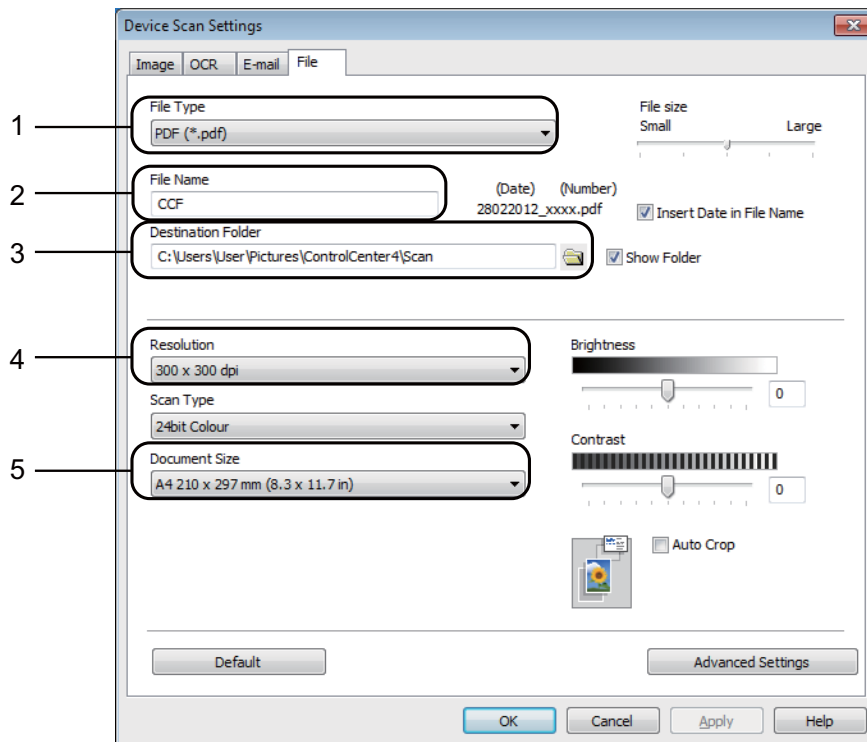
1 Choose **PDF (*.pdf)** from the **File Type** drop-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the

   (**Browse**) button.

4 You can choose a scanning resolution from the **Resolution** drop-down list.

5 You can choose the document size from the **Document Size** drop-down list.

6 Click **OK**.

How to scan a document as a PDF file using the control panel

1 Load your document. (See *How to load documents* on page 21.)

2 Press ⬚ (**SCAN**).

3 Press ▲ or ▼ to select the Scan to File option. Press **OK**.

4 If the machine is connected to a network, press ▲ or ▼ to select the PC Name. Press **OK**. Do one of the following:

- ■ If you want to use the default settings, go to step **8**.
- ■ If you want to change the default settings, go to step **5**.

5 Press ▲ or ▼ to select the Set with Panel option. Press **OK**.

6 Press ▲ or ▼ to select the On option. Press **OK**.

7 Choose the settings for Scan Type, Resolution, File Type, Scan Size and Remove Background as required. Press **OK**.

8 Press **Mono Start** or **Colour Start**. The machine starts the scanning process.

NOTE

The following scan modes are available.

- Scan to File
- Scan to E-mail
- Scan to OCR
- Scan to Image
- Web Service [1]

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[1] Windows® users only. (Windows Vista® SP2 or later, Windows® 7 and Windows® 8) (See Software and Network User's Guide.)

A Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot counter. The ink dot counter 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.

NOTE

For example, when one of the ink cartridges is nearly empty, the LCD will display `Ink low` (name of colour).

You should purchase a replacement cartridge in preparation for when the machine indicates the colour is completely empty.

When one of the ink cartridges is empty, the LCD will display `Cannot Print` or `B&W Print Only`.

You should only replace the actual ink cartridge when this message `Cannot Print` or `B&W Print Only` appears 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.

IMPORTANT

Brother multifunction machines are designed to work with ink of a particular specification and will work to a level of optimum performance and reliability when used with Brother Original ink cartridges. Brother cannot guarantee this optimum performance and reliability if ink or ink cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with ink from other sources. Damage to the product caused by the use of consumables manufactured by third parties may not be covered by the product warranty. Please refer to the terms of the product warranty.

a Open the ink cartridge cover (1).
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`.
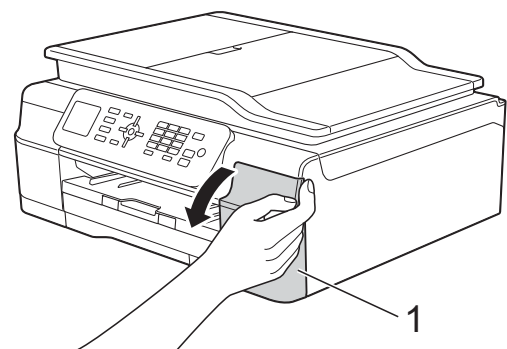
b Press the lock release lever as shown to release the cartridge indicated on the LCD. Remove the cartridge from the machine.
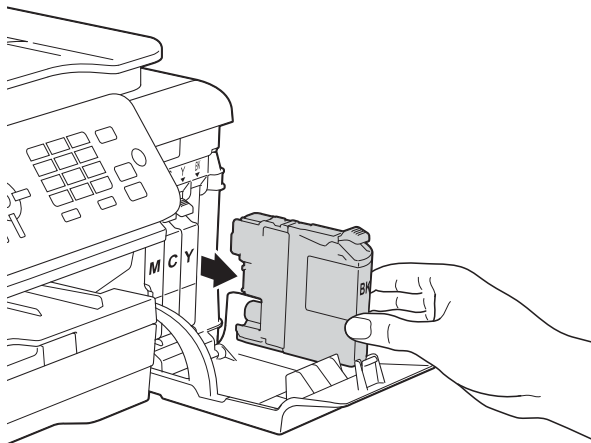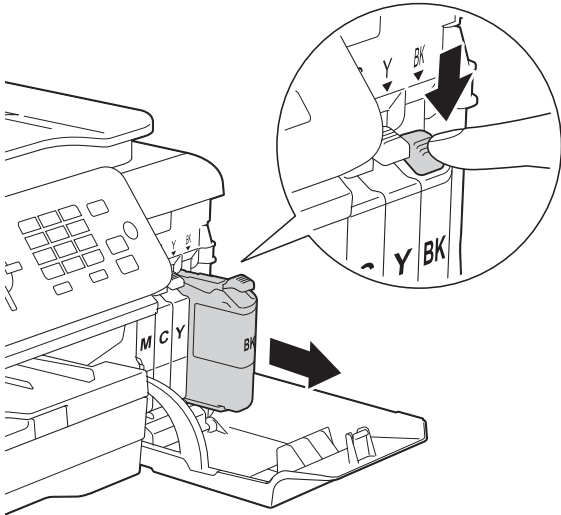
c Open the new ink cartridge bag for the colour indicated on the LCD, and then take out the ink cartridge.

d Turn the green release lever on the orange protective packing (1) counterclockwise until it releases the vacuum seal. Then remove the orange protective packing as shown.
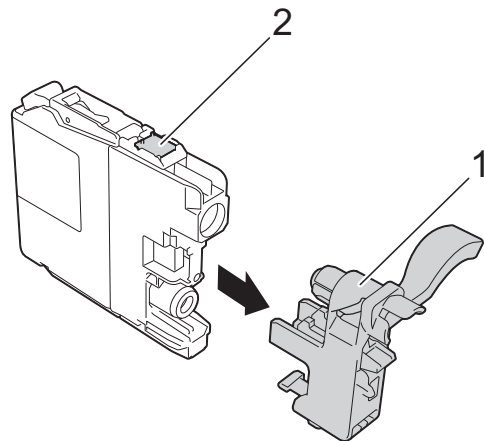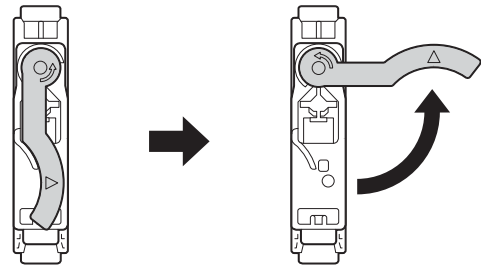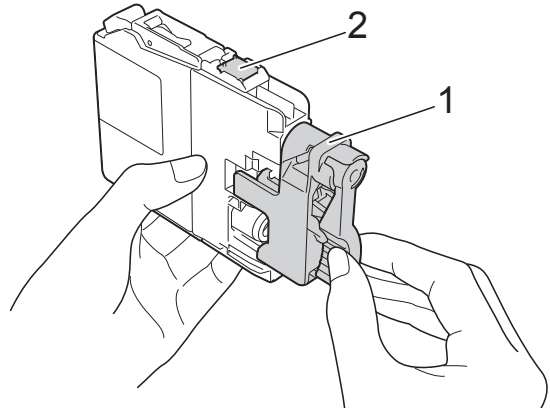
IMPORTANT

DO NOT touch the cartridge in the area indicated (2); this can prevent the machine from detecting the cartridge.

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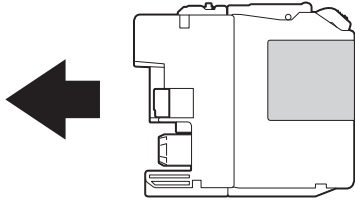
f Gently push the back of the ink cartridge marked "PUSH" until the cartridge lever lifts, and then close the ink cartridge cover.
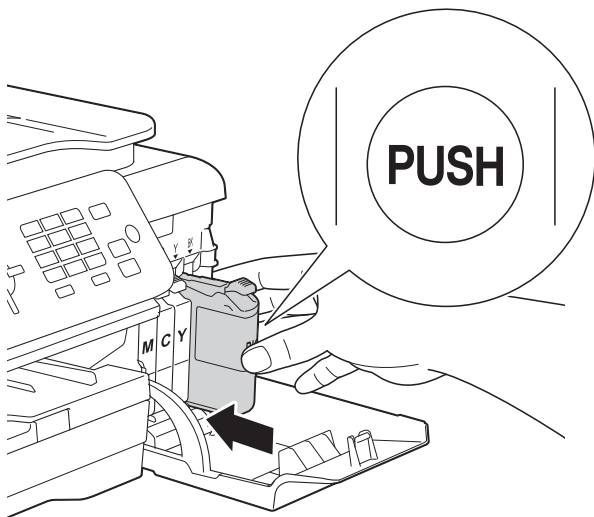
g The machine will automatically reset the ink dot counter.

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 reset the ink dot counter for that colour. 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 cartridge check that the ink cartridge is a brand new Brother Original cartridge and that it is installed correctly. Remove the ink cartridge and reinstall it slowly and firmly until the cartridge lever lifts.

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.

- DO NOT shake the ink cartridges. If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

- If you mix the colours by installing an ink cartridge in the wrong position, the LCD shows Wrong Ink Colour. Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.

- 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.

