



# **Online User's Guide**

**DCP-11W**

## Table of Contents

<b>Before You Use Your Machine .....</b>	<b>1</b>
Definitions of Notes .....	2
Trademarks .....	3
Open Source Licensing .....	4
Copyright and License .....	5
Important Notes.....	6
<b>Introduction to Your Machine.....</b>	<b>7</b>
Before Using Your Machine .....	8
Charge Printable Pages .....	9
Control Panel Overview .....	10
How to Enter Text on Your Machine .....	12
Access Brother Utilities (Windows) .....	13
Uninstall the Software and Drivers (Windows) .....	14
Access Brother iPrint&Scan (Windows/Mac) .....	15
Input/Output Port Locations on Your Machine .....	16
<b>Paper Handling.....</b>	<b>17</b>
Load Paper.....	18
Load Paper in the Paper Tray .....	19
Paper Settings.....	21
Change the Paper Size and Paper Type.....	22
Change the Auto Switching Setting .....	23
Recommended Print Media.....	24
Load Documents .....	25
Load Documents on the Scanner Glass.....	26
Unscannable and Unprintable Areas .....	27
Using Special Paper.....	28
<b>Print .....</b>	<b>29</b>
Print from Your Computer (Windows).....	30
Print a Document (Windows).....	31
Print on Both Sides of the Paper (Windows) .....	33
Change the Default Print Settings (Windows) .....	36
Print Settings (Windows) .....	37
Print from Your Computer (Mac) .....	41
Cancel a Print Job.....	42
Test Print .....	43
<b>Scan.....</b>	<b>44</b>
Scan Using the Scan Button on Your Machine .....	45
Scan Photos and Graphics.....	46
Scan Single or Multiple Pages to a Folder in a Single PDF File .....	48
Scan to an Editable Text File (OCR) .....	50
Save Scanned Data as an Email Attachment .....	52
Scan to FTP .....	54
Use the Web Services Protocol for Network Scanning (Windows 10 and Windows 11).....	58
Change the Scan Button Settings from Brother iPrint&Scan .....	62

Configure Certificates for Signed PDFs .....	63
Disable Scanning from Your Computer .....	64
Scan from Your Computer (Windows).....	65
Scan Using Brother iPrint&Scan (Windows/Mac).....	66
Scan Using Kofax PaperPort™ 14SE or Other Windows Applications .....	67
Scan Using Windows Fax and Scan .....	72
Scan from Your Computer (Mac).....	75
Configure Scan Settings Using Web Based Management.....	76
Set the Scan File Name Using Web Based Management.....	77
<b>Copy .....</b>	<b>78</b>
Copy on One Side of the Paper (1-sided) .....	79
Copy an ID Card .....	80
Copy Options .....	82
<b>Network .....</b>	<b>83</b>
Supported Basic Network Features .....	84
Configure Network Settings .....	85
Configure Network Details Using the Control Panel.....	86
Wireless Network Settings .....	87
Use the Wireless Network .....	88
Use Wi-Fi Direct® .....	98
Enable/Disable Wireless LAN .....	102
Print the WLAN Report.....	103
Network Features.....	107
Enable/Disable Web Based Management Using the Control Panel.....	108
Configure the Proxy Server Settings Using Web Based Management .....	109
Print the Network Configuration Report.....	110
Synchronise Time with the SNTP Server Using Web Based Management .....	111
Use Global Network Detection Features .....	114
Reset the Network Settings to the Factory Settings.....	117
Brother Management Tools .....	118
<b>Security .....</b>	<b>119</b>
<b>Mobile Connect .....</b>	<b>120</b>
AirPrint .....	121
AirPrint Overview .....	122
Before Using AirPrint (macOS) .....	123
Print Using AirPrint .....	124
Scan Using AirPrint (macOS).....	127
Mopria™ Print Service and Mopria™ Scan.....	128
Brother Mobile Connect .....	129
WeChat Print.....	130
<b>Troubleshooting .....</b>	<b>131</b>
Error and Maintenance Messages .....	132
Paper Jams .....	135
Clear Paper Jams.....	136
Paper is Jammed inside the Machine .....	137
Printing Problems.....	140








Printing Quality Problems.....	142
Network Problems.....	146
Error Messages.....	147
Use the Network Connection Repair Tool (Windows) .....	148
Check Your Machine's Network Settings.....	149
If You Are Having Difficulty with Your Machine's Network .....	150
AirPrint Problems .....	156
Other Problems .....	157
Update Your Machine's Firmware .....	158
Reset Your Machine .....	159
Reset Functions Overview .....	160
<b>Routine Maintenance .....</b>	<b>161</b>
Replace Supplies .....	162
Replace the Toner Cartridge .....	164
Replace the Drum Unit.....	167
Clean the Machine .....	170
Clean the Scanner.....	172
Clean the Corona Wire .....	173
Clean the Paper Pick-up Rollers .....	175
Pack and Ship Your Machine .....	176
<b>Machine Settings.....</b>	<b>178</b>
Check Your Machine's Password.....	179
Change Machine Settings from the Control Panel.....	180
In the Event of Power Failure (Memory Storage) .....	181
General Settings.....	182
Print Reports .....	188
Settings and Features Tables.....	191
Change Machine Settings Using Web Based Management .....	197
What is Web Based Management? .....	198
Access Web Based Management .....	199
Change the Login Password Using Web Based Management .....	201
<b>Appendix.....</b>	<b>202</b>
Specifications.....	203
Supplies .....	208
Notice .....	209
Brother Help and Customer Support.....	210

## **Before You Use Your Machine**

- [Definitions of Notes](#)
- [Trademarks](#)
- [Open Source Licensing](#)
- [Copyright and License](#)
- [Important Notes](#)

## Definitions of Notes

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

 <b>WARNING</b>	WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
 <b>CAUTION</b>	CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.
<b>IMPORTANT</b>	IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.
<b>NOTE</b>	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.
	Fire Hazard icons alert you to the possibility of a fire.
	Hot Surface icons warn you not to touch hot machine parts.
	Prohibition icons indicate actions you must not perform.
<b>Bold</b>	Bold style identifies buttons on the machine's control panel or computer screen.
<i>Italics</i>	Italicised style emphasises 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](#)

## Trademarks

Apple, App Store, AirPrint, Mac, macOS, iPadOS, iPad, iPhone, iPod touch, and Safari are trademarks of Apple Inc., registered in the U.S. and other countries.

Kofax and Kofax PaperPort are trademarks or registered trademarks of Tungsten Automation or its affiliates in the United States and/or other countries.

Adobe® and Reader® are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Wi-Fi®, Wi-Fi Alliance®, and Wi-Fi Direct® are registered trademarks of Wi-Fi Alliance®.

WPA™, WPA2™, WPA3™, Wi-Fi CERTIFIED™, and Wi-Fi Protected Setup™ are trademarks of Wi-Fi Alliance®.

Android and Google Play are trademarks of Google LLC. Use of these trademarks is subject to Google Permissions.

Mopria™ and the Mopria™ Logo are registered and/or unregistered trademarks and service marks of Mopria Alliance, Inc. in the United States and other countries. Unauthorised use is strictly prohibited.

The Bluetooth® word mark is a registered trademark owned by Bluetooth SIG, Inc. and any use of such marks by Brother Industries, Ltd. is under license. Other trademarks and trade names are those of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Each company whose software title is mentioned in this manual has a Software Licence Agreement specific to its proprietary programs.

### Software Trademarks

FlashFX® is a registered trademark of Datalight, Inc.

FlashFX® Pro™ is a trademark of Datalight, Inc.

FlashFX® Tera™ is a trademark of Datalight, Inc.

Reliance™ is a trademark of Datalight, Inc.

Reliance Nitro™ is a trademark of Datalight, Inc.

Datalight® is a registered trademark of Datalight, Inc.

**Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.**



### Related Information

- [Before You Use Your Machine](#)

## Open Source Licensing

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](http://support.brother.com/manuals).



### Related Information

- [Before You Use Your Machine](#)
-



## Copyright and License

©2025 Brother Industries, Ltd. All rights reserved.

This product includes software developed by the following vendors:

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

Copyright 1989-2020 Datalight, Inc., All Rights Reserved.

FlashFX® Copyright 1998-2020 Datalight, Inc.



### Related Information

- [Before You Use Your Machine](#)
-

## Important Notes

- Check [support.brother.com/downloads](https://support.brother.com/downloads) for Brother driver and software updates.
- To keep your machine performance up to date, check [support.brother.com/downloads](https://support.brother.com/downloads) 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.
- For macOS v15 Users:  
This machine supports macOS v15.  
All features in macOS v13 and macOS v14 are available in the macOS v15 environment and work in a similar way.
- The screens or images in this User's Guide are for illustration purposes only and may differ from those of the actual products.
- The screens in this manual may differ from the screens on your computer 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](#)
-

## Introduction to Your Machine

- [Before Using Your Machine](#)
- [Charge Printable Pages](#)
- [Control Panel Overview](#)
- [How to Enter Text on Your Machine](#)
- [Access Brother Utilities \(Windows\)](#)
- [Access Brother iPrint&Scan \(Windows/Mac\)](#)
- [Input/Output Port Locations on Your 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.

### Firewall (Windows)

If your computer is protected by a firewall and you are unable to network print or network scan, 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](#)
-

## Charge Printable Pages

You need to charge the printable pages before printing. Start WeChat MiniProgram "兄弟云充" on your mobile device, and use this MiniProgram to charge printable pages. For detailed information on the charge function, visit [www.95105369.com](http://www.95105369.com).

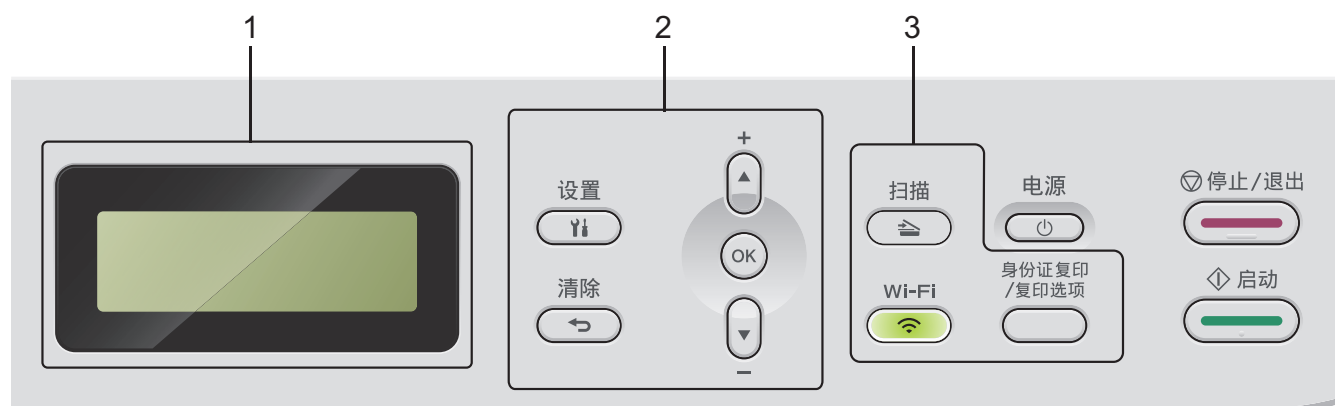


### Related Information

- [Introduction to Your Machine](#)
-

## Control Panel Overview

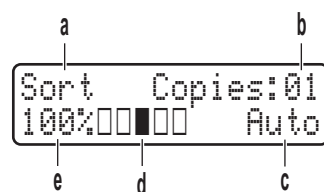
The control panel may vary depending on your model.



### 1. Liquid Crystal Display (LCD)

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

If the machine is in Ready Mode or Copy Mode, the LCD displays:



- a. Type of copy
- b. Number of copies
- c. Quality
- d. Contrast
- e. Copy ratio

### 2. Menu Buttons

#### 设置

Press to access the menu for programming your machine's settings.

#### 清除

- Press to delete entered data.
- Press to cancel the current setting.

#### OK

Press to store your machine's settings.

#### ▲ or ▼

Press to scroll up or down through menus and options.

### 3. Function Buttons

#### 身份证复印/复印选项

Press to copy both sides of an identification card onto a single page.

Press to access temporary settings for copying.

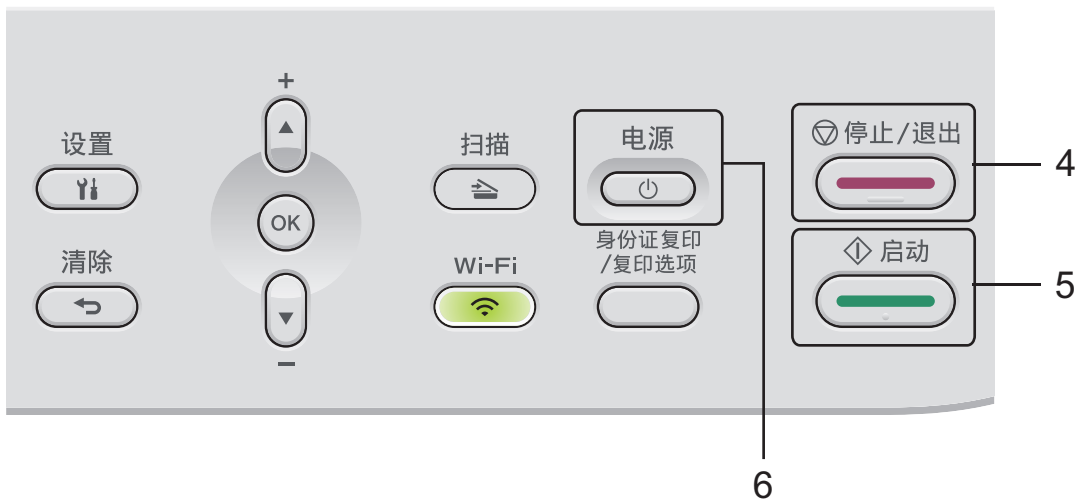
#### Wi-Fi (for wireless models)

Press and hold the **Wi-Fi** button and launch the wireless installer on your computer. Follow the on-screen instructions to set up a wireless connection between your machine and your network.

When the **Wi-Fi** light is on, your machine is connected to a wireless access point. When the **Wi-Fi** light blinks, the wireless connection is down, or your machine is in the process of connecting to a wireless access point.

## 扫描

Press to switch the machine to Scan Mode.





### 4. 停止/退出

- Press to stop an operation.
- Press to exit from a menu.

### 5. 启动

- Press to start copying.
- Press to start scanning documents.

### 6. 电源

- Turn the machine on by pressing .
- Turn the machine off by pressing and holding . The LCD displays [Shutting Down] and stays on for a few seconds before turning off.



## Related Information

- [Introduction to Your Machine](#)

## How to Enter Text on Your Machine

When text is required, enter characters on the machine. The characters that are available may differ depending on the operation you perform.

- Hold down or repeatedly press ▲ or ▼ to select a character from this list:  
0123456789abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ(space)!"#\$%&'()\*+,-./:;<=>?  
@[\\]^\_`{|}~
- Press **OK** when the character or symbol you want is displayed, and then enter the next character.
- Press 清除 to delete characters entered incorrectly.



### Related Information

- [Introduction to Your Machine](#)



#### Related Topics:

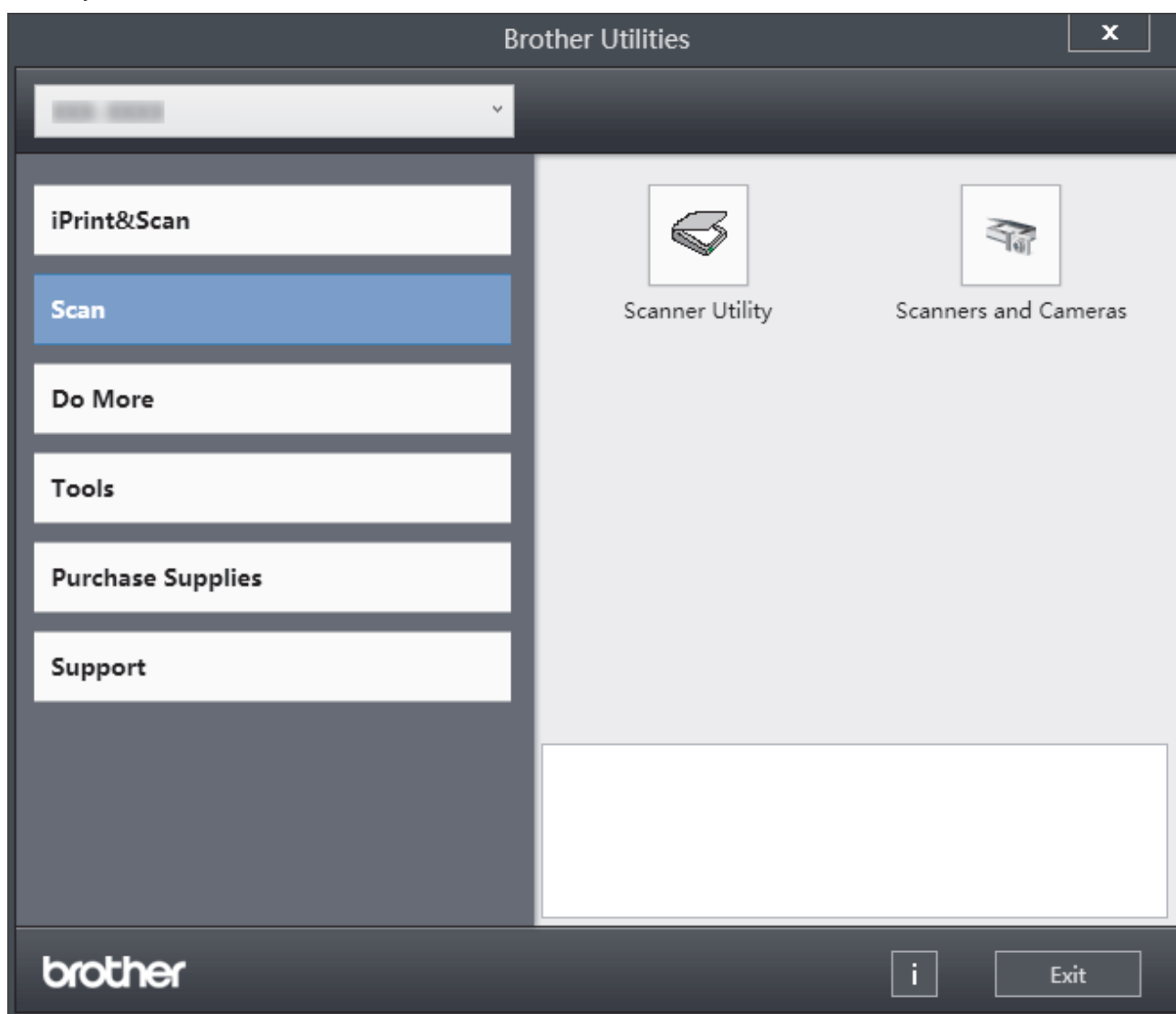
- [Configure Your Machine for a Wireless Network Using the Machine's Control Panel Setup Wizard](#)
- [Configure Your Machine for a Wireless Network When the SSID Is Not Broadcast](#)



## Access Brother Utilities (Windows)

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

- Do one of the following:
  - (Windows 11)  
Click  > **All apps** > **Brother** > **Brother Utilities**.
  - (Windows 10)  
Click  > **Brother** > **Brother Utilities**.
- Select your machine.





