brother

Online User's Guide

HL-JF1

This guide contains **only** Paper Printing functions and machine maintenance for HL-JF1.
For instructions and information about Fabric Printing on HL-JF1, see the *Quick Reference Guide*.

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Definitions of Notes

We use the following symbols and conventions throughout this User's Guide:

⚠ **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	NOTE specifies the operating environment, conditions for installation, or special conditions of use.
✎	Tips icons indicate helpful hints and supplementary information.
⚡	Electrical Hazard icons alert you to possible electrical shock.
Bold	Bold style identifies buttons on the machine's control panel or computer screen.
Italics	Italicized style emphasizes an important point or refers you to a related topic.
Courier New	Courier New font identifies messages shown on the machine's LCD.

✅ Related Information

- **Before You Use Your Machine**

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✅ Related Information

- Before You Use Your Machine

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✅ Related Information

- Before You Use Your Machine

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This product includes open-source software.

To view Open Source Licensing Remarks and Copyright Information, go to your model's **Manuals** page at support.brother.com/manuals.

✓ **Related Information**

- Before You Use Your Machine

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This product includes software developed by the following vendors:

This product includes the "KASAGO TCP/IP" software developed by ZUKEN ELMIC, Inc.

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✅ Related Information

- Before You Use Your Machine

Important Notes

- Check support.brother.com for Brother driver and software updates.

- To keep your machine performance up to date, check support.brother.com for the latest firmware upgrade. Otherwise, some of your machine's functions may not be available.

- Do not use this product outside the country of purchase as it may violate the wireless telecommunication and power regulations of that country.

- Before giving your machine to anyone else, replacing it, or disposing of it, we strongly recommend resetting it to its factory settings to remove all personal information.

- Windows 10 in this document represents Windows 10 Home, Windows 10 Pro, Windows 10 Education, and Windows 10 Enterprise.

- Windows 11 in this document represents Windows 11 Home, Windows 11 Pro, Windows 11 Education, and Windows 11 Enterprise.

- Windows Server 2008 in this document represents Windows Server 2008 and Windows Server 2008 R2.

- The screens or images in this User's Guide are for illustration purposes only and may differ from those of the actual products.

- Unless otherwise specified, the screens in this manual are from Windows 10. Screens on your computer may vary depending on your operating system.

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

✅ Related Information

- Before You Use Your Machine

Related Topics:

- Reset Your Machine

Introduction to Your Machine

- Before Using Your Machine

- Control Panel Overview

- Touchscreen LCD Overview

- Enter Text on Your Brother Machine

- Access Brother Utilities (Windows)

- USB / Ethernet Port Locations on Your Brother Machine

Before Using Your Machine

Before attempting any printing operation, confirm the following:

- Make sure you have installed the correct software and drivers for your machine.
- For USB or network cable users: Make sure the interface cable is physically secure.

Selecting the correct type of paper

For high quality printing, it is important to select the correct type of paper. Be sure to read the information about acceptable paper before buying paper, and to determine the printable area depending on the settings in the printer driver or in the application you use to print.

Firewall (Windows)

If your computer is protected by a firewall and you are unable to network print, you may need to configure the firewall settings. If you are using the Windows Firewall and you installed the drivers using the steps in the installer, the necessary firewall settings have been already set. If you are using any other personal firewall software, see the User's Guide for your software or contact the software manufacturer.

✅ **Related Information**

- Introduction to Your Machine

Control Panel Overview
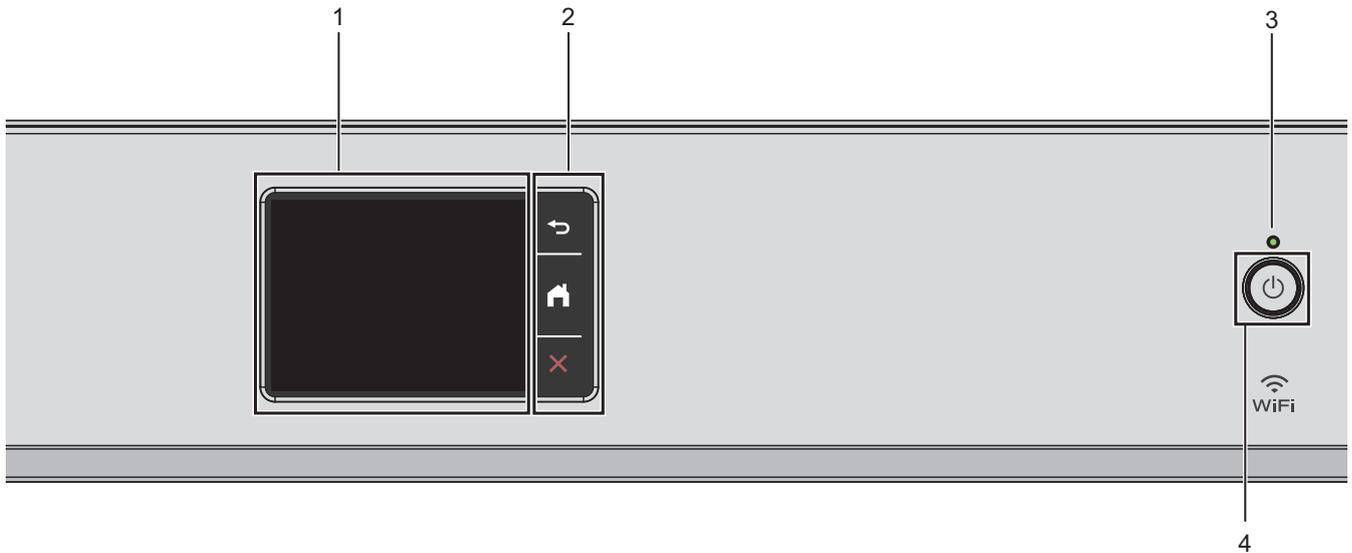
1. **Touchscreen Liquid Crystal Display (LCD)**

   Access menus and options by pressing them on the touchscreen.

2. **Menu Buttons**

   ⬅ (Back)

   Press to go back to the previous menu.

   🏠 (Home)

   Press to return to the Home screen.

   ✖ (Cancel)

   Press to cancel an operation.

3. **LED Power Indicator**

   The LED lights up depending on the machine's power status.

   When the machine is in Sleep Mode, the LED blinks.

4. ⏻ **Power On/Off**

   Press ⏻ to turn on the machine.

   Press and hold ⏻ to turn off the machine. The touchscreen displays `[Shutting Down]` and stays on for a few seconds before turning itself off.

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

✅ **Related Information**

- Introduction to Your Machine

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Touchscreen LCD Overview

Using your finger, press ◀ ▶ or ▲ ▼ on the LCD to display and access the machine options.

From the Home screen, you can access the various settings.

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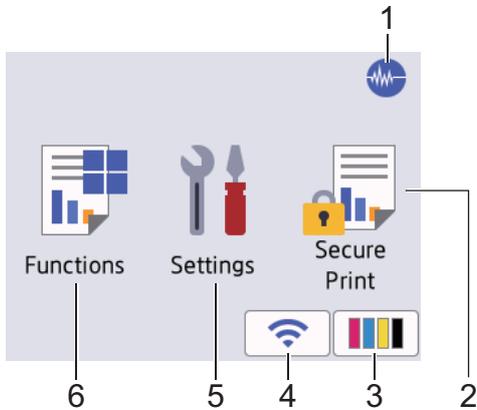
This screen shows the machine's status when the machine is idle. When displayed, it indicates that your machine is ready for the next command.

1. 〰️ **Quiet Mode**

   This icon appears when the `[Quiet Mode]` setting is set to `[On]`.

   The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.

2. 🔒 **[Secure Print]**

   Press to access the `[Secure Print]` menu.

3. ▐▐▐▌ **[Ink]**

   Press to access the `[Ink]` menu.

4. 📶 **Wireless Status**

   Each icon in the following table shows the wireless network status:

📶	• Your machine is not connected to the wireless access point/router. Press this button to configure wireless settings. For more detailed information, see the *Quick Reference Guide*. • The wireless setting is disabled.
📶	The wireless network is connected. A three-level indicator in the Home screen displays the current wireless signal strength.
📶	The wireless access point/router cannot be detected.

   ✎ You can configure wireless settings by pressing the Wireless Status button.

5. 🛠️ **[Settings]**

   Press to access the `[Settings]` menu.

6. 🔳 **[Functions]**

   Press to access the `[Functions]` menu.

   `[Web]` / `[USB]` / `[Download Software]` / `[Print Head Cleaning]`

7. **Information icon**
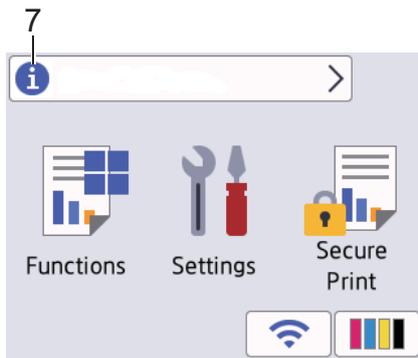
New information from Brother appears in the information bar when the notification settings such as `[Message from Brother]` and `[Firmware Auto Check]` are set to `[On]`.

(An internet connection is needed, and data rates may apply.)

Press ![info icon] to view the details.

8. **Warning icon**
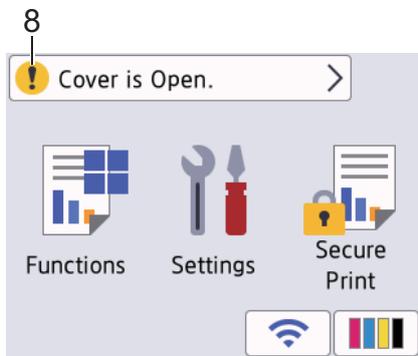
The warning icon ![warning icon] appears when there is an error or maintenance message; press ![warning icon] to view the details, and then press ![X icon] to return to the Home screen.

IMPORTANT

DO NOT press the LCD with a sharp object such as a pen or stylus. It may damage the machine.

NOTE

DO NOT touch the LCD immediately after plugging in the power cord or turning on the machine. Doing this may cause an error.

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

✓ **Related Information**

- Introduction to Your Machine
  - Settings Screen Overview

Related Topics:

- Reduce Printing Noise
- Check the Ink Volume (Page Gauge)
- Error and Maintenance Messages
- Secure Print (Windows)

Settings Screen Overview

The touchscreen shows the machine's status when you press 🔧 [Settings].

Use the Settings menu to access all of your Brother machine's settings.
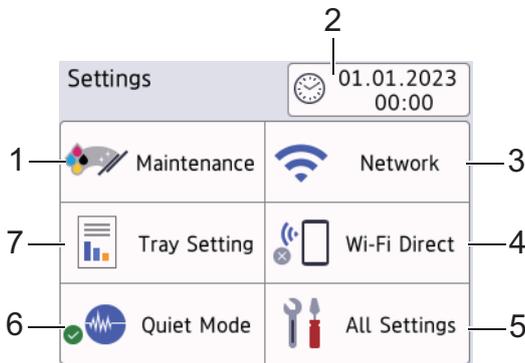
1. **[Maintenance]**

   Press to access the following menus:

   - [Improve Print Quality]
   - [Print Head Cleaning]
   - [Remove Paper Scraps]
   - [Ink Volume]
   - [Ink Cartridge Model]
   - [Print Options]
   - [Ink Cartridge Check]
   - [Print Quality Auto Check]

2. **[Date & Time]**

   Displays the date and time.

   Press to access the [Date & Time] menu.

3. **[Network]**

   Press to set up a network connection.

   If you are using a wireless connection, a three-level indicator 📶 on the screen displays the current wireless signal strength.

4. **[Wi-Fi Direct]**

   Press to set up a Wi-Fi Direct network connection.

5. **[All Settings]**

   Press to access a menu of all of your machine's settings.

6. **[Quiet Mode]**

   Displays the Quiet Mode setting.

   Press to access the [Quiet Mode] menu.

   When this menu is set to [On], 〰 is displayed on the Home screen.

7. **[Tray Setting]**

   Press to access the [Tray Setting] menu.

   Use these options to change the paper size and type.

✅ **Related Information**

- Touchscreen LCD Overview

Related Topics:

- Check the Ink Volume (Page Gauge)

Enter Text on Your Brother Machine

- The characters that are available may differ depending on your country.
- The keyboard layout may differ depending on the function you are setting.

When you need to enter text on your Brother machine, a keyboard will appear on the touchscreen.

- Press $\boxed{A\ 1\ @}$ to cycle between letters, numbers and special characters.

- Press $\boxed{\hat{\cap}aA}$ to cycle between lowercase and uppercase letters.

- To move the cursor to the left or right, press ◀ or ▶.

Inserting spaces

- To enter a space, press [Space]. Or, you can press ▶ to move the cursor.

Making corrections

- If you entered an incorrect character and want to change it, press ◀ or ▶ to highlight the incorrect character. Press $\boxed{\times}$, and then enter the correct character.

- To insert a character, press ◀ or ▶ to move the cursor to the correct place, and then enter the character.

- Press $\boxed{\times}$ for each character you want to erase, or press and hold $\boxed{\times}$ to erase all the characters.

☑ **Related Information**

- Introduction to Your Machine

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Access Brother Utilities (Windows)

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

1. Do one of the following:

   - Windows 11

     Click ▦ > **All apps** > **Brother** > **Brother Utilities**.

   - Windows 10

     Click ▦ > **Brother** > **Brother Utilities**.

   - Windows 8.1

     Move your mouse to the lower left corner of the **Start** screen and click ⊙ (if using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen).

     When the **Apps** screen appears, tap or click ▦ (**Brother Utilities**).

   - Windows 7

     Click ⊛ (**Start**) > **All Programs** > **Brother** > **Brother Utilities**.

2. Select your machine.
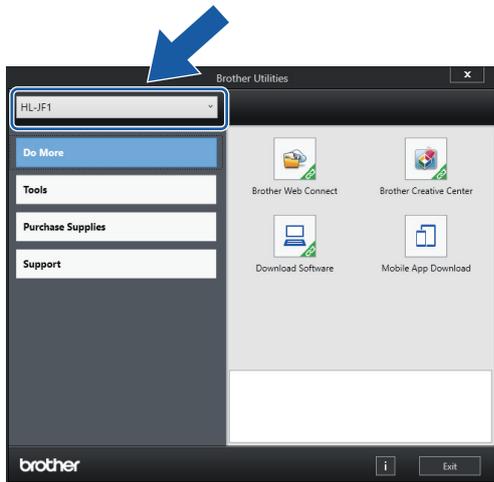
3. Select the operation you want to use.

✅ Related Information

- Introduction to Your Machine
  - Uninstall the Brother Software and Drivers (Windows)

Uninstall the Brother Software and Drivers (Windows)

1. Do one of the following:
   - Windows 11

     Click > **All apps** > **Brother** > **Brother Utilities**.
   - Windows 10

     Click > **Brother** > **Brother Utilities**.
   - Windows 8.1

     Move your mouse to the lower left corner of the **Start** screen and click (if using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen).

     When the **Apps** screen appears, tap or click (**Brother Utilities**).
   - Windows 7

     Click (Start) > **All Programs** > **Brother** > **Brother Utilities**.

2. Click the drop-down list, and then select your model name (if not already selected). Click **Tools** in the left navigation bar, and then click **Uninstall**.

   Follow the instructions in the dialog box to uninstall the software and drivers.

✅ Related Information

- Access Brother Utilities (Windows)

USB / Ethernet Port Locations on Your Brother Machine

The USB and Ethernet ports are located inside the machine.

> To install the driver and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com.

1. Using both hands, use the finger holds on each side of the machine to lift the top cover (1) into the open position.
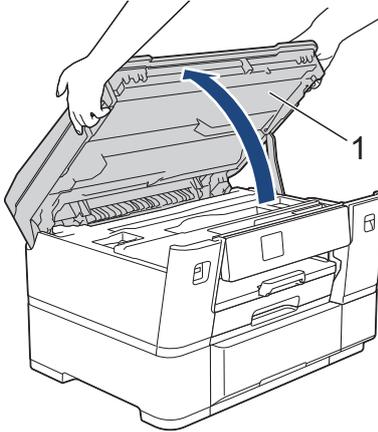
2. Locate the correct port (based on the cable you are using) inside the machine as shown.
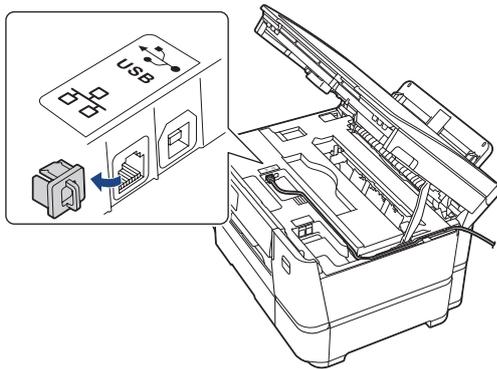
🖉 Carefully guide the cable through the cable channel and out the back of the machine.

3. Gently close the top cover using the finger holds on each side.
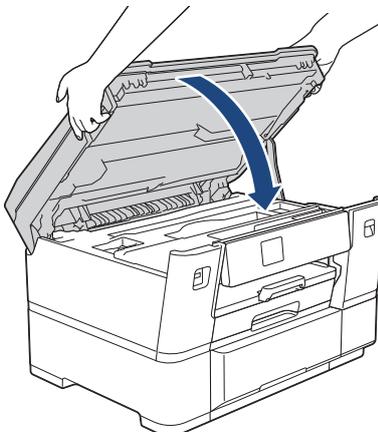
✅ **Related Information**

• Introduction to Your Machine

Paper Handling

- Load Paper

Load Paper

- Loading Paper Overview

- Load Paper in Paper Tray #1

- Load Paper in Paper Tray #2

- Load Paper in the Manual Feed Slot

- Unprintable Area

- Paper Settings

- Acceptable Print Media

- Error and Maintenance Messages

- Paper Handling and Printing Problems

▌ Loading Paper Overview

1. Load the paper in the paper tray as follows.

🖉 When using Cut-sheet paper, fan the stack of paper well.
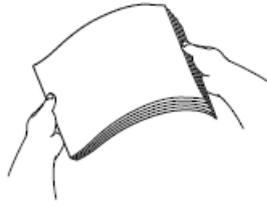
The paper size determines the orientation when loading paper.

Paper Tray #1

Tray #1	How to Load Paper		
Letter A4 Executive		Adjust the paper guides.	Landscape orientation
A5 A6 Photo Photo L Photo 2L Index card Envelopes		Adjust the paper guides.	Portrait orientation
Ledger A3 Legal Folio Mexico Legal India Legal		Extend the tray using the green slider, then adjust the paper guides.	Portrait orientation

Paper Tray #2

Tray #2	How to Load Paper		
Letter A4 (Plain paper and Recycled paper only)	Make sure there is no Fabric roll in the tray.	Set the switch flap to Cut-sheet mode.	Load the paper in landscape orientation.
Fabric Roll [1]	Make sure there is no Letter or A4 size paper in the tray.	Set the switch flap to Fabric roll mode.	Feed the Fabric roll through the tray until the feeding edge touches the far edge of the tray.
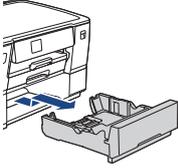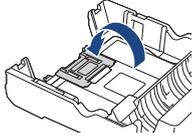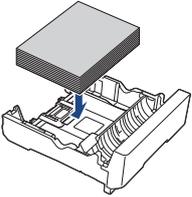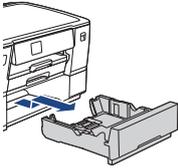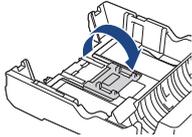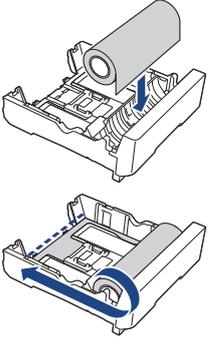
1   For more detailed information, see the *Quick Reference Guide*.

Manual Feed Slot

Manual Feed Slot [1]	How to Load Paper
Letter A4 Executive	Landscape orientation Adjust the manual feed slot paper guides.
Ledger A3 Legal Folio Mexico Legal India Legal A5 A6 Photo Photo L Photo 2L Index card Envelopes	Portrait orientation Adjust the manual feed slot paper guides.
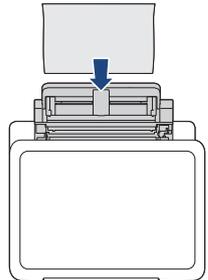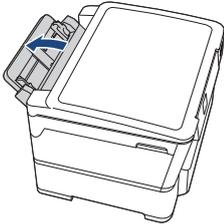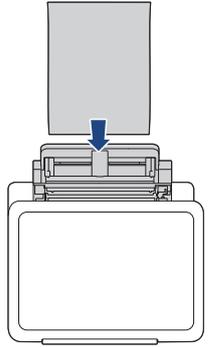
1   You can load only one sheet of paper into the manual feed slot at a time.

2. Do one of the following, and then make sure the paper support is set correctly:

   • When printing on **Cut-sheet paper**, extend the paper support flap.
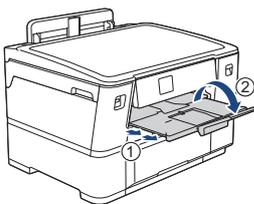
   • When printing on **Fabric roll**, close the paper support.

   To avoid damaging the printout, DO NOT extend the paper support.

3. Change the paper size setting in the machine's menu.

✅ Related Information

• Load Paper

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Load Paper in Paper Tray #1

- Load Letter, A4, or Executive Size Paper in Paper Tray #1

- Load Ledger, Legal, or A3 Size Paper in Paper Tray #1

- Load Photo Paper in Paper Tray #1

- Load Envelopes in Paper Tray #1

Load Letter, A4, or Executive Size Paper in Paper Tray #1

> • If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
>
> • When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
>
>   Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.

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

2. Pull the paper tray completely out of the machine as shown by the arrow.

3. Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size.

   Make sure the triangular mark (3) on the paper width guide (1) and paper length guide (2) line up with the marks for the paper you are using.
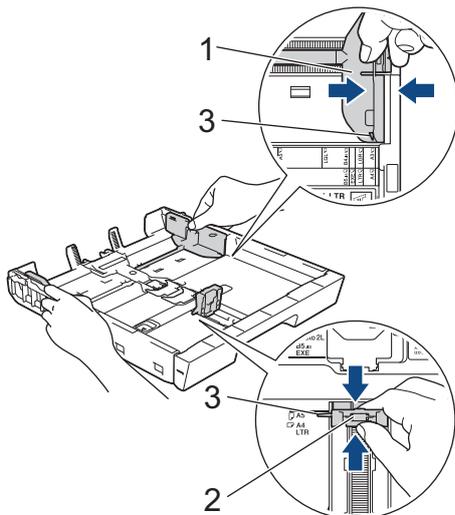
> If you load Executive size paper in Tray #1, lift the stopper (4).
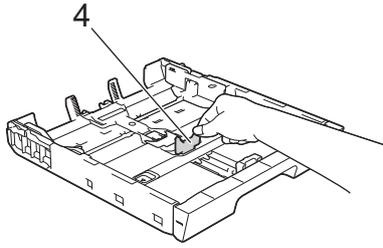
4. Fan the stack of paper well to avoid paper jams and misfeeds.
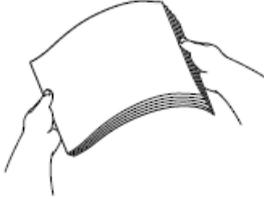
> Always make sure the paper is not curled or wrinkled.

5. Gently load paper in the paper tray with the printing surface **face down**.

   Landscape orientation
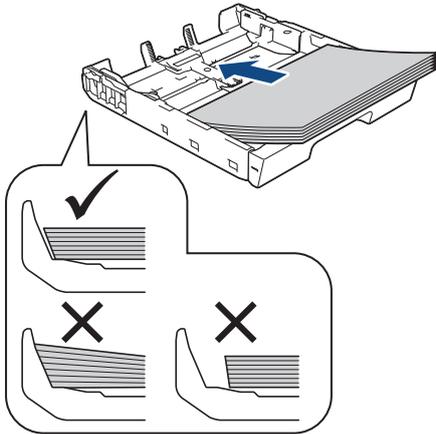
IMPORTANT

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

> 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 to prevent the machine from feeding multiple pages.

6. Make sure the paper length guide (1) touches the edges of the paper.

7. Gently adjust the paper width guides (1) to fit the paper.

Make sure the paper guides touch the edges of the paper.
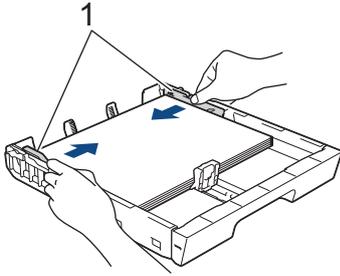
8. Make sure the paper is flat in the tray and below the maximum paper mark (1).

Overfilling the paper tray may cause paper jams.
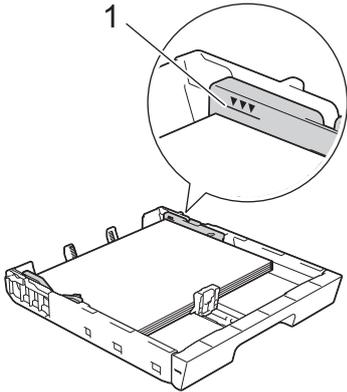
9. Slowly push the paper tray completely into the machine.
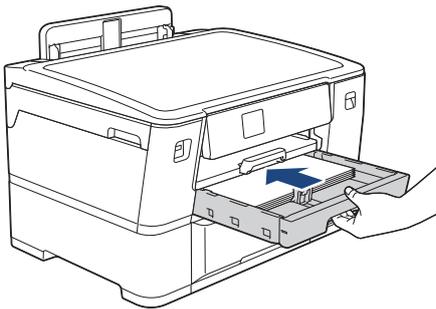
IMPORTANT

DO NOT push the paper tray into the machine forcefully or quickly. Doing this may cause paper jams or paper feed problems.

10. Pull out the paper support until it locks into place.
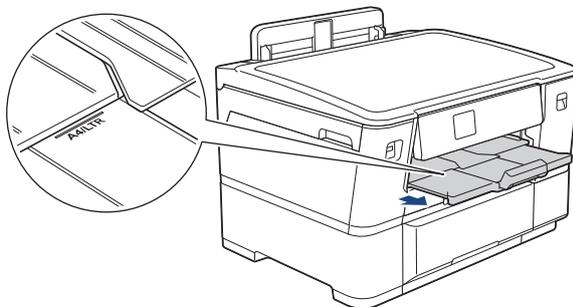
11. Change the paper size setting in the machine's menu, if needed.

✅ **Related Information**

- Load Paper in Paper Tray #1

Related Topics:

- Change the Check Paper Setting
- Change the Paper Size and Paper Type
- Choose the Right Print Media

Load Ledger, Legal, or A3 Size Paper in Paper Tray #1

> - If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
> - When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
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>   Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.

1. If the paper support flap (1) is open, close it, and then close the paper support (2).
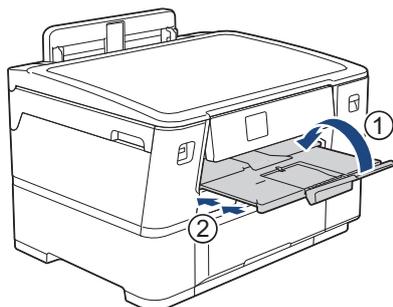
2. Pull the paper tray completely out of the machine as shown by the arrow.

3. Rest the tray on a flat surface.

   Push the green slider to the left and then extend the tray until it locks into place.
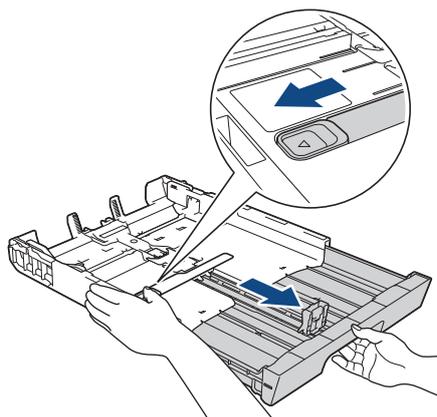
4. Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size.

   Make sure the triangular mark (3) on the paper width guide (1) and paper length guide (2) line up with the marks for the paper you are using.
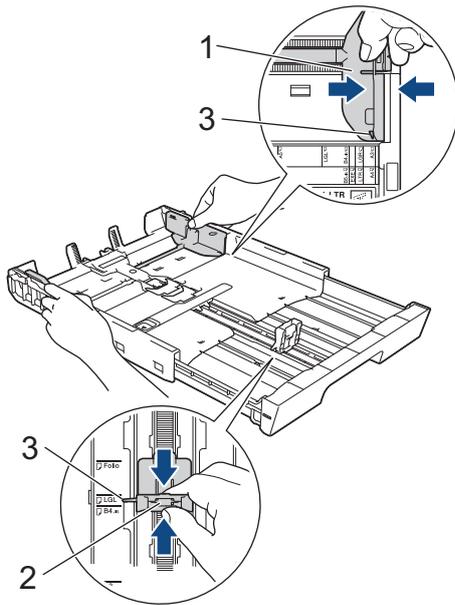
5. Fan the stack of paper well to avoid paper jams and misfeeds.
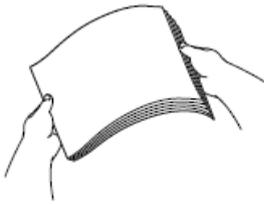
   > Always make sure the paper is not curled or wrinkled.

6. Gently load paper in the paper tray with the printing surface **face down**.

   Portrait orientation
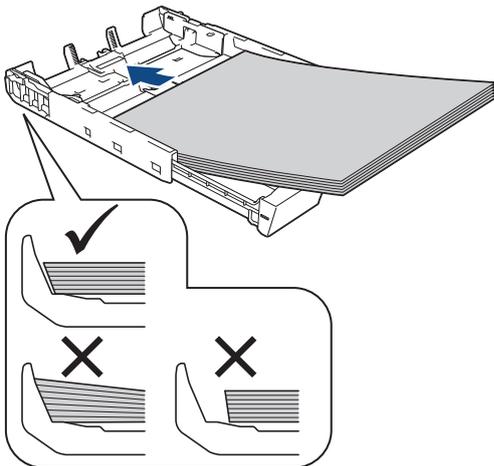
   IMPORTANT

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

   > 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 to prevent the machine from feeding multiple pages.

7. Make sure the paper length guide (1) touches the edges of the paper.
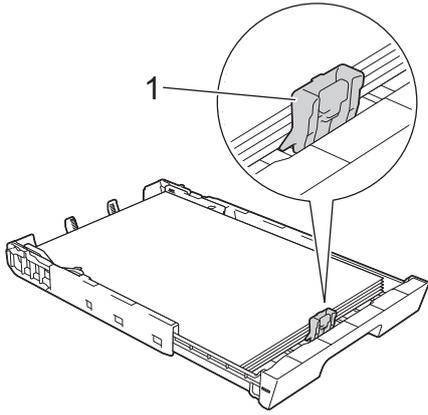
8. Gently adjust the paper width guides (1) to fit the paper.

   Make sure the paper guides touch the edges of the paper.
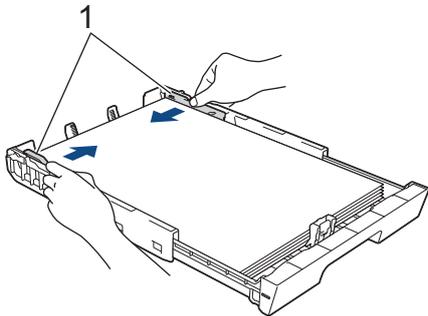
9. Make sure the paper is flat in the tray and below the maximum paper mark (1).

   Overfilling the paper tray may cause paper jams.
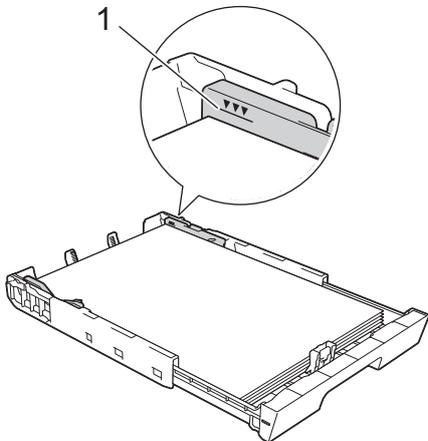
10. Slowly push the paper tray completely into the machine.
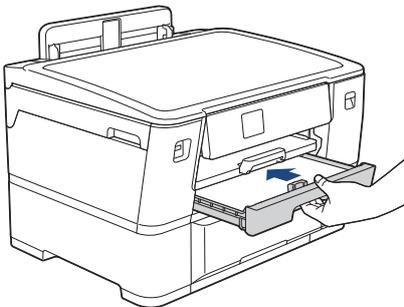
IMPORTANT

DO NOT push the paper tray into the machine forcefully or quickly. Doing this may cause paper jams or paper feed problems.

11. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).
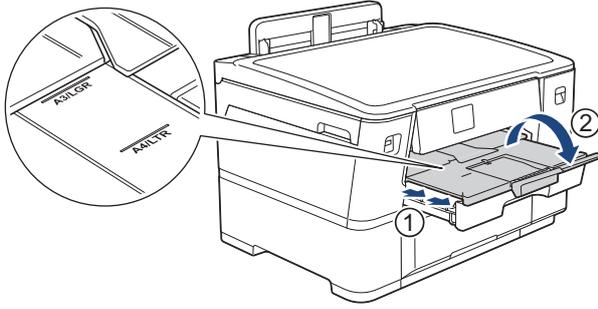
12. Change the paper size setting in the machine's menu, if needed.

> ⚠ **CAUTION**
>
> Position the machine so the tray will not protrude past the edge of the table or desk where someone may bump into it. The machine could fall and cause injury.
>
>
>
>
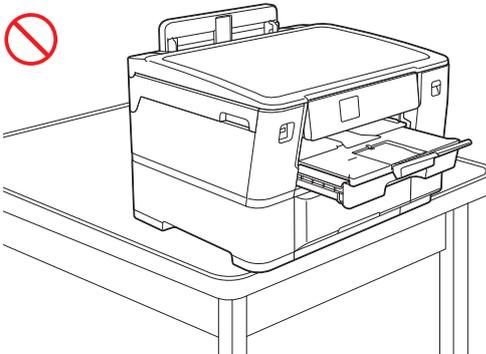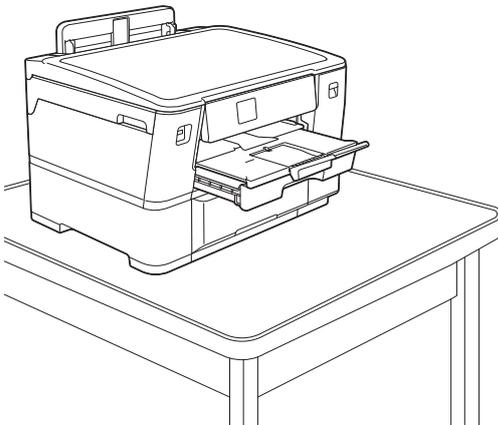
Before you collapse the paper tray, take the paper out of the tray.

Rest the tray on a flat surface.

Push the green slider to the left and then push in the front of the tray to collapse it until it locks into place. Put the paper in the tray.

✓ Related Information

- Load Paper in Paper Tray #1

Load Photo Paper in Paper Tray #1

> • If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
>
> • When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
>
>   Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.

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

2. Pull the paper tray completely out of the machine as shown by the arrow.

3. Do one of the following:

    •   If you load Photo L (3.5" x 5")/(9 x 13 cm) in the paper tray, lift the Photo L stopper (1).

    •   If you load Photo (4" x 6")/(10 x 15 cm) in the paper tray, lift the Photo stopper (2).

    •   If you load Photo 2L (5" x 7")/(13 x 18 cm) in the paper tray, lift the Photo 2L stopper (3).

    Gently press and slide the paper width guides (4) to fit the paper size.
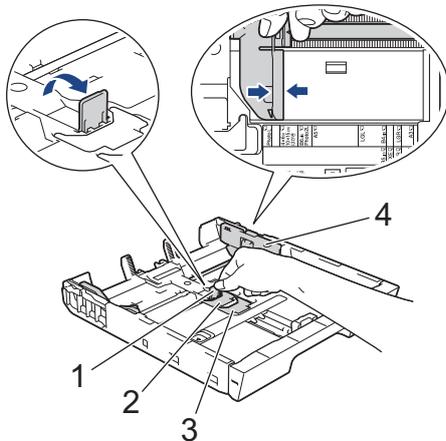
4. Load up to 20 sheets of photo paper in the paper tray with the printing surface **face down**.

    Loading more than 20 sheets of photo paper may cause paper jams.
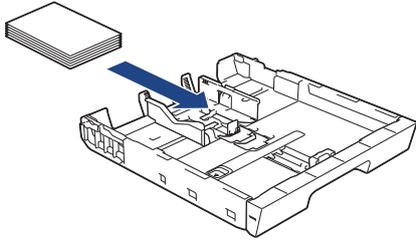
5. Gently adjust the paper width guides (1) to fit the paper.

   Make sure the paper guides touch the edges of the paper and the paper is flat in the tray.
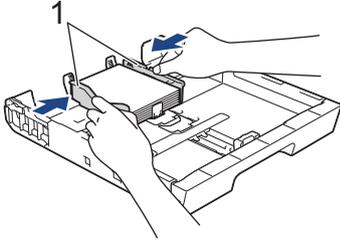
6. Slowly push the paper tray completely into the machine.
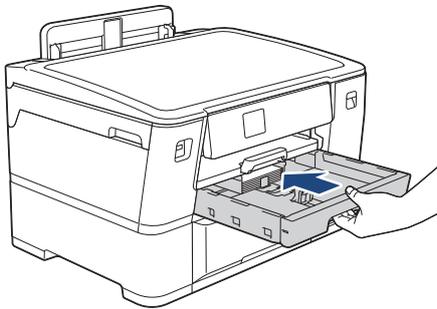
IMPORTANT

DO NOT push the paper tray into the machine forcefully or quickly. Doing this may cause paper jams or paper feed problems.

7. Pull out the paper support until it locks into place.
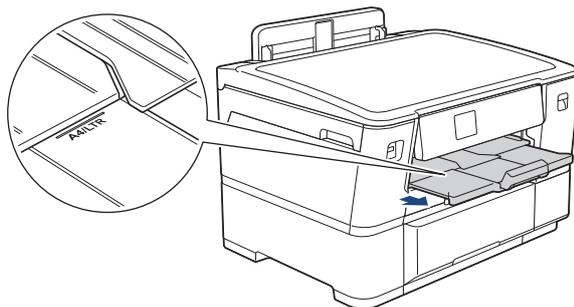
8. Change the paper size setting in the machine's menu, if needed.

☑️ **Related Information**

- Load Paper in Paper Tray #1

Related Topics:

- Change the Check Paper Setting
- Change the Paper Size and Paper Type
- Choose the Right Print Media
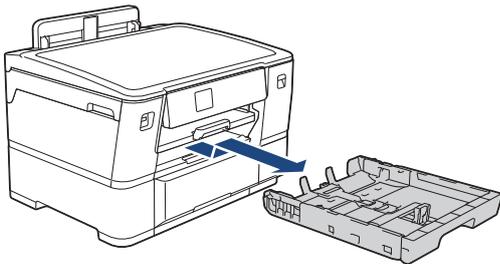
Load Envelopes in Paper Tray #1

- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.

- You can load envelopes in a variety of sizes. See *Related Information*: *Paper Type and Paper Size for Each Operation*.

- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.

  Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.

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

1. If the paper support flap (1) is open, close it, and then close the paper support (2).
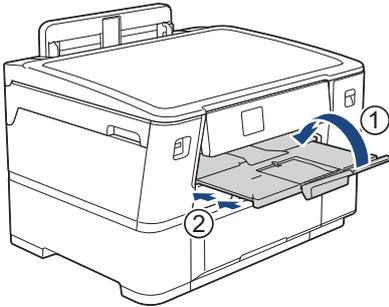
2. Pull the paper tray completely out of the machine as shown by the arrow.
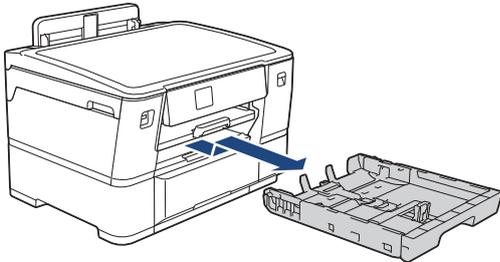
3. Load up to 10 envelopes in the paper tray with the printing surface **face down**. Loading more than 10 envelopes may cause paper jams.
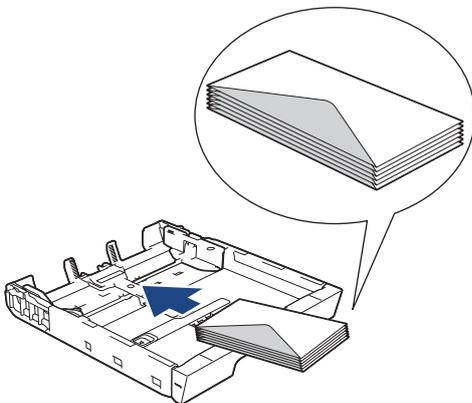
4. Gently press and slide the paper width guides (1) and paper length guide (2) to fit the size of the envelopes.

   Make sure the envelopes are flat in the tray.
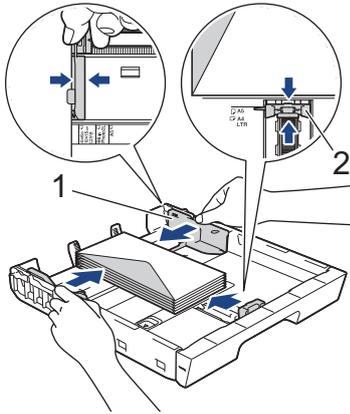
5. Slowly push the paper tray completely into the machine.
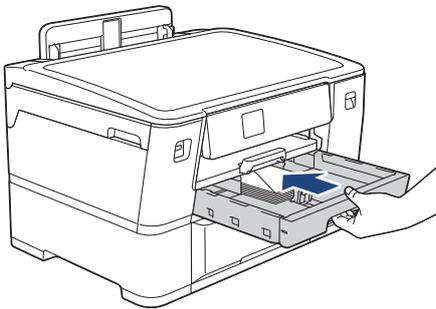
6. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).
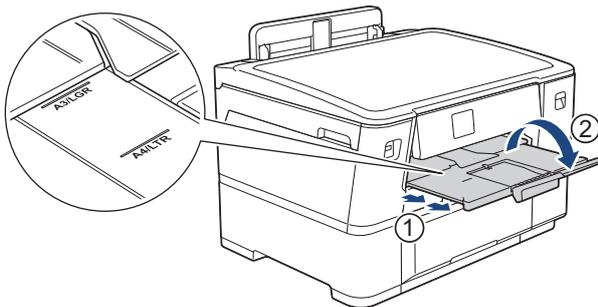
7. Change the paper size setting in the machine's menu, if needed.

✅ **Related Information**

- Load Paper in Paper Tray #1

Related Topics:

- Paper Type and Paper Size for Each Operation
- Change the Check Paper Setting
- Change the Paper Size and Paper Type
- Choose the Right Print Media

Load Paper in Paper Tray #2

- Load Letter or A4 Size Paper in Paper Tray #2

Load Letter or A4 Size Paper in Paper Tray #2

> - If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
> - When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
>
>   Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.
> - Use only plain paper when loading Letter or A4 size paper in Tray #2.