Cleaning and checking the machine

Cleaning the scanner glass

1. Unplug the machine from the electrical socket.

2. Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.
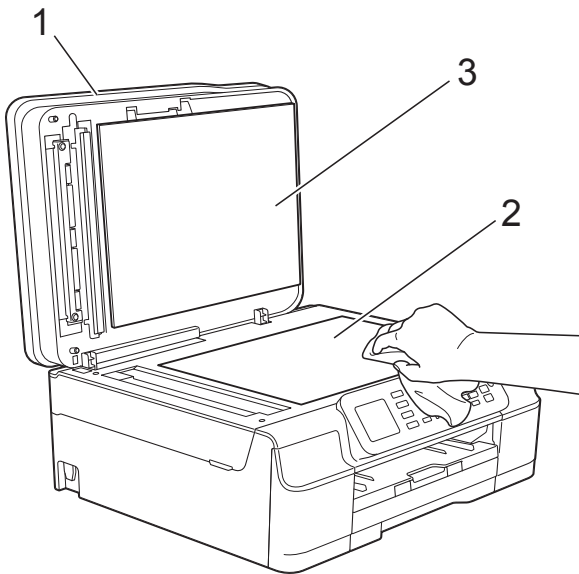
3. In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with a non-flammable glass cleaner.
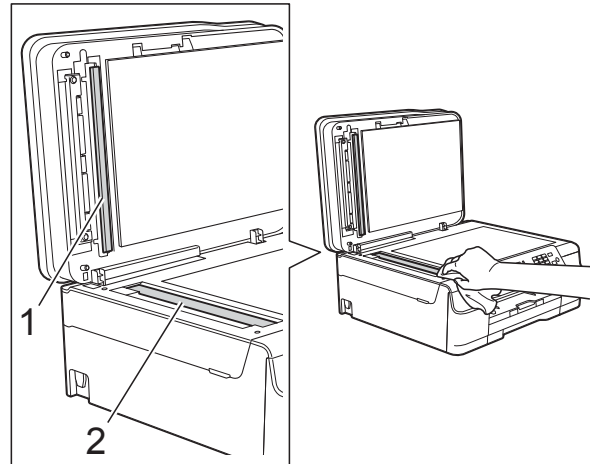
NOTE

In addition to cleaning the glass strip with a non-flammable glass cleaner, run your finger tip over the glass strip to see if you can feel anything on it. If you feel dirt or debris, clean the glass strip 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; Yellow, Cyan, and Magenta at once; or all four colours 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, Colour or All.
   Press **OK**.
   The machine cleans the print head. When cleaning has finished, the machine will go back to the Ready mode.

NOTE

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

- You can also clean the print head from your PC.

  (See Software and Network User's Guide.)

Checking the print quality

If faded or streaked colours 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 **Colour Start**.
   The machine begins printing the Print Quality Check Sheet.

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

A

g 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
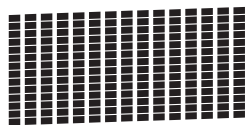
h The LCD asks you if the print quality is OK for black and then the three colours. Press **1** (Yes) or **2** (No).

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

j After the cleaning procedure is finished, press **Colour Start**.
The machine prints the Print Quality Check Sheet again. Return to step f.

k Press **Stop/Exit**.

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

IMPORTANT

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

NOTE

→

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

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

Checking the print alignment

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

a Press **Menu**.

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

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

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

e Press **Mono Start** or **Colour 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
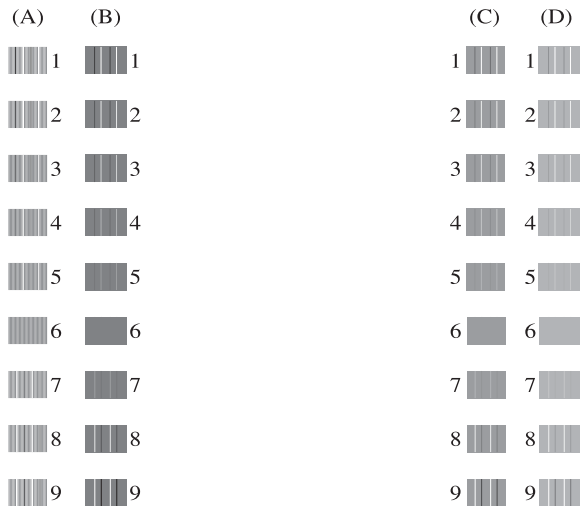
f For the "A" pattern, press the number of
the test print that has the least visible
vertical stripes (1-9).
Repeat this step for the B, C and D
patterns.
In the example number 6 is the best
choice for A, B, C and D.

g Press **Stop/Exit**.

NOTE

A B C   →   A B C
A B C   A B C
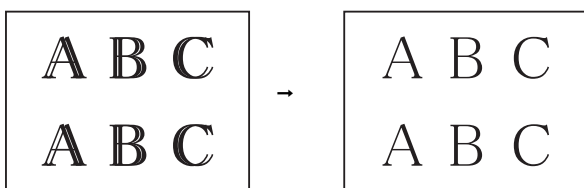
When the print   After the print
alignment is not   alignment is
adjusted correctly,   adjusted correctly,
text looks blurry   text looks like this.
like this.

Setting the date and time

The LCD shows the date and time. If it is not
current, follow these instructions to re-enter it.

You can add the date and time to each fax
you send by setting your Station ID.

a Press **Menu**.

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

c Press ▲ or ▼ to choose Date & Time.
Press **OK**.

d Press ▲ or ▼ to choose Date & Time.
Press **OK**.

e Enter the last two digits of the year using
the dial pad, and then press **OK**.

f Enter the two digits for the month using
the dial pad, and then press **OK**.

g Enter the two digits for the day using the
dial pad, and then press **OK**.

h Press ▲ or ▼ to choose 12h Clock or
24h Clock, and then press **OK**.

i To enter the time, do one of the
following:

■ If you chose 12h Clock in step **h**,
enter the time (in 12-hour format)
using the dial pad, and then press
OK.

Press ▲ or ▼ to choose AM or PM, and
then press **OK**.

■ If you chose 24h Clock in step **h**,
enter the time (in 24-hour format)
using the dial pad, and then press
OK

(For example, enter 19:45 for 7:45
PM.)

j Press **Stop/Exit**.

A

B Troubleshooting

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

You can correct most problems 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/.

Identifying your problem

First, check the following.

- The machine's power cord is connected correctly and the machine's power switch is turned on.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- LCD Messages

  (See *Error and maintenance messages* on page 68.)

If you did not solve your problem with the above checks, identify your problem and then go to the suggested page.

Paper handling and Printing problems:

- *Printing Difficulties* on page 86
- *Print Quality Difficulties* on page 88
- *Paper Handling Difficulties* on page 89
- *Printing Received Faxes* on page 91

Telephone and Fax problems:

- *Telephone Line or Connections* on page 91
- *Handling Incoming Calls* on page 94
- *Receiving Faxes* on page 92
- *Sending Faxes* on page 93

Copying problems:

- *Copying Difficulties* on page 94

Scanning problems:

- *Scanning Difficulties* on page 94

Software and Network problems:

- *Software Difficulties* on page 95
- *Network Difficulties* on page 95

B

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 error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown in the table.

You can clear most errors and perform routine maintenance 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/.

Error Message	Cause	Action
`Absorber NearFull`	The ink absorber box or flushing box is nearly full.	Contact Brother customer service or your local Brother dealer.
`B&W Print Only` `Replace Ink`	One or more of the colour ink cartridges have reached the end of their life. You can use the machine in monochrome 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 **Greyscale** in the **Advanced** tab of the printer driver, you can use the machine as a monochrome printer. 2-sided printing is not available when this message appears. ■ Copying If the paper type is set to `Plain Paper` you can make copies in monochrome. 2-sided copying is not available when this message appears. ■ Faxing If the paper type is set to `Plain Paper` or `Inkjet Paper`, the machine will receive and print the faxes in monochrome. If a sending machine has a colour fax, the machine's "handshake" will ask that the fax be sent as monochrome.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 59.) **NOTE** The machine will stop all print operations, you cannot use the machine until a new ink cartridge is installed in the following cases: • If you unplug the machine or take out the ink cartridge. • If the paper type is set to anything except `Plain Paper` or `Inkjet Paper`. • (Windows®) If you check **Slow Drying Paper** in the **Basic** tab of the printer driver. (Macintosh) If you check **Slow Drying Paper** in the **Print Settings** of the printer driver.

Error Message	Cause	Action
Cannot Detect	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and re-install it slowly and firmly until the cartridge lever lifts. (See *Replacing the ink cartridges* on page 59.)
	An ink cartridge is not installed correctly.	
	If you are using non Brother Original ink, the machine may not detect the ink cartridge.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
Cannot Detect Ink	If you are using non Brother Original ink, the machine may not detect the ink volume.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
Cannot Print Replace Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations. While memory is available, monochrome faxes will be stored in the memory. If a sending machine has a colour fax, the machine's "handshake" will ask that the fax be sent as monochrome.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 59.)
Comm.Error	Poor telephone line quality caused a communication error.	If the problem continues, call the telephone company and ask them to check your telephone line.
Cover is Open	The scanner cover is not locked in the closed position.	Lift the scanner cover, and then close it again.
		Make sure the telephone line cord and USB cable (if used) have been guided correctly through the cable channel and out the back of the machine.
	The ink cartridge cover is not locked in the closed position.	Firmly close the ink cartridge cover until it locks into place.
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* on page 97.)

B

Error Message	Cause	Action
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	(See *Using the ADF* on page 21.) (See *Document jam* on page 78.)
DR Mode in Use (For Australia, Singapore and Hong Kong) FaxAbility On (For New Zealand)	(For Australia, Singapore and Hong Kong) The machine is in Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode. (For New Zealand) The machine is in FaxAbility mode. You cannot change the Receive Mode from Manual to another mode.	(For Australia, Singapore and Hong Kong) Set Distinctive Ring to Off. (See *Turning off Distinctive Ring* on page 33 and 38.) (For New Zealand) Set FaxAbility to Off. (See *How to Turn FaxAbility OFF or ON* on page 36.)
High Temperature	The room temperature is too high.	After lowering the room temperature, allow the machine to cool down to room temperature and then try again.

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 itself upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality, which is resolved by cleaning. The more cleaning the machine requires, the faster these boxes will fill up. **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 your local Brother Authorised Service Centre to have your machine serviced. 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 ink cartridges of the same colour have been replaced 12 times.
Ink low	One or more of the ink cartridges are near the end of their life. If one of the colour ink cartridges is near the end of its life and someone is sending you a colour fax, your machine's "handshake" will ask that the fax be sent as monochrome. If the sending machine has the ability to convert it, the colour fax will be printed at your machine as a monochrome fax.	Order a new ink cartridge. You can continue printing until the LCD shows Cannot Print. (See *Replacing the ink cartridges* on page 59.)
Low Temperature	The room temperature is too low.	After increasing the room temperature, allow the machine to warm up to room temperature and then try again.

