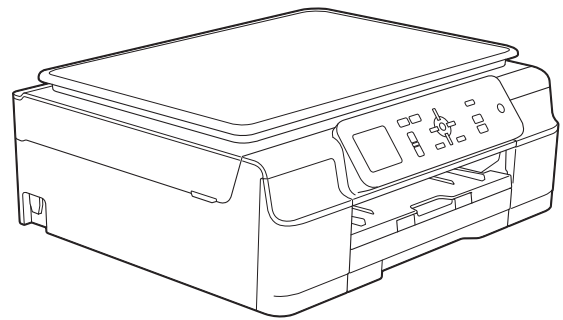


brother®

Basic User's Guide

DCP-J152W



Version 0

USA/CAN

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: DCP-J152W

Serial Number: ¹ _____

Date of Purchase: _____

Place of Purchase: _____

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

Register your product on-line at

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

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

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

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

Brother numbers

NOTE

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

Register your product

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

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

For your convenience and most efficient way to register your new product, register on-line at

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

FAQs (frequently asked questions)

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

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

NOTE

- You can check here for Brother driver updates.
 - To keep your machine performance up to date, check here for the latest firmware upgrade.
-

For Customer Service

In USA: <http://www.brother-usa.com/support> (Self-Service/Email/Chat)
1-877-BROTHER (1-877-276-8437)
1-901-379-1215 (assistance via fax)

In Canada: 1-877-BROTHER
(514) 685-4898 (assistance via fax)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437) or visit us at <http://www.brother-usa.com/service/>.

Service Center Locations (Canada only)

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

Ordering accessories and supplies

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

NOTE

In Canada, only Visa and MasterCard are accepted.

In USA: 1-877-552-MALL (1-877-552-6255)
1-800-947-1445 (assistance via fax)

<http://www.brothermall.com/>

In Canada: 1-877-BROTHER

<http://www.brother.ca/>

Accessories and Supplies

Description	Item
Ink Cartridge Standard Yield <black>	LC101BK (Prints approx. 300 pages) ¹
Ink Cartridge Standard Yield <yellow>	LC101Y (Prints approx. 300 pages) ¹
Ink Cartridge Standard Yield <cyan> (blue)	LC101C (Prints approx. 300 pages) ¹
Ink Cartridge Standard Yield <magenta> (red)	LC101M (Prints approx. 300 pages) ¹
Ink Cartridge High Yield <black>	LC103BK (Prints approx. 600 pages) ¹
Ink Cartridge High Yield <yellow>	LC103Y (Prints approx. 600 pages) ¹
Ink Cartridge High Yield <cyan> (blue)	LC103C (Prints approx. 600 pages) ¹
Ink Cartridge High Yield <magenta> (red)	LC103M (Prints approx. 600 pages) ¹
Premium Plus Glossy Photo Paper (Letter size / 20 sheets) (4" × 6" size / 20 sheets)	BP71GLTR BP71GP20
Multipurpose Paper - Plain Paper (Letter size / 500 sheets)	BP60MPLTR (USA only)
Basic User's Guide	LER030001 (English for USA and Canada)
CD ROM for Windows® & Mac	LEK459001

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

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Under the supervision of Brother Industries, Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

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

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User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Copy and Scan operations, and how to replace consumables. See troubleshooting tips.	Printed / In the box
Advanced User's Guide	Learn more advanced operations: Copy; printing reports; and performing routine maintenance.	PDF file / CD-ROM
Software and Network User's Guide	This Guide provides instructions for Scanning, Printing 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/>.

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(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 setup

Memory Storage
Volume Settings (MFC models)
Automatic Daylight Saving Time (MFC models)
Sleep Mode
Auto Power Off (DCP model)
LCD screen
Mode Timer (MFC models)

2 Security features (MFC models)

TX Lock

3 Sending a fax (MFC models)

Additional sending options
Additional sending operations

4 Receiving a fax (MFC models)

Memory Receive (Black & White only)
Additional receiving operations

5 Dialing and storing numbers (MFC models)

Voice operations
Additional dialing operations
Additional ways to store numbers

6 Printing reports

Fax reports (MFC models)
Reports

7 Making copies

Copy options

A Routine maintenance

Cleaning and checking the machine
Packing and shipping the machine

B Glossary

C Index

Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold Bold typeface identifies specific keys on the machine's control panel and buttons on the computer screen.

Italics Italicized typeface emphasizes an important point or refers you to a related topic.

`Courier New` Text in Courier New font identifies messages on the LCD of the machine.

WARNING

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

CAUTION

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

IMPORTANT

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

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 shock.

Accessing Brother Utilities (Windows® 8)

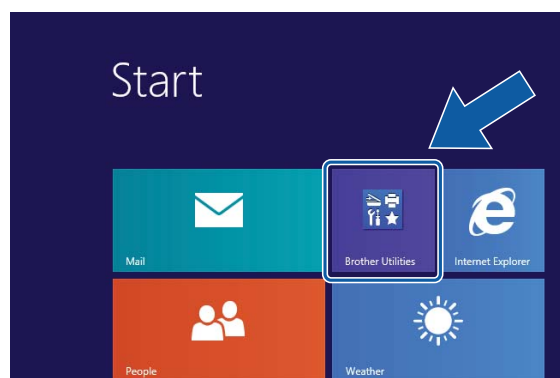
If you are using a PC or tablet running Windows® 8, you can make your selections either by tapping the screen or by clicking with your mouse.

After the printer driver is installed,

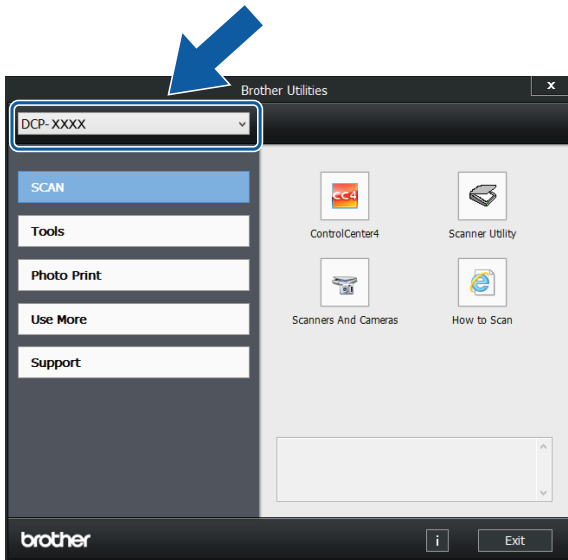


Brother Utilities appears on both the Start screen and the desktop.

- 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 Copy, Printer, Scanner, and Network features. When you are ready to learn detailed information about these operations, 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, DCP-XXXX** (where XXXX is your model name) from the programs group, 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 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 (My Computer)**. (For Windows® 8 and Windows Server® 2012:

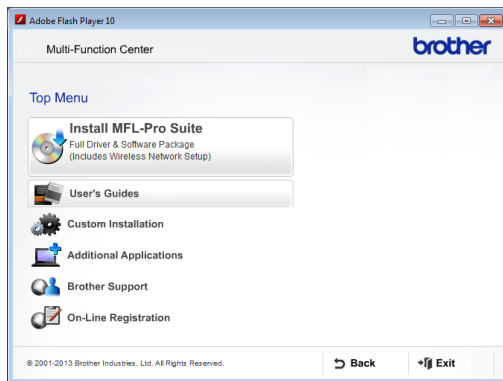


Click **(File Explorer)** on the taskbar, and then go to **Computer**.)

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*

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.)
- For more information about network setup, see Software and Network User's Guide: *Network*.

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.

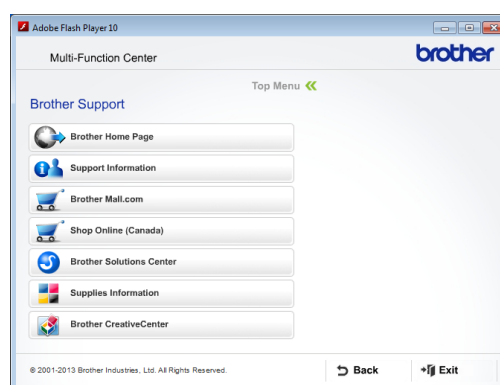
Mobile Print/Scan Guide for Brother iPrint&Scan

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), Customer Service and Brother Authorized Service Centers in *Brother numbers* on page i and on the CD-ROM.

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



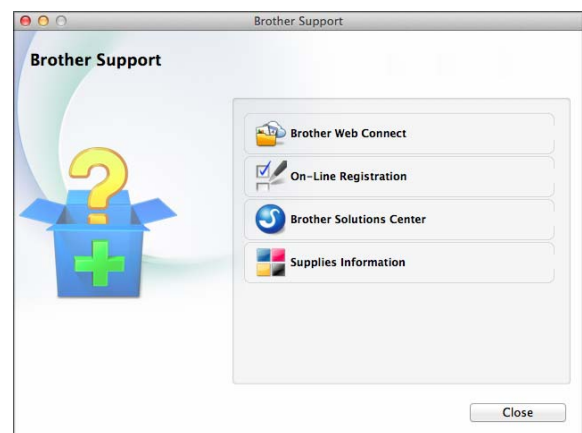
- To access our website (<http://www.brother.com/>), click **Brother Home Page**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- To access the USA Brother online shopping mall (<http://www.brothermall.com/>) for additional product and services information, click **Brother Mall.com**.
- To access Canada's Brother online shopping mall (<http://www.brother.ca/>) for additional product and services information, click **Shop Online (Canada)**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our website for genuine Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.

- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the **Top Menu**, click **Back** or if you are finished, click **Exit**.

Accessing Brother Support (Macintosh)

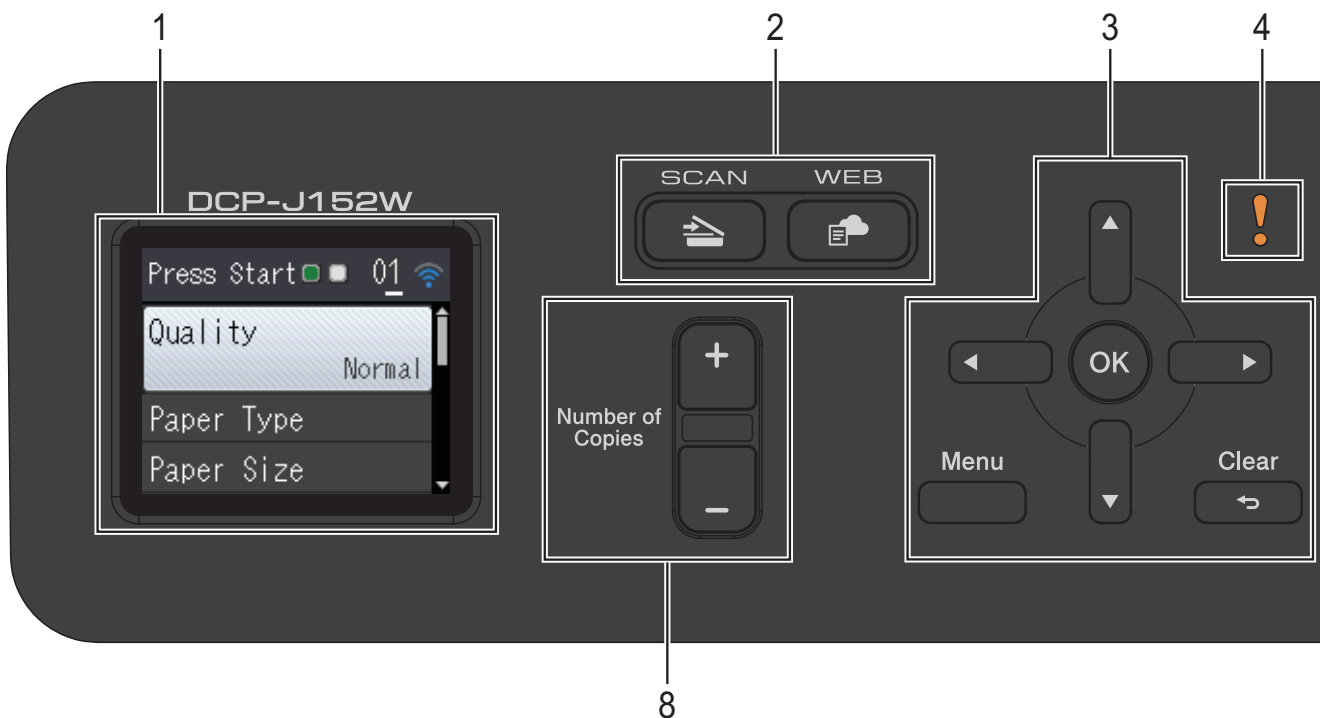
You can find all the contacts you will need, such as web support (Brother Solutions Center) on the CD-ROM.

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



- To 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 genuine Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.

Control panel overview



1 LCD (Liquid Crystal Display)

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

2 Mode keys:

-  **SCAN**

Lets you access Scan mode.

-  **WEB**



Lets you connect the Brother machine to an Internet service.

For more information, see Web Connect Guide.

3 Menu keys:

-  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**

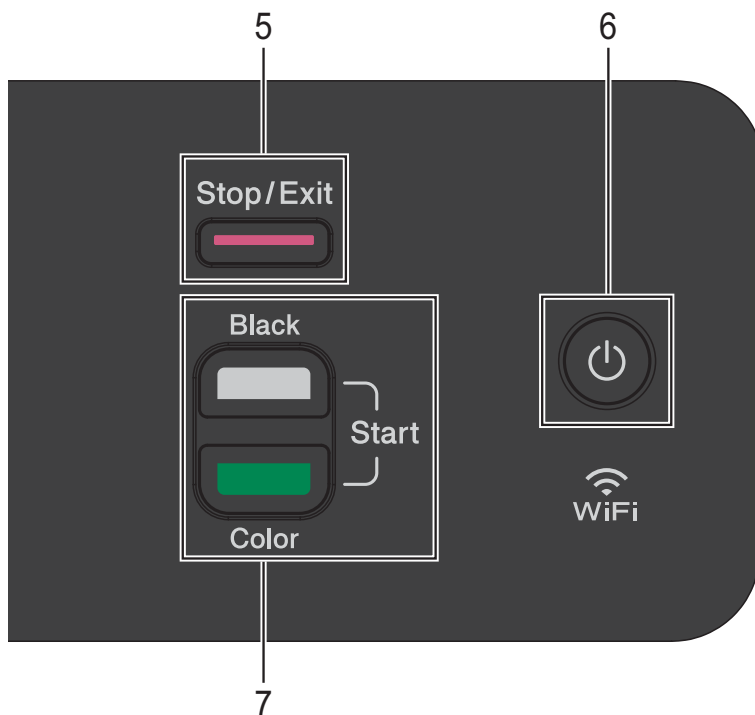
Press to go back to the previous menu level.

-  **OK**

Lets you choose a setting.

4 Warning icon


The warning icon  lights up when there is an error or maintenance message. Press **Stop/Exit** to view the instructions on the LCD. For information about error messages, see *Error and maintenance messages* on page 40.





5 Stop/Exit

Stops an operation or exits the menu.

6 Power On/Off

Press  to turn on the machine.