1. If the paper support flap (1) is open, close it, and then close the paper support (2).
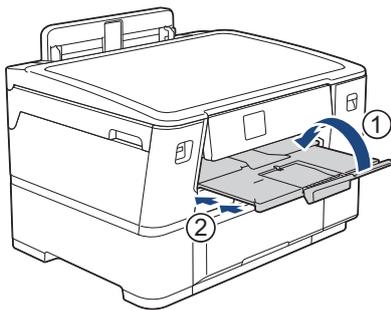
2. Pull Tray #2 completely out of the machine as shown by the arrow.
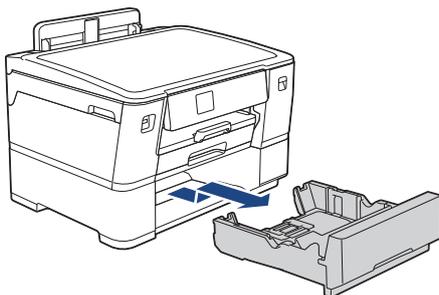
> Remove the Fabric roll from Tray #2 when loading Letter or A4 size paper. DO NOT load Letter or A4 size paper and Fabric roll at the same time.
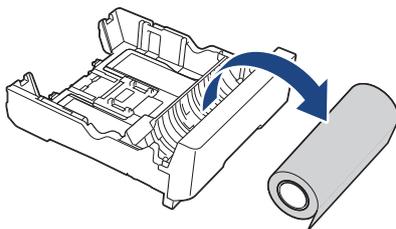
3. Gently press and slide the paper width guides (1) to fit the paper size.

   Make sure the triangular projection (2) on the paper width guide (1) lines up with the mark for the paper you are using.
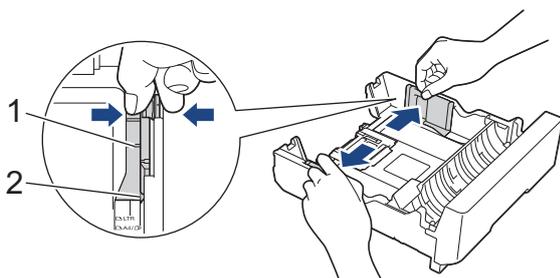
4. Set the switch flap to Cut-sheet mode, as shown.
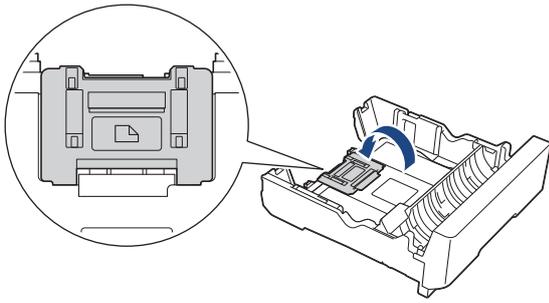
5. Fan the stack of paper well to avoid paper jams and misfeeds.
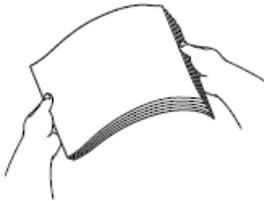
Always make sure the paper is not curled or wrinkled.

6. Gently load paper in the paper tray with the printing surface **face down**.
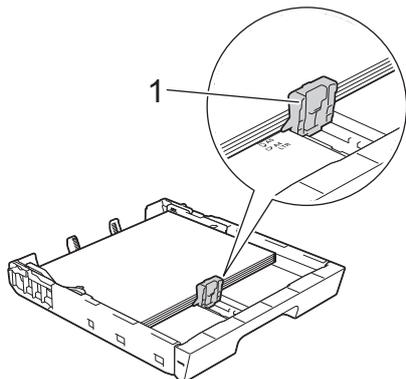
Landscape orientation
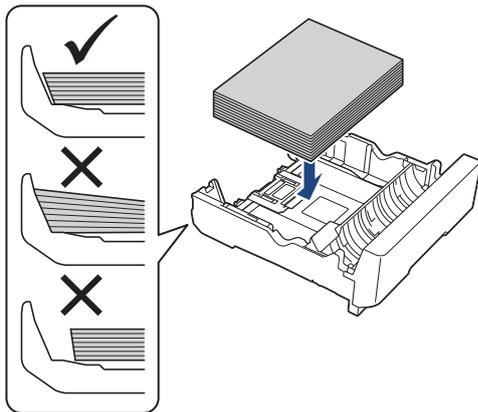
IMPORTANT

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

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 to prevent the machine from feeding multiple pages.

7. Gently adjust the paper width guides (1) to fit the paper.

Make sure the paper guides touch the edges of the paper.
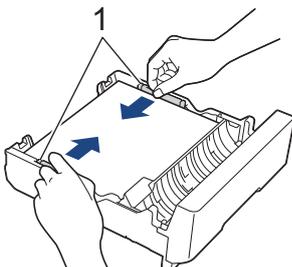
8. Make sure the paper is flat in the tray and below the maximum paper mark (1).

Overfilling the paper tray may cause paper jams.
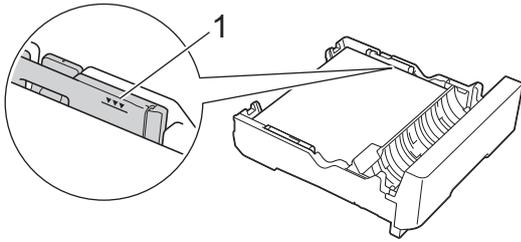
9. Slowly push Tray #2 completely into the machine.
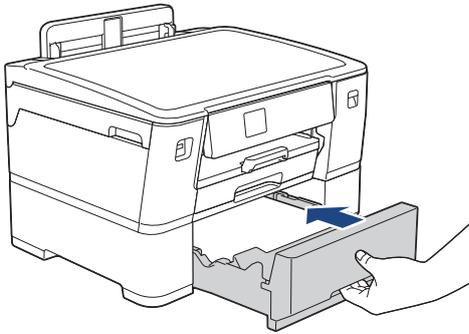
> **IMPORTANT**
>
> DO NOT push the paper tray into the machine forcefully or quickly. Doing this may cause paper jams or paper feed problems.

10. Pull out the paper support until it locks into place.
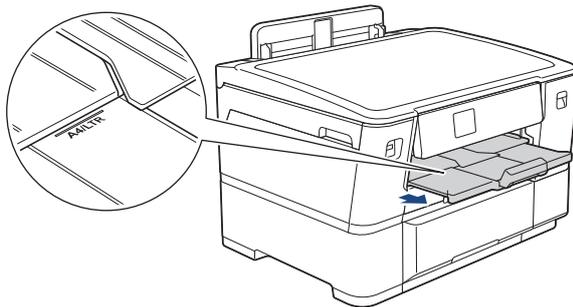
11. Change the paper type setting to [Plain Paper] and the paper size setting to [Letter] or [A4] in the machine's menu.

✔ **Related Information**

- Load Paper in Paper Tray #2

Load Paper in the Manual Feed Slot

Load special print media in this slot, one sheet at a time.

> The machine automatically turns on Manual Feed mode when you put paper in the manual feed slot.

1. Open the manual feed slot cover.
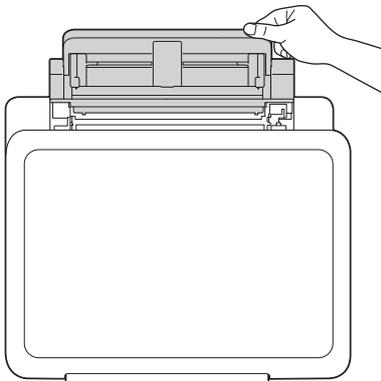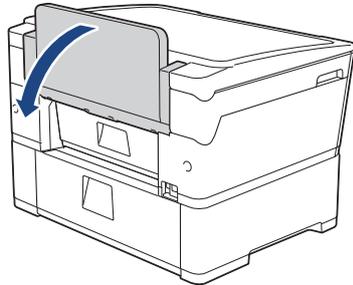
2. Slide the manual feed slot paper guides to fit the width of the paper you are using.
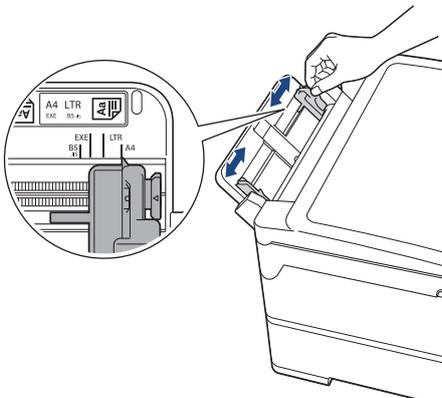
3. Load only one sheet of paper in the manual feed slot with the printing surface **face up**.

   Using both hands, push one sheet of paper into the manual feed slot until the feeding edge touches the paper feed rollers. Let go of the paper when you feel the machine pull it. The LCD displays [Manual Feed Slot ready].

   Read the instruction displayed on the LCD, and then press [OK].

- Using Letter, A4, or Executive

Landscape orientation
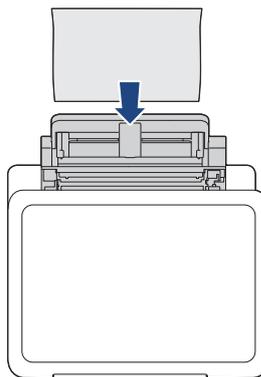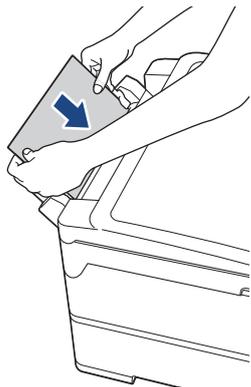
- Using Ledger, A3, Legal, Folio, Mexico Legal, India Legal, A5, A6, envelopes, Photo, Photo L, Photo 2L, or Index Card

Portrait orientation
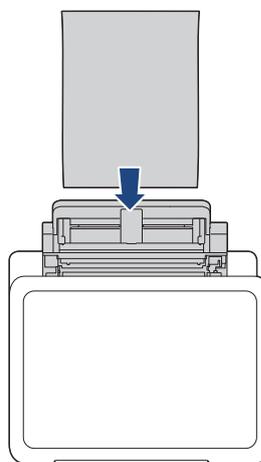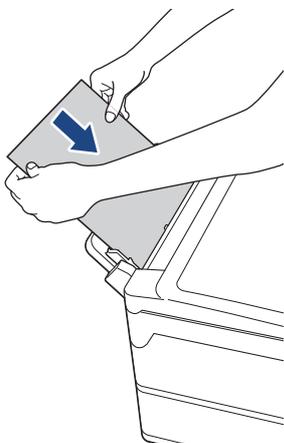
- When using envelopes, load the envelopes with the printing surface **face up** and the flap on the left as shown in the illustration.
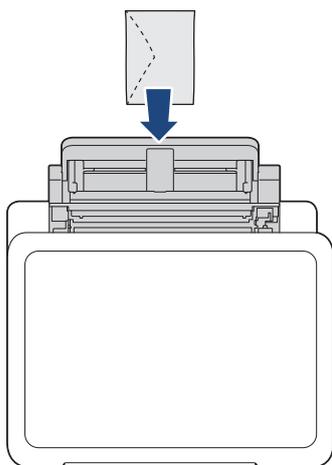
- When loading an envelope, or a sheet of thick paper, push the envelope into the manual feed slot until you feel the paper feed rollers grab it.

> **IMPORTANT**
>
> - DO NOT load more than one sheet of paper in the manual feed slot at any time. Doing this may cause a paper jam. When printing multiple pages, do not feed the next sheet of paper until the touchscreen displays a message instructing you to feed the next sheet.
> - DO NOT load paper in the manual feed slot when you are printing from the paper tray. Doing this may cause a paper jam.

4. Do one of the following:

- When using Letter or A4 size, or smaller size paper

    Pull out the paper support until it locks into place.
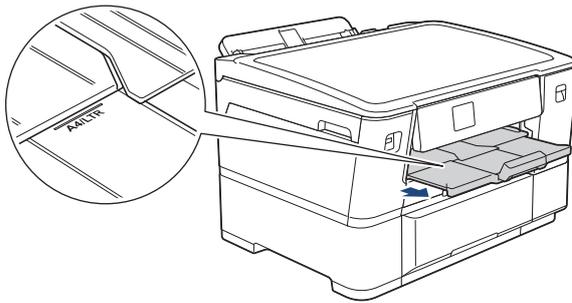
- When using paper larger than Letter or A4 size, or envelopes

    Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).
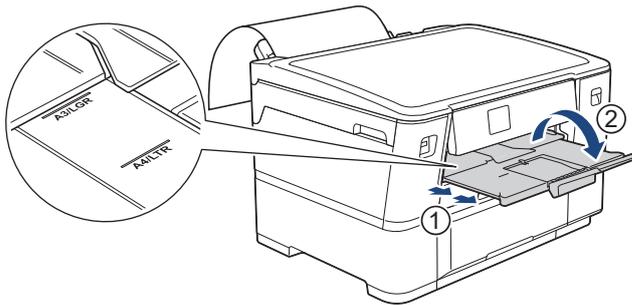
> - If the document does not fit on one sheet, the LCD will prompt you to load another sheet of paper. Place another sheet of paper in the manual feed slot, and then press [OK].
>
> - When you feed paper larger than Letter or A4 size into the manual feed slot, the machine holds the printed page after printing so it does not fall. When printing is complete, remove the printed page and press [OK].
>
> - Make sure printing has finished before you close the manual feed slot cover.
>
> - The machine will eject paper loaded in the manual feed slot while a test page, or report is being printed.
>
> - The machine will eject paper loaded in the manual feed slot during the machine's cleaning process. Wait until the machine finishes its cleaning, and then load paper in the manual feed slot.

✅ Related Information

- Load Paper

Related Topics:

- Error and Maintenance Messages
- Choose the Right Print Media

Unprintable Area

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

Cut-Sheet Paper
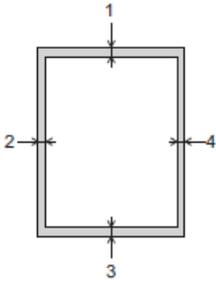
Envelope
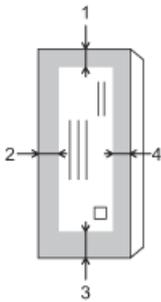
For **Fabric Roll**, see the *Quick Reference Guide*.

	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut-Sheet Paper	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)
Envelope	0.47 in. (12 mm)	0.12 in. (3 mm)	0.47 in. (12 mm)	0.12 in. (3 mm)

🖉 The Borderless print feature is not available for envelopes, 2-sided printing and some paper sizes, such as Legal and Executive.

✅ Related Information

• Load Paper

Related Topics:

• Paper Handling and Printing Problems

Paper Settings

- **Change the Paper Size and Paper Type**

- **Change the Check Paper Setting**

- **Change the Paper Low Notice Setting**

Change the Paper Size and Paper Type

Set the Paper Size and Paper Type settings for the paper tray.

- To get the best print quality, set the machine for the type of paper you are using.
- When you change the size of the paper you load in the tray, you must change the Paper Size setting on the LCD at the same time.

1. Press ⚙ [Settings] > [All Settings] > [General Setup] > [Tray Setting]. Press the tray option you want.

2. Press [Paper Type].

3. Press ▲ or ▼ to display the paper type options, and then press the option you want.

> Use only plain paper when loading Letter or A4 size paper in Tray #2.

4. If the LCD instructions for loading paper appear, read through the instructions by pressing ◀ or ▶ until you reach the end, and then press [OK].

5. Press [Paper Size].

6. Press ▲ or ▼ to display the paper size options, and then press the option you want.

7. If the LCD instructions for loading paper appear, read through the instructions by pressing ◀ or ▶ until you reach the end, and then press [OK].

8. Press 🏠.

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

✅ **Related Information**

- Paper Settings

Related Topics:
- Load Letter, A4, or Executive Size Paper in Paper Tray #1
- Load Letter or A4 Size Paper in Paper Tray #2
- Load Photo Paper in Paper Tray #1
- Load Envelopes in Paper Tray #1
- Acceptable Print Media
- Error and Maintenance Messages
- Paper Handling and Printing Problems

Change the Check Paper Setting

If this setting is set to `[On]` and the paper tray is removed, the LCD displays a message allowing you to change the Paper Size and Paper Type settings.

The default setting is `[On]`.

1. Press ⚙ `[Settings]` > `[All Settings]` > `[General Setup]`.

2. Press `[Tray Setting]`.

3. Press ▲ or ▼ to display the `[Check Paper]` option, and then press it.

4. Press `[On]` or `[Off]`.

5. Press ⌂.

> ✔ **Related Information**
>
> • Paper Settings
>
> **Related Topics:**
> • Load Letter, A4, or Executive Size Paper in Paper Tray #1
> • Load Letter or A4 Size Paper in Paper Tray #2
> • Load Photo Paper in Paper Tray #1
> • Load Envelopes in Paper Tray #1
> • Error and Maintenance Messages

Change the Paper Low Notice Setting

If the Paper Low Notice setting is set to [On], the machine displays a message telling you that the paper tray is nearly empty.

The default setting is [On].

1. Press ⚙ [Settings] > [All Settings] > [General Setup] > [Tray Setting] > [Paper Low Notice].

2. Press [On] or [Off].

3. Press 🏠.

✅ **Related Information**

- Paper Settings

Acceptable 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 selected, always set the Paper Type to match the type of paper you load.

You can use plain paper, inkjet paper (coated paper), glossy paper, recycled paper, 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) and glossy paper, be sure to select the correct print media in the printer driver or in the application you use to print, or the Paper Type setting on the machine.

- When you print on photo paper, load one extra sheet of the same photo paper in the paper tray.

- When using 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.

☑ **Related Information**

- Load Paper
  - Recommended Print Media
  - Handle and Use Print Media
  - Choose the Right Print Media

Related Topics:
- Paper Handling and Printing Problems
- Change the Paper Size and Paper Type

Recommended Print Media

For the best print quality, we recommend using the Brother paper listed in the table.

Brother paper may not be available in all countries.

Brother paper

Paper Type	Item
Premium Plus Glossy Photo	
Ledger	BP71GLGR
Letter	BP71GLTR
4" x 6"	BP71GP20
Plain Inkjet	
Ledger	BP60PLGR (USA only)

✔ Related Information

- Acceptable Print Media

Handle and Use Print Media

- Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- Avoid touching the shiny (coated) side of photo paper.
- Some envelope sizes require that you set margins in the application. Make sure you do a test print first before printing many envelopes.

IMPORTANT

DO NOT use the following types of paper:

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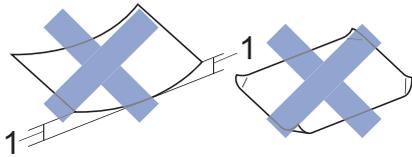
1. **0.08 in. (2 mm) or greater curl may cause jams to occur.**

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

DO NOT use envelopes that:

- Are loosely constructed
- Have windows
- Are embossed (have raised writing on them)
- Have clasps or staples
- Are pre-printed on the inside
- Are self-adhesive
- Have double flaps

Self-adhesive	Double flaps
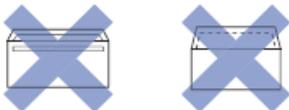
You may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

✅ Related Information

- Acceptable Print Media

Related Topics:
- Load Paper in Paper Tray #1
- Load Paper in Paper Tray #2

Choose the Right Print Media

- Paper Type and Paper Size for Each Operation

- Paper Orientation and Capacity of the Paper Trays

- Load Letter, A4, or Executive Size Paper in Paper Tray #1

- Load Ledger, Legal, or A3 Size Paper in Paper Tray #1

- Load Photo Paper in Paper Tray #1

- Load Envelopes in Paper Tray #1

- Load Letter or A4 Size Paper in Paper Tray #2

- Load Paper in the Manual Feed Slot

Paper Type and Paper Size for Each Operation

Paper Type	Paper Size		Usage		
			Direct Print		Printer
			JPEG Print	PDF Print	
Cut-Sheet	Ledger	11 x 17 in. (279.4 x 431.8 mm)	Yes	Yes	Yes
	Letter	8 1/2 x 11 in. (215.9 x 279.4 mm)	Yes	Yes	Yes
	A3	11.7 x 16.5 in. (297 x 420 mm)	Yes	Yes	Yes
	A4	8.3 x 11.7 in. (210 x 297 mm)	Yes	Yes	Yes
	Legal	8 1/2 x 14 in. (215.9 x 355.6 mm)	-	Yes	Yes
	Mexico Legal	8.5 x 13.38 in. (215.9 x 339.85 mm)	-	Yes	Yes
	India Legal	8.46 x 13.58 in. (215 x 345 mm)	-	Yes	Yes
	Folio	8 1/2 x 13 in. (215.9 x 330.2 mm)	-	Yes	Yes
	Executive	7 1/4 x 10 1/2 in. (184.1 x 266.7 mm)	-	Yes	Yes
	A5	5.8 x 8.3 in. (148 x 210 mm)	-	Yes	Yes
	A6	4.1 x 5.8 in. (105 x 148 mm)	-	Yes	Yes
Roll Media	Fabric Roll	For more detailed information, see the *Quick Reference Guide*.	-	-	Yes
Cards	Photo	4 x 6 in. (10 x 15 cm)	Yes	-	Yes
	Photo L	3.5 x 5 in. (9 x 13 cm)	-	-	Yes
	Photo 2L	5 x 7 in. (13 x 18 cm)	Yes	-	Yes
	Index Card	5 x 8 in. (13 x 20 cm)	-	-	Yes
Envelopes	C5 Envelope	6.4 x 9 in. (162 x 229 mm)	-	-	Yes
	DL Envelope	4.3 x 8.7 in. (110 x 220 mm)	-	-	Yes
	Com-10	4 1/8 x 9 1/2 in. (104.7 x 241.3 mm)	-	-	Yes
	Monarch	3 7/8 x 7 1/2 in. (98.4 x 190.5 mm)	-	-	Yes

✔ Related Information

- Choose the Right Print Media

Related Topics:

- Load Envelopes in Paper Tray #1

Paper Orientation and Capacity of the Paper Trays

	Paper Size	Paper Types	No. of sheets	Weight	Thickness
Paper Tray #1	<Landscape> Letter, Executive, A4 <Portrait> Ledger, A3, Legal, Mexico Legal, India Legal, Folio, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)	Plain Paper, Recycled Paper	250 [1]	17 to 32 lb (64 to 120 g/m²)	3 to 6 mil (0.08 to 0.15 mm)
		Inkjet Paper	20	17 to 53 lb (64 to 200 g/m²)	3 to 10 mil (0.08 to 0.25 mm)
		Glossy Paper [2]	20	Up to 58 lb (Up to 220 g/m²)	Up to 10 mil (Up to 0.25 mm)
		Photo Card [2]	20	Up to 53 lb (Up to 200 g/m²)	Up to 10 mil (Up to 0.25 mm)
		Index Card	30	Up to 32 lb (Up to 120 g/m²)	Up to 6 mil (Up to 0.15 mm)
		Envelopes	10	20 to 25 lb (80 to 95 g/m²)	Up to 20 mil (Up to 0.52 mm)
Paper Tray #2	<Landscape> Letter, A4	Plain Paper, Recycled Paper	500 [1]	17 to 32 lb (64 to 120 g/m²)	3 to 6 mil (0.08 to 0.15 mm)
	Fabric Roll	For more detailed information, see the *Quick Reference Guide*.			
Manual Feed Slot	<Landscape> Letter, Executive, A4 <Portrait> Ledger, A3, Legal, Mexico Legal, India Legal, Folio, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)	Plain Paper, Recycled Paper	1	17 to 32 lb (64 to 120 g/m²)	3 to 6 mil (0.08 to 0.15 mm)
		Inkjet Paper	1	17 to 53 lb (64 to 200 g/m²)	3 to 10 mil (0.08 to 0.25 mm)
		Glossy Paper [2]	1	Up to 58 lb (Up to 220 g/m²)	Up to 10 mil (Up to 0.25 mm)
		Photo Card [2]	1	Up to 53 lb (Up to 200 g/m²)	Up to 10 mil (Up to 0.25 mm)
		Index Card	1	Up to 32 lb (Up to 120 g/m²)	Up to 6 mil (Up to 0.15 mm)
		Envelopes	1	20 to 25 lb (80 to 95 g/m²)	Up to 20 mil (Up to 0.52 mm)

[1]   When using plain paper 20 lb (80 g/m²)

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

✅ **Related Information**

• Choose the Right Print Media

Print

- **Print from Your Computer (Windows)**

- **Print from Your Computer (Mac)**

- **Print Data Directly from a USB Flash Drive**

- **Print an Email Attachment**

Print from Your Computer (Windows)

NOTE

When you print by clicking **Print Test Page** on your computer, your machine may print on the Fabric roll. To print on paper, make sure you select **Cut-Sheet Paper** in the printer driver's **Media Selection** field.

- Print a Photo (Windows)

- Print a Document (Windows)

- Cancel a Print Job (Windows)

- Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows)

- Print as a Poster (Windows)

- Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)

- Print as a Booklet Automatically (Windows)

- Secure Print (Windows)

- Print a Color Document in Grayscale (Windows)

- Prevent Smudged Printouts and Paper Jams (Windows)

- Use a Preset Print Profile (Windows)

- Change the Default Print Settings (Windows)

- Print Settings (Windows)

Print a Photo (Windows)

- Make sure you have loaded the correct media in the paper tray.
- For best results, use Brother paper.
- When you print on photo paper, load one extra sheet of the same photo paper in the paper tray.

---

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Basic** tab.
5. In the **Media Selection** field, select **Cut-Sheet Paper**.
6. Click the **Media Type** drop-down list, and then select the type of paper you are using.

   IMPORTANT

   To get the best print quality for the settings you have selected, always set the **Media Type** option to match the type of paper you load.

7. Click the **Page Size** drop-down list, and then select your page size.
8. Select the **Borderless** checkbox, if needed.
9. Click the **Scaling** drop-down list, and then select the option to enlarge or reduce the page size, if needed.
10. For **Color / Grayscale**, select **Color**.
11. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the orientation of your printout.

   🖋 If your application contains a similar setting, we recommend that you set the orientation using the application.

12. Type the number of copies (1-999) you want in the **Copies** field.
13. Change other printer settings, if needed.
14. Click **OK**.
15. Complete your print operation.

✅ **Related Information**

- Print from Your Computer (Windows)

Related Topics:

- Print Settings (Windows)

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Print a Document (Windows)

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

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Basic** tab.
5. In the **Media Selection** field, select **Cut-Sheet Paper**.
6. Click the **Media Type** drop-down list, and then select the type of paper you are using.

   IMPORTANT

   To get the best print quality for the settings you have selected, always set the **Media Type** option to match the type of paper you load.

7. Click the **Page Size** drop-down list, and then select your page size.
8. Click the **Scaling** drop-down list, and then select the option to enlarge or reduce the page size, if needed.
9. For **Color / Grayscale**, select the **Color** or **Grayscale** option.
10. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the orientation of your printout.

    If your application contains a similar setting, we recommend that you set the orientation using the application.

11. Type the number of copies (1-999) you want in the **Copies** field.
12. To print multiple pages on a single sheet of paper or print one page of your document on multiple sheets, click the **Multiple Page** drop-down list, and then select your options.
13. Change other printer settings, if needed.
14. Click **OK**.
15. If the instruction window for loading paper appears, read it, and then click **OK**.
16. Complete your print operation.

✅ **Related Information**

- Print from Your Computer (Windows)

Related Topics:
- Check the Ink Volume (Page Gauge)
- Print Settings (Windows)

Cancel a Print Job (Windows)

If a print job was sent to the print queue and did not print, or was sent to the print queue in error, you may have to delete it to allow subsequent jobs to print.

1. Double-click the printer icon in the task tray.

2. Select the print job you want to cancel.

3. Click the **Document** menu.

4. Select **Cancel**.

5. Click **Yes**.

✅ Related Information

- Print from Your Computer (Windows)

Related Topics:

- Monitor Machine Status from Your Computer (Windows)

Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows)

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Basic** tab.
5. In the **Media Selection** field, select **Cut-Sheet Paper**.
6. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the orientation of your printout.

> If your application contains a similar setting, we recommend that you set the orientation using the application.

7. Click the **Multiple Page** drop-down list, and then select the **2 in 1**, **4 in 1**, **9 in 1**, or **16 in 1** option.
8. Click the **Page Order** drop-down list, and then select your page order.
9. Click the **Border Line** drop-down list, and then select your border line type.
10. Change other printer settings, if needed.
11. Click **OK**.
12. If the instruction window for loading paper appears, read it, and then click **OK**.
13. Complete your print operation.

✓ Related Information

- Print from Your Computer (Windows)

Related Topics:
- Print Settings (Windows)

Print as a Poster (Windows)

Enlarge your print size and print the document in poster mode.
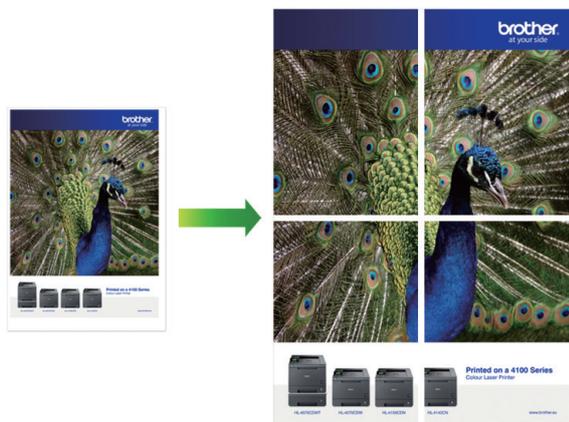
1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Basic** tab.
5. In the **Media Selection** field, select **Cut-Sheet Paper**.
6. Click the **Multiple Page** drop-down list, and then select the **1 in 2x2 Pages** or **1 in 3x3 Pages** option.
7. Change other printer settings, if needed.
8. Click **OK**.
9. If the instruction window for loading paper appears, read it, and then click **OK**.
10. Complete your print operation.

✅ **Related Information**

- **Print from Your Computer (Windows)**

   Related Topics:
- **Print Settings (Windows)**

Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)

- Make sure the jam clear cover is closed.
- If paper is curled, straighten it and put it back in the paper tray.
- Use regular paper. DO NOT use bond paper.
- If the paper is thin, it may wrinkle.

---

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Basic** tab.
5. In the **Media Selection** field, select **Cut-Sheet Paper**.
6. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the orientation of your printout.

> If your application contains a similar setting, we recommend that you set the orientation using the application.

7. Click the **2-sided / Booklet** drop-down list, and then select **2-sided**.
8. Click the **2-sided Settings** button.
9. Select one of the options from the **2-sided Type** menu.

   When 2-sided is selected, four types of 2-sided binding are available for each orientation:

Option for Portrait	Description
Long Edge (Left)	
Long Edge (Right)	

Option for Portrait	Description
Short Edge (Top)	
Short Edge (Bottom)	
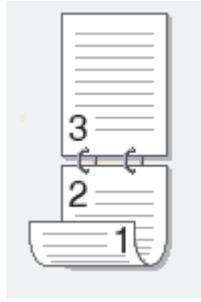
Option for Landscape	Description
Long Edge (Top)	
Long Edge (Bottom)	
Short Edge (Right)	
Short Edge (Left)	
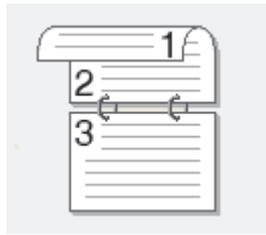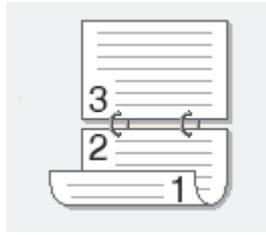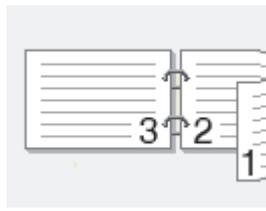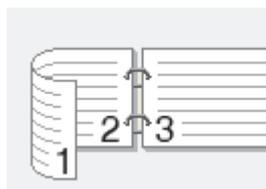
10. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimeters.

11. Click **OK** to return to the printer driver window.

12. Change other printer settings, if needed.

The Borderless feature is not available when using this option.

13. Click **OK**.

14. If the instruction window for loading paper appears, read it, and then click **OK**.

15. Complete your print operation.

✅ Related Information

- Print from Your Computer (Windows)

Related Topics:

- Print Settings (Windows)
- Print as a Booklet Automatically (Windows)

Print as a Booklet Automatically (Windows)

Use this option to print a document in booklet format using 2-sided printing. The document's pages will be arranged according to the correct page number and will allow you to fold at the center of the print output without having to change the order of the printed pages.

- Make sure the jam clear cover is closed.
- If paper is curled, straighten it and put it back in the paper tray.
- Use regular paper. DO NOT use bond paper.
- If the paper is thin, it may wrinkle.

---

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Basic** tab.
5. In the **Media Selection** field, select **Cut-Sheet Paper**.
6. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the orientation of your printout.

   📝 If your application contains a similar setting, we recommend that you set the orientation using the application.

7. Click the **2-sided / Booklet** drop-down list, and then select the **Booklet** option.
8. Click the **2-sided Settings** button.
9. Select one of the options from the **2-sided Type** menu.

   There are two types of 2-sided binding directions available for each orientation:

Option for Portrait	Description
Left Binding	
Right Binding	

Option for Landscape	Description
Top Binding	
Bottom Binding	

10. Select one of the options from the **Booklet Printing Method** menu.

Option	Description
All Pages at Once	Every page will be printed in booklet format (four pages to every piece of paper, two pages per side). Fold your printout in the middle to create the booklet.
Divide into Sets	This option prints the whole booklet in smaller individual booklet sets, allowing you to fold at the center of the smaller individual booklet sets without having to change the order of the printed pages. You can specify the number of sheets in each smaller booklet set (from 1-15). This option can be helpful when folding a printed booklet that has a large number of pages.

11. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimeters.

12. Click **OK** to return to the printer driver window.

13. Change other printer settings, if needed.

The Borderless feature is not available when using this option.

14. Click **OK**.

15. If the instruction window for loading paper appears, read it, and then click **OK**.

16. Complete your print operation.

✅ **Related Information**

- Print from Your Computer (Windows)

Related Topics:

- Print Settings (Windows)
- Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)

Secure Print (Windows)

Use Secure Print to ensure that confidential or sensitive documents do not print until you enter a password on the machine's control panel.

> The secure data is deleted from the machine when you turn off the machine.

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Advanced** tab.
5. Click the **Settings** button in the **Secure Print** field.
6. Select the **Secure Print** checkbox.
7. Type your four-digit password in the **Password** field.
8. Type the **User Name** and **Job Name** in the text field, if needed.
9. Click **OK**, to close the **Secure Print Settings** window.
10. Click **OK**.
11. If the instruction window for loading paper appears, read it, and then click **OK**.
12. Complete your print operation.
13. On the machine's control panel, press [Secure Print].
14. Press ▲ or ▼ to display user names, and then press your user name.
15. Enter your four-digit password, and then press [OK].
16. Press ▲ or ▼ to display the print job, and then press it.
17. Enter the number of copies you want.
18. Press [Start].

    The machine prints the data.

After you have printed the secured data, it will be cleared from the machine's memory.

✅ **Related Information**

• Print from Your Computer (Windows)

Print a Color Document in Grayscale (Windows)

Grayscale mode makes the print processing speed faster than color mode. If your document contains color, selecting Grayscale mode prints your document in 256 levels of grayscale.
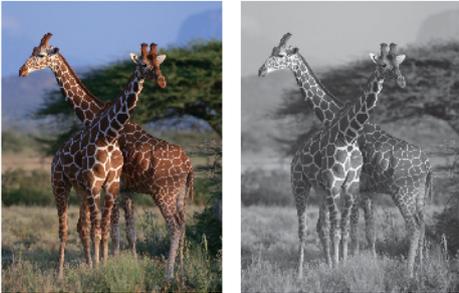
1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Basic** tab.
5. For **Color / Grayscale**, select **Grayscale**.
6. Change other printer settings, if needed.
7. Click **OK**.
8. If the instruction window for loading paper appears, read it, and then click **OK**.
9. Complete your print operation.

✓ Related Information

- Print from Your Computer (Windows)

Prevent Smudged Printouts and Paper Jams (Windows)

Some types of print media may need more drying time. Change the **Reduce Smudge** option if you have problems with smudged printouts or paper jams.

1. Select the print command in your application.

2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.

3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.

4. Click the **Advanced** tab.

5. Click the **Other Print Options** button.

6. Select the **Reduce Smudge** option on the left side of the screen.

7. Select one of the following options:

Media Type	Option		Description
Plain Paper	**2-sided Printing** or **Simplex Printing**	**Off** / **On**	Select **Off** to print at normal speed, using a standard amount of ink.
			Select **On** to print at a slower speed, using less ink. Printouts may be lighter than they appear in Print Preview.
Glossy Paper	**Off** / **On**		Select **Off** to print at normal speed, using a standard amount of ink.
			Select **On** to print at a slower speed, using less ink. Printouts may be lighter than they appear in Print Preview.

8. Click **OK** to return to the printer driver window.

9. Click **OK**.

10. If the instruction window for loading paper appears, read it, and then click **OK**.

11. Complete your print operation.

✔ **Related Information**

- Print from Your Computer (Windows)

   Related Topics:

- Paper Handling and Printing Problems
- Change the Print Options to Improve Your Print Results

Use a Preset Print Profile (Windows)

Print Profiles are presets designed to give you quick access to frequently-used printing configurations.

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.
3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.
4. Click the **Print Profiles** tab.
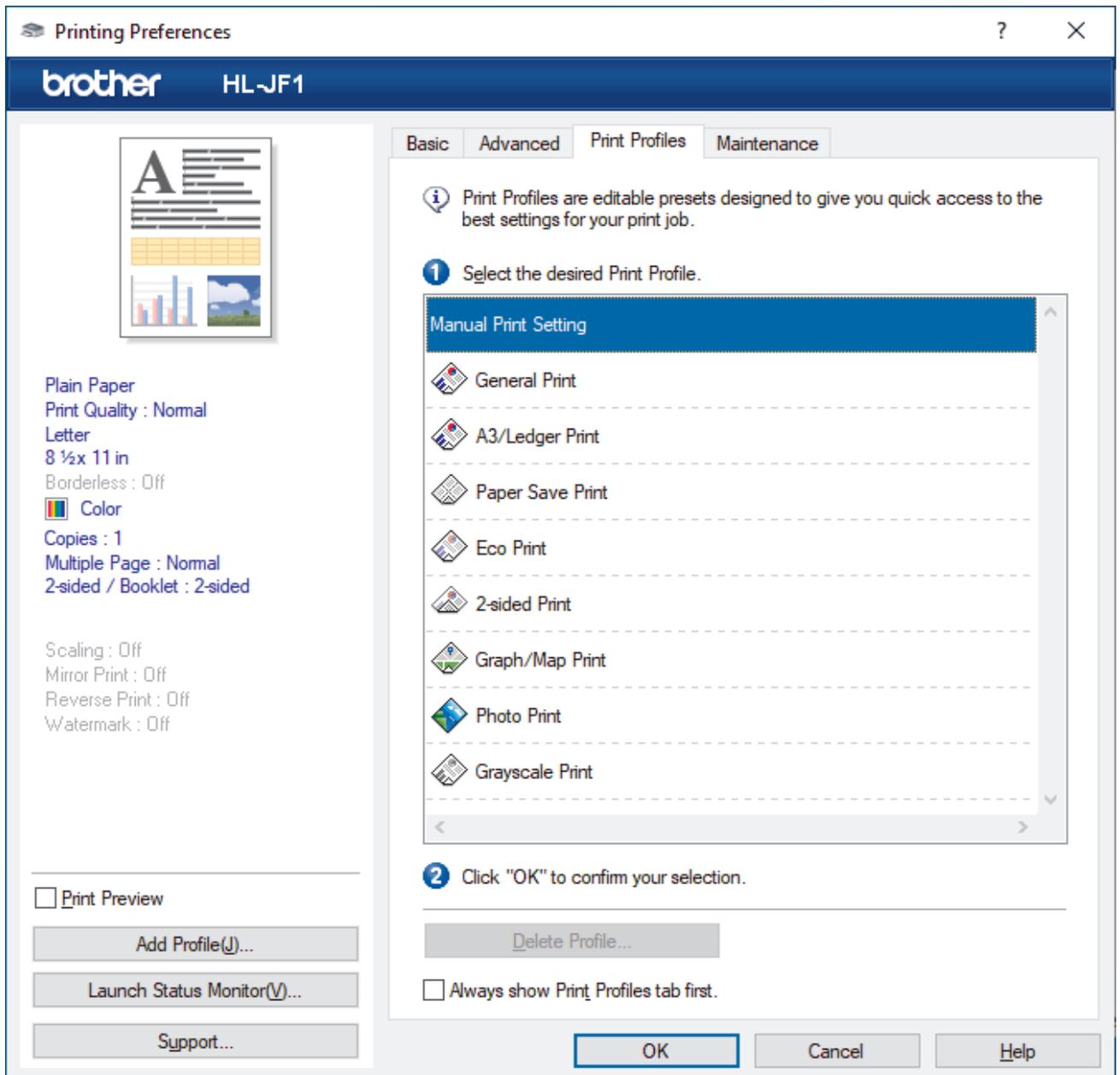
5. Select your profile from the print profile list.

   The profile settings are shown on the left side of the printer driver window.
6. Do one of the following:
   - If the settings are correct for your print job, click **OK**.
   - To change the settings, go back to the **Basic** or **Advanced** tab, change settings, and then click **OK**.

🖉   To display the **Print Profiles** tab at the front of the window the next time you print, select the **Always show Print Profiles tab first.** checkbox.

✅ Related Information

- Print from Your Computer (Windows)
    - Create or Delete Your Print Profile (Windows)

Related Topics:
- Print Settings (Windows)

Create or Delete Your Print Profile (Windows)

Add up to 20 new print profiles with customized settings.

1. Select the print command in your application.

2. Select your model's name, and then click the printer's properties or preferences button.

   The printer driver window appears.

3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.

4. Do one of the following:

   To create a new print profile:

   a. Click the **Basic** tab and the **Advanced** tab, and configure the print settings you want for the new Print Profile.

   b. Click the **Print Profiles** tab.

   c. Click **Add Profile**.

      The **Add Profile** dialog box appears.

   d. Type the new profile name in the **Name** field.

   e. Click the icon you want to use to represent this profile from the icon list.

   f. Click **OK**.

      The new Print Profile name is added to the list in the **Print Profiles** tab.

   To delete a print profile that you created:

   a. Click the **Print Profiles** tab.

   b. Click **Delete Profile**.

      The **Delete Profile** dialog box appears.

   c. Select the profile you want to delete.

   d. Click **Delete**.

   e. Click **Yes**.

   f. Click **Close**.

✅ **Related Information**

- Use a Preset Print Profile (Windows)

Change the Default Print Settings (Windows)

When you change an application's print settings, the changes only apply to documents printed with that application. To change print settings for all Windows applications, you must configure the printer driver properties.

1. Do one of the following:
   - For Windows 11

     Click ▦ > **All apps** > **Windows Tools** > **Control Panel**. In the **Hardware and Sound** group, click **View devices and printers**.

   - For Windows 10, Windows Server 2016, Windows Server 2019, and Windows Server 2022

     Click ▦ > **Windows System** > **Control Panel**. In the **Hardware and Sound (Hardware)** group, click **View devices and printers**.

   - For Windows 8.1

     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** group, click **View devices and printers**.

   - For Windows Server 2012 R2

     Click **Control Panel** on the **Start** screen. In the **Hardware** group, click **View devices and printers**.

   - For 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** group, click **View devices and printers**.

   - For Windows 7 and Windows Server 2008 R2

     Click 🪟 **(Start)** > **Devices and Printers**.