B

Error Message	Cause	Action
`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. (See *Caller ID* on page 34, 36 and 38 for your relevant country.)
`No Ink Cartridge`	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly and firmly until the cartridge lever lifts. (See *Replacing the ink cartridges* on page 59.)
`No Paper Fed`	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Mono Start** or **Colour Start**. ■ Remove and reload the paper, then press **Mono Start** or **Colour Start**. (See *Loading paper and other print media* on page 11.)
	The paper tray was not fully inserted.	Remove the paper tray and re-install it until it locks into place, and then press **Mono Start** or **Colour Start** on the control panel.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is closed evenly at both ends. (See *Printer jam or paper jam* on page 80.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 80.
		If this error occurs often during 2-sided copying or 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)
`No Response/Busy`	The number you dialled has not answered or is busy.	Verify the number and try again.
`Not Registered`	You tried to access a Speed Dial number that has not been stored in the machine.	Set up the Speed Dial number. (See *Storing Speed Dial numbers* on page 47.)

Error Message	Cause	Action
Out of Fax Memory	The fax memory is full.	Do one of the following: ■ Clear the data from the memory. To gain extra memory, you can turn off Memory Receive. (See Advanced User's Guide: *Turning off Memory Receive operations*.) ■ Print the faxes that are in the memory. (See Advanced User's Guide: *Printing a fax from the memory*.)
Out of Memory	The machine's memory is full.	**If a fax-sending or copy operation is in process:** ■ Press **Stop/Exit** and wait until the other operations that are in process finish, and then try again. ■ Press **Mono Start** or **Colour Start** to choose Send Now to send the pages scanned so far. ■ Press **Mono Start** or **Colour Start** to choose Partial Print to copy the pages scanned so far. ■ Clear the data in the memory. To gain extra memory, you can turn off Memory Receive. (See Advanced User's Guide: *Turning off Memory Receive operations*.) ■ Print the faxes that are in the memory. (See Advanced User's Guide: *Printing a fax from the memory*.)

B

Error Message	Cause	Action
Paper Jam [Front]	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 80.
		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. (The extendable tray is only available for some countries.)
		If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 84.)
PaperJam Front,Rear	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 80.
		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. (The extendable tray is only available for some countries.)
		If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 84.)

Error Message	Cause	Action
Paper Jam [Rear]	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 80.
		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. (The extendable tray is only available for some countries.)
		If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 84.)
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
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 a piece of ripped paper, is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, do the following. See *Transferring your faxes or Fax Journal report* on page 77 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 Colour	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.

B

Error Message	Cause	Action
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. (See *Paper Size* on page 17.) 2 Make sure you loaded the paper in a Portrait position, by setting the paper guides at the indicators for your paper size. (See *Loading paper and other print media* on page 11.) 3 After you have checked the paper size and the paper position, press **Mono Start** or **Colour Start**.
		If you are printing from your computer, make sure the paper size you choose in the printer driver matches the size of paper in the tray. (See Software and Network User's Guide.)

Error animations

Error animations display step-by-step instructions when paper gets jammed. You can read the steps at your own pace by pressing ▶ to see the next step and ◀ to 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 or to your PC. (See *Transferring faxes to another fax machine* on page 77 or *Transferring faxes to your PC* on page 77.)

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* on page 78.)

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See Quick Setup Guide: *Enter personal information (Station ID)*.)

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

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 **Mono Start**.

Transferring faxes to your PC

You can transfer the faxes from your machine's memory to your PC.

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

b Make sure you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-FAX Receiving** on the PC. Do one of the following:

(Windows® XP, Windows Vista® and Windows® 7)

From (**Start**), select **All Programs**, **Brother**, **MFC-XXXX**, **PC-FAX Receiving**, and select **Receive**. (where XXXX is your model name.)

(Windows® 8)

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

B

c Make sure you have set PC-Fax
Receive on the machine.
(See Advanced User's Guide: *PC-Fax
Receive (Windows®)*.)
If faxes are in the machine's memory
when you set up PC-Fax Receive, the
LCD will ask if you want to transfer the
faxes to your PC.

d Do one of the following:

■ To transfer all faxes to your PC,
press **1** (Yes).

Press ▲ or ▼ to choose
Backup Print:On or
Backup Print:Off.

Press **OK**.

■ To exit and leave the faxes in the
memory, press **2** (No).

e Press **Stop/Exit**.

Transferring the Fax Journal report to another fax machine

If you have not set up your Station ID, you
cannot enter fax transfer mode. (See Quick
Setup Guide: *Enter personal information
(Station ID)*.)

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

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 **Mono Start**.

Document jam

Documents can jam in the ADF unit if they are
not inserted or fed correctly, or if they are too
long. Follow these steps 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.
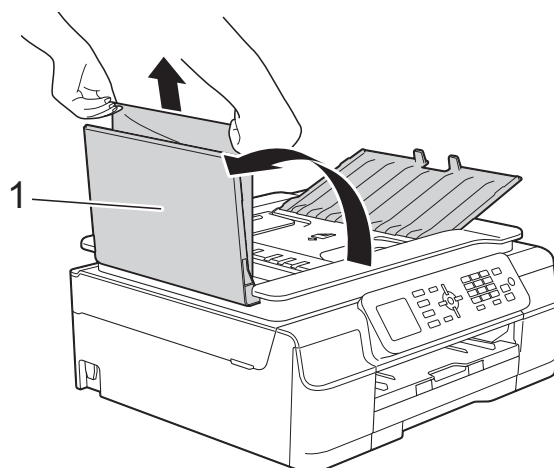
1 ADF cover

d Close the ADF cover.

e Press **Stop/Exit**.

IMPORTANT

To avoid document jams, close the ADF
cover correctly by pushing it gently in the
centre.

Document is jammed inside the ADF unit

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

b Lift the Document Cover.

c Pull the jammed document out to the left.
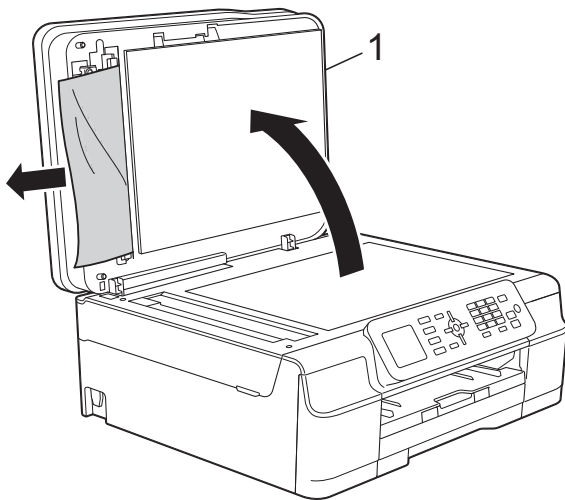
1   Document Cover

d Close the document cover.

e Press **Stop/Exit**.

Removing small documents jammed in the ADF

a Lift the Document Cover.

b Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.

1   Document Cover

c Close the document cover.

d Press **Stop/Exit**.

B
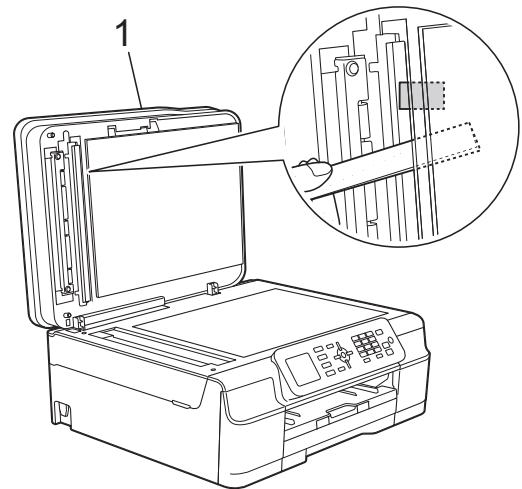
Printer jam or paper jam

Locate and remove the jammed paper by following these steps.

1 Unplug the machine from the electrical socket.

IMPORTANT

After 24 hours of a power failure, the faxes stored in the memory will be lost.
Before you unplug the machine from the power source, you can transfer your faxes that are stored in the memory to your PC or another fax machine so you will not lose any important messages. (See *Transferring your faxes or Fax Journal report* on page 77.)

2 Pull the paper tray (1) completely out of the machine.
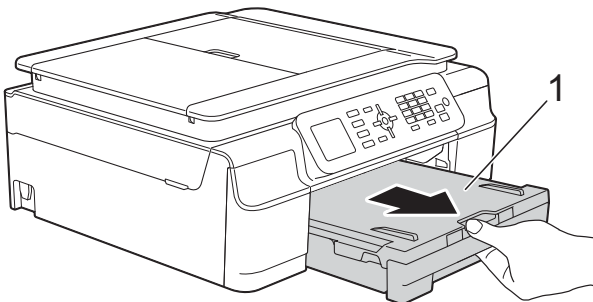
3 Pull the two green levers inside the machine towards you to remove the jammed paper.
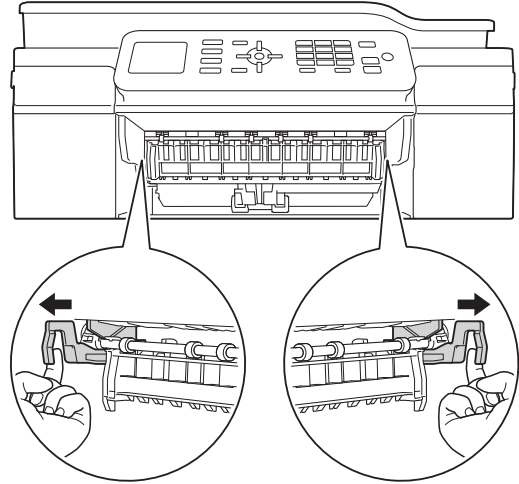
- If the LCD shows
  Paper Jam [Rear], go to step **7**.

4 Pull out the jammed paper (1).
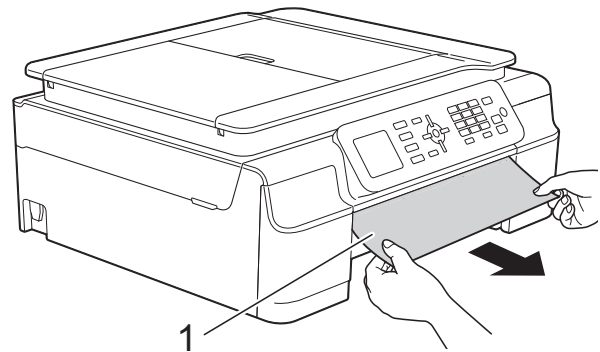
e Lift the Jam Clear Flap, and remove the jammed paper.

f Make sure you look carefully inside the machine above and below the Jam Clear Flap for any pieces of paper.
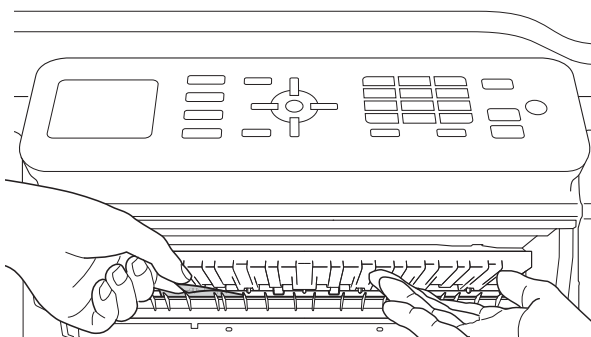
With the tray removed, do one of the following:

- If the LCD shows
  Paper Jam [Front], go to step **j**.
- If the LCD shows
  PaperJam Front,Rear, go to step **g**.