- Choose the option you want.



### Related Information

- [Introduction to Your Machine](#)
- [Uninstall the Software and Drivers \(Windows\)](#)

## Uninstall the Software and Drivers (Windows)

1. Do one of the following:
  - Windows 11  
Click  > **All apps** > **Brother** > **Brother Utilities**.
  - Windows 10  
Click  > **Brother** > **Brother Utilities**.
2. Select your model from the drop-down list (if it is not already selected).
3. Click **Tools** in the left navigation bar.
  - If the **Software Update Notification** icon is visible, select it, and then click **Check now** > **Check for Software Updates** > **Update**. Follow the on-screen instructions.
  - If the **Software Update Notification** icon is not visible, go to the next step.
4. Click **Uninstall** in the **Tools** section of **Brother Utilities**.  
Follow the instructions in the dialog box to uninstall the software and drivers.



### Related Information

- [Access Brother Utilities \(Windows\)](#)

## Access Brother iPrint&Scan (Windows/Mac)

Use Brother iPrint&Scan for Windows and Mac to print and scan from your computer.

### To download the latest version:

- For Windows:

Go to your model's **Downloads** page at [support.brother.com/downloads](https://support.brother.com/downloads), and then download and install Brother iPrint&Scan.

- For Mac:

Download and install Brother iPrint&Scan from the Apple App Store.

If prompted, install the driver and software necessary to use your machine. Download your machine's latest driver and software from your model's **Downloads** page at [support.brother.com/downloads](https://support.brother.com/downloads).

### 1. Start Brother iPrint&Scan.

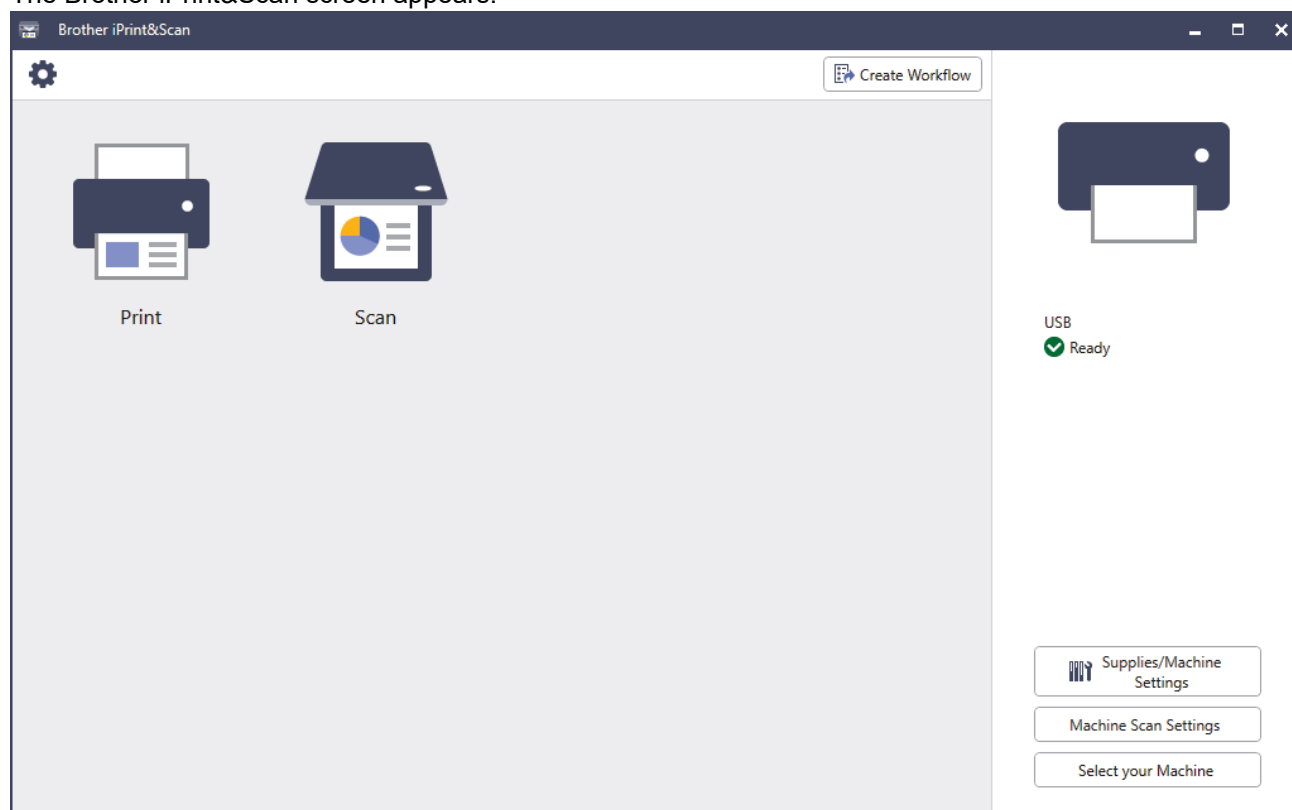
- Windows

Double-click the  (Brother iPrint&Scan) icon

- Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.



The actual screen may differ depending on the version of the application.

### ✓ Related Information

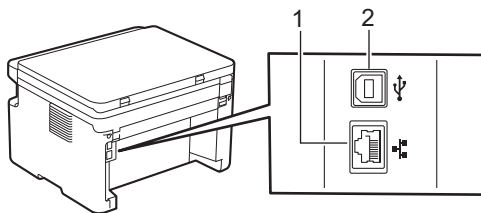
- [Introduction to Your Machine](#)

#### Related Topics:

- [Brother Mobile Connect](#)
- [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)
- [Change the Scan Button Settings from Brother iPrint&Scan](#)

## Input/Output Port Locations on Your Machine

The ports are located on the front or back of the machine.



1. 10BASE-T / 100BASE-TX port (For network models)
2. USB port

When connecting the USB or network cable, follow the instructions in the software/driver installer.

To install the necessary driver and software for operating your machine, go to your model's **Downloads** page at [support.brother.com/downloads](http://support.brother.com/downloads).



### Related Information

- [Introduction to Your Machine](#)

## Paper Handling

- [Load Paper](#)
- [Paper Settings](#)
- [Recommended Print Media](#)
- [Load Documents](#)
- [Unscannable and Unprintable Areas](#)
- [Using Special Paper](#)

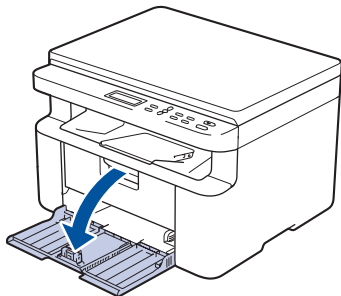
## Load Paper

- [Load Paper in the Paper Tray](#)

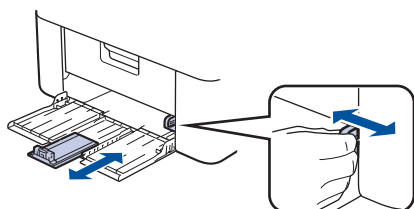
## Load Paper in the Paper Tray

When you load a different size and type of paper in the tray, you must also change the Paper Size and Paper Type settings on the machine, or on your computer.

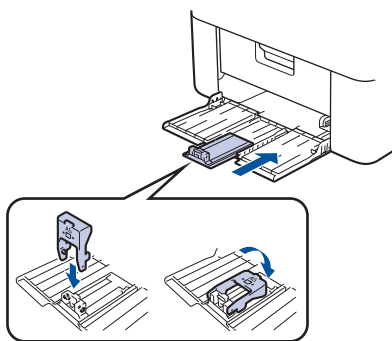
1. Open the paper tray.



2. Press and slide the paper guides to fit the paper.

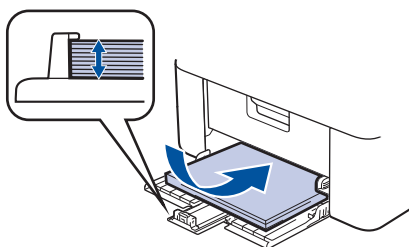


For A5 size paper, install the A5 paper tray part you unpacked earlier.



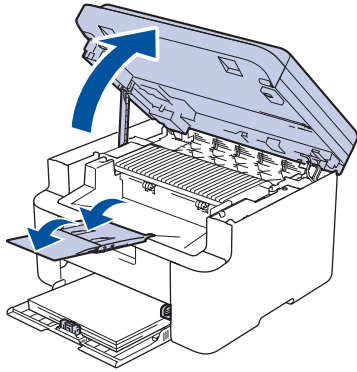
3. Fan the stack of paper well.
4. Load paper in the paper tray with the printing surface *face up*.
5. Make sure the paper is loaded correctly.

Overfilling the paper tray will cause paper jams.

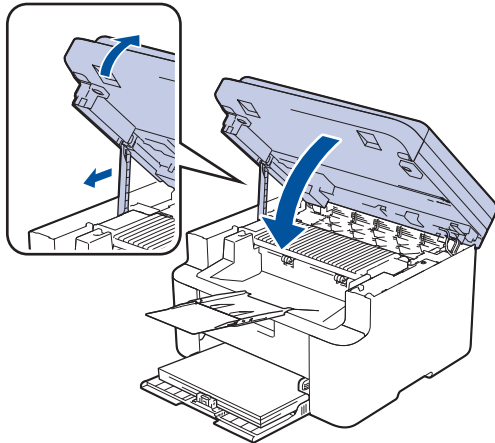


6. Press and slide the paper guides to fit the paper.

- 
7. Open the scanner cover. The pull arm on the left side of the machine will lock. Lift the support flap to prevent paper from sliding off the output tray.



8. Lift the scanner cover slightly, pull the pull arm on the left side of the machine towards you, and then close the scanner cover using both hands.



### Related Information

- [Load Paper](#)



## **Paper Settings**

- [Change the Paper Size and Paper Type](#)
- [Change the Auto Switching Setting](#)

## Change the Paper Size and Paper Type

When you change the size and type of paper you load in the tray, you must also change the Paper Size and Paper Type settings on the LCD.

1. Press **设置**.
2. Press **▲** or **▼** to display the [General Setup] option, and then press **OK**.
3. Press **▲** or **▼** to display the [Tray Setting] option, and then press **OK**.
4. Press **▲** or **▼** to display the [Paper Type] option, and then press **OK**.
5. Press **▲** or **▼** to display the option you want, and then press **OK**.
6. Press **▲** or **▼** to display the [Paper Size] option, and then press **OK**.
7. Press **▲** or **▼** to display the option you want, and then press **OK**.
8. Press **▲** or **▼** to display the option you want, and then press **OK**.
9. Press **停止/退出**.



### Related Information

- [Paper Settings](#)

## Change the Auto Switching Setting

Use the Auto Switching feature to select the paper size automatically from the two sizes set in the Tray setting.

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

You will find your machine's IP address in the Network Configuration Report or on the Printer Settings page.

See [Print 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". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Print > Tray**.



- If the left navigation bar is not visible, start navigating from ☰.
- If this function is locked, contact your network administrator for access.

5. Select **On** or **Off** for the **Auto Switching** option.
6. Select the paper sizes from the **> Letter/A4** and **< Letter/A4** drop-down lists.
7. Click **Submit**.



You can also configure the Auto Switching settings from the machine's control panel.



### Related Information

- [Paper Settings](#)

## Recommended Print Media

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

Paper Type	Item
Plain Paper	APP Blue Flag Ship 70 g/m <sup>2</sup> APP Gold Flag Ship 80 g/m <sup>2</sup> Advanced Agro Double A 80 g/m <sup>2</sup>



### Related Information

- [Paper Handling](#)
-

## Load Documents

- [Load Documents on the Scanner Glass](#)

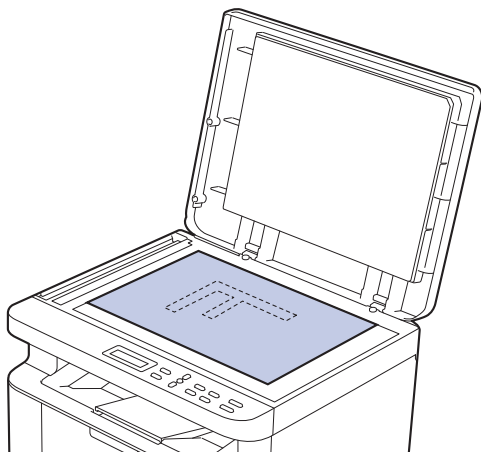
## Load Documents on the Scanner Glass

Use the scanner glass to copy or scan one page at a time.

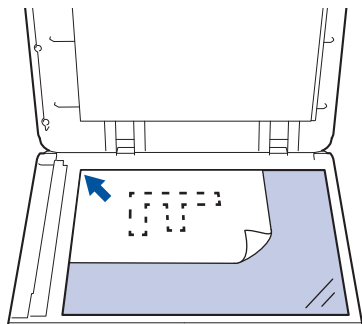
### Supported Document Sizes

Length:	Up to 300 mm
Width:	Up to 215.9 mm

1. Lift the document cover.
2. Place the document on the scanner glass *face down*.



3. Place the corner of the page in the upper left corner of the scanner glass.



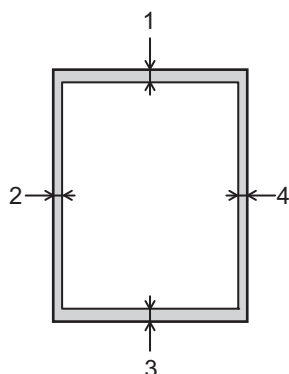
4. Close the document cover.  
If the document is a book or is thick, gently press on the document cover.

### ✓ Related Information

- [Load Documents](#)

## Unscannable and Unprintable Areas

The measurements in the table below show the maximum unscannable and unprintable areas from the edges of the most commonly-used paper sizes. These measurements may vary depending on the paper size or settings in the application you are using.



Do not attempt to scan, copy, or print in these areas. Any content included in such areas will not be reflected in the output.

Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Copy <sup>1</sup>	Letter, Legal	3.0 mm	4.0 mm
	A4	3.0 mm	3.0 mm
Scan	Letter	3.0 mm	3.0 mm
	A4	3.0 mm	3.0 mm
	Legal	3.0 mm	3.0 mm
Print	Letter, Legal	4.2 mm	4.2 mm
	A4	4.2 mm	4.2 mm

<sup>1</sup> A 1 in 1 copy and 100% document size copy



### Related Information

- [Paper Handling](#)

## Using Special Paper

Always test paper samples before purchasing them to ensure desirable performance.

DO NOT use inkjet paper; it may cause a paper jam or damage your machine.

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

### IMPORTANT

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped
- that is coated or has a chemical finish
- that is damaged, creased, or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- that is multipart or carbonless
- that is designed for inkjet printing

If you use any of the types of paper listed above, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.