   - For Windows Server 2008

     Click 🪟 **(Start)** > **Control Panel** > **Hardware and Sound** > **Printers**.

2. Right-click your model's icon, and then select **Printer properties**. (If printer driver options appear, select your printer driver.)

   The printer properties dialog box appears.

3. Click the **General** tab, and then click the **Printing Preferences...** or **Preferences...** button.

   The printer driver dialog box appears.

4. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.

5. Select the print settings you want to use as defaults for all of your Windows programs.

6. Click **OK**.

7. Close the printer properties dialog box.

☑ **Related Information**

- Print from Your Computer (Windows)

Related Topics:

- Print Settings (Windows)

Print Settings (Windows)

>> **Basic** Tab
>> **Advanced** Tab

Basic Tab
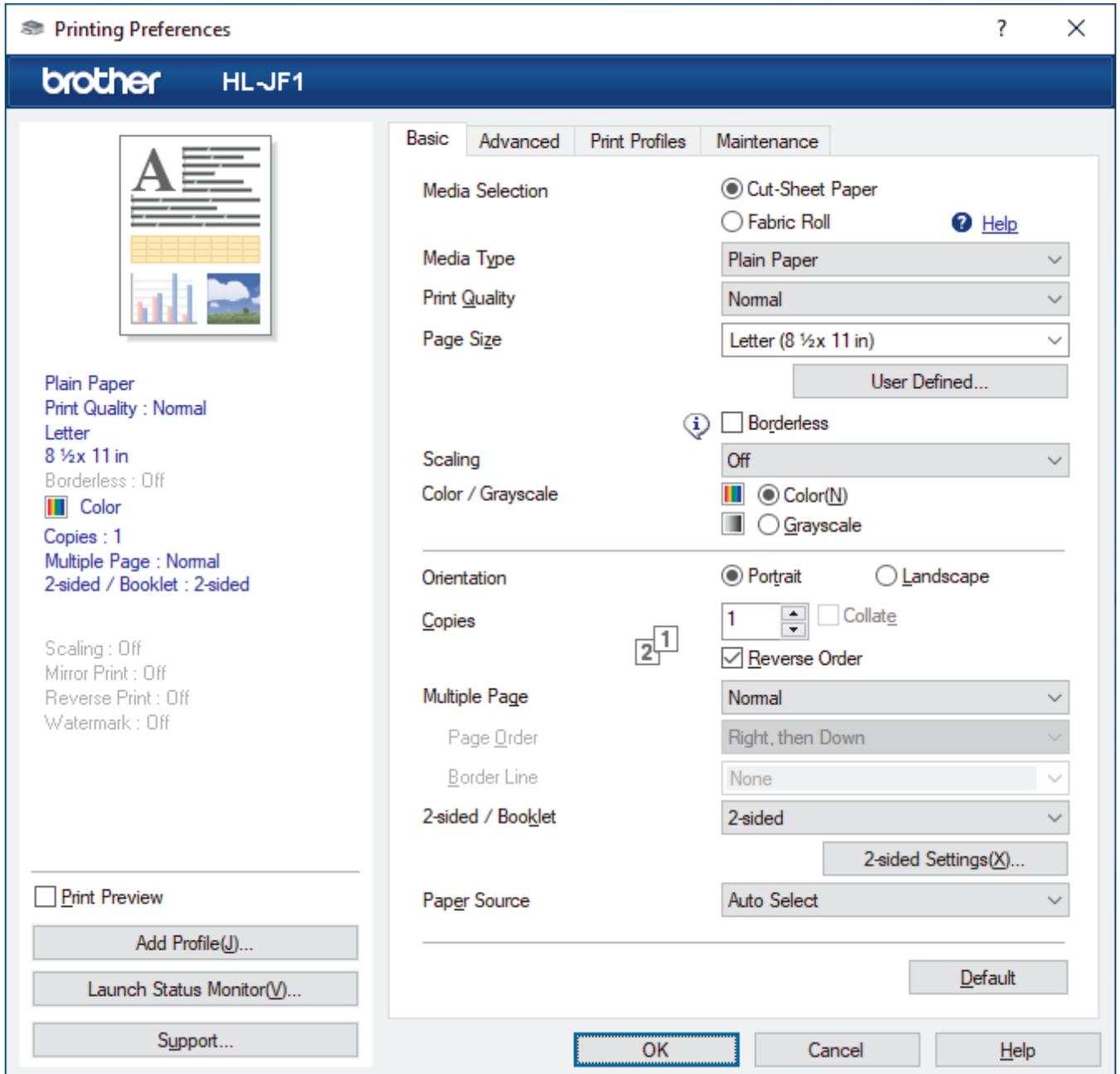
1. **Media Selection**

   Select **Cut-Sheet Paper** or **Fabric Roll**.

2. **Media Type**

   Select the media type you want to use. To achieve the best print results, the machine automatically adjusts its print settings according to the selected media type.

3. **Print Quality**

   Select the print quality you want. Because print quality and speed are related, the higher the quality, the longer it will take to print the document.

4. **Page Size**

   Select the page size you want to use.

User Defined... button

Click this button to create a custom page size. Type the width, height, and size name you want to use.

Borderless

Select this option to print photos without borders. Because the image data is created slightly larger than the paper size you are using, this will cause some cropping of the photo edges.

You may not be able to select the Borderless option for some combinations of media type and quality, or from some applications.

5. **Scaling**

Select these options to enlarge or reduce the size of the pages in your document.

Specify Print Size

Select this option to enlarge or reduce the page size to fit on the specified print size. You can select the print size from the drop-down list or type the print size manually.

Free (for Cut-Sheet Paper only)

Select this option to enlarge or reduce the document pages manually. When you select this option, type a value into the setting window.

Fit to Fabric Roll Width (11.69 in) (for Fabric Roll only)

Select this option to enlarge or reduce the document page to fit the width of the Fabric roll.

Fit to Fabric Roll Width (11.69 in Borderless) (for Fabric Roll only)

Select this option to enlarge or reduce the document page to fit the width of the Fabric roll and print without borders.

6. **Color / Grayscale**

Select color or grayscale printing. The print speed is faster in grayscale mode than it is in color mode. If your document contains color and you select grayscale mode, your document will be printed using 256 levels of grayscale.

7. **Orientation**

Select the orientation (portrait or landscape) of your printout.

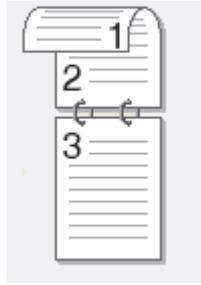If your application contains a similar setting, we recommend that you set the orientation using the application.

8. **Copies**

Type the number of copies (1-999) that you want to print in this field.

Collate

Select this option to print sets of multi-page documents in the original page order. When this option is selected, one complete copy of your document will print, and then reprint according to the number of copies you choose. If this option is not selected, then each page will print according to the number of copies chosen before the next page of the document is printed.

Reverse Order

Select this option to print your document in reverse order. The last page of your document will be printed first.

9. **Multiple Page**

Select this option to print multiple pages on a single sheet of paper, or print one page of your document on multiple sheets.

Page Order

Select the page order when printing multiple pages on a single sheet of paper.

Border Line

Select the type of border to use when printing multiple pages on a single sheet of paper.

10. **2-sided / Booklet**

Select this option to print on both sides of the paper, or print a document in booklet format using 2-sided printing.

2-sided Settings button

Click this button to select the type of 2-sided binding. Four types of 2-sided bindings are available for each orientation.

11. Paper Source

Select the paper source setting according to your print conditions or purpose.

Advanced Tab
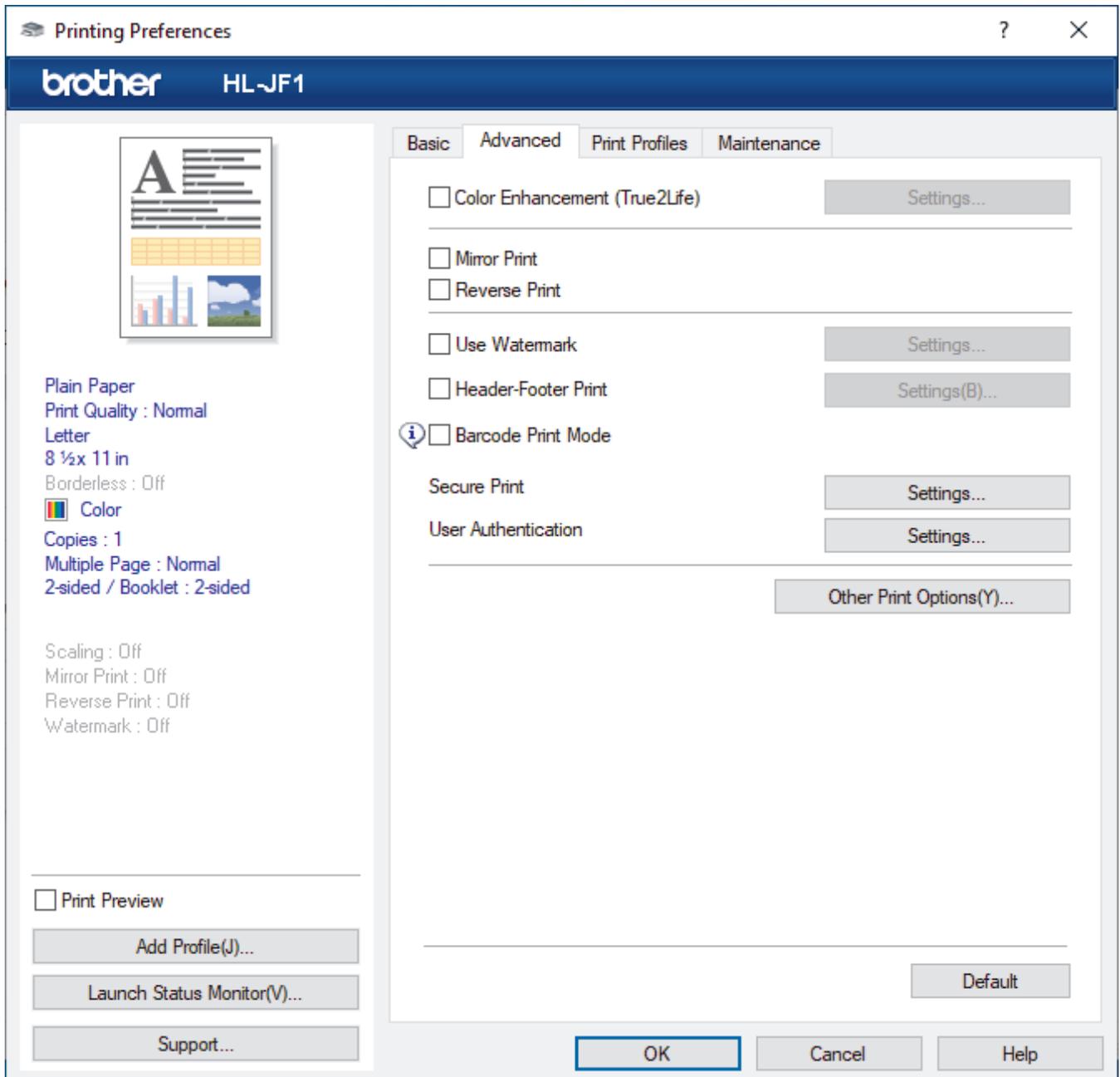
1. **Color Enhancement (True2Life)**

   Select this option to use the Color Enhancement feature. This feature analyzes your image to improve its sharpness, white balance and color density. This process may take several minutes depending on the image size and your computer's specifications.

2. **Mirror Print**

   Select this option to reverse the printed image on the page horizontally from left to right.

3. **Reverse Print**

   Select this option to rotate the printed image 180 degrees.

4. **Use Watermark**

   Select this option to print a logo or text on your document as a watermark. Select one of the preset watermarks, add a new watermark, or use an image file you have created.

5. **Header-Footer Print**

   Select this option to print the date, time, and login user name on the document.

6. **Barcode Print Mode**

   Select this option to print barcodes at the most suitable quality and resolution.

7. **Secure Print**

   This feature ensures that confidential or sensitive documents are not printed out until you enter a password on the machine's control panel.

8. **User Authentication**

   This feature allows you to confirm the restrictions for each user.

9. **Other Print Options button**

   Advanced Color Settings

   Select the method that the machine uses to arrange dots to express halftones.

   The printout color can be adjusted to achieve the closest match to what appears on your computer screen.

   Reduce Smudge

   Some types of print media may need more drying time. Change this option if you have problems with smudged printouts or paper jams.

   Retrieve Printer's Color Data

   Select this option to optimize the print quality using the machine's factory settings, which are set specifically for your Brother machine. Use this option when you have replaced the machine or changed the machine's network address.

   Print Archive

   Select this option to save the print data as a PDF file to your computer.

   Reduce Uneven Lines

   Select this option to adjust the print alignment if your printed text becomes blurred or images become faded.

   Input Resolution

   Select this option to print a long page with low resolution if the application you are printing from limits the page length (number of pixels).

   If you select this option, it takes longer for the printer to start printing and the print quality may be poor.

   (For example, when you print a page longer than 54.33 in. (1380 mm), the machine prints only part of the page and leaves the rest of the page blank.)

   ✅ **Related Information**

- Print from Your Computer (Windows)

   Related Topics:

- Error and Maintenance Messages
- Paper Handling and Printing Problems
- Print a Photo (Windows)
- Print a Document (Windows)
- Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows)
- Print as a Poster (Windows)
- Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)
- Print as a Booklet Automatically (Windows)
- Use a Preset Print Profile (Windows)

Print from Your Computer (Mac)

- Print Using AirPrint (macOS)

Print Data Directly from a USB Flash Drive

- Compatible USB Flash Drives

- Print Photos Directly from a USB Flash Drive

- Print a PDF File Directly from a USB Flash Drive

Compatible USB Flash Drives

Your Brother machine has a media drive (slot) for use with common data storage.

| **IMPORTANT** | 82 |

The USB direct interface supports only USB flash drives and USB devices that use the USB mass storage standard. Other USB devices are not supported.

Compatible Media	
USB Flash Drive	

Compatible USB Flash Drives	
USB Class	USB Mass Storage Class
USB Mass Storage Sub Class	SCSI or SFF-8070i
Transfer protocol	Bulk transfer Only
Format [1]	FAT12/FAT16/FAT32/exFAT
Sector size	Max. 4096 Byte
Encryption	Encrypted devices are not supported.

1   NTFS format is not supported.

✅ **Related Information**

- Print Data Directly from a USB Flash Drive

Print Photos Directly from a USB Flash Drive

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

- Important Information about Photo Printing

- Print Photos from a USB Flash Drive on the Brother Machine

Important Information about Photo Printing

Your machine is designed to be compatible with modern digital camera image files and USB flash drives. Read the points below to avoid photo printing problems:

- The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).

- Direct photo printing must be performed separately from photo printing operations using the computer. (Simultaneous operation is not available.)

- The machine can read up to 999 files [1] on a USB flash drive.

Be aware of the following:

- When printing an index sheet or image, the machine will print all the valid images, even if one or more images have been corrupted. Corrupted images will not be printed.

- Your machine supports USB flash drives that have been formatted by Windows.

✅ Related Information

- Print Photos Directly from a USB Flash Drive

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1   The folder inside USB flash drives is also counted.

Print Photos from a USB Flash Drive on the Brother Machine

- Preview and Print Photos from a USB Flash Drive

- Print a Photo Index Sheet (Thumbnails) from a USB Flash Drive

- Print Photos by Image Number

- Print Photos with Auto Cropping

- Print Borderless Photos from a USB Flash Drive

- Print the Date from Your Photo's Data

- Print Settings for Photos

Preview and Print Photos from a USB Flash Drive

You can preview your photos on the LCD before printing them, or print images stored on a USB flash drive.

If your photos are large files, there may be a delay before each photo is displayed.

1. Insert a USB flash drive in the USB slot.
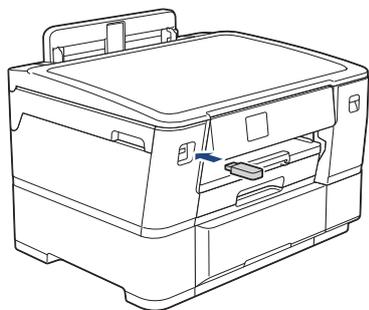
2. Press [JPEG Print] > [Select Files].

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

✎ To print all photos, press [Print All], and then press [Yes] to confirm.

---

4. Enter the number of copies in one of the following ways:

   • Press [-] or [+] on the touchscreen.

   • Press ×01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].

5. Press [OK].

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

7. Press [OK].

8. Read and confirm the displayed list of options.

9. To change the print settings, press ⚙ [Print Settings].

   When finished, press [OK].

10. Press [Start].

✅ **Related Information**

• Print Photos from a USB Flash Drive on the Brother Machine

Related Topics:

• Print Settings for Photos

Print a Photo Index Sheet (Thumbnails) from a USB Flash Drive

Print a photo Index Sheet to see small preview versions of all pictures on your USB flash drive.

🖉 • The machine assigns numbers for images (such as No.1, No.2, No.3, and so on).

   The machine does not recognize any other numbers or file names that your digital camera or computer has used to identify the pictures.

 • Only file names that are 20 characters or less will be printed correctly on the index sheet.

 • File names cannot be printed correctly if they contain non-alphanumeric characters, but non-alphanumeric characters do not affect photo print settings.

1. Insert a USB flash drive in the USB slot.

2. Press [JPEG Print] > [Index Print] > [Print Index Sheet].

3. If you want to change the print settings, press ⚙ [Print Settings].

   When finished, press [OK].

Option	Description
Paper Type	Select the paper type.
Paper Size	Select the paper size.

4. Press [Start].

✅ **Related Information**

• Print Photos from a USB Flash Drive on the Brother Machine

Related Topics:

• Print Photos by Image Number

Print Photos by Image Number

Before you can print an individual image, you must print the photo Index Sheet (thumbnails) to know the image number.

1. Insert a USB flash drive in the USB slot.

2. Press [JPEG Print] > [Index Print] > [Print Photos].

3. Enter the image numbers you want to print using the photo Index Sheet. After you have selected the image numbers, press [OK].

   ✎ • Enter multiple numbers at one time using a comma or a hyphen. For example, enter **1, 3, 6** to print images No.1, No.3 and No.6. Print a range of images using a hyphen. For example, enter **1-5** to print images No.1 to No.5.

   • Enter up to 12 characters (including commas and hyphens) for the image numbers you want to print.

4. Enter the number of copies in one of the following ways:

   • Press [-] or [+] on the touchscreen.

   • Press ×01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].

5. To change the print settings, press ⚙ [Print Settings].

   When finished, press [OK].

6. Press [Start].

✅ **Related Information**

• Print Photos from a USB Flash Drive on the Brother Machine

Related Topics:

• Print a Photo Index Sheet (Thumbnails) from a USB Flash Drive

• Print Settings for Photos

Print Photos with Auto Cropping

If your photo is too long or too wide to fit within the layout space, part of the image will be cropped.

* The factory setting is On. To print the entire image, change this setting to Off.
* If you set the [Cropping] setting to Off, set the [Borderless] setting to Off, also.

Cropping: On
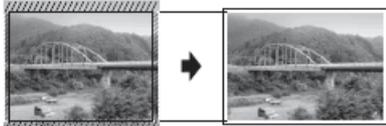
Cropping: Off

1. Insert a USB flash drive in the USB slot.

2. Press [JPEG Print] > [Select Files].

3. Press ◀ or ▶ to display each photo. When the photo you want appears, press it, and then press [OK].

4. Press [OK].

5. Press ⚙ [Print Settings] > [Cropping].

6. Press [On] (or [Off]).

7. When finished, press ↩ or [OK].

8. Press [Start].

✅ **Related Information**

* Print Photos from a USB Flash Drive on the Brother Machine

Related Topics:

* Other Problems

Print Borderless Photos from a USB Flash Drive

This feature expands the printable area to the edges of the paper. Printing time will be slower.

1. Insert a USB flash drive in the USB slot.
2. Press [JPEG Print] > [Select Files].
3. Press ◀ or ▶ to display each photo. When the photo you want appears, press it, and then press [OK].
4. Press [OK].
5. Press ⚙[Print Settings] > [Borderless].
6. Press [On] (or [Off]).
7. When finished, press ⬅ or [OK].
8. Press [Start].

✓ Related Information

- Print Photos from a USB Flash Drive on the Brother Machine

Related Topics:

- Other Problems

Print the Date from Your Photo's Data

Print the date if it is already in your photo's information. The date will be printed in the lower-right corner. To use this setting, the photo data must include the date.

1. Insert a USB flash drive in the USB slot.

2. Press [JPEG Print] > [Select Files].

3. Press ◄ or ► to display each photo. When the photo you want appears, press it, and then press [OK].

4. Press [OK].

5. Press ⚙️[Print Settings] > [Print Date].

6. Press [On] (or [Off]).

7. When finished, press ↩ or [OK].

8. Press [Start].

✅ **Related Information**

- Print Photos from a USB Flash Drive on the Brother Machine

Print Settings for Photos

Press ⚙ [Print Settings] to display the settings shown in the table.

Option	Description
Print Quality	Select the print resolution for your type of document. When you select the `Inkjet Paper` option in the `Paper Type` setting, you can select only `Fine`.
Paper Type	Select the paper type.
Paper Size	Select the paper size.
Print Layout	Select the print layout.
Brightness	Adjust the brightness.
Contrast	Adjust the contrast. Increasing the contrast will make an image look sharper and more vivid.
Cropping	Crop the image around the margin to fit the paper size or print size. Turn this feature off when you want to print whole images or prevent unwanted cropping.
Borderless	Expand the printable area to fit the edges of the paper.
Print Date	Print the date on your photo.
Set New Default	Save the print settings you use most often by setting them as the defaults.
Factory Reset	Restore any changed print settings back to the factory settings.

☑ **Related Information**

- Print Photos from a USB Flash Drive on the Brother Machine

Related Topics:
- Preview and Print Photos from a USB Flash Drive
- Print Photos by Image Number

Print a PDF File Directly from a USB Flash Drive

You can print a PDF file directly from a USB flash drive.

✎ PDF files that are 2 GB or more cannot be printed.

IMPORTANT

To prevent damage to your machine, DO NOT connect any device other than a USB flash drive to the USB direct interface.

1. Insert a USB flash drive in the USB slot.
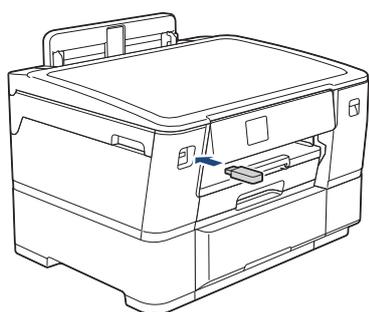
2. Press [PDF Print].

✎ If your machine has been set to Secure Function Lock On, you may not be able to access Direct Print.

3. Press ▲ or ▼ to display the PDF file you want to print, and then press it.

4. Enter the number of copies in one of the following ways:

   • Press [-] or [+] on the touchscreen.

   • Press ×001 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].

5. Read and confirm the displayed list of options.

6. To change the print settings, press ⚙ [Print Settings].

   When finished, press [OK].

Option	Description
Print Quality	Select the print resolution for your type of document.
Tray Select	Select the tray.
Paper Size	Select the paper size.
Multiple Page	Set this option to print multiple pages on a single sheet of paper or print one page of your document on multiple sheets.
2-sided	Select the type of 2-sided binding.
Collate	Set this option to On to print sets of multi-page documents in the original page order.
PDF Option	Select this option to print a PDF file with the markups or stamps.
Set New Default	Save the print settings you use most often by setting them as the defaults.

Option	Description
Factory Reset	Restore any changed print settings back to the factory settings.

7. Press [Black Start] or [Color Start].

IMPORTANT

DO NOT remove the USB flash drive from the USB direct interface until the machine has finished printing.

✓ Related Information

- Print Data Directly from a USB Flash Drive

Print an Email Attachment

You can print files by emailing them to your Brother machine.

- You can attach up to 10 documents, 20 MB in total, to an email.
- This feature supports the following formats:
  - Document files: PDF, TXT, Microsoft Word files, Microsoft Excel files, and Microsoft PowerPoint files
  - Image files: JPEG, BMP, GIF, PNG, and TIFF
- The machine prints both the email content and attachments by default. To print only email attachments, change the settings as necessary.

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1. Press [Functions] > [Web].

   - If information regarding the Internet connection appears on the machine's LCD, read it, and then press [OK].
   - Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

2. Press ▲ or ▼ to display the [Online Functions] option, and then press it.

   - If this function is locked, contact your Network Administrator for access.
   - If information regarding [Online Functions] appears, read it, and then press [OK].

3. Press [Enable].

   Follow the on-screen instructions. Online Functions are enabled.

4. Press ▲ or ▼ to display the [Email Print] option, and then press it.

   If information regarding [Email Print] appears, read it, and then press [OK].

5. Press [Enable].

   Follow the on-screen instructions. The machine prints the Instruction Sheet.

6. Send your email to the email address included on the sheet. The machine prints the email attachments.

   To change settings, including email address and printer settings, access Web Based Management, click **Online Functions** > **Online Functions Settings** in the left navigation menu, and then click the **Online Functions Settings Page** button.

✓ Related Information

- Print

Related Topics:
- Access Web Based Management

Network

- Supported Basic Network Features

- Configure Network Settings

- Wireless Network Settings

- Network Features

Supported Basic Network Features

The machine supports various features depending on the operating system. Use this table to see which network features and connections are supported by each operating system.

Operating Systems	Windows	Windows Server	macOS
Printing	Yes	Yes	Yes
Web Based Management [1]	Yes	Yes	Yes
Status Monitor	Yes	No	No

[1] The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". We recommend immediately changing the default password to protect your machine from unauthorized access.

> 🖉 When connecting your machine to an outside network such as the Internet, make sure your network environment is protected by a separate firewall or other means in order to prevent information leaks due to inadequate settings or unauthorized access by malicious third parties.

✓ Related Information

- Network

  Related Topics:
- Set or Change a Login Password for Web Based Management

Configure Network Settings

- Configure Network Settings Using the Control Panel

- Change Machine Settings Using Web Based Management

Configure Network Settings Using the Control Panel

To configure the machine for your network, use the control panel's `[Network]` menu selections.

- For information about the network settings you can configure using the control panel, see *Related Information*: *Settings Tables*.

- You can also use management utilities, such as Web Based Management, to configure and change your Brother machine's network settings.

---

1. Press 📟 `[Settings]` > `[Network]`.

2. Press ▲ or ▼ to display the network option, and then press it. Repeat this step until you access the menu you want to configure, and then follow the touchscreen LCD instructions.

✅ Related Information

- Configure Network Settings

Related Topics:

- Settings Tables (2.7" Touchscreen models)

Wireless Network Settings

- Use the Wireless Network

- Use Wi-Fi Direct®

- Enable/Disable Wireless LAN

- Print the WLAN Report

Use the Wireless Network

- Before Configuring Your Machine for a Wireless Network

- Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Computer

- Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Mobile Device

- Configure Your Machine for a Wireless Network Using the Machine's Control Panel Setup Wizard

- Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup™ (WPS)

- Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ (WPS)

- Configure Your Machine for a Wireless Network When the SSID is Not Broadcast

- Configure Your Machine for an Enterprise Wireless Network

Before Configuring Your Machine for a Wireless Network

Before attempting to configure a wireless network, confirm the following:

- If you are using an enterprise wireless network, you must know the User ID and Password.

- To achieve optimum results with normal everyday document printing, place your machine as close to the wireless LAN access point/router as possible with minimal obstructions. Large objects and walls between the two devices and interference from other electronic devices can affect the data transfer speed of your documents.

   Due to these factors, wireless may not be the best method of connection for all types of documents and applications. If you are printing large files, such as multi-page documents with mixed text and large graphics, you may want to consider selecting wired Ethernet for faster data transfer (supported models only), or USB for the fastest throughput speed.

- Although your machine can be used in both a wired and wireless network (supported models only), only one connection method can be used at a time. However, a wireless network connection and Wi-Fi Direct connection, or a wired network connection (supported models only) and Wi-Fi Direct connection can be used at the same time.

- If there is a signal in the vicinity, wireless LAN allows you to freely make a LAN connection. However, if security settings are not correctly configured, the signal may be intercepted by malicious third-parties, possibly resulting in:

   - Theft of personal or confidential information

   - Improper transmission of information to parties impersonating the specified individuals

   - Dissemination of transcribed communication contents that were intercepted

> 🖉 Make sure you know your wireless router/access point's Network Name (SSID) and Network Key (Password). If you cannot find this information, consult the manufacturer of your wireless router/access point, your system administrator, or Internet provider. Brother cannot provide this information.

✅ Related Information

- Use the Wireless Network

Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Computer

1. Do one of the following:
   - Windows

     Download the installer from your model's **Downloads** page at support.brother.com.
   - Mac
     a. Download the installer from your model's **Downloads** page at support.brother.com.
     b. Start the installer, and then double-click the **Start Here Mac** icon.
2. Follow the on-screen instructions.
3. Select **Wireless Network Connection (Wi-Fi)**, and then click **Next**.
4. Follow the on-screen instructions.

You have completed the wireless network setup.

✅ Related Information

- Use the Wireless Network

Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Mobile Device

1. Do one of the following:

   • Android™ devices

   Download and install Brother Mobile Connect from Google Play™.

   • All iOS or iPadOS supported devices including iPhone, iPad and iPod touch

   Download and install Brother Mobile Connect from the App Store.

2. Start Brother Mobile Connect, and then follow the on-screen instructions to connect your mobile device to your Brother machine.

✔ Related Information

• Use the Wireless Network

Configure Your Machine for a Wireless Network Using the Machine's Control Panel Setup Wizard

> Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and record the current wireless network settings of the computer to which you are connecting.

Network Name (SSID)

Network Key (Password)

For example:

Network Name (SSID)
HELLO

Network Key (Password)
12345

> ✎
> * Your access point/router may support the use of multiple WEP keys, but your Brother machine supports the use of only the first WEP key.
>
> * If you need assistance during setup and want to contact Brother Customer Service, make sure you have your SSID (Network Name) and Network Key (Password) ready. We cannot assist you in locating this information.
>
> * If you do not know this information (SSID and Network Key), you cannot continue the wireless setup.
>
>   **How can I find this information?**
>
>   - Check the documentation provided with your wireless access point/router.
>
>   - The initial SSID could be the manufacturer's name or the model name.
>
>   - If you do not know the security information, consult the router manufacturer, your system administrator, or your Internet provider.

2. Press 🔧 [Settings] > [Network] > [WLAN(Wi-Fi)] > [Find Wi-Fi Network].

3. When [Enable WLAN?] appears, press [Yes].

    The wireless setup wizard starts. To cancel, press [No].

4. The machine searches for your network and displays a list of available SSIDs. When a list of SSIDs appears, press ▲ or ▼ to select the SSID you want. Press [OK].

5. Do one of the following:
    * If you are using an authentication and encryption method that requires a Network Key, enter the Network Key you wrote down in the first step, and then press [OK] to apply your settings.

    * If your authentication method is Open System and your encryption mode is None, go to the next step.

6. The machine attempts to connect to the wireless device you have selected.

If your wireless device is connected successfully, the LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com.

✅ **Related Information**

• Use the Wireless Network

Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup™ (WPS)

If your wireless access point/router supports WPS (Push Button Configuration), you can use WPS from your machine's control panel menu to configure your wireless network settings.

1. Press 🔧 [Settings] > [Network] > [WLAN(Wi-Fi)] > [WPS/Push Button].

2. When [Enable WLAN?] appears, press [Yes].

   The wireless setup wizard starts. To cancel, press [No].

3. When the touchscreen instructs you to start WPS, press the WPS button on your wireless access point/router. Then press [OK] on your machine. Your machine automatically tries to connect to your wireless network.

If your wireless device is connected successfully, the LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com.

✅ Related Information

- Use the Wireless Network

Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ (WPS)

If your wireless LAN access point/router supports WPS, you can use the Personal Identification Number (PIN) Method to configure your wireless network settings.

The PIN Method is one of the connection methods developed by the Wi-Fi Alliance®. By submitting a PIN created by an Enrollee (your machine) to the Registrar (a device that manages the wireless LAN), you can set up the wireless network and security settings. For more information on how to access WPS mode, see the instructions provided with your wireless access point/router.

Type A

Connection when the wireless LAN access point/router (1) doubles as the Registrar.
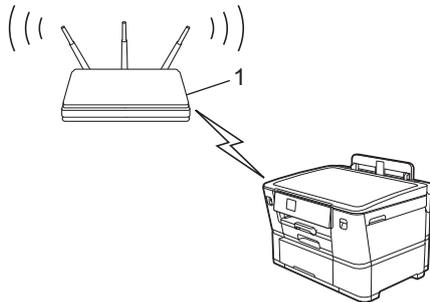
Type B

Connection when another device (2), such as a computer, is used as the Registrar.
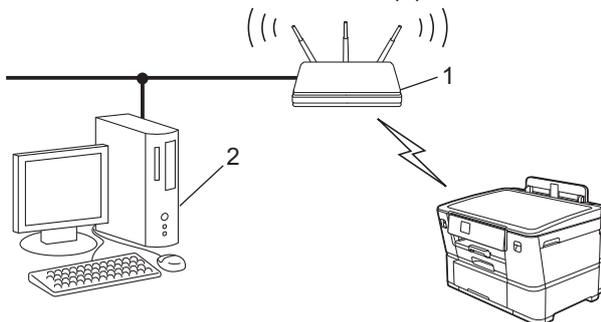
1. Press ⚙ [Settings] > [Network] > [WLAN(Wi-Fi)] > [WPS/PIN Code].

2. When [Enable WLAN?] appears, press [Yes].

   The wireless setup wizard starts. To cancel, press [No].

3. The LCD displays an eight-digit PIN and the machine starts searching for a wireless LAN access point/router.

4. Using a computer connected to the network, in your browser's address bar, type the IP address of the device you are using as the Registrar (for example: http://192.168.1.2).

5. Go to the WPS settings page and type the PIN, and then follow the on-screen instructions.

> • The Registrar is usually the wireless LAN access point/router.
>
> • The settings page may differ depending on the brand of wireless LAN access point/router. For more information, see the instructions supplied with your wireless LAN access point/router.

   If your wireless device is connected successfully, the LCD displays [Connected].

If you are using a Windows 7, Windows 8.1, Windows 10, or Windows 11 computer as a Registrar, complete the following steps:

6. Do one of the following:

   • Windows 11

Click > **All apps** > **Windows Tools** > **Control Panel**. In the **Hardware and Sound** group, click **Add a device**.

- Windows 10

    Click > **Windows System** > **Control Panel**. In the **Hardware and Sound** group, click **Add a device**.

- Windows 8.1

    Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel** > **Hardware and Sound** > **Devices and Printers** > **Add a device**.

- Windows 7

    Click **(Start)** > **Devices and Printers** > **Add a device**.

> - To use a Windows 7, Windows 8.1, Windows 10, or Windows 11 computer as a Registrar, you must register it to your network in advance. For more information, see the instructions supplied with your wireless LAN access point/router.
> - If you use Windows 7, Windows 8.1, Windows 10, or Windows 11 as a Registrar, you can install the printer driver after the wireless configuration by following the on-screen instructions. To install the driver and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com.

7. Select your machine and click **Next**.
8. Type the PIN displayed on the machine's LCD, and then click **Next**.
9. (Windows 7) Select your network, and then click **Next**.
10. Click **Close**.

✅ Related Information

- Use the Wireless Network

Configure Your Machine for a Wireless Network When the SSID is Not Broadcast

Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and write down the current wireless network settings.

Network Name (SSID)

Authentication Method	Encryption Mode	Network Key (Password)
Open System	NONE	-
	WEP	
Shared Key	WEP	
WPA/WPA2-PSK/WPA3-SAE	TKIP (for WPA/WPA2-PSK)	
	AES	
WPA3-SAE	AES	

For example:

Network Name (SSID)
HELLO

Authentication Method	Encryption Mode	Network Key (Password)
WPA2-PSK	AES	12345678

> If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.

2. Press 🛠 [Settings] > [Network] > [WLAN(Wi-Fi)] > [Find Wi-Fi Network].

3. When [Enable WLAN?] appears, press [Yes].

   The wireless setup wizard starts. To cancel, press [No].

4. The machine searches for your network and displays a list of available SSIDs. Press ▲ or ▼ to display the [<New SSID>] option, and then press it.

5. Press [OK].

6. Enter the SSID name, and then press [OK].

> For more information about how to enter text, see *Related Information*.

7. Press ▲ or ▼ to select the Authentication Method, and then press it.

8. Do one of the following:
   - If you selected the [Open System] option, press either [None] or [WEP].

     If you selected the [WEP] option for Encryption type, enter the WEP key, and then press [OK].
   - If you selected the [Shared Key] option, enter the WEP key, and then press [OK].
   - If you selected the [WPA/WPA2-PSK/WPA3-SAE] option, press either [TKIP+AES] or [AES].

     Enter the WPA key, and then press [OK].
   - If you selected the [WPA3-SAE] option, press [AES].

Enter the WPA key, and then press `[OK]`.

> • For more information about how to enter text, see *Related Information*.
>
> • Your Brother machine supports the use of the first WEP key only.

9. The machine attempts to connect to the wireless device you have selected.

If your wireless device is connected successfully, the LCD displays `[Connected]`.

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com.

✅ Related Information

- Use the Wireless Network

Related Topics:

- If You Are Having Difficulty with Your Machine's Network
- Enter Text on Your Brother Machine

Configure Your Machine for an Enterprise Wireless Network

Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and record the current wireless network settings.

Network Name (SSID)

Authentication Method	Encryption Mode	User ID	Password
EAP-FAST/NONE	AES		
	TKIP		
EAP-FAST/MS-CHAPv2	AES		
	TKIP		
EAP-FAST/GTC	AES		
	TKIP		
PEAP/MS-CHAPv2	AES		
	TKIP		
PEAP/GTC	AES		
	TKIP		
EAP-TTLS/CHAP	AES		
	TKIP		
EAP-TTLS/MS-CHAP	AES		
	TKIP		
EAP-TTLS/MS-CHAPv2	AES		
	TKIP		
EAP-TTLS/PAP	AES		
	TKIP		
EAP-TLS	AES		-
	TKIP		-

For example:

Network Name (SSID)
HELLO

Authentication Method	Encryption Mode	User ID	Password
EAP-FAST/MS-CHAPv2	AES	Brother	12345678

> • If you configure your machine using EAP-TLS authentication, you must install the client certificate issued by a CA before you start configuration. Contact your network administrator about the client certificate. If you have installed more than one certificate, we recommend writing down the certificate name you want to use.
>
> • If you verify your machine using the common name of the server certificate, we recommend writing down the common name before you start configuration. Contact your network administrator about the common name of the server certificate.

2. Press ![settings icon] [Settings] > [Network] > [WLAN(Wi-Fi)] > [Find Wi-Fi Network].

3. When [Enable WLAN?] appears, press [Yes].

   The wireless setup wizard starts. To cancel, press [No].

4. The machine searches for your network and displays a list of available SSIDs. Press ▲ or ▼ to display the [<New SSID>] option, and then press it.

5. Press [OK].

6. Enter the SSID name, and then press [OK].

✎ For more information about how to enter text, see *Related Information*.

---

7. Press ▲ or ▼ to select the Authentication Method, and then press it.

8. Do one of the following:

   - If you selected the [EAP-FAST], [PEAP] or [EAP-TTLS] option, select the Inner Authentication method [NONE], [CHAP], [MS-CHAP], [MS-CHAPv2], [GTC] or [PAP].

✎ Depending on your Authentication method, the Inner Authentication method selections differ.

   Select the encryption type [TKIP+AES] or [AES].

   Select the verification method [No Verification], [CA] or [CA + Server ID].

   - If you selected the [CA + Server ID] option, enter the server ID, user ID and password (if required), and then press [OK] for each option.

   - For other selections, enter the user ID and Password, and then press [OK] for each option.

✎ If you have not imported a CA certificate into your machine, the machine displays [No Verification].

   - If you selected the [EAP-TLS] option, select the encryption type [TKIP+AES] or [AES].

   The machine will display a list of available Client Certificates, and then select the certificate.

   Select the verification method [No Verification], [CA] or [CA + Server ID].

   - If you selected the [CA + Server ID] option, enter the server ID and user ID, and then press [OK] for each option.

   - For other selections, enter the user ID, and then press [OK].

9. The machine attempts to connect to the wireless device you have selected.

If your wireless device is connected successfully, the LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com.

✅ **Related Information**

- Use the Wireless Network

Related Topics:

- Enter Text on Your Brother Machine

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Use Wi-Fi Direct®

- Wi-Fi Direct Overview

- Configure Your Wi-Fi Direct Network Using the Push Button Method

- Configure a Wi-Fi Direct Network Manually

- If You Are Having Difficulty with Your Machine's Network

Wi-Fi Direct Overview

Wi-Fi Direct is one of the wireless configuration methods developed by the Wi-Fi Alliance®. It allows you to securely connect your mobile device to your Brother machine without using a wireless router/access point.
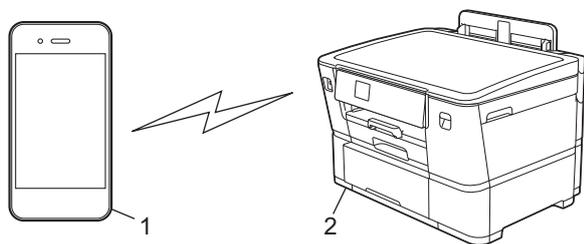
1. Mobile device
2. Your Brother machine

> • You can use Wi-Fi Direct with either the wired or wireless network connection at the same time.
>
> • The Wi-Fi Direct supported device can become a Group Owner. When configuring the Wi-Fi Direct network, the Group Owner serves as an access point.

✅ Related Information

- Use Wi-Fi Direct®

Related Topics:
- Configure Your Wi-Fi Direct Network Using the Push Button Method
- Configure a Wi-Fi Direct Network Manually

Configure Your Wi-Fi Direct Network Using the Push Button Method

> 🖉 When the machine receives the Wi-Fi Direct request from your mobile device, the message `[Wi-Fi Direct connection request received. Press [OK] to connect.]` will appear on the LCD. Press `[OK]` to connect.

1. Press 🔧 `[Settings]` > `[Network]` > `[Wi-Fi Direct]`.

2. If your mobile device does not support Wi-Fi Direct, press `[Group Owner]` > `[On]`.

3. Press `[Push Button]`.

4. When the `[Activate Wi-Fi Direct on other device. Then Press [OK].]` message appears, turn your mobile device's Wi-Fi Direct function on (for more information, see your mobile device's user's guide). Press `[OK]` on your Brother machine.

5. Do one of the following:

   • If your mobile device displays a list of machines with Wi-Fi Direct enabled, select your Brother machine.

   • If your Brother machine displays a list of mobile devices with Wi-Fi Direct enabled, select your mobile device. To search for available devices again, press `[Rescan]`.

When your mobile device connects successfully, the machine displays `[Connected]`.

✅ **Related Information**

• Use Wi-Fi Direct®

Related Topics:

• Wi-Fi Direct Overview

• Configure a Wi-Fi Direct Network Manually

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Configure a Wi-Fi Direct Network Manually

Configure the Wi-Fi Direct setting from the machine's control panel.

1. Press 🔧 [Settings] > [Network] > [Wi-Fi Direct] > [Manual].

2. The machine will display the SSID (Network Name) and Password (Network Key). Go to your mobile device's wireless network settings screen, select the SSID, and then enter the password.

When your mobile device connects successfully, the machine displays [Connected].