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

1
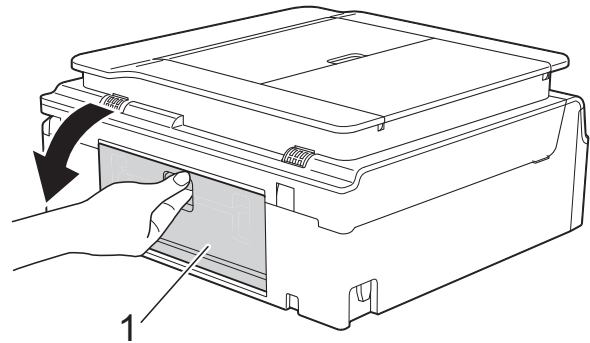
h Pull the jammed paper out of the machine.
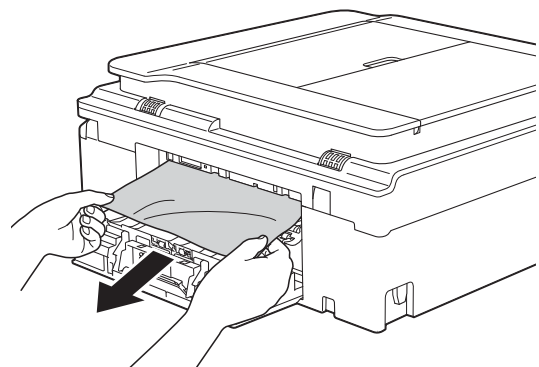
i Close the Jam Clear Cover.
Make sure the cover is closed correctly.
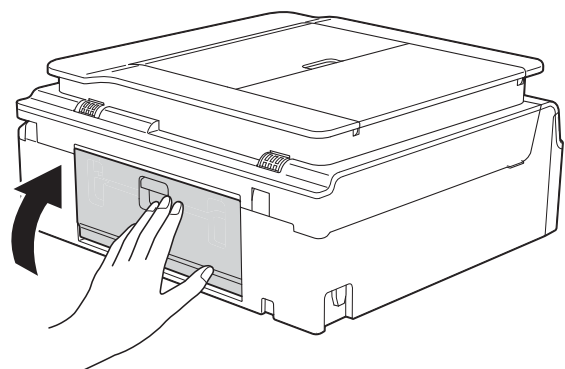
j Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover (1) into the open position. Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (2) and (3).

IMPORTANT

• DO NOT touch the encoder strip (1). Doing this may cause damage to the machine.

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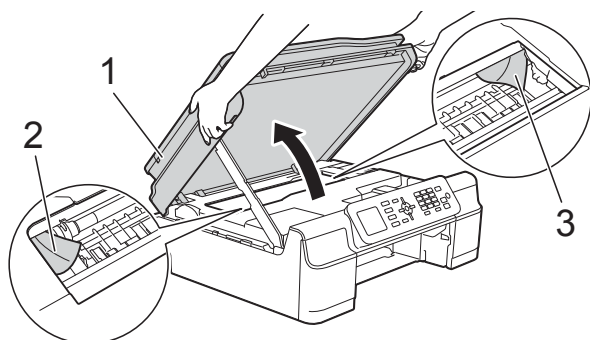
• If the print head is in the right corner as shown in the illustration, you cannot move it. Re-connect the power cord. Hold down **Stop/Exit** until the print head moves to the centre. Then unplug the machine from the power source and take out the paper.
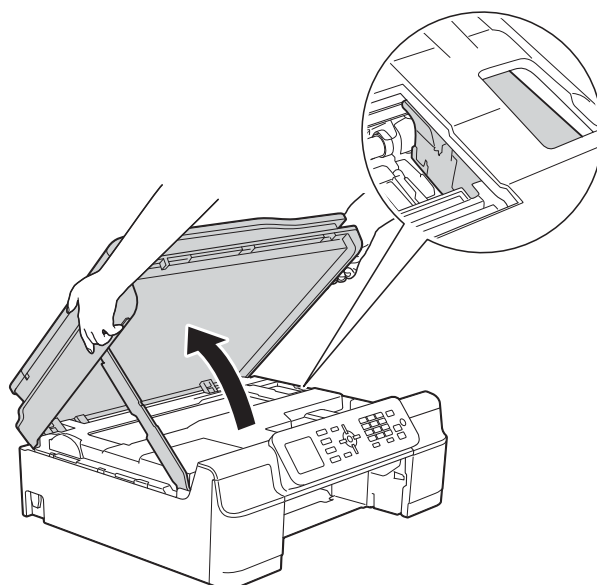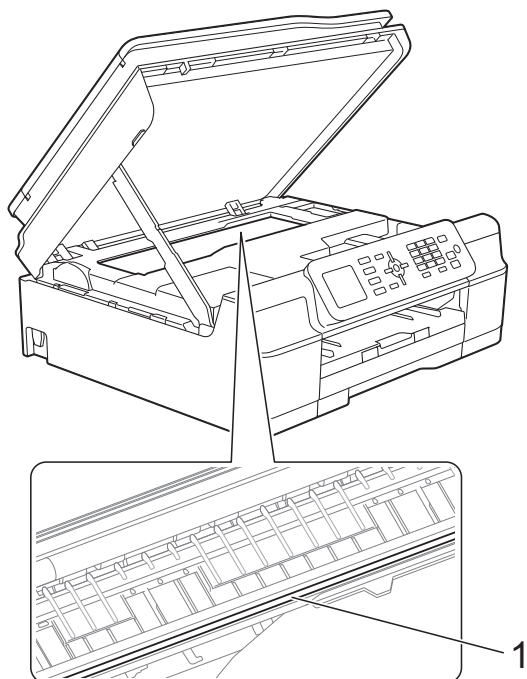
• If ink gets onto your skin, immediately wash with soap and plenty of water.

k Make sure you look carefully inside the machine (1) for any pieces of paper.

l Put the paper tray firmly back in the machine.

m Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.

⚠ CAUTION

Be careful not to pinch your fingers when you close the scanner cover.
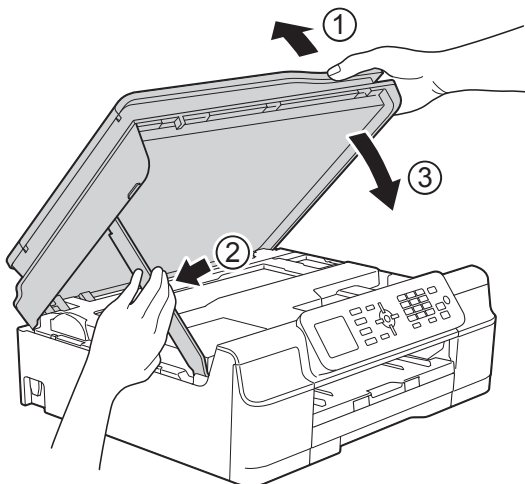
n While holding the paper tray in place, pull out the paper support until it locks in the open position, and then unfold the paper support flap. Make sure you pull out the paper support until it locks into place.

IMPORTANT

DO NOT use the paper support flap for Legal size paper. (Only available for some countries.)

o Re-connect the power cord.

NOTE

If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 84.)

B

Additional paper jam clear operations

a Unplug the machine from the electrical socket.

b Pull the paper tray (1) completely out of the machine.
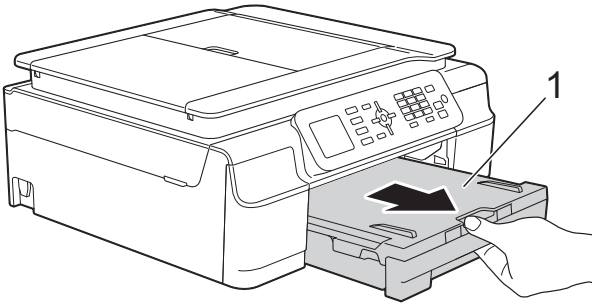
c Pull the two green levers inside the machine towards you to remove the jammed paper.

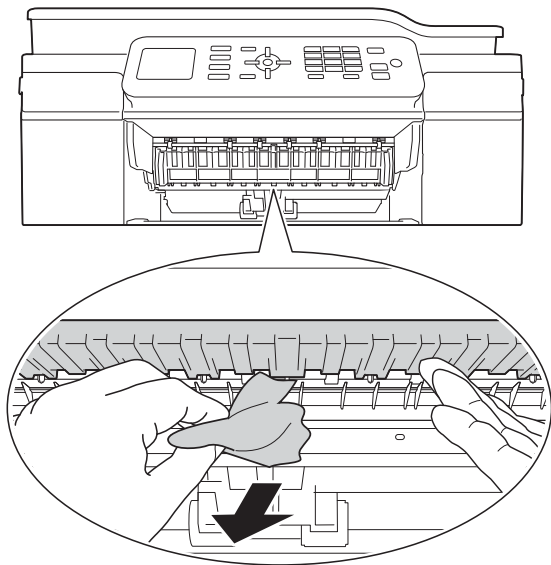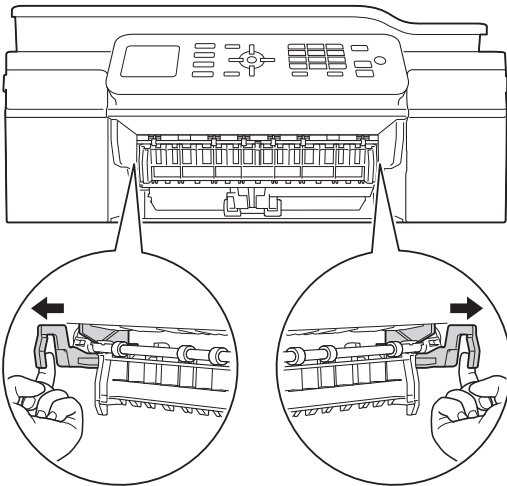d Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.
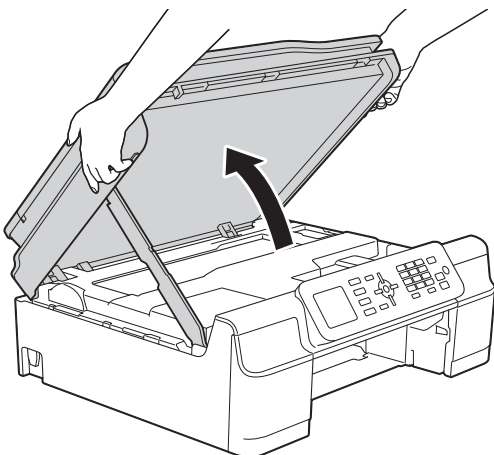
e Load one sheet of thick A4 or Letter sized paper, such as glossy paper, deep into the machine as shown in the illustration.
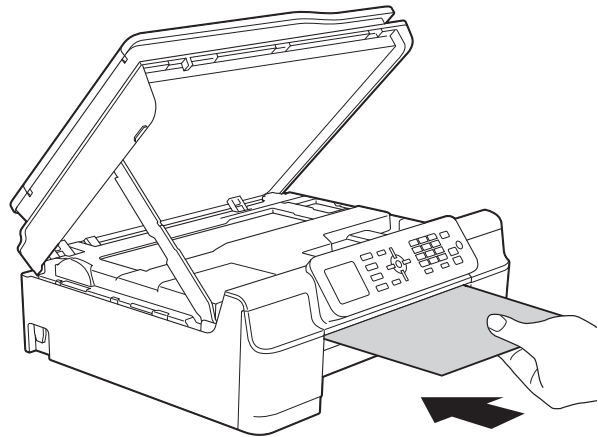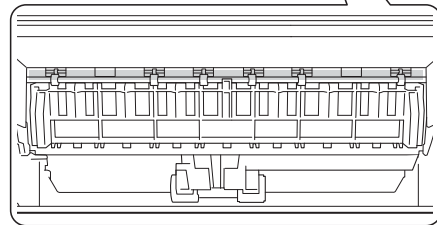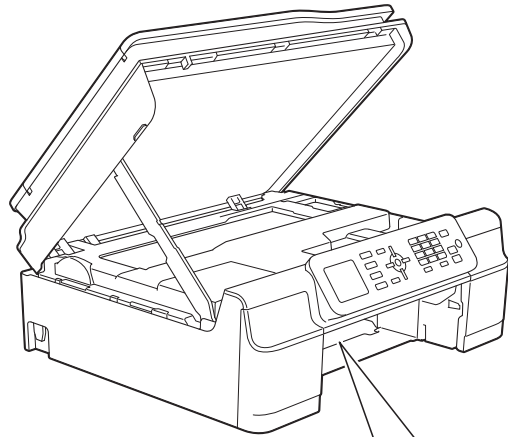
f If the thick paper is pushing any jammed paper out, remove the jammed paper.
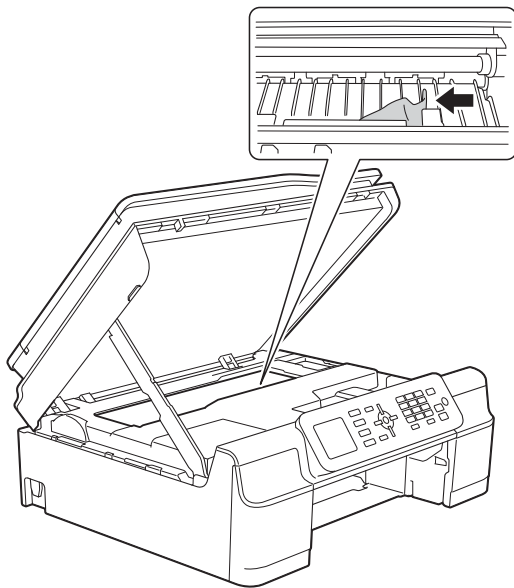
IMPORTANT