### Related Information

- [Paper Handling](#)



## Print

- [Print from Your Computer \(Windows\)](#)
- [Print from Your Computer \(Mac\)](#)
- [Cancel a Print Job](#)
- [Test Print](#)

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

- [Print a Document \(Windows\)](#)
- [Print on Both Sides of the Paper \(Windows\)](#)
- [Change the Default Print Settings \(Windows\)](#)
- [Print Settings \(Windows\)](#)

## Print a Document (Windows)

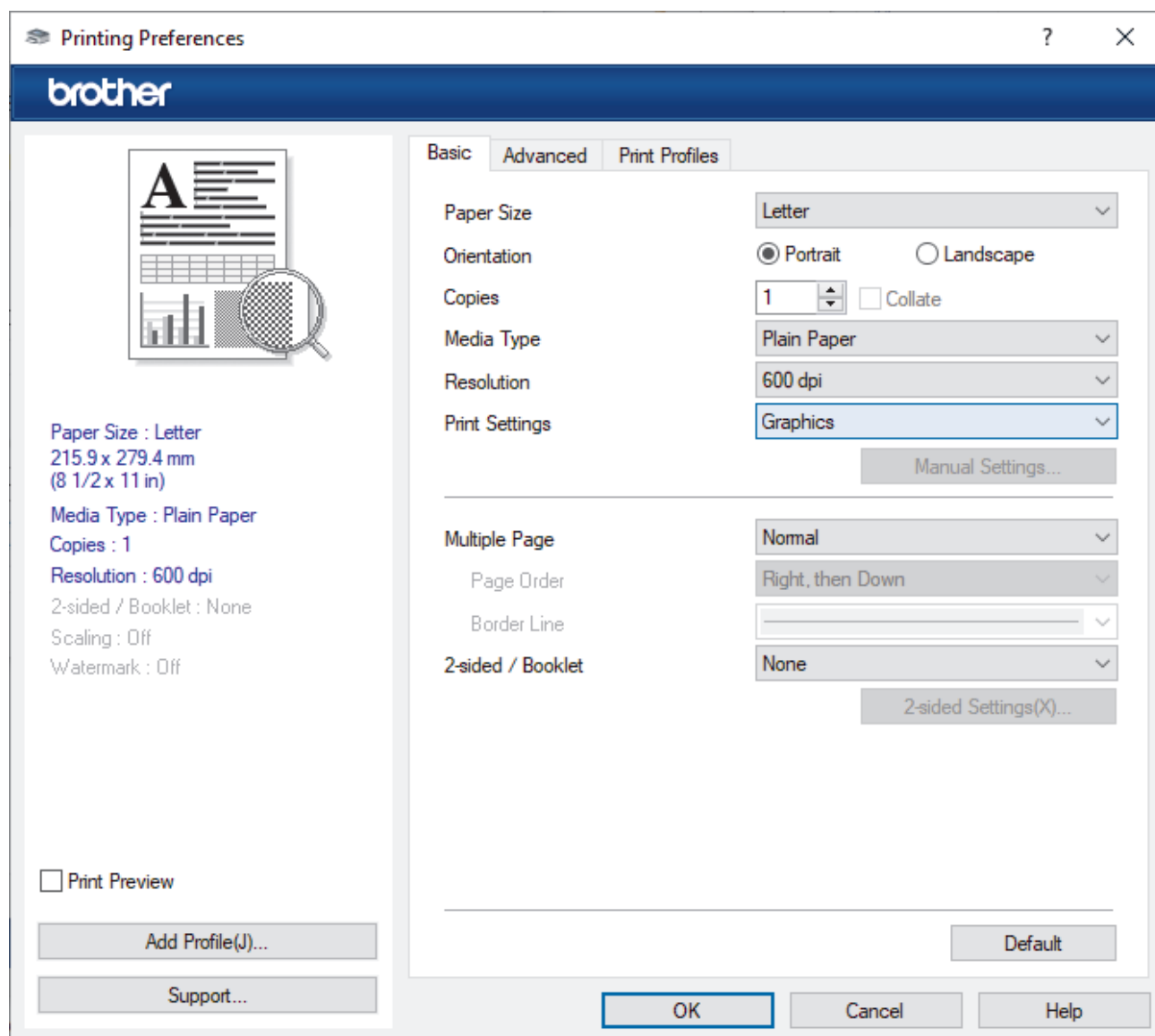
When you change an application's print settings, the changes apply only to documents printed with that application.



To change print settings for all Windows applications, you must configure the printer driver properties. For more information, see *Related Information: Change the Default Print Settings (Windows)*.

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

The printer driver window appears.



4. Make sure you have loaded the correct size paper in the paper tray.
5. Click the **Paper Size** drop-down list, and then select your paper size.
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. Type the number of copies (1-999) you want in the **Copies** field.
8. Click the **Media Type** drop-down list, and then select the type of paper you are using.

- 
9. 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.
  10. Click the **2-sided / Booklet** drop-down list, and then select the option you want.
  11. Change other printer settings, if needed.
  12. Click **OK**.
  13. Complete your print operation.



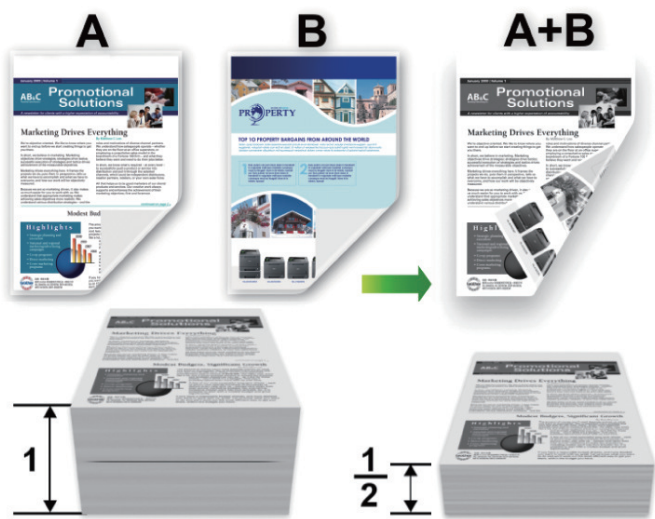
### Related Information

- [Print from Your Computer \(Windows\)](#)

#### Related Topics:

- [Printing Problems](#)
  - [Change the Default Print Settings \(Windows\)](#)
  - [Paper Settings](#)
  - [Print Settings \(Windows\)](#)
-

Print on Both Sides of the Paper (Windows)



- If paper is curled, straighten it and put it back in the paper tray.
- If the paper is too thin, it may wrinkle.
- When you use the manual 2-sided printing function, it is possible there may be paper jams or poor print quality.

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. 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.

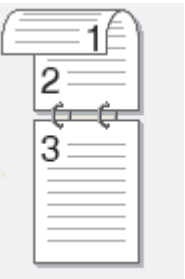
4. Click the **2-sided / Booklet** drop-down list, and then select the **2-sided (Manual)** option.

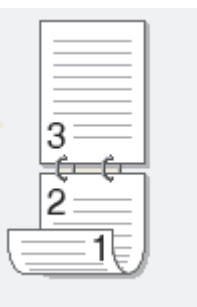
Option	Description
<b>2-sided (Manual)</b>	The machine prints all the even-numbered pages on one side of the paper first. Then, the printer driver instructs you (with a pop-up message) to reinsert the paper.



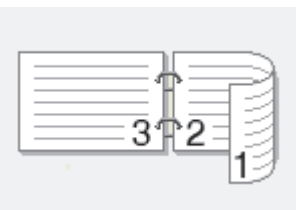
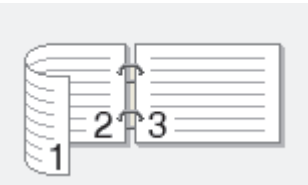
5. Click the **2-sided Settings** button.
6. Select one of the options from the **2-sided Type** menu.  
When 2-sided is selected, four types of 2-sided binding are available for each orientation:

Option for Portrait	Description
<b>Long Edge (Left)</b>	

Option for Portrait	Description
Long Edge (Right)	

Short Edge (Top)	
------------------	---

Short Edge (Bottom)	
---------------------	--

Option for Landscape	Description
Long Edge (Top)	
Long Edge (Bottom)	
Short Edge (Right)	
Short Edge (Left)	

- 
7. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimetres.
  8. Click **OK**.
  9. Change other printer settings, if needed.
  10. Click **OK** again and follow the screen instructions.

If the paper is not feeding correctly, it may be curled. Remove the paper, straighten it, and put it back in the paper tray.





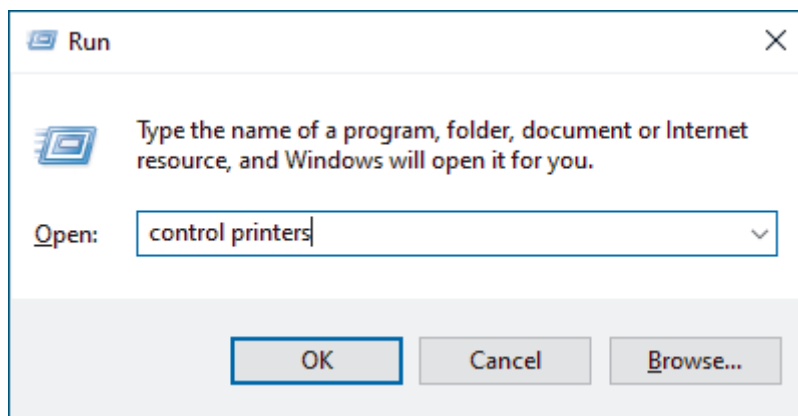
### Related Information

- [Print from Your Computer \(Windows\)](#)
-

## Change the Default Print Settings (Windows)

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

1. Hold down the  key and press the  key on the computer's keyboard to launch **Run**.
2. Type "**control printers**" in the **Open:** field and click **OK**.



The **Devices and Printers** window appears.



If the **Devices and Printers** window does not appear, click **View more devices > More devices and printer settings**.

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

The printer properties dialog box appears.

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

The printer driver dialog box appears.



- To configure the tray settings, click the **Device Settings** tab (available for certain models).
- To change the printer port, click the **Ports** tab.

5. Select the print settings you want to use as the default 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:

- [Printing Problems](#)
- [Print a Document \(Windows\)](#)
- [Print Settings \(Windows\)](#)



## Print Settings (Windows)



- When you change an application's print settings, the changes apply only to documents printed with that application.

For more information, see *Related Information: Print a Document (Windows)*.

- To change the default print settings, you must configure the printer driver properties.

For more information, see *Related Information: Change the Default Print Settings (Windows)*.

>> **Basic Tab**

>> **Advanced Tab**

### Basic Tab

The screenshot shows the 'Printing Preferences' dialog box for a Brother printer. The 'Basic' tab is selected, showing settings for Paper Size (Letter), Orientation (Portrait), Copies (1), Media Type (Plain Paper), Resolution (600 dpi), and Print Settings (Graphics). The 'Multiple Page' section includes options for Page Order (Right, then Down), Border Line, and 2-sided / Booklet (None). The '2-sided Settings(X)...' button is visible. The 'Print Preview' checkbox is unchecked. The 'Add Profile(J)...' and 'Support...' buttons are at the bottom left. The 'Default' button is at the bottom right. The 'OK', 'Cancel', and 'Help' buttons are at the bottom.

Printing Preferences

brother

Basic Advanced Print Profiles

Paper Size: Letter  
Orientation: ☒ Portrait ☐ Landscape  
Copies: 1 ☐ Collate  
Media Type: Plain Paper  
Resolution: 600 dpi  
Print Settings: Graphics

Manual Settings...

Multiple Page: Normal  
Page Order: Right, then Down  
Border Line:   
2-sided / Booklet: None

2-sided Settings(X)...

☐ Print Preview

Add Profile(J)...

Support...

Default

OK Cancel Help

#### 1. Paper Size

Select the paper size you want to use. You can either choose from standard paper sizes or create a custom paper size.

#### 2. 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.

---

### 3. 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.

### 4. 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.

### 5. Resolution

Select the print resolution. As print resolution and speed are related, the higher the resolution, the longer it will take to print the document.

### 6. Print Settings

Select the type of document you want to print.

#### Manual Settings...

Specify additional settings such as brightness, contrast, and other settings.

#### Graphics

##### Use Printer Halftone

Select this option to use the printer driver to express halftones.

##### Brightness

Adjust the brightness.

##### Contrast

Adjust the contrast.

##### Graphics Quality

Select either Graphics or Text for the best print quality, based on the type of document you are printing.

##### Improve Grey Printing

Select this option to improve the image quality of shaded areas.

##### Improve Pattern Printing

Select this option to improve the pattern printing if printed fills and patterns are different from the fills and patterns you see on your computer screen.

##### Improve Thin Line

Select this option to improve the image quality of thin lines.

##### Use System Halftone

Select this option to use Windows to express halftones.

### 7. 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.

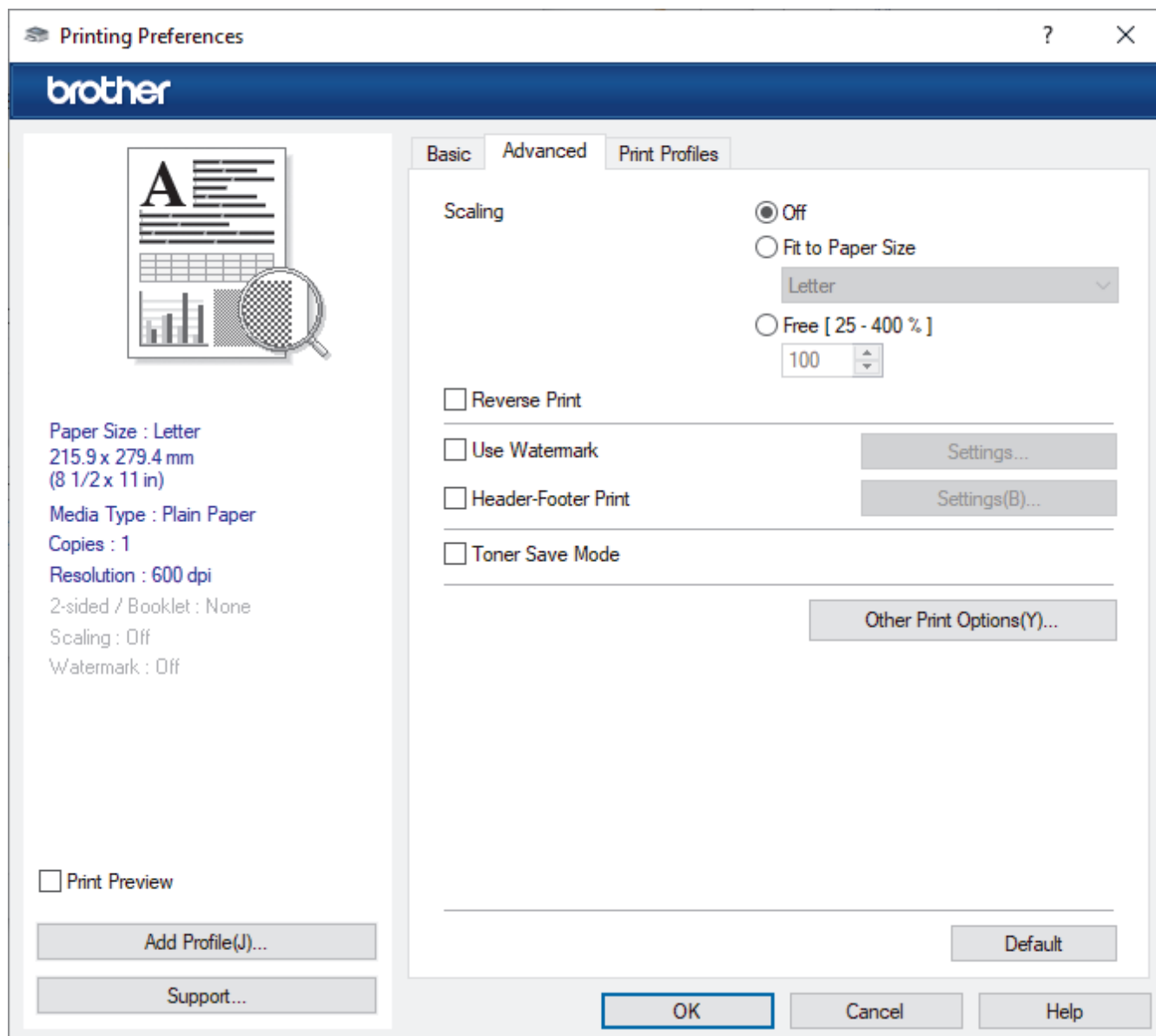
## 8. 2-sided / Booklet

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

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

## Advanced Tab



### 1. Scaling

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

#### Fit to Paper Size

Select this option to enlarge or reduce the document pages to fit a specified paper size. When you select this option, select the paper size you want from the drop-down list.

#### Free [ 25 - 400 % ]

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

### 2. Reverse Print

Select this option to rotate the printed image 180 degrees.

---

### 3. 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.

### 4. Header-Footer Print

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

### 5. Toner Save Mode

Select this feature to use less toner to print documents; printouts appear lighter, but are still legible.

### 6. Administrator

This feature allows you to change the administrator password and restrict various printing functions.

### 7. Other Print Options

#### Macro (available for certain models)

Select this feature to print an electronic form (macro), which you have stored in your machine's memory, as an overlay on the print job.

#### Density Adjustment

Specify the print density.

#### Improve Print Output

Select this option to reduce the amount of paper curling and improve the toner fixing.

#### Skip Blank Page

Select this option to allow the printer driver to automatically detect blank pages and exclude them from printing.

#### Print Text in Black

Select this option when you want to print colour text in black.

#### Print Archive

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



### Related Information

- [Print from Your Computer \(Windows\)](#)

#### Related Topics:

- [Change the Default Print Settings \(Windows\)](#)
  - [Print a Document \(Windows\)](#)
-

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

- [Before Using AirPrint \(macOS\)](#)
- [Print Using AirPrint](#)

## Cancel a Print Job

Press 停止/退出.



To cancel multiple print jobs, press and hold 停止/退出 for four seconds.



### Related Information

- [Print](#)

#### Related Topics:

- [Printing Problems](#)
-

## Test Print

If there are problems with print quality, follow these instructions to do a test print:

1. Press 设置.
2. Press ▲ or ▼ to display the [Printer] option, and then press **OK**.
3. Press ▲ or ▼ to display the [Test Print] option, and then press **OK**.
4. Press 启动.  
The machine prints a Test Print page.
5. Press 停止/退出.



### Related Information

- [Print](#)

#### Related Topics:

- [Printing Quality Problems](#)
-

## Scan

- [Scan Using the Scan Button on Your Machine](#)
- [Scan from Your Computer \(Windows\)](#)
- [Scan from Your Computer \(Mac\)](#)
- [Configure Scan Settings Using Web Based Management](#)

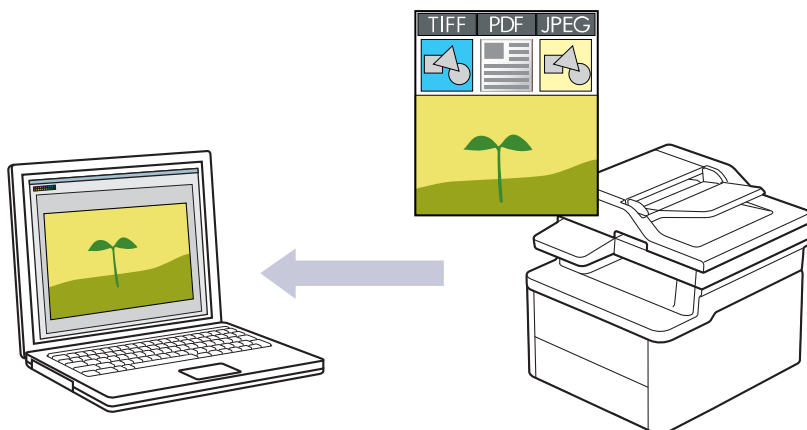


## Scan Using the Scan Button on Your Machine


- [Scan Photos and Graphics](#)
- [Scan Single or Multiple Pages to a Folder in a Single PDF File](#)
- [Scan to an Editable Text File \(OCR\)](#)
- [Save Scanned Data as an Email Attachment](#)
- [Scan to FTP](#)
- [Use the Web Services Protocol for Network Scanning \(Windows 10 and Windows 11\)](#)
- [Change the Scan Button Settings from Brother iPrint&Scan](#)
- [Configure Certificates for Signed PDFs](#)
- [Disable Scanning from Your Computer](#)

## Scan Photos and Graphics

Send scanned photos or graphics directly to your computer.