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

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

7 Start keys:

■ Black Start

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

■ Color Start

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

8 Number of Copies

Press + to increase or - to decrease the number of copies.

LCD screen

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



1 Wireless Status

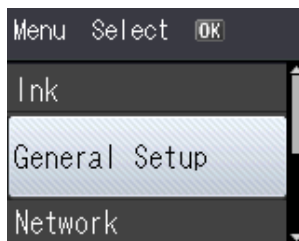
A four-level indicator displays the current wireless signal strength if you are using a wireless connection.



Basic Operations

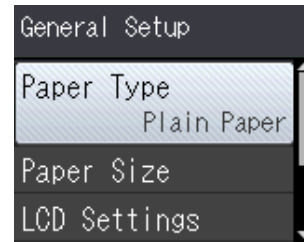
The following steps show how to change a setting in the machine. In this example, the Paper Type setting is changed from Plain Paper to Inkjet Paper.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup.



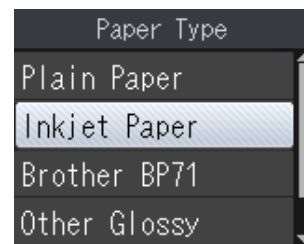
Press **OK**.

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



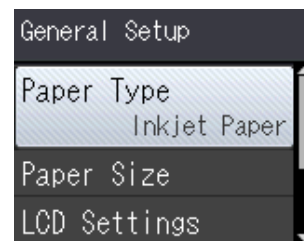
Press **OK**.

- 4 Press **▲** or **▼** to choose Inkjet Paper.



Press **OK**.

You can see the current setting on the LCD:



NOTE

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

- 5 Press **Stop/Exit**.

Warning LED indications

The Warning LED (Light Emitting Diode) is a light that shows the DCP status. The LCD displays the machine status when the machine is idle.

LED	DCP status	Description
! Off	Ready	The DCP is ready for use.
! Orange	Cover Open	The cover is open. Close the cover. (See <i>Error and maintenance messages</i> on page 40.)
	Cannot Print	Replace the ink cartridge with a new one. (See <i>Replacing the ink cartridges</i> on page 32.)
	Paper Error	Put paper in the tray or clear the paper jam. Check the LCD message. (See <i>Troubleshooting</i> on page 39.)
	Other Messages	Check the LCD message. (See <i>Error and maintenance messages</i> on page 40.)

2

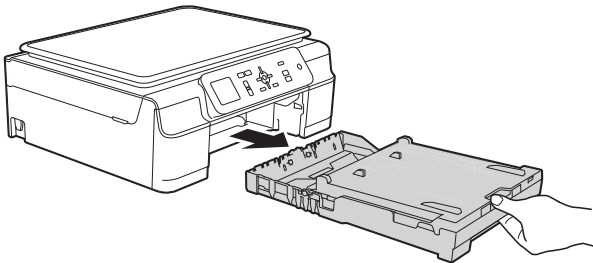
Loading paper

Loading paper and other print media

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

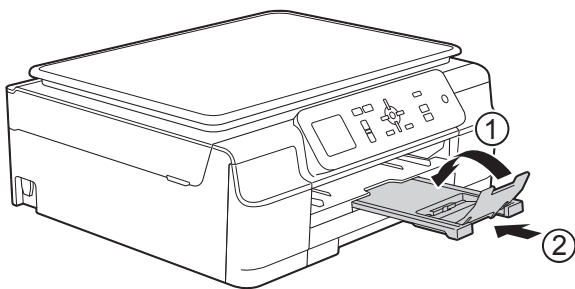
(For more information about paper size, weight and thickness, see *Choosing the right print media* on page 19.)

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



NOTE

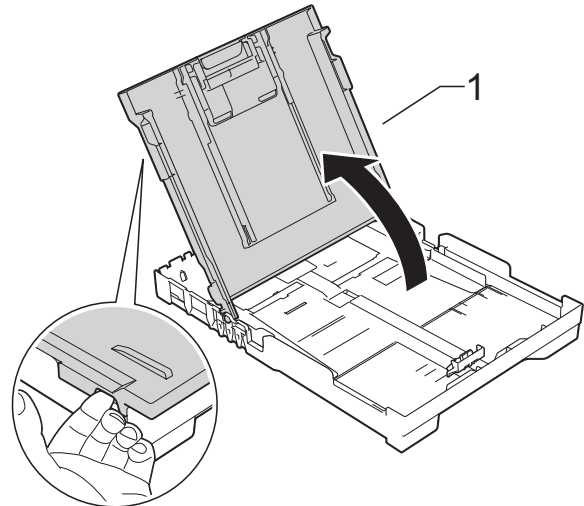
- If the paper support flap (1) is open, close it, and then close the paper support (2).



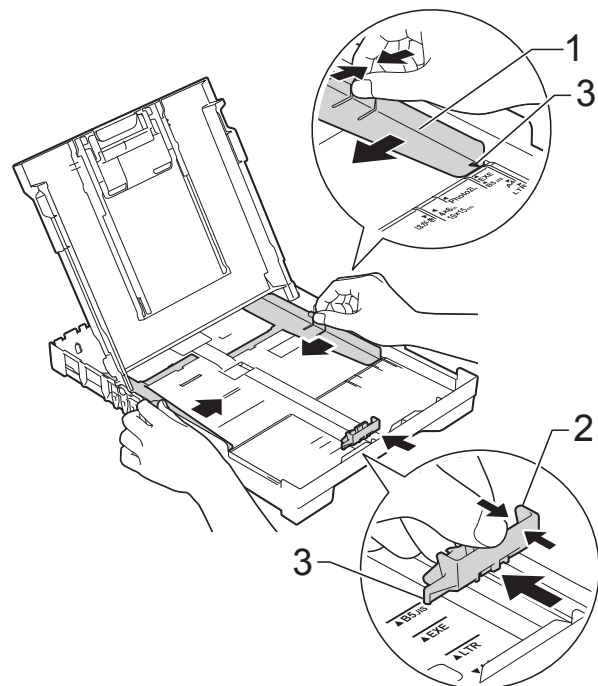
- When you load a different paper size in the tray, you will need to change the Paper Size setting in the machine at the same time.

(See *Paper Size* on page 16.)

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

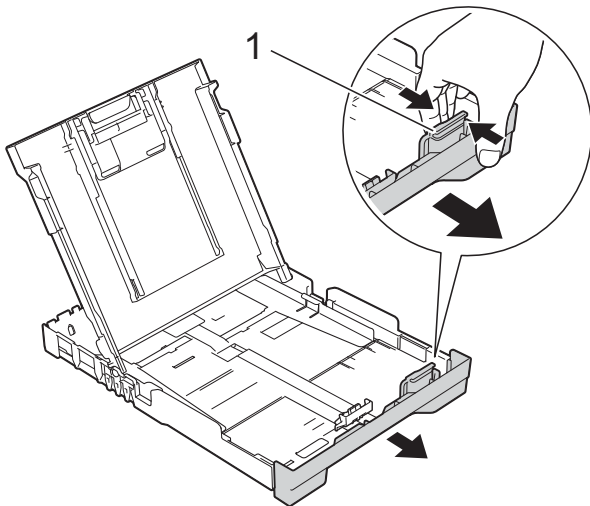


- 3 Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size. Make sure that the triangular marks (3) on the paper width guides (1) and paper length guide (2) line up with the marks for the paper size you are using.

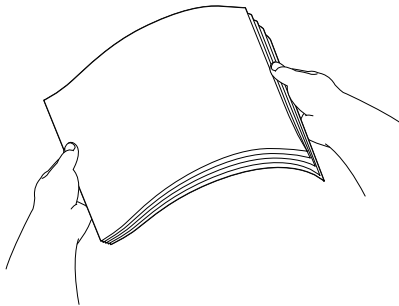


NOTE

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.

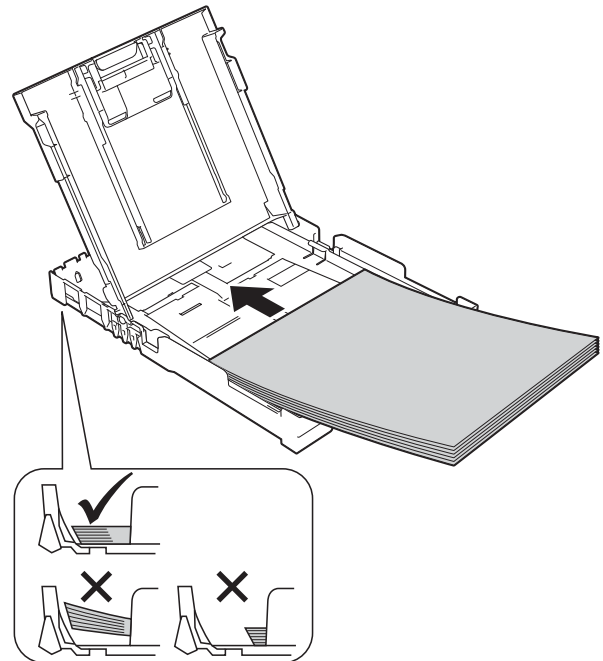


- 4 Fan the stack of paper well to avoid paper jams and misfeeds.

**NOTE**

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

- 5 Gently put the paper into the paper tray printing surface face down and top edge in first. Check that the paper is flat in the tray.

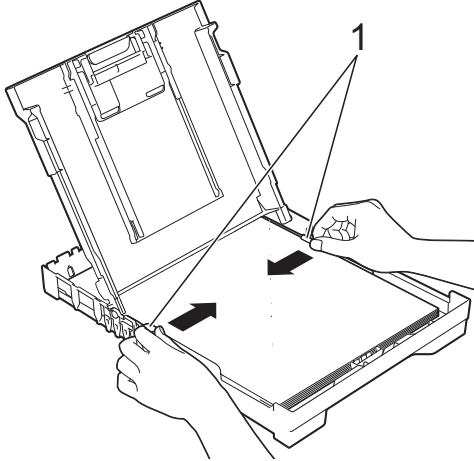
**IMPORTANT**

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

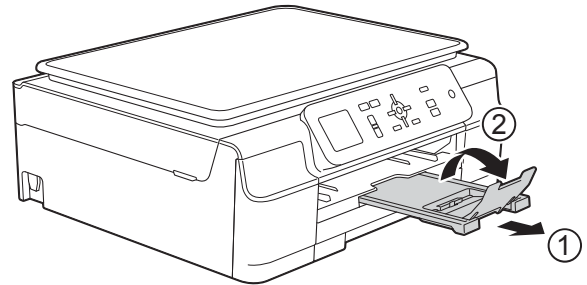
NOTE

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.

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



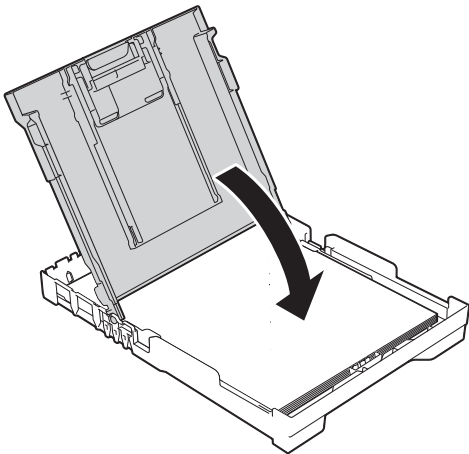
- 9 While holding the paper tray in place, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



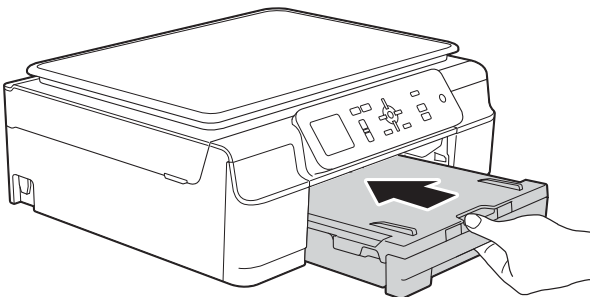
IMPORTANT

DO NOT use the paper support flap when printing on Legal size paper.

- 7 Close the output paper tray cover.



- 8 Slowly and firmly push the paper tray completely into the machine.



Loading envelopes


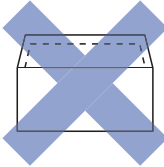
About envelopes

- Use envelopes that weigh from 20 to 25 lb (80 to 95 g/m²).
- Some envelopes need margin settings to be set in the application you are using. 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:

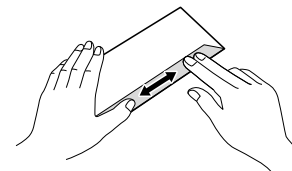
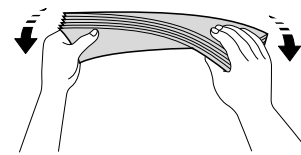
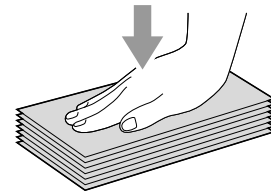
- That are of a baggy construction.
- That have windows.
- That are embossed (have raised writing on them).
- That have clasps or staples.
- That are pre-printed on the inside.

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

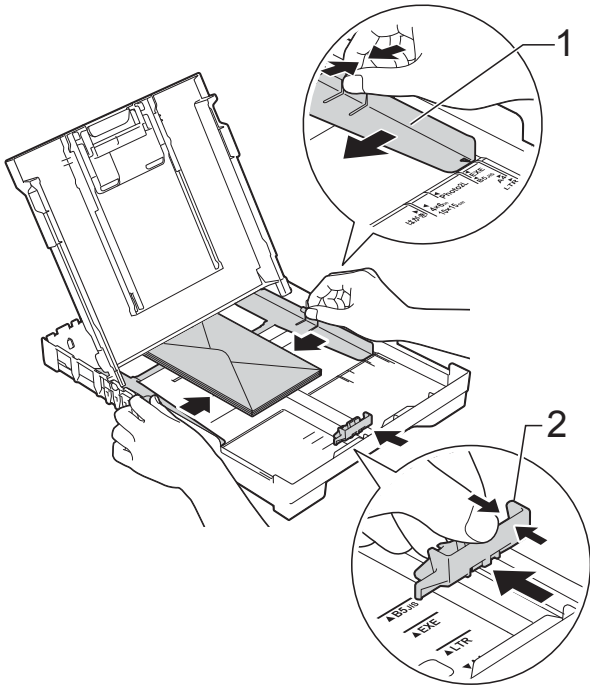
- 1 Before loading, press the corners and sides of envelopes to make them as flat as possible.



IMPORTANT

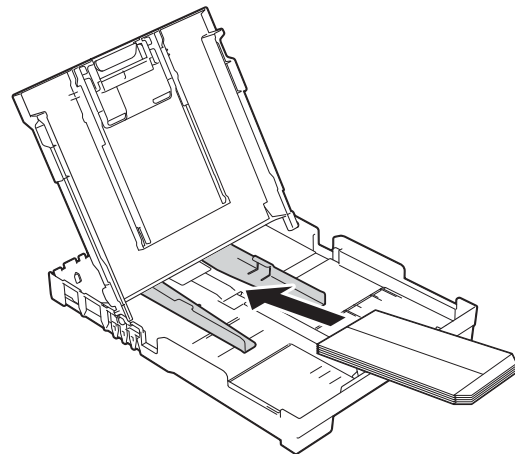
If envelopes are “double-feeding,” put one envelope in the paper tray at a time.