✅ Related Information

- Use Wi-Fi Direct®

Related Topics:

- Wi-Fi Direct Overview
- Configure Your Wi-Fi Direct Network Using the Push Button Method

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Enable/Disable Wireless LAN

1. Press ⚙ [Settings] > [Network] > [Network I/F].

2. Do one of the following:
   - To enable Wi-Fi, select [WLAN(Wi-Fi)].
   - To disable Wi-Fi, select [Wired LAN].

3. Press ⌂.

✅ **Related Information**

- **Wireless Network Settings**

Print the WLAN Report

The WLAN Report shows your machine's wireless status. If the wireless connection fails, check the error code on the printed report.

1. Press ⚙ [Settings] > [All Settings] > [Print Reports] > [WLAN Report] > [Yes].

   The machine will print the WLAN Report.

If the WLAN Report does not print, check your machine for errors. If there are no visible errors, wait for one minute and then try to print the report again.

✅ **Related Information**

- **Wireless Network Settings**
  - **Wireless LAN Report Error Codes**

Related Topics:

- **Configure IEEE 802.1x Authentication for a Wired or a Wireless Network Using Web Based Management (Web Browser)**
- **If You Are Having Difficulty with Your Machine's Network**

Wireless LAN Report Error Codes

If the Wireless LAN Report shows that the connection failed, check the error code on the printed report and see the corresponding instructions in the table:

Error Code	Problem and Recommended Solutions
TS-01	The WLAN (Wi-Fi) is not enabled. Check the following points and try to set up your wireless connection again: • Enable the WLAN setting on your machine. • If a network cable is connected to your machine, disconnect it.
TS-02	The wireless router/access point cannot be detected. Check the following points and try to set up your wireless connection again: • Make sure the wireless router/access point is on. • Temporarily place your machine closer to the wireless router/access point when you are configuring the wireless settings. • If your wireless router/access point is using MAC address filtering, confirm that the MAC address of the machine is allowed in the filter. You can find the MAC address by printing the Network Configuration Report. • If you manually entered the Network Name (SSID) and security information (authentication method/encryption method), the information may be incorrect. Check the Network Name and security information again and re-enter the correct information. • Restart your wireless router/access point. If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
TS-03	The wireless enterprise network and security settings you entered may be incorrect. Check the following points and try to set up your wireless connection again: Verify the following information: - Network Name (SSID) you selected to configure your machine. - Security information you selected to configure your machine (such as the authentication method, encryption method, or User ID). If you still cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.

TS-04	Your machine does not support the authentication and encryption methods used by the selected wireless router/access point.
	
	For infrastructure mode (Most common)
	
	Change the authentication and encryption methods of the wireless router/access point. Your machine supports the following authentication and encryption methods:
	
	• WPA-Personal:
	  TKIP / AES
	
	• WPA2-Personal:
	  TKIP / AES
	
	• WPA3-Personal:
	  AES
	
	• OPEN:
	  WEP / NONE (without encryption)
	
	• Shared key:
	  WEP
	
	If your issue is not solved, the Network Name (SSID) or security settings you entered may be incorrect. Check that all wireless network settings are correct for your network.

Error Code	Problem and Recommended Solutions
TS-05	The Network Name (SSID) and Network Key (Password) are incorrect.
	Check the following points and try to set up your wireless connection again:
	• Confirm the Network Name (SSID) and Network Key (Password).
	• If your Network Key contains upper-case and lower-case letters, make sure you type them correctly.
	• If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
	• If your wireless router/access point uses WEP encryption with multiple WEP keys, write down and use only the first WEP key.
TS-06	The wireless security information (authentication method/encryption method/Network Key (Password)) is incorrect.
	Check the following points and try to set up your wireless connection again:
	• Confirm the Network Key. If your Network Key contains upper-case and lower-case letters, make sure you type them correctly.
	• Confirm whether the authentication method entered and the authentication method or encryption method supported by the wireless router/access point are the same.
	• If the network key, authentication method, and encryption method have been confirmed, restart your wireless router/access point and the machine.
	• If your wireless router/access point's Stealth Mode is on, you may need to disable it to connect to the wireless network.
	If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
TS-07	The machine cannot detect a wireless router/access point that has WPS (Wi-Fi Protected Setup) enabled.
	Check the following points and try again:
	• To check if your wireless router/access point supports WPS, look for the WPS symbol displayed on the router/access point. For more information, see the documentation provided with your wireless router/access point.
	• To set up your wireless connection using WPS, you must configure both your machine and the wireless router/access point. For more information, see the user's guide.
	• If you do not know how to set up your wireless router/access point using WPS, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
TS-08	Two or more wireless routers or access points that have WPS enabled are detected.
	Check the following points and try again:
	• Make sure that only one wireless router/access point within range has WPS enabled, and then try to connect again.
	• Try to connect again after a few minutes to avoid interference from other access points/routers.

How to confirm wireless security information (SSID/authentication method/encryption method/Network Key) of your WLAN access point/router:

1. The default security settings may be provided on a label attached to the WLAN access point/router. Or the manufacturer's name or model number of the WLAN access point/router may be used as the default security settings.

2. See the documentation provided with your WLAN access point/router for information on how to find the security settings.

- If the WLAN access point/router is set to not broadcast the SSID, the SSID will not automatically be detected. You will have to manually enter the SSID name.

- The Network key may also be described as the Password, Security Key, or Encryption Key.

If you do not know the SSID and wireless security settings of your WLAN access point/router or how to change the configuration, see the documentation provided with your WLAN access point/router, ask the manufacturer of your access point/router or ask your Internet provider or network administrator.

✓ Related Information

- Print the WLAN Report

Related Topics:

- If You Are Having Difficulty with Your Machine's Network

Network Features

- Print the Network Configuration Report

- Configure the Proxy Server Settings Using Web Based Management

- Synchronize Time with the SNTP Server Using Web Based Management

- Reset the Network Settings to Factory Default

Print the Network Configuration Report

The Network Configuration Report lists the network configuration, including the network print server settings.

> ✏️
> - The Node Name appears on the Network Configuration Report. The default Node Name is "BRN123456abcdef" for a wired network or "BRW123456abcdef" for a wireless network (where "123456abcdef" is your machine's MAC Address / Ethernet Address.)
> - If the IP Address on the Network Configuration Report shows 0.0.0.0, wait for one minute and try printing it again.
> - You can find your machine's settings, such as the IP address, subnet mask, node name, and MAC Address on the report, for example:
>   - IP address: 192.168.0.5
>   - Subnet mask: 255.255.255.0
>   - Node name: BRN000ca0000499
>   - MAC Address: 00-0c-a0-00-04-99

1. Press ⚏ [Settings] > [All Settings] > [Print Reports] > [Network Configuration] > [Yes].

   The machine prints the current Network Configuration Report.

✅ **Related Information**

- Network Features

Related Topics:
- Check Your Machine's Network Settings
- Use the Network Connection Repair Tool (Windows)
- Configure IEEE 802.1x Authentication for a Wired or a Wireless Network Using Web Based Management (Web Browser)
- Error and Maintenance Messages
- If You Are Having Difficulty with Your Machine's Network

Configure the Proxy Server Settings Using Web Based Management

If your network uses a proxy server, the following proxy server information must be configured using Web Based Management:

- Proxy server address
- Port number
- User Name
- Password

> - We recommend using the latest version of the following web browsers:
>   - Microsoft Edge, Firefox, and Google Chrome™ for Windows
>   - Safari, Firefox, and Google Chrome™ for Mac
>   - Google Chrome™ for Android™
>   - Safari and Google Chrome™ for iOS
> - Ensure that JavaScript and Cookies are always enabled, regardless of which browser you use.

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2
3. If required, type the password in the **Login** field, and then click **Login**.

> The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Network** > **Protocol**.

> Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Make sure the **Proxy** checkbox is selected, and then click **Submit**.
6. In the **Proxy** field, click **Advanced Settings**.
7. Enter the proxy server information.
8. Click **Submit**.

✅ Related Information

- Network Features

Related Topics:

- Configure the Proxy Server Settings Using the Machine's Control Panel
- Access Web Based Management

Synchronize Time with the SNTP Server Using Web Based Management

The Simple Network Time Protocol (SNTP) is used to synchronize the time used by the machine for authentication with the SNTP time server. (This is not the time displayed on the machine's LCD.) You can automatically or manually synchronize the machine's time with the Coordinated Universal Time (UTC) provided by the SNTP time server.

- Configure Date and Time Using Web Based Management

- Configure the SNTP Protocol Using Web Based Management

Configure Date and Time Using Web Based Management

Configure date and time to synchronize the time used by the machine with the SNTP time server.

This feature is not available in some countries.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Administrator** > **Date&Time**.

   > Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Verify the **Time Zone** settings.

   > Select the time difference between your location and UTC from the **Time Zone** drop-down list. For example, the time zone for Eastern Time in the USA and Canada is UTC-05:00.

6. Select the **Synchronize with SNTP server** checkbox.

7. Click **Submit**.

   > You can also configure date and time manually.

✅ Related Information

- Synchronize Time with the SNTP Server Using Web Based Management

  Related Topics:
- Access Web Based Management

Configure the SNTP Protocol Using Web Based Management

Configure the SNTP protocol to synchronize the time the machine uses for authentication with the time kept by the SNTP time server.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Network** > **Protocol**.

   🖉 Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Select the **SNTP** checkbox to activate the settings.

6. Click **Submit**.

7. Restart your Brother machine to activate the configuration.

8. Next to the SNTP checkbox, click **Advanced Settings**.

9. Configure the settings.

Option	Description
Status	Displays whether the SNTP protocol is enabled or disabled.
Synchronization Status	Confirm the latest synchronization status.

SNTP Server Method	Select **AUTO** or **STATIC**.
	• **AUTO**
	  If you have a DHCP server in your network, the SNTP server will obtain the address from that server automatically.
	• **STATIC**
	  Type the address you want to use.

Primary SNTP Server Address **Secondary SNTP Server Address**	Type the server address (up to 64 characters). The secondary SNTP server address is used as a backup to the primary SNTP server address. If the primary server is unavailable, the machine will contact the secondary SNTP server.
Primary SNTP Server Port **Secondary SNTP Server Port**	Type the port number (1-65535). The secondary SNTP server port is used as a backup to the primary SNTP server port. If the primary port is unavailable, the machine will contact the secondary SNTP port.
Synchronization Interval	Type the number of hours between server synchronization attempts (1-168 hours).

10. Click **Submit**.

✅ **Related Information**

• Synchronize Time with the SNTP Server Using Web Based Management

Related Topics:

• Access Web Based Management

Reset the Network Settings to Factory Default

You can use your machine's control panel to reset the machine's network settings to its default factory settings. This resets all information, such as the password and IP address.

> 🖉
> - This feature restores all wired (supported models only) and wireless network settings to the factory settings.
> - You can also reset the print server to its factory settings using Web Based Management.

1. Press ⚙️ [Settings] > [All Settings] > [Network] > [Network Reset].

2. The reset confirmation message is displayed. Press [OK] for two seconds.

   The machine will restart.

✅ **Related Information**

- Network Features

Security

- Before Using Network Security Features

- Configure Certificates for Device Security

- Use SSL/TLS

- Use SNMPv3

- Use IPsec

- Use IEEE 802.1x Authentication for a Wired or a Wireless Network

- Use Active Directory Authentication

- Use LDAP Authentication

- Use Secure Function Lock 3.0

- Send an Email Securely

Before Using Network Security Features

Your machine employs some of the latest network security and encryption protocols available today. These network features can be integrated into your overall network security plan to help protect your data and prevent unauthorized access to the machine.

> We recommend disabling the FTP and TFTP protocols. Accessing the machine using these protocols is not secure.

✅ Related Information

- Security
    - Disable Unnecessary Protocols

Disable Unnecessary Protocols

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Network** > **Protocol**.

   🖉 Start from ≡, if the navigation menu is not shown on the left side of the screen.

5. Clear any unnecessary protocol checkboxes to disable them.

6. Click **Submit**.

7. Restart your Brother machine to activate the configuration.

✅ **Related Information**

• Before Using Network Security Features

Related Topics:

• Access Web Based Management

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Configure Certificates for Device Security

You must configure a certificate to manage your networked machine securely using SSL/TLS. You must use Web Based Management to configure a certificate.

- Supported Security Certificate Features

- Step by Step Guide for Creating and Installing a Certificate

- Create a Self-signed Certificate

- Create CSR and Install a Certificate from a Certificate Authority (CA)

- Import and Export the Certificate and Private Key

- Import and Export a CA Certificate

- Manage Multiple Certificates

Supported Security Certificate Features

Your machine supports the use of multiple security certificates, which allows secure authentication and communication with the machine. The following security certificate features can be used with the machine:

- SSL/TLS communication
- IEEE 802.1x authentication
- IPsec

The Brother machine supports the following:

- Pre-installed certificate

  Your machine has a pre-installed self-signed certificate. This certificate enables you to use SSL/TLS communication without creating or installing a different certificate.

  > The pre-installed self-signed certificate protects your communication up to a certain level. We recommend using a certificate that is issued by a trusted organization for better security.

- Self-signed certificate

  This print server issues its own certificate. Using this certificate, you can easily use the SSL/TLS communication without creating or installing a different certificate from a CA.

- Certificate from a Certificate Authority (CA)

  There are two methods for installing a certificate from a CA. If you already have a certificate from a CA or if you want to use a certificate from an external trusted CA:

  - When using a Certificate Signing Request (CSR) from this print server.
  - When importing a certificate and a private key.

- Certificate Authority (CA) Certificate

  To use a CA certificate that identifies the CA and owns its private key, you must import that CA certificate from the CA before configuring the security features of the Network.

  > - If you are going to use SSL/TLS communication, we recommend contacting your system administrator first.
  > - When you reset the print server back to its default factory settings, the certificate and the private key that are installed will be deleted. If you want to keep the same certificate and the private key after resetting the print server, export them before resetting, and then reinstall them.

✅ Related Information

- Configure Certificates for Device Security

Related Topics:

- Configure IEEE 802.1x Authentication for a Wired or a Wireless Network Using Web Based Management (Web Browser)

Step by Step Guide for Creating and Installing a Certificate

There are two options when choosing a security certificate: use a self-signed certificate or use a certificate from a Certificate Authority (CA).

Option 1

Self-Signed Certificate

1. Create a self-signed certificate using Web Based Management.
2. Install the self-signed certificate on your computer.

Option 2

Certificate from a CA

1. Create a Certificate Signing Request (CSR) using Web Based Management.
2. Install the certificate issued by the CA on your Brother machine using Web Based Management.
3. Install the certificate on your computer.

✅ **Related Information**

- Configure Certificates for Device Security

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Create a Self-signed Certificate

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > 🖉
   > - If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > - If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > - The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   > 🖉
   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **Certificate**.

   > 🖉
   > Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Click **Create Self-Signed Certificate**.

6. Enter a **Common Name** and a **Valid Date**.

   - The length of the **Common Name** is less than 64 bytes. Enter an identifier, such as an IP address, node name, or domain name to use when accessing this machine through SSL/TLS communication. The node name is displayed by default.

   - A warning will appear if you use the IPPS or HTTPS protocol and enter a different name in the URL than the **Common Name** that was used for the self-signed certificate.

7. Select your setting from the **Public Key Algorithm** drop-down list. The default setting is **RSA(2048bit)**.

8. Select your setting from the **Digest Algorithm** drop-down list. The default setting is **SHA256**.

9. Click **Submit**.

   ✅ **Related Information**

   - Configure Certificates for Device Security

   Related Topics:

   - Access Web Based Management

Create CSR and Install a Certificate from a Certificate Authority (CA)

If you already have a certificate from an external trusted CA, you can store the certificate and private key on the machine and manage them by importing and exporting. If you do not have a certificate from an external trusted CA, create a Certificate Signing Request (CSR), send it to a CA for authentication, and install the returned certificate on your machine.

- Create a Certificate Signing Request (CSR)

- Install a Certificate on Your Machine

Create a Certificate Signing Request (CSR)

A Certificate Signing Request (CSR) is a request sent to a Certificate Authority (CA) to authenticate the credentials contained within the certificate.

> We recommend installing a Root Certificate from the CA on your computer before creating the CSR.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > • If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > • The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **Certificate**.

   > Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Click **Create CSR**.

6. Type a **Common Name** (required) and add other information about your **Organization** (optional).

   > • Your company details are required so that a CA can confirm your identity and verify it to the outside world.
   >
   > • The length of the **Common Name** must be less than 64 bytes. Enter an identifier, such as an IP address, node name, or domain name to use when accessing this machine through SSL/TLS communication. The node name is displayed by default. The **Common Name** is required.
   >
   > • A warning will appear if you type a different name in the URL than the Common Name that was used for the certificate.
   >
   > • The length of the **Organization**, the **Organization Unit**, the **City/Locality**, and the **State/Province** must be less than 64 bytes.
   >
   > • The **Country/Region** should be a two-character ISO 3166 country code.
   >
   > • If you are configuring an X.509v3 certificate extension, select the **Configure extended partition** checkbox, and then select **Auto (Register IPv4)** or **Manual**.

7. Select your setting from the **Public Key Algorithm** drop-down list. The default setting is **RSA(2048bit)**.

8. Select your setting from the **Digest Algorithm** drop-down list. The default setting is **SHA256**.

9. Click **Submit**.

   The CSR appears on your screen. Save the CSR as a file or copy and paste it into an online CSR form offered by a Certificate Authority.

10. Click **Save**.

- Follow your CA's policy regarding the method to send a CSR to your CA.

- If you are using the Enterprise root CA of Windows Server 2008/2008 R2/2012/2012 R2/2016/2019/2022, we recommend using the Web Server for the certificate template to securely create the Client Certificate. If you are creating a Client Certificate for an IEEE 802.1x environment with EAP-TLS authentication, we recommend using User for the certificate template.

✅ Related Information

- Create CSR and Install a Certificate from a Certificate Authority (CA)

Related Topics:

- Access Web Based Management

Install a Certificate on Your Machine

When you receive a certificate from a CA, follow the steps below to install it into the print server:

Only a certificate issued with your machine's CSR can be installed onto the machine. When you want to create another CSR, make sure that the certificate is installed before creating another CSR. Create another CSR only after installing the certificate on the machine. If you do not, the CSR you create before installing will be invalid.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   * If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.

     For example: https://SharedPrinter

   * If you enable a NetBIOS name, you can also use the node name.

     For example: https://brn123456abcdef

   * The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **Certificate**.

   Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Click **Install Certificate**.

6. Browse to the file that contains the certificate issued by the CA, and then click **Submit**.

   The certificate has been created successfully and saved in your machine's memory successfully.

To use SSL/TLS communication, the Root Certificate from the CA must be installed on your computer. Contact your network administrator.

✅ Related Information

* Create CSR and Install a Certificate from a Certificate Authority (CA)

Related Topics:

* Access Web Based Management

Import and Export the Certificate and Private Key

Store the certificate and private key on your machine and manage them by importing and exporting them.

- **Import a Certificate and Private Key**

- **Export the Certificate and Private Key**

Import a Certificate and Private Key

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > • If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > • The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **Certificate**.

   > Start from ≡, if the navigation menu is not shown on the left side of the screen.

5. Click **Import Certificate and Private Key**.
6. Browse to the file you want to import.
7. Type the password if the file is encrypted, and then click **Submit**.

The certificate and private key are imported to your machine.

✅ Related Information

- Import and Export the Certificate and Private Key

Related Topics:

- Access Web Based Management

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Export the Certificate and Private Key

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > • If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > • The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **Certificate**.

   > Start from ≡, if the navigation menu is not shown on the left side of the screen.

5. Click **Export** shown with **Certificate List**.

6. Enter the password if you want to encrypt the file.

   If a blank password is used, the output is not encrypted.

7. Enter the password again for confirmation, and then click **Submit**.

8. Click **Save**.

The certificate and private key are exported to your computer.

You can also import the certificate to your computer.

✅ Related Information

• Import and Export the Certificate and Private Key

Related Topics:

• Access Web Based Management

Import and Export a CA Certificate

You can import, export, and store CA certificates on your Brother machine.

- Import a CA Certificate

- Export a CA Certificate

Import a CA Certificate

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > • If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > • The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **CA Certificate**.

   > Start from ≡, if the navigation menu is not shown on the left side of the screen.

5. Click **Import CA Certificate**.

6. Browse to the file you want to import.

7. Click **Submit**.

✅ Related Information

- Import and Export a CA Certificate

Related Topics:

- Access Web Based Management

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Export a CA Certificate

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > • If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > • The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **CA Certificate**.

   > Start from ≡, if the navigation menu is not shown on the left side of the screen.

5. Select the certificate you want to export and click **Export**.

6. Click **Submit**.

> ✅ **Related Information**

• Import and Export a CA Certificate

Related Topics:

• Access Web Based Management

Manage Multiple Certificates

The multiple certificate feature allows you to use Web Based Management to manage each certificate installed on your machine. In Web Based Management, navigate to the **Certificate** or **CA Certificate** screen to view certificate content, delete, or export your certificates.

	Maximum Number of Certificates Stored on Brother Machine
Self-signed Certificate or Certificate Issued by a CA	5
CA Certificate	6

We recommend storing fewer certificates than allowed, reserving an empty spot in case of certificate expiration. When a certificate expires, import a new certificate into the reserved spot, and then delete the expired certificate. This ensures that you avoid configuration failure.

> • When you use HTTPS/IPPS or IEEE 802.1x, you must select which certificate you are using.
>
> • When you use SSL for SMTP communications, you do not have to choose the certificate. The necessary certificate will be chosen automatically.

✅ Related Information

- Configure Certificates for Device Security

Use SSL/TLS

- Introduction to SSL/TLS

- Manage Your Network Machine Securely Using SSL/TLS

- Print Documents Securely Using SSL/TLS

- Send an Email Securely Using SSL/TLS

Introduction to SSL/TLS

Secure Socket Layer (SSL) or Transport Layer Security (TLS) is an effective method of protecting data sent over a local or wide area network (LAN or WAN). It works by encrypting data, such as a print job, sent over a network, so anyone trying to capture it will not be able to read it.

SSL/TLS can be configured on both wired and wireless networks and will work with other forms of security such as WPA keys and firewalls.

✅ Related Information

- Use SSL/TLS
  - Brief History of SSL/TLS
  - Benefits of Using SSL/TLS

▌Brief History of SSL/TLS

SSL/TLS was originally created to secure web traffic information, particularly data sent between web browsers and servers. SSL is now used with additional applications, such as Telnet, printer, and FTP software, in order to become a universal solution for online security. Its original design intentions are still being used today by many online retailers and banks to secure sensitive data, such as credit card numbers, customer records, etc.

SSL/TLS uses extremely high levels of encryption and is trusted by banks all over the world.

✅ Related Information

- Introduction to SSL/TLS

Benefits of Using SSL/TLS

The primary benefit of using SSL/TLS is to guarantee secure printing over an IP network by restricting unauthorized users from reading data sent to the machine. SSL's key selling point is that it can be used to print confidential data securely. For example, an HR department in a large company may be printing wage slips on a regular basis. Without encryption, the data contained on these wages slips can be read by other network users. However, with SSL/TLS, anyone trying to capture the data will see a confusing page of code and not the actual wage slip.

✔ Related Information

- Introduction to SSL/TLS

Manage Your Network Machine Securely Using SSL/TLS

- Configure a Certificate for SSL/TLS and Available Protocols

- Access Web Based Management Using SSL/TLS

- Install the Self-signed Certificate for Windows Users as Administrators

- Configure Certificates for Device Security

Configure a Certificate for SSL/TLS and Available Protocols

Configure a certificate on your machine using Web Based Management before you use SSL/TLS communication.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   ✎ • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.

   For example: https://SharedPrinter

   • If you enable a NetBIOS name, you can also use the node name.

   For example: https://brn123456abcdef

   • The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   ✎ The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Network** > **Protocol**.

   ✎ Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Click **HTTP Server Settings**.

6. Select the certificate you want to configure from the **Select the Certificate** drop-down list.

7. Click **Submit**.

8. Click **Yes** to restart your print server.

> ✅ **Related Information**
>
> • Manage Your Network Machine Securely Using SSL/TLS
>
> **Related Topics:**
> • Print Documents Securely Using SSL/TLS
> • Access Web Based Management

Access Web Based Management Using SSL/TLS

To manage your network machine securely, you must use management utilities with security protocols.

> 🖉
> - To use HTTPS protocol, HTTPS must be enabled on your machine. The HTTPS protocol is enabled by default.
> - You can change the HTTPS protocol settings using the Web Based Management screen.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

> 🖉
> The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. You can now access the machine using HTTPS.

✅ Related Information

- Manage Your Network Machine Securely Using SSL/TLS

Related Topics:

- Access Web Based Management

Install the Self-signed Certificate for Windows Users as Administrators

> - The following steps are for Microsoft Edge. If you use another web browser, refer to your web browser's documentation or online help for instructions on how to install certificates.
> - Make sure you have created your self-signed certificate using Web Based Management.

1. Right-click the **Microsoft Edge** icon, and then click **Run as administrator**.

   If the **User Account Control** screen appears, click **Yes**.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > - If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > - If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > - The NetBIOS name can be found in the Network Configuration Report.

3. If your connection is not private, click the **Advanced** button, and then continue to the web page.

4. If required, type the password in the **Login** field, and then click **Login**.

   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

5. Go to the navigation menu, and then click **Network** > **Security** > **Certificate**.

   > Start from ☰, if the navigation menu is not shown on the left side of the screen.

6. Click **Export**.

7. To encrypt the output file, type a password in the **Enter password** field. If the **Enter password** field is blank, your output file will not be encrypted.

8. Type the password again in the **Retype password** field, and then click **Submit**.

9. Click the downloaded file to open.

10. When the **Certificate Import Wizard** appears, click **Next**.

11. Click **Next**.

12. If required, type a password, and then click **Next**.

13. Select **Place all certificates in the following store**, and then click **Browse…**.

14. Select the **Trusted Root Certification Authorities**, and then click **OK**.

15. Click **Next**.

16. Click **Finish**.

17. Click **Yes**, if the fingerprint (thumbprint) is correct.

18. Click **OK**.

✅ Related Information

- Manage Your Network Machine Securely Using SSL/TLS

Print Documents Securely Using SSL/TLS

- Print Documents Using SSL/TLS

- Configure a Certificate for SSL/TLS and Available Protocols

- Configure Certificates for Device Security

Print Documents Using SSL/TLS

To print documents securely with IPP protocol, use the IPPS protocol.

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > • If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > • The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   > The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Network** > **Protocol**.

   > Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Make sure the **IPP** checkbox is selected.

   > If the **IPP** checkbox is not selected, select the **IPP** checkbox, and then click **Submit**.
   >
   > Restart your machine to activate the configuration.
   >
   > After the machine restarts, return to the machine's web page, type the password, go to the navigation menu, and then click **Network** > **Network** > **Protocol**.

6. Click **HTTP Server Settings**.
7. Select the **HTTPS (Port 443)** checkbox in the **IPP**, and then click **Submit**.
8. Restart your machine to activate the configuration.

Communication using IPPS cannot prevent unauthorized access to the print server.

✅ Related Information

• Print Documents Securely Using SSL/TLS

Related Topics:

• Access Web Based Management

Use SNMPv3

- Manage Your Network Machine Securely Using SNMPv3

Manage Your Network Machine Securely Using SNMPv3

The Simple Network Management Protocol version 3 (SNMPv3) provides user authentication and data encryption to manage network devices securely.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Network** > **Protocol**.

   🖉 Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Make sure the **SNMP** setting is enabled, and then click **Advanced Settings**.

6. Configure the SNMP settings. There are three options for **SNMP Mode of Operation**.

Option	Description
SNMP v1/v2c read-write access	The print server uses version 1 and version 2c of the SNMP protocol. You can use all Brother applications in this mode. However, it is not secure since it will not authenticate the user, and data will not be encrypted.
SNMPv3 read-write access and v1/v2c read-only access	The print server uses the read-write access of version 3 and the read-only access of version 1 and version 2c of the SNMP protocol. 🖉 When you use the **SNMPv3 read-write access and v1/v2c read-only access** mode, some Brother applications that access the print server do not work correctly since they authorize the read-only access of version 1 and version 2c. If you want to use all applications, we recommend using the **SNMP v1/v2c read-write access** mode.
SNMPv3 read-write access	The print server uses version 3 of the SNMP protocol. If you want to manage the print server securely, use this mode. 🖉 When you use the **SNMPv3 read-write access** mode, note the following: • You must use Web Based Management to manage the print server. • Applications that use SNMPv1/v2c are restricted. To allow the use of SNMPv1/v2c applications, use the **SNMPv3 read-write access and v1/v2c read-only access** or **SNMP v1/v2c read-write access** mode.

7. Click **Submit**.

✅ **Related Information**

• Use SNMPv3

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Related Topics:

- Access Web Based Management

Use IPsec

- Introduction to IPsec

- Configure IPsec Using Web Based Management

- Configure an IPsec Address Template Using Web Based Management

- Configure an IPsec Template Using Web Based Management

Introduction to IPsec

IPsec (Internet Protocol Security) is a security protocol that uses an optional Internet Protocol function to prevent data manipulation and ensure the confidentiality of data transmitted as IP packets. IPsec encrypts data carried over the network, such as print data sent from computers to a printer. Because the data is encrypted at the network layer, applications that employ a higher-level protocol use IPsec even if the user is not aware of its use.

IPsec supports the following functions:

- IPsec transmissions

    According to the IPsec setting conditions, the network-connected computer sends data to and receives data from the specified device using IPsec. When the devices start communicating using IPsec, keys are exchanged using Internet Key Exchange (IKE) first, and then the encrypted data is transmitted using the keys.

    In addition, IPsec has two operation modes: the Transport mode and Tunnel mode. The Transport mode is used mainly for communication between devices and the Tunnel mode is used in environments such as a Virtual Private Network (VPN).

    ✏️ For IPsec transmissions, the following conditions are necessary:

    - A computer that can communicate using IPsec is connected to the network.

    - Your machine is configured for IPsec communication.

    - The computer connected to your machine is configured for IPsec connections.

- IPsec settings

    The settings that are necessary for connections using IPsec. These settings can be configured using Web Based Management.

    ✏️ To configure the IPsec settings, you must use the browser on a computer that is connected to the network.

✅ Related Information

- Use IPsec

Configure IPsec Using Web Based Management

The IPsec connection conditions comprise two **Template** types: **Address** and **IPsec**. You can configure up to 10 connection conditions.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   ✏️ The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **IPsec**.

   ✏️ Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Configure the settings.

Option	Description
Status	Enable or disable IPsec.
Negotiation Mode	Select **Negotiation Mode** for IKE Phase 1. IKE is a protocol that is used to exchange encryption keys in order to carry out encrypted communication using IPsec. In **Main** mode, the processing speed is slow, but the security is high. In **Aggressive** mode, the processing speed is faster than **Main** mode, but the security is lower.
All Non-IPsec Traffic	Select the action to be taken for non-IPsec packets. When using Web Services, you must select **Allow** for **All Non-IPsec Traffic**. If you select **Drop**, Web Services cannot be used.
Broadcast/Multicast Bypass	Select **Enabled** or **Disabled**.
Protocol Bypass	Select the checkbox for the option or options you want.
Rules	Select the **Enabled** checkbox to activate the template. When you select multiple checkboxes, the lower numbered checkboxes have priority if the settings for the selected checkboxes conflict. Click on the corresponding drop-down list to select the **Address Template** that is used for the IPsec connection conditions. To add an **Address Template**, click **Add Template**. Click on the corresponding drop-down list to select the **IPsec Template** that is used for the IPsec connection conditions. To add an **IPsec Template**, click **Add Template**.

6. Click **Submit**.

   If the machine must be restarted to register the new settings, the restart confirmation screen will appear.

   If there is a blank item in the template you enabled in the **Rules** table, an error message appears. Confirm your choices and click **Submit** again.

✅ Related Information

- Use IPsec

Related Topics:
- Access Web Based Management

- Configure Certificates for Device Security

Configure an IPsec Address Template Using Web Based Management

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **IPsec Address Template**.

   🖉 Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Click the **Delete** button to delete an **Address Template**. When an **Address Template** is in use, it cannot be deleted.

6. Click the **Address Template** that you want to create. The **IPsec Address Template** appears.

7. Configure the settings.

Option	Description
Template Name	Type a name for the template (up to 16 characters).
Local IP Address	• **IP Address** Specify the IP address. Select **ALL IPv4 Address**, **ALL IPv6 Address**, **ALL Link Local IPv6**, or **Custom** from the drop-down list. If you select **Custom** from the drop-down list, type the IP address (IPv4 or IPv6) in the text box. • **IP Address Range** Type the starting and ending IP addresses for the IP address range in the text boxes. If the starting and ending IP addresses are not standardized to IPv4 or IPv6, or the ending IP address is smaller than the starting address, an error will occur. • **IP Address / Prefix** Specify the IP address using CIDR notation. For example: 192.168.1.1/24 Because the prefix is specified in the form of a 24-bit subnet mask (255.255.255.0) for 192.168.1.1, the addresses 192.168.1.### are valid.
Remote IP Address	• **Any** If you select **Any**, all IP addresses are enabled. • **IP Address** Type the specified IP address (IPv4 or IPv6) in the text box. • **IP Address Range** Type the first and last IP addresses for the IP address range. If the first and last IP addresses are not standardized to IPv4 or IPv6, or the last IP address is smaller than the first address, an error will occur. • **IP Address / Prefix** Specify the IP address using CIDR notation. For example: 192.168.1.1/24

Option	Description
	Because the prefix is specified in the form of a 24-bit subnet mask (255.255.255.0) for 192.168.1.1, the addresses 192.168.1.### are valid.

8. Click **Submit**.

When you change the settings for the template currently in use, restart your machine to activate the configuration.

✅ Related Information

- Use IPsec

Related Topics:

- Access Web Based Management

Configure an IPsec Template Using Web Based Management

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Security** > **IPsec Template**.

   🖉 Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Click the **Delete** button to delete an **IPsec Template**. When an **IPsec Template** is in use, it cannot be deleted.

6. Click **IPsec Template** that you want to create. The **IPsec Template** screen appears. The configuration fields differ based on the **Use Prefixed Template** and **Internet Key Exchange (IKE)** you select.

7. In the **Template Name** field, type a name for the template (up to 16 characters).

8. If you selected **Custom** in the **Use Prefixed Template** drop-down list, select the **Internet Key Exchange (IKE)** options, and then change the settings if needed.

9. Click **Submit**.

✅ **Related Information**

- Use IPsec
  - IKEv1 Settings for an IPsec Template
  - IKEv2 Settings for an IPsec Template
  - Manual Settings for an IPsec Template

Related Topics:
- Access Web Based Management

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IKEv1 Settings for an IPsec Template

Option	Description
Template Name	Type a name for the template (up to 16 characters).
Use Prefixed Template	Select **Custom**, **IKEv1 High Security** or **IKEv1 Medium Security**. The setting items are different depending on the selected template.
Internet Key Exchange (IKE)	IKE is a communication protocol that is used to exchange encryption keys in order to carry out encrypted communication using IPsec. To carry out encrypted communication for that time only, the encryption algorithm that is necessary for IPsec is determined and the encryption keys are shared. For IKE, the encryption keys are exchanged using the Diffie-Hellman key exchange method, and encrypted communication that is limited to IKE is carried out. If you selected **Custom** in **Use Prefixed Template**, select **IKEv1**.
Authentication Type	• **Diffie-Hellman Group** This key exchange method allows secret keys to be securely exchanged over an unprotected network. The Diffie-Hellman key exchange method uses a discrete logarithm problem, not the secret key, to send and receive open information that was generated using a random number and the secret key. Select **Group1**, **Group2**, **Group5**, or **Group14**. • **Encryption** Select **DES**, **3DES**, **AES-CBC 128**, or **AES-CBC 256**. • **Hash** Select **MD5**, **SHA1**, **SHA256**, **SHA384** or **SHA512**. • **SA Lifetime** Specify the IKE SA lifetime. Type the time (seconds) and number of kilobytes (KByte).
Encapsulating Security	• **Protocol** Select **ESP**, **AH**, or **AH+ESP**. 🖉 - ESP is a protocol for carrying out encrypted communication using IPsec. ESP encrypts the payload (communicated contents) and adds additional information. The IP packet comprises the header and the encrypted payload, which follows the header. In addition to the encrypted data, the IP packet also includes information regarding the encryption method and encryption key, the authentication data, and so on. - AH is part of the IPsec protocol that authenticates the sender and prevents manipulation (ensures the completeness) of the data. In the IP packet, the data is inserted immediately after the header. In addition, the packets include hash values, which are calculated using an equation from the communicated contents, secret key, and so on, in order to prevent the falsification of the sender and manipulation of the data. Unlike ESP, the communicated contents are not encrypted, and the data is sent and received as plain text. • **Encryption (Not available for the AH option.)** Select **DES**, **3DES**, **AES-CBC 128**, or **AES-CBC 256**. • **Hash** Select **None**, **MD5**, **SHA1**, **SHA256**, **SHA384**, or **SHA512**. **None** can be selected only when **ESP** is selected for **Protocol**.

Option	Description

	• **SA Lifetime**
	  Specify the IKE SA lifetime.
	  Type the time (seconds) and number of kilobytes (KByte).
	
	• **Encapsulation Mode**
	  Select **Transport** or **Tunnel**.
	
	• **Remote Router IP-Address**
	  Type the IP address (IPv4 or IPv6) of the remote router. Enter this information only when the **Tunnel** mode is selected.
	
	  🖉 SA (Security Association) is an encrypted communication method using IPsec or IPv6 that exchanges and shares information, such as the encryption method and encryption key, in order to establish a secure communication channel before communication begins. SA may also refer to a virtual encrypted communication channel that has been established. The SA used for IPsec establishes the encryption method, exchanges the keys, and carries out mutual authentication according to the IKE (Internet Key Exchange) standard procedure. In addition, the SA is updated periodically.

Perfect Forward Secrecy (PFS)	PFS does not derive keys from previous keys that were used to encrypt messages. In addition, if a key that is used to encrypt a message was derived from a parent key, that parent key is not used to derive other keys. Therefore, even if a key is compromised, the damage will be limited only to the messages that were encrypted using that key. Select **Enabled** or **Disabled**.
Authentication Method	Select the authentication method. Select **Pre-Shared Key** or **Certificates**.

Pre-Shared Key	When encrypting communication, the encryption key is exchanged and shared beforehand using another channel.
	If you selected **Pre-Shared Key** for the **Authentication Method**, type the **Pre-Shared Key** (up to 32 characters).
	• **Local/ID Type/ID**
	  Select the sender's ID type, and then type the ID.
	  Select **IPv4 Address**, **IPv6 Address**, **FQDN**, **E-mail Address**, or **Certificate** for the type.
	  If you select **Certificate**, type the common name of the certificate in the **ID** field.
	• **Remote/ID Type/ID**
	  Select the recipient's ID type, and then type the ID.
	  Select **IPv4 Address**, **IPv6 Address**, **FQDN**, **E-mail Address**, or **Certificate** for the type.
	  If you select **Certificate**, type the common name of the certificate in the **ID** field.

Certificate	If you selected **Certificates** for **Authentication Method**, select the certificate. 🖉 You can select only the certificates that were created using the **Certificate** page of Web Based Management's Security configuration screen.

✅ **Related Information**

- [Configure an IPsec Template Using Web Based Management](#)

IKEv2 Settings for an IPsec Template

Option	Description
Template Name	Type a name for the template (up to 16 characters).
Use Prefixed Template	Select **Custom**, **IKEv2 High Security**, or **IKEv2 Medium Security**. The setting items are different depending on the selected template.
Internet Key Exchange (IKE)	IKE is a communication protocol that is used to exchange encryption keys in order to carry out encrypted communication using IPsec. To carry out encrypted communication for that time only, the encryption algorithm that is necessary for IPsec is determined and the encryption keys are shared. For IKE, the encryption keys are exchanged using the Diffie-Hellman key exchange method, and encrypted communication that is limited to IKE is carried out. If you selected **Custom** in **Use Prefixed Template**, select **IKEv2**.

Authentication Type	• **Diffie-Hellman Group**
	    This key exchange method allows secret keys to be securely exchanged over an unprotected network. The Diffie-Hellman key exchange method uses a discrete logarithm problem, not the secret key, to send and receive open information that was generated using a random number and the secret key.
	    Select **Group1**, **Group2**, **Group5**, or **Group14**.
	• **Encryption**
	    Select **DES**, **3DES**, **AES-CBC 128**, or **AES-CBC 256**.
	• **Hash**
	    Select **MD5**, **SHA1**, **SHA256**, **SHA384** or **SHA512**.
	• **SA Lifetime**
	    Specify the IKE SA lifetime.
	    Type the time (seconds) and number of kilobytes (KByte).

Encapsulating Security	• **Protocol**
	    Select **ESP**.
	
	    ✎ ESP is a protocol for carrying out encrypted communication using IPsec. ESP encrypts the payload (communicated contents) and adds additional information. The IP packet comprises the header and the encrypted payload, which follows the header. In addition to the encrypted data, the IP packet also includes information regarding the encryption method and encryption key, the authentication data, and so on.
	
	• **Encryption**
	    Select **DES**, **3DES**, **AES-CBC 128**, or **AES-CBC 256**.
	• **Hash**
	    Select **MD5**, **SHA1**, **SHA256**, **SHA384**, or **SHA512**.
	• **SA Lifetime**
	    Specify the IKE SA lifetime.
	    Type the time (seconds) and number of kilobytes (KByte).
	• **Encapsulation Mode**
	    Select **Transport** or **Tunnel**.
	• **Remote Router IP-Address**
	    Type the IP address (IPv4 or IPv6) of the remote router. Enter this information only when the **Tunnel** mode is selected.

Option	Description
	✎ SA (Security Association) is an encrypted communication method using IPsec or IPv6 that exchanges and shares information, such as the encryption method and encryption key, in order to establish a secure communication channel before communication begins. SA may also refer to a virtual encrypted communication channel that has been established. The SA used for IPsec establishes the encryption method, exchanges the keys, and carries out mutual authentication according to the IKE (Internet Key Exchange) standard procedure. In addition, the SA is updated periodically.
Perfect Forward Secrecy (PFS)	PFS does not derive keys from previous keys that were used to encrypt messages. In addition, if a key that is used to encrypt a message was derived from a parent key, that parent key is not used to derive other keys. Therefore, even if a key is compromised, the damage will be limited only to the messages that were encrypted using that key. Select **Enabled** or **Disabled**.
Authentication Method	Select the authentication method. Select **Pre-Shared Key**, **Certificates**, **EAP - MD5**, or **EAP - MS-CHAPv2**. ✎ EAP is an authentication protocol that is an extension of PPP. By using EAP with IEEE802.1x, a different key is used for user authentication during each session. The following settings are necessary only when **EAP - MD5** or **EAP - MS-CHAPv2** is selected in **Authentication Method**: • **Mode** Select **Server-Mode** or **Client-Mode**. • **Certificate** Select the certificate. • **User Name** Type the user name (up to 32 characters). • **Password** Type the password (up to 32 characters). The password must be entered two times for confirmation.
Pre-Shared Key	When encrypting communication, the encryption key is exchanged and shared beforehand using another channel. If you selected **Pre-Shared Key** for the **Authentication Method**, type the **Pre-Shared Key** (up to 32 characters). • **Local/ID Type/ID** Select the sender's ID type, and then type the ID. Select **IPv4 Address**, **IPv6 Address**, **FQDN**, **E-mail Address**, or **Certificate** for the type. If you select **Certificate**, type the common name of the certificate in the **ID** field. • **Remote/ID Type/ID** Select the recipient's ID type, and then type the ID. Select **IPv4 Address**, **IPv6 Address**, **FQDN**, **E-mail Address**, or **Certificate** for the type. If you select **Certificate**, type the common name of the certificate in the **ID** field.
Certificate	If you selected **Certificates** for **Authentication Method**, select the certificate.