- **To scan from your machine:**
  - You must select your machine using Brother iPrint&Scan.
  - Use Brother iPrint&Scan to change scan settings such as file type and file storage location.For more information, see *Related Information: Change the Scan Button Settings from Brother iPrint&Scan*.
- **To scan from your computer:**  
See *Related Information: Scan Using Brother iPrint&Scan (Windows/Mac)*.

1. [Load your document](#).
2. Press  (扫描).
3. Press ▲ or ▼ to select the [to PC] option, and then press **OK**.
4. Press ▲ or ▼ to select the [Image] option, and then press **OK**.
5. If the machine is connected over the network, press ▲ or ▼ to select the destination computer.
6. Press **OK**.



If the LCD prompts you to enter a PIN, enter the four-digit PIN for the destination computer on the LCD and then press **OK**.

7. Do one of the following:
  - To change the scan settings for this document, press ▲ or ▼ to select Yes, and then press **OK**. Go to the next step.
  - To use the default scan settings, press ▲ or ▼ to select No, and then press **OK**. Skip the next step.



To change the scan settings, a computer with Brother iPrint&Scan installed must be connected to the machine.

8. Press ▲ or ▼ to select the scan settings you want to change, and then press **OK** to continue to the next scan setting.
  - [Colour Setting]
  - [Resolution]
  - [File Type]
  - [Document Size]
  - [Remove Bkg Clr] (available only for certain settings)

---

9. Press 启动.

The machine starts scanning. Follow the LCD instructions to complete the scanning job.



### Related Information

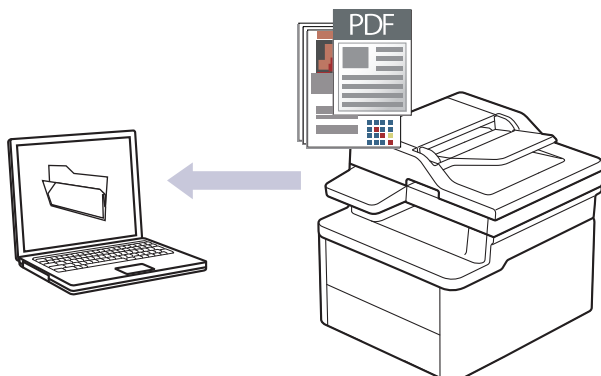
- [Scan Using the Scan Button on Your Machine](#)

#### **Related Topics:**

- [Change the Scan Button Settings from Brother iPrint&Scan](#)
  - [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)
-


## Scan Single or Multiple Pages to a Folder in a Single PDF File


Combine multiple pages into a single PDF document.




- **To scan from your machine:**
  - You must select your machine using Brother iPrint&Scan.
  - Use Brother iPrint&Scan to change scan settings such as file type and file storage location.For more information, see *Related Information: Change the Scan Button Settings from Brother iPrint&Scan*.
- **To scan from your computer:**


See *Related Information: Scan Using Brother iPrint&Scan (Windows/Mac)*.

 When scanning multiple pages to a PDF file, set the file type on your machine to [PDF Multi-Page].

1. Load your document.
2. Press  (扫描).
3. Press ▲ or ▼ to select the [to PC] option, and then press **OK**.
4. Press ▲ or ▼ to select the [File] option, and then press **OK**.
5. If the machine is connected over the network, press ▲ or ▼ to select the destination computer.
6. Press **OK**.

 If the LCD prompts you to enter a PIN, enter the four-digit PIN for the destination computer on the LCD and then press **OK**.

7. Do one of the following:
  - To change the scan settings for this document, press ▲ or ▼ to select Yes, and then press **OK**. Go to the next step.
  - To use the default scan settings, press ▲ or ▼ to select No, and then press **OK**. Skip the next step.

 To change the scan settings, a computer with Brother iPrint&Scan installed must be connected to the machine.

8. Press ▲ or ▼ to select the scan settings you want to change, and then press **OK** to continue to the next scan setting.
  - [Colour Setting]
  - [Resolution]
  - [File Type]
  - [Document Size]

- 
- [Remove Bkg Clr] (available only for certain settings)

9. Press 启动.

The machine starts scanning. Follow the LCD instructions to complete the scanning job.



### Related Information

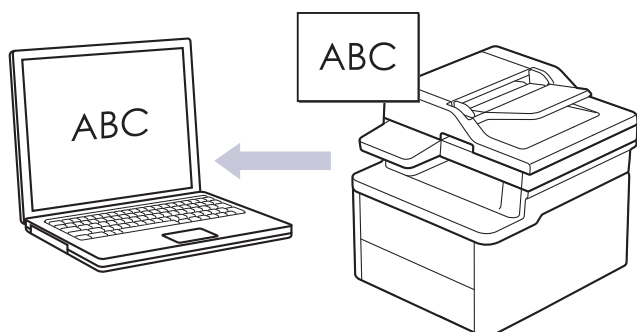
- [Scan Using the Scan Button on Your Machine](#)

**Related Topics:**


- [Change the Scan Button Settings from Brother iPrint&Scan](#)
  - [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)
-

## Scan to an Editable Text File (OCR)

Your machine can convert characters in a scanned document to text using the optical character recognition (OCR) technology. You can edit this text using your preferred text-editing application.



- The Scan to OCR feature is available only for certain languages.
- Use the Scan button on the machine to make temporary changes to the scan settings. To make permanent changes, use Brother iPrint&Scan.

1. [Load your document.](#)
2. Press  (扫描).
3. Press ▲ or ▼ to select the [to PC] option, and then press **OK**.
4. Press ▲ or ▼ to select the [OCR] option, and then press **OK**.
5. If the machine is connected over the network, press ▲ or ▼ to select the destination computer.
6. Press **OK**.



If the LCD prompts you to enter a PIN, enter the four-digit PIN for the destination computer on the LCD and then press **OK**.

7. Do one of the following:
  - To change the scan settings for this document, press ▲ or ▼ to select Yes, and then press **OK**. Go to the next step.
  - To use the default scan settings, press ▲ or ▼ to select No, and then press **OK**. Skip the next step.



To change the scan settings, a computer with Brother iPrint&Scan installed must be connected to the machine.

8. Press ▲ or ▼ to select the scan settings you want to change, and then press **OK** to continue to the next scan setting.
  - [Colour Setting]
  - [Resolution]
  - [File Type]
  - [Document Size]
  - [Remove Bkg Clr] (available only for certain settings)
9. Press 启动.

The machine starts scanning. Follow the LCD instructions to complete the scanning job.



### Related Information

- [Scan Using the Scan Button on Your Machine](#)

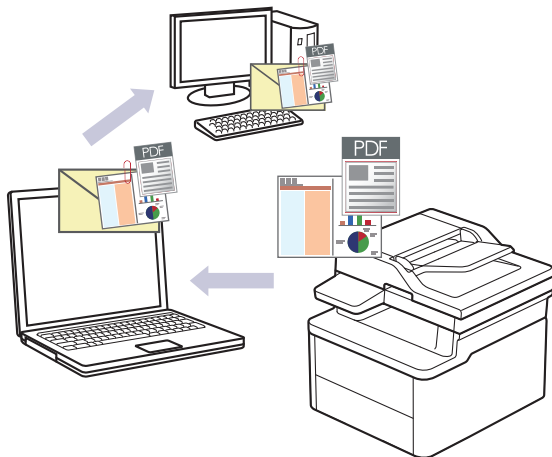
---

**Related Topics:**


- [Change the Scan Button Settings from Brother iPrint&Scan](#)
-

## Save Scanned Data as an Email Attachment

Send the scanned data from your machine to your email application as an attachment.



- Use the Scan button on the machine to make temporary changes to the scan settings. To make permanent changes, use Brother iPrint&Scan.
- To use this feature with your machine's Scan button, make sure you select one of these applications in Brother iPrint&Scan:
  - Windows: Microsoft Outlook
  - Mac: Apple MailFor other applications and Webmail services, use the Scan to Image or Scan to File feature to scan a document, and then attach the scanned file to an email message.

1. Load your document.
2. Press  (扫描).
3. Press ▲ or ▼ to select the [to PC] option, and then press **OK**.
4. Press ▲ or ▼ to select the [E-mail] option, and then press **OK**.
5. If the machine is connected over the network, press ▲ or ▼ to select the destination computer.
6. Press **OK**.



If the LCD prompts you to enter a PIN, enter the four-digit PIN for the destination computer on the LCD and then press **OK**.

7. Do one of the following:
  - To change the scan settings for this document, press ▲ or ▼ to select Yes, and then press **OK**. Go to the next step.
  - To use the default scan settings, press ▲ or ▼ to select No, and then press **OK**. Skip the next step.



To change the scan settings, a computer with Brother iPrint&Scan installed must be connected to the machine.

8. Press ▲ or ▼ to select the scan settings you want to change, and then press **OK** to continue to the next scan setting.
  - [Colour Setting]
  - [Resolution]
  - [File Type]
  - [Document Size]



- 
- [Remove Bkg Clr] (available only for certain settings)

9. Press 启动.

The machine scans the document and saves it as a file attachment. It then launches your email application and opens a new, blank email message with the scanned file attached.



### Related Information

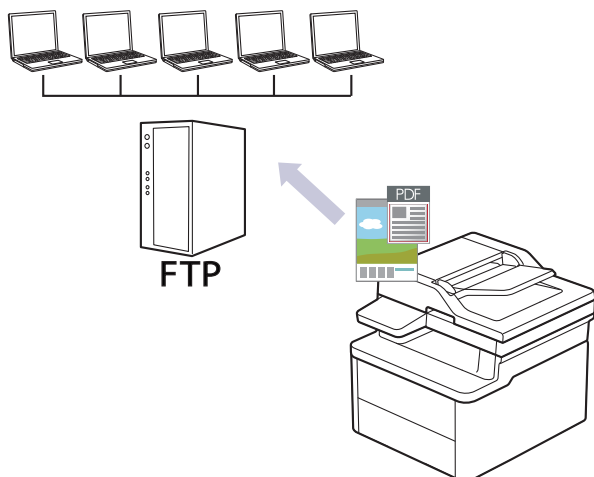
- [Scan Using the Scan Button on Your Machine](#)

**Related Topics:**

- [Change the Scan Button Settings from Brother iPrint&Scan](#)
-

## Scan to FTP

Scan documents directly to an FTP server when you need to share the scanned information. For added convenience, configure different profiles to save your favourite Scan to FTP destinations.



- [Set up a Scan to FTP Profile](#)
- [Upload Scanned Data to an FTP Server](#)

## Set up a Scan to FTP Profile

Set up a Scan to FTP Profile to scan and upload the scanned data directly to an FTP location.

- 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

You will find your machine's IP address in the Network Configuration Report.

See [Print 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". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Scan > Scan to FTP Profile**.
5. Select the profile you want to set up or change.



Using the following characters: ?, /, \, ", :, <, >, | or \* may cause a sending error.

Option	Description
<b>Profile Name</b>	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.
<b>Host Address</b>	Type the Host Address (for example: ftp.example.com; up to 64 characters) or the IP address (for example: 192.23.56.189).
<b>Port Number</b>	Change the <b>Port Number</b> setting used to access the FTP server. The default setting is port 21. In most cases, this setting does not need to be changed.
<b>Username</b>	Type a user name (up to 32 characters) of a user that has permission to write data to the FTP server.
<b>Password</b>	Type the password (up to 32 characters) associated with the user name you entered in the <b>Username</b> field. Type the password again in the <b>Retype password</b> field.
<b>SSL/TLS</b>	Set the <b>SSL/TLS</b> option to scan securely using SSL/TLS communication. Change the <b>CA Certificate</b> setting, if needed.
<b>Store Directory</b>	Type the path to the folder on the FTP server where you want to send your scanned data. Do not type a slash mark at the beginning of the path (correct example: brother/abc).
<b>File Name</b>	Select a file name prefix from the preset names provided, or from user-defined names. The file name used for the scanned document will be the file name prefix you select, followed by the last six digits of the

Option	Description
	flatbed scanner counter and the file extension (for example: "Estimate_098765.pdf").
<b>Quality</b>	Select a quality setting. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.
<b>File Type</b>	Select the file type you want to use for the scanned document. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.
<b>Document Size</b>	Select your document size from the list. This is necessary to make sure the scanned file is the correct size.  If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.
<b>File Size</b>	Select your file size from the list.  If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.
<b>Remove Background Colour</b>	Change the amount of background colour that is removed.
<b>Passive Mode</b>	Set the <b>Passive Mode</b> option to off or on depending on your FTP server and network firewall configuration. The default setting is on. In most cases, this setting does not need to be changed.

6. Click **Submit**.




## Related Information

- [Scan to FTP](#)

## Upload Scanned Data to an FTP Server

Share scanned information by saving it to your FTP server.

1. [Load your document.](#)
2. Press  (扫描).
3. Press ▲ or ▼ to select the [to FTP] option, and then press **OK**.
4. Press ▲ or ▼ to select one of the profiles listed, and then press **OK**.

If the profile is not complete (for example, if the logon account name and password are missing or if the quality or file type is not specified), you will be prompted to enter any missing information.

5. Press 启动.

The LCD shows the message [Connecting]. When the connection to the FTP server is successful, the machine starts scanning. If you are using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



### Related Information

- [Scan to FTP](#)

## Use the Web Services Protocol for Network Scanning (Windows 10 and Windows 11)

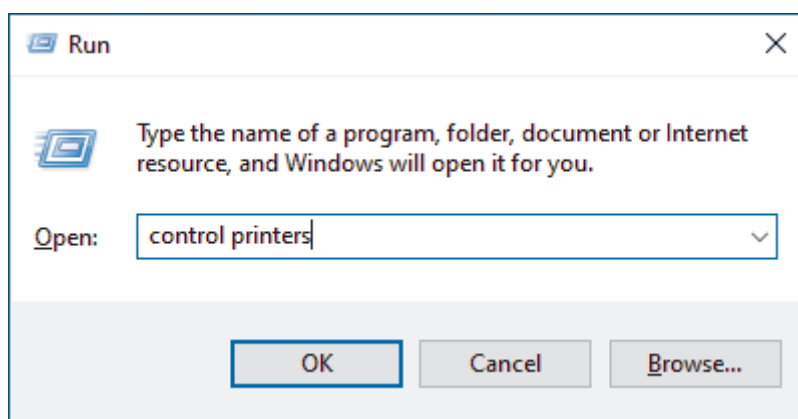
The Web Services protocol enables Windows 10 and Windows 11 users to scan using a Brother machine on the network. You must install the driver via Web Services.

- [Use the Web Services Protocol to Install the Scanner Driver \(Windows 10 and Windows 11\)](#)
- [Scan From Your Machine Using the Web Services Protocol \(Windows 10 and Windows 11\)](#)
- [Configure Scan Settings for the Web Services Protocol](#)

## Use the Web Services Protocol to Install the Scanner Driver (Windows 10 and Windows 11)

- Make sure you have installed the correct software and drivers for your machine.
- Verify that the host computer and the Brother machine are on the same subnet, or that the router is correctly configured to pass data between the two devices.
- You must configure the IP address on your Brother machine before you configure this setting.

1. Hold down the  key and press the  key on the computer's keyboard to launch **Run**.
2. Type "**control printers**" in the **Open:** field and click **OK**.



The **Devices and Printers** window appears.



If the **Devices and Printers** window does not appear, click **View more devices > More devices and printer settings**.

3. Click **Add a device**.



The Web Services Name for the Brother machine is your model's name and the MAC Address.

4. Select the machine you want to install, and then follow the on-screen instructions.



To uninstall the drivers, click **Remove device**.




### Related Information

- [Use the Web Services Protocol for Network Scanning \(Windows 10 and Windows 11\)](#)

## Scan From Your Machine Using the Web Services Protocol (Windows 10 and Windows 11)

If you have installed the scanner driver via Web Services, you can access the Web Services scanning menu on your machine's LCD.

Certain characters in the messages displayed on the LCD may be replaced with spaces if the language settings of your operating system and your machine are different.

1. [Load your document.](#)
2. Press  (扫描).
3. Press ▲ or ▼ to select the [Web Service] option, and then press **OK**.
4. Press ▲ or ▼ to select the type of scan you want to do, and then press **OK**.
5. Select the destination computer where you want to send the scan, and then press **OK**.
6. Press 启动.

The machine starts scanning.

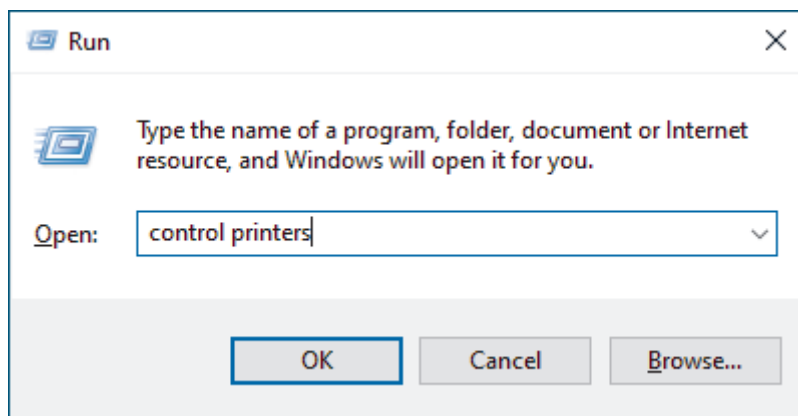
### ✓ Related Information

- [Use the Web Services Protocol for Network Scanning \(Windows 10 and Windows 11\)](#)



## Configure Scan Settings for the Web Services Protocol

1. Hold down the  key and press the  key on the computer's keyboard to launch **Run**.
2. Type "**control printers**" in the **Open:** field and click **OK**.