- Put envelopes in the paper tray with the printing surface face 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:

- Open the envelope flap.
- Put the envelope into the paper tray with the printing surface face down and the flap positioned as shown in the illustration.



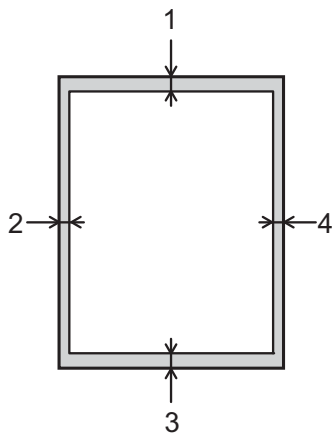
- Select **Reverse Print** (Windows®) or **Reverse page orientation** (Macintosh) in the printer driver's dialog box, and then adjust the size and margin in the application you are using. For more information, see *Software and Network User's Guide: Reverse Print* (Windows®) or *Reverse Print* (Macintosh).

Unprintable area

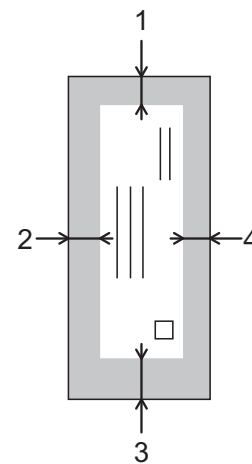
The printable area depends on the settings in the application you are using. The figures show the unprintable areas on cut-sheet paper and envelopes. The machine can print in the shaded areas of cut-sheet paper only when the Borderless print feature is available and turned on.

For more information, see *Software and Network User's Guide: Print without a Border (Windows®)* or *Print without a Border (Macintosh)*.

Cut-Sheet Paper



Envelopes



	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut-Sheet	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)
Envelopes	0.87 in. (22 mm)	0.12 in. (3 mm)	0.87 in. (22 mm)	0.12 in. (3 mm)

NOTE

The Borderless print feature is not available for envelopes, 2-sided printing and some paper sizes, such as Legal and Executive. For more information, see *Printer* on page 77.

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: Letter, Legal, A4, A5, Executive and Photo (4" × 6")/(10 × 15 cm). 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.

- 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 **Letter**, **Legal**, **A4**, **A5**, **EXE** or **4"x6"**. Press **OK**.
- 5 Press **Stop/Exit**.

Acceptable paper and other print media

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

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

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

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

- When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to choose the 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 16.)

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

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

Brother paper

Paper Type	Item
Premium Plus Glossy Photo	
■ Letter	BP71GLTR
■ 4" × 6"	BP71GP20

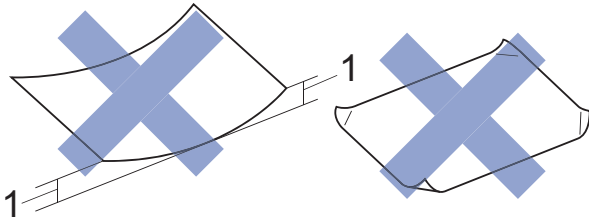
Handling and using print media

- 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 it absorbs 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



1 0.08 in. (2 mm) or greater curl may cause jams to occur.

- Extremely shiny or highly textured
 - Paper that cannot be arranged uniformly when stacked
 - Paper made with a short grain
-

Paper capacity of the output paper tray cover

Up to 50 sheets of Letter, Legal or A4 20 lb (80 g/m²) 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	
			Copy	Printer
Cut-Sheet	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	Yes	Yes
	Executive	7 1/4 × 10 1/2 in. (184 × 267 mm)	Yes	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	Yes	Yes
	A6	4.1 × 5.8 in. (105 × 148 mm)	–	Yes
Cards	Photo	4 × 6 in. (10 × 15 cm)	Yes	Yes
	Photo 2L	5 × 7 in. (13 × 18 cm)	–	Yes
	Index Card	5 × 8 in. (127 × 203 mm)	–	Yes
Envelopes	C5 Envelope	6.4 × 9 in. (162 × 229 mm)	–	Yes
	DL Envelope	4.3 × 8.7 in. (110 × 220 mm)	–	Yes
	Com-10	4 1/8 × 9 1/2 in. (105 × 241 mm)	–	Yes
	Monarch	3 7/8 × 7 1/2 in. (98 × 191 mm)	–	Yes
Transparencies	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	Yes	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	Yes	Yes

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut-Sheet	Plain Paper	17 to 32 lb (64 to 120 g/m ²)	3 to 6 mil (0.08 to 0.15 mm)	100 ¹
	Inkjet Paper	17 to 53 lb (64 to 200 g/m ²)	3 to 10 mil (0.08 to 0.25 mm)	20
	Glossy Paper	Up to 58 lb (Up to 220 g/m ²)	Up to 10 mil (Up to 0.25 mm)	20 ²
Cards	Photo (4" × 6")/ (10 × 15 cm)	Up to 58 lb (Up to 220 g/m ²)	Up to 10 mil (Up to 0.25 mm)	20 ²
	Index Card	Up to 32 lb (Up to 120 g/m ²)	Up to 6 mil (Up to 0.15 mm)	30
Envelopes		20 to 25 lb (80 to 95 g/m ²)	Up to 20 mil (Up to 0.52 mm)	10
Transparencies		–	–	10

¹ Up to 100 sheets of plain paper 20 lb (80 g/m²).

² BP71 69 lb (260 g/m²) paper is especially designed for Brother inkjet machines.

3

Loading documents

How to load documents

You can make copies, and scan from the scanner glass.

Using the scanner glass

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

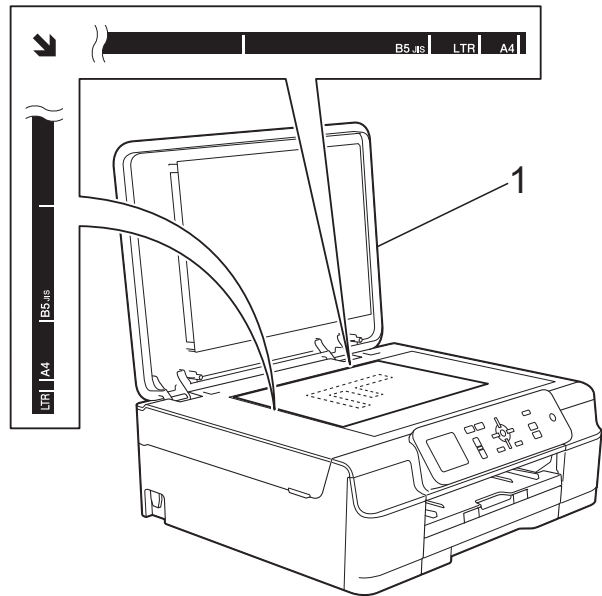
Document sizes supported

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

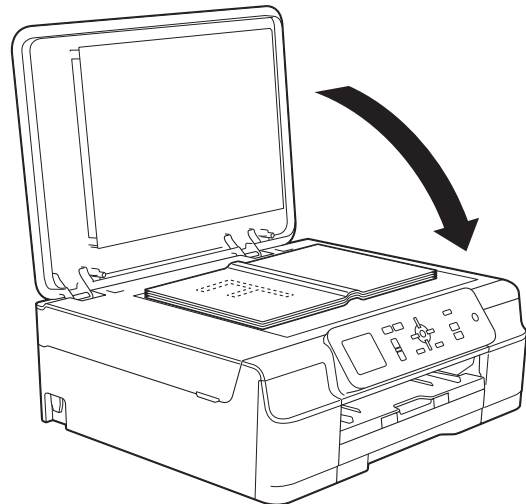
How to load documents

- 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



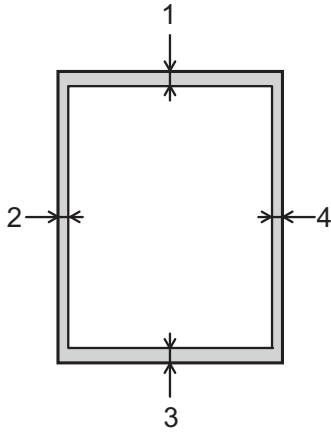
- 3 Close the document cover.

IMPORTANT

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

Unscannable area

The unscannable area depends on the settings in the application you are using. This figure shows the unscannable areas.



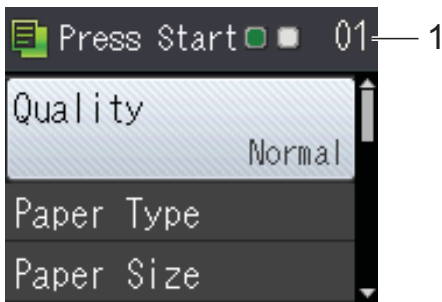
Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Copy	All paper sizes	0.12 in. (3 mm)	0.12 in. (3 mm)
Scan		0.04 in. (1 mm)	0.04 in. (1 mm)

4

Making copies

How to copy

- 1 Place the document *face down* on the scanner glass.
(See *Using the scanner glass* on page 20.)
- 2 Press **+** or **-** until the number of copies you want appears (up to 99).



1 Number of Copies

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

Stop copying

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

Copy options

You can change the following copy settings. 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 23.

- 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
- Set New Default
- Factory Reset

Paper Type

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

- 1 Load your document.
- 2 Enter the number of copies you want.
- 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 If you do not want to change any other settings, press **Black Start** or **Color Start**.

Paper Size

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

- 1 Load your document.
- 2 Enter the number of copies you want.
- 3 Press ▲ or ▼ to choose Paper Size. Press **OK**.
- 4 Press ▲ or ▼ to choose Letter, Legal, A4, A5, EXE or 4"×6". Press **OK**.
- 5 If you do not want to change any other settings, press **Black Start** or **Color Start**.

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: *Print*.

- 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**
 - **Color / Grayscale**
 - **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.

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.

For more information, see Software and Network User's Guide: *Configure Network Scanning for Windows*[®].

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

For more information, see Software and Network User's Guide: *Scan Using ControlCenter4 Advanced Mode (Windows®)*.


NOTE

The screens on your PC may vary depending on your model.


ControlCenter4 is a software utility that lets you 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 20.)

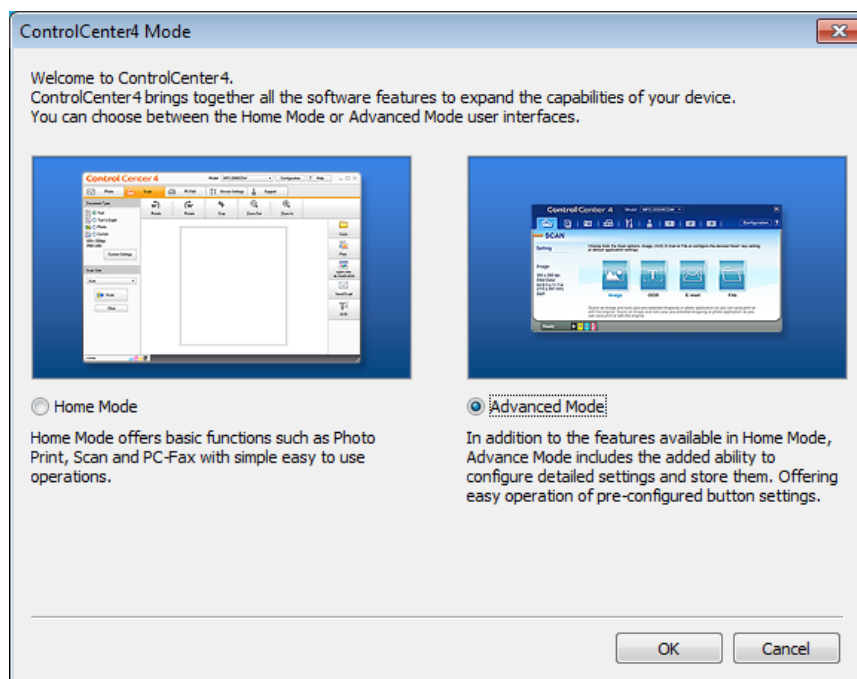
2 (Windows® XP, Windows Vista® and Windows® 7)

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

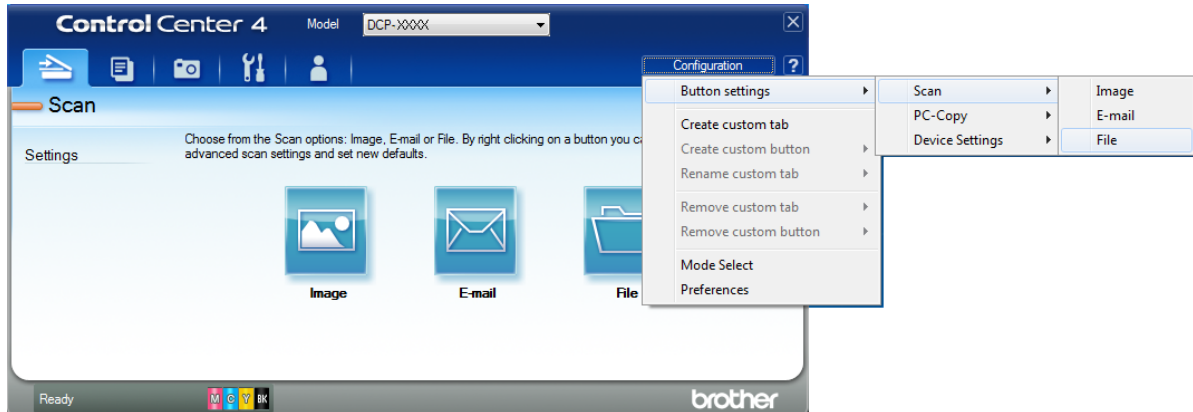
(Windows® 8)

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.

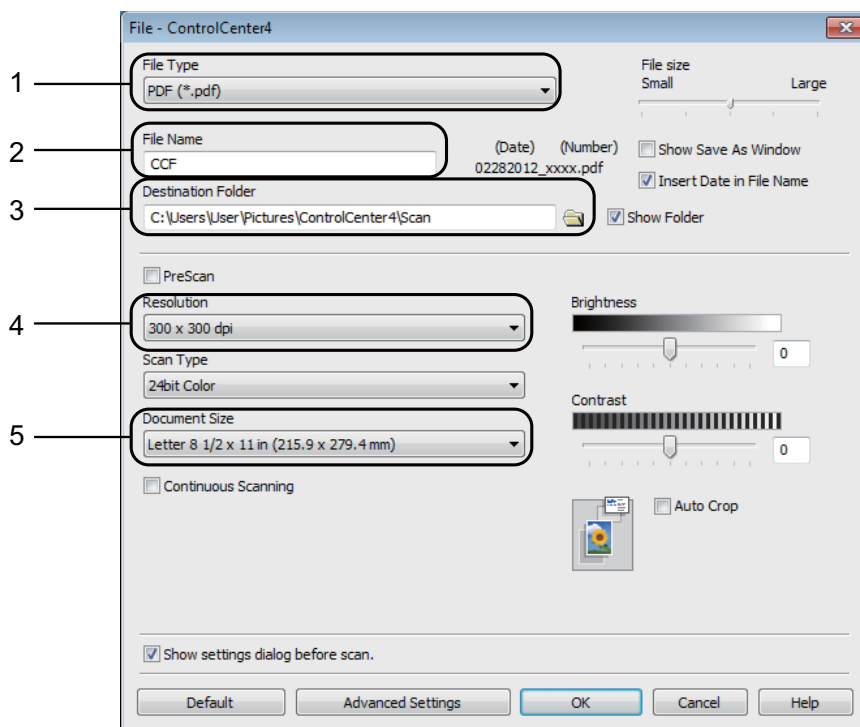
3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode**, and then click **OK**.