Option	Description
	✎ You can select only the certificates that were created using the **Certificate** page of Web Based Management's Security configuration screen.

Manual Settings for an IPsec Template

Option	Description
Template Name	Type a name for the template (up to 16 characters).
Use Prefixed Template	Select **Custom**.
Internet Key Exchange (IKE)	IKE is a communication protocol that is used to exchange encryption keys in order to carry out encrypted communication using IPsec. To carry out encrypted communication for that time only, the encryption algorithm that is necessary for IPsec is determined and the encryption keys are shared. For IKE, the encryption keys are exchanged using the Diffie-Hellman key exchange method, and encrypted communication that is limited to IKE is carried out. Select **Manual**.
Authentication Key (ESP, AH)	Type the **In/Out** values. These settings are necessary when **Custom** is selected for **Use Prefixed Template**, **Manual** is selected for **Internet Key Exchange (IKE)**, and a setting other than **None** is selected for **Hash** for **Encapsulating Security** section. ✎ The number of characters you can set differs depending on the setting you chose for **Hash** in the **Encapsulating Security** section. If the length of the specified authentication key is different than the selected hash algorithm, an error will occur. • **MD5**: 128 bits (16 bytes) • **SHA1**: 160 bits (20 bytes) • **SHA256**: 256 bits (32 bytes) • **SHA384**: 384 bits (48 bytes) • **SHA512**: 512 bits (64 bytes) When you specify the key in ASCII Code, enclose the characters in double quotation marks (").
Code key (ESP)	Type the **In/Out** values. These settings are necessary when **Custom** is selected for **Use Prefixed Template**, **Manual** is selected for **Internet Key Exchange (IKE)**, and **ESP** is selected for **Protocol** in **Encapsulating Security**. ✎ The number of characters you can set differs depending on the setting you chose for **Encryption** in the **Encapsulating Security** section. If the length of the specified code key is different than the selected encryption algorithm, an error will occur. • **DES**: 64 bits (8 bytes) • **3DES**: 192 bits (24 bytes) • **AES-CBC 128**: 128 bits (16 bytes) • **AES-CBC 256**: 256 bits (32 bytes) When you specify the key in ASCII Code, enclose the characters in double quotation marks (").
SPI	These parameters are used to identify security information. Generally, a host has multiple Security Associations (SAs) for several types of IPsec communication. Therefore, it is necessary to identify the applicable SA when an IPsec packet is received. The SPI parameter, which identifies the SA, is included in the Authentication Header (AH) and Encapsulating Security Payload (ESP) header.

Option	Description
	These settings are necessary when **Custom** is selected for **Use Prefixed Template**, and **Manual** is selected for **Internet Key Exchange (IKE)**. Enter the **In/Out** values. (3-10 characters)
Encapsulating Security	• **Protocol** Select **ESP** or **AH**.

<table>
<tr><td rowspan="2"> </td><td>- ESP is a protocol for carrying out encrypted communication using IPsec. ESP encrypts the payload (communicated contents) and adds additional information. The IP packet comprises the header and the encrypted payload, which follows the header. In addition to the encrypted data, the IP packet also includes information regarding the encryption method and encryption key, the authentication data, and so on.</td></tr>
<tr><td>- AH is part of the IPsec protocol that authenticates the sender and prevents manipulation of the data (ensures the completeness of the data). In the IP packet, the data is inserted immediately after the header. In addition, the packets include hash values, which are calculated using an equation from the communicated contents, secret key, and so on, in order to prevent the falsification of the sender and manipulation of the data. Unlike ESP, the communicated contents are not encrypted, and the data is sent and received as plain text.</td></tr>
</table>

• **Encryption (Not available for the AH option.)**

  Select **DES**, **3DES**, **AES-CBC 128**, or **AES-CBC 256**.

• **Hash**

  Select **None**, **MD5**, **SHA1**, **SHA256**, **SHA384**, or **SHA512**.

  None can be selected only when **ESP** is selected for **Protocol**.

• **SA Lifetime**

  Specify the IKE SA lifetime.

  Type the time (seconds) and number of kilobytes (KByte).

• **Encapsulation Mode**

  Select **Transport** or **Tunnel**.

• **Remote Router IP-Address**

  Type the IP address (IPv4 or IPv6) of the remote router. Enter this information only when the **Tunnel** mode is selected.

  SA (Security Association) is an encrypted communication method using IPsec or IPv6 that exchanges and shares information, such as the encryption method and encryption key, in order to establish a secure communication channel before communication begins. SA may also refer to a virtual encrypted communication channel that has been established. The SA used for IPsec establishes the encryption method, exchanges the keys, and carries out mutual authentication according to the IKE (Internet Key Exchange) standard procedure. In addition, the SA is updated periodically.

✅ Related Information

• Configure an IPsec Template Using Web Based Management

Use IEEE 802.1x Authentication for a Wired or a Wireless Network

- What Is IEEE 802.1x Authentication?

- Configure IEEE 802.1x Authentication for a Wired or a Wireless Network Using Web Based Management (Web Browser)

- IEEE 802.1x Authentication Methods

What Is IEEE 802.1x Authentication?

IEEE 802.1x is an IEEE standard for wired and wireless networks that limits access from unauthorized network devices. Your Brother machine (supplicant) sends an authentication request to a RADIUS server (Authentication server) through your access point or hub. After your request has been verified by the RADIUS server, your machine can access the network.

✅ Related Information

- Use IEEE 802.1x Authentication for a Wired or a Wireless Network

Configure IEEE 802.1x Authentication for a Wired or a Wireless Network Using Web Based Management (Web Browser)

> - If you configure your machine using EAP-TLS authentication, you must install the client certificate issued by a CA before you start configuration. Contact your network administrator about the client certificate. If you have installed more than one certificate, we recommend writing down the certificate name you want to use.
> - Before you verify the server certificate, you must import the CA certificate issued by the CA that signed the server certificate. Contact your network administrator or your Internet Service Provider (ISP) to confirm whether a CA certificate import is necessary.

> 🖉 You can also configure IEEE 802.1x authentication using Wireless setup wizard from the control panel (Wireless network).

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > 🖉 • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > • If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > • The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.

   > 🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network**.

   > 🖉 Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Do one of the following:
   - For the wired network

     Click **Wired** > **Wired 802.1x Authentication**.
   - For the wireless network

     Click **Wireless** > **Wireless (Enterprise)**.

6. Configure the IEEE 802.1x authentication settings.

   > 🖉 • To enable IEEE 802.1x authentication for wired networks, select **Enabled** for **Wired 802.1x status** on the **Wired 802.1x Authentication** page.
   >
   > • If you are using **EAP-TLS** authentication, you must select the client certificate installed (shown with certificate name) for verification from the **Client Certificate** drop-down list.
   >
   > • If you select **EAP-FAST**, **PEAP**, **EAP-TTLS**, or **EAP-TLS** authentication, select the verification method from the **Server Certificate Verification** drop-down list. Verify the server certificate using the CA certificate, imported to the machine in advance, issued by the CA that signed the server certificate.

Select one of the following verification methods from the **Server Certificate Verification** drop-down list:

Option	Description
No Verification	The server certificate can always be trusted. The verification is not performed.
CA Cert.	The verification method to check the CA reliability of the server certificate, using the CA certificate issued by the CA that signed the server certificate.
CA Cert. + ServerID	The verification method to check the common name [1] value of the server certificate, in addition to the CA reliability of the server certificate.

7. When finished with configuration, click **Submit**.

For wired networks: After configuring, connect your machine to the IEEE 802.1x supported network. After a few minutes, print the Network Configuration Report to check the <**Wired IEEE 802.1x**> status.

Option	Description
Success	The wired IEEE 802.1x function is enabled and the authentication was successful.
Failed	The wired IEEE 802.1x function is enabled; however, the authentication failed.
Off	The wired IEEE 802.1x function is not available.

✅ Related Information

- Use IEEE 802.1x Authentication for a Wired or a Wireless Network

Related Topics:
- Print the Network Configuration Report
- Print the WLAN Report
- Access Web Based Management
- Configure Certificates for Device Security
- Supported Security Certificate Features

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1   The common name verification compares the common name of the server certificate to the character string configured for the **Server ID**. Before you use this method, contact your system administrator about the server certificate's common name and then configure **Server ID**.

IEEE 802.1x Authentication Methods

EAP-FAST

Extensible Authentication Protocol-Flexible Authentication via Secured Tunneling (EAP-FAST) has been developed by Cisco Systems, Inc., which uses a user ID and password for authentication, and symmetric key algorithms to achieve a tunneled authentication process.

Your Brother machine supports the following inner authentication methods:

- EAP-FAST/NONE
- EAP-FAST/MS-CHAPv2
- EAP-FAST/GTC

EAP-MD5 (Wired network)

Extensible Authentication Protocol-Message Digest Algorithm 5 (EAP-MD5) uses a user ID and password for challenge-response authentication.

PEAP

Protected Extensible Authentication Protocol (PEAP) is a version of EAP method developed by Cisco Systems, Inc., Microsoft Corporation and RSA Security. PEAP creates an encrypted Secure Sockets Layer (SSL)/Transport Layer Security (TLS) tunnel between a client and an authentication server, for sending a user ID and password. PEAP provides mutual authentication between the server and the client.

Your Brother machine supports the following inner authentications:

- PEAP/MS-CHAPv2
- PEAP/GTC

EAP-TTLS

Extensible Authentication Protocol-Tunneled Transport Layer Security (EAP-TTLS) has been developed by Funk Software and Certicom. EAP-TTLS creates a similar encrypted SSL tunnel to PEAP, between a client and an authentication server, for sending a user ID and password. EAP-TTLS provides mutual authentication between the server and the client.

Your Brother machine supports the following inner authentications:

- EAP-TTLS/CHAP
- EAP-TTLS/MS-CHAP
- EAP-TTLS/MS-CHAPv2
- EAP-TTLS/PAP

EAP-TLS

Extensible Authentication Protocol-Transport Layer Security (EAP-TLS) requires digital certificate authentication both at a client and an authentication server.

✅ Related Information

- Use IEEE 802.1x Authentication for a Wired or a Wireless Network

Use Active Directory Authentication

- Introduction to Active Directory Authentication

- Configure Active Directory Authentication Using Web Based Management

- Log On to Change the Machine Settings Using the Machine's Control Panel (Active Directory Authentication)

Introduction to Active Directory Authentication

Active Directory Authentication restricts the use of your machine. If Active Directory Authentication is enabled, the machine's control panel will be locked. You cannot change the machine's settings until you enter a User ID and password.

You can change the Active Directory Authentication settings using Web Based Management.

✓ Related Information

- Use Active Directory Authentication

Configure Active Directory Authentication Using Web Based Management

Active Directory authentication supports Kerberos authentication and NTLMv2 authentication. You must configure the SNTP protocol (network time server) and DNS server configuration for authentication.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   ✎ The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Administrator** > **User Restriction Function** or **Restriction Management**.

   ✎ Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Select **Active Directory Authentication**.

6. Click **Submit**.

7. Select the **Active Directory Authentication** menu.

8. Configure the following settings:

Option	Description
Remember User ID	Select this option to save your User ID.
Active Directory Server Address	Type the IP address or the server name (for example: ad.example.com) of the Active Directory Server.
Active Directory Domain Name	Type the Active Directory domain name.
Protocol & Authentication Method	Select the protocol and authentication method.
SSL/TLS	Select the **SSL/TLS** option to use LDAP over SSL/TLS (available only for the **LDAP + kerberos** or **LDAP + NTLMv2** authentication method).
LDAP Server Port	Type the port number to connect the Active Directory server via LDAP (available only for **LDAP + kerberos** or **LDAP + NTLMv2** authentication method).

9. Click **Submit**.

✅ Related Information

- Use Active Directory Authentication

Related Topics:
- Access Web Based Management

Log On to Change the Machine Settings Using the Machine's Control Panel (Active Directory Authentication)

When Active Directory Authentication is enabled, the machine's control panel will be locked until you enter your User ID and password on the machine's control panel.

1. On the machine's control panel, use the touchscreen to enter your User ID and Password.

2. Press [OK].

3. When authentication is successful, the machine's control panel will be unlocked.

✅ **Related Information**

- Use Active Directory Authentication

Use LDAP Authentication

- Introduction to LDAP Authentication

- Configure LDAP Authentication Using Web Based Management

- Log On to Change the Machine Settings Using the Machine's Control Panel (LDAP Authentication)

Introduction to LDAP Authentication

LDAP Authentication restricts the use of your machine. If LDAP Authentication is enabled, the machine's control panel will be locked. You cannot change the machine's settings until you enter a User ID and password.

You can change the LDAP Authentication settings using Web Based Management.

✅ Related Information

- Use LDAP Authentication

Configure LDAP Authentication Using Web Based Management

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   ✎ The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Administrator** > **User Restriction Function** or **Restriction Management**.

   ✎ Start from ≡, if the navigation menu is not shown on the left side of the screen.

5. Select **LDAP Authentication**.

6. Click **Submit**.

7. Click the **LDAP Authentication** menu.

8. Configure the following settings:

Option	Description
Remember User ID	Select this option to save your User ID.
LDAP Server Address	Type the IP address or the server name (for example: ldap.example.com) of the LDAP server.
SSL/TLS	Select the **SSL/TLS** option to use LDAP over SSL/TLS.
LDAP Server Port	Type the LDAP server port number.
LDAP Search Root	Type the LDAP search root directory.
Attribute of Name (Search Key)	Type the attribute you want to use as a search key.

9. Click **Submit**.

✅ **Related Information**

• Use LDAP Authentication

Related Topics:

• Access Web Based Management

Log On to Change the Machine Settings Using the Machine's Control Panel (LDAP Authentication)

> When LDAP Authentication is enabled, the machine's control panel will be locked until you enter your User ID and password on the machine's control panel.

1. On the machine's control panel, use the touchscreen to enter your User ID and Password.

2. Press [OK].

3. When authentication is successful, the machine's control panel will be unlocked.

✅ **Related Information**

- Use LDAP Authentication

Use Secure Function Lock 3.0

Secure Function Lock 3.0 increases security by restricting the functions available on your machine.

- Before Using Secure Function Lock 3.0

- Configure Secure Function Lock 3.0 Using Web Based Management

- Configure Public Mode for Secure Function Lock 3.0

- Additional Secure Function Lock 3.0 Features

- Register an External IC Card Reader

Before Using Secure Function Lock 3.0

Use Secure Function Lock to configure passwords, set specific user page limits, and grant access to some or all of the functions listed here.

You can configure and change the following Secure Function Lock 3.0 settings using Web Based Management:

- **Print**

  Print includes print jobs sent via AirPrint and Brother Mobile Connect.

  If you register users' logon names in advance, the users will not need to enter their passwords when they use the print function.

- **Media**
- **Web Connect** (supported models only)
- **Page Limits (*)**
- **Color Print**
- **Page Counters**
- **Card ID (NFC ID)** (supported models only)

✅ **Related Information**

- Use Secure Function Lock 3.0

Configure Secure Function Lock 3.0 Using Web Based Management

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Administrator** > **User Restriction Function** or **Restriction Management**.

   🖉 Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Select **Secure Function Lock**.

6. Click **Submit**.

7. Click the **Restricted Functions** menu.

8. In the **User List / Restricted Functions** field, type a group name or user name.

9. In the **Print** and the other columns, select a checkbox to allow, or clear a checkbox to restrict, the function listed.

10. To configure the maximum page count, select the **On** checkbox in the **Page Limits** column, and then type the maximum number in the **Max. Pages** field.

11. Click **Submit**.

12. Click the **User List** menu.

13. In the **User List** field, type the user name.

14. In the **Password** field, type a password.

   🖉 The number of characters you can set differs depending on your model.

15. To register the user's Card ID, type the card number in the **Card ID (NFC ID)** field (available only for certain models).

16. Select **User List / Restricted Functions** from the drop-down list for each user.

17. Click **Submit**.

   🖉 You can also change the user list lockout settings in the **Secure Function Lock** menu.

✅ **Related Information**

- Use Secure Function Lock 3.0

Related Topics:

- Access Web Based Management

Configure Public Mode for Secure Function Lock 3.0

Use the Secure Function Lock screen to set up Public Mode, which limits the functions available to public users. Public users will not need to enter a password to access the features made available through Public Mode settings.

> 🖉 Public Mode includes print jobs sent via Brother Mobile Connect.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

> 🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Administrator** > **User Restriction Function** or **Restriction Management**.

> 🖉 Start from ≡, if the navigation menu is not shown on the left side of the screen.

5. Select **Secure Function Lock**.

6. Click **Submit**.

7. Click the **Restricted Functions** menu.

8. In the **Public Mode** row, select a checkbox to allow, or clear a checkbox to restrict, the function listed.

9. Click **Submit**.

✅ **Related Information**

• Use Secure Function Lock 3.0

Related Topics:

• Access Web Based Management

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Additional Secure Function Lock 3.0 Features

Configure the following features in the Secure Function Lock screen:

All Counter Reset

Click **All Counter Reset**, in the **Page Counters** column, to reset the page counter.

Export to CSV file

Click **Export to CSV file**, to export the current and last page counter including **User List / Restricted Functions** information as a CSV file.

Card ID (NFC ID) (supported models only)

Click the **User List** menu, and then type a user's Card ID in the **Card ID (NFC ID)** field. You can use your IC card for authentication.

Last Counter Record

Click **Last Counter Record** if you want the machine to retain the page count after the counter has been reset.

Counter Auto Reset

Click **Counter Auto Reset** to configure the time interval you want between page counter reset. Choose a daily, weekly, or monthly interval.

✅ **Related Information**

- Use Secure Function Lock 3.0

Register an External IC Card Reader

When you connect an external IC (Integrated Circuit) card reader, use Web Based Management to register the card reader. Your machine supports HID class driver supported external IC card readers.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

    For example:

    https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

    > 🖉 The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Administrator** > **External Card Reader**.

    > 🖉 Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. Enter the necessary information, and then click **Submit**.

6. Restart your Brother machine to activate the configuration.

7. Connect the card reader to your machine.
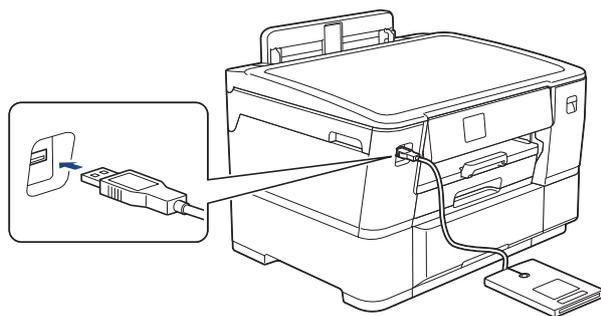
8. Touch the card to the card reader when using card authentication.

> ✅ **Related Information**
>
> • Use Secure Function Lock 3.0
>
> **Related Topics:**
>
> • Access Web Based Management

Send an Email Securely

- Configure Email Sending Using Web Based Management

- Send an Email with User Authentication

- Send an Email Securely Using SSL/TLS

Configure Email Sending Using Web Based Management

> We recommend using Web Based Management to configure secured email sending with user authentication, or email sending using SSL/TLS.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   ✎ The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **Network** > **Network** > **Protocol**.

   ✎ Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. In the **SMTP Client** field, click **Advanced Settings** and make sure the status of **SMTP Client** is **Enabled**.

6. Configure the **SMTP Client** settings.

   • Confirm that the email settings are correct after configuration by sending a test email.

   • If you do not know the SMTP server settings, contact your network administrator or Internet Service Provider (ISP).

7. When finished, click **Submit**.

   The **Test Send E-mail Configuration** dialog box appears.

8. Follow the instructions in the dialog box to test the current settings.

✅ **Related Information**

• Send an Email Securely

Related Topics:

• Access Web Based Management

Send an Email with User Authentication

Your machine supports the SMTP-AUTH method to send email via an email server that requires user authentication. This method prevents unauthorized users from accessing the email server.

You can use the SMTP-AUTH method for email notification and email reports (available for certain models).

We recommend using Web Based Management to configure the SMTP authentication.

Email Server Settings

You must configure your machine's SMTP authentication method to match the method used by your email server. For details about your email server settings, contact your network administrator or Internet Service Provider (ISP).

To enable SMTP server authentication using Web Based Management, select **SMTP-AUTH** under **Server Authentication Method** on the **SMTP Client** screen.

✓ Related Information

- Send an Email Securely

Send an Email Securely Using SSL/TLS

Your Brother machine supports SSL/TLS communication methods. To use email server that is using SSL/TLS communication, you must configure following settings.

> 🖉 We recommend using Web Based Management to configure SSL/TLS.

Verify Server Certificate

Under **SSL/TLS**, if you choose **SSL** or **TLS**, the **Verify Server Certificate** checkbox will be selected automatically.

> 🖉 • Before you verify the server certificate, you must import the CA certificate issued by the CA that signed the server certificate. Contact your network administrator or your Internet Service Provider (ISP) to confirm if importing a CA certificate is necessary.
> • If you do not need to verify the server certificate, clear the **Verify Server Certificate** checkbox.

Port Number

If you select **SSL**, or **TLS**, the **Port** value will be changed to match the protocol. To change the port number manually, type the port number after you select **SSL/TLS** settings.

You must configure your machine's communication method to match the method used by your email server. For details about your email server settings, contact your network administrator or your ISP.

In most cases, the secured webmail services require the following settings:

SMTP	Port	587
	Server Authentication Method	**SMTP-AUTH**
	SSL/TLS	**TLS**

✅ Related Information

• Send an Email Securely

Related Topics:

• Use SSL/TLS
• Configure Certificates for Device Security

Administrator

- Network Features

- Security Features

- Brother Management Tools

Network Features

- Change Machine Settings Using Web Based Management

- Print the Network Configuration Report

- Synchronize Time with the SNTP Server Using Web Based Management

Security Features

Your machine uses some of the latest network security and encryption protocols. These network features can be integrated into your overall network security plan to help protect your data and prevent unauthorized access to the machine.

- Network Security

- User Authentication

Network Security

- Before Using Network Security Features

- Configure Certificates for Device Security

- Use SSL/TLS

- Use SNMPv3

- Use IPsec

- Use IEEE 802.1x Authentication for a Wired or a Wireless Network

User Authentication

- Use Active Directory Authentication

- Use LDAP Authentication

- Use Secure Function Lock 3.0

Brother Management Tools

Use one of Brother's management tools to configure your Brother machine's network settings.

Go to your model's **Downloads** page at support.brother.com to download the tools.

✅ **Related Information**

- Administrator

Mobile/Web Connect

- Brother Web Connect

- AirPrint

- Mopria™ Print Service

- Brother Mobile Connect

Brother Web Connect

- Brother Web Connect Overview

- Online Services Used with Brother Web Connect

- Set Up Brother Web Connect

- Download and Print Documents Using Brother Web Connect

Brother Web Connect Overview

Certain websites provide services that allow users to upload and view images and files on the website. Your Brother machine can download and print images that are already uploaded to these services.
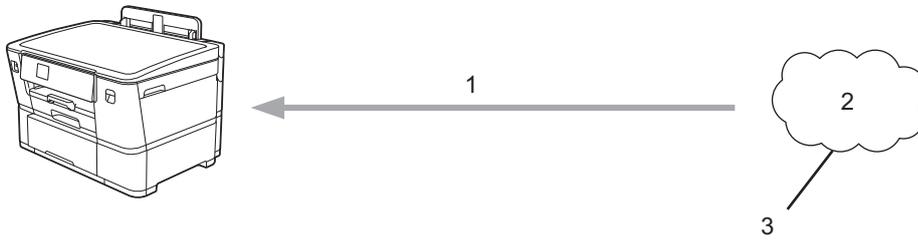
1. Printing
2. Photos, images, documents and other files
3. Web Service

To use Brother Web Connect, your Brother machine must be connected to a network that has access to the Internet, through either a wired or wireless connection.

For network setups that use a proxy server, the machine must also be configured to use a proxy server. If you are unsure of your network configuration, check with your network administrator.

> A proxy server is a computer that serves as an intermediary between computers without a direct Internet connection, and the Internet.

Press ▦[Functions] > [Web] on the touchscreen to use Brother Web Connect.
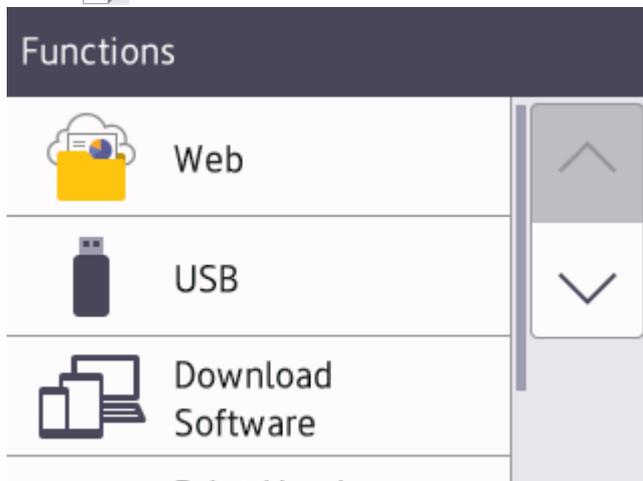
✓ Related Information

• Brother Web Connect

   • Configure the Proxy Server Settings Using the Machine's Control Panel

Configure the Proxy Server Settings Using the Machine's Control Panel

If your network uses a proxy server, the following proxy server information must be configured on the machine:

- Proxy server address
- Port number
- User Name
- Password

1. Press ⚙ [Settings] > [All Settings] > [Network] > [Web Connect Settings] > [Proxy Settings] > [Proxy Connection].

2. Press [On].

3. Press the option that you want to set, and then enter the proxy server information.

    Press [OK].

4. Press 🏠.

✅ Related Information

- Brother Web Connect Overview

Related Topics:

- Configure the Proxy Server Settings Using Web Based Management

Online Services Used with Brother Web Connect

Use Brother Web Connect to access online services from your Brother machine. Some of these web services offer business versions.

To use Brother Web Connect, you must have an account with the online service you want to use. If you do not already have an account, use a computer to access the service's website and create an account.

Google Drive™

An online document storage, editing, sharing and file synchronization service.

URL: drive.google.com

Evernote®

An online file storage and management service.

URL: www.evernote.com

Dropbox

An online file storage, sharing and synchronization service.

URL: www.dropbox.com

OneDrive

An online file storage, sharing and management service.

URL: https://onedrive.live.com

Box

An online document editing and sharing service.

URL: www.box.com

OneNote

An online document editing and sharing service.

URL: www.onenote.com

SharePoint Online

An online content storage, sharing, and managing service for business.

For more information about any of these services, refer to the respective service's website.

The following table describes which file types can be used with each Brother Web Connect feature:

Accessible Services	Google Drive™ Evernote® Dropbox Box OneDrive OneNote SharePoint Online
Download and print images	JPEG PDF DOCX XLSX PPTX

- Not all services are available in all countries.

- For Hong Kong, Taiwan and Korea:

  Brother Web Connect supports only file names written in English. Files named in the local language will not be downloaded.

Related Information

- Brother Web Connect

Set Up Brother Web Connect

- Brother Web Connect Setup Overview

- Create an Account for Each Online Service Before Using Brother Web Connect

- Apply for Brother Web Connect Access

- Register an Account on Your Brother Machine for Brother Web Connect

Brother Web Connect Setup Overview

Configure the Brother Web Connect settings using the following procedure:

Step 1: Create an account with the service you want to use.

Access the service's website using a computer and create an account. (If you already have an account, there is no need to create an additional account.)
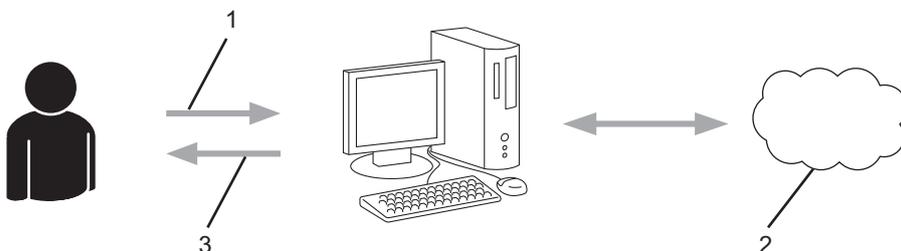
1. User registration
2. Web Service
3. Obtain account

Step 2: Apply for Brother Web Connect access.

Start Brother Web Connect access using a computer and obtain a temporary ID.
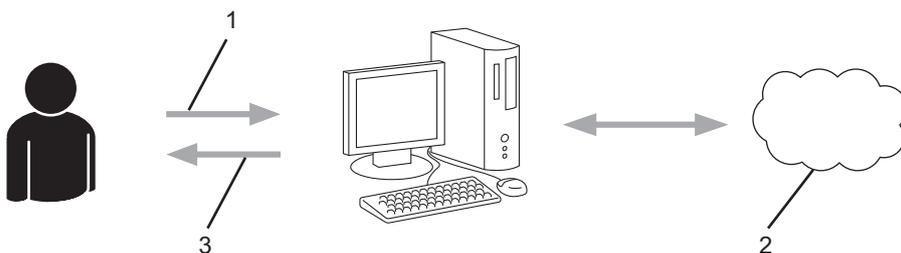
1. Enter account information
2. Brother Web Connect application page
3. Obtain temporary ID

Step 3: Register your account information on your machine so you can access the service you want to use.

Enter the temporary ID to enable the service on your machine. Specify the account name as you would like it to be displayed on the machine, and enter a PIN if you would like to use one.
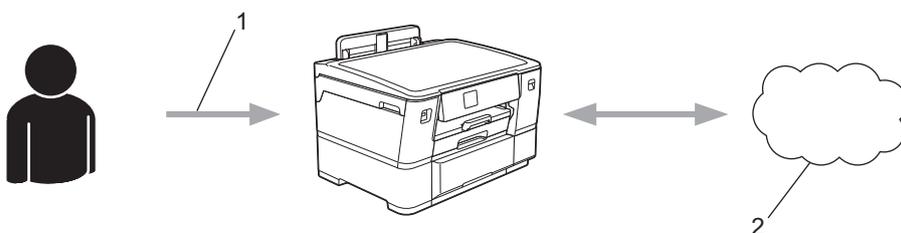
1. Enter temporary ID
2. Web Service

Your Brother machine can now use the service.

✓ Related Information

- Set Up Brother Web Connect

Create an Account for Each Online Service Before Using Brother Web Connect

To use Brother Web Connect to access an online service, you must have an account with that online service. If you do not already have an account, use a computer to access the service's website and create an account. After creating an account, log on and use the account once with a computer before using the Brother Web Connect feature. Otherwise, you may not be able to access the service using Brother Web Connect.

If you already have an account, there is no need to create an additional account.

After you finish creating an account with the online service you want to use, apply for Brother Web Connect access.

✅ **Related Information**

- Set Up Brother Web Connect

Apply for Brother Web Connect Access

To use Brother Web Connect to access online services, you must first apply for Brother Web Connect access using a computer that has the Brother Software installed.

1. Access the Brother Web Connect application website:

Option	Description
Windows	Launch 🖥 (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **Do More** in the left navigation bar, and then click **Brother Web Connect**. ✎ You can also access the website directly: Type <u>bwc.brother.com</u> into your web browser's address bar.
Mac	Type <u>bwc.brother.com</u> into your web browser's address bar.

The Brother Web Connect page launches.

2. Select the service you want to use.
3. Follow the on-screen instructions and apply for access.

✎ When using SharePoint Online, follow the on-screen instructions to register a document library.

When finished, your temporary ID appears.

Get connected with Brother Web Connect

Finished the registration.

Please enter the following temporary ID on the LCD screen of your machine.

Temporary ID (11 digits)

XXX XXXX XXXX

NOTE : The temporary ID will expire in 24 hours.

4. Make a note of your temporary ID as you will need it to register accounts to the machine. The temporary ID is valid for 24 hours.
5. Close the web browser.

Now that you have a Brother Web Connect access ID, you must register this ID on your machine, and then use your machine to access the web service you want to use.

✅ **Related Information**

• Set Up Brother Web Connect

Register an Account on Your Brother Machine for Brother Web Connect

You must enter your Brother Web Connect account information and configure your machine so that it can use Brother Web Connect to access the service you want.

> • You must apply for Brother Web Connect access to register an account on your machine.
> • Before you register an account, confirm that the correct date and time are set on the machine's control panel.

1. Press [Functions] > [Web].

   > • If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK].
   > • Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

2. Press ▲ or ▼ to display the service with which you want to register.

   Press the service name.

3. If information regarding Brother Web Connect appears, press [OK].

4. Press [Register/Delete] > [Register Account].

5. The machine will prompt you to enter the temporary ID you received when you applied for Brother Web Connect access.

   Press [OK].

6. Enter the temporary ID using the LCD, and then press [OK].

   > An error message will appear on the LCD if the information you entered does not match the temporary ID you received when you applied for access, or if the temporary ID has expired. Either enter the temporary ID correctly, or apply for access again and receive a new temporary ID.

7. The machine will prompt you to enter the account name that you want to be displayed on the LCD.

   Press [OK].

8. Enter the name using the LCD, and then press [OK].

9. Do one of the following:

   • To set a PIN for the account, press [Yes]. (A PIN prevents unauthorized access to the account.) Enter a four-digit number, and then press [OK].
   • If you do not want to set a PIN, press [No].

   > When the account information you entered appears, confirm that it is correct.

10. Press [Yes] to register your information as entered.

11. Press [OK].

    Account registration is complete and your machine can now access the service.

12. Press 🏠.

✅ **Related Information**

• Set Up Brother Web Connect

Download and Print Documents Using Brother Web Connect

Documents that have been uploaded to your account can be downloaded directly to your machine and printed. Documents that other users have uploaded to their own accounts for sharing can also be downloaded to your machine and printed, as long as you have viewing privileges for those documents.

To download other users' documents, you must have access privileges to view the corresponding albums or documents.

If you are a restricted user for Web Connect due to the Secure Function Lock feature (available for certain models), you cannot download the data.

The Secure Function Lock Page Limit feature applies to the print job using Web Connect.

🖉 For Hong Kong, Taiwan and Korea:

Brother Web Connect supports only file names written in English. Files named in the local language will not be downloaded.

✅ **Related Information**

- Brother Web Connect
  - Download and Print Using Web Services

Download and Print Using Web Services

1. Press [Functions] > [Web].

   🖉
   - If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK].
   - Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

2. Press ▲ or ▼ to display the service that hosts the document you want to download and print.

   Press the service name.

3. Press ▲ or ▼ to display your account name, and then press it. If the PIN entry screen appears, enter the four-digit PIN and press [OK].

4. Press ▲ or ▼ to display the album you want, and then press it.

   🖉
   - An album is a collection of documents. However, the actual term may differ depending on the service you use. When using Evernote®, you must select the notebook, and then select the note.
   - Some services do not require documents to be saved in albums. For documents not saved in albums, select [See Unsorted Files] to select documents.

5. Press the file name you want to print. Confirm the document on the LCD and press [OK]. Select additional documents to print (you can select up to 10 documents).

6. When finished, press [OK].

7. Follow the on-screen instructions to complete this operation.

   ✅ **Related Information**

   - Download and Print Documents Using Brother Web Connect

AirPrint

- AirPrint Overview

- Before Using AirPrint (macOS)

- Print Using AirPrint

AirPrint Overview

AirPrint is a printing solution for Apple operating systems that allows you to wirelessly print photos, email, web pages and documents from your iPad, iPhone, iPod touch and Mac computer without the need to install a driver.

For more information, visit Apple's website.

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.

✔ **Related Information**

- AirPrint

Before Using AirPrint (macOS)

Before printing using macOS, add your machine to the printer list on your Mac computer.

1. Select **System Preferences** from the Apple menu.
2. Click **Printers & Scanners**.
3. Click the + icon below the Printers pane on the left.

   The **Add Printer** screen appears.
4. Do one of the following:
   - macOS v12

     Select your machine, and then select your model's name from the **Use** pop-up menu.
   - macOS v11 and macOS v10.15.x

     Select your machine, and then select **AirPrint** from the **Use** pop-up menu.
5. Click **Add**.

✅ **Related Information**

- AirPrint

Print Using AirPrint

- Print from iPad, iPhone, or iPod touch

- Print Using AirPrint (macOS)

Print from iPad, iPhone, or iPod touch

The procedure used to print may vary by application. Safari is used in the example below.

1. Make sure your machine is turned on.
2. Load the paper in the paper tray and change the paper tray settings on your machine.
3. Use Safari to open the page that you want to print.
4. Tap 📤 or ⬆️.
5. Tap **Print**.
6. Make sure your machine is selected.
7. If a different machine (or no machine) is selected, tap **Printer**.

   A list of available machines appears.
8. Tap your machine's name in the list.
9. Select the options you want, such as the number of pages to print and 2-sided printing (if supported by your machine).
10. Tap **Print**.

✅ **Related Information**

- Print Using AirPrint

Print Using AirPrint (macOS)

> The procedure used to print may vary by application. Safari is used in the example below. Before printing, make sure your machine is in the printer list on your Mac computer.

1. Make sure your machine is turned on.

2. Load the paper in the paper tray and change the paper tray settings on your machine.

3. On your Mac computer, use Safari to open the page that you want to print.

4. Click the **File** menu, and then select **Print**.

5. Make sure your machine is selected. If a different machine (or no machine) is selected, click the **Printer** pop-up menu, and then select your machine.

6. Select the desired options, such as the number of pages to print and 2-sided printing (if supported by your machine).

7. Click **Print**.

✅ Related Information

- **Print Using AirPrint**

Related Topics:
- **Before Using AirPrint (macOS)**

Mopria™ Print Service

Mopria™ Print Service is a print feature on Android™ mobile devices developed by the Mopria Alliance™. With this service, you can connect to the same network as your machine and print without additional setup.
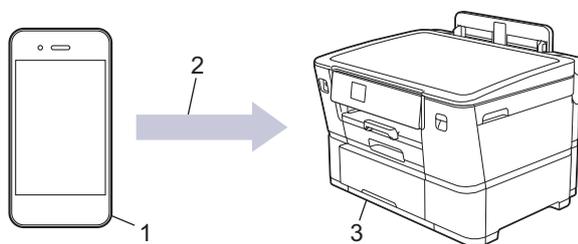
1. Android™ Mobile Device
2. Wi-Fi® Connection
3. Your Machine

You must download the Mopria™ Print Service from Google Play™ and install it on your Android™ device. Before using this Mopria™ feature, make sure you enable it on your mobile device.

✅ **Related Information**

• Mobile/Web Connect

Brother Mobile Connect

Use Brother Mobile Connect to print from your mobile device.

- For Android™ devices

  Brother Mobile Connect allows you to use your Brother machine's features directly from your Android™ device.

  Download and install Brother Mobile Connect from Google Play™.

- For all iOS or iPadOS supported devices including iPhone, iPad, and iPod touch

  Brother Mobile Connect allows you to use your Brother machine's features directly from your iOS or iPadOS device.

  Download and install Brother Mobile Connect from the App Store.

✓ Related Information

- Mobile/Web Connect

Troubleshooting

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

You can correct most problems yourself. If you need additional help, visit support.brother.com for the latest FAQs and troubleshooting tips:

1. Visit support.brother.com.
2. Click **FAQs & Troubleshooting** and search for your model name.

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on.
- All of the machine's protective parts have been removed.
- The ink cartridges are installed correctly.
- The Top Cover and the Jam Clear Cover are fully closed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- (For network models) The access point (for wireless), router, or hub is turned on and its link indicator is blinking.
- The machine's LCD is displaying messages.

If you did not solve the problem with the checks, identify the problem and then see *Related Information*.

✓ Related Information

- Error and Maintenance Messages
- Printer Jam or Paper Jam
- If You Are Having Difficulty with Your Machine
- Check the Machine Information
- Reset Your Machine

Related Topics:

- Paper Handling and Printing Problems
- Other Problems
- Network Problems
- AirPrint Problems

Error and Maintenance Messages

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

You can correct most errors and perform routine maintenance yourself. If you need more tips, go to your model's **FAQs & Troubleshooting** page at support.brother.com.

🖉 *Related Information* references are at the bottom of this page.

Error Message	Cause	Action
`B&W Print Only`	One or more of the color ink cartridges have reached the end of their lives. You can use the machine in black & white mode for approximately four weeks depending on the number of pages you print. If this message appears on the LCD, the print operation works as follows: If the media type is set to **Plain Paper** and you selected **Grayscale** in the printer driver, you can use the machine as a black & white printer.	Replace the ink cartridges. See *Related Information*: *Replace the Ink Cartridges*. Although the Cause column lists options for using the machine after this error appears, you may not be able to use the machine if you unplug the machine or remove the ink cartridge.

`Cannot Clean ##`
`Cannot Initialize ##`
`Cannot Print ##`
	The machine has a mechanical problem.
	-OR-
	A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.
		Open the top cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes, and then reconnect it.
		
		You can try additional clear paper jam operations.
		
		See *Related Information*: *Remove Paper Scraps*.

`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 locks into place. See *Related Information*: *Replace the Ink Cartridges*.
	An ink cartridge is not installed correctly.	
	The wrong Brother model ink cartridge was installed.	Check the model numbers of the ink cartridges and install the correct ink cartridges.
`Connection Error`	Other devices are trying to connect to the Wi-Fi Direct network at the same time.	Make sure there are no other devices trying to connect to the Wi-Fi Direct network, and then try to configure the Wi-Fi Direct settings again.
`Connection Failed`	The Brother machine and your mobile device cannot communicate during the Wi-Fi Direct network configuration.	• Move the mobile device closer to your Brother machine. • Move your Brother machine and the mobile device to an obstruction-free area. • If you are using the PIN Method of WPS, make sure you have entered the correct PIN.
`Cover is Open.`	The top cover is not locked in the closed position.	Lift the top cover and then close it again.

Error Message	Cause	Action
		Make sure the interface 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.
	Jam Clear Cover B is not locked in the closed position.	Firmly close Jam Clear Cover B until it locks into place.
		Make sure the cutter unit is installed correctly and the cutter unit lever is lowered to secure the cutter unit in place.
Cutter Not Responding	The Fabric roll cutter is repeatedly jammed in the machine. The cutter unit will soon reach the end of its life.	The cutter unit must be replaced soon. Contact Brother Customer Service.
Cutter Unit Not Detected	The cutter unit for Fabric roll is not installed correctly in the machine. While this message appears on the LCD, you can print only on Cut-sheet paper.	Follow the LCD instructions and make sure the cutter unit is installed correctly.
Data Remaining in Memory	Print data is left in the machine's memory.	Press ✖. The machine will cancel the job and clear it from the memory. Try to print again.
High Temperature	The room temperature is too high.	After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.
Hub is Unusable.	A hub or USB flash drive with hub has been connected to the USB direct interface.	Hubs, including a USB flash drive with a built-in hub, are not supported. Unplug the device from the USB direct interface.
Ink Absorber NearFull	The ink absorber box is nearly full.	The ink absorber box must be replaced soon. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced.
Ink Absorber Pad Full	The ink absorber box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans upon power up.	The ink absorber box must be replaced. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. The machine cleans itself after: • You remove the power cord and plug it back in. • A paper jam has been cleared. • Sitting idle for more than 30 days (infrequent use). • Ink cartridges of the same color have been replaced 12 times.
Ink Low	The ink level is low.	Prepare a new ink cartridge. You can continue printing until the touchscreen displays Replace Ink.