DO NOT touch the encoder strip (1). Doing this may cause damage to the machine.

1
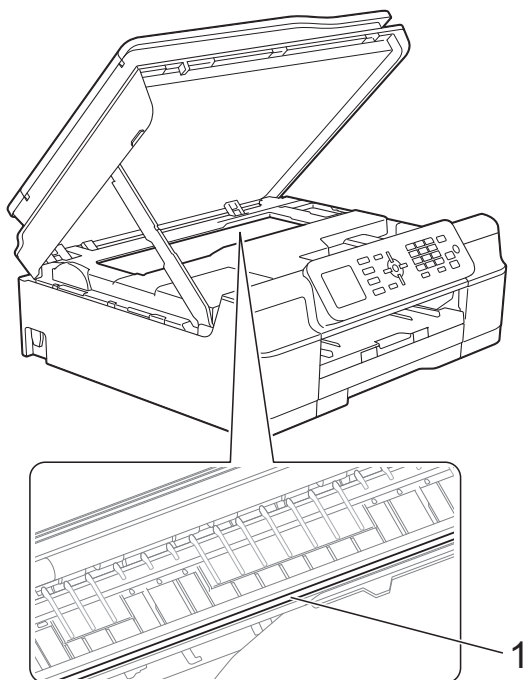
g Pull the thick paper out of the machine.

h Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.
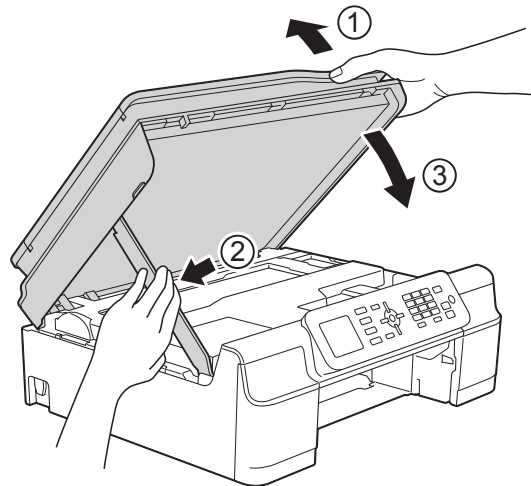
⚠ CAUTION

Be careful not to pinch your fingers when you close the scanner cover.

i Put the paper tray firmly back in the machine.
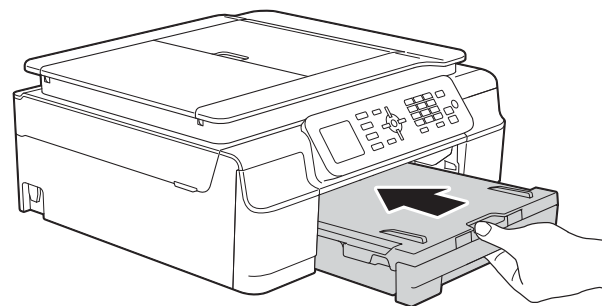
j Re-connect the power cord.

If you are having difficulty with your machine

NOTE

• For technical help, you must contact Brother customer support.

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

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

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

Printing Difficulties

Difficulty	Suggestions
No printout.	Check that the correct printer driver has been installed and chosen.
	Check to see if the LCD is showing an error message. (See *Error and maintenance messages* on page 68.)
	Make sure that the machine is online. (Windows® XP and Windows Server® 2003) Click **Start/Printers and Faxes**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer. (Windows Vista® and Windows Server® 2008) Click /**Control Panel/Hardware and Sound/Printers**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer. (Windows® 7 and Windows Server® 2008 R2) Click /**Devices and Printers**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name) and choose **See what's printing**. Click **Printer** and make sure that **Use Printer Offline** is not selected. (Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings**, and then click **Control Panel**. In the **Hardware and Sound** (Hardware) group, click **View devices and printers**. Right-click **Brother MFC-XXXX Printer** (where XXXX is your model name) and select **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure that **Use Printer Offline** is not selected.
	One or more ink cartridges have reached the end of their life. (See *Replacing the ink cartridges* on page 59.)

Printing Difficulties (continued)

Difficulty	Suggestions
No printout. (continued)	The document will not print if the old, unprinted data remains in the printer driver spooler. Open the printer icon, and then delete all the data. Your printer icon can be found in the following way: (Windows® XP and Windows Server® 2003) Click **Start/Printers and Faxes**. (Windows Vista® and Windows Server® 2008) Click /**Control Panel/Hardware and Sound/Printers**. (Windows® 7 and Windows Server® 2008 R2) Click /**Devices and Printers/Printers and Faxes**. (Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings/Control Panel/Hardware and Sound** (Hardware) group/**View devices and printers/Printers**. (Mac OS X v10.6.8) Click **System Preferences/Print & Fax**. (OS X v10.7.x, 10.8.x) Click **System Preferences/Print & Scan**.
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See *Unprintable area* on page 16.)
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 as follows: (Windows®) Click **Colour Settings** on the **Advanced** tab, and make sure you unselect **Colour Enhancement**. (Macintosh) Choose **Color Settings**, click **Advanced Color Settings**, and make sure you unselect **Color Enhancement**.
	Turn the Borderless feature off. Borderless printing is slower than normal printing. (See Software and Network User's Guide.)
Colour Enhancement is not working correctly.	If the image data is not full colour in your application (such as 256 colour), Colour Enhancement will not work. Use at least 24 bit colour data with the Colour Enhancement feature.
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See Software and Network User's Guide.)

B

Print Quality Difficulties

Difficulty	Suggestions
Poor print quality.	Check the print quality. (See *Checking the print quality* on page 63.)
	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* on page 17.) (See Software and Network User's Guide.)
	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. (Brother Original cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored correctly before use.
	Make sure you are using Brother Original Innobella™ ink. Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with ink from other sources.
	Make sure you are using one of the recommended types of paper. (See *Acceptable paper and other print media* on page 18.)
	The recommended environment for your machine is between 20 °C to 33 °C.
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* on page 63.)
	Make sure you are using Brother Original Innobella™ ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 18.)
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using ⏻ to power down the machine. Using ⏻ allows minimal power to the machine ensuring periodic cleanings of the print head occur.
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 63.)
	Make sure you are using Brother Original Innobella™ ink.
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using ⏻ to power down the machine. Using ⏻ allows minimal power to the machine ensuring periodic cleanings of the print head occur.
Characters and lines are blurred.	Check the printing alignment. (See *Checking the print alignment* on page 64.)
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. (See *Loading paper and other print media* on page 11.)
	Make sure the Jam Clear Cover is closed correctly.
Smudge or stain at the top centre of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* on page 18.)

Print Quality Difficulties (continued)

Difficulty	Suggestions
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* on page 18.) Don't handle the paper until the ink is dry.
	Make sure the print side is face down in the paper tray.
	Make sure you are using Brother Original Innobella™ ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the **Media Type** in the printer driver.
Ink is smudged or wet when using glossy photo paper.	Be sure to check the front and back of the paper. Place the glossy surface (printing surface) face down. (See *Paper Type* on page 17.)
	If you use glossy photo paper, make sure that the paper type setting is correct.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See Advanced User's Guide: *Cleaning the machine's printer platen*.)
	Make sure you are using Brother Original Innobella™ ink.
	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 11.)
	Make sure the paper feed rollers are not dirty with ink. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)
The machine prints dense lines on the page.	(Windows®) Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	(Windows®) In the printer driver **Advanced** tab, click **Colour Settings** and unselect **Bi-Directional Printing**.
	(Macintosh) In the printer driver, choose **Print Settings**, click **Advanced**, choose **Other Print Options** and unselect **Bi-Directional Printing**.
	Make sure you are using Brother Original Innobella™ ink.

Paper Handling Difficulties

Difficulties	Suggestions
The machine does not feed paper.	Make sure the paper tray is pushed in all the way until it clicks into place.
	Make sure the Jam Clear Cover at the back of the machine is closed.
	If the LCD shows the Paper Jam message and you still have a problem, see *Error and maintenance messages* on page 68.
	If there is no paper, load a new stack of paper into the paper tray.
	If there is paper in the paper tray, make sure it is straight. If the paper is curled, straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Clean the paper pick-up rollers. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
Photo paper does not feed correctly.	When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.