- 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**.

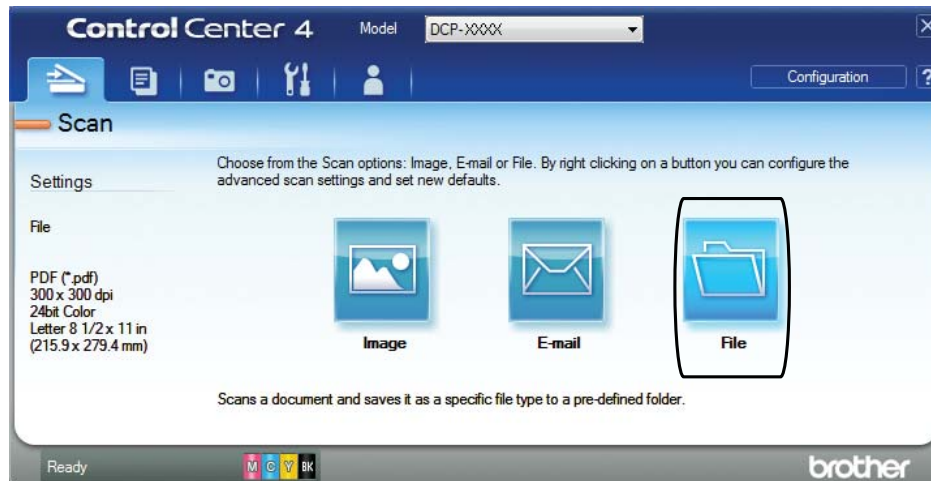


The configuration dialog box appears. You can change the default settings.

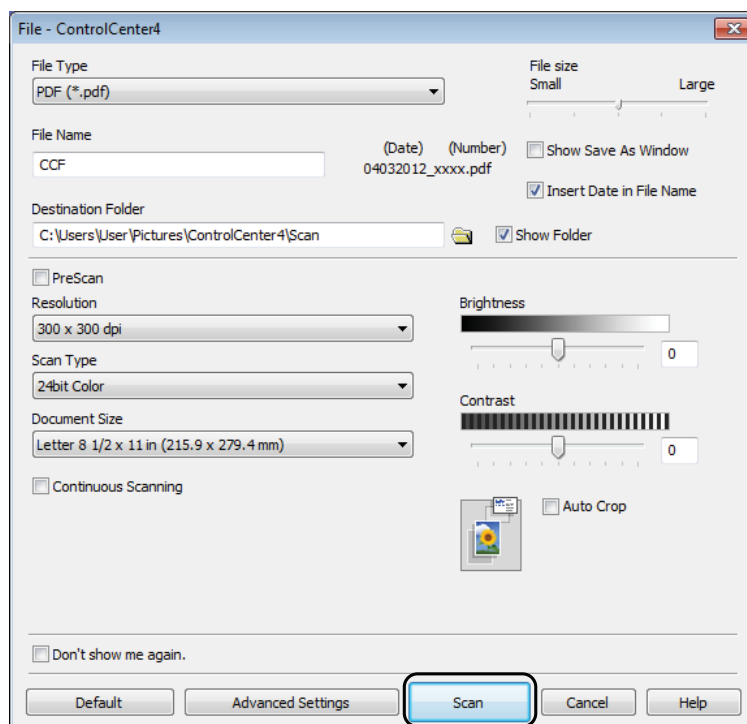


- 1 Choose **PDF (*.pdf)** from the **File Type** drop-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  (**Browse**) button.
- 4 You can choose a scanning resolution from the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

- 6 Click **OK**.
- 7 Click the **Scan** tab.
- 8 Click **File**.




- 9 Click **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 using ControlCenter4 (Windows®)

You can change your machine's **SCAN** mode settings.

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

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

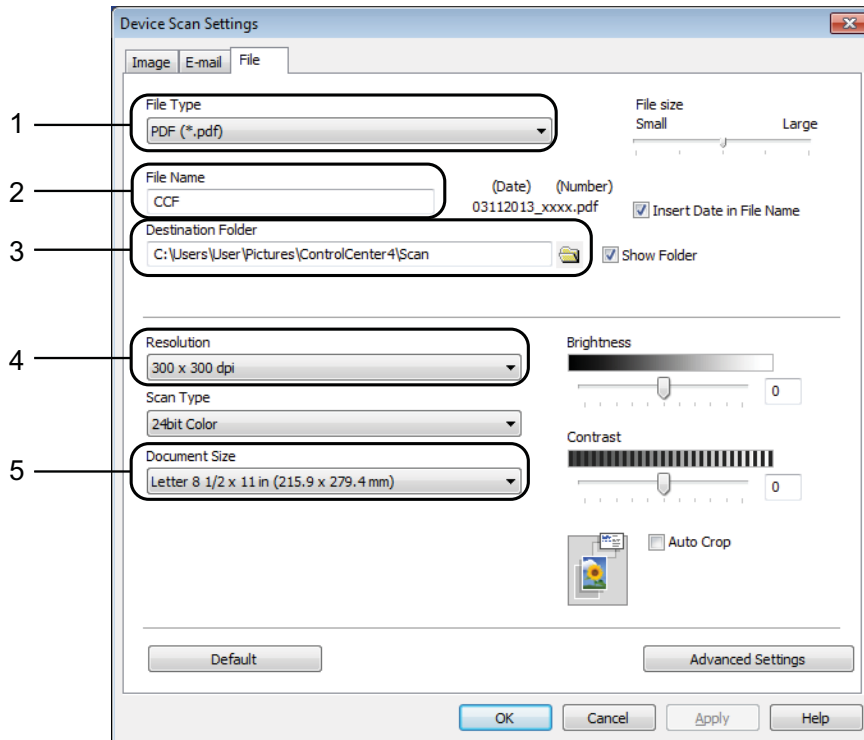
(Windows® 8)


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.

- 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 (Windows[®] and Macintosh)

- 1 Load your document. (See *How to load documents* on page 20.)
- 2 Press  (SCAN).
- 3 Press ▲ or ▼ to choose `Scan to File`. 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 3.
 - If you want to change the default settings, go to step 5.
- 5 Press ▲ or ▼ to choose `Set with Panel`. Press **OK**.
- 6 Press ▲ or ▼ to choose `On`. Press **OK**.
- 7 Choose the settings for `Scan Type`, `Resolution`, `File Type`, `Scan Size` and `Remove Background` as needed. Press **OK**.
- 8 Press **Black Start** or **Color Start**.
The machine starts the scanning process.

NOTE

The following scan modes are available:

- Scan to File
- Scan to E-mail
- Scan to Image
- Web Service¹

¹ Windows[®] users only. (Windows Vista[®] SP2 or later, Windows[®] 7 and Windows[®] 8)
For more information, see Software and Network User's Guide: *Scan Using Web Services from the Brother Machine* (Windows Vista[®] SP2 or greater, Windows[®] 7 and Windows[®] 8).

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.

The LCD will display 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.

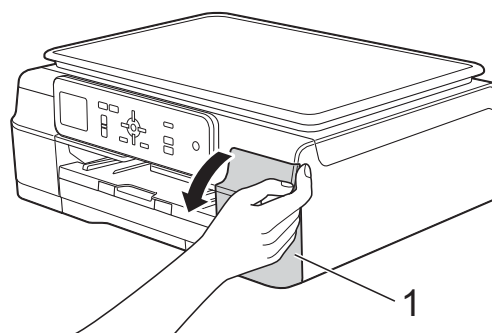
⚠ CAUTION

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

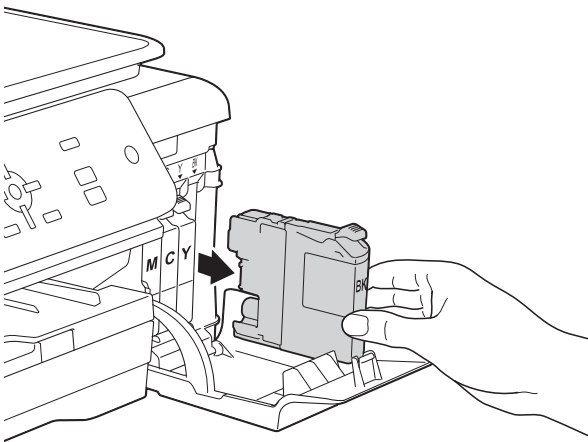
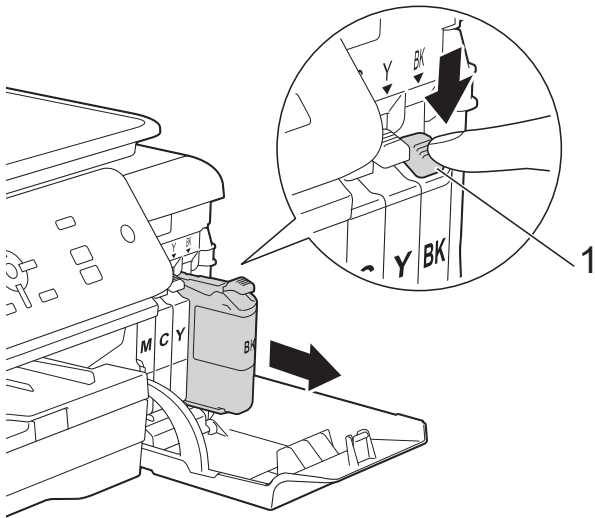
IMPORTANT

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

- 1 Open the ink cartridge cover (1).
If an ink cartridge has reached the end of its life, the LCD displays **B&W Print Only** or **Cannot Print**.

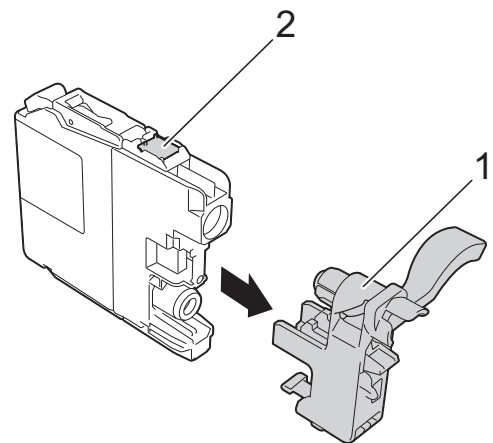
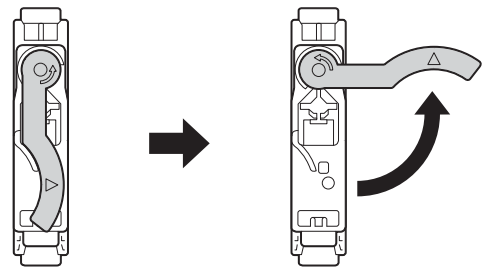
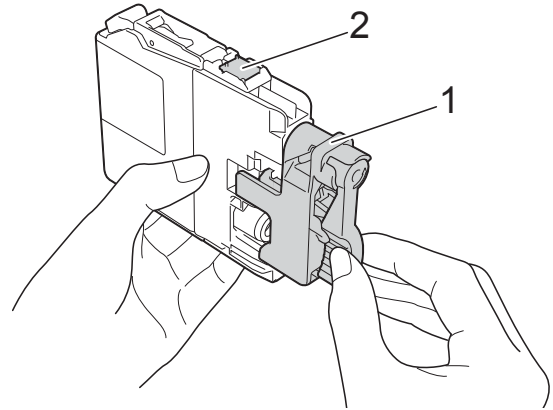


- 2 Press the lock release lever (1) as shown to release the cartridge color indicated on the LCD. Remove the cartridge from the machine.



- 3 Open the new ink cartridge bag for the color indicated on the LCD, and then take out the ink cartridge.

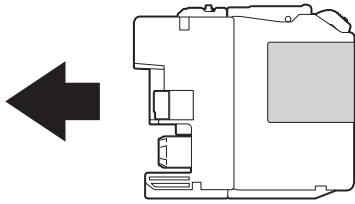
- 4 Turn the green release lever on the orange protective packing (1) counterclockwise until it releases the vacuum seal. Then remove the orange protective packing as shown.



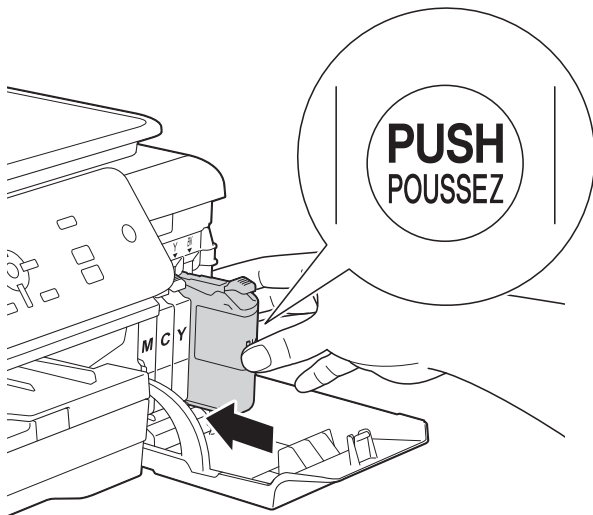
IMPORTANT

- DO NOT shake the ink cartridges. If ink gets on your skin or clothing, immediately wash it off with soap or detergent.
- DO NOT touch the cartridge in the area indicated (2); this can prevent the machine from detecting the cartridge.

- 5 Each color has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.



- 6 Gently push the back of the ink cartridge —marked PUSH— until it latches, and then close the ink cartridge cover.



- 7 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 + (Yes) to reset the ink dot counter for that color. If the ink cartridge you installed is not a brand new one, be sure to press - (No).
- If the LCD displays No Ink Cartridge or Cannot Detect after you install the ink cartridge, check that the ink cartridge is installed correctly. Remove the ink cartridge and reinstall it slowly and firmly until it latches.