Error Message	Cause	Action
		See *Related Information*: *Replace the Ink Cartridges*.
Install Ink	An ink cartridge is not installed correctly.	Remove the ink cartridge and re-install it slowly and firmly until it locks into place. See *Related Information*: *Replace the Ink Cartridges*.
Jam Front/Rear Jam Front Jam Rear Jam Manual Feed Slot Jam Front/Manual Feed Slot Jam Tray2 Repeat Jam ##	The paper is jammed in the machine.	Gently remove the jammed paper. See *Related Information*: *Printer Jam or Paper Jam*.
		If there is a repeat paper jam, try another paper jam clear operation. See *Related Information*: *Remove Paper Scraps*.
	The paper guides are not set to the correct paper size.	Make sure the paper guides are set to the correct paper size.
	The machine's paper support is not set correctly.	Make sure the paper support is fully inserted into the machine. See *Related Information*: *Paper is Jammed in the Front of the Machine*.
	More than one sheet of paper was placed in the manual feed slot. -**OR**- Another sheet of paper was placed in the manual feed slot before the touchscreen prompted you to load another sheet of paper.	Do not put more than one sheet of paper in the manual feed slot at any one time. Wait until the touchscreen prompts you to load another sheet of paper before you feed the next sheet of paper in the manual feed slot. Gently remove the jammed paper. See *Related Information*: *Printer Jam or Paper Jam*.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. See *Related Information*: *Clean the Paper Pick-up Rollers for Paper Tray #1 or Clean the Paper Pick-up Rollers for Paper Tray #2*.
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 Device	When configuring the Wi-Fi Direct network, the Brother machine cannot find your mobile device.	• Make sure your machine and mobile device are in the Wi-Fi Direct mode. • Move the mobile device closer to your Brother machine. • Move your Brother machine and the mobile device to an obstruction-free area. • If you are manually configuring the Wi-Fi Direct network, make sure you have entered the correct password. • If your mobile device has a configuration page for how to obtain an IP address, make sure the IP address of your mobile device has been configured via DHCP.
No File	The USB flash drive in the media drive does not contain a .JPG file.	Reinsert the correct USB flash drive in the slot.

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: • Refill the paper tray, and then follow the LCD instructions. • Remove and reload the paper, and then follow the LCD instructions. See *Related Information*: *Load Paper*.
	The paper was not inserted in the center position of the manual feed slot.	Remove the paper and reinsert it in the center of the manual feed slot, and then follow the LCD instructions. See *Related Information*: *Load Paper in the Manual Feed Slot*.
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is closed evenly at both ends. See *Related Information*: *Printer Jam or Paper Jam*.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. See *Related Information*: *Clean the Paper Pick-up Rollers for Paper Tray #1 or Clean the Paper Pick-up Rollers for Paper Tray #2*.
`No Response`	The connected USB device is unresponsive.	Unplug the device from the USB direct interface.
`Out of Memory`	The machine's memory is full.	Press ✖ and reduce the print resolution.
`Paper Low Tray 1` `Paper Low Tray 2`	The paper tray is nearly empty.	Refill the paper in the paper tray indicated on the LCD.
`Paper Size Mismatch`	The paper size setting does not match the size of paper in the tray. **-OR-** The paper orientation is not correct for the paper size. **-OR-** You did not set the paper guides in the tray to the indicators for the paper size you are using.	1. Check that the paper size you selected on the machine's display matches the size of the paper in the tray. See *Related Information*: *Change the Paper Size and Paper Type*. 2. Make sure you loaded the paper in the correct orientation and set the paper guides at the indicators for your paper size. See *Related Information*: *Load Paper*. 3. After you have checked the paper size and the paper orientation, follow the LCD instructions.
		If you are printing from your computer, make sure the paper size you selected in the printer driver or in the application you use to print matches the size of paper in the tray. See *Related Information*: *Print Settings (Windows)*.
`Paper Tray 1 not detected` `Paper Tray 2 not detected`	The paper tray is not completely inserted.	Slowly push the paper tray completely into the machine.
	Paper or a foreign object has prevented the paper tray from being inserted correctly.	Pull the paper tray out of the machine, and remove the jammed paper or foreign object. If you cannot find or remove the jammed paper, see *Related Information*: *Printer Jam or Paper Jam*.
`Repetitive No Paper Fed`	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following:

Error Message	Cause	Action
		• Refill the paper tray, and then follow the LCD instructions. • Remove and reload the paper, and then follow the LCD instructions. See *Related Information*: *Load Paper*.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. See *Related Information*: *Clean the Paper Pick-up Rollers for Paper Tray #1 or Clean the Paper Pick-up Rollers for Paper Tray #2*.
Repetitive Paper Jams	A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.	Remove any foreign objects and paper scraps in the machine. See *Related Information*: *Remove Paper Scraps*.
Replace Ink	One or more of the ink cartridges have reached the end of their lives. The machine will stop all print operations.	Replace the ink cartridges. See *Related Information*: *Replace the Ink Cartridges*.
Replace the printer platen	The inside of the machine's printer platen is stained with ink.	The machine's printer platen must be replaced if you want to use the Borderless print feature. Contact Brother Customer Service. **You can still print without using the Borderless print feature even if the machine's printer platen needs to be replaced.**
Replace the printer platen soon	The inside of the machine's printer platen is getting stained with ink.	The machine's printer platen must be replaced soon to continue using the Borderless print feature. Contact Brother Customer Service. **You can still print without using the Borderless print feature even if the machine's printer platen needs to be replaced.**
The maximum number of devices are already connected using Wi-Fi Direct.	The maximum number of mobile devices are already connected to the Wi-Fi Direct network when the Brother machine is the Group Owner.	After the current connection between your Brother machine and another mobile device has shut down, try to configure the Wi-Fi Direct settings again. You can confirm the connection status by printing the Network Configuration Report. See *Related Information*: *Print the Network Configuration Report*.
Touchscreen Init. Failed	The touchscreen was pressed before the power on initialization was completed.	Make sure nothing is touching or resting on the touchscreen, especially when plugging the machine in.
	Debris may be stuck between the lower part of the touchscreen and its frame.	Insert a piece of stiff paper between the lower part of the touchscreen and its frame and slide it back and forth to push out the debris.
Tray 1 Settings Tray 2 Settings	This message is displayed when the setting to confirm the paper type and size is enabled.	To not display this confirmation message, change the setting to Off. See *Related Information*: *Change the Check Paper Setting*.
Unusable Device Disconnect device from front connector	A broken device is connected to the USB direct interface.	Unplug the device from the USB direct interface. Turn the machine off and then on again.

Error Message	Cause	Action
`& turn machine off & then on`		
`Unusable Device` `Please disconnect USB device.`	A USB device or USB flash drive that is not supported has been connected to the USB direct interface.	Unplug the device from the USB direct interface.
`Wrong Ink Cartridge`	The ink cartridge model number is not compatible with your machine.	Verify whether the cartridge model number will work with your machine.
`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 Tray Settings`	The machine's paper size settings and tray select settings do not match the size of paper in the tray you are using.	Follow the instructions on the touchscreen and try to print again.
		Configure the paper size setting for the tray according to the LCD instructions.

✅ Related Information

- Troubleshooting
  - Error Messages When Using the Brother Web Connect Feature

Related Topics:

- Print the Network Configuration Report
- Replace the Ink Cartridges
- Load Paper
- Load Paper in the Manual Feed Slot
- Printer Jam or Paper Jam
- Remove Paper Scraps
- Clean the Paper Pick-up Rollers for Paper Tray #1
- Clean the Paper Pick-up Rollers for Paper Tray #2
- Print Settings (Windows)
- Paper Handling and Printing Problems
- Touchscreen LCD Overview
- Paper is Jammed in the Front of the Machine
- Change the Paper Size and Paper Type
- Change the Check Paper Setting

Error Messages When Using the Brother Web Connect Feature

Your Brother machine displays an error message if an error occurs. The most common error messages are shown in the chart.

You can correct most errors yourself. If you need more tips, go to your model's **FAQs & Troubleshooting** page at support.brother.com.

Connection Error

Error Messages	Cause	Action
Connection Error 02	The machine is not connected to a network.	• Verify that the network connection is good. • If the Web option was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again.
Connection Error 03	• Network or server settings are incorrect. • There is a problem with the network or server.	• Confirm that network settings are correct, or wait and try again later. • If the Web option was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again.
Connection Error 07	Date and time settings are incorrect.	Set the date and time correctly. Note that if the machine's power cord is disconnected, the date and time settings may have reset to factory settings.

Authentication Error

Error Messages	Cause	Action
Authentication Error 01	The PIN you entered to access the account is incorrect. The PIN is the four-digit number that was entered when registering the account to the machine.	Enter the correct PIN.
Authentication Error 02	The temporary ID that was entered is incorrect.	Enter the correct temporary ID.
	The temporary ID that was entered has expired. A temporary ID is valid for 24 hours.	Apply for Brother Web Connect access again and receive a new temporary ID, and then use the new ID to register the account to the machine.
Authentication Error 03	The name you entered as the display name has already been registered to another service user.	Enter a different display name.

Server Error

Error Messages	Cause	Action
Server Error 01	The machine's authentication information (needed to access the service) has expired or is invalid.	Apply for Brother Web Connect access again to receive a new temporary ID, and then use the new ID to register the account to the machine.
Server Error 13	There is a problem with the service and it cannot be used now.	Wait and try again. If you get the message again, access the service from a computer to confirm if it is unavailable.

✓ **Related Information**

- Error and Maintenance Messages

Printer Jam or Paper Jam

Locate and remove the jammed paper.

- Paper is Jammed in the Front of the Machine

- Paper is Jammed in the Back of the Machine

- Remove Paper Scraps

- Error and Maintenance Messages

- Paper Handling and Printing Problems

Paper is Jammed in the Front of the Machine

If the LCD displays the following paper jam messages, follow these steps:

- [Jam Front/Rear], [Repeat Jam Front/Rear]
- [Jam Front], [Repeat Jam Front]
- [Jam Front/Manual Feed Slot], [Repeat Jam Front/Manual Feed]

1. Unplug the machine from the AC power outlet.
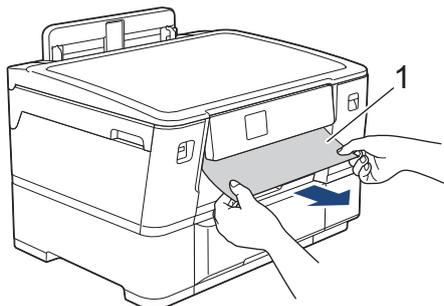2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.
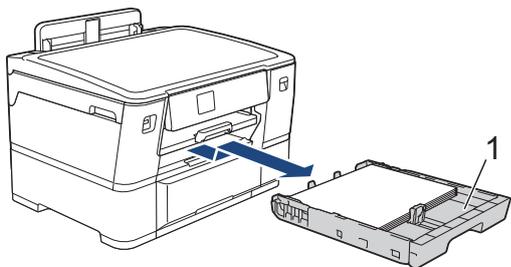
✎ If the LCD displays repeat paper jam messages, for example [Repeat Jam Front/Rear], lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.
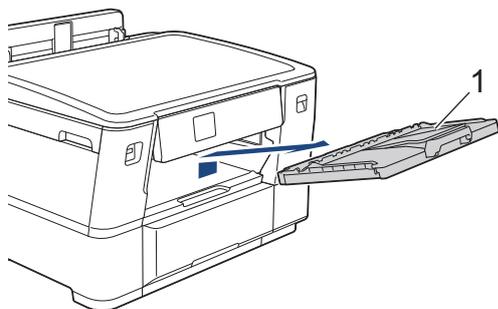
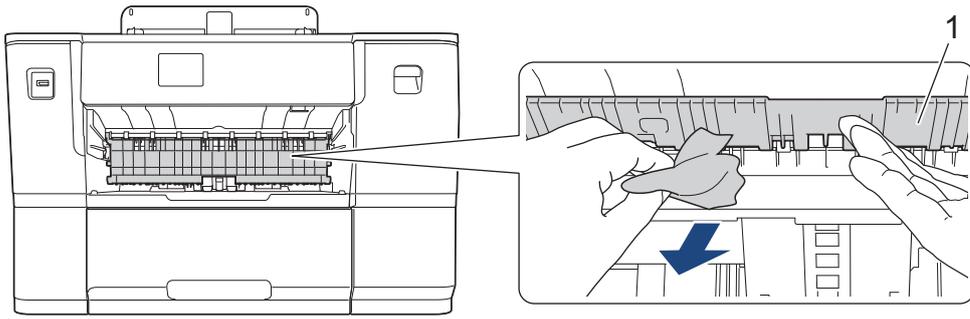When finished, continue with the next step.
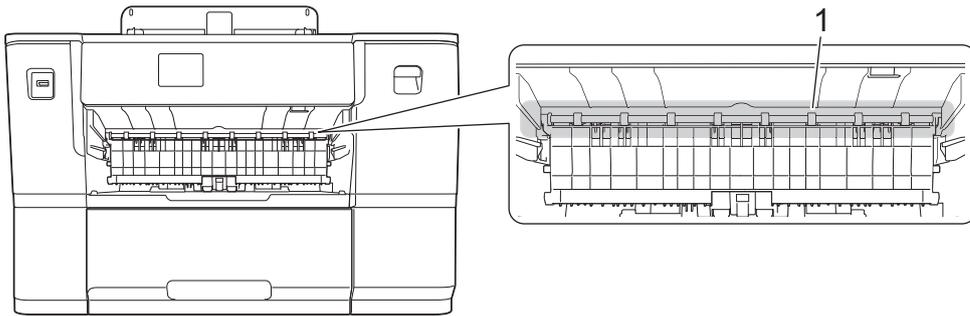
3. Slowly remove the jammed paper (1).

If the LCD displays repeat paper jam messages, for example `[Repeat Jam Front/Rear]`, do the following:

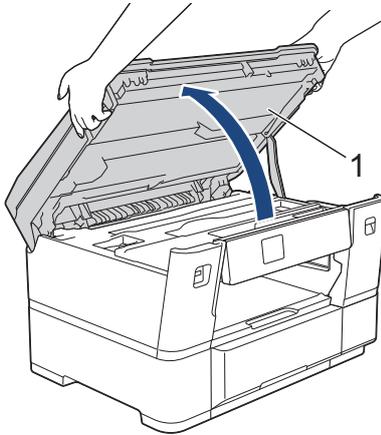a. Lift the internal flap (1), and slowly remove the jammed paper.

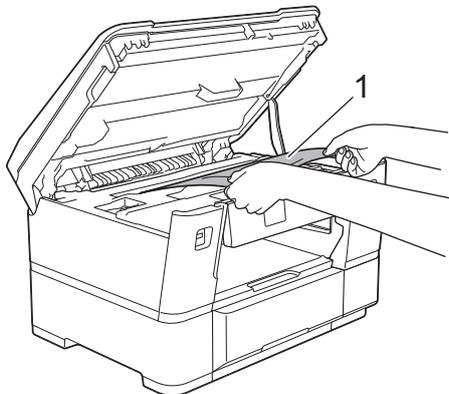b. Make sure you look carefully inside (1) for any scraps of paper.

When finished, continue with the next step.

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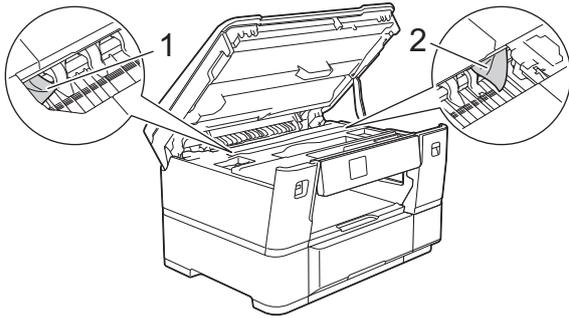

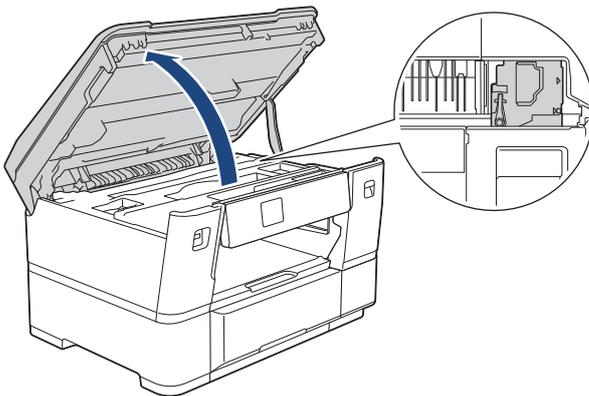5. Slowly pull the jammed paper (1) out of the machine.

If the LCD displays repeat paper jam messages, for example [Repeat Jam Front/Rear], move the print head, and then remove any paper remaining in this area. Make sure pieces of paper are not left in the corners of the machine (1) and (2).


When finished, continue with the next step.

IMPORTANT

- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Close the top cover, and then reconnect the power cord. Open the top cover again, and then hold down ✖ until the print head moves to the center. Then unplug the machine from the power source and remove the paper.


- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head and remove the paper.

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

6. Gently close the top cover using the finger holds on each side.
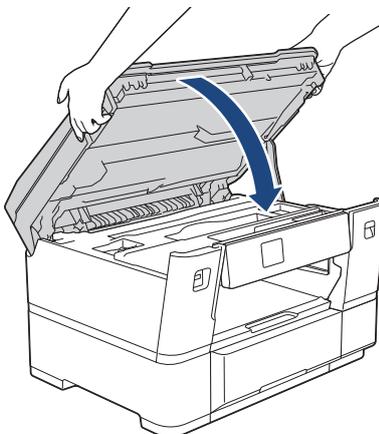
7. If the LCD displays [Jam Front/Rear] or [Repeat Jam Front/Rear], do the following:

a. Open Jam Clear Cover A (1) at the back of the machine.
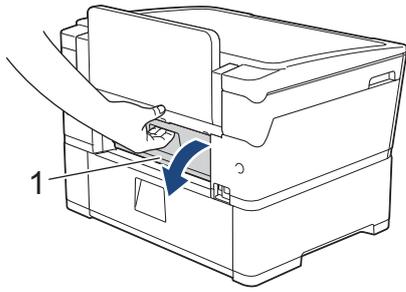
b. Make sure you look carefully inside for jammed paper and slowly pull it out of the machine.
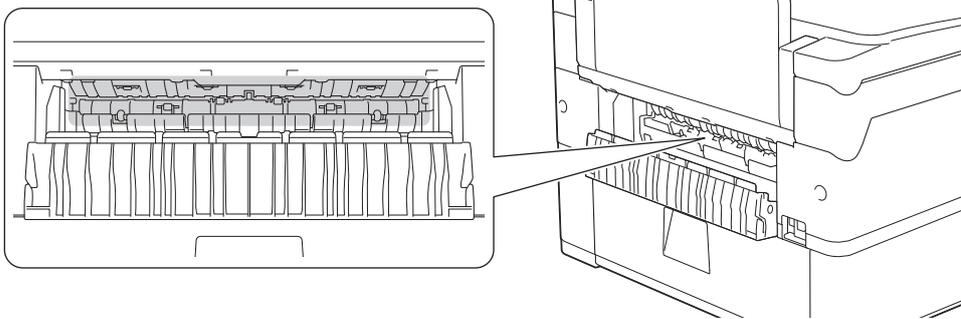
c. Close Jam Clear Cover A. Make sure the cover is closed completely.
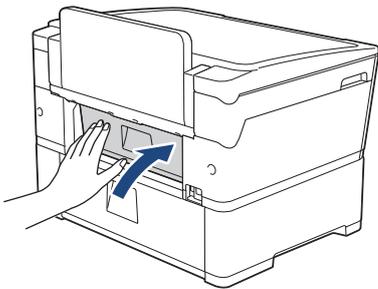
8. If the LCD displays [Jam Front/Manual Feed Slot] or [Repeat Jam Front/Manual Feed], make sure you look carefully inside the manual feed slot for jammed paper and slowly pull it out of the machine.
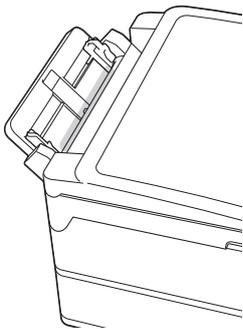
9. If the LCD displays repeat paper jam messages, for example [Repeat Jam Front/Rear], and you removed the paper support, put it firmly back in the machine. Make sure you fit the paper support into the channels.
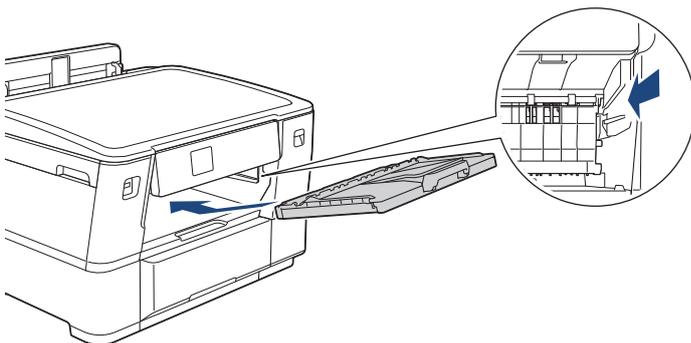
10. Slowly push Tray #1 completely into the machine.
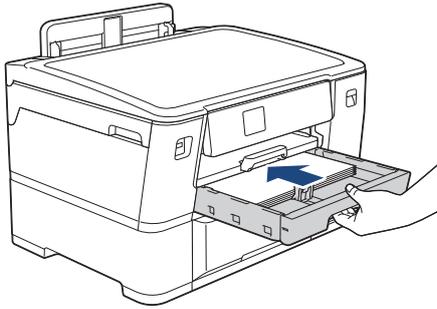
11. Reconnect the power cord.

> If there is a repeat paper jam, a small piece of paper may be stuck in the machine.
>
> See *Related Information*: *Remove Paper Scraps*.

✅ Related Information

- Printer Jam or Paper Jam

Related Topics:

- Error and Maintenance Messages
- Remove Paper Scraps

Paper is Jammed in the Back of the Machine

If the LCD displays the following paper jam messages, follow these steps:

- [Jam Rear], [Repeat Jam Rear]
- [Jam Manual Feed Slot], [Repeat Jam Manual Feed Slot]
- [Jam Tray2], [Repeat Jam Tray2]

1. Unplug the machine from the AC power outlet.

2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.
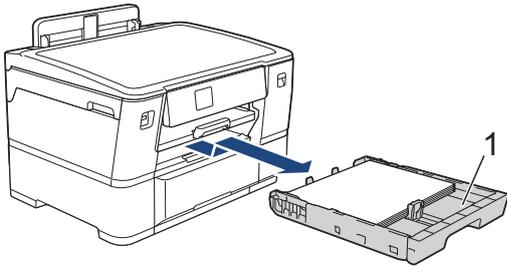
> If the LCD displays [Jam Tray2] or [Repeat Jam Tray2], also pull Tray #2 (2) completely out of the machine as shown by the arrow.
>
>
>
> When finished, continue with the next step.
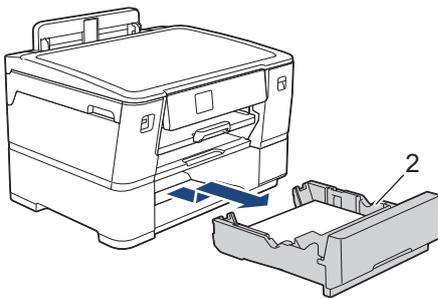
3. If the LCD displays [Jam Rear], [Repeat Jam Rear], [Jam Tray2], or [Repeat Jam Tray2], do the following:

   a. Open Jam Clear Cover A (1) at the back of the machine.
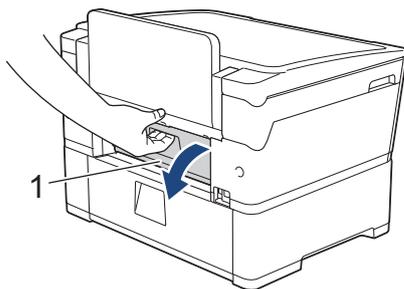
   b. Slowly pull the jammed paper out of the machine.

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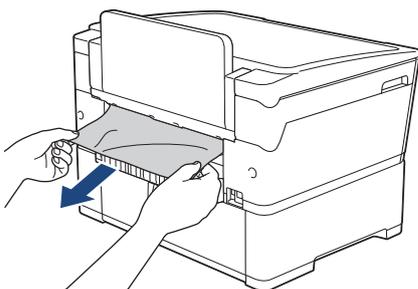
c. Close Jam Clear Cover A. Make sure the cover is closed completely.

4. If the LCD displays [Jam Manual Feed Slot] or [Repeat Jam Manual Feed Slot], slowly pull the jammed paper out of the manual feed slot.
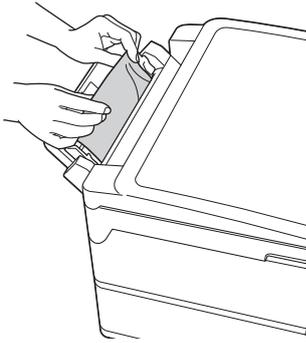
5. Using both hands, use the finger holds on each side of the machine to lift the top cover (1) into the open position.
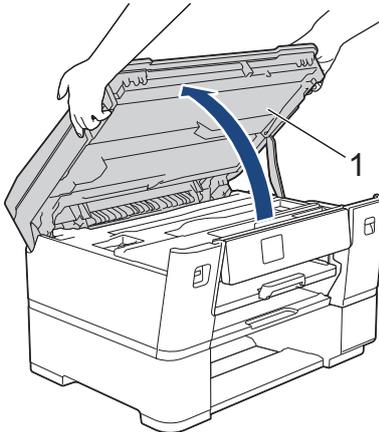
6. Slowly pull the jammed paper (1) out of the machine.
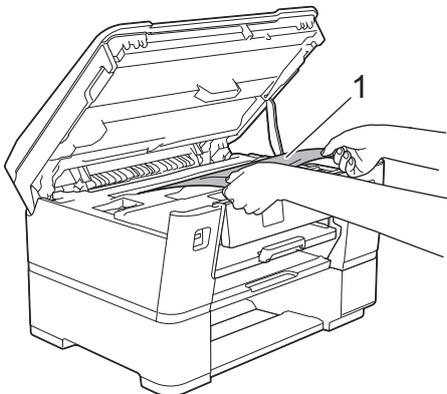
If the LCD displays repeat paper jam messages, for example [Repeat Jam Rear], move the print head, and then remove any paper remaining in this area. Make sure pieces of paper are not left in the corners of the machine (1) and (2).

When finished, continue with the next step.

IMPORTANT

- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Close the top cover, and then reconnect the power cord. Open the top cover again, and then hold down ✕ until the print head moves to the center. Then unplug the machine from the power source and remove the paper.

- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head and remove the paper.
- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

7. Gently close the top cover using the finger holds on each side.
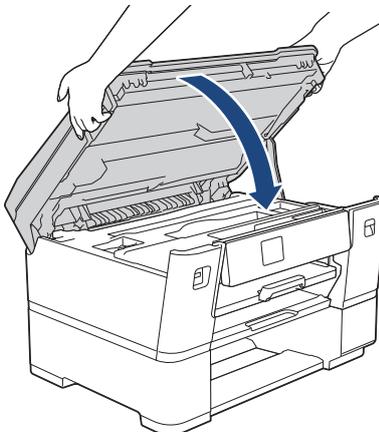
8. Slowly push the paper trays completely into the machine.
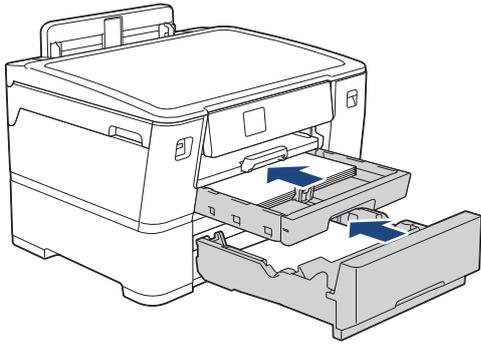
9. Reconnect the power cord.

✎ If there is a repeat paper jam, a small piece of paper may be stuck in the machine.

See *Related Information*: *Remove Paper Scraps*.

✅ **Related Information**

• Printer Jam or Paper Jam

Related Topics:

• Remove Paper Scraps

Remove Paper Scraps

1. If you repeatedly experience paper jams (3 times or more), the LCD displays a message asking if you want to remove the scraps.

   Press [Yes] to return to the Home screen.

2. Press 🔧 [Settings] > [Maintenance] > [Remove Paper Scraps].

3. Follow the instructions on the LCD to locate and remove the jammed paper.

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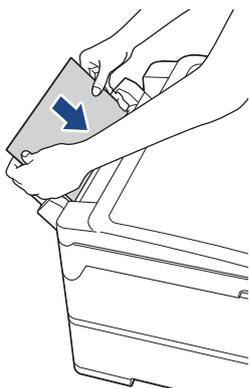
✅ Related Information

- Printer Jam or Paper Jam

Related Topics:
- Error and Maintenance Messages
- Paper Handling and Printing Problems
- Paper is Jammed in the Front of the Machine
- Paper is Jammed in the Back of the Machine

If You Are Having Difficulty with Your Machine

> 🖉 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 topics. You can correct most problems yourself.

If you need additional help, go to your model's **FAQs & Troubleshooting** page at support.brother.com.

- Paper Handling and Printing Problems

- Other Problems

- Network Problems

- AirPrint Problems

Paper Handling and Printing Problems

If, after reading this table, you still need help, see the latest **FAQs & Troubleshooting** tips at support.brother.com.

>> Printing Difficulties
>> Print Quality Difficulties
>> Paper Handling Difficulties

Printing Difficulties

Difficulties	Suggestions
No printout	(Windows) Check that the correct printer driver has been installed and selected.
	Check to see if the machine's display is showing an error message. See *Related Information*: *Error and Maintenance Messages*.
	Check that the machine is online: • Windows 11 Click ⊞ > **All apps** > **Windows Tools** > **Control Panel**. In the **Hardware and Sound** group, click **View devices and printers**. Right-click your model's icon, and click **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure **Use Printer Offline** is not selected. • Windows 10, Windows Server 2016, Windows Server 2019, and Windows Server 2022 Click ⊞ > **Windows System** > **Control Panel**. In the **Hardware and Sound (Hardware)** group, click **View devices and printers**. Right-click your model's icon, and click **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure **Use Printer Offline** is not selected. • Windows 8.1 Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware and Sound** group, click **View devices and printers**. Right-click your model's icon, and click **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure **Use Printer Offline** is not selected. • Windows Server 2012 R2 Click **Control Panel** on the **Start** screen. In the **Hardware** group, click **View devices and printers**. Right-click your model's icon, and click **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure **Use Printer Offline** is not selected. • Windows Server 2012 Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware** group, click **View devices and printers**. Right-click your model's icon, and click **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure **Use Printer Offline** is not selected. • Windows 7 and Windows Server 2008 R2 Click 🟦 (Start) > **Devices and Printers**. Right-click your model's name, and click **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar. Make sure **Use Printer Offline** is not selected.

Difficulties	Suggestions
	• Windows Server 2008 Click ⊞ (Start) > **Control Panel** > **Hardware and Sound** > **Printers**. Right-click your model's name, and make sure **Use Printer Online** is not listed. If it is listed, click this option to set the driver Online.
	One or more ink cartridges have reached the end of their life. See *Related Information*: *Replace the Ink Cartridges*.
	If old, unprinted data remains in the printer driver spooler, it will prevent new print jobs from printing. Open the printer icon and delete all data as follows: • Windows 11 Click ⊞ > **All apps** > **Windows Tools** > **Control Panel**. In the **Hardware and Sound** group, click **View devices and printers** > **Printers**. • Windows 10, Windows Server 2016, Windows Server 2019, and Windows Server 2022 Click ⊞ > **Windows System** > **Control Panel**. In the **Hardware and Sound (Hardware)** group, click **View devices and printers** > **Printers**. • Windows 8.1 Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware and Sound** group, click **View devices and printers** > **Printers**. • Windows Server 2012 R2 Click **Control Panel** on the **Start** screen. In the **Hardware** group, click **View devices and printers** > **Printers**. • Windows Server 2012 Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware** group, click **View devices and printers** > **Printers**. • Windows 7 and Windows Server 2008 R2 Click ⊞ (Start) > **Devices and Printers** > **Printers and Faxes**. • Windows Server 2008 Click ⊞ (Start) > **Control Panel** > **Hardware and Sound** > **Printers**. • Mac Click the **System Preferences** > **Printers & Scanners**.
The headers or footers appear when the document is displayed on the screen but do not appear when the document is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. See *Related Information*: *Unprintable Area*.
Cannot perform 'Page Layout' printing.	(Windows) Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	(Windows) 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: In the printer driver, clear the **Color Enhancement (True2Life)** checkbox on the **Advanced** tab.
	Turn the Borderless feature off. Borderless printing is slower than normal printing. See *Related Information*: *Print Settings (Windows)*.
	Turn off the Quiet Mode setting. Print speed is slower in Quiet Mode. See *Related Information*: *Reduce Printing Noise*.

Difficulties	Suggestions
	Make sure the Media Type setting in the printer drivers, your application, or the Paper Type setting on the machine matches the type of paper you are using. See *Related Information*: *Change the Paper Size and Paper Type*. See *Related Information*: *Print Settings (Windows)*.

Print Quality Difficulties

Difficulties	Suggestions
Poor print quality	Check the print quality. See *Related Information*: *Check the Print Quality*.
	Make sure the Media Type setting in the printer drivers, your application, or the Paper Type setting on the machine matches the type of paper you are using. See *Related Information*: *Change the Paper Size and Paper Type*. See *Related Information*: *Print Settings (Windows)*.
	Make sure your ink cartridges are fresh. The following may cause ink to clog: • The expiration date written on the cartridge package has passed. • The ink cartridge may not have been stored correctly before use.
	Make sure you are using one of the recommended types of paper. See *Related Information*: *Acceptable Print Media*.
	The recommended environment for your machine is between 68 °F to 91 °F (20°C to 33°C).
White lines appear in text or graphics.	Clean the print head. See *Related Information*: *Clean the Print Head from Your Brother Machine*. See *Related Information*: *Clean the Print Head Using Web Based Management*. See *Related Information*: *Clean the Print Head from Your Computer (Windows)*.
	Check and adjust the paper feed. See *Related Information*: *Correct the Paper Feed to Clear Vertical Lines*.
	Try using the recommended types of paper. See *Related Information*: *Acceptable Print Media*.
	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.
Dark lines appear at regular intervals.	Check and adjust the paper feed. See *Related Information*: *Correct the Paper Feed to Clear Vertical Lines*.
The machine prints blank pages.	Check the print quality. See *Related Information*: *Check the Print Quality*.
	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.

Difficulties	Suggestions
Characters and lines are blurred.	Check the printing alignment. See *Related Information*: *Check the Print Alignment from Your Brother Machine*.
	Change the print options. See *Related Information*: *Change the Print Options to Improve Your Print Results*.
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. See *Related Information*: *Load Paper*.
	Make sure the Jam Clear Cover is closed correctly.
There are smudges or stains at the top center of the printed page.	Make sure the paper is not too thick or curled. See *Related Information*: *Acceptable Print Media*.
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. Do not handle the paper until the ink is dry. See *Related Information*: *Acceptable Print Media*.
	Make sure the printing surface is face down in the paper tray.
	If you are using photo paper, make sure the glossy side of the photo paper is face down in the tray and you have set the correct paper type. If you are printing a photo from your computer, set the Media Type in the printer driver or in the application you use to print.
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 *Related Information*: *Change the Paper Size and Paper Type*.
	If you use glossy photo paper, make sure 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 *Related Information*: *Clean the Machine's Printer Platen*.
	Make sure you are using the paper support flap. See *Related Information*: *Load Paper*.
	Make sure the paper feed rollers are not dirty with ink. See *Related Information*: *Clean the Paper Feed Rollers*.
The printouts are wrinkled.	(Windows) In the printer driver, select the **Advanced** tab, click **Other Print Options**, and then click **Advanced Color Settings**. Clear the **Bi-Directional Printing** checkbox.
Smudge or stain on the reverse side of the page when using the automatic 2-sided printing feature.	(Windows) Change the Reduce Smudge option in your printer driver properties or preferences. See *Related Information*: *Prevent Smudged Printouts and Paper Jams (Windows)*.

Paper Handling Difficulties

Difficulties	Suggestions
The machine does not feed paper.	Make sure the paper tray is pushed in all the way until it locks into place.
	Make sure the Jam Clear Cover at the back of the machine is closed.
	If the machine's LCD displays a Paper Jam message and you still have a problem, see *Related Information*: *Error and Maintenance Messages*.
	If the paper tray is empty, load a new stack of paper into the paper tray.

Difficulties	Suggestions
	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 in the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Clean the paper pick-up rollers. See *Related Information*: *Clean the Paper Pick-up Rollers for Paper Tray #1 or Clean the Paper Pick-up Rollers for Paper Tray #2*.
	Make sure that the paper is within specifications for the machine. See *Related Information*: *Paper Orientation and Capacity of the Paper Trays*.
Photo paper does not feed correctly.	When you print on photo paper, load one extra sheet of the same photo paper in the paper tray.
Machine feeds multiple pages.	• 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. See *Related Information*: *Load Paper*.
	Make sure the Jam Clear Cover is closed correctly. See *Related Information*: *Printer Jam or Paper Jam*.
	Make sure the Base Pad in the paper tray is not dirty. See *Related Information*: *Clean the Base Pad*.
There is a paper jam.	See *Related Information*: *Printer Jam or Paper Jam*. Make sure the paper guides are set to the correct paper size.
	Use the jam prevention settings. See *Related Information*: *Prevent Smudged Printouts and Paper Jams (Windows)*.
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 *Related Information*: *Remove Paper Scraps*.
The paper jams when you use 2-sided print.	If paper jams occur frequently during 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. See *Related Information*: *Clean the Paper Feed Rollers*.

✅ Related Information

- If You Are Having Difficulty with Your Machine

Related Topics:

- Troubleshooting
- Error and Maintenance Messages
- Replace the Ink Cartridges
- Check the Print Quality
- Acceptable Print Media
- Clean the Print Head from Your Brother Machine
- Clean the Print Head Using Web Based Management
- Clean the Print Head from Your Computer (Windows)
- Check the Print Alignment from Your Brother Machine
- Load Paper
- Clean the Machine's Printer Platen
- Clean the Paper Feed Rollers

Other Problems

>> Direct Photo Printing Difficulties
>> Software Difficulties

Direct Photo Printing Difficulties

Difficulties	Suggestions
Part of my photo is missing when printed.	Make sure Borderless printing and Cropping are turned off. See *Related Information*: *Print Borderless Photos from a USB Flash Drive.* See *Related Information*: *Print Photos with Auto Cropping.*

Software Difficulties

Difficulties	Suggestions
Cannot print.	Uninstall the drivers (Windows) and the Brother software and reinstall the latest version of both.
"The device is busy." appears on the computer screen.	Make sure there is no error message on the machine's display.

✅ **Related Information**

• If You Are Having Difficulty with Your Machine

Related Topics:

• Troubleshooting
• Print Borderless Photos from a USB Flash Drive
• Print Photos with Auto Cropping
• Change the Print Options to Improve Your Print Results

Network Problems

- **Use the Network Connection Repair Tool (Windows)**

- **Check Your Machine's Network Settings**

- **If You Are Having Difficulty with Your Machine's Network**

- **Troubleshooting**

Use the Network Connection Repair Tool (Windows)

Use the Network Connection Repair Tool to fix the Brother machine's network settings. It will assign the correct IP address and Subnet Mask.

> Make sure your machine is turned on and is connected to the same network as your computer.

1. Launch ⛭ (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected).

2. Click **Tools** in the left navigation bar, and then click **Network Connection Repair Tool**.

3. Follow the on-screen instructions.

4. Check the diagnosis by printing the Network Configuration Report.

> 🖉 The Network Connection Repair Tool will start automatically if you select the **Enable Connection Repair Tool** option in the Status Monitor. Right-click the Status Monitor screen, and then click **Other Settings** > **Enable Connection Repair Tool**. This is not recommended when your network administrator has set the IP address to Static, since it will automatically change the IP address.

If the correct IP address and the Subnet Mask are still not assigned even after using the Network Connection Repair Tool, ask your network administrator for this information.

✅ Related Information

- Network Problems

Related Topics:
- Print the Network Configuration Report
- If You Are Having Difficulty with Your Machine's Network

Check Your Machine's Network Settings

- Print the Network Configuration Report

- Change Machine Settings Using Web Based Management

If You Are Having Difficulty with Your Machine's Network

> 🖉 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 topics. You can correct most problems yourself.

If you need additional help, go to your model's **FAQs & Troubleshooting** page at support.brother.com.

>> I Cannot Complete the Wireless Network Setup Configuration
>> My Brother Machine Cannot Print over the Network
>> I Want to Check that My Network Devices are Working Correctly

I Cannot Complete the Wireless Network Setup Configuration

Turn your wireless router off and back on. Then, try to configure the wireless settings again. If you are unable to resolve the problem, follow the instructions below:

Investigate the problem using the WLAN Report.

Cause	Action	Interface

Your security settings (SSID/ Network Key) are not correct.	• Confirm the security settings using **Wireless Setup Helper**. For more information and to download the utility, go to your model's **Downloads** page at support.brother.com.
	• Select and confirm that you are using the correct security settings.
	  - See the instructions supplied with your wireless LAN access point/router for information on how to find the security settings.
	  - The manufacturer's name or model number of the wireless LAN access point/router may be used as the default security settings.
	  - Consult with the access point/router manufacturer, your Internet provider, or network administrator.
		Wireless

Your Brother machine's MAC address is not allowed.	Confirm that the Brother machine's MAC Address is allowed in the filter. You can find the MAC Address on your Brother machine's control panel.	Wireless
Your wireless LAN access point/router is in stealth mode (not broadcasting the SSID).	• Enter the correct SSID name or Network Key manually. • Check the SSID name or the Network Key in the instructions supplied with your wireless LAN access point/router and reconfigure the wireless network setup.	Wireless
The current channel of your wireless LAN access point/ router is not supported by your machine when you are trying to connect your machine to a 5 GHz Wi-Fi network.	Change the channel on your wireless LAN access point/router to the channel supported by your machine. 1. Confirm the channels supported by your machine. See the **Channels Supported by Brother Machines for 5 GHz Wi-Fi Networks** document at support.brother.com/manuals. 2. Check your wireless LAN access point/router's channel setting. Make sure it is set to one of the channels supported by your machine and is not set to "Auto" or "Automatic". For more information about changing the channel setting, see the instructions supplied with your wireless LAN access point/router. 3. Try to connect your machine to your Wi-Fi network again.	Wireless
Your security settings (SSID/ password) are not correct.	Confirm the SSID and password. When you are configuring the network manually, the SSID and password are displayed on your Brother machine. If your mobile	Wi-Fi Direct

Cause	Action	Interface
	device supports the manual configuration, the SSID and password will be displayed on your mobile device's screen.	
You are using Android™ 4.0.	If your mobile device disconnects (approximately six minutes after using Wi-Fi Direct), try the one-push configuration using WPS (recommended) and set the Brother machine as a Group Owner.	Wi-Fi Direct
Your Brother machine is placed too far from your mobile device.	Move your Brother machine within about 3.3 feet (1 meter) of the mobile device when you configure the Wi-Fi Direct network settings.	Wi-Fi Direct
There are some obstructions (walls or furniture, for example) between your machine and the mobile device.	Move your Brother machine to an obstruction-free area.	Wi-Fi Direct
There is a wireless computer, Bluetooth®-supported device, microwave oven, or digital cordless phone near the Brother machine or the mobile device.	Move other devices away from the Brother machine or the mobile device.	Wi-Fi Direct
You have checked and tried all of the above, but your Brother machine still cannot complete the Wi-Fi Direct configuration.	• Turn your Brother machine off and back on. Then, try to configure the Wi-Fi Direct settings again. • If you are using your Brother machine as a client, confirm how many devices are allowed in the current Wi-Fi Direct network, and then check how many devices are connected.	Wi-Fi Direct

For Windows

If your wireless connection has been interrupted, and you have checked and tried all of the above, we recommend using the Network Connection Repair Tool.