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Paper Handling Difficulties (continued)

Difficulties	Suggestions
Machine feeds multiple pages.	Do the following: (See *Loading paper and other print media* on page 11.) ■ Make sure the paper is loaded correctly in the paper tray. ■ Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray. ■ Make sure you do not push the paper in too far.
	Make sure the Jam Clear Cover is closed correctly. (See *Printer jam or paper jam* on page 80.)
	Make sure the Base Pad in the paper tray is not dirty. (See Advanced User's Guide: *Cleaning the paper pick-up rollers*.)
There is a paper jam.	See *Printer jam or paper jam* on page 80. Make sure the paper guides are set to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper. (The extendable tray is only available for some countries.)
Paper jam reoccurs.	If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See *Additional paper jam clear operations* on page 84.)
The paper jams when you use 2-sided copy or 2-sided print.	Use one of the jam prevention settings, `2-sided1` or `2-sided2`. For copying (See Advanced User's Guide: *2-sided copying*.) For printing (See Software and Network User's Guide.)
	If paper jams occur often during 2-sided copying or 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See Advanced User's Guide: *Cleaning the paper feed rollers*.)

Printing Received Faxes

Difficulty	Suggestions
■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines	Usually this is caused by a poor telephone connection. Make a copy; if your copy looks good, 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.
Left and right margins are cut off or a single page is printed on two pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your Paper Size setting may not be correct for the paper you are using. (See *Paper Size* on page 17.)
	Turn on Auto Reduction. (See Advanced User's Guide: *Printing a reduced incoming fax*.)
Received colour fax prints only in monochrome.	Replace the colour ink cartridges that have reached the end of their life, and then ask the other person to send the colour fax again. (See *Replacing the ink cartridges* on page 59.)

Telephone Line or Connections

Difficulty	Suggestions
Dialling does not work. (No dial tone)	Check the line cord connections.
	(Not available in New Zealand) Change the Tone/Pulse setting. (See Quick Setup Guide.)
	If there is no dial tone, connect a known-working telephone and telephone line cord to the socket. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and/or wall socket.
The machine does not answer when called.	Make sure the machine is in the correct Receive Mode for your setup. (See *Choose the Receive Mode* on page 27.) Check for a dial tone. If possible, call your machine to hear whether it answers. If there is still no answer, check the telephone line cord connection. If there is no ringing when you call your machine, ask your telephone company to check the line.

B

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	Press **Hook** in Fax mode to make sure your machine has a dial tone. If you hear static or interference on your fax line, call your local telephone provider.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket inside the machine. If you subscribe to DSL or VoIP services, contact your service provider for connection instructions. To lower the modem speed and turn off ECM (error correction mode), see *Telephone line interference / VoIP* on page 97.
	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 Receive Mode* on page 27.)
	If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, select Fax Only mode.
	If your Brother machine shares a line with an external answering machine, 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 a line with other telephones and you want it to automatically answer all incoming faxes, select Fax/Tel mode. In Fax/Tel mode, your Brother machine will automatically receive faxes and produce a fast double-ring to alert you to answer voice calls.
	If you do not want your Brother machine to automatically answer incoming faxes, 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* on page 30.) ■ 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 correctly. 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.

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)* on page 40.)
	
	1 Connect the external TAD as shown in the illustration on page 40.
	
	2 Set your answering machine to answer in one or two rings.
	
	3 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 Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press ✻ **5 1** (✻ **9 1** for New Zealand) and **Start** to send a fax."
	
	4 Set your answering machine to answer calls.
	
	5 Set your Brother machine's Receive Mode to `External TAD`. (See *Choose the Receive Mode* on page 27.)

	Make sure your Brother machine's Fax Detect feature is set to `On`. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See *Fax Detect* on page 31.)
	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* on page 97.)

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 socket and the LINE socket inside the machine.
	Print the Transmission Verification Report and check for an error. (See Advanced User's Guide: *Reports*.)
	Ask the other party to check that the receiving machine has paper.
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 poor, clean the scanner. (See *Cleaning the scanner glass* on page 62.)
Transmission Verification Report shows `RESULT:ERROR`.	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and see `RESULT:ERROR` on the Transmission Verification Report, your machine may be out of memory. To gain extra memory, you can print fax messages from the machine's memory. (See Advanced User's Guide: *Printing a fax from the 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 machine's Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference / VoIP* on page 97.)
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 glass* on page 62.)

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Handling Incoming Calls

Difficulty	Suggestions
The machine "hears" a voice as a CNG Tone.	If Fax Detect 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 Fax Detect to Off. (See *Fax Detect* on page 31.)
Sending a fax call to the machine.	If you answered on an extension or external telephone, press your Remote Activation Code (the factory default is * 5 1 (* 9 1 for New Zealand)). If you answered on an external telephone, press **Mono Start** or **Colour Start**, and press **2** 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, Caller ID, Voice Mail, an answering machine, 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 another custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt 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, we recommend using a separate telephone line with no custom features.

Copying Difficulties

Difficulty	Suggestions
Vertical black lines or streaks appear in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip, scanner glass, white bar and white plastic above them. (See *Cleaning the scanner glass* on page 62.)
Poor copy results when using the ADF.	Try using the scanner glass. (See *Using the scanner glass* on page 22.)
Fit to Page does not work correctly.	Make sure your source document is not skewed. Reposition the document and try again.

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	(Not available in Hong Kong) Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click **Scan Settings**, **Select** to choose the Brother TWAIN/WIA driver.
	(Hong Kong only) Make sure the Brother TWAIN/WIA driver is chosen as the primary source. In Presto! PageManager with OCR, click **File**, **Select Source** and 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. You can also scan documents using the ICA Scanner Driver. (See Software and Network User's Guide.)

Scanning Difficulties (continued)

Difficulty	Suggestions
OCR does not work.	Try increasing the scanner resolution. (Macintosh) Presto! PageManager must be downloaded and installed before use. For more information, see *Accessing Brother Support (Macintosh)* on page 5.
Poor scanning results when using the ADF. ■ Vertical black lines appear in the scanned data.	Clean the white bar in the ADF and the glass strip underneath it. (See *Cleaning the scanner glass* on page 62.)
	Try using the scanner glass. (See *Using the scanner glass* on page 22.)

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows®) Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
"Device Busy"	Make sure the machine is not showing an error message on the LCD.

Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in the Ready mode. Print a Network Configuration Report (See 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, see Software and Network User's Guide.
The network scanning feature does not work.	It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. 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) Select **Other** from the **Model** drop-down list in the main screen of ControlCenter2. In the **Device Selector** window, make sure **Network** is selected in **Connection Type**, and then click **Browse**. Reselect your network machine, and press **OK**.

B

Network Difficulties (continued)

Difficulty	Suggestions
The network PC-Fax Receive feature does not work.	(Windows®) It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below: In Name: Enter any description, for example Brother PC-FAX Rx. In Port number: Enter 54926. 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.
The Brother software cannot be installed.	(Windows®) Allow network access to the following programs if your security software displays an alert message during MFL-Pro Suite installation. (Macintosh) If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it, and then install the Brother software.
Cannot connect to wireless network.	Investigate the problem using the WLAN Report. Press **Menu**, choose Print Reports, and then press **OK**. Choose WLAN Report. See Software and Network User's Guide.

Dial Tone detection

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to Detection, you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems when dialling, you should change it back to the No Detection setting.

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, you can change the compatibility setting which reduces the modem speed to minimise errors.

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

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

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

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.

• Brother does not recommend the use of a VoIP line. VoIP limitations in general can cause some functions of the fax machine not to work correctly.

B

Machine Information

Checking the serial number

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

1. Press **Menu**.

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

3. Press ▲ or ▼ to choose `Serial No.`
   Press **OK**.
   Your machine's serial number will appear on the LCD.

4. Press **Stop/Exit**.

Checking the firmware version

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

1. Press **Menu**.

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

3. Press ▲ or ▼ to choose `Version.`
   Press **OK**.
   Your machine's firmware version will appear on the LCD.

4. Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1. `Machine Reset`

   You can reset all the machine's settings that you have changed, such as the date and time and Ring Delay.

2. `Network`

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

3. `Address&Fax`

   Address & Fax resets the following settings:

   ■ Speed Dial

   (Speed-Dial and Setup Groups)

   ■ Station ID

   (Name and Number)

   ■ Report settings

   (Transmission Verification Report, Speed Dial and Fax Journal)

   ■ History

   (Caller ID history and Outgoing Call)

   ■ Faxes in memory

4. `All Settings`

   You can restore all settings to the factory default.

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

How to reset the machine

1. Press **Menu**.

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

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

4. Press ▲ or ▼ to choose the type of reset
   (Machine Reset, Network,
   Address&Fax or All Settings) you
   want.
   Press **OK**.
   Press **1** to confirm.

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

B

C

Settings and features tables

Using the Settings tables

Your machine is easy to set up and operate. All you have to do is press the Menu keys to choose the settings and options you want to set as they are displayed on the screen.

We have created step-by-step Settings Tables so you can see all the available choices for each setting and feature at-a-glance. You can use these tables to quickly choose your preferred settings in the machine.

Menu table

The menu table will help you understand the menu selections 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.	63 64
	Cleaning	—	Black Colour All	Lets you clean the print head.	63
	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 Other Glossy Transparency	Sets the type of paper in the paper tray.	17
	Paper Size	—	**A4*** A5 10x15cm Letter Legal	Sets the size of paper in the paper tray. (Legal is only available for some countries.)	17
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

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Level1	Level2	Level3	Options	Descriptions	Page
General Setup (Continued)	**Volume**	**Ring**	Off Low **Med*** High	Adjusts the ring volume.	9
		Beeper	Off **Low*** Med High	Adjusts the volume of the sounds when you press a key.	9
		Speaker	Off Low **Med*** High	Adjusts the speaker volume.	10
	LCD Settings	**Backlight**	**Light*** Med Dark	You can adjust the brightness of the LCD backlight.	10
		Dim Timer	Off 10Secs 20Secs **30Secs***	You can set how long the LCD backlight stays on after the last key press.	See ◆.
	Sleep Mode	—	1Min 2Mins 3Mins **5Mins*** 10Mins 30Mins 60Mins	You can choose how long the machine will remain idle before it goes into Sleep Mode.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Fax	**Setup Receive**	**Receive Mode**	**Fax Only*** Fax/Tel External TAD Manual	Choose the Receive Mode that best suits your needs.	27
		Ring Delay	2 - 10 (2*) (Example for Australia)	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	30
		F/T Ring Time	20Secs **30Secs*** 40Secs 70Secs (For New Zealand) 20Secs **30Secs*** 40Secs 55Secs	Sets the length of the fast double-ring time in Fax/Tel mode.	30
		Fax Detect	**On*** Off	Receives fax messages automatically when you answer a call and hear fax tones.	31
		Remote Codes	**On*** (∗51, #51) (∗91, #91 for New Zealand) Off	Allows you to answer all calls at an extension or external telephone and use codes to turn the machine on or off. You can personalize these codes.	43
		Auto Reduction	**On*** Off	Cuts the size of incoming faxes to fit the paper size.	See ◆.
		Memory Receive	**Off*** PC Fax Receive	You can set the machine to send faxes to your PC. If you choose PC-Fax Receive, you can turn on the safety feature Backup Print.	
	Setup AddressBook	**Set Speed Dial**	—	Stores Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	47
		Setup Groups	—	You can set up Group numbers for broadcasting.	See ◆.
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
Fax (Continued)	**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 any other option 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 ◆.
	Print Document	—	—	Prints incoming faxes stored in the memory.	
	Remaining Jobs	—	—	Check which jobs are in the memory and cancel chosen jobs.	
	Miscellaneous	**TX Lock**	—	Prohibits most functions except receiving faxes.	
		Distinctive (For Australia, Singapore and Hong Kong)	**Off*** On	Use with phone company distinctive ringing service allows you to have a voice number and fax number on the one phone line.	32 37
		FaxAbility (For New Zealand only)	**Off*** On	If you have FaxAbility from Telecom, you can use this function to store the ringing pattern of your fax number. And if you set in to On, you should use the registered number only.	35
		Call Waiting (For New Zealand only)	On **Off***	If you have Call Waiting as well as FaxAbility, set the Call Waiting to On.	36
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network	**WLAN**	**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.	
✛ See Software and Network User's Guide.						
● Please go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.						
The default settings are shown in Bold with an asterisk.						