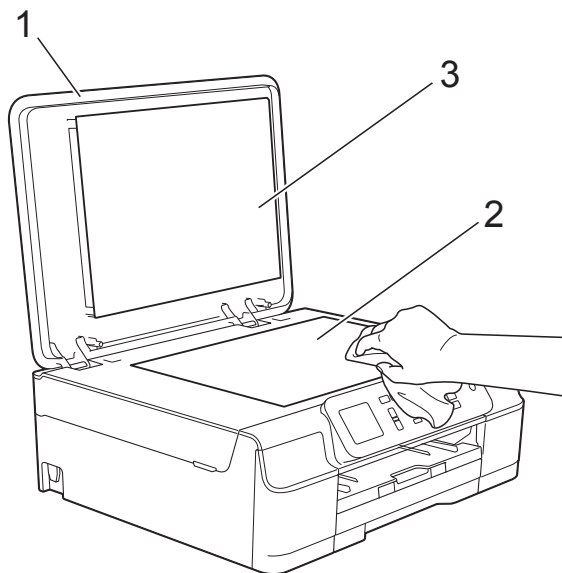
IMPORTANT

- DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.
- DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.
- If you mix the colors by installing an ink cartridge in the wrong position, the LCD displays Wrong Ink Color. Check which ink cartridges are not matched by color 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

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



NOTE

In addition to cleaning the scanner glass with a non-flammable glass cleaner, run your fingertip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again, concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning attempt.

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 spots where text should appear on your printed pages. You can clean Black only; Yellow, Cyan, and Magenta together; or all four colors at once.

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

IMPORTANT

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

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Ink**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Cleaning**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Black**, **Color** or **All**. Press **OK**.
The machine cleans the print head. When cleaning has finished, the machine will go back to Ready mode.

NOTE

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

For more information, see Software and Network User's Guide: *Clean the Print Head (Windows®)* or *Clean the Print Head (Macintosh)*.

Checking the print quality

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

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose **Ink**. Press **OK**.
- 3 Press ▲ or ▼ to choose **Test Print**. Press **OK**.
- 4 Press ▲ or ▼ to choose **Print Quality**. Press **OK**.
- 5 Press **Color Start**. The machine begins printing the Print Quality Check Sheet.
- 6 Check the quality of the four color blocks on the sheet.

- 7 The LCD asks you if the print quality is OK.
Do one of the following:
 - If all lines are clear and visible, press + (Yes) to finish the Print Quality check and go to step 11.
 - If lines are missing, as shown below, press - to choose No.

OK



Poor



- 8 The LCD asks you if the print quality is OK for black and then for the three colors.
Press + (Yes) or - (No).
- 9 The LCD asks you if you want to start cleaning.
Press + (Yes).
The machine starts cleaning the print head.
- 10 After the cleaning procedure is finished, press **Color Start**.
The machine prints the Print Quality Check Sheet again. Return to step 6 to repeat the procedure.
- 11 Press **Stop/Exit**.
If you clean the print head at least five times and the print has not improved, try installing a new Genuine Brother Brand replacement ink cartridge for each problem color. Try cleaning the print head again up to five more times. If the print has not improved, call Brother Customer Service. (See *Brother numbers* on page i.)

IMPORTANT

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

NOTE



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

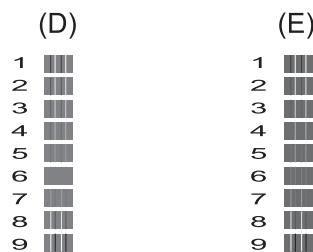
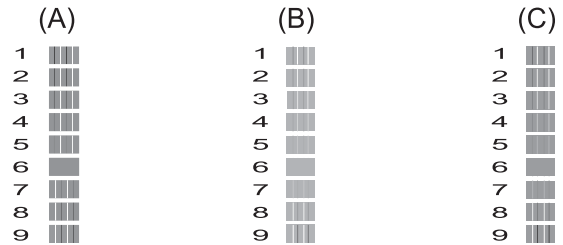
After the print head nozzle is cleaned, the horizontal lines are gone.

Checking the print alignment

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

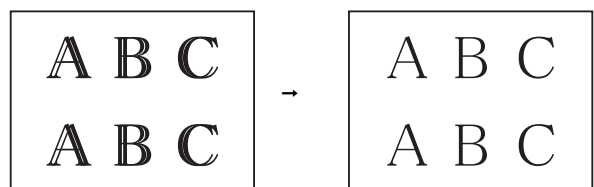
- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose *Ink*. Press **OK**.
- 3 Press **▲** or **▼** to choose *Test Print*. Press **OK**.
- 4 Press **▲** or **▼** to choose *Alignment*. Press **OK**.

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



- 6 For the (A) pattern, press **◀** or **▶** to choose the number of the test print that has the fewest visible vertical stripes (1-9).
Press **OK**.
Repeat this step for the (B), (C), (D) and (E) patterns.
In the example number 6 is the best choice for (A), (B), (C), (D) and (E).
- 7 Press **Stop/Exit**.

NOTE



When the print alignment is not adjusted properly, text looks blurry like this.

After the print alignment is adjusted properly, text looks like this.

Setting the date and time

If the machine's power has been off, the machine's date and time may not be current. Reenter the date and time here.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose `Initial Setup`.
Press **OK**.
- 3 Press **▲** or **▼** to choose `Date & Time`.
Press **OK**.
- 4 To enter the last two digits of the year, press **▲**, **▼**, **◀** or **▶** to select a number and press **OK**.
To save the year, press **▲**, **▼**, **◀** or **▶** to select and press **OK**.
- 5 Repeat for Month and Day.
- 6 Press **▲** or **▼** to choose `12h Clock` or `24h Clock`, and then press **OK**.
- 7 Enter the time, and then press **OK**.
- 8 (12h Clock only)
Press **▲** or **▼** to choose `AM` or `PM`, and then press **OK**.
- 9 Press **Stop/Exit**.

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 40.)

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

Paper handling and Printing problems:

- *Printing Difficulties* on page 53
- *Print Quality Difficulties* on page 55
- *Paper Handling Difficulties* on page 56

Copying problems:

- *Copying Difficulties* on page 57

Scanning problems:

- *Scanning Difficulties* on page 57

Software and Network problems:

- *Software Difficulties* on page 58
- *Network Difficulties* on page 58

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 displays the appropriate message. The most common error and maintenance messages are shown in the table.

You can correct 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.	The ink absorber box or flushing box will need to be replaced soon. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See <i>Brother numbers</i> on page i.)
B&W Print Only Replace Ink	<p>One or more of the color ink cartridges have reached the end of their life.</p> <p>You can use the machine in black & white mode for approximately four weeks depending on the number of pages you print.</p> <p>While this message appears on the LCD, each operation works in the following way:</p> <ul style="list-style-type: none"> ■ Printing <p>If you choose Grayscale in the Advanced tab of the printer driver, you can use the machine as a black & white printer.</p> <p>2-sided printing is not available when this message appears.</p> ■ Copying <p>If the paper type is set to Plain Paper you can make copies in black & white.</p> 	<p>Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 32.)</p> <p>NOTE</p> <p>The machine will stop all print operations and you will not be able to use the machine until you change to a new ink cartridge in the following cases:</p> <ul style="list-style-type: none"> • If you unplug the machine or take out the ink cartridge. • If the paper type is set to anything except Plain Paper. • (Windows®) If you select Slow Drying Paper in the Basic tab of the printer driver. <p>(Macintosh) If you select Slow Drying Paper in the Print Settings of the printer driver.</p>

Error Message	Cause	Action
Cannot Detect	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and reinstall it slowly and firmly until it latches. (See <i>Replacing the ink cartridges</i> on page 32.)
	An ink cartridge is not installed correctly.	
	If you are not using Genuine Brother Innobella™ ink, the machine may not detect the ink cartridge.	Use a new Genuine Brother Innobella™ Ink Cartridge. If the error is not cleared, call Brother Customer Service.
	The ink cartridge must be replaced.	Replace the ink cartridge with a new, genuine Brother ink cartridge.
	A used ink cartridge was reinstalled.	Remove the used ink cartridge and install a new one.
	The new ink cartridge has an air bubble.	Slowly turn the ink cartridge so that the ink supply port is pointing downward, and then reinstall the cartridge.
Cannot Detect Ink	If you are not using Genuine Brother Innobella™ ink, the machine may not detect the ink volume.	Use a new Genuine Brother Innobella™ Ink Cartridge. If the error is not cleared, call Brother Customer Service.
Cannot Print Replace Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations.	Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 32.)
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 USB cable (if used) has 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.
High Temperature	The room temperature is too high.	After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.



Error Message	Cause	Action
Ink Absorber Full	<p>The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans itself upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality, which is resolved by cleaning. The more cleaning the machine requires, the faster these boxes will fill up.</p> <p>NOTE</p> <p><i>Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.</i></p>	<p>The ink absorber box or flushing box will need to be replaced. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See <i>Brother numbers</i> on page i.)</p> <p>Other reasons for cleaning are:</p> <ol style="list-style-type: none"> 1 After a paper jam has been cleared, the machine automatically cleans itself. 2 The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use). 3 The machine automatically cleans itself after ink cartridges of the same color have been replaced 12 times.
Ink low	One or more of the ink cartridges are near the end of their life.	Order a new ink cartridge. You can continue printing until the LCD displays <code>Cannot Print</code> . (See <i>Ordering accessories and supplies</i> on page ii and <i>Replacing the ink cartridges</i> on page 32.)
Low Temperature	The room temperature is too low.	After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up.
No Ink Cartridge	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly and firmly until it latches. (See <i>Replacing the ink cartridges</i> on page 32.)

Error Message	Cause	Action
No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> ■ Refill the paper tray, and then press Black Start or Color Start. ■ Remove and reload the paper, then press Black Start or Color Start. (See <i>Loading paper and other print media</i> on page 10.)
	The paper tray was not fully inserted.	Remove the paper tray and re-install it until it locks into place, and then press Black Start or Color 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 <i>Advanced User's Guide: Cleaning the paper pick-up rollers.</i>)
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is closed evenly at both ends. (See <i>Printer jam or paper jam</i> on page 45.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in <i>Printer jam or paper jam</i> on page 45. If this error occurs often during 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See <i>Advanced User's Guide: Cleaning the paper feed rollers.</i>)
Out of Memory	The machine's memory is full.	If a copy operation is in process: <ul style="list-style-type: none"> ■ Press Stop/Exit and wait until the other operations in process finish, and then try again. ■ Press Black Start or Color Start to choose <i>Partial Print</i> to copy the pages scanned so far.



Error Message	Cause	Action
Paper Jam	The paper is jammed in the machine.	<p>Remove the jammed paper by following the steps in <i>Printer jam or paper jam</i> on page 45.</p> <p>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.</p>
		<p>If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See <i>Additional paper jam clear operations</i> on page 48.)</p>
Unable to CleanXX Unable to Init.XX Unable to PrintXX Unable to ScanXX	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (See <i>Advanced User's Guide: Cleaning the paper pick-up rollers.</i>)
	<p>The machine has a mechanical problem.</p> <p>—OR—</p> <p>A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.</p>	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes and then reconnect it.
Wrong Ink Color	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by color to their ink cartridge positions and move them to their correct positions.
Wrong Paper Size	The Paper Size setting does not match the size of paper in the tray. Or, you did not set the paper guides in the tray to the indicators for the paper size you are using.	<ol style="list-style-type: none"> 1 Check that the Paper Size you choose matches the size of the paper in the tray. (See <i>Paper Size</i> on page 16.) 2 Make sure you loaded the paper in a Portrait position, and set the paper guides at the indicators for your paper size. (See <i>Loading paper and other print media</i> on page 10.) 3 After you have checked the paper size and the paper position, press Black Start or Color Start.
		<p>If you are printing from your computer, make sure the paper size you choose in the printer driver matches the size of paper in the tray.</p> <p>For more information, see <i>Software and Network User's Guide: Change the Paper Size (Windows®)</i> or <i>Change the Paper Size (Macintosh)</i>.</p>

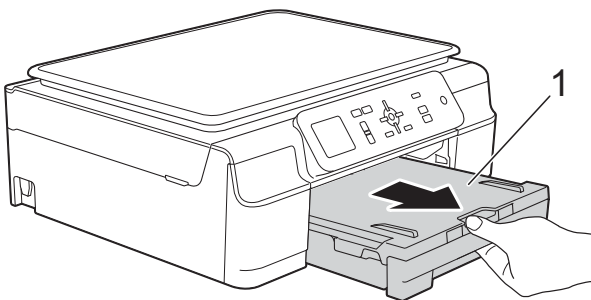
Error animation

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

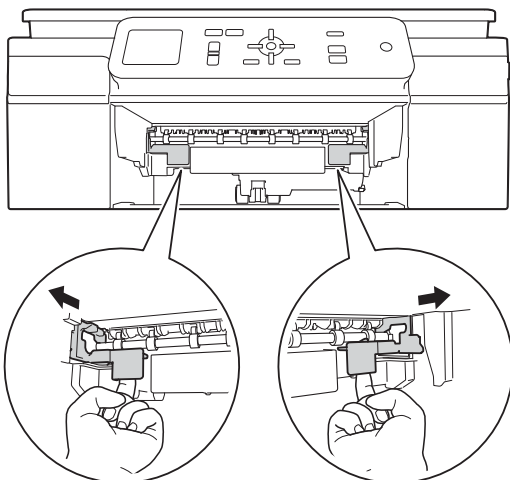
Printer jam or paper jam

Locate and remove the jammed paper by following these steps:

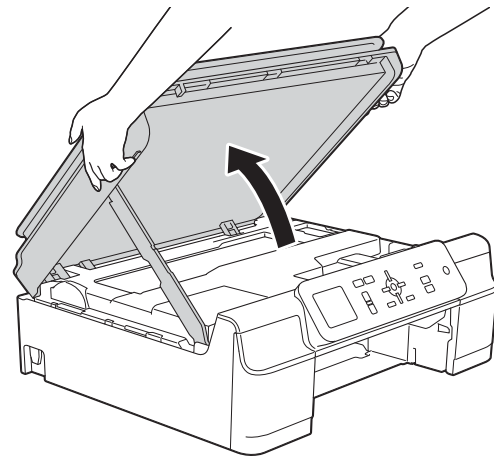
- 1 Unplug the machine from the AC power outlet.
- 2 Pull the paper tray (1) completely out of the machine.



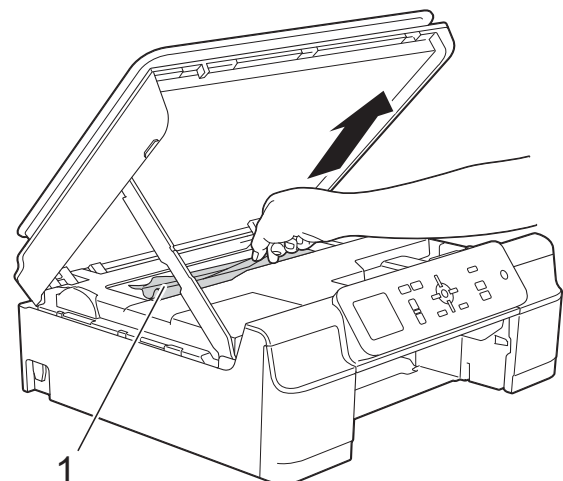
- 3 Pull the two green levers inside the machine to remove the jammed paper.