My Brother Machine Cannot Print over the Network

Cause	Action	Interface
(Your Brother machine suddenly stopped printing.)	1. Press 📶 > Recover WLAN. 2. When your wireless device connects successfully, the machine displays Connected. Press OK.	Wireless
Your security software blocks your machine's access to the network.	Some security software might block access without showing a security alert dialog box even after successful installation. To allow access, see the instructions for your security software or ask the software manufacturer.	Wired/Wireless
Your Brother machine was not assigned an available IP address.	• Confirm the IP address and the Subnet Mask. Verify that both the IP addresses and Subnet Masks of your computer and the Brother machine are correct and located on the same network. For more information about how to verify the IP address and the Subnet Mask, ask your network administrator. • Windows Confirm the IP address and the Subnet Mask using the Network Connection Repair Tool. • Mac Check your network devices using the ping command. For more information on how to confirm your network settings, see *Related Information*:*Check Network Devices Using the Ping Command*.	Wired/Wireless

Cause	Action	Interface

The failed print job is still in your computer's print queue.	• If the failed print job is still in your computer's print queue, delete it.
	• Otherwise, double-click the printer icon in the following folder and cancel all documents:
	
	  - Windows 11
	
	    Click ⊞ > **All apps** > **Windows Tools** > **Control Panel**. In the **Hardware and Sound** group, click **View devices and printers**.
	
	  - Windows 10, Windows Server 2016, Windows Server 2019, and Windows Server 2022
	
	    Click ⊞ > **Windows System** > **Control Panel**. In the **Hardware and Sound (Hardware)** group, click **View devices and printers**.
	
	  - Windows 8.1
	
	    Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware and Sound** group, click **View devices and printers**.
	
	  - Windows Server 2012 R2
	
	    Click **Control Panel** on the **Start** screen. In the **Hardware** group, click **View devices and printers**.
	
	  - Windows Server 2012
	
	    Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware** group, click **View devices and printers** > **Printers**.
	
	  - Windows 7
	
	    Click 🟠(Start) > **Devices and Printers**.
	
	  - Windows Server 2008
	
	    Click **Start** > **Control Panel** > **Printers**.
	
	  - Mac
	
	    Click **System Preferences** > **Printers & Scanners**.
		Wired/Wireless

Your Brother machine is not connected to the wireless network.	Print the WLAN Report to check the error code on the printed report.	Wireless

If you have checked and tried all of the above, but your Brother machine still cannot print, uninstall the driver (Windows) and reinstall it.

I Want to Check that My Network Devices are Working Correctly

Check	Action	Interface
Check that your Brother machine, access point/router, or network hub is turned on.	**Check the following:** • The power cord is connected correctly and the Brother machine is turned on. • The access point/router or hub is turned on and its link indicator is blinking. • All protective packaging has been removed from the machine. • The ink cartridges are installed correctly. • The Top Cover and the Jam Clear Cover are fully closed. • Paper is inserted correctly in the paper tray. • (For wired networks) A network cable is securely connected to the Brother machine and to the router or hub.	Wired/Wireless

Check	Action	Interface
Check that you can "ping" the Brother machine from your computer.	Ping the Brother machine from your computer using the IP address or the node name in the Windows command prompt or Mac Terminal application: ping `<ipaddress>` or `<nodename>`. • Successful: Your Brother machine is working correctly and connected to the same network as your computer. • Unsuccessful: Your Brother machine is not connected to the same network as your computer. Windows: Ask your administrator about the IP address and the subnet mask, and then use the Network Connection Repair Tool. Mac: Confirm that the IP address and the Subnet Mask are set correctly.	Wired/Wireless
Check that your Brother machine is connected to the wireless network.	Print the WLAN Report to check the error code on the printed report.	Wireless

If you have checked and tried all of the above but you are still having problems, see the instructions supplied with your wireless LAN access point/router to find the SSID (Network Name) and the Network Key (Password) information and set them correctly.

✅ Related Information

- Network Problems
  - Check Network Devices Using the Ping Command

Related Topics:

- Configure Your Machine for a Wireless Network When the SSID is Not Broadcast

- Use Wi-Fi Direct®

- Print the WLAN Report

- Wireless LAN Report Error Codes

- Print the Network Configuration Report

- Use the Network Connection Repair Tool (Windows)

Check Network Devices Using the Ping Command

Check the IP addresses of both your computer and your Brother machine, and then confirm whether the network is operating correctly.

>> Configure the IP Address on your computer (Windows)
>> Configure the IP Address on your computer (Mac)
>> Configure the IP Address on your Brother machine

Configure the IP Address on your computer (Windows)

1. Do one of the following:

   - Windows 11

     Click ▦ > **All apps** > **Windows Tools** > **Command Prompt**.

   - Windows 10

     Click ▦ > **Windows System** > **Command Prompt**.

   - Windows 8.1

     Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Search** > **Command Prompt**.

   - Windows7

     Click 🟦 (Start) > **All Programs** > **Accessories** > **Command Prompt**.

2. Type "ipconfig" and then press the Enter key on your keyboard.

3. Confirm the values for the IPv4 address and subnet mask.

4. Type "exit" and then press the Enter key on your keyboard.

Configure the IP Address on your computer (Mac)

1. Select **System Preferences** from the Apple menu.

2. Click **Network** > **Advanced** > **TCP/IP**.

3. Confirm the values for the IPv4 address and subnet mask.

Configure the IP Address on your Brother machine

Print the Network Configuration Report, and confirm the values for the IP address and subnet mask.

Check the IP addresses for both your computer and your Brother machine. Confirm that the network address portions are the same. For example, if the subnet mask is "255.255.255.0", it is normal for only the host address portions to be different.

	Network Address	Host Address	
IP Address	192.168.100.	250	Set the final number, which corresponds to "0" in the subnet mask, to 1–254.
Subnet Mask	255.255.255.	0	Usually, there are no problems when the subnet mask is "255.255.255.0". Use the same value for all of your computers.

✅ **Related Information**

- If You Are Having Difficulty with Your Machine's Network

▌AirPrint Problems

Difficulty	Suggestions
My machine is not displayed in the printer list.	Make sure your machine is turned on.
	Confirm the network settings.
	Move the mobile device closer to the wireless access point/router, or to your machine.
I cannot print.	Make sure your machine is turned on.
	Confirm the network settings.
I am trying to print a multiple-page document from an iOS device, but ONLY the first page is printing.	Make sure you are running the latest OS version.

✅ Related Information

- **If You Are Having Difficulty with Your Machine**

Related Topics:

- **Troubleshooting**

Check the Machine Information

Follow these instructions to check your machine's information, such as the serial number or the firmware version.

1. Press ⚙️ [Settings] > [All Settings] > [Machine Info.].

2. Press one of the following options:

Option	Description
Serial No.	Check your machine's serial number.
Firmware Version	Check your machine's firmware version.
Firmware Update	Update your machine to the latest firmware.
Firmware Auto Check	View firmware information on the Home screen.
Page Counter	Check the total number of pages the machine has printed.

3. Press 🏠.

✅ Related Information

- Troubleshooting

Reset Your Machine

1. Press ⚙ [Settings] > [All Settings] > [Initial Setup] > [Reset].

2. Press the reset option you want to use.

3. Press [OK] for two seconds to reboot the machine.

4. Wait until the machine restarts and the Power LED indicator lights up before disconnecting the machine from the power source.

✅ Related Information

- Troubleshooting
  - Reset Functions Overview

Reset Functions Overview

The following reset functions are available:

1. `[Machine Reset]`

   You can reset all the machine's settings that you have changed.

2. `[Network]`

   Reset the print server back to its default factory settings (includes Password and IP Address information).

3. `[All Settings]`

   Use this reset function to reset all of the machine's settings to the settings originally set at the factory.

   We strongly recommend you perform this operation when you dispose of the machine.

   Unplug the interface cable before you select `[Network]` or `[All Settings]`.

✓ Related Information

- Reset Your Machine

Routine Maintenance

- **Replace the Ink Cartridges**

- **Clean Your Brother Machine**

- **Check Your Brother Machine**

- **Correct the Paper Feed to Clear Vertical Lines**

- **Change the Print Options to Improve Your Print Results**

- **Pack and Ship Your Machine**

Replace the Ink Cartridges

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

The LCD displays which ink cartridge 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.

> ⚠ **CAUTION**
>
> If the ink gets into your eye, rinse it with water immediately. If left as is, it may cause redness or mild inflammation of the eye. In case of any abnormality, consult with your doctor.

> **IMPORTANT**
>
> We recommend using genuine Brother supplies to ensure stable print quality and performance. Although not all non-genuine supplies may cause quality issues, it is possible that some may adversely affect print quality or cause machine malfunction. Brother may charge for repairing your machine if it is proven that non-genuine supplies caused the damage, even if the machine is still covered by the warranty.

1. Open the ink cartridge cover (1).
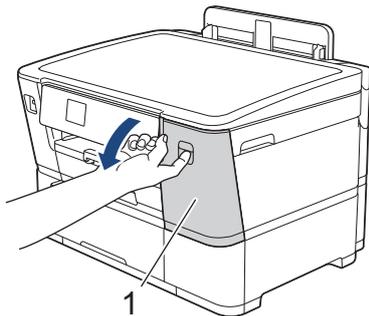
2. Press the lock release lever to release the ink cartridge color indicated on the LCD and remove the ink cartridge from the machine, as shown in the illustration.
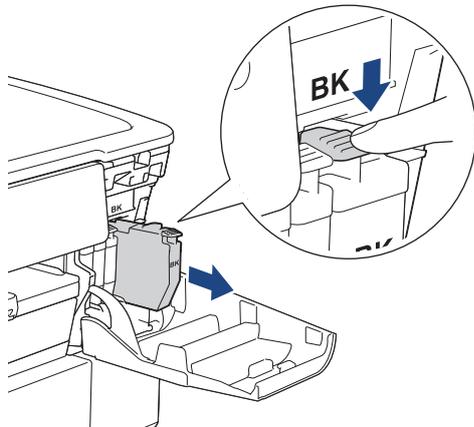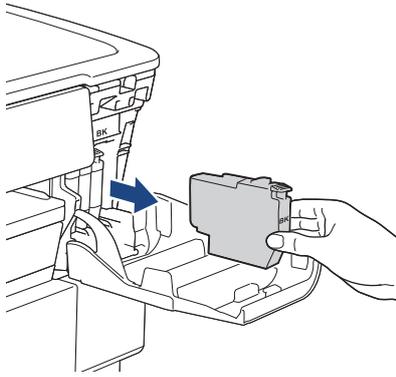
3. Open the new ink cartridge bag for the color indicated on the LCD, and take out the ink cartridge.

> **IMPORTANT**
>
> • DO NOT touch the ink cartridge in the area indicated (1); this can prevent the machine from detecting the cartridge.
>
>
>
> • Quickly shake just the **black** ink cartridge horizontally 15 times as shown, before inserting it into the machine.
>
>
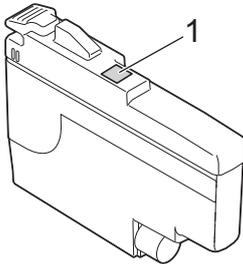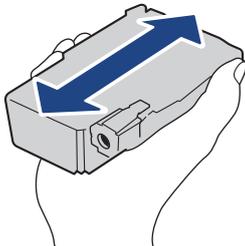
4. Insert the ink cartridge in the direction of the arrow on the label.

   Each color has its own correct position.

5. Gently push the area marked "PUSH" until the ink cartridge locks into place, and then close the ink cartridge cover.

The machine resets the ink dot counter.

> If the machine does not detect the ink cartridge after you install it, check that the ink cartridge is installed correctly. Remove the ink cartridge and reinstall it slowly until it locks into place.

IMPORTANT

- DO NOT shake the ink cartridges, once installed into the machine. If ink stains your skin or clothing, wash with soap or detergent at once.
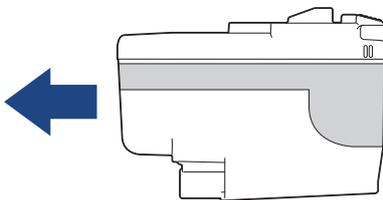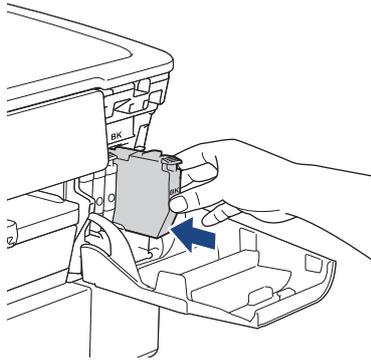- DO NOT remove ink cartridges if you do not need to replace them; otherwise, the machine will not know the ink quantity left in the cartridge.
- DO NOT touch the ink cartridge insertion slots; the ink may stain your skin.
- If you mix the colors by installing an ink cartridge in the wrong position, the LCD shows [Wrong Ink Color].

  Check which ink cartridges are not matched by color to their ink cartridge positions and move them to their correct positions.
- Use unopened ink cartridges by the expiration date written on the ink cartridge package.
- DO NOT dismantle or tamper with the ink cartridge; this can cause the ink to leak out of the ink cartridge.

✅ Related Information

- Routine Maintenance

Related Topics:
- Error and Maintenance Messages
- Paper Handling and Printing Problems
- Pack and Ship Your Machine

Clean Your Brother Machine

- Clean the Print Head from Your Brother Machine

- Clean the Print Head Using Web Based Management

- Clean the Print Head from Your Computer (Windows)

- Automatically Detect and Improve the Condition of Print Head Nozzles

- Clean the Machine's LCD

- Clean the Outside of the Machine

- Clean the Machine's Printer Platen

- Clean the Paper Feed Rollers

- Clean the Base Pad

- Clean the Paper Pick-up Rollers for Paper Tray #1

- Clean the Paper Pick-up Rollers for Paper Tray #2

Clean the Print Head from Your Brother Machine

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

- Clean the print head if there is a horizontal line or a blank space in the text or graphics on printed pages.
- 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 [Ink] > [Print Head Cleaning].

2. Press [Start].

   The machine cleans the print head.

> **NOTE**
>
> If you clean the print head several times and the print has not improved, try the Special cleaning method. The Special cleaning method uses the most power in cleaning the print head, but also consumes the most ink.
>
> 1. Press [Ink] > [Print Head Cleaning].
>
> 2. Press ✖ for five seconds.
>
>   The machine starts cleaning.

🖉
- The Special cleaning method requires a large amount of ink to clean the print head.
- Use the Special cleaning method only if you previously cleaned the print head several times and the print quality did not improve.
- You can also clean the print head from your computer.

✅ **Related Information**

- Clean Your Brother Machine

Related Topics:
- Paper Handling and Printing Problems
- Clean the Print Head from Your Computer (Windows)
- Clean the Print Head Using Web Based Management

Clean the Print Head Using Web Based Management

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

3. If required, type the password in the **Login** field, and then click **Login**.

   ✎ The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".

4. Go to the navigation menu, and then click **General** > **Print Head Cleaning**.

   ✎ Start from ≡, if the navigation menu is not shown on the left side of the screen.

5. If you have print quality problems, try cleaning the print head several times. If the print quality does not improve, use the **Special** option. The **Special** option uses the most power in cleaning the print head, but also consumes the most ink.

6. Click **Start**.

   ✎ The **Special** option requires a large amount of ink to clean the print head.

7. Click **Yes**.

   The machine starts cleaning.

   ✎ (Windows) You can also clean the print head using the printer driver.

✅ Related Information

- Clean Your Brother Machine

   Related Topics:
- Paper Handling and Printing Problems
- Access Web Based Management
- Clean the Print Head from Your Brother Machine
- Clean the Print Head from Your Computer (Windows)

Clean the Print Head from Your Computer (Windows)

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

1. Do one of the following:
   - For Windows 11

     Click ▦ > **All apps** > **Windows Tools** > **Control Panel**. In the **Hardware and Sound** group, click **View devices and printers**.

   - For Windows 10, Windows Server 2016, Windows Server 2019, and Windows Server 2022

     Click ⊞ > **Windows System** > **Control Panel**. In the **Hardware and Sound (Hardware)** group, click **View devices and printers**.

   - For Windows 8.1

     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** group, click **View devices and printers**.

   - For Windows Server 2012 R2

     Click **Control Panel** on the **Start** screen. In the **Hardware** group, click **View devices and printers**.

   - For 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** group, click **View devices and printers**.

   - For Windows 7 and Windows Server 2008 R2

     Click 🟠 **(Start)** > **Devices and Printers**.

   - For Windows Server 2008

     Click 🟠 **(Start)** > **Control Panel** > **Hardware and Sound** > **Printers**.

2. Right-click your model's icon, and then select **Printing preferences**. (If printer driver options appear, select your printer driver.)

   The printer driver dialog box appears.

3. If the **Fabric Roll Settings** window appears, click **Cancel** to close it.

4. Click the **Maintenance** tab.

5. Select one of the following options:

Option	Description
Check Print Quality...	Use to print the test page and check the print quality.
Print Head Cleaning...	Use to start the cleaning process manually. Select if a line or blank spaces appear in text or graphics on the test page.

6. Click **Start**.

✅ **Related Information**

- Clean Your Brother Machine

Related Topics:
- Paper Handling and Printing Problems
- Clean the Print Head from Your Brother Machine
- Clean the Print Head Using Web Based Management

Automatically Detect and Improve the Condition of Print Head Nozzles

If faded or streaked colors and text appear or if text is missing on your printouts, the print head nozzles may be clogged. When this setting is `[On]`, the machine automatically detects the condition of the print head nozzles and cleans the print head when needed.

- The default setting is `[On]`.

- Cleaning the print head consumes ink.

1. Press ▐▐▐▐ `[Ink]` > `[Print Quality Auto Check]`.

2. Press `[On]` or `[Off]`.

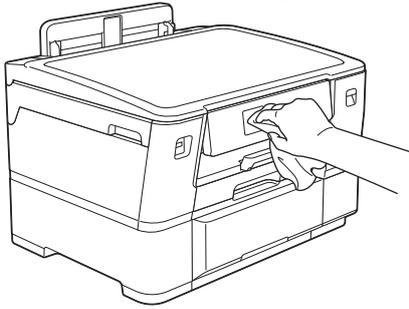3. Press 🏠.

✅ Related Information

- Clean Your Brother Machine

Clean the Machine's LCD

IMPORTANT

DO NOT use liquid cleaners (including ethanol).

1. Press and hold down ⏻ to turn off the machine. The LCD displays `[Shutting Down]` for a few seconds before the power goes off.

2. Clean the LCD with a dry, soft lint-free cloth.

✅ **Related Information**

• Clean Your Brother Machine

Clean the Outside of the Machine

> **IMPORTANT**
>
> - Cleaning with volatile liquids such as thinner or benzine will damage the outside surface of the machine.
> - DO NOT use cleaning materials that contain ammonia.
> - DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

1. If the paper support flap is open, close it, and then close the paper support.

2. Pull the paper trays (1) completely out of the machine as shown by the arrow.

   - Tray #1
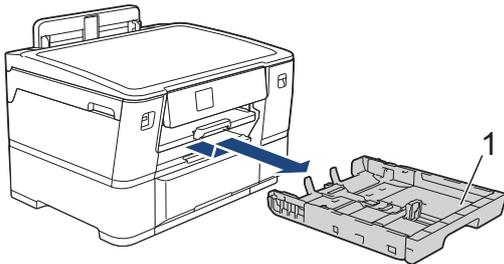
   - Tray #2
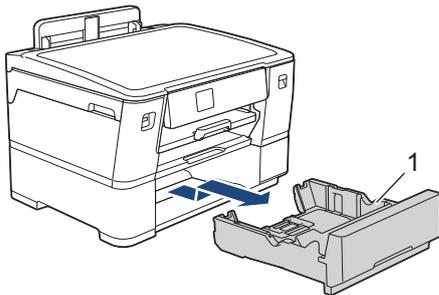
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.
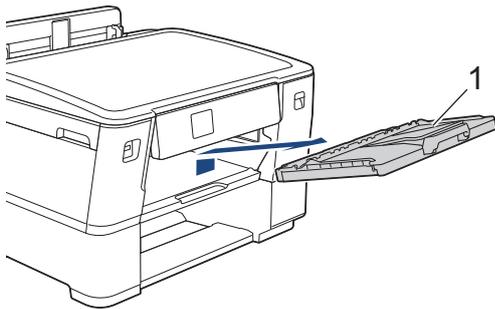
4. Wipe the outside of the machine with a dry, lint-free cloth to remove dust.
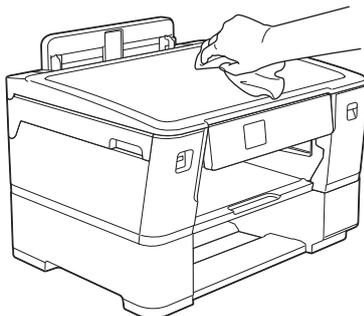
5. Remove anything that is stuck inside the paper tray. Wipe the inside and the outside of the paper tray with a dry, lint-free cloth to remove dust.

   - Tray #1

276
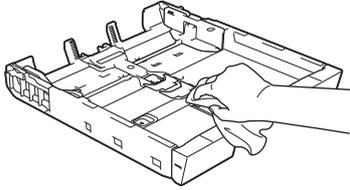
- Tray #2
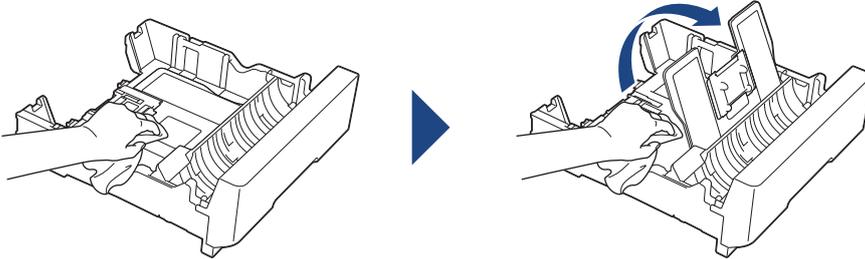
6. Wipe the outside of the paper support with a dry, lint-free cloth to remove dust.
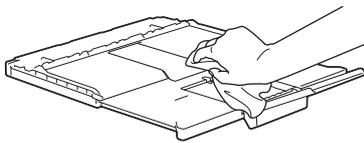
7. Place the paper support firmly back in the machine. Make sure you fit the paper support into the channels.
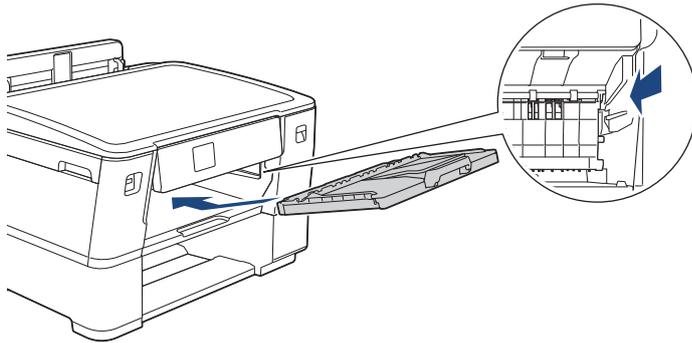
8. Slowly push the paper tray completely into the machine.

✅ Related Information

- Clean Your Brother Machine

Clean the Machine's Printer Platen

You may need to clean your machine's printer platen if ink stains appear on the reverse side or bottom of the printout. To clean the machine's printer platen, follow these steps:

> ⚠ **WARNING**
>
> ⚡ Be sure to unplug the machine from the AC power outlet before cleaning the printer platen to avoid an electrical shock.

1. Using both hands, use the finger holds on each side of the machine to lift the top cover into the open position.

2. Clean the machine's printer platen (1) and the area around it, wiping off scattered ink with a dry, soft lint-free cloth.
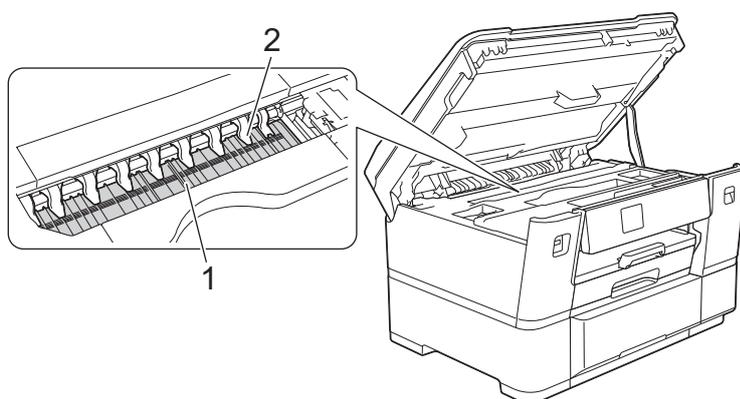
> **IMPORTANT**
>
> DO NOT bend or apply too much pressure on the nine tabs (2). They could be damaged.

3. Gently close the top cover using the finger holds on each side.
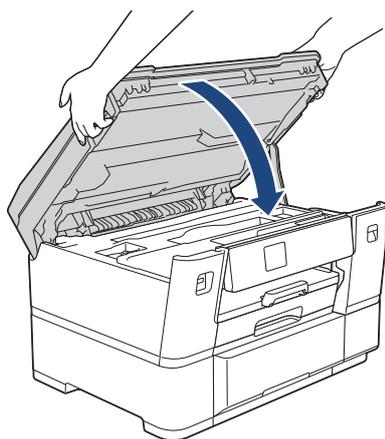
4. Reconnect the power cord.

> ✅ **Related Information**
>
> • Clean Your Brother Machine
>
> **Related Topics:**
> • Paper Handling and Printing Problems

Clean the Paper Feed Rollers

If the paper feed rollers are stained with ink or have a buildup of paper dust, it may cause paper feed problems.

1. Unplug the machine from the AC power outlet.

2. If the paper support flap is open, close it, and then close the paper support.

3. Pull the paper tray (1) completely out of the machine as shown by the arrow.
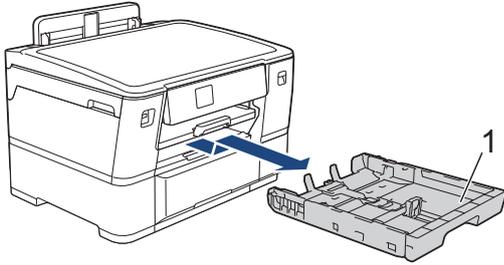
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.
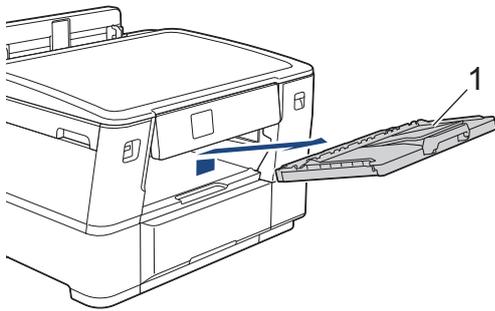
5. Clean the front side of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water, using a side-to-side motion. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.
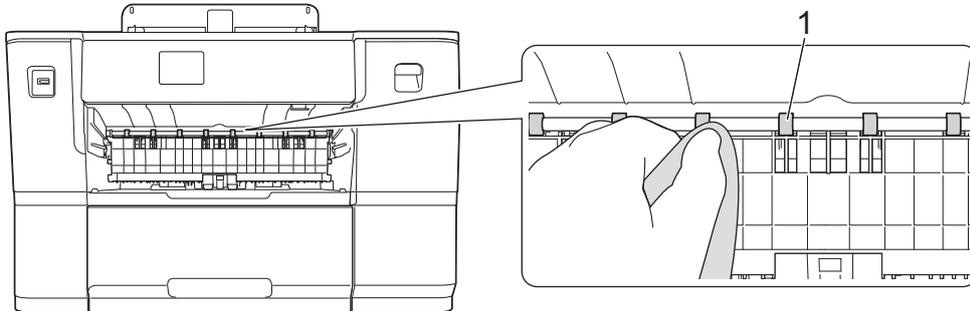
6. Lift the internal flap (2), and then clean the back side of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.
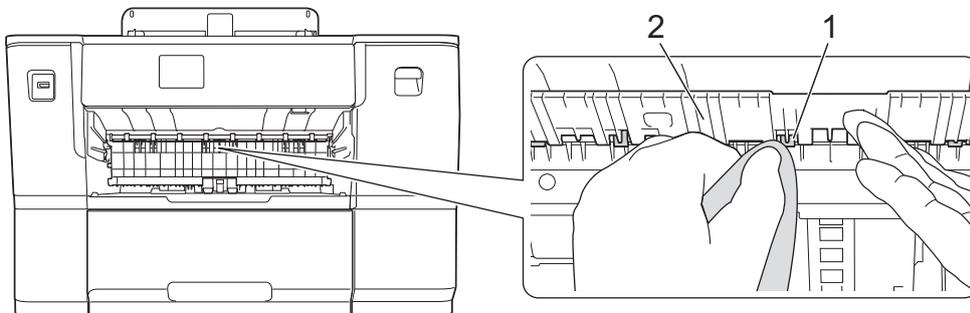
7. Place the paper support firmly back in the machine. Make sure you fit the paper support into the channels.
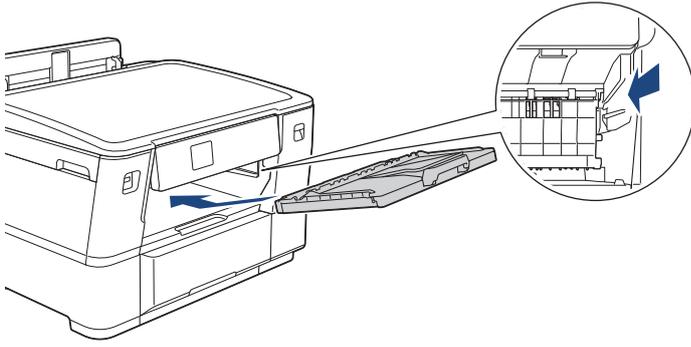
8. Slowly push the paper tray completely into the machine.

9. Reconnect the power cord.

> ✎ Do not use the machine again until the rollers are dry. Using the machine before the rollers are dry may cause paper feed problems.

✅ Related Information

• Clean Your Brother Machine

Related Topics:

• Paper Handling and Printing Problems

Clean the Base Pad

Cleaning the Base Pad periodically may prevent the machine from feeding multiple sheets of paper when there are only a few sheets of paper left in the tray.

1. If the paper support flap is open, close it, and then close the paper support.

2. Pull the paper trays (1) completely out of the machine as shown by the arrow.
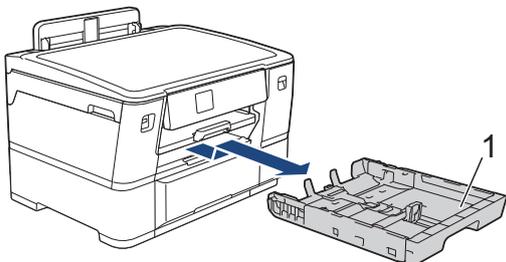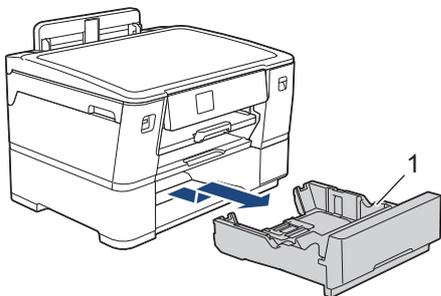
   • Tray #1

   • Tray #2

3. Clean the Base Pad (1) with a soft lint-free cloth moistened with water.

   After cleaning, wipe the pad with a dry, soft lint-free cloth to remove any moisture.

   • Tray #1
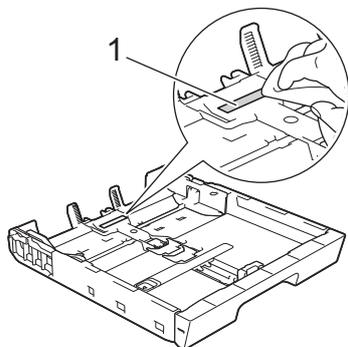
   • Tray #2
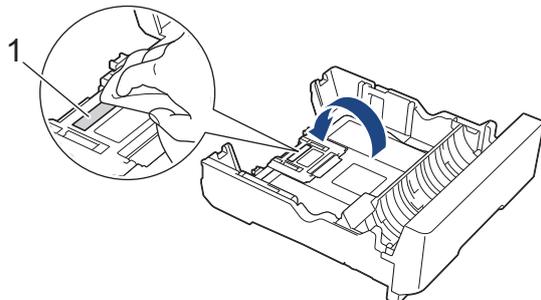
4. Slowly push the paper tray completely into the machine.

✅ Related Information

• Clean Your Brother Machine

Related Topics:

• Paper Handling and Printing Problems

Clean the Paper Pick-up Rollers for Paper Tray #1

Cleaning the paper pick-up rollers periodically may prevent paper jams by ensuring that paper feeds correctly.

1. Unplug the machine from the AC power outlet.

2. If the paper support flap is open, close it, and then close the paper support.

3. Pull the paper tray (1) completely out of the machine as shown by the arrow.
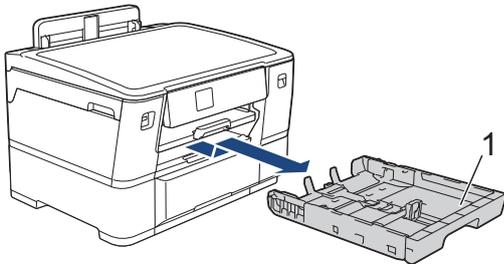
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.
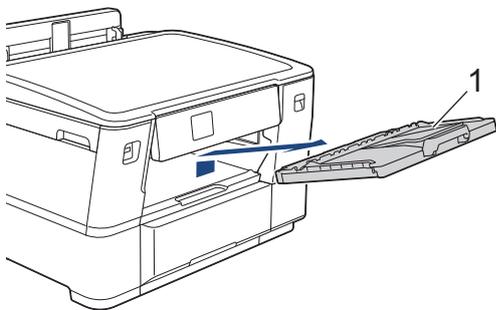
5. Clean the Paper Pick-up Rollers (1) with a soft lint-free cloth moistened with water. Slowly turn the rollers so that the whole surface is cleaned. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.
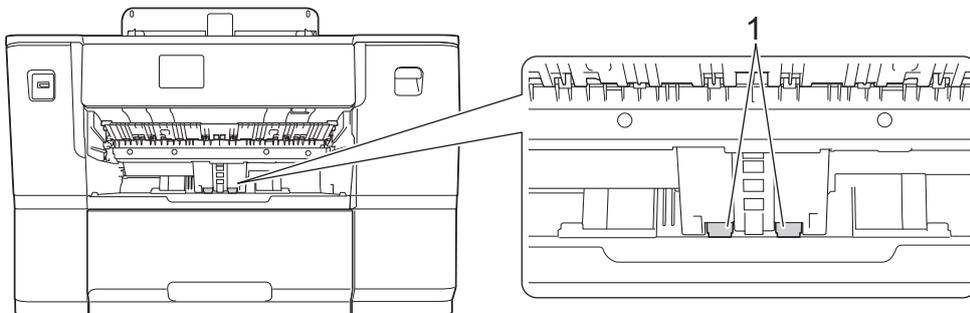
6. Place the paper support firmly back in the machine. Make sure you fit the paper support into the channels.
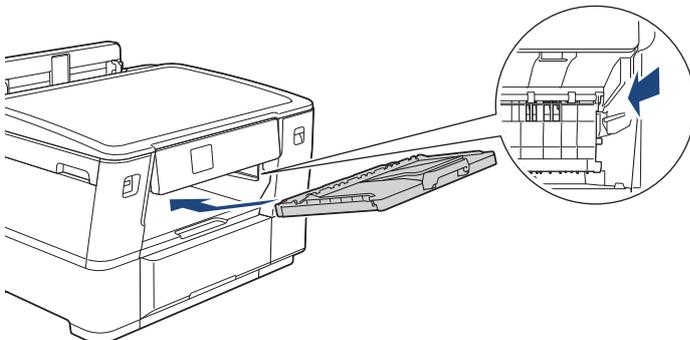
7. Slowly push the paper tray completely into the machine.

8. Reconnect the power cord.

✅ Related Information

• Clean Your Brother Machine

Related Topics:

• Error and Maintenance Messages
• Paper Handling and Printing Problems

Clean the Paper Pick-up Rollers for Paper Tray #2

1. Unplug the machine from the AC power outlet.

2. If the paper support flap is open, close it, and then close the paper support.

3. Pull Tray #2 (1) completely out of the machine as shown by the arrow.
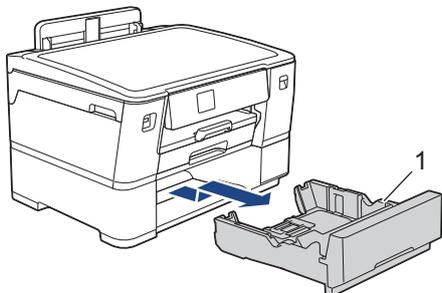
4. Clean the paper pick-up rollers for Tray #2 (1) with a soft lint-free cloth moistened with water. Slowly turn the rollers so that the whole surface is cleaned. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.
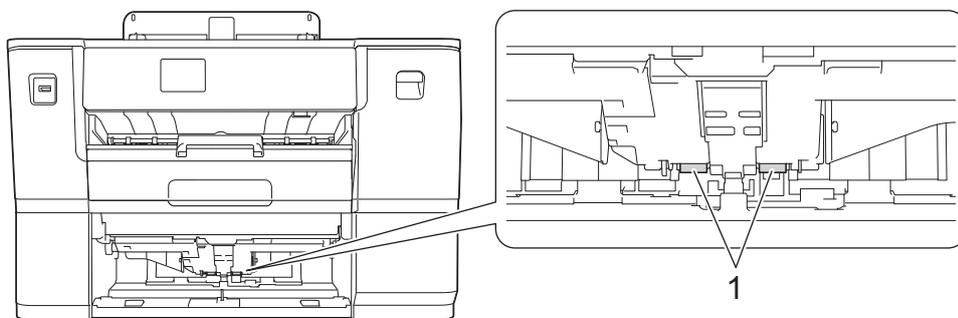
5. Slowly push Tray #2 completely into the machine.

6. Reconnect the power cord.

☑ **Related Information**

- Clean Your Brother Machine

Related Topics:

- Error and Maintenance Messages
- Paper Handling and Printing Problems

Check Your Brother Machine

- • Check the Print Quality

- • Check the Print Alignment from Your Brother Machine

- • Check the Ink Volume (Page Gauge)

- • Monitor Machine Status from Your Computer (Windows)

Check the Print Quality

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

1. Press ▮▮▮ [Ink] > [Improve Print Quality] > [Check Print Quality].

2. Press [Start].

   The machine prints the check sheet.

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

4. When an LCD message prompts you to check the print quality, do one of the following:

   • If all lines are clear and visible, press [No], and then press ⌂ to finish the Print Quality check.

   • If lines are missing (see **Poor**, as follows), press [Yes].
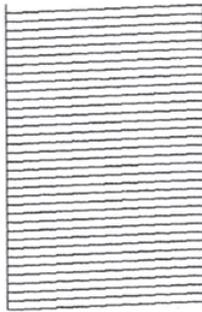
OK	Poor
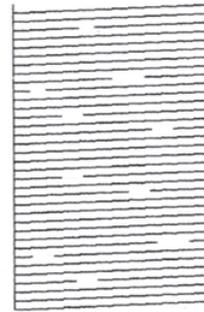
5. When the LCD message prompts you to check the print quality of each color, press the number of the pattern (1–4) that most closely matches the printing result.

6. Do one of the following:

   • If print head cleaning is needed, press [Start] to start the cleaning procedure.

   • If print head cleaning is not needed, the menu screen reappears on the touchscreen. Press ⌂.

7. After the cleaning procedure is finished, the LCD message prompts you to print the check sheet again. Press [Yes], and then press [Start].

   The machine prints the check sheet again. Check the quality of the four color blocks on the sheet again.

If you clean the print head several times and the print has not improved, try the Special cleaning method. See *Related Information*.

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

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

After the print head nozzle is cleaned, the lines are gone:

✅ Related Information

- Check Your Brother Machine

Related Topics:

- Paper Handling and Printing Problems
- Clean the Print Head from Your Brother Machine
- Check the Print Alignment from Your Brother Machine
- Correct the Paper Feed to Clear Vertical Lines

Check the Print Alignment from Your Brother Machine

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

> Before adjusting the print alignment, complete a print quality check first by pressing ▮▮▮ [Ink] > [Improve Print Quality] > [Check Print Quality].

1. Press ▮▮▮ [Ink] > [Improve Print Quality] > [Alignment].

2. Press [Next].

3. Press [Yes] after a confirmation message if a print quality check has been completed appears on the LCD.

4. Select the paper size you want to adjust.

5. Select the paper type you want to adjust. (Supported models only)

6. Press [Basic alignment] or [Advanced alignment].

7. Follow the LCD instructions for loading the paper in the tray, and then press [Start].

   The machine prints the check sheet.

   (A)
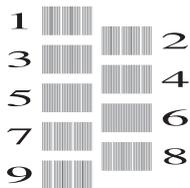
8. For pattern (A), press ▲ or ▼ to display the number of the test print with the fewest visible vertical stripes (1-9), and then press it (in the example above, row number 6 is the best choice). Press [OK].

   Repeat this step for the rest of the patterns.

   > When the print alignment is not adjusted correctly, text looks blurry or crooked, like this:
   >
   >
   >
   > After the print alignment is adjusted correctly, text looks like this:
   >
   >
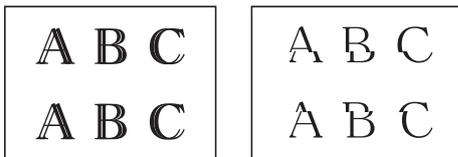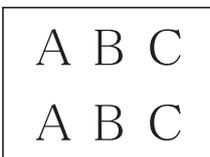
9. Press 🏠.

✅ **Related Information**

• Check Your Brother Machine

Related Topics:

• Paper Handling and Printing Problems

Check the Ink Volume (Page Gauge)

Although an ink volume icon appears on the machine's LCD, you can view a larger graph that displays the approximate ink remaining in each cartridge.

1. Press ▮▮▮▮ [Ink] > [Ink Volume].

   The touchscreen displays the ink volume and the page gauge [1].
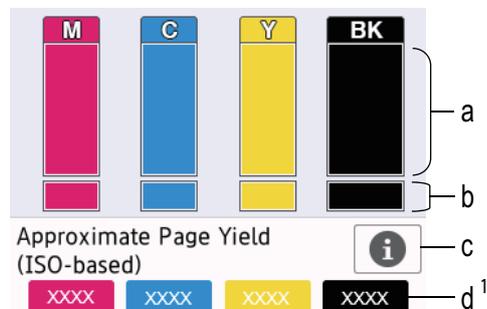
   a. Displays the cartridge ink level.
   b. Displays the ink level remaining in the internal ink reservoir.
   c. Press to change the display settings for the approximate page yield.
   d. The page gauge [1] shows the approximate number of remaining pages that can be printed with the cartridges.

   ✏️ • When the ink cartridge is near the end of its life or having a problem, one of the following icons appears:

🟡	The ink level is low.
❌	The ink cartridge needs to be replaced.

   • To check or print the ink cartridge model numbers, press ⬅ (Back) to return to the [Ink] menu screen.