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Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network (Continued)	**WLAN** (Continued)	**WLAN Assistant**	—	—	You can configure your wireless network settings using the Brother CD-ROM.	See ✛.
		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.	
		WPS w/PIN Code	—	—	You can easily configure your wireless network settings using WPS with a PIN.	
		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.	
	Web Connect Settings	**Proxy Settings**	Proxy Connection	On **Off***	You can change the Web connection settings.	See ❂.
			Address	—		
			Port	—		
			User Name	—		
			Password	—		
✛ See Software and Network User's Guide.						
❂ Please go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.						
The default settings are shown in Bold with an asterisk.						

Level1	Level2	Level3	Level4	Options	Descriptions	Page
Network (Continued)	**WLAN Enable**	—	—	On **Off***	Lets you use the wireless network connection.	See ✚.
	Network Reset	—	—	—	Restores all network settings to the factory default.	

✚ See Software and Network User's Guide.

⬤ Please go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The default settings are shown in Bold with an asterisk.

Menu (Menu) (continued)

Level1	Level2	Level3	Options	Descriptions	Page
Print Reports	**XMIT Verify**	—	—	Prints these lists and reports.	See ◆.
	Address Book	—	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.	98
	Version	—	—	Lets you check the firmware version of your machine.	

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The default settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Initial Setup	Date & Time	Date & Time	—	Sets the date and time on the screen and in the headings of the faxes you send.	65
		Daylight Save	Forward Hour Backward Hour	Manually changes for Daylight Savings Time.	See ◆.
	Station ID	—	Fax: Name:	Enter your name and fax number to appear on each page you fax.	See ‡.
	Tone/Pulse (Not available in New Zealand)	—	**Tone*** Pulse	Choose the dialling mode.	
	Dial Tone	—	Detection **No Detection***	Turns Dial Tone Detection on or off.	97
	Compatibility	—	**Normal*** Basic(for VoIP)	Adjusts the modem speed to help resolve transmission problems.	97
	Reset	Machine Reset	Yes No	Resets all the machine's settings that you have changed, such as the date and time and Ring Delay.	98
		Network	Yes No	Resets the print server back to its factory default settings, such as the password and IP address information.	
		Address&Fax	Yes No	Deletes all stored Speed Dial numbers and faxes, restores the Station ID, Speed Dial List, Transmission Verification Report and Fax Journal back to the factory default settings.	
		All Settings	Yes No	Resets all the machine's settings back to the factory default.	
	Local Language (depending on your country)	—	(Choose the language you want to use)	Allows you to change the LCD language for your country.	See ◆.
◆ See Advanced User's Guide.					
‡ See Quick Setup Guide.					
The default 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 brightness of faxes you send.	
Address Book	**Search**	—	Alphabetical Order Numerical Order	You can dial by pressing only a few keys (and **Start**).	44
	Set Speed Dial	—	—	Stores Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	47
	Setup Groups	—	—	You can set up Group numbers for broadcasting.	See ◆.
Outgoing Call	**Send a fax** **Add to AddressBook** **Delete**	—	—	You can choose a number from the Outgoing Call history and then send a fax to it, add it to the Address Book, or delete it.	45
Caller ID hist.	**Send a fax** **Add to AddressBook** **Delete**	—	—	You can choose a number from the Caller ID history and then send a fax to it, add it to the Address Book, or delete it.	46
Advanced Settings	**Broadcasting**	Add Number	—	You can send the same fax message to more than one fax number.	See ◆.
		Address Book	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***	Sets the glass scan size for faxes.	25
◆ See Advanced User's Guide.					
The default 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 default.	
◆ See Advanced User's Guide.
The default settings are shown in Bold with an asterisk.

SCAN (⇧)

Level1	Level2	Level3	Options	Descriptions	Page
Scan to File	Set with Panel	—	**Off** **(Set with PC)*** On	If you want to use the control panel to change the machine's settings, choose On.	See ✛.
	The settings below will appear when On is selected in Set with Panel.				
	Scan Type	—	**Colour*** Black and White	You can choose the scan type for your document.	
	Resolution	—	100dpi **200dpi*** 300dpi 600dpi	You can choose the scan resolution for your document.	
	File Type	—	(If you choose the Colour option in the Scan Type setting) **PDF*** JPEG (If you choose the Mono option in the Scan Type setting) TIFF **PDF***	You can choose the file format for your document.	
	Scan Size	—	**A4*** A5 10x15cm Business Card Letter Legal	You can choose the scan size for your document.	
	Remove Background	—	**Off*** Low Medium High	Changes the amount of background colour that is removed.	
✛ See Software and Network User's Guide.					
The default settings are shown in Bold with an asterisk.					

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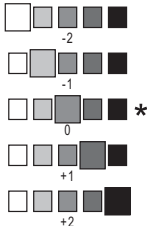| Level1	Level2	Level3	Options	Descriptions	Page
Scan to E-mail	Set with Panel	—	**Off** **(Set with PC)*** On	If you want to use the control panel to change the machine's settings, choose On.	See +.
	The settings below will appear when On is selected in Set with Panel.				
	Scan Type	—	**Colour*** Black and White	You can choose the scan type for your document.	
	Resolution	—	100dpi **200dpi*** 300dpi 600dpi	You can choose the scan resolution for your document.	
	File Type	—	(If you choose the Colour option in the Scan Type setting) **PDF*** JPEG (If you choose the Mono option in the Scan Type setting) TIFF **PDF***	You can choose the file format for your document.	
	Scan Size	—	**A4*** A5 10x15cm Business Card Letter Legal	You can choose the scan size for your document.	
	Remove Background	—	**Off*** Low Medium High	Changes the amount of background colour that is removed.	
+ See Software and Network User's Guide.					
The default settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Scan to OCR (Available after Presto! PageManager is downloaded for Macintosh users. See *Accessing Brother Support (Macintosh)* on page 5.)	**Set with Panel**	—	**Off (Set with PC)*** On	If you want to use the control panel to change the machine's settings, choose On.	See **+**.
	The settings below will appear when On is selected in Set with Panel.				
	Scan Type	—	Colour **Black and White***	You can choose the scan type for your document.	
	Resolution	—	100dpi **200dpi*** 300dpi 600dpi	You can choose the scan resolution for your document.	
	File Type	—	**Text*** HTML RTF	You can choose the file format for your document.	
	Scan Size	—	**A4*** A5 10x15cm Business Card Letter Legal	You can choose the scan size for your document.	
+ See Software and Network User's Guide.					
The default settings are shown in Bold with an asterisk.					

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Level1	Level2	Level3	Options	Descriptions	Page
Scan to Image	Set with Panel	—	**Off** **(Set with PC)*** On	If you want to use the control panel to change the machine's settings, choose On.	See **+**.
	The settings below will appear when On is selected in Set with Panel.				
	Scan Type	—	**Colour*** Black and White	You can choose the scan type for your document.	
	Resolution	—	100dpi **200dpi*** 300dpi 600dpi	You can choose the scan resolution for your document.	
	File Type	—	(If you choose the Colour option in the Scan Type setting) **PDF*** JPEG (If you choose the Mono option in the Scan Type setting) TIFF **PDF***	You can choose the file format for your document.	
	Scan Size	—	**A4*** A5 10x15cm Business Card Letter Legal	You can choose the scan size for your document.	
	Remove Background	—	**Off*** Low Medium High	Change the amount of background colour that is removed.	
Web Service (Appears when you install a Web Services Scanner, which is displayed in your computer's Windows® Explorer.)	Scan	—	—	You can scan data by using the Web Services protocol.	
	Scan for E-mail	—	—		
	Scan for Fax	—	—		
	Scan for Print	—	—		
+ See Software and Network User's Guide.					
The default 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 Other Glossy Transparency	Choose the paper type that matches the paper in the tray.	50
Paper Size	—	—	**A4*** A5 10x15cm Letter Legal	Choose the paper size that matches the paper in the tray. (Legal is only available for some countries.)	50
Enlarge/Reduce	**100%***	—	—	—	See ◆.
	Enlarge	—	198% 10x15cm→A4 186% 10x15cm→LTR 141% A5→A4	You can choose the enlargement ratio for the next copy.	
	Reduce	—	97% LTR→A4 93% A4→LTR 83% LGL→A4 69% A4→A5 47% A4→10x15cm	You can choose the reduction ratio for the next copy.	
	Fit to Page	—	—	Your machine will adjust the size of the next copy to the paper size you set.	
	Custom(25-400%)	—	—	You can choose the enlargement or reduction ratio for your type of document.	
Density	—	—	⬜⬜◻️◻️⬛ -2 ⬜◻️◻️◻️⬛ -1 ⬜◻️◻️◻️⬛ 0 * ⬜◻️◻️◻️⬛ +1 ⬜◻️◻️◻️⬛ +2	Adjusts the density of copies.	
Stack/Sort	—	—	**Stack*** Sort	You can choose to stack or sort multiple copies.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

C

Level1	Level2	Level3	Options	Descriptions	Page
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.	See ◆.
2-sided Copy	2-sided Copy	—	**Off*** Portrait LongEdgeFlip Landscape LongEdgeFlip Portrait ShortEdgeFlip Landscape ShortEdgeFlip	You can choose the 2-sided print settings.	
	Advanced	—	**Normal*** 2-sided1 2-sided2 Help		
Advanced Settings	—	—	**Off*** Remove Background (Options) Low **Medium*** High	Change the amount of background colour that is removed.	
Set New Default	—	—	—	You can save your copy settings.	
Factory Reset	—	—	—	You can restore all the settings back to the factory default.	
◆ See Advanced User's Guide.					
The default settings are shown in Bold with an asterisk.					

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WEB ( )

Level1	Level2	Level3	Options	Descriptions	Page
Apps	—	—	—	Lets you connect the Brother machine to an Internet service.	See ◉.
SkyDrive®	—	—	—	Web services may have been added and/or service names may have been changed by the provider since this document was published.	
Box	—	—	—		
Google Drive™	—	—	—		
Evernote®	—	—	—		
Dropbox	—	—	—		
Facebook	—	—	—		
Picasa Web Albums™	—	—	—		
Flickr®	—	—	—		
◉ Please go to the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.					
The default settings are shown in Bold with an asterisk.					