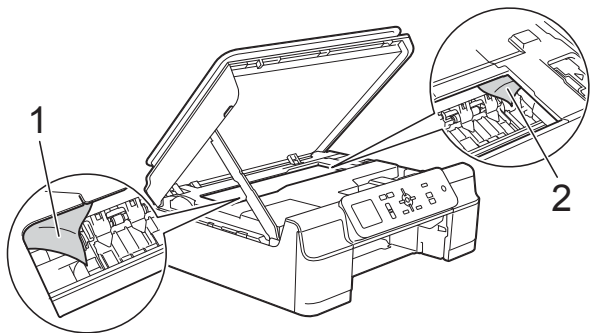
- 4 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.



- 5 Pull the jammed paper (1) out of the machine.



- 6 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 (1) and (2).

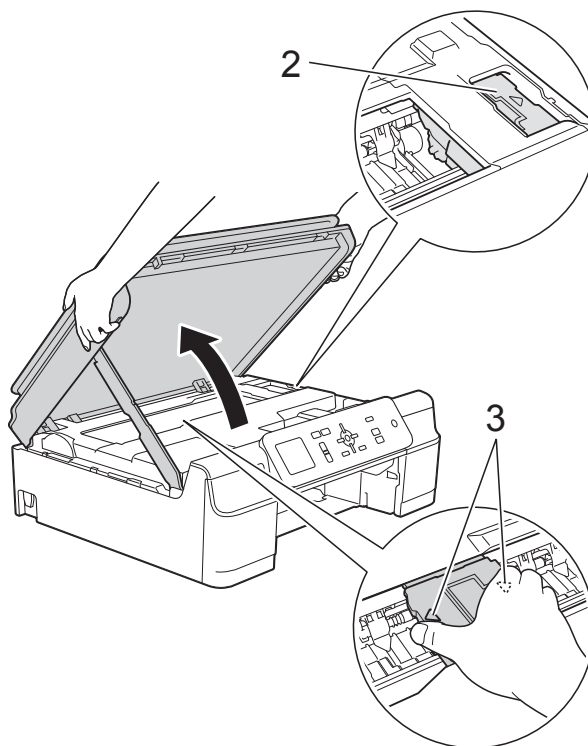
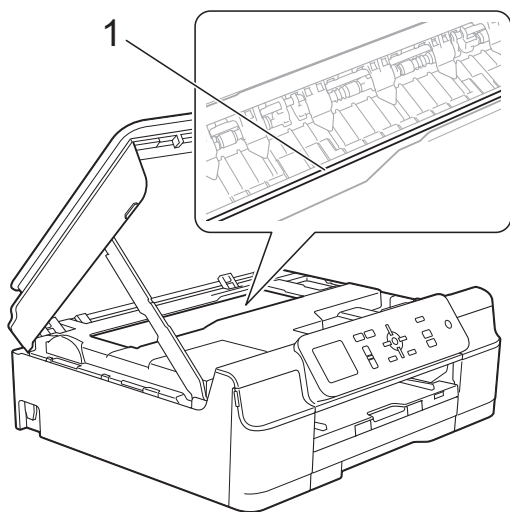


- If the print head is in the right corner as shown in the illustration (2), you cannot move it. Re-connect the power cord. Hold down **Stop/Exit** until the print head moves to the center. Then unplug the machine from the power source and take out the paper.
- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

Hold the concave areas with the triangle marks as shown in the illustration (3) to move the print head.

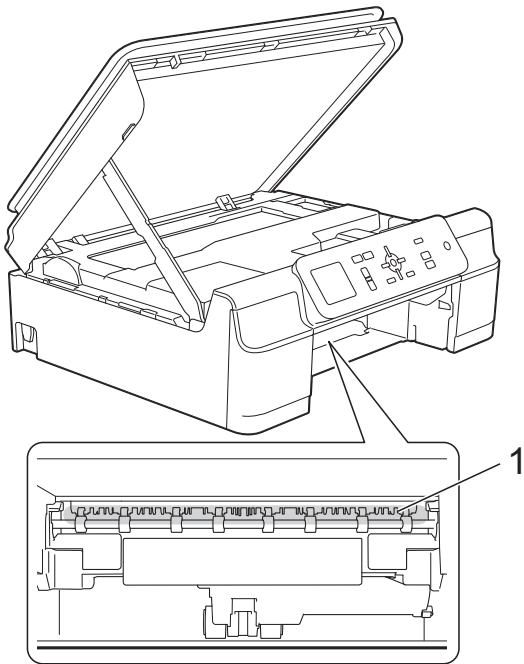
IMPORTANT

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

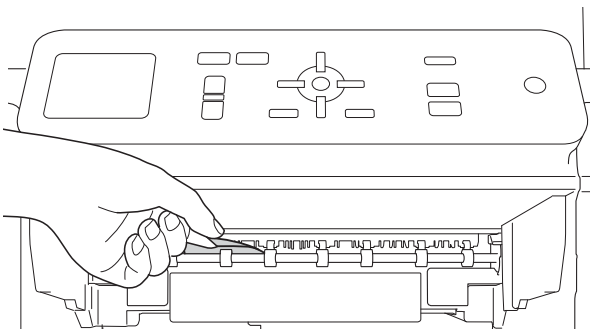


- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

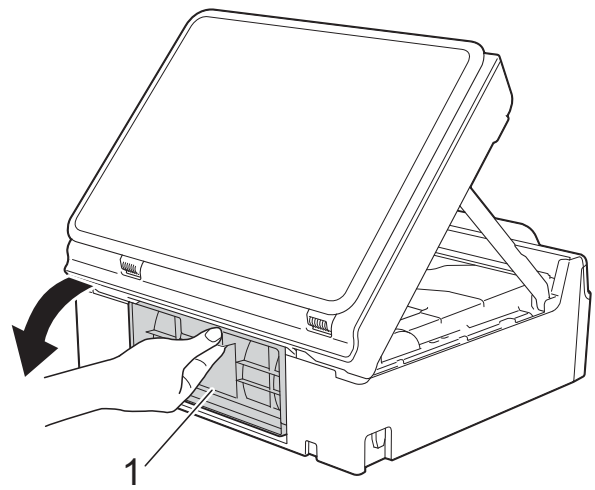
- 7** Make sure you look carefully inside the machine (1) for any pieces of paper.



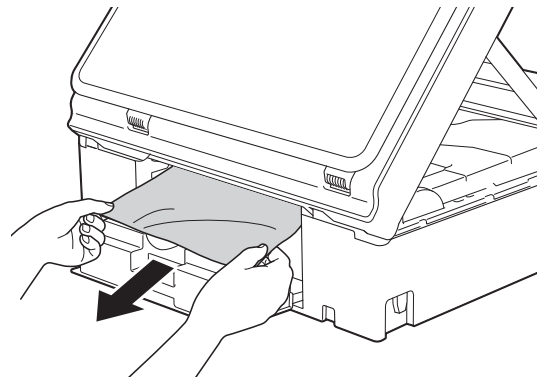
- 8** Look inside the machine from a lower angle and make sure there are no pieces of paper remaining.



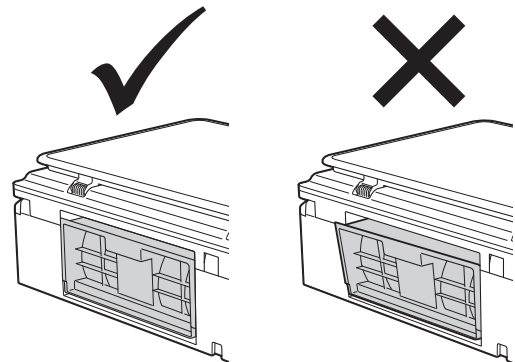
- 9** Open the Jam Clear Cover (1) at the back of the machine.



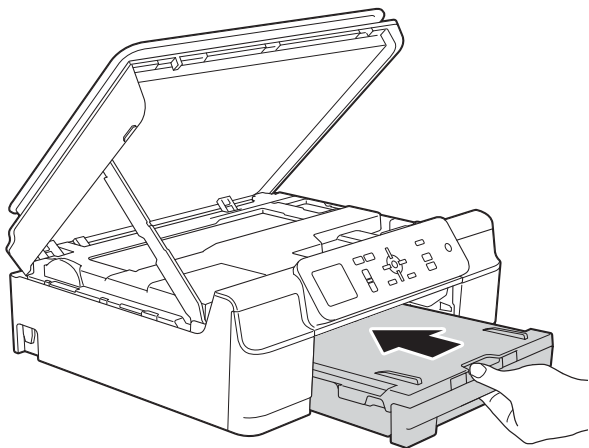
- 10** Remove the jammed paper.



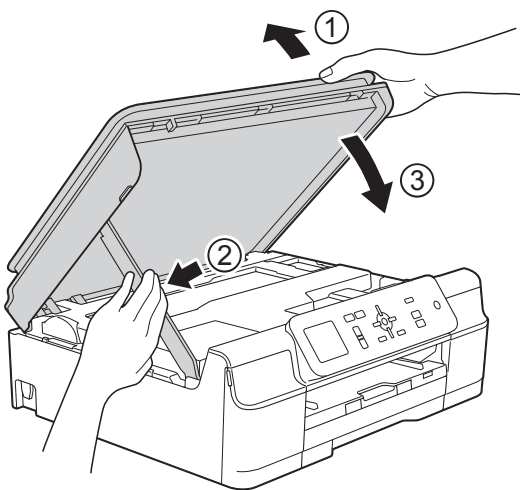
- 11** Close the Jam Clear Cover. Make sure the cover is closed correctly.



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



- 13 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.

- 14 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 when printing on Legal size paper.

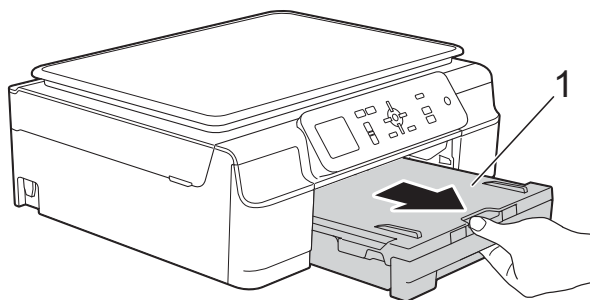
- 15 Re-connect the power cord.

NOTE

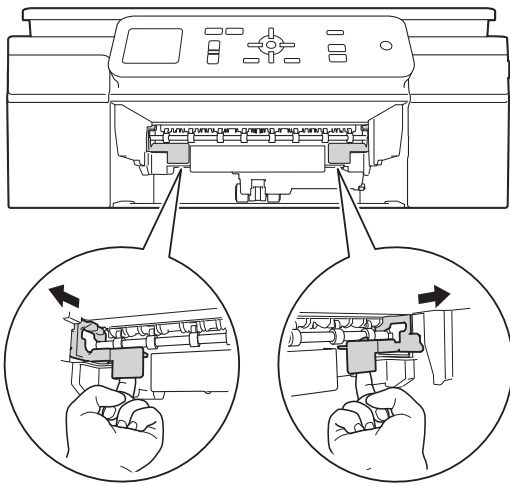
If there is a repeat paper jam, a small piece of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 48.)

Additional paper jam clear operations

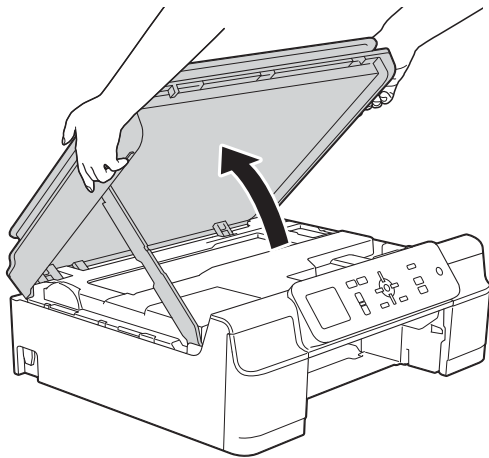
- 1 Unplug the machine from the AC power outlet.
- 2 Pull the paper tray (1) completely out of the machine.



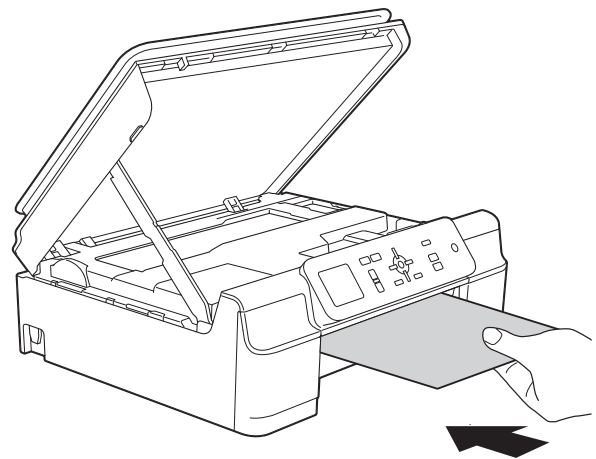
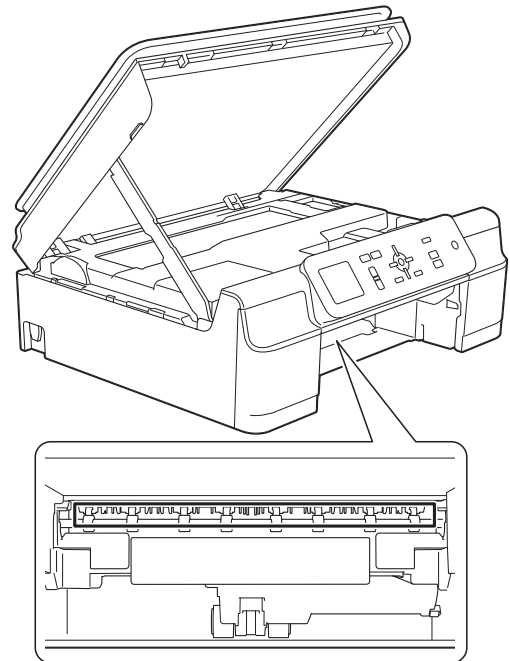
- 3 Pull the two green levers inside the machine to remove the jammed paper.



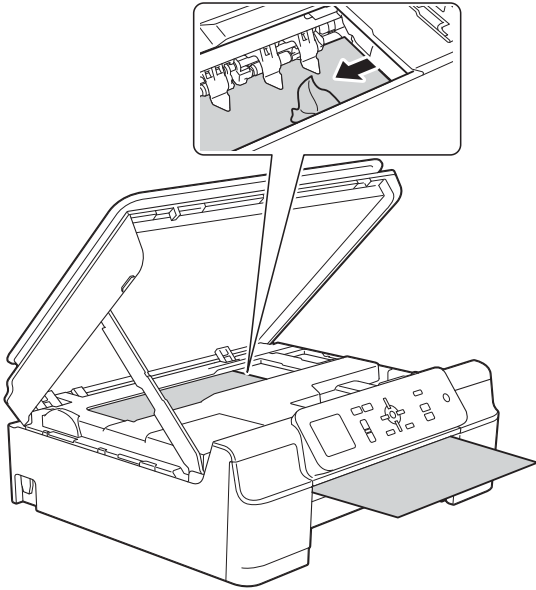
- 4 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover into the open position.