The **Devices and Printers** window appears.



If the **Devices and Printers** window does not appear, click **View more devices > More devices and printer settings**.

3. Right-click the machine icon, and then select **Scan profiles....** The **Scan Profiles** dialog box appears.
4. Select the scan profile you want to use.
5. Make sure the scanner selected in the **Scanner** list is a machine that supports Web Services for scanning, and then click the **Set as Default** button.
6. Click **Edit....**

The **Edit Default Profile** dialog box appears.

7. Select the **Source**, **Paper size**, **Color format**, **File type**, **Resolution (DPI)**, **Brightness** and **Contrast** settings. (The available options will vary depending on your model.)
8. Click the **Save Profile** button.

These settings will be applied when you scan using the Web Services protocol.

If the machine prompts you to select a scanning application, select Windows Fax and Scan from the list.



### Related Information

- [Use the Web Services Protocol for Network Scanning \(Windows 10 and Windows 11\)](#)

## Change the Scan Button Settings from Brother iPrint&Scan

Brother iPrint&Scan allows you to change the machine's Scan Button settings.

1. Start Brother iPrint&Scan.

- Windows:

Double-click the  (Brother iPrint&Scan) icon on your computer's desktop.

For more information, see *Related Information*.

- Mac:

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

### NOTE

**To download the latest application:**

- For Windows:

Go to your model's **Downloads** page at [support.brother.com/downloads](http://support.brother.com/downloads), and then download and install Brother iPrint&Scan.

- For Mac:

Download and install Brother iPrint&Scan from the Apple App Store.

- If your Brother machine is not selected, click the **Select your Machine** button, and then follow the on-screen instructions to select your Brother machine.
- Click the **Machine Scan Settings** button, and then follow the on-screen instructions to change the scan settings, such as document size, colour, and resolution.



### Related Information

- [Scan Using the Scan Button on Your Machine](#)

**Related Topics:**

- [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)
- [Access Brother iPrint&Scan \(Windows/Mac\)](#)
- [Scan Photos and Graphics](#)
- [Scan Single or Multiple Pages to a Folder in a Single PDF File](#)
- [Scan to an Editable Text File \(OCR\)](#)
- [Save Scanned Data as an Email Attachment](#)

## Configure Certificates for Signed PDFs

If you select Signed PDF for Scan features (available only for certain models), you must configure a certificate on your machine using Web Based Management.

To use Signed PDF, you must install a certificate on your machine and your computer.

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

You will find your machine's IP address in the Network Configuration Report.

See [Print 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". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Administrator > Signed PDF**.



If the left navigation bar is not visible, start navigating from ☰.

5. Click the **Select the Certificate** drop-down list, and then select the certificate.
6. Click **Submit**.



### Related Information

- [Scan Using the Scan Button on Your Machine](#)

## Disable Scanning from Your Computer

To disable the scan function on your computer, disable the Pull Scan setting 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

You will find your machine's IP address in the Network Configuration Report.

See [Print 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". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Scan** > **Scan from PC**.



If the left navigation bar is not visible, start navigating from ☰.

5. In the **Pull Scan** field, click **Disabled**.
6. Click **Submit**.



### Related Information


- [Scan Using the Scan Button on Your Machine](#)

## Scan from Your Computer (Windows)

There are several ways you can use your computer to scan photos and documents on your machine. Use the software applications we provide or use your favourite scanning application.

- [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)
- [Scan Using Kofax PaperPort™ 14SE or Other Windows Applications](#)
- [Scan Using Windows Fax and Scan](#)

## Scan Using Brother iPrint&Scan (Windows/Mac)

1. Load your document.
2. Start Brother iPrint&Scan.
  - Windows:  
Double-click the  (Brother iPrint&Scan) icon on your computer's desktop.  
For more information, see *Related Information*.
  - Mac:  
In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.  
The Brother iPrint&Scan screen appears.

### NOTE

#### To download the latest application:

- For Windows:  
Go to your model's **Downloads** page at [support.brother.com/downloads](http://support.brother.com/downloads), and then download and install Brother iPrint&Scan.
- For Mac:  
Download and install Brother iPrint&Scan from the Apple App Store.

3. If your Brother machine is not selected, click the **Select your Machine** button, and then select your model's name from the list. Click **OK**.
4. Click the **Scan** icon.
5. Configure the scan settings, and then click the **Scan** button to start scanning.
6. After all the documents have been scanned, select the option for saving and sharing scanned data.
7. Configure detailed settings, including the **File Name** and the **File Type**.



To combine multiple scans into a file, select PDF as the **File Type**.

8. Complete the scanning process.



### Related Information


- [Scan from Your Computer \(Windows\)](#)

#### Related Topics:

- [Access Brother iPrint&Scan \(Windows/Mac\)](#)
- [Scan Photos and Graphics](#)
- [Scan Single or Multiple Pages to a Folder in a Single PDF File](#)



## Scan Using Kofax PaperPort™ 14SE or Other Windows Applications

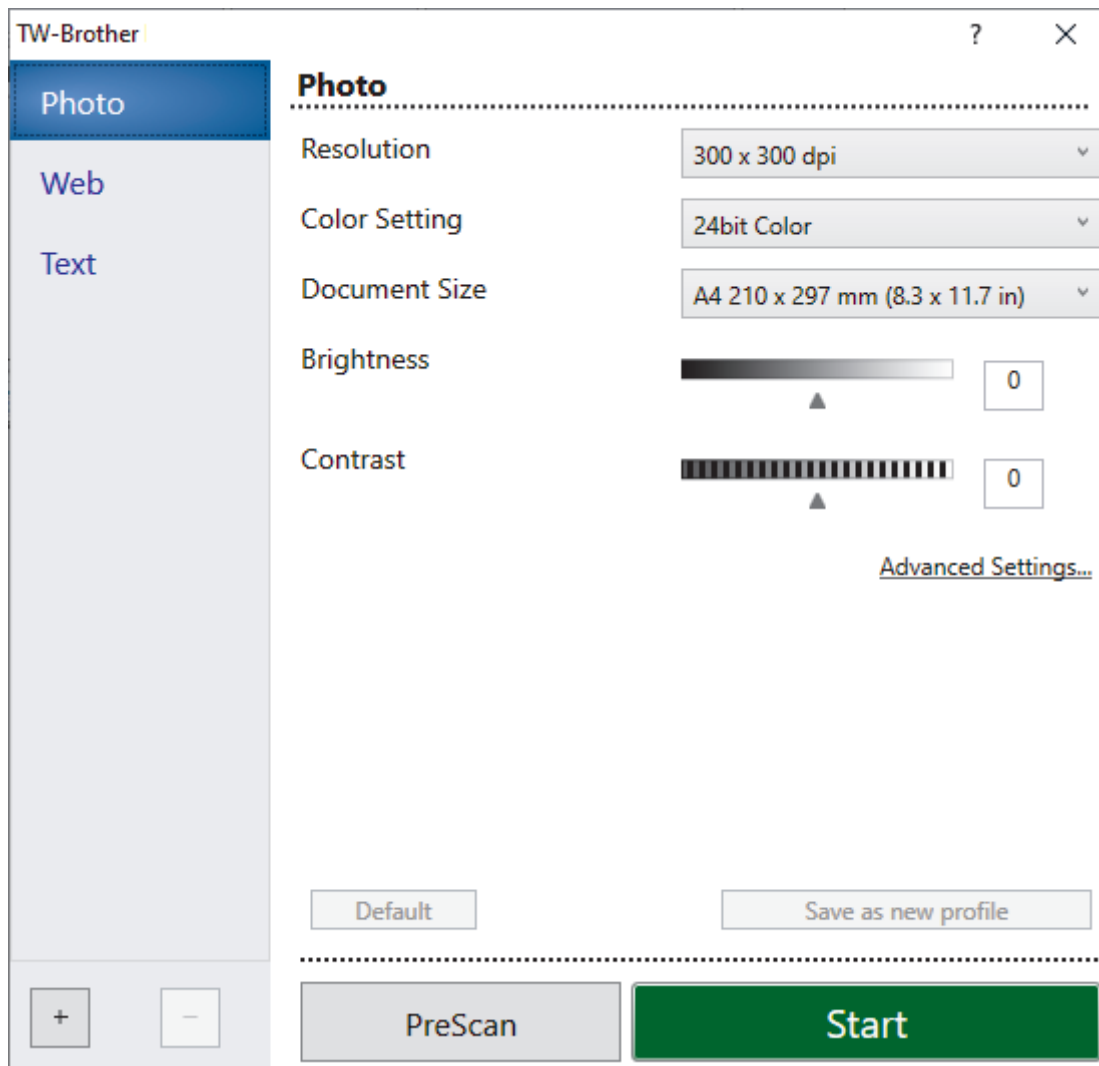
You can use the Kofax PaperPort™ 14SE application for scanning.

To download the Kofax PaperPort™ 14SE application, click  (**Brother Utilities**), select **Do More** in the left navigation bar, and then click **PaperPort**.



The instructions for scanning in these steps are for PaperPort™ 14SE. For other Windows applications, the steps will be similar. PaperPort™ 14SE supports both TWAIN and WIA drivers; the TWAIN driver (recommended) is used in these steps.

1. [Load your document](#).
2. Start PaperPort™ 14SE.  
Do one of the following:
  - Windows 11  
Click  > **All apps** > **Kofax PaperPort 14** > **PaperPort**.
  - Windows 10  
Click  > **Kofax PaperPort 14** > **PaperPort**.
3. Click the **Desktop** menu, and then click **Scan Settings** in the **Desktop** ribbon.  
The **Scan or Get Photo** panel appears on the left side of the screen.
4. Click **Select**.
5. From the available Scanners list, select your model with **TWAIN: TW** in the name.
6. Click **OK**.
7. Select the **Display scanner dialog box** checkbox in the **Scan or Get Photo** panel.
8. Click **Scan**.  
The Scanner Setup dialog box appears.



9. Adjust the settings in the Scanner Setup dialog box, if needed.
10. Click the **Document Size** drop-down list, and then select your document size.
11. Click **PreScan** to preview your image and crop unwanted portions before scanning.
12. Click **Start**.

The machine starts scanning.

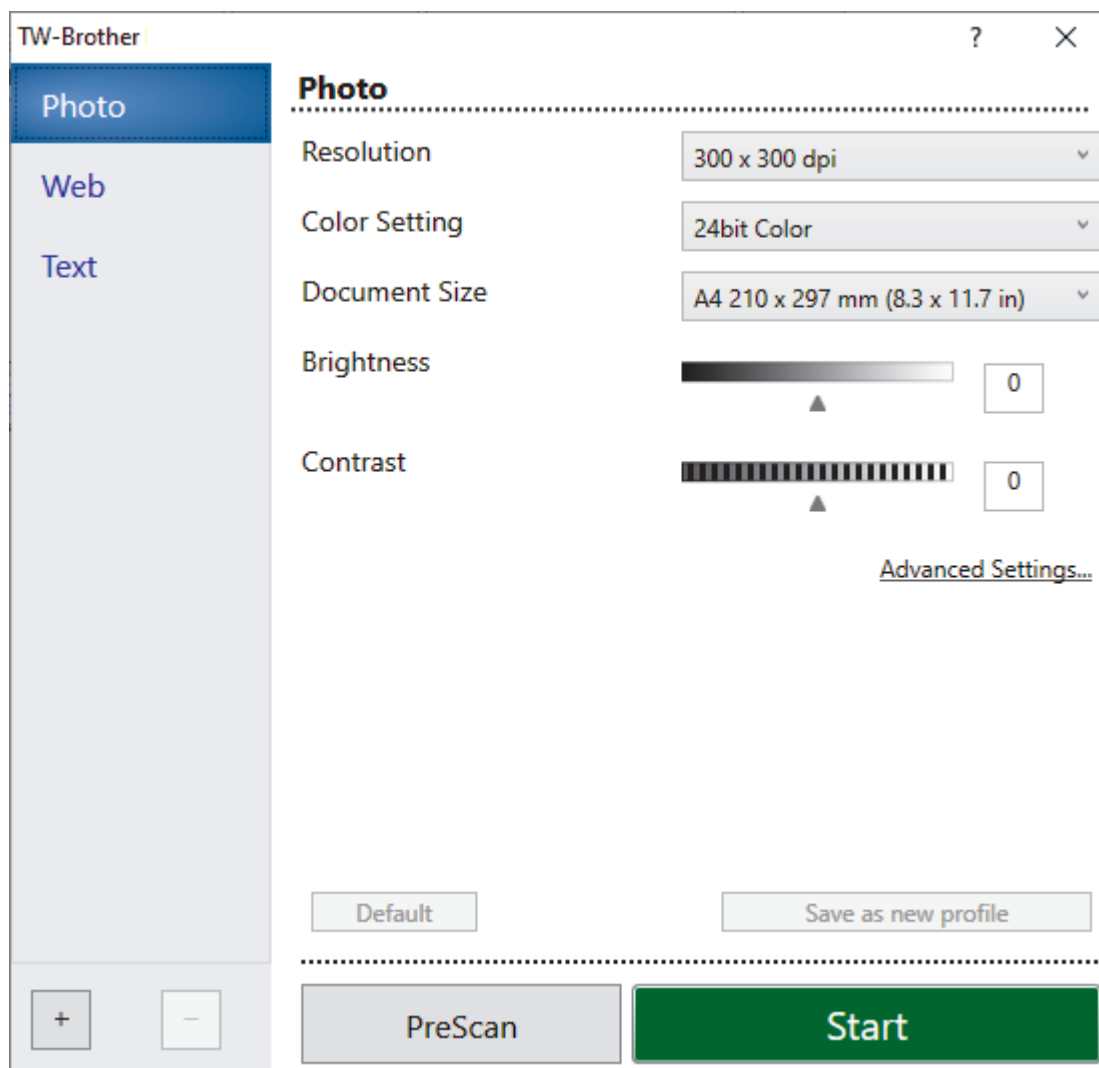


### Related Information

- [Scan from Your Computer \(Windows\)](#)
- [TWAIN Driver Settings \(Windows\)](#)



## TWAIN Driver Settings (Windows)



- Note that the item names and assignable values will vary depending on the machine.
- The **Contrast** option is available only when selecting the **Gray (Error Diffusion)**, **True Gray**, or **24bit Color** options from the **Color Setting** drop-down list.

### 1. Scan

Select the **Photo**, **Web**, or **Text** option depending on the type of document you want to scan.

Scan (Image Type)		Resolution	Colour Setting
<b>Photo</b>	Use for scanning photo images.	300 x 300 dpi	<b>24bit Color</b>
<b>Web</b>	Use for attaching scanned images to web pages.	100 x 100 dpi	<b>24bit Color</b>
<b>Text</b>	Use for scanning text documents.	200 x 200 dpi	<b>Black &amp; White</b>

### 2. Resolution

Select a scanning resolution from the **Resolution** drop-down list. Higher resolutions take more memory and a longer transfer time, but produce a higher quality scanned image.

### 3. Color Setting

Select from a range of scan colour depths.

---

- **Black & White**

Use for text or line art images.

- **Gray (Error Diffusion)**

Use for photographic images or graphics. (Error Diffusion is a method for creating simulated grey images without using true grey dots. Black dots are arranged in a specific pattern to give a grey appearance.)

- **True Gray**

Use for photographic images or graphics. This mode is more accurate because it uses up to 256 shades of grey.

- **24bit Color**

Use to create an image with the most accurate colour reproduction. This mode uses up to 16.8 million colours to scan the image, but it requires the most memory and has the longest transfer time.

#### 4. Document Size

Select the exact size of your document from a selection of preset scan sizes.

If you select **Custom**, the **Custom Document Size** dialog box appears and you can specify the document size.

#### 5. Brightness

Set the brightness level by dragging the slider to the right or left to lighten or darken the image. If the scanned image is too light, set a lower brightness level and scan the document again. If the image is too dark, set a higher brightness level and scan the document again. You can also type a value in the field to set the brightness level.

#### 6. Contrast

Increase or decrease the contrast level by moving the slider to the right or left. An increase emphasises dark and light areas of the image, while a decrease reveals more details in grey areas. You can also type a value in the field to set the contrast level.

#### 7. Advanced Settings

Configure advanced settings by clicking the **Advanced Settings** link in the Scan Settings dialog box.

- **Document Correction**

- **Rotate Image**

- Rotate the scanned image.

- **Fill With Color**

- Fill in the edges on four sides of the scanned image using the selected colour and range.

- **Enhancement**

- **Background Processing**

- **Remove Bleed-through / Pattern**

- Prevent bleed-through.

- **Remove Background Color**

- Remove the base colour of documents to make the scanned data more legible.

- **Colour Drop**

- Select a colour to remove from the scanned image.

- **Edge Emphasis**

- Make the characters of the original sharper.

- **Reduce Noise**

- Improve the quality of your scanned images with this selection. The **Reduce Noise** option is available when selecting the **24bit Color** option and the **300 x 300 dpi**, **400 x 400 dpi**, or **600 x 600 dpi** scan resolution.

- **B&W Image Quality**

- **Character Correction**

- **Blurred Character Correction**

- Correct the broken or incomplete characters of the original to make them easier to read.

---

- **Boldface Formatting**

Emphasise the characters of the original by making them bold.

- **B&W Inversion**

Invert black and white in the monochrome image.

- **Feed Control**

- Continuous Scan**

Select this option to scan multiple pages. After a page is scanned, select whether to continue scanning or finish.