(Address Book)

Level1	Level2	Level3	Options	Descriptions	Page
Search	—	—	Alphabetical Order Numerical Order	You can search for names you have stored in the Speed Dial memory.	44
Set Speed Dial	—	—	—	Stores Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	47
Setup Groups	—	—	—	Sets up Group numbers for broadcasting.	See ◆.
◆ See Advanced User's Guide.					
The default 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 AddressBook** **Delete**	—	—	You can choose a number from the Outgoing Call history and then send a fax to it, add it to the Address Book, or delete it.	See ◆.
Caller ID hist.	**Send a fax** **Add to AddressBook** **Delete**	—	—	You can choose a number from the Caller ID history and then send a fax to it, add it to the Address Book, or delete it.	
◆ See Advanced User's Guide.					
The default 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 the 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.

NOTE

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

Making corrections

If you entered an incorrect character and want to change it, press ◀ to move the cursor under the incorrect character, and then press **Clear**. Enter the correct character. You can also use the cursor to go back and insert letters.

To erase all the characters, press **Clear** repeatedly.

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	Ä Ë Ö Ü À Ç È É 0

D Specifications

General

NOTE

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

Printer Type	Inkjet	
Print Head	Mono:	Piezo with 210 nozzles $\times$ 1
	Colour:	Piezo with 210 nozzles $\times$ 3
Memory Capacity	64 MB	
LCD (Liquid Crystal Display)	1.8 in. (44.9 mm) TFT Colour LCD [1]	
Power Source	AC 220 to 240V 50/60Hz	
Power Consumption [2]	Copying Mode:	Approx. 18 W [3]
	Ready Mode:	Approx. 3.5 W [4]
	Sleep Mode:	Approx. 1.1 W [4]
	Off:	Approx. 0.2 W [4] [5]

[1]   Measured diagonally.

[2]   Measured when the machine is connected to the USB interface. Power consumption varies slightly depending on the usage environment or part wear.

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

[4]   Measured according to IEC 62301 Edition 2.0.

[5]   Even when the machine is turned off, it will automatically turn itself on periodically for print head maintenance, and then turn itself off.

Dimension

180 mm

410 mm

374 mm

519 mm
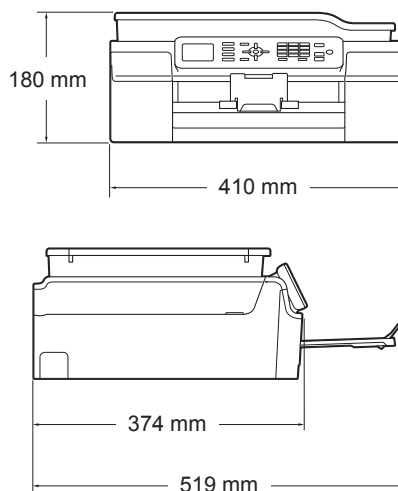
Weight	9.0 kg
Noise Level	**Sound Pressure**
	Operating: 50 dB(A) (Maximum) [1]
Temperature	Operating: 10 to 35 °C
	Best Print Quality: 20 to 33 °C
Humidity	Operating: 20 to 80% (without condensation)
	Best Print Quality: 20 to 80% (without condensation)
ADF (automatic document feeder)	Up to 20 pages
	Paper: 80 gsm A4 or Letter size
Document Size	ADF Width: 148 mm to 215.9 mm
	ADF Length: 148 mm to 355.6 mm
	Scanner Glass Width: Max. 215.9 mm
	Scanner Glass Length: Max. 297 mm

[1] Noise depends on printing conditions.

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]:

A4, Legal [4], Executive, Letter, JIS B5 [4], A5, A6, Envelopes (Com-10, DL, C5, Monarch), Photo (10 × 15 cm), Photo 2L (13 × 18 cm) and Index Card (127 × 203 mm)

Width: 98 mm - 215.9 mm

Length: 148 mm - 355.6 mm

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

■ Maximum paper tray capacity:

Approx. 100 sheets of 80 gsm[2] plain paper

Paper Output Up to 50 sheets of 80 gsm 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 transparency paper recommended for inkjet printing.

[3] See *Paper type and size for each operation* on page 20.

[4] Only available for some countries.

Fax

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback
	14,400 bps
Scanning Width	ADF: 208 mm (A4)
	Scanner Glass: 204 mm (A4)
Printing Width	204 mm (A4)
Greyscale	Monochrome: 8 bit (256 levels)
	Colour: 24 bit (8 bit per colour/ 256 levels)
Resolution	Standard
	203 × 98 dpi (Mono)
	203 × 196 dpi (Colour)
	Fine
	203 × 196 dpi (Mono/Colour)
	Superfine
	203 × 392 dpi (Mono)
	Photo
	203 × 196 dpi (Mono)
Speed Dial	40 stations
Groups	Up to 6
Broadcasting	90 (40 Speed Dial/50 Manual Dial)
Automatic Redial	3 times at 5 minute intervals
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.

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Copy

Colour/Monochrome	Yes/Yes
Copy Width	204 mm [1]
Multiple Copies	Stacks/Sorts up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200 × 2400 dpi
2-sided	Yes
	■ Paper type:
	Plain paper
	■ Paper size:
	A4, Letter, A5

[1]   When copying on A4 size paper.

Scanner

Colour/Monochrome	Yes/Yes
TWAIN Compliant	Yes
	(Windows® XP [1]/Windows Vista®/Windows® 7/Windows® 8)
	(Mac OS X v10.6.8, 10.7.x, 10.8.x)
WIA Compliant	Yes
	(Windows® XP [1]/Windows Vista®/Windows® 7/Windows® 8)
ICA Compliant	Yes (Mac OS X v10.6.8, 10.7.x, 10.8.x)
Colour Depth	30 bit colour Processing (Input)
	24 bit colour Processing (Output) / 256 levels per colour
Greyscale	10 bit colour Processing (Input)
	8 bit colour Processing (Output) / 256 levels per colour
Resolution	Up to 19200 $\times$ 19200 dpi (interpolated) [2]
	Up to 1200 $\times$ 2400 dpi (optical) (Scanner Glass)
	Up to 1200 $\times$ 600 dpi (optical) (ADF)
Scanning Width and Length	(Scanner Glass)
	Width: Up to 213.9 mm
	Length: Up to 295 mm
	(ADF)
	Width: Up to 213.9 mm
	Length: Up to 353.6 mm

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

[2] Maximum 1200 $\times$ 1200 dpi scanning when using the WIA Driver for Windows® XP, Windows Vista®, Windows® 7 and Windows® 8 (resolution up to 19200 $\times$ 19200 dpi can be selected by using the Brother scanner utility).

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Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width [3]	204 mm [210 mm (borderless) [1]]
Borderless [2]	A4, Letter, A6, Photo (10 × 15 cm), Index Card (127 × 203 mm), Photo 2L (13 × 18 cm)
2-sided	■ Paper type:
	Plain paper
	■ Paper size:
	A4, Letter, A5, Executive, JIS B5 [5]

Print Speed [4]

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

[2]   See *Paper type and size for each operation* on page 20.

[3]   When printing on A4 size paper.

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

[5]   Only available for some countries.

Interfaces

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

[1] Your machine has a Hi-Speed USB 2.0 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

Network

You can connect your machine to a network for Network Printing, Network Scanning, PC Fax Send, PC Fax Receive (Windows® only) and Remote Setup [1]. Also included is Brother BRAdmin Light [2] Network Management software.

Wireless Network Security	SSID (32 characters), WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)	
Wireless Setup Support Utility	**AOSS™**	Yes
	WPS	Yes

[1]	See *Computer requirements* on page 129.

[2]	(Windows®) 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/.
	(Macintosh) The latest Brother BRAdmin Light is available as a download from http://solutions.brother.com/.

Computer requirements

SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS						
Computer Platform & Operating System Version		PC Interface		Processor	Hard Disk Space to install	
		USB [2]	Wireless 802.11b/g/n		For Drivers	For Applications (including Drivers)
Windows® Operating System	Windows® XP Home [1] [4] Windows® XP Professional [1] [4]	Printing PC Fax [3] Scanning		32bit (x86) or 64bit (x64) processor	150 MB	1 GB
	Windows Vista® [1] [4]				500 MB	1.3 GB
	Windows® 7 [1] [4] Windows® 8 [1] [4]				650 MB	
	Windows Server® 2003 Windows Server® 2003 R2 Windows Server® 2008	N/A	Printing		50 MB	N/A
	Windows Server® 2008 R2 Windows Server® 2012			64bit (x64) processor		
Macintosh Operating System	Mac OS X v10.6.8 OS X v10.7.x OS X v10.8.x	Printing PC Fax (Send) [3] Scanning		Intel® Processor	80 MB	550 MB

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.

[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), Windows® 7 and Windows® 8.

For the latest driver updates, visit us at http://solutions.brother.com/.

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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	The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the cartridges provided with your machine will have a lower yield than standard cartridges (80%). With all following ink cartridges you can print the specified number of pages.

Replacement Consumables

	(For Australia and other Oceania countries)	(For other countries)
Standard Yield Black	LC131BK	LC161BK
Standard Yield Yellow	LC131Y	LC161Y
Standard Yield Cyan	LC131C	LC161C
Standard Yield Magenta	LC131M	LC161M

Black, Yellow, Cyan and Magenta - Approximately 300 pages [1]

	(For Australia and other Oceania countries)	(For other countries)
High Yield Black	LC133BK	LC163BK
High Yield Yellow	LC133Y	LC163Y
High Yield Cyan	LC133C	LC163C
High Yield Magenta	LC133M	LC163M

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 http://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.

E Index

E

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For Australia Only:

Support – For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our Web Site or Solutions Web Site (see below) to find an answer to FAQs/Troubleshooting, locating Drivers & Software.

Alternatively, please contact the Product Support Centre for any customer care/technical support enquiry.

To contact Brother International (Aust) Pty Ltd for support on a Brother product please see the details listed below:

Product Support Centre: **Australia**

Brother International (Aust) Pty Ltd

Phone:	02 8875 6000
Fax:	02 9870 7223
Solutions Site:	http://solutions.brother.com/
Web Site:	www.brother.com.au
Email:	To submit an e-mail enquiry, visit www.brother.com.au go to **Service and Support** area and follow the prompts.

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm (EST/EDST) Monday to Friday.

For New Zealand Only:

To contact Brother International (NZ) Limited for support with a Brother product please use the following methods.

Phone:	
Premium End User Assistance	0900 552 152
Auto Attendant Self Help	0800 652 152
Brother Recycle Assistance	0800 632 467
Fax Assistance	0800 837 822
Email Assistance	Please visit www.brother.co.nz and submit a helpdesk enquiry from Online Help.
Web Assistance	Please visit www.brother.co.nz under Online Help for Frequently Asked Questions, Driver downloads, Warranty information and Service Centres.

Our Technical Support Consultants are available 7 days a week by phone during the hours of 8.30am to 5pm Monday to Friday and 9am to 5pm Saturday and Sunday.

Outside of these hours you can find assistance from our Auto Attendant Self Help and our Website www.brother.co.nz under Online Help.

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