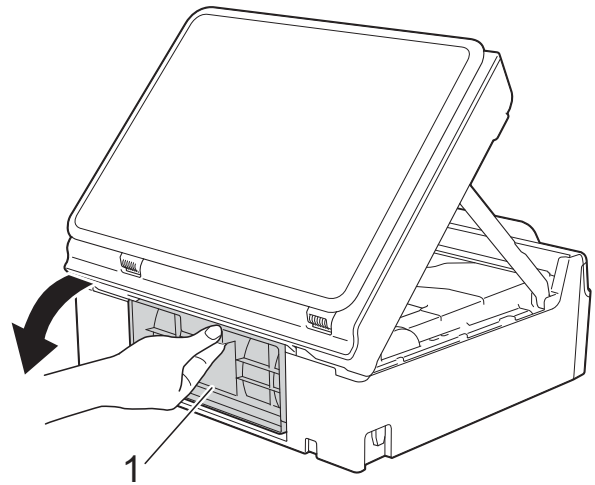
- 5 Load one sheet of thick Letter or A4 sized paper, such as glossy paper, deep into the machine as shown in the illustration.



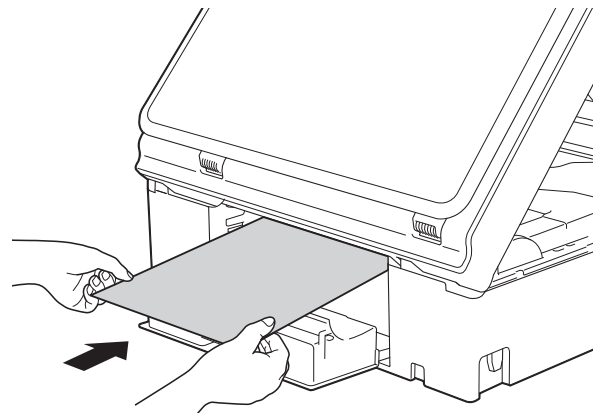
- 6 If the thick paper is pushing any jammed paper out, remove the jammed paper.



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

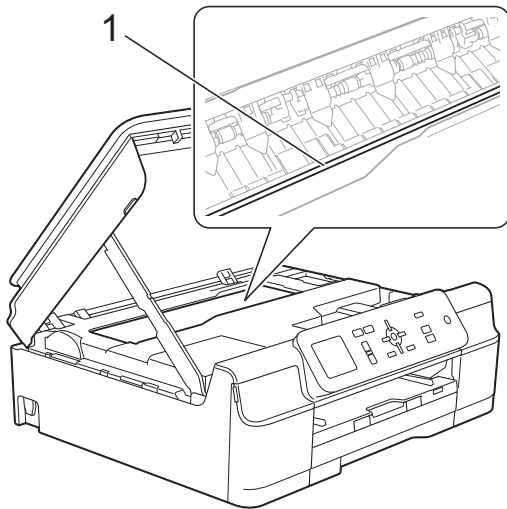


- 9 Load one sheet of thick Letter or A4 sized paper, such as glossy paper, deep into the machine as shown in the illustration.



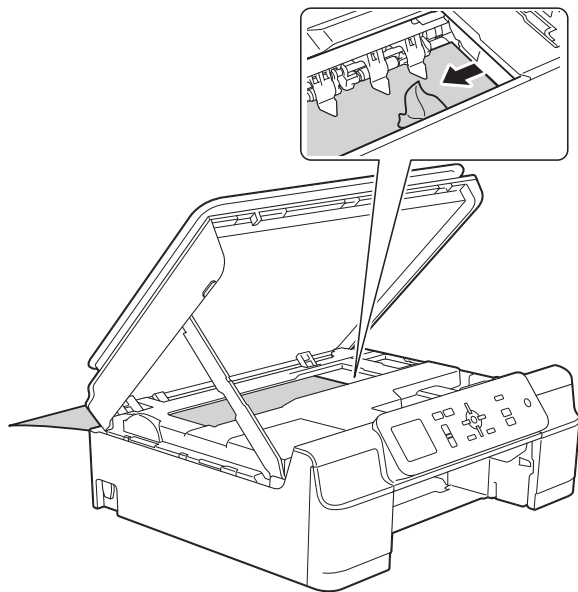
IMPORTANT

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

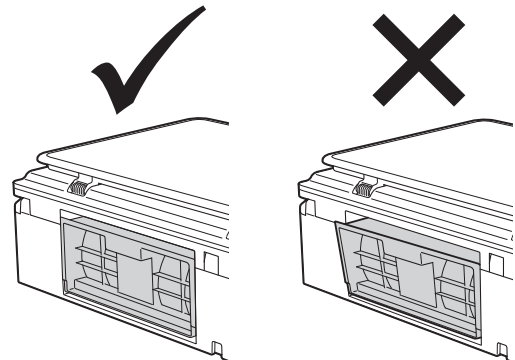


- 7 Pull the thick paper out of the machine.

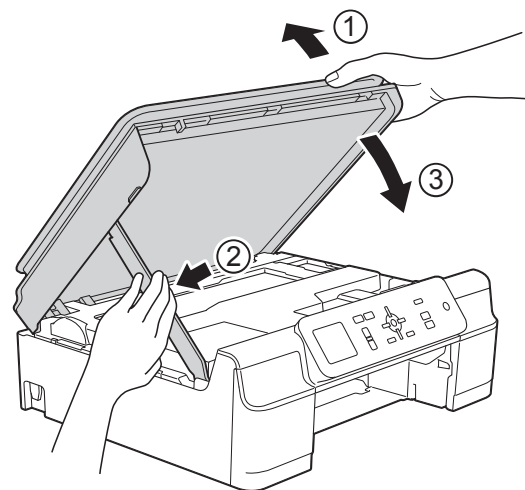
- 10 If the thick paper is pushing any jammed paper out, remove the jammed paper.



- 12 Close the Jam Clear Cover. Make sure the cover is closed correctly.

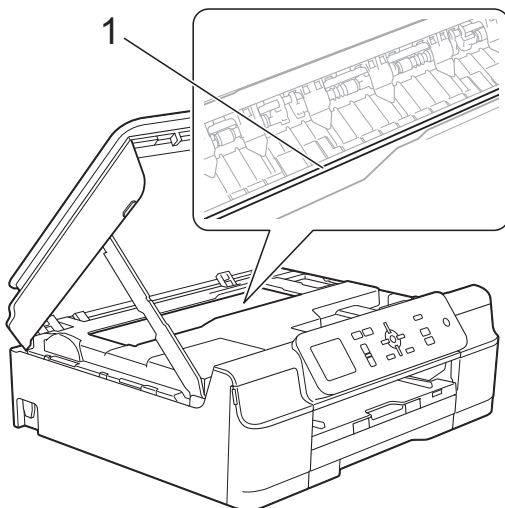


- 13 Lift the scanner cover (1) to release the lock. Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.



IMPORTANT

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

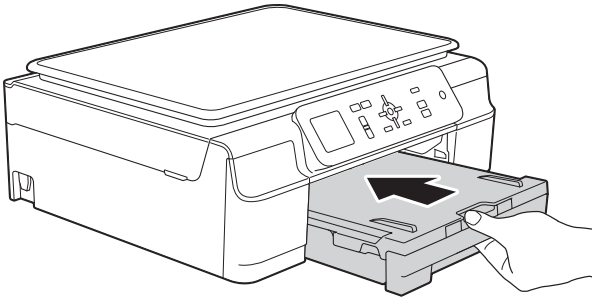


- 11 Pull the thick paper out of the machine.

CAUTION

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

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



- 15 Re-connect the power cord.

If you are having difficulty with your machine



NOTE

- For technical help, you must call the country where you bought the machine. Calls must be made from within that country.
- If you think there is a problem with your machine, check the 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/>.



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

Printing Difficulties






Difficulty	Suggestions
No printout.	Check that the correct printer driver has been installed and chosen.
	Check to see if the LCD is displaying an error message. (See <i>Error and maintenance messages</i> on page 40.)
	<p>Make sure that the machine is online.</p> <p>(Windows® XP and Windows Server® 2003) Click Start/Printers and Faxes. Right-click Brother DCP-XXXX Printer (where XXXX is your model name). If the printer is offline, it will display Use Printer Online. Select this option to enable the printer.</p> <p>(Windows Vista® and Windows Server® 2008) Click  Control Panel/Hardware and Sound/Printers. Right-click Brother DCP-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.</p> <p>(Windows® 7 and Windows Server® 2008 R2) Click  /Devices and Printers. Right-click Brother DCP-XXXX Printer (where XXXX is your model name) and choose See what's printing. Click Printer and make sure that Use Printer Offline is unchecked.</p> <p>(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 DCP-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.</p>
	One or more ink cartridges have reached the end of their life. (See <i>Replacing the ink cartridges</i> on page 32.)



Printing Difficulties (continued)

Difficulty	Suggestions
<p>No printout. (continued)</p>	<p>If old, unprinted data remains in the printer driver spooler, it will prevent new print jobs from printing. Delete old data as follows:</p> <p>(Windows® XP and Windows Server® 2003) Click Start/Printers and Faxes.</p> <p>(Windows Vista® and Windows Server® 2008) Click /Control Panel/Hardware and Sound/Printers.</p> <p>(Windows® 7 and Windows Server® 2008 R2) Click /Devices and Printers/Printers and Faxes.</p> <p>(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.</p> <p>(Mac OS X v10.6.8) Click System Preferences/Print & Fax.</p> <p>(OS X v10.7.x, 10.8.x) Click System Preferences/Print & Scan.</p>
<p>The headers or footers appear when the document displays on the screen but they do not show up when it is printed.</p>	<p>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.</p> <p>(See <i>Unprintable area</i> on page 15.)</p>
<p>Cannot perform “Page Layout” printing.</p>	<p>Check that the paper size setting in the application and in the printer driver are the same.</p>
<p>Print speed is too slow.</p>	<p>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:</p> <p>(Windows®) Click Color Settings on the Advanced tab, and make sure you uncheck Color Enhancement (True2Life).</p> <p>(Macintosh) Choose Color Settings, click Advanced Color Settings, and make sure you uncheck Color Enhancement.</p> <p>Turn the Borderless feature off. Borderless printing is slower than normal printing. For more information, see Software and Network User’s Guide: <i>Print without a Border (Windows®)</i> or <i>Print without a Border (Macintosh)</i>.</p>
<p>True2Life™ is not working correctly.</p>	<p>If the image data is not full color in your application (such as 256 color), True2Life™ will not work. Use at least 24 bit color data with the True2Life™ feature.</p>
<p>Machine does not print from Adobe® Illustrator®.</p>	<p>Try to reduce the print resolution.</p> <p>For more information, see Software and Network User’s Guide: <i>Change the Print Quality (Windows®)</i> or <i>Change the Print Quality (Macintosh)</i>.</p>

Print Quality Difficulties

Difficulty	Suggestions
Poor print quality.	<p>Check the print quality. (See <i>Checking the print quality</i> on page 36.)</p> <p>Make sure that the Media Type setting in the printer driver or the Paper Type setting in the machine's menu matches the type of paper you are using. (See <i>Paper Type</i> on page 16.)</p> <p>For more information, see <i>Software and Network User's Guide: Change the Media Type (Windows®)</i> or <i>Change the Media Type (Macintosh)</i>.</p> <p>Make sure that your ink cartridges are fresh. The following may cause ink to clog:</p> <ul style="list-style-type: none"> ■ The expiration date written on the cartridge package has passed. (Genuine Brother Innobella™ ink cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored correctly before use. <p>Make sure you are using Genuine Brother Innobella™ Ink. Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.</p> <p>Make sure you are using one of the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 17.)</p> <p>Check the room temperature. The recommended environment for your machine is between 68 °F to 91 °F (20 °C to 33 °C).</p>
<p>White horizontal lines appear in text or graphics.</p> 	<p>Clean the print head. (See <i>Cleaning the print head</i> on page 35.)</p> <p>Make sure you are using Genuine Brother Innobella™ Ink.</p> <p>Try using the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 17.)</p> <p>To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using  to power down the machine. Using  allows minimal power to the machine, resulting in periodic, but less frequent, cleaning of the print head.</p>
The machine prints blank pages.	<p>Clean the print head. (See <i>Cleaning the print head</i> on page 35.)</p> <p>Make sure you are using Genuine Brother Innobella™ Ink.</p> <p>To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using  to power down the machine. Using  allows minimal power to the machine, resulting in periodic, but less frequent, cleaning of the print head.</p>
Characters and lines are blurred.	Check the print alignment. (See <i>Checking the print alignment</i> on page 37.)
Printed text or images are skewed.	<p>Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. (See <i>Loading paper and other print media</i> on page 10.)</p> <p>Make sure the Jam Clear Cover is closed correctly.</p>
Smudge or stain at the top center of the printed page.	Make sure the paper is not too thick or curled. (See <i>Acceptable paper and other print media</i> on page 17.)

B

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 <i>Acceptable paper and other print media</i> on page 17.) Don't handle the paper until the ink is dry.
	Make sure the printing surface is face down in the paper tray.
	Make sure you are using Genuine Brother Innobella™ Ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the Media Type in the printer driver.
Ink is smudged or wet when using glossy photo paper.	Be sure to check the front and back of the paper. Place the glossy surface (printing surface) face down. (See <i>Paper Type</i> on page 16.)
	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 <i>Advanced User's Guide: Cleaning the machine's printer platen.</i>)
	Make sure you are using Genuine Brother Innobella™ Ink.
	Make sure you are using the paper support flap. (See <i>Loading paper and other print media</i> on page 10.)
	Make sure the paper feed rollers are not dirty with ink. (See <i>Advanced User's Guide: Cleaning the paper feed rollers.</i>)
The machine prints dense lines on the page.	(Windows®) Select Reverse Order in the Basic tab of the printer driver.
The printouts are wrinkled.	(Windows®) In the printer driver Advanced tab, click Color Settings , and uncheck Bi-Directional Printing .
	(Macintosh) In the printer driver, choose Print Settings , click Advanced , choose Other Print Options , and uncheck Bi-Directional Printing .
	Make sure you are using Genuine Brother Innobella™ Ink.

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 displays the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> on page 40.
	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 <i>Advanced User's Guide: Cleaning the paper pick-up rollers.</i>)
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.

Paper Handling Difficulties (continued)

Difficulties	Suggestions
Machine feeds multiple pages.	<p>Do the following:</p> <p>(See <i>Loading paper and other print media</i> on page 10.)</p> <ul style="list-style-type: none"> ■ Make sure the paper is loaded correctly in the paper tray. ■ Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray. ■ Make sure you do not push the paper in too far. <p>Make sure the Jam Clear Cover is closed correctly. (See <i>Printer jam or paper jam</i> on page 45.)</p> <p>Make sure the Base Pad in the paper tray is not dirty. (See Advanced User's Guide: <i>Cleaning the paper pick-up rollers.</i>)</p>
There is a paper jam.	See <i>Printer jam or paper jam</i> on page 45. 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.
Paper jam reoccurs.	If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See <i>Additional paper jam clear operations</i> on page 48.)
The paper jams when you use 2-sided print.	<p>Use one of the jam prevention settings, 2-sided1 or 2-sided2.</p> <p>For printing For more information, see Software and Network User's Guide: <i>Prevent Smudged Printouts and Paper Jams When Printing on Both Sides of the Paper (Windows®)</i> or <i>Prevent Smudged Printouts and Paper Jams When Printing on Both Sides of the Paper (Macintosh)</i>.</p> <p>If paper jams occur often during 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See Advanced User's Guide: <i>Cleaning the paper feed rollers.</i>)</p>

Copying Difficulties

Difficulty	Suggestions
Black marks or spots appear in copies.	Black marks or spots on copies are typically caused by dirt or correction fluid on the scanner glass. Clean the scanner glass and white plastic above it. (See <i>Cleaning the scanner</i> on page 35.)
Copies are blank.	Make sure you are loading the document correctly. (See <i>Loading documents</i> on page 20.)
Fit to Page does not work correctly.	Make sure the document is not skewed on the scanner glass. Reposition the document and try again.