## **Related Information**

- [Scan Using Kofax PaperPort™ 14SE or Other Windows Applications](#)
-

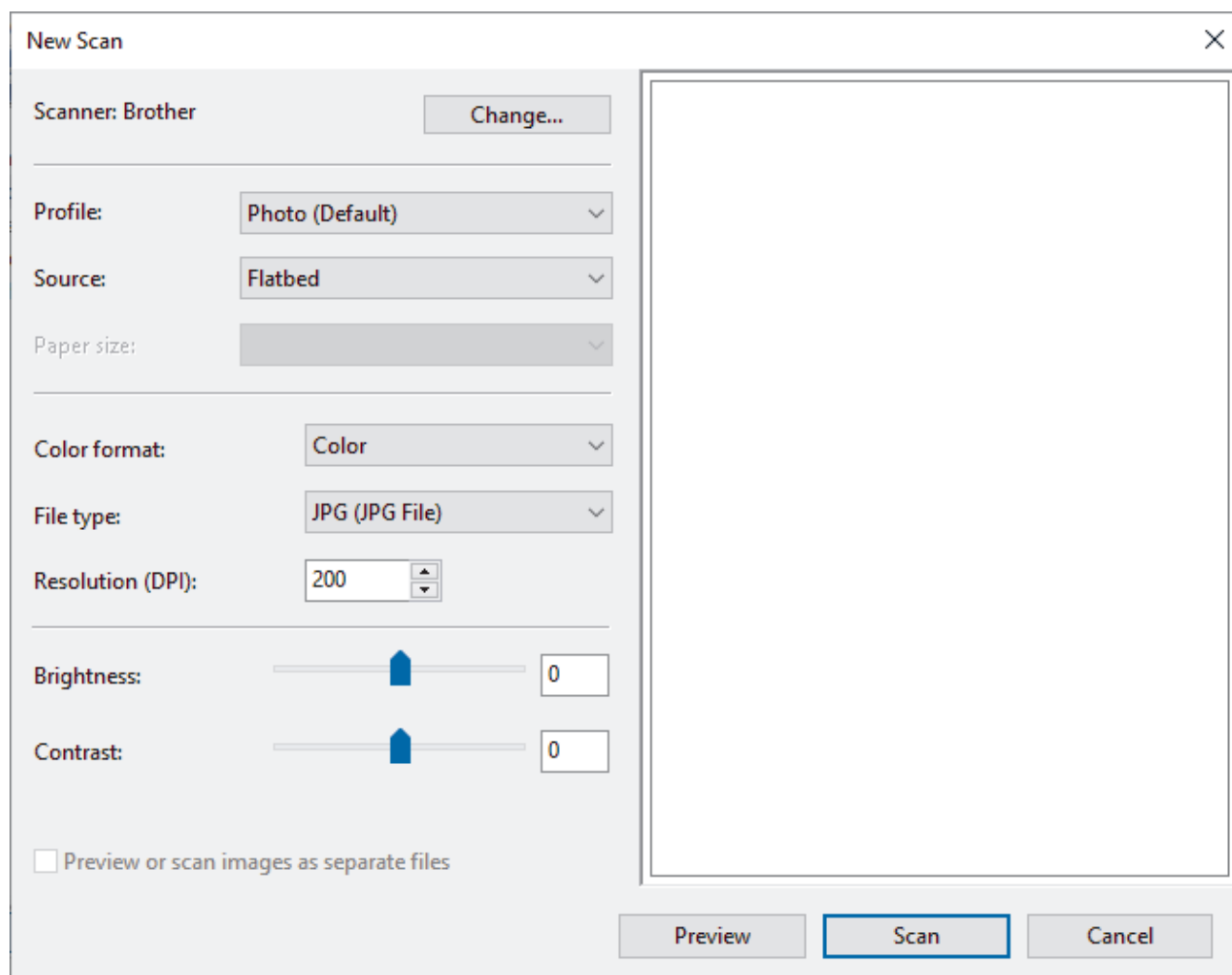
## Scan Using Windows Fax and Scan

The Windows Fax and Scan application is another option that you can use for scanning.

Windows Fax and Scan uses the WIA scanner driver.

1. [Load your document.](#)
2. Launch Windows Fax and Scan.
3. Click **File** > **New** > **Scan**.
4. Select the scanner you want to use.
5. Click **OK**.

The **New Scan** dialog box appears.



6. Adjust the settings in the dialog box, if needed.

The scanner resolution can be set to a maximum of 1200 dpi. If you want to scan at higher resolutions, use the **Scanner Utility** software from **Brother Utilities**.

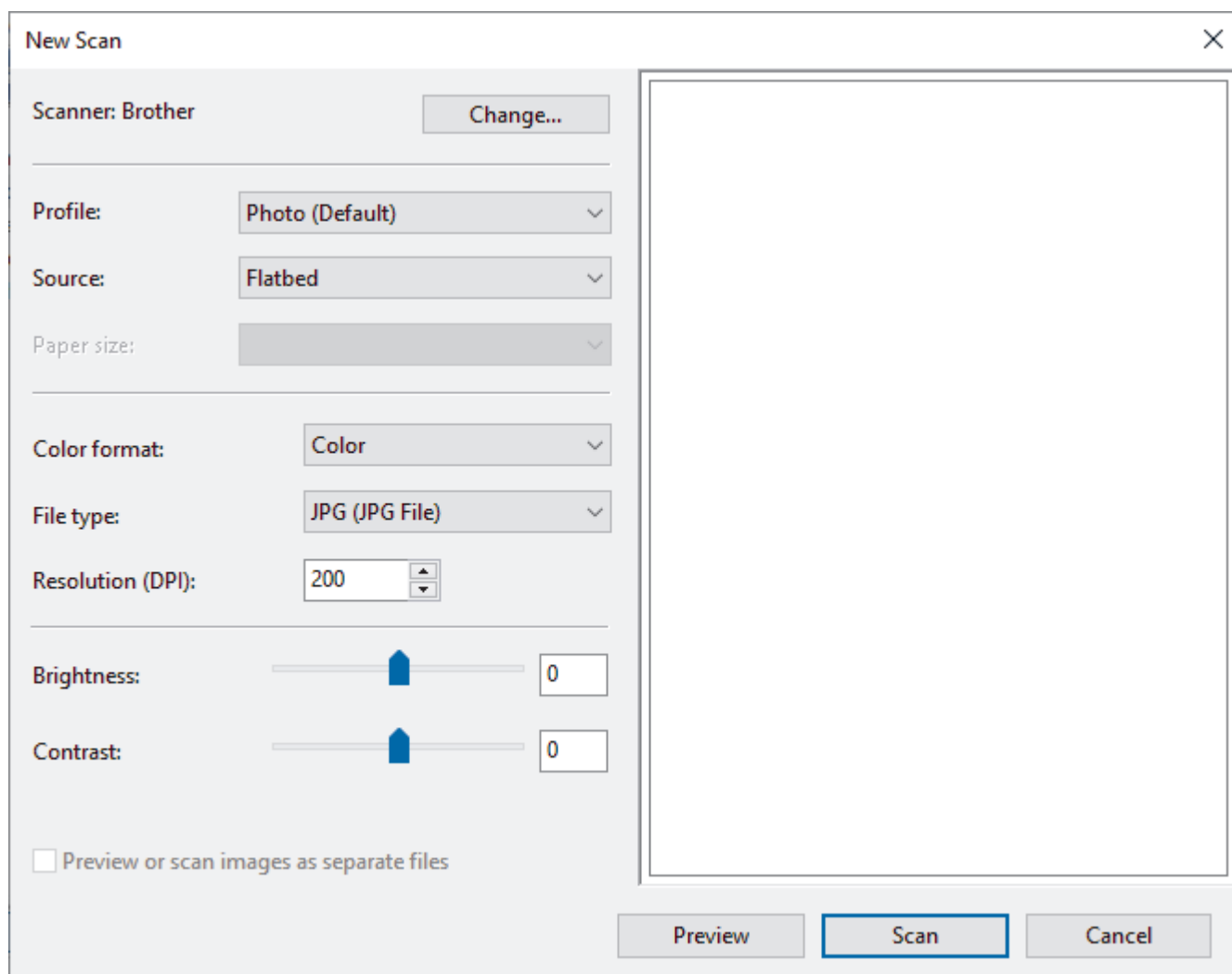
7. Click **Scan**.

The machine starts scanning the document.

### ✓ Related Information

- [Scan from Your Computer \(Windows\)](#)
  - [WIA Driver Settings \(Windows\)](#)

## WIA Driver Settings (Windows)



### Profile

Select the scan profile you want to use from the **Profile** drop-down list.

### Source

(ADF models only)

Select the **Flatbed** or **Feeder (Scan one side)** option from the drop-down list.

### Paper size

(ADF models only)

The **Paper size** option is available if you select the **Feeder (Scan one side)** option from the **Source** drop-down list.

### Color format

Select a scan colour format from the **Color format** drop-down list.

### File type

Select a file format from the **File type** drop-down list.

### Resolution (DPI)

Set a scanning resolution in the **Resolution (DPI)** field. Higher resolutions take more memory and a longer transfer time, but produce a higher quality scanned image.

---

## Brightness

Set the brightness level by dragging the slider to the right or left to lighten or darken the image. If the scanned image is too light, set a lower brightness level and scan the document again. If the image is too dark, set a higher brightness level and scan the document again. You can also type a value in the field to set the brightness level.

## Contrast

Increase or decrease the contrast level by moving the slider to the right or left. An increase emphasises dark and light areas of the image, while a decrease reveals more details in grey areas. You can also type a value in the field to set the contrast level.



## Related Information

- [Scan Using Windows Fax and Scan](#)
-

## Scan from Your Computer (Mac)

- [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)
- [Scan Using AirPrint \(macOS\)](#)

## **Configure Scan Settings Using Web Based Management**

- [Set the Scan File Name Using Web Based Management](#)



## Set the Scan File Name Using Web Based Management

Set up a file name for scanned data using Web Based Management.

1. Start Web Based Management. See [Access Web Based Management](#).



You can access Web Based Management from the following

- Brother iPrint&Scan (Windows)
- Brother iPrint&Scan (Mac)
- Your Web Browser
- Brother Utilities (Windows)

2. 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". Change the default password by following the on-screen instructions when you first log in.

3. In the left navigation bar, click **Scan > Scan File Name**.



If the left navigation bar is not visible, start navigating from ☰.

4. In the **Counter** field, select **Continuous** or **Reset after each job**.



If you select **Reset after each job**, duplication of file names may occur.

5. If you want to create a user-defined file name prefix, type a file name in the user-defined fields of each scan function.



Do not use the following characters: ? / \ \*

6. Click **Submit**.



### Related Information

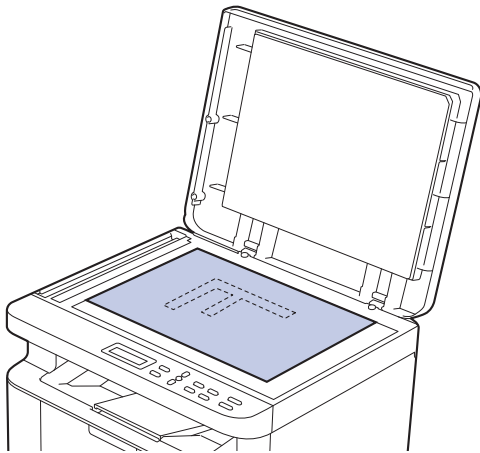
- [Configure Scan Settings Using Web Based Management](#)

## Copy

- [Copy on One Side of the Paper \(1-sided\)](#)
- [Copy an ID Card](#)
- [Copy Options](#)

## Copy on One Side of the Paper (1-sided)

1. Make sure you have loaded the correct size paper in the paper tray.
2. Place the document *face down* on the scanner glass.



3. Press ▲ or ▼ to enter the number of copies you want.

The LCD displays:

Sort	Copies:01
100%■■■■	Auto

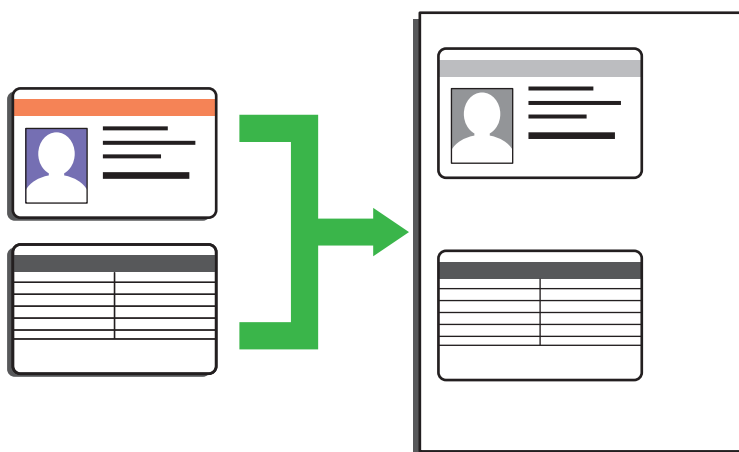
4. Press 启动.



### Related Information

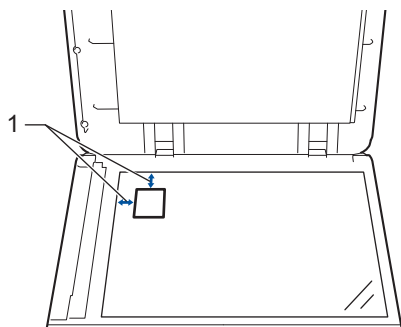
- [Copy](#)

## Copy an ID Card



You may copy an identification card only to the extent permitted under applicable laws. For more detailed information, see the *Product Safety Guide*.

1. Place an identification card *face down* near the upper left corner of the scanner glass.



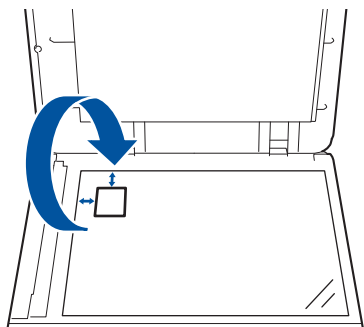
1: 4.0 mm or greater (top, left)

2. To change the copy settings, do the following:
  - a. Press **设置**.
  - b. Press **▲** or **▼** to select the [Copy] option, and then press **OK**.
  - c. Press **▲** or **▼** to select the [ID Copy] option, and then press **OK**.
  - d. Press **▲** or **▼** to select the option you want, and then press **OK** to continue to the next copy setting.
    - [Density]
    - [Quality]
    - [Contrast]
    - [2in1/1in1]
  - e. Press **停止/退出**.
3. Press **身份证复印/复印选项**, press **▲** or **▼** to select the [ID Copy] option, and then press **OK**.
4. Press **▲** or **▼** to enter the number of copies you want.
5. Press **启动**.

The machine scans one side of the identification card.

---

6. After the machine has scanned the first side, turn over the identification card.



7. Press 启动 to scan the other side.

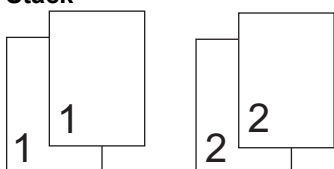
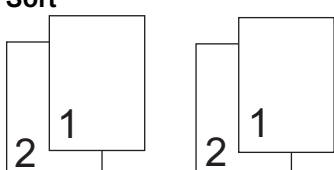
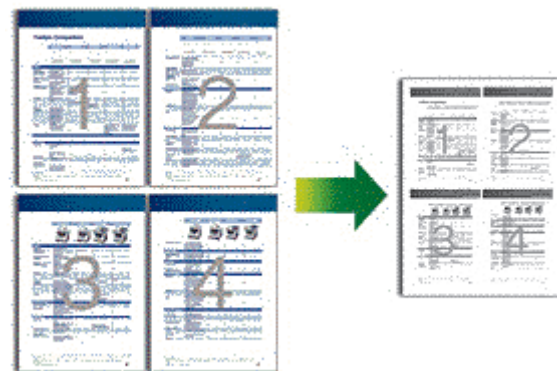


### Related Information

- [Copy](#)

## Copy Options

To change Copy settings, press the 身份证复印/复印选项 or 复印选项 button.

Menu selections	Options	
<b>ID Copy</b> (available only for certain models)	Select this option to copy an identification card.	
<b>Quality</b>	Select the copy quality for your type of document.	
<b>Enlarge/Reduce</b>	100%	-
	Enlarge	Select an enlargement ratio for the next copy.
	Reduce	Select a reduction ratio for the next copy.
	Custom (25-400%)	Enter an enlargement or reduction ratio.
<b>Density</b>	Increase the density to make the text darker. Decrease the density to make the text lighter.	
<b>Contrast</b>	Increase the contrast to make an image clearer. Decrease the contrast to make an image more subdued.	
<b>Stack/Sort</b>	Select to stack or sort multiple copies. <b>Stack</b>  <b>Sort</b> 	
<b>Page Layout</b>	Make N in 1 copies. <b>4 in 1</b> 	



### Related Information

- Copy

## Network

- [Supported Basic Network Features](#)
- [Configure Network Settings](#)
- [Wireless Network Settings](#)
- [Network Features](#)
- [Brother Management Tools](#)

## 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
Scanning	Yes		Yes
Web Based Management <sup>1</sup>	Yes	Yes	Yes

<sup>1</sup> The default password to manage your 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 unauthorised 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 unauthorised access by malicious third parties.
- When your machine is connected to the global network, a warning appears. When you see this warning, we strongly recommend confirming your network settings, and then re-connecting to a secure network.
- Enabling your machine's global network communication filtering feature blocks access from the global network. The global network communication filtering feature may prevent the machine from receiving certain print or scan jobs from a computer or mobile device that uses a global IP address.



### Related Information

- [Network](#)

#### Related Topics:

- [Change the Login Password Using Web Based Management](#)



## **Configure Network Settings**

- [Configure Network Details Using the Control Panel](#)
- [Change Machine Settings Using Web Based Management](#)

## Configure Network Details 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 Web Based Management, to configure and change your machine's network settings.

1. Press **设置**.
2. Press **▲** or **▼** to select the [Network] option, and then press **OK**.
3. Press **▲** or **▼** to select the network option you want, and then press **OK**. Repeat this step until you access the menu you want to configure, and then follow the LCD instructions.



### Related Information

- [Configure Network Settings](#)

#### Related Topics:

- [Settings Tables \(2 Line LCD DCP models\)](#)
- [Supported Basic Network Features](#)

## 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 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](#)

## Before Configuring Your Machine for a Wireless Network

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

- 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 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. Download the installer from your model's **Downloads** page at [support.brother.com/downloads](http://support.brother.com/downloads).
2. Start the installer, and then 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 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

For example:

Network Name (SSID)
HELLO

Network Key
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 **設置**.
3. Press **▲** or **▼** to select the [Network] option, and then press **OK**.
4. Press **▲** or **▼** to select the [WLAN (Wi-Fi)] option, and then press **OK**.
5. Press **▲** or **▼** to select the [Find Network] option, and then press **OK**.
6. When [WLAN Enable?] appears, select On.  
This will start the wireless setup wizard.
7. The machine will search for your network and display a list of available SSIDs. When a list of SSIDs appears, press **▲** or **▼** to select the SSID you want.
8. Press **OK**.
9. 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.  
When you have entered all the characters, press **OK**.  
To apply the settings, select [Yes].
  - If your authentication method is Open System and your encryption mode is None, go to the next step.