   Press [Ink Cartridge Model], and follow the instructions on the touchscreen.

2. Press 🏠.

   ✏️ • You can also check the ink volume from your computer.

   • For detailed information about the measuring methods used for the approximate yields, visit support.brother.com/yield.

✅ **Related Information**

• Check Your Brother Machine

Related Topics:

• Settings Screen Overview
• Print a Document (Windows)
• Monitor Machine Status from Your Computer (Windows)
• Touchscreen LCD Overview

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[1] Page Gauge is an estimate for informational purposes only and does not display the actual remaining page yield. For actual cartridge yield information, visit support.brother.com/yield.

Monitor Machine Status from Your Computer (Windows)

The Status Monitor utility is a configurable software tool for monitoring the status of one or more machines; it allows you to get immediate notification of errors.

Do one of the following:

- Double-click the 📇 icon in the task tray.

- Launch 📇 (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **Tools** in the left navigation bar, and then click **Status Monitor**.
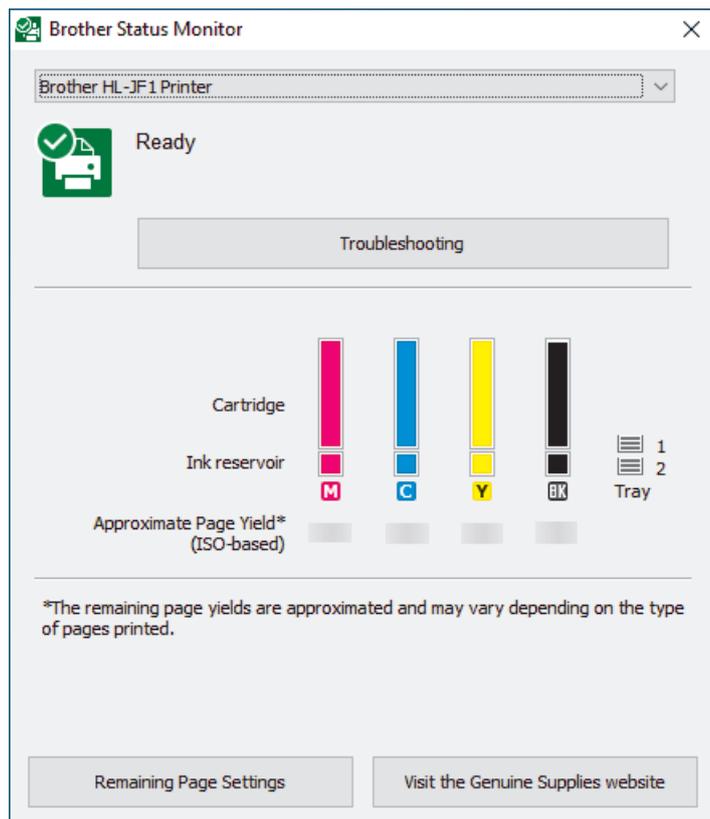
The actual screen may differ from the screen shown above.

Troubleshooting

Click the **Troubleshooting** button to access the troubleshooting website.

Remaining Page Settings

Click the **Remaining Page Settings** button to change the display settings for the approximate page yield.

Visit the Genuine Supplies website

Click the **Visit the Genuine Supplies website** button for more information on Brother genuine supplies.

Error icons

Icon	Description
⚠️	The ink level is low.
❌	The ink cartridge needs to be replaced.

> 📝 You can also check the ink amount using Web Based Management.

✅ Related Information

- Check Your Brother Machine
  - Status Monitor Indicators and What They Mean (Windows)
  - Turn Off the Show Status Monitor Feature (Windows)
  - Turn Off the Status Monitor (Windows)

Related Topics:

- Cancel a Print Job (Windows)
- Check the Ink Volume (Page Gauge)

Status Monitor Indicators and What They Mean (Windows)

When you start up your computer, the **Brother Status Monitor** icon appears on the task tray.

- A green icon indicates the normal stand-by condition.

- A yellow icon indicates a warning.

- A red icon indicates an error has occurred.

- A gray icon indicates the machine is offline.

✅ Related Information

- Monitor Machine Status from Your Computer (Windows)

Turn Off the Show Status Monitor Feature (Windows)

The Show Status Monitor feature lets you know if there is a problem with a device that your computer is monitoring. The default setting is **Only when printing from this PC**. To turn it off, follow these steps:

1. Right-click the ![icon](Brother Status Monitor icon) (**Brother Status Monitor**) icon or window, select the **Status Monitor Settings** option, and then click **Options**.

    The **Options** window appears.

2. Click the **Show Status Monitor** tab, and then select **Off** for **Status Monitor Display Options:**.

3. Click **OK**.

> ✎ Even if the Show Status Monitor feature is turned off, you can check the machine's status at any time by displaying the Status Monitor.

✓ Related Information

-   Monitor Machine Status from Your Computer (Windows)

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Turn Off the Status Monitor (Windows)

1. Right-click the ✅🖨️ (**Brother Status Monitor**) icon or window, and then select **Exit**.

2. Click **OK**.

✅ Related Information

- Monitor Machine Status from Your Computer (Windows)

Correct the Paper Feed to Clear Vertical Lines

Adjust the paper feed to reduce vertical lines.

Before adjusting the paper feed, complete a print quality check first by pressing ▌▌▌[Ink] > [Improve Print Quality] > [Check Print Quality].

---

1. Press ▌▌▌[Ink] > [Improve Print Quality] > [Correct Paper Feed].
2. Press [Next].
3. Press [Yes] after a confirmation message if a print quality check has been completed appears on the LCD.
4. Select the paper size you want to adjust.
5. Select the paper type you want to adjust. (Supported models only)
6. Follow the LCD instructions for loading the paper in the tray, and then press [Start].

   The machine prints the check sheet.
7. Follow the LCD instructions to complete the adjustment.

   You need to input information printed on the check sheet manually.

✅ **Related Information**

• Routine Maintenance

Related Topics:

• Paper Handling and Printing Problems

Change the Print Options to Improve Your Print Results

If your printouts do not look the way you expect, change the print settings on your Brother machine to improve printout quality. Print speed may be slower when using these settings.

> 🖉
> - These instructions allow you to improve your print results when you are using your machine for printing from media, or a mobile device.
> - If you are experiencing poor print quality when printing from your computer, change the settings in the printer driver or in the application you use to print.

1. Press ▮▮▮▮ [Ink] > [Print Options].

2. Press one of the following options:

Option	Description
Reduce Smudging	Select this option according to your paper type and whether you are using 1-sided or 2-sided printing if you have problems with smudged printouts or paper jams.
Reduce Uneven Lines	Select this option according to your paper size if you have problems with uneven lines.
Enhance Print	Select this option if you have problems with blurred printouts.

3. Follow the LCD menus.

4. Press 🏠.

✅ **Related Information**

- Routine Maintenance

Related Topics:
- Paper Handling and Printing Problems
- Other Problems
- Prevent Smudged Printouts and Paper Jams (Windows)
- Print Settings (Windows)

Pack and Ship Your Machine

- When you transport the machine, use the packing materials that came with your machine. Do not tip or turn the product upside down. If you do not pack the machine correctly, any damage that may occur in transit may not be covered by your warranty.

- The machine should be adequately insured with the carrier.

IMPORTANT

It is important to allow the machine to "park" the print head after a print job. Listen carefully to the machine before unplugging it to make sure that all mechanical noises have stopped. Not allowing the machine to finish this parking process may lead to print problems and possible damage to the print head.

1. Unplug the machine from the AC power outlet.
2. Using both hands, use the finger holds on each side of the machine to lift the top cover into the open position.
3. Unplug the interface cable from the machine, if it is connected.
4. Gently close the top cover using the finger holds on each side.
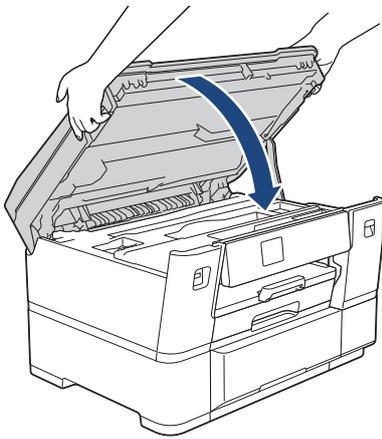
5. Open the ink cartridge cover.
6. Press the ink release levers to release the ink cartridges and then take out the ink cartridges.
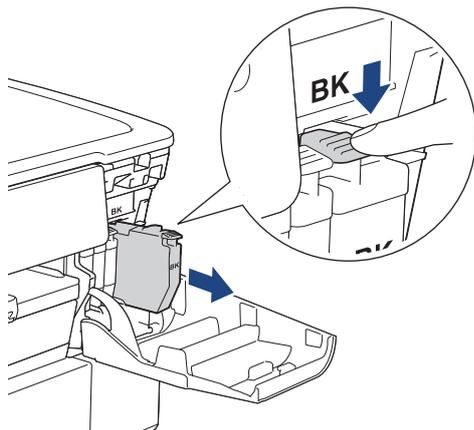
7. Close the ink cartridge cover.

8. Wrap the machine in the bag.
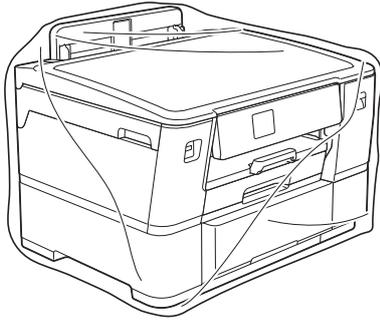
9. Pack the machine in the original carton with the original packing material as shown below. (The original packing material may differ depending on your country.)

   Do not pack the used ink cartridge in the carton.
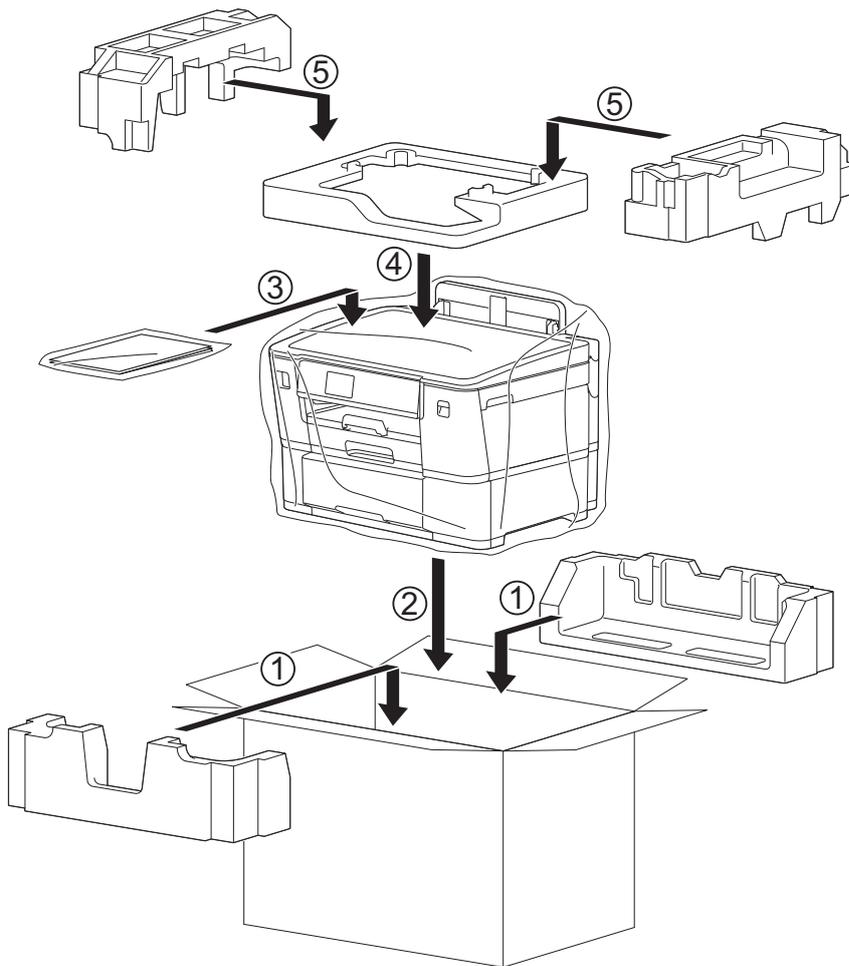
If you are returning your machine to Brother as part of the Exchange Service, pack only the machine. Keep all separate parts and printed materials to use with your "Exchange" machine.

10. Close the carton and tape it shut.

✅ **Related Information**

• Routine Maintenance

Related Topics:

• Replace the Ink Cartridges

Machine Settings

Customize settings and features to make your machine a more efficient work tool.

- Change Machine Settings from the Control Panel

- Change Machine Settings Using Web Based Management

Change Machine Settings from the Control Panel

- In the Event of Power Failure (Memory Storage)

- General Settings

- Print Reports

- Settings and Features Tables

In the Event of Power Failure (Memory Storage)

- Your menu settings are stored permanently and will not be lost.
- Temporary settings are lost.
- The date and time will be retained for approximately 24 hours.

✅ Related Information

- Change Machine Settings from the Control Panel

General Settings

- Adjust the Machine Volume

- Change for Daylight Saving Time Automatically

- Set Sleep Mode Countdown

- Set the Machine to Power Off Automatically

- Set the Date and Time

- Set the Time Zone

- Adjust the LCD Backlight Brightness

- Change How Long the LCD Backlight Stays On

- Reduce Printing Noise

- Change the Language Displayed on the LCD

- Change the Keyboard Setting

Adjust the Machine Volume

1. Press ⚙ [Settings] > [All Settings] > [General Setup] > [Beep].

2. Press ▲ or ▼ to display the [Off], [Low], [Med], or [High] option, and then press the option you want.

3. Press 🏠.

✅ Related Information

- General Settings

Change for Daylight Saving Time Automatically

You can program the machine to change automatically for Daylight Saving Time.

It will reset itself forward one hour in the spring, and backward one hour in the fall. Make sure you have set the correct date and time in the [Date & Time] setting.

This feature is available only in the USA and Canada.

1. Press [Settings].

2. Press [Date & Time] > [Auto Daylight].

3. Press [On] or [Off].

4. Press .

✅ **Related Information**

• General Settings

Set Sleep Mode Countdown

The Sleep Mode (or Power Save Mode) setting can reduce power consumption. When the machine is in Sleep Mode, it acts as though it is turned off. The machine will wake up and start printing when it receives a print job. Use these instructions to set a time delay (countdown) before the machine enters Sleep Mode.

- The timer will restart if any operation is carried out on the machine, such as receiving a print job.
- The factory setting is three minutes.

1. Press ⚙ [Settings] > [All Settings] > [General Setup] > [Sleep Time].

2. Enter the number of minutes (1-60) you want to set on the touchscreen, and then press [OK].

3. Press 🏠.

> When the machine goes into Sleep Mode, the LCD backlight turns off.

✅ Related Information

- General Settings

Related Topics:

- Set the Machine to Power Off Automatically

Set the Machine to Power Off Automatically

The Auto Power Off feature can reduce power consumption. Set the amount of time that the machine must be in Sleep Mode before it automatically powers off. When this feature is set to [Off], you must power off the machine manually.

To turn on the machine after the Auto Power Off feature has turned it Off, press (⏻).

🖉 The machine does not power off automatically when:

- The machine is connected to a wired network.
- The machine is connected to a wireless network.
- [WLAN(Wi-Fi)] is selected in the [Network I/F] setting.
- Secure print jobs are stored in the machine's memory.
---

1. Press 🔧 [Settings] > [All Settings] > [General Setup] > [Auto Power Off].

2. Press ▲ or ▼ to display the [Off], [1 hour], [2 hours], [4 hours], or [8 hours] option, and then press the option you want.

3. Press 🏠.

✅ **Related Information**

- General Settings

Related Topics:

- Set Sleep Mode Countdown

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Set the Date and Time

If the machine's power has been off, the machine's date and time may not be current. Re-enter them.

1. Press ⚙ [Settings].

2. Press 🕐 [Date & Time].

3. Press [Date].

4. Enter the last two digits of the year on the touchscreen, and then press [OK].

5. Enter two digits for the month on the touchscreen, and then press [OK].

6. Enter two digits for the day on the touchscreen, and then press [OK].

7. Press [Clock Type].

8. Press [12h Clock] or [24h Clock].

9. Press [Time].

10. To enter the time, do one of the following:

    • If you selected [12h Clock], enter the time (in 12-hour format) using the touchscreen, and then press [AM] or [PM].

      Press [OK].

    • If you selected [24h Clock], enter the time (in 24-hour format) using the touchscreen.

      Press [OK].

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

11. Press 🏠.

✅ **Related Information**

• General Settings

Set the Time Zone

Set the time zone for your location on the machine.

For example, the time zone for Eastern Time in the USA and Canada is UTC-05:00. Pacific Time in the USA and Canada is UTC-08:00.

Time Zone	Standard Time
Hawaii-Aleutian Time Zone	UTC - 10:00
Alaska Time Zone	UTC - 9:00
Pacific Time Zone	UTC - 8:00
Mountain Time Zone	UTC - 7:00
Central Time Zone	UTC - 6:00
Eastern Time Zone	UTC - 5:00
Atlantic Time Zone	UTC - 4:00

1. Press ⚙ [Settings].

2. Press 🕐 [Date & Time] > [Time Zone].

3. Enter your time zone.

4. Press [OK].

5. Press 🏠.

☑ **Related Information**

- General Settings

Adjust the LCD Backlight Brightness

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

1. Press ▮▮ [Settings] > [All Settings] > [General Setup] > [LCD Settings] > [Backlight].

2. Press the [Light], [Med], or [Dark] option.

3. Press ⌂.

✅ Related Information

- General Settings

Change How Long the LCD Backlight Stays On

Set how long the LCD backlight stays on.

1. Press ▮ [Settings] > [All Settings] > [General Setup] > [LCD Settings] > [Dim Timer].

2. Press ▲ or ▼ to display the [10 Secs], [30 Secs], [1 Min], [2 Mins], [3 Mins], or [5 Mins] option, and then press the option you want.

3. Press ⌂.

☑ **Related Information**

- General Settings

Reduce Printing Noise

The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.

The factory setting is [Off].

> When the Quiet Mode setting is turned on, 🔵 appears on the Home screen.

1. Press 🔧 [Settings] > [All Settings] > [General Setup] > [Quiet Mode].

2. Press [On] or [Off].

3. Press 🏠.

✅ Related Information

• General Settings

Related Topics:

• Touchscreen LCD Overview
• Paper Handling and Printing Problems

Change the Language Displayed on the LCD

Change the LCD language if needed.

This feature is not available in some countries.

1. Press ⚙ [Settings] > [All Settings] > [Initial Setup] > [Local Language].

2. Press your language.

3. Press 🏠.

✅ Related Information

- General Settings

Change the Keyboard Setting

You can choose the type of keyboard for the LCD.

1. Press ![Settings icon] [Settings] > [All Settings] > [General Setup] > [Keyboard Settings].

2. Press [QWERTY] or [ABC].

3. Press ![Home icon].

✅ **Related Information**

• General Settings

Print Reports

- Reports

- Print a Report

Reports

The following reports are available:

User Settings

The User Settings report prints a list of your current settings.

Network Configuration (network models)

The Network Configuration report prints a list of your current network settings.

WLAN Report (wireless models)

The WLAN Report prints the wireless LAN connectivity diagnosis.

✅ Related Information

• Print Reports

Print a Report

1. Press ⚙ [Settings] > [All Settings] > [Print Reports].

2. Press the option you want.

3. Press [Yes].

4. Press 🏠.

✅ **Related Information**

• Print Reports

Settings and Features Tables

- Settings Tables (2.7" Touchscreen models)

- Features Tables (2.7" Touchscreen models)

Settings Tables (2.7" Touchscreen models)

These tables will help you understand your machine's menu selections and options.

>> [Settings]
>> [General Setup]
>> [Printer]
>> [Network]
>> [Print Reports]
>> [Machine Info.]
>> [Initial Setup]

[Settings]

[Settings]

Level 1	Level 2	Level 3	Descriptions
(Date & Time)	-	-	Access the Date and Time setting menus.
Maintenance	-	-	Access the Maintenance settings menus.
Network	Wired LAN	-	Access the Wired LAN setting menus.
	WLAN(Wi-Fi)	-	Access the WLAN setting menus.
	Wi-Fi Direct	-	Access the Wi-Fi Direct setting menus.
	Network I/F	-	Select the network connection type.
Tray Setting	-	-	Access the tray setting menus.
Wi-Fi Direct	-	-	Access the Wi-Fi Direct setting menus.
Quiet Mode	-	-	Decrease printing noise.
All Settings	-	-	Configure the detailed settings.

[General Setup]

[All Settings] > [General Setup]

Level 3	Level 4	Level 5	Descriptions
Maintenance	Improve Print Quality	Check Print Quality	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.
		Alignment	
		Correct Paper Feed	
	Print Head Cleaning	-	Clean the print head according to the LCD instructions.
	Remove Paper Scraps	-	Remove a piece of paper in the machine according to the LCD instructions.
	Ink Volume	-	Check the available ink volume.
	Ink Cartridge Model	-	Check your ink cartridge numbers.
	Print Options	Reduce Smudging	Reduce smudging on the paper or paper jams during printing.

Level 3	Level 4	Level 5	Descriptions
Maintenance	Print Options	Reduce Uneven Lines	Reduce uneven lines on the paper during printing.
		Enhance Print	Improve print quality and reduce blurriness.
	Ink Cartridge Check	-	View your ink cartridge information.
	Print Quality Auto Check	-	Automatically detects the Print Head condition and cleans the Print Head when needed.
Tray Setting	Tray 1	Paper Type	Set the type of paper in Tray #1.
		Paper Size	Set the size of paper in Tray #1.
	Tray 2	Paper Type	Set the type of media in Tray #2.
		Paper Size	Set the size of paper in Tray #2.
	Paper Low Notice	-	Select whether to display a message telling you that the paper tray is nearly empty.
	Check Paper	-	Check the paper type and paper size when you pull the tray out of the machine.
Quiet Mode	-	-	Decrease printing noise.
Beep	-	-	Adjust the beeper volume.
LCD Settings	Backlight	-	Adjust the brightness of the LCD backlight.
	Dim Timer	-	Set how long the LCD backlight stays on after the last finger press.
Keyboard Settings	-	-	Select the type of keyboard for the LCD.
Sleep Time	-	-	Set how long the machine must be idle before it goes into Sleep Mode.
Auto Power Off	-	-	Select how long the machine must wait before it automatically turns itself off after entering Sleep Mode. When set to Off, the machine does not power off automatically.

[Printer]

🛠 [All Settings] > [Printer]

Level 3	Level 4	Level 5	Descriptions
Emulation	-	-	Select the emulation mode.
Print Options	Font List	HP LaserJet	Print a list of the machine's internal fonts.
		BR-Script 3	
	Test Print	-	Print a test page.
2-sided	2-sided Print	-	Enable or disable 2-sided printing and choose long edge or short edge.
HP Tray Command	-	-	Select the correct version of HP LaserJet emulation.
Reset Printer	-	-	Restore the machine settings to the factory settings.

[Network]

[All Settings] > [Network]

Level 3	Level 4	Level 5	Level 6	Descriptions
Wired LAN	**TCP/IP**	**BOOT Method**	-	Select the Boot method that best suits your needs.
		IP Address	-	Enter the IP address.
		Subnet Mask	-	Enter the Subnet mask.
		Gateway	-	Enter the Gateway address.
		Node Name	-	Enter the Node name.
		WINS Configuration	-	Select the WINS configuration mode.
		WINS Server	-	Specify the IP address of the primary or secondary WINS server.
		DNS Server	-	Specify the IP address of the primary or secondary DNS server.
		APIPA	-	Set the machine to allocate the IP address from the link-local address range automatically.
		IPv6	-	Turn the IPv6 protocol on or off.
	Ethernet	-	-	Select the Ethernet link mode.
	Wired Status	-	-	View the current wired status.
	MAC Address	-	-	View the machine's MAC address.
WLAN(Wi-Fi)	**Find Wi-Fi Network**	-	-	Configure your wireless network settings manually.
	TCP/IP	**BOOT Method**	-	Select the Boot method that best suits your needs.
		IP Address	-	Enter the IP address.
		Subnet Mask	-	Enter the Subnet mask.
		Gateway	-	Enter the Gateway address.
		Node Name	-	Enter the Node name.
		WINS Configuration	-	Select the WINS configuration mode.
		WINS Server	-	Specify the IP address of the primary or secondary WINS server.
		DNS Server	-	Specify the IP address of the primary or secondary DNS server.
		APIPA	-	Set the machine to allocate the IP address from the link-local address range automatically.
		IPv6	-	Turn the IPv6 protocol on or off.

Level 3	Level 4	Level 5	Level 6	Descriptions
WLAN(Wi-Fi)	WPS/Push Button	-	-	Configure your wireless network settings using the one-button push method.
	WPS/PIN Code	-	-	Configure your wireless network settings using WPS with a PIN.
	Recover WLAN	-	-	Reset and restart your wireless network.
	WLAN Status	Status	-	View the current wireless network status.
		Signal	-	View the current wireless network signal strength.
		SSID	-	View the current SSID.
		Comm. Mode	-	View the current Communication mode.
	MAC Address	-	-	View the machine's MAC address.
Wi-Fi Direct	Manual	-	-	Configure your Wi-Fi Direct network settings manually.
	Group Owner	-	-	Set your machine as the Group Owner.
	Push Button	-	-	Configure your Wi-Fi Direct network settings using the one-button push method.
	PIN Code	-	-	Configure your Wi-Fi Direct network settings using WPS with a PIN code.
	Device Information	Device Name	-	View your machine's device name.
		SSID	-	View the Group Owner's SSID. When the machine is not connected, the LCD displays Not Connected.
		IP Address	-	View your machine's current IP Address.
	Status Information	Status	-	View the current Wi-Fi Direct network status.
		Signal	-	View the current Wi-Fi Direct network signal strength. When your machine acts as Group Owner, the LCD always indicates a strong signal.
	I/F Enable	-	-	Turn the Wi-Fi Direct connection on or off.
Message from Brother	Message from Brother	-	-	Display messages and notifications from Brother.
	Status	-	-	
Web Connect Settings	Proxy Settings	Proxy Connection	-	Change the Web connection settings.
		Address	-	
		Port	-	

Level 3	Level 4	Level 5	Level 6	Descriptions
Web Connect Settings	**Proxy Settings**	**User Name**	-	Change the Web connection settings.
		Password	-	
Network I/F	-	-	-	Select the network connection type.
IPsec	-	-	-	IPsec is an optional security feature of the IP protocol that provides authentication and encryption services. We recommend contacting your network administrator before changing this setting.
Network Reset	-	-	-	Restore all network settings back to the factory settings.

[Print Reports]

![wrench icon] **[All Settings] > [Print Reports]**

Level 3	Descriptions
User Settings	Print a list of your User settings.
Network Configuration	Print a list of your Network settings.
WLAN Report	Print the wireless LAN connection results.

[Machine Info.]

![wrench icon] **[All Settings] > [Machine Info.]**

Level 3	Level 4	Descriptions
Serial No.	-	Check your machine's serial number.
Firmware Version	**Main Version**	Check your machine's firmware version.
	Security Version	
Firmware Update	-	Update your machine to the latest firmware.
Firmware Auto Check	-	View firmware information on the Home screen.
Page Counter	-	Display the printed pages.

[Initial Setup]

![wrench icon] **[All Settings] > [Initial Setup]**

Level 3	Level 4	Descriptions
Date & Time	**Date**	Set the date and time on your machine.
	Time	
	Clock Type (USA and Canada only)	Select the time format (12-hour or 24-hour).
	Auto Daylight (USA and Canada only)	Set the machine to change automatically for Daylight Saving Time.
	Time Zone	Set your time zone.

Level 3	Level 4	Descriptions
Reset	**Machine Reset**	Restore all the machine's settings that you have changed, such as Date and Time.
	Network	Restore all network settings back to the factory settings.
	All Settings	Restore all the machine's settings back to the factory settings.
Local Language (Available only for some countries.)	-	Change your LCD language.

✔️ **Related Information**

- Settings and Features Tables

Features Tables (2.7" Touchscreen models)

These tables will help you understand your machine's feature selections and temporary options.

>> 🗂 [Functions]

>> 🗂 [Secure Print]

>> ▮▮▮ [Ink]

>> 📶 Wi-Fi Setup

>> When you have put a USB Flash drive in the USB slot

🗂 [Functions]

Level 2	Level 3	Level 4	Level 5	Level 6	Descriptions
Web	-	-	-	-	Connect the Brother machine to an Internet service.
USB	**PDF Print**	(Select a PDF file)	⚙**Print Settings**	-	Print a PDF file directly from a USB flash drive.
	JPEG Print	**Select Files**	**OK**	⚙**Print Settings**	Adjust your photos with the options.
			Print All	-	Print all photos in your USB flash drive.
		Index Print	**Print Index Sheet**	⚙**Print Settings**	Print a thumbnail page.
			Print Photos	⚙**Print Settings**	Print photos by choosing the index numbers.
Download Software	-	-	-	-	Displays information about downloading and installing software for mobile devices and computers.
Print Head Cleaning	-	-	-	-	Clean the print head according to the LCD instructions.

🗂 [Secure Print]

Level 1	Level 2	Level 3	Descriptions
Secure Print	(Select User)	-	You can print data saved in the machine's memory when you enter your four-digit password. Active only when the machine has secure print data.

▮▮▮ [Ink]

Level 2	Level 3	Descriptions
Ink Volume	-	Check the available ink volume.
Ink Cartridge Model	-	Check your ink cartridge numbers.
Improve Print Quality	**Check Print Quality**	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.

Level 2	Level 3	Descriptions
Improve Print Quality	**Alignment**	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.
	Correct Paper Feed	
Print Head Cleaning	-	Clean the print head according to the LCD instructions.
Remove Paper Scraps	-	Remove a piece of paper in the machine according to the LCD instructions.
Print Options	**Reduce Smudging**	Reduce smudging on the paper or paper jams during printing.
	Reduce Uneven Lines	Reduce uneven lines on the paper during printing.
	Enhance Print	Improve print quality and reduce blurriness.
Ink Cartridge Check	-	View your ink cartridge information.
Print Quality Auto Check	-	Automatically detects the Print Head condition and cleans the Print Head when needed.

Wi-Fi Setup

Level 2	Descriptions
Find Wi-Fi Network	Configure your wireless network settings manually.
WPS/Push Button	Configure your wireless network settings using the one-button push method.
Recover WLAN	Reset and restart your wireless network.

When you have put a USB Flash drive in the USB slot

Level 1	Descriptions
PDF Print	Print a PDF file directly from a USB flash drive.
JPEG Print	Select photo menu.

✔ Related Information

- Settings and Features Tables

Change Machine Settings Using Web Based Management

Web Based Management is a utility that uses a standard web browser to manage your machine using the Hyper Text Transfer Protocol (HTTP) or Hyper Text Transfer Protocol over Secure Socket Layer (HTTPS).

- What is Web Based Management?

- Access Web Based Management

- Set or Change a Login Password for Web Based Management

What is Web Based Management?

Web Based Management is a utility that uses a standard web browser to manage your machine using the Hyper Text Transfer Protocol (HTTP) or Hyper Text Transfer Protocol over Secure Socket Layer (HTTPS).

> 🖋 • We recommend using the latest version of the following web browsers:
>
>   - Microsoft Edge, Firefox, and Google Chrome™ for Windows
>
>   - Safari, Firefox, and Google Chrome™ for Mac
>
>   - Google Chrome™ for Android™
>
>   - Safari and Google Chrome™ for iOS
>
> • Ensure that JavaScript and Cookies are always enabled, regardless of which browser you use.
>
> • Make sure your machine is On and connected to the same network as your computer, and that your network supports the TCP/IP protocol.

The actual screen may differ from the screen shown above.

✅ **Related Information**

• Change Machine Settings Using Web Based Management

Access Web Based Management

> - We recommend using the latest version of the following web browsers:
>   - Microsoft Edge, Firefox, and Google Chrome™ for Windows
>   - Safari, Firefox, and Google Chrome™ for Mac
>   - Google Chrome™ for Android™
>   - Safari and Google Chrome™ for iOS
> - Ensure that JavaScript and Cookies are always enabled, regardless of which browser you use.
> - The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". We recommend immediately changing the default password to protect your machine from unauthorized access.You can also find the default password in the Network Configuration Report.
> - If the password is entered incorrectly several times, you will not be able to log in for a while. The lockout settings can be changed in Web Based Management.
> - Up to eight computers or mobile devices can be logged in to Web Based Management at the same time. If you log in a ninth device, the first device will be logged out.
> - We recommend using the HTTPS security protocol when configuring settings using Web Based Management. If you use HTTP when configuring settings using Web Based Management, follow the screen prompts to switch to a secure HTTPS connection.
> - When you use HTTPS for Web Based Management configuration, your browser will display a warning dialog box. To avoid displaying the warning dialog box, you can install a self-signed certificate to use SSL/TLS communication. For more detailed information, see *Related Information*.

>> Start from Your Web Browser
>> Start from Brother Utilities (Windows)
>> Start from Brother Mobile Connect

Start from Your Web Browser

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   🖊
   - If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.

     For example: https://SharedPrinter
   - If you enable a NetBIOS name, you can also use the node name.

     For example: https://brn123456abcdef
   - The NetBIOS name can be found in the Network Configuration Report.

3. If required, type the password in the **Login** field, and then click **Login**.
4. If you want to pin the navigation menu on the left side of the screen, click ≡ and then click 📌.

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after clicking **Submit** to activate the configuration.

After configuring the settings, click **Logout**.

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Start from Brother Utilities (Windows)

1. Launch ![Brother Utilities icon] (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected).

2. Click **Tools** in the left navigation bar, and then click **Machine Settings**.

   Web Based Management appears.

3. If required, type the password in the **Login** field, and then click **Login**.

4. If you want to pin the navigation menu on the left side of the screen, click ![menu icon] and then click ![pin icon].

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after clicking **Submit** to activate the configuration.

After configuring the settings, click **Logout**.

Start from Brother Mobile Connect

> You need to install and set up Brother Mobile Connect on your mobile device.

1. Start Brother Mobile Connect on your mobile device.

2. Tap your model name on the top of the screen.

3. Tap **All Machine Settings**.

   Web Based Management appears.

4. If required, type the password in the **Login** field, and then tap **Login**.

5. If you want to pin the navigation menu on the left side of the screen, tap ![menu icon] and then tap ![pin icon].

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after tapping **Submit** to activate the configuration.

After configuring the settings, tap **Logout**.

✅ Related Information

- Change Machine Settings Using Web Based Management

  Related Topics:
- Print the Network Configuration Report
- Create a Self-signed Certificate
- Install the Self-signed Certificate for Windows Users as Administrators

Set or Change a Login Password for Web Based Management

The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". We recommend immediately changing the default password to protect your machine from unauthorized access.

1. Start your web browser.

2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

   For example:

   https://192.168.1.2

   > • If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.
   >
   >   For example: https://SharedPrinter
   >
   > • If you enable a NetBIOS name, you can also use the node name.
   >
   >   For example: https://brn123456abcdef
   >
   > • The NetBIOS name can be found in the Network Configuration Report.

3. Do one of the following:

   • If you have previously set your own password, type it, and then click **Login**.

   • If you have not previously set your own password, type the default login password, and then click **Login**.

4. Go to the navigation menu, and then click **Administrator** > **Login Password**.

   > Start from ☰, if the navigation menu is not shown on the left side of the screen.

5. If you want to change the password, type your current password in the **Enter Old Password** field.

6. Following the on-screen **Login Password** guidelines, type your password in the **Enter New Password** field.

7. Retype the password in the **Confirm New Password** field.

8. Click **Submit**.

   > You can also change the lockout settings in the **Login Password** menu.

✅ Related Information

• Change Machine Settings Using Web Based Management

Related Topics:

• Access Web Based Management

Appendix

- Specifications

- Supply Specifications

- Brother Help and Customer Support

Specifications

General Specifications

Printer Type		Inkjet
Print Head	Black	Piezo with 420 nozzles x 1
	Color	Piezo with 420 nozzles x 3
Memory Capacity		512 MB
LCD (liquid crystal display) [1]		2.7 in. (67.5 mm) TFT Color Touchscreen LCD
Power Source		AC 100 to 120 V 50/60 Hz
Power Consumption [2]		**Printing** [3]: Approx. 24 W **Ready** [4]: Approx. 5 W **Sleep** [4]: Approx. 0.9 W **Power Off** [4] [5]: Approx. 0.02 W
Dimensions		16.7 in. (423 mm) 15.2 in. (385 mm) 22.6 in. (576 mm) 18.8 in. (477 mm) 30.7 in. (778 mm)
Weights		50.7 lb (23.0 kg)
Noise Level	Sound Pressure [6] Operating	Printing 50.0 dB(A) (Approx.)
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)

Print Media Specifications

Paper Input	Paper Tray #1	Paper Type [1]	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper
		Paper Size	(Landscape) Letter, Executive, A4 (Portrait) Ledger, A3, Legal, Mexico Legal, India Legal, Folio, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)
		Maximum Paper Capacity	Up to 250 sheets of 20 lb (80 g/m²) Plain Paper
	Paper Tray #2 <Front>	Paper Type	Fabric
		Paper Size / Maximum Paper Capacity	For more detailed information, see the *Quick Reference Guide*.
	Paper Tray #2 <Back>	Paper Type	Plain Paper, Recycled Paper
		Paper Size	Letter, A4
		Maximum Paper Capacity	Up to 500 sheets of 20 lb (80 g/m²) Plain Paper
	Manual Feed Slot	Paper Type [1]	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper
		Paper Size	(Landscape) Letter, Executive, A4 (Portrait) Ledger, A3, Legal, Mexico Legal, India Legal, Folio, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)
		Maximum Paper Capacity	Up to 1 sheet
Paper Output [1]			• Up to Letter/A4 size paper Up to 100 sheets of 20 lb (80 g/m²) Plain Paper (face up print delivery to the output paper tray) • Over Letter/A4 size paper Up to 50 sheets of 20 lb (80 g/m²) Plain Paper (face up print delivery to the output paper tray)

1   For glossy paper, remove any printed pages from the output paper tray immediately to avoid smudging.

USB Flash Drive Specifications

Compatible Media		USB Flash drive [1]
JPEG Print	Resolution	Up to 1200 x 4800 dpi

JPEG Print	Paper Type	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper
	Paper Size	Letter, A4, Ledger, A3, Photo (4" x 6")/(10 x 15 cm), Photo 2L (5" x 7")/(13 x 18 cm)
	File Format	JPEG (Progressive JPEG format is not supported)
PDF Print	Resolution	Up to 1200 x 1800 dpi
	Paper Type	Plain Paper, Recycled Paper
	Paper Size	Letter, A4, Ledger, A3, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6
	File Format	PDF version1.7

[1] USB Flash drive is not included. Full-Speed USB 2.0. USB Mass Storage standard. Supported formats: FAT12/FAT16/FAT32/exFAT

Printer Specifications

Emulation	PCL6, BR-Script3, PDF version1.7, XPS version 1.0
Resolution	Up to 1200 × 4800 dpi
Printing Width [1]	11.46 in. (291 mm) Borderless [2]: 11.7 in. (297 mm)
Borderless	Letter, A4, Ledger, A3, A6, Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm) , Fabric Roll (Width: 11.7 in. (297 mm) / Height: 8.3 - 106.3 in. (210 - 2700mm)
Automatic 2-sided	Paper Type	Plain Paper, Recycled Paper
	Paper Size	Ledger, A3, Legal, Mexico Legal, India Legal, Folio, Letter, Executive, A4, A5
Print Speed	See your model's page on your local Brother website.

[1] When printing on A3 size paper.
[2] When the Borderless feature is set to On.

Interface Specifications

USB [1] [2]	Use a USB 2.0 interface cable that is no longer than 16 feet (5 m).
LAN	Use an Ethernet UTP cable category 5 or greater.
Wireless LAN	IEEE 802.11a/b/g/n (Infrastructure) IEEE 802.11a/g/n (Wi-Fi Direct)

[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 Specifications

You can connect your machine to a network for Network Printing.

Network Security (Wired)	SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos, IPsec
Network Security (Wireless)	SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP), SNMP v3, 802.1x (EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos, IPsec
Wireless Network Security [1]	WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (TKIP/AES), WPA3-SAE (AES)
Wireless Setup Support Utility	WPS	Yes

[1] Wi-Fi Direct supports WPA2-PSK (AES) only.

Computer Requirements Specifications

Supported Operating Systems And Software Functions

Computer Platform & Operating System Version		PC Interface			Processor	Hard Disk Space to Install [1]
		USB [2]	Wired LAN	WLAN (Wi-Fi)		
Windows Operating System	Windows 7 SP1 [3] Windows 8.1	Printing			32 bit (x86) or 64 bit (x64) processor	80 MB
	Windows 10 Home Windows 10 Pro Windows 10 Education Windows 10 Enterprise					
	Windows 11 Home Windows 11 Pro Windows 11 Education Windows 11 Enterprise				64 bit (x64) processor	
	Windows Server 2008 [3]	Printing			32 bit (x86) or 64 bit (x64) processor	
	Windows Server 2008 R2 [3] Windows Server 2012 Windows Server 2012 R2 Windows Server 2016 Windows Server 2019 Windows Server 2022				64 bit (x64) processor	
Mac Operating System [4]	macOS v10.15.x macOS v11 macOS v12	Printing			64 bit processor	80 MB

[1] An Internet connection is required to install the software if the Brother installation disc is not supplied.

[2] Third party USB ports are not supported.

[3] Windows 7 SP1 / Windows Server 2008 / Windows Server 2008 R2 supported by Extend Security Updates until Jan 10, 2023.

[4] macOS Disclaimer
AirPrint capable: Printing via macOS requires the use of AirPrint. Mac drivers are not provided for this machine.

For the latest driver updates, go to your model's **Downloads** page at support.brother.com.

For the latest supported OS, go to your model's **Supported OS** page at support.brother.com/os.

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✅ Related Information

- Appendix

Supply Specifications

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install 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. Actual yield of initial cartridges will be approx. 46% of replacement LC406XL Black and 36% of replacement LC406XL Color Series, due to ink system initialization.
Replacement Supplies	<Black> LC406XLBK <Yellow> LC406XLY <Cyan> LC406XLC <Magenta> LC406XLM
	<Black> LC406BK <Yellow> LC406Y <Cyan> LC406C <Magenta> LC406M

✅ **Related Information**

- Appendix

Brother Help and Customer Support

IMPORTANT

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

>> FAQs (Frequently Asked Questions)
>> For Customer Service
>> Ordering Accessories and Supplies

FAQs (Frequently Asked Questions)

For more information on your Brother machine, visit the Brother support website at support.brother.com. For additional help and tips, go to your model's **FAQs & Troubleshooting** page; for the latest drivers and software, go to your model's **Downloads** page.

For Customer Service

In USA:

www.brother-usa.com/support (Self-Service/Email/Chat)

1-877-BROTHER (1-877-276-8437)

In Canada:

www.brother.ca/support

(Self-Service Videos, Email, Chat, Facebook and Twitter Help)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437) or visit www.brother-usa.com/support.

Service Center Locations (Canada only)

For the location of a Brother authorized service center, visit www.brother.ca/support.

Ordering Accessories and Supplies

We recommend Genuine Brother supplies, which are available at most Brother retailers. If you cannot find the supplies you need and have a Visa, MasterCard, Discover, American Express credit card, or PayPal account, you can order directly from Brother. 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-BROTHER (1-877-276-8437)

www.brother-usa.com/support

In Canada:

www.brother.ca

✅ Related Information

- *Appendix*

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