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	<p>Make sure the Brother TWAIN driver is chosen as the primary source. You can also scan documents using the ICA Scanner Driver.</p> <p>For more information, see Software and Network User's Guide: <i>Scan Using Apple Image Capture (ICA Driver)</i>.</p>

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 displaying 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 Ready mode. Print a Network Configuration list (See <i>Advanced User's Guide: Reports.</i>) and check the current Network settings printed in this list. If you are using a wireless connection or are having Network problems, see <i>Software and Network User's Guide: Troubleshooting.</i>
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: (Windows®) 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 call 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 .
The Brother software cannot be installed.	(Windows®) If the Security Software warning appears on the PC screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run. (Macintosh) 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 <i>WLAN Report</i> . Press Menu , choose <i>Print Reports</i> , and then press OK . Choose <i>WLAN Report</i> . For more information, see <i>Software and Network User's Guide: Print the WLAN Report</i> .

Machine Information

Checking the serial number

- 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

- 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.
- 2 `Network`
You can reset the print server back to its default factory settings. Network Reset will affect the password and IP address information.
- 3 `All Settings`
You can restore all settings to the factory setting.
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` or `All Settings`) you want to use. Press **OK**. Press **+** to confirm.
- 5 Press **+** to reboot the machine.

C

Settings and features tables

Using the Settings tables

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 and Features tables so you can see all the available choices for each setting and feature at-a-glance. You can use these tables to quickly set up your preferred settings in the machine.

Memory Storage

Even if there is a power failure, you will not lose your menu settings because they are stored permanently. Temporary settings will be lost. You may have to reset the time and date.

Menu table

The menu table will help you understand the menu selections and options in the machine's LCD menu. The factory settings are shown in bold followed by an asterisk.

Menu 

Level1	Level2	Level3	Options	Descriptions	Page
Ink	Test Print	—	Print Quality Alignment	Lets you check the print quality or alignment.	36 37
	Cleaning	—	Black Color All	Lets you clean the print head.	35
	Ink Volume	—	—	Lets you check the available ink volume.	See ♦.
General Setup	Paper Type	—	Plain Paper* Inkjet Paper Brother BP71 Other Glossy Transparency	Sets the type of paper in the paper tray.	16
	Paper Size	—	Letter* Legal A4 A5 EXE 4"×6"	Sets the size of paper in the paper tray.	16
♦ See Advanced User's Guide.					
The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
General Setup (Continued)	LCD Settings	Backlight	Light* Med Dark	You can adjust the brightness of the LCD backlight.	See ◆.
		Dim Timer	Off 10Secs 20Secs 30Secs*	You can set how long the LCD backlight stays on after the last key press.	
	Sleep Mode	—	1Min 2Mins 3Mins 5Mins* 10Mins 30Mins 60Mins	You can choose how long the machine must be idle before it enters Sleep Mode.	
	Auto Power Off	—	Off* / 1h / 2h / 4h / 8h	Set the number of hours you want the machine to remain in Sleep Mode before turning itself off. When set to Off, the machine will not power off automatically.	
◆ See Advanced User's Guide.					
The factory 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	BRWXXXXXXXXXXXXX	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 factory settings are shown in Bold with an asterisk.

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*	
	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 factory 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 settings.	

† 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 factory settings are shown in Bold with an asterisk.

Menu () (continued)

Level1	Level2	Level3	Options	Descriptions	Page
Print Reports	User Settings	—	—	Prints these lists and reports.	See ◆.
	Network Config	—	—		
	WLAN Report	—	—		
Machine Info.	Serial No.	—	—	Lets you check the serial number of your machine.	59
	Version	—	—	Lets you check the firmware version of your machine.	
Initial Setup	Date & Time	—	—	Sets the date and time in your machine.	38
	Reset	Machine Reset	Yes No	Resets all the machine's settings that you have changed, such as the Date and Time.	59
		Network	Yes No	Resets the print server back to its factory default settings, such as the password and IP address information.	
		All Settings	Yes No	Resets all the machine's settings back to the factory settings.	
	Local Language (USA only)	—	English* Spanish	Allows you to change the LCD language for your country.	See ‡.
Local Language (Canada only)	—	English* French	Allows you to change the LCD language for your country.		

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The factory settings are shown in Bold with an asterisk.

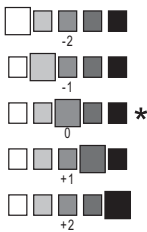
SCAN ()

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	—	Color* 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 Color option in the Scan Type setting) PDF* JPEG (If you choose the B&W option in the Scan Type setting) TIFF PDF*	You can choose the file format for your document.		
	Scan Size	—	Letter* A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.		
	Remove Background	—	Off* Low Medium High	Changes the amount of background color that is removed.		
+ See Software and Network User's Guide.						
The factory settings are shown in Bold with an asterisk.						

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	—	Color* 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 Color option in the Scan Type setting) PDF* JPEG (If you choose the B&W option in the Scan Type setting) TIFF PDF*	You can choose the file format for your document.	
	Scan Size	—	Letter* A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.	
	Remove Background	—	Off* Low Medium High	Changes the amount of background color that is removed.	
+ See Software and Network User's Guide.					
The factory settings are shown in Bold with an asterisk.					

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	—	Color* 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 Color option in the Scan Type setting) PDF* JPEG (If you choose the B&W option in the Scan Type setting) TIFF PDF*	You can choose the file format for your document.		
	Scan Size	—	Letter* A4 A5 EXE 4"x6" Business Card	You can choose the scan size for your document.		
	Remove Background	—	Off* Low Medium High	Changes the amount of background color that is removed.		
Web Service (Appears when you install a Web Services Scanner, which is displayed in your computer's Network Explorer.)	Scan	—	—	You can scan data by using the Web Services protocol.		
	Scan for E-mail	—	—			
	Scan for Fax	—	—			
	Scan for Print	—	—			
+ See Software and Network User's Guide.						
The factory settings are shown in Bold with an asterisk.						

COPY (Default screen)

Level1	Level2	Level3	Options	Descriptions	Page
Quality	—	—	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.	23
Paper Size	—	—	Letter* Legal A4 A5 EXE 4"x6"	Choose the paper size that matches the paper in the tray.	23
Enlarge/Reduce	100%*	—	—	—	See ◆.
	Enlarge	—	198% 4"x6"→A4 186% 4"x6"→LTR 104% EXE→LTR	You can choose the enlargement ratio for the next copy.	
	Reduce	—	97% LTR→A4 93% A4→LTR 85% LTR→EXE 83% 78% 46% LTR→4"x6"	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 enter an enlargement or reduction ratio.	
Density	—	—		Adjusts the density of copies.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Stack/Sort	—	—	Stack* Sort	You can choose to stack or sort multiple copies.	See ◆.
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.	
Advanced Settings	—	—	Off* Remove Background (Options) Low Medium* High	Change the amount of background color that is removed.	
Set New Default	—	—	—	You can save your copy settings.	
Factory Reset	—	—	—	You can restore all the settings back to the factory settings.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

WEB 

Level1	Level2	Level3	Options	Descriptions	Page
Apps	—	—	—	Lets you connect the Brother machine to an Internet service. <i>Web services may have been added and/or service names may have been changed by the provider since this document was published.</i>	See ●.
SKYDRIVE®	—	—	—		
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 factory settings are shown in Bold with an asterisk.					

Entering Text

You may need to enter text into the machine, when you set the date and time.

Entering numbers and letters



Press ▲, ▼, ◀ or ▶ to select the number or letter you want, and press the **OK** button on the machine's control panel. Repeat for each character until the number or name is complete. Then press ▲, ▼, ◀ or ▶ to select **OK** on the LCD, and then press the **OK** button on the control panel once again.

Inserting spaces

To enter a space in a Name, use ▲, ▼, ◀ or ▶ to highlight **>**, and then press **OK**.

NOTE

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

Inserting symbols

Press ▲, ▼, ◀ or ▶ to select **A1@**, and press **OK** to cycle between upper case, lower case and special characters. Press ▲, ▼, ◀ or ▶ to select the symbol you want to choose, and press **OK**.

If you want to return to the numbers and letters display, press ▲, ▼, ◀ or ▶ to select **A1@**, and press **OK**.

Making corrections

If you entered an incorrect number or letter and want to change it, press ▲, ▼, ◀ or ▶ to select **<** or **>**.

Press **OK** several times to move the cursor under the incorrect character. Then press ▲, ▼, ◀ or ▶ to select **<**, and press **OK**. Re-enter the correct letter.

General

NOTE

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

Printer Type	Inkjet	
Print Head	Black:	Piezo with 210 nozzles × 1
	Color:	Piezo with 70 nozzles × 3
Memory Capacity	64 MB	
LCD (Liquid Crystal Display)	1.8 in. (44.9 mm) TFT Color LCD ¹	
Power Source	AC 100 to 120 V 50/60 Hz	
Power Consumption ²	Copying Mode:	Approx. 16 W ³
	Ready Mode:	Approx. 2.5 W ⁴
	Sleep Mode:	Approx. 0.7 W ⁴
	Off:	Approx. 0.2 W ^{4 5}

¹ Measured diagonally.

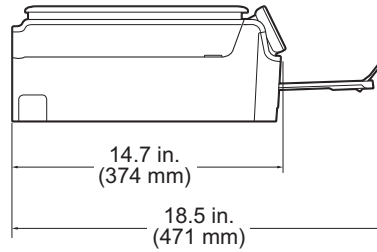
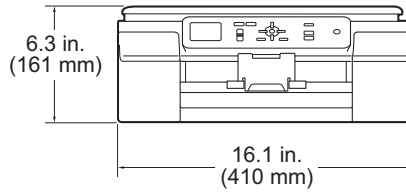
² Measured when the machine is connected to the USB interface. Power consumption varies slightly depending on the usage environment or part wear.

³ When 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



Weight 15.4 lb (7.0 kg)

Noise Level

(Sound Pressure) Operating: 50 dB(A) (Maximum) ¹

Temperature Operating: 50 to 95 °F (10 to 35 °C)

Best Print Quality: 68 to 91 °F (20 to 33 °C)

Humidity Operating: 20 to 80% (without condensation)

Best Print Quality: 20 to 80% (without condensation)

Document Size Width: Max. 8.5 in. (215.9 mm)

Length: Max. 11.7 in. (297 mm)

¹ Noise depends on printing conditions.

Print media

Paper Input

Paper Tray

- Paper Type:

Plain Paper, Inkjet Paper (coated paper),
Glossy Paper¹ and Transparency^{1 2}

- Paper Size³:

Letter, Legal, Executive, A4, A5, A6, Envelopes (Com-10, DL, C5, Monarch), Photo (4" × 6" / (10 × 15 cm), Photo 2L (5" × 7" / (13 × 18 cm) and Index Card (5" × 8" / (127 × 203 mm)

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

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

For more details, see *Paper weight, thickness and capacity* on page 19.

- Maximum paper tray capacity:

Up to 100 sheets of 20 lb (80 g/m²) plain paper

Paper Output

Up to 50 sheets of 20 lb (80 g/m²) 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 19.

Copy

Color/Black	Yes/Yes
Copy Width	8.26 in. (210 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

¹ When copying on Letter size paper.

Scanner

Color/Black	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)
Color Depth	30 bit color Processing (Input) 24 bit color Processing (Output) / 256 levels per color
Gray Scale	10 bit color Processing (Input) 8 bit color Processing (Output) / 256 levels per color
Resolution	Up to 19200 × 19200 dpi (interpolated) ² Up to 1200 × 2400 dpi (optical)
Scanning Width and Length	Width: Up to 8.42 in. (213.9 mm) Length: Up to 11.61 in. (295 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 × 1200 dpi scanning when using the WIA Driver for Windows[®] XP, Windows Vista[®], Windows[®] 7 and Windows[®] 8 (resolution up to 19200 × 19200 dpi can be selected by using the Brother scanner utility).

Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width ³	8.26 in. [8.5 in. (borderless) ¹]
Borderless ²	Letter, A4, A6, Photo (4" × 6" / (10 × 15 cm), Index Card (5" × 8" / (127 × 203 mm), Photo 2L (5" × 7" / (13 × 18 cm)
Print Speed ⁴	

¹ When the Borderless feature is set to On.

² See *Paper type and size for each operation* on page 19.

³ When printing on Letter size paper.

⁴ For detailed specifications visit <http://www.brother.com/>.

Interfaces

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

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

² Third party USB ports are not supported.

Network

NOTE

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

You can connect your machine to a network for Network Printing and Network Scanning¹. Also included is Brother BRAdmin Light² 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 79.

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	Printing Scanning		32bit (x86) or 64bit (x64) processor	150 MB	1 GB
	Windows® XP Professional ¹					
	Windows Vista® ¹				500 MB	1.3 GB
	Windows® 7 ¹				650 MB	
	Windows® 8 ¹					
	Windows Server® 2003	N/A	Printing	64bit (x64) processor	50 MB	N/A
	Windows Server® 2003 R2					
	Windows Server® 2008					
Windows Server® 2008 R2						
Windows Server® 2012						
Macintosh Operating System	Mac OS X v10.6.8 OS X v10.7.x OS X v10.8.x	Printing 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.		For the latest driver updates, visit us at (in USA) http://www.brother.com/ (in Canada) http://www.brother.ca/ All trademarks, brand and product names are the property of their respective companies.				

Consumable items

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	Starter ink cartridges are in the box. The first time you install the ink cartridges the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high quality printing. Afterward, replacement ink cartridges will print the specified number of pages. Starter cartridge yield is approximately 80% of the yield of the LC101 replacement cartridges.
Replacement Consumables	<p><Standard Yield Black> LC101BK <Standard Yield Yellow> LC101Y <Standard Yield Cyan> LC101C <Standard Yield Magenta> LC101M</p> <p>Black, Yellow, Cyan and Magenta - Approximately 300 pages ¹</p> <p><High Yield Black> LC103BK <High Yield Yellow> LC103Y <High Yield Cyan> LC103C <High Yield Magenta> LC103M</p> <p>Black, Yellow, Cyan and Magenta - Approximately 600 pages ¹</p> <p>¹ Approximate cartridge yield is declared in accordance with ISO/IEC 24711</p> <p>For more information about the replacement consumables, visit us at http://www.brother.com/pageyield/.</p>

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.



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