---

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

If your wireless device is connected successfully, the machine's 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/downloads](http://support.brother.com/downloads).



### Related Information

- [Use the Wireless Network](#)

#### Related Topics:

- [How to Enter Text on Your Machine](#)
  - [Wireless LAN Report Error Codes](#)
-



## 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 (PBC: Push Button Configuration), you can use WPS from your machine's control panel menu to configure your wireless network settings.

1. Press 設置.
2. Press ▲ or ▼ to select the [Network] option, and then press **OK**.
3. Press ▲ or ▼ to select the [WLAN (Wi-Fi)] option, and then press **OK**.
4. Press ▲ or ▼ to select the [WPS/PushButton] option, and then press **OK**.
5. When [WLAN Enable?] appears, select **On**.  
This will start the wireless setup wizard.
6. When the LCD displays [Press Key on rtr], press the WPS button on your wireless access point/router. Then follow the LCD instructions on your machine. Your machine will automatically detect your wireless access point/router and try to connect to your wireless network.

If your wireless device is connected successfully, the machine's 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/downloads](http://support.brother.com/downloads).



### Related Information

- [Use the Wireless Network](#)

#### Related Topics:

- [Wireless LAN Report Error Codes](#)

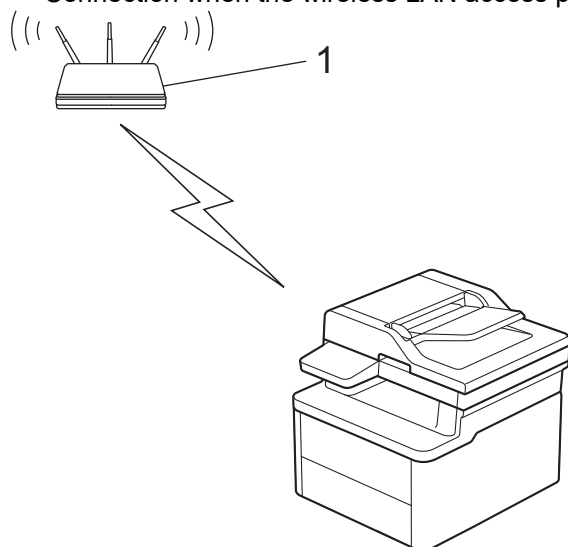
## Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ (WPS)

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.

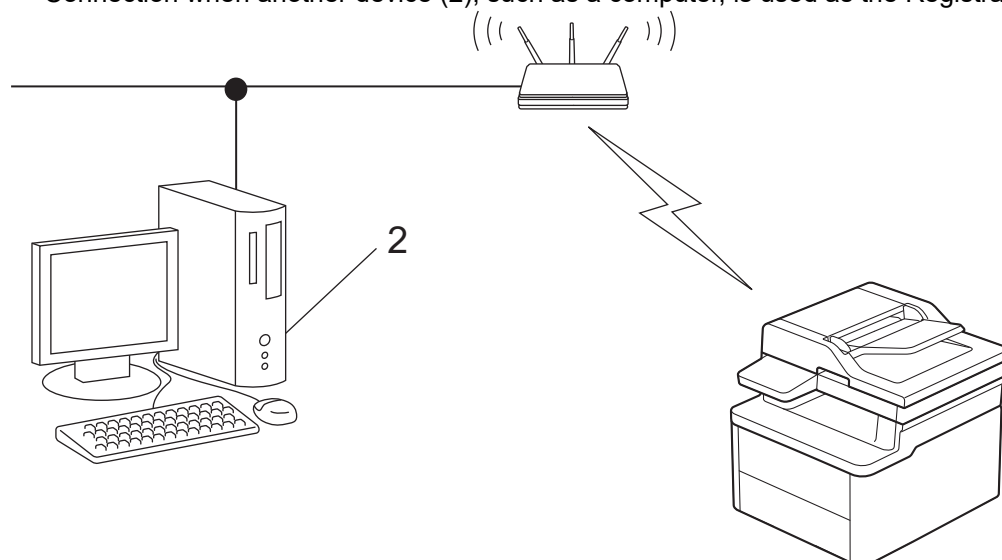
### Type A

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 **設置**.
2. Press **▲** or **▼** to select the [Network] option, and then press **OK**.
3. Press **▲** or **▼** to select the [WLAN (Wi-Fi)] option, and then press **OK**.
4. Press **▲** or **▼** to select the [WPS/PIN Code] option, and then press **OK**.
5. When [WLAN Enable?] appears, select On.



This will start the wireless setup wizard.

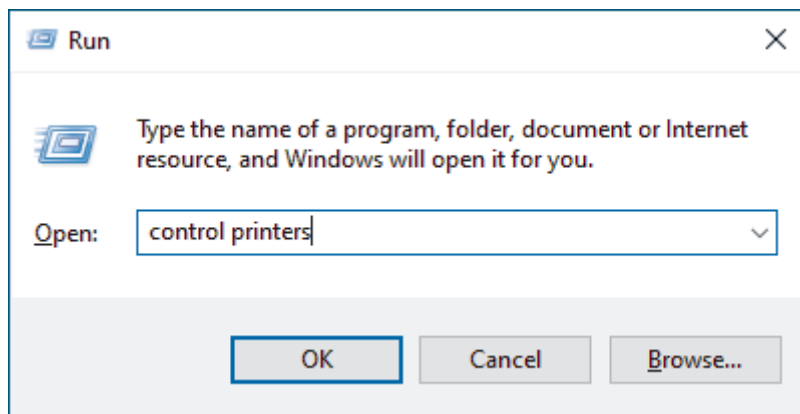
6. The LCD displays an eight-digit PIN and the machine starts searching for a wireless LAN access point/router.
7. Using a computer connected to the network, in your browser's address bar, type the IP address of the device you are using as the Registrar (for example: <http://192.168.1.2>).
8. Go to the 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 you are using a Windows 10 or Windows 11 computer as a Registrar, complete the following steps:**

9. Hold down the  key and press the  key on the computer's keyboard to launch **Run**.
10. Type "**control printers**" in the **Open:** field and click **OK**.



The **Devices and Printers** window appears.



If the **Devices and Printers** window does not appear, click **View more devices > More devices and printer settings**.

11. Click **Add a device**.



- To use a 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 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/downloads](http://support.brother.com/downloads).

12. Select your machine and click **Next**.
13. Type the PIN displayed on the machine's LCD, and then click **Next**.
14. Click **Close**.

If your wireless device is connected successfully, the machine's 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/downloads](http://support.brother.com/downloads).



## Related Information

- [Use the Wireless Network](#)

### Related Topics:

- [Wireless LAN Report Error Codes](#)

## 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
Open System	NONE	-
	WEP	
Shared Key	WEP	
WPA/WPA2-PSK	AES	
	TKIP	
WPA3-SAE	AES	

For example:

Network Name (SSID)		
HELLO		
Authentication Method	Encryption Mode	Network Key
WPA3-SAE	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 **設置**.
3. Press **▲** or **▼** to select the [Network] option, and then press **OK**.
4. Press **▲** or **▼** to select the [WLAN (Wi-Fi)] option, and then press **OK**.
5. Press **▲** or **▼** to select the [Find Network] option, and then press **OK**.
6. When [WLAN Enable?] appears, select On.  
This will start the wireless setup wizard.
7. The machine will search for your network and display a list of available SSIDs. Press **▲** or **▼** to select the [<New SSID>] option, and then press **OK**.
8. Enter the SSID name, and then press **OK**.
9. Press **▲** or **▼** to select the Authentication Method you want, and then press **OK**.
10. Do one of the following:
  - If you selected the [Open System] option, press **▲** or **▼** to select the Encryption Type [None] or [WEP], and then press **OK**.  
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-Personal] option, press **▲** or **▼** to select the Encryption Type [TKIP+AES] or [AES], and then press **OK**.  
Enter the WPA™ key, and then press **OK**.

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



Your Brother machine supports the use of the first WEP key only.

11. To apply the settings, select [Yes]. To cancel, select [No].

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

If your wireless device is connected successfully, the machine's 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/downloads](http://support.brother.com/downloads).



## Related Information

- [Use the Wireless Network](#)

### Related Topics:

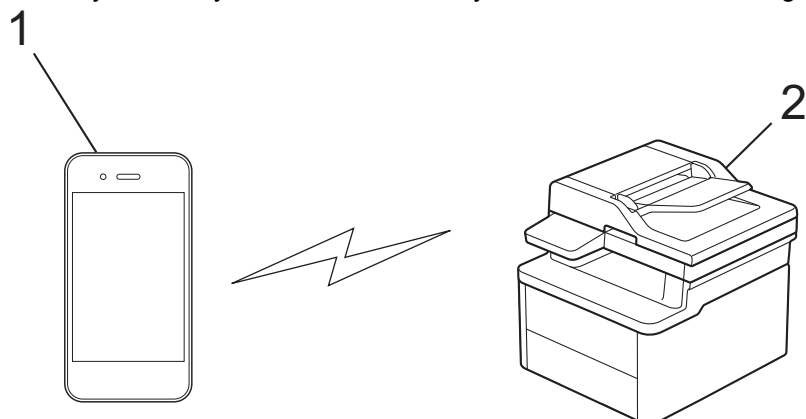
- [I Cannot Complete the Wireless Network Setup Configuration](#)
- [How to Enter Text on Your Machine](#)
- [Wireless LAN Report Error Codes](#)

## Use Wi-Fi Direct®

- [Wi-Fi Direct Overview](#)
- [Configure Your Wi-Fi Direct Network Manually](#)
- [Configure Wi-Fi Direct Network Using the Push Button Method](#)

## 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 machine without using a wireless router/access point.



1. Mobile device
2. Your machine



- You can use Wi-Fi Direct with 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 Manually](#)
- [Configure Wi-Fi Direct Network Using the Push Button Method](#)

## Configure Your Wi-Fi Direct Network Manually

Depending on the device, if you connect to the Wi-Fi Direct network manually, your mobile device may disconnect from the connected wireless network and automatically switch to mobile data communication. If necessary, reconnect to the original wireless network after use. If your device continues to automatically switch to the Wi-Fi Direct network, turn off the automatic connection setting on your mobile device.

Configure the Wi-Fi Direct settings from the machine's control panel:



When the machine receives a Wi-Fi Direct request from your mobile device, the message [Connect?] appears on the LCD. Select OK to connect.

1. Press **設置**.
2. Press **▲** or **▼** to select the [Network] option, and then press **OK**.
3. Press **▲** or **▼** to select the [Wi-Fi Direct] option, and then press **OK**.
4. Press **▲** or **▼** to select the [Manual] option, and then press **OK**.
5. When [Wi-Fi Direct On?] appears, select On.
6. 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.
7. When your mobile device connects successfully, the machine's LCD displays [Connected].



### Related Information

- [Use Wi-Fi Direct®](#)

#### Related Topics:

- [Wi-Fi Direct Overview](#)
- [Configure Wi-Fi Direct Network Using the Push Button Method](#)



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

1. Press 設置.
2. Press ▲ or ▼ to select the [Network] option, and then press **OK**.
3. Press ▲ or ▼ to select the [Wi-Fi Direct] option, and then press **OK**.



If your mobile device does not support Wi-Fi Direct, do the following:

- a. Press ▲ or ▼ to select the [Group Owner] option, and then press **OK**.
- b. Press ▲ or ▼ to select [On], and then press **OK**.

4. Press ▲ or ▼ to select the [Push Button] option, and then press **OK**.
5. When [Wi-Fi Direct On?] appears, select On.
6. When the [Activate Wi-Fi Direct on other device and 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 machine.
7. 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. Press ▲ or ▼ to select the mobile device you want to connect to and press **OK**. To search for available devices again, select [<Rescan>], and then press **OK**.
8. When your mobile device connects successfully, the machine's LCD displays [Connected].



### Related Information

- [Use Wi-Fi Direct®](#)

#### Related Topics:

- [Wi-Fi Direct Overview](#)
- [Configure Your Wi-Fi Direct Network Manually](#)

## Enable/Disable Wireless LAN

1. Press 设置.
2. Press ▲ or ▼ to select the [Network] option, and then press **OK**.
3. Press ▲ or ▼ to select the [WLAN (Wi-Fi)] option, and then press **OK**.
4. Press ▲ or ▼ to select the [WLAN Enable] option, and then press **OK**.
5. Do one of the following:
  - To enable Wi-Fi, select [On].
  - To disable Wi-Fi, select [Off].
6. Press **OK**.



### 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 **设置**.
2. Press **▲** or **▼** to display the [Print Reports] option, and then press **OK**.
3. Press **▲** or **▼** to select the [WLAN Report] option, and then press **OK**.
4. Press **启动**.

The machine will print the WLAN Report.



### Related Information

- [Wireless Network Settings](#)
  - [Wireless LAN Report Error Codes](#)

### Related Topics:

- [My Machine Cannot Print or Scan over the Network](#)
  - [I Want to Check that My Network Devices are Working Correctly](#)
-

## 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	<p>The WLAN (Wi-Fi) is not enabled.</p> <p>Check the following points and try to set up your wireless connection again:</p> <ul style="list-style-type: none"><li>• Enable the WLAN setting on your machine.</li><li>• If a network cable is connected to your machine, disconnect it.</li></ul>
TS-02	<p>The wireless router/access point cannot be detected.</p> <p>Check the following points and try to set up your wireless connection again:</p> <ul style="list-style-type: none"><li>• Make sure the wireless router/access point is on.</li><li>• Temporarily place your machine closer to the wireless router/access point when you are configuring the wireless settings.</li><li>• 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 or the Printer Settings page.</li><li>• 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.</li><li>• 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.</li></ul>
TS-04	<p>Your machine does not support the authentication and encryption methods used by the selected wireless router/access point.</p> <p>For infrastructure mode (Most common)</p> <p>Change the authentication and encryption methods of the wireless router/access point. Your machine supports the following authentication and encryption methods:</p> <ul style="list-style-type: none"><li>• WPA-Personal: TKIP / AES</li><li>• WPA2-Personal: TKIP / AES</li><li>• WPA3-Personal: AES</li><li>• OPEN: WEP / NONE (without encryption)</li><li>• Shared key: WEP</li></ul> <p>If your issue is not resolved, the Network Name (SSID) or security settings you entered may be incorrect. Check that all wireless network settings are correct for your network.</p>
TS-05	<p>The Network Name (SSID) and Network Key (Password) are incorrect.</p> <p>Check the following points and try to set up your wireless connection again:</p> <ul style="list-style-type: none"><li>• Confirm the Network Name (SSID) and Network Key (Password).</li><li>• If your Network Key contains upper-case and lower-case letters, make sure you type them correctly.</li><li>• 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.</li><li>• If your wireless router/access point uses WEP encryption with multiple WEP keys, write down and use only the first WEP key.</li></ul>

Error Code	Problem and Recommended Solutions
TS-06	<p>The wireless security information (authentication method/encryption method/Network Key (Password)) is incorrect.</p> <p>Check the following points and try to set up your wireless connection again:</p> <ul style="list-style-type: none"> <li>• Confirm the Network Key. If your Network Key contains upper-case and lower-case letters, make sure you type them correctly.</li> <li>• Confirm whether the authentication method entered and the authentication method or encryption method supported by the wireless router/access point are the same.</li> <li>• If the Network key, authentication method, and encryption method have been confirmed, restart your wireless router/access point and the machine.</li> <li>• If your wireless router/access point's Stealth Mode is on, you may need to disable it to connect to the wireless network.</li> </ul> <p>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.</p>
TS-07	<p>The machine cannot detect a wireless router/access point that has WPS (Wi-Fi Protected Setup) enabled.</p> <p>Check the following points and try again:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
TS-08	<p>Two or more wireless routers or access points that have WPS enabled are detected.</p> <p>Check the following points and try again:</p> <ul style="list-style-type: none"> <li>• Make sure that only one wireless router/access point within range has WPS enabled, and then try to connect again.</li> <li>• Try to connect again after a few minutes to avoid interference from other access points/routers.</li> </ul>



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:

- [My Machine Cannot Print or Scan over the Network](#)
- [I Want to Check that My Network Devices are Working Correctly](#)

- 
- [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 Using the Machine's Control Panel Setup Wizard](#)
  - [Configure Your Machine for a Wireless Network When the SSID Is Not Broadcast](#)
-

## Network Features

- [Enable/Disable Web Based Management Using the Control Panel](#)
- [Configure the Proxy Server Settings Using Web Based Management](#)
- [Print the Network Configuration Report](#)
- [Synchronise Time with the SNTP Server Using Web Based Management](#)
- [Use Global Network Detection Features](#)
- [Reset the Network Settings to the Factory Settings](#)

## Enable/Disable Web Based Management Using the Control Panel

1. Press **设置**.
2. Press **▲** or **▼** to select the [Network] option, and then press **OK**.
3. Press **▲** or **▼** to select the [Web Based Mgmt] option, and then press **OK**.
4. Press **▲** or **▼** to select the option you want, and then press **OK**.



If you enable this function, make sure you specify the connection method to use Web Based Management.



### Related Information

- [Network Features](#)



## 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

You will find your machine's IP address in the Network Configuration Report or on the Printer Settings page.  
See [Print 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". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Network > Network > Protocol**.



If the left navigation bar is not visible, start navigating from ☰.

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:

- [WeChat Print](#)

## 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 设置.
2. Press ▲ or ▼ to display the [Print Reports] option, and then press **OK**.
3. Press ▲ or ▼ to select the [Network Config] option, and then press **OK**.
4. Press 启动.



### Related Information

- [Network Features](#)

#### Related Topics:

- [Check Your Machine's Network Settings](#)
- [Use the Network Connection Repair Tool \(Windows\)](#)
- [Error Messages](#)
- [I Want to Check that My Network Devices are Working Correctly](#)
- [Access Web Based Management](#)

## **Synchronise Time with the SNTP Server Using Web Based Management**

The Simple Network Time Protocol (SNTP) is used to synchronise the time used by the machine for authentication with the SNTP time server. You can automatically or manually synchronise 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 the date and time to synchronise 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

You will find your machine's IP address in the Network Configuration Report.

See [Print 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**". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Administrator > Date&Time**.



If the left navigation bar is not visible, start navigating from ☰.

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. Click **Submit**.



### Related Information

- [Synchronise Time with the SNTP Server Using Web Based Management](#)

## Configure the SNTP Protocol Using Web Based Management

Configure the SNTP protocol to synchronise 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

You will find your machine's IP address in the Network Configuration Report.

See [Print 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". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Network > Network > Protocol**.



If the left navigation bar is not visible, start navigating from ☰.

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
<b>Status</b>	Displays whether the SNTP protocol is enabled or disabled.
<b>Synchronization Status</b>	Confirm the latest synchronisation status.
<b>SNTP Server Method</b>	Select <b>AUTO</b> or <b>STATIC</b> . <ul style="list-style-type: none"><li>• <b>AUTO</b> If you have a DHCP server on your network, the SNTP server will obtain the address from that server automatically.</li><li>• <b>STATIC</b> Type the address you want to use.</li></ul>
<b>Primary SNTP Server Address</b> <b>Secondary SNTP Server Address</b>	Type the server's address (up to 64 characters). The secondary SNTP server's address is used as a backup to the primary SNTP server's address. If the primary server is unavailable, the machine will contact the secondary SNTP server.
<b>Primary SNTP Server Port</b> <b>Secondary SNTP Server Port</b>	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.
<b>Synchronization Interval</b>	Type the number of hours between server synchronisation attempts (1-168 hours).

10. Click **Submit**.



### Related Information

- [Synchronise Time with the SNTP Server Using Web Based Management](#)

## Use Global Network Detection Features

When you use your machine on a private network, use the Global Network Detection feature to avoid a risk from unexpected attacks from the global network.

- [Enable Global IP Address Detection](#)
- [Block Communications from the Global Network](#)

## Enable Global IP Address Detection

Use this feature to check your machine's IP address. When your machine is assigned to a global IP address, an alert is displayed on the machine.

1. Press 设置.
2. Press ▲ or ▼ to select the [Network] option, and then press **OK**.
3. Press ▲ or ▼ to select the [Global Detect] option, and then press **OK**.
4. Press ▲ or ▼ to select the [Allow Detect] option, and then press **OK**.
5. Press ▲ or ▼ to select [On], and then press **OK**.



### Related Information

- [Use Global Network Detection Features](#)

## Block Communications from the Global Network



When you enable this feature, it limits receiving jobs from devices with global IP addresses

1. Press **设置**.
2. Press **▲** or **▼** to select the [Network] option, and then press **OK**.
3. Press **▲** or **▼** to select the [Global Detect] option, and then press **OK**.
4. Press **▲** or **▼** to select the [Reject Access] option, and then press **OK**.
5. Press **▲** or **▼** to select [On], and then press **OK**.



### Related Information

- [Use Global Network Detection Features](#)



## Reset the Network Settings to the Factory Settings

Use your machine's control panel to reset the machine's network settings to its default factory settings. This resets all information except the administrator password.



You can also reset the print server to its factory settings using Web Based Management.

1. Press **设置**.
2. Press **▲** or **▼** to display the [Network] option, and then press **OK**.
3. Press **▲** or **▼** to display the [Network Reset] option, and then press **OK**.
4. Follow the machine's instruction to reset the network settings.

The machine will restart.



### Related Information

- [Network Features](#)

#### Related Topics:

- [Reset Your Machine](#)

## 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/downloads](http://support.brother.com/downloads) to download the tools.



### Related Information

- [Network](#)
-

## Security

Your machine supports the security features listed below. For more information about each security feature, go to your model's *Security Features Guide* at [support.brother.com/manuals](http://support.brother.com/manuals).

- Introduction > Before Using Network Security Features
- Network Security > Configure Certificates for Device Security
- Network Security > Use SSL/TLS
- Network Security > Use SNMPv3
- Send or Receive an Email Securely

## Mobile Connect

- [AirPrint](#)
- [Mopria™ Print Service and Mopria™ Scan](#)
- [Brother Mobile Connect](#)
- [WeChat Print](#)

## AirPrint

- [AirPrint Overview](#)
- [Before Using AirPrint \(macOS\)](#)
- [Print Using AirPrint](#)
- [Scan Using AirPrint \(macOS\)](#)

## 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.

AirPrint also allows you to scan documents to your Mac computer.

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](#)

#### Related Topics:

- [AirPrint Problems](#)

## Before Using AirPrint (macOS)

Before printing using macOS, add your machine to the printer list on your Mac computer.

1. Select **System Settings** from the Apple menu.
2. Select **Printers & Scanners**.
3. Click **Add Printer, Scanner, or Fax....**  
The **Add Printer** screen appears.
4. Select your machine, and then select your model's name 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 \(macOS\)](#)

## Scan Using AirPrint (macOS)

Before scanning, make sure your machine is in the scanner list on your Mac computer.

1. [Load your document](#).
2. Select **System Settings** from the Apple menu.
3. Select **Printers & Scanners**.
4. Select your machine from the scanner list.
5. Click the **Open Scanner...** button.  
The Scanner screen appears.
6. Select the destination folder or destination application from the destination setting pop-up menu.
7. Click **Show Details** to change the scanning settings if needed.  
You can crop the image manually by dragging the mouse pointer over the portion you want to scan when scanning from the scanner glass.
8. Click **Scan**.



### Related Information

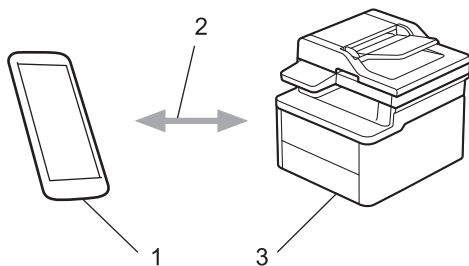
- [AirPrint](#)

#### Related Topics:

- [Before Using AirPrint \(macOS\)](#)
-

## Mopria™ Print Service and Mopria™ Scan

Mopria™ Print Service is a print feature and Mopria™ Scan is a scan feature on Android™ mobile devices developed by the Mopria Alliance™. With this service, you can connect to the same network as your machine to print and scan without additional setup.



1. Android™ Mobile Device
2. Wi-Fi® Connection
3. Your Machine

The Mopria™ Print Service or Mopria™ Scan must be downloaded from a search engine and installed on your Android™ device. Before using these Mopria™ features, make sure you enable them on your mobile device.

For more information on Mopria™ Print Service and Mopria™ Scan, visit <https://www.mopria.org>.



### Related Information

- [Mobile Connect](#)

## Brother Mobile Connect

Use Brother Mobile Connect to print and scan from your mobile device.

- For Android™ devices:

Brother Mobile Connect allows you to use your Brother machine's features directly from your Android™ device.

Go to your model's **Downloads** page at [support.brother.com/downloads](http://support.brother.com/downloads) to download Brother Mobile Connect.

- 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 Connect](#)

#### Related Topics:

- [Access Brother iPrint&Scan \(Windows/Mac\)](#)
-

## WeChat Print

Your machine can print through an app for WeChat, which is called "兄弟畅享印". "兄弟畅享印" lets you wirelessly print photos and documents without installing a driver.

- Connect your machine before using WeChat print function for the first time. Go to [www.brother.cn/minisite/bcnactivity/FAQ.html](http://www.brother.cn/minisite/bcnactivity/FAQ.html) for operation instructions.
- You need to install and set up Brother Mobile Connect on your mobile device. For more information, see *Related Information*.
- 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.

1. Start Brother Mobile Connect on your mobile device.
2. Tap **WeChat Print** on the Home screen.
3. Follow the on-screen instructions.
4. When the **Online Functions Settings** screen appears, tap the **Enable** button, and then follow the on-screen instructions.



If the End-User License Agreement (EULA) screen appears, follow the on-screen instructions.



### Related Information

- [Mobile Connect](#)

#### Related Topics:

- [Configure the Proxy Server Settings Using Web Based Management](#)

## Troubleshooting

Use this section to resolve typical problems you may encounter when using your machine. You can correct most problems yourself.

### IMPORTANT

For technical help, contact Brother customer service or your local Brother dealer.



If you need additional help, visit [support.brother.com](http://support.brother.com).

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on. See the *Quick Setup Guide*.
- All of the protective materials have been removed. See the *Quick Setup Guide*.
- Paper is loaded correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- Error and maintenance 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](#)
- [Paper Jams](#)
- [Printing Problems](#)
- [Printing Quality Problems](#)
- [Network Problems](#)
- [AirPrint Problems](#)
- [Other Problems](#)
- [Update Your Machine's Firmware](#)
- [Reset Your Machine](#)

## Error and Maintenance Messages

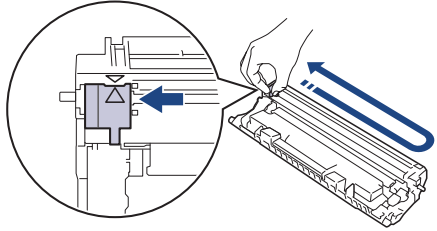
As with any sophisticated office product, errors may occur and supply items may have to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown in the table.


Follow the instructions in the **Action** column to solve the error and remove the message.

You can correct most errors and perform routine maintenance yourself. For more information, visit: [support.brother.com/faqs](http://support.brother.com/faqs).

Error Message	Cause	Action
Cannot Detect	Your machine cannot detect the toner cartridge.	Remove the toner cartridge and drum unit assembly. Remove the toner cartridge from the drum unit, and reinstall the toner cartridge back in the drum unit. Reinstall the toner cartridge and drum unit assembly back in the machine.
Cannot Print ##	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>Press and hold  to turn the machine off, wait a few minutes, and then turn it on again.</li> <li>If the problem continues, contact Brother customer service or your local Brother dealer.</li> </ul>
Cannot Scan ##	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>Remove the document. Disconnect the machine from the power for several minutes, and then reconnect it.</li> <li>If the problem continues, contact Brother customer service or your local Brother dealer.</li> </ul>
Cartridge Error / Put the Black(BK) Toner Cartridge back in.	The toner cartridge is not installed correctly.	<p>Pull out the drum unit and toner cartridge assembly, take out the toner cartridge, and put it back in the drum unit again. Put the drum unit and toner cartridge assembly back in the machine.</p> <p>If the problem continues, contact Brother customer service or your local Brother dealer.</p>
Cooling Down	The temperature of the inside of the machine is too hot. The machine will pause its current print job and enter cooling down mode. While the machine cools, the cooling fan runs and the LCD displays <code>Cooling Down</code> .	<p>Wait until the machine has finished cooling down. Make sure all vents on the machine are clear of obstructions. When the machine has cooled down, it will resume printing.</p>
Cover is Open	The top cover is not completely closed.	Close the top cover of the machine.
Drum ! / Slide the Green tab on Drum Unit.	The corona wire on the drum unit must be cleaned.	Clean the corona wire on the drum unit.



Error Message	Cause	Action
		
	The drum unit or the toner cartridge and drum unit assembly is not installed correctly.	Pull out the drum unit and toner cartridge assembly, take out the toner cartridge, and put it back in the drum unit again. Put the drum unit and toner cartridge assembly back in the machine.
Drum End Soon	The drum unit is near the end of its life.	Order a new drum unit before you get the <b>Replace Drum</b> message.
Jam Inside	The paper is jammed inside the machine.	Open the top cover and scanner cover, and then remove the toner cartridge and drum unit assembly. Pull out all jammed paper. Put the drum unit and toner cartridge assembly back in the machine. Close the scanner cover and top cover.
Jam Rear	The paper is jammed inside the machine.	Open the top cover and scanner cover, and then remove all jammed paper. Close the scanner cover and top cover. Press <b>启动</b> .
Media Mismatch	The media type specified in the printer driver differs from the paper type specified in the machine's menu.	Load the correct type of paper in the tray indicated on the LCD, or select the correct media type in the Paper Type setting on the machine.
No Paper T1	The machine is out of paper, or paper is not loaded correctly in the paper tray.	<ul style="list-style-type: none"> <li>• Refill paper in the paper tray. Make sure the paper guides are set to the correct size. And then press <b>启动</b>.</li> <li>• If paper is in the tray, remove it and load it again. Make sure the paper guides are set to the correct size. And then press <b>启动</b>.</li> <li>• Do not overfill the paper tray.</li> </ul>
No Toner	The toner cartridge or the toner cartridge and drum unit assembly is not installed correctly.	<p>Remove the toner cartridge and drum unit assembly. Remove the toner cartridge from the drum unit, and reinstall the toner cartridge back in the drum unit. Reinstall the toner cartridge and drum unit assembly back in the machine. If the problem continues, replace the toner cartridge with a new one.</p> <p><i>See Related Information: Replace the Toner Cartridge.</i></p>
Out of Memory	The machine's memory is full.	<p><b>If a copy operation is in progress, do one of the following:</b></p> <ul style="list-style-type: none"> <li>• Press <b>启动</b> to copy the scanned pages.</li> <li>• Press <b>停止/退出</b> and wait until the other operations in progress finish, and then try again.</li> </ul> <p><b>If a print operation is in process</b></p>

Error Message	Cause	Action
		Reduce the print resolution.
Replace Drum	It is time to replace the drum unit.	Replace the drum unit. <i>See Related Information: Replace the Drum Unit.</i>
	If this message is displayed even after replacing the drum unit with new one, the drum unit counter was not reset.	Reset the drum unit counter. For details on how to reset the drum unit, see the <a href="#">FAQ guide</a> .
Replace Toner	The toner cartridge is at the end of its life. The machine stops all print operations.	Replace the toner cartridge with a new one. <i>See Related Information: Replace the Toner Cartridge.</i>
Self-Diagnostic / Turn the power off, then on again. Leave the machine for 15 min.	The fuser unit does not work correctly.	Press and hold  to turn the machine off, wait a few seconds, and then turn it on again. Leave the machine idle for 15 minutes with the power on.
	The fuser unit is too hot.	
Size Mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the size of paper to the tray.
Toner Ended	The toner cartridge is at the end of its life. The machine stops all print operations.	Replace the toner cartridge with a new one.
Toner Low	If the LCD displays this message, you can still print. The toner cartridge is near the end of its life.	Order a new toner cartridge now so a replacement toner cartridge is available when the LCD displays Replace Toner.
Wrong Toner	The installed toner cartridge is not correct for your machine.	Remove the toner cartridge from the drum unit, and install a toner cartridge with the correct supply product code. <i>See Related Information: Replace the Toner Cartridge.</i>



## Related Information

- [Troubleshooting](#)

### Related Topics:

- [Replace the Toner Cartridge](#)
- [Replace the Drum Unit](#)
- [Clean the Corona Wire](#)
- [Load Paper](#)

## Paper Jams

Always remove the remaining paper from the paper tray, fan and straighten the stack when you are adding new paper. This helps prevent paper jams.

- [Clear Paper Jams](#)
- [Paper is Jammed inside the Machine](#)

## Clear Paper Jams

If paper is jammed or multiple sheets of paper are fed together frequently, do the following:

- Clean the paper pick-up roller of the paper tray.  
*See Related Information: Clean the Paper Pick-up Rollers.*
- Load paper correctly in the tray.  
*See Related Information: Load Paper.*
- Set the correct paper size and paper type on your machine.  
*See Related Information: Paper Settings.*
- Set the correct paper size and paper type on your computer.  
*See Related Information: Print a Document (Windows).*  
*See Related Information: Print Using AirPrint.*
- Use the recommended paper.  
*See Related Information: Using Special Paper.*  
*See Related Information: Recommended Print Media.*



### Related Information

- [Paper Jams](#)

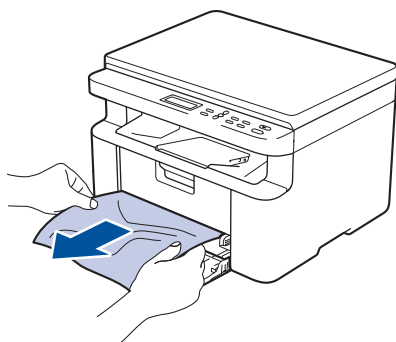
#### Related Topics:

- [Clean the Paper Pick-up Rollers](#)
- [Load Paper](#)
- [Paper Settings](#)
- [Print a Document \(Windows\)](#)
- [Print Using AirPrint](#)
- [Using Special Paper](#)
- [Recommended Print Media](#)

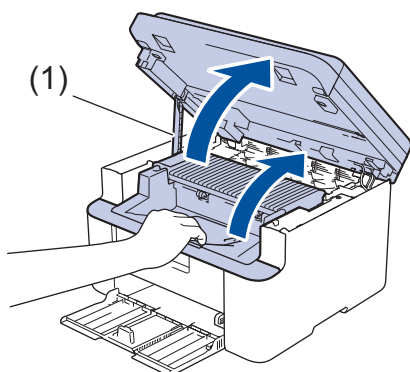
## Paper is Jammed inside the Machine

Always remove all paper from the paper tray and straighten the stack when you add new paper. This helps prevent multiple sheets of paper from feeding through the machine at one time and prevents paper jams. If the machine's control panel indicates that there is a jam inside the machine, follow these steps:

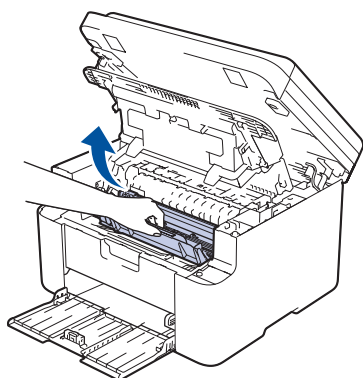
1. Unplug the machine from the electrical socket.
2. Wait at least 15 minutes for the product to cool down before you touch the internal parts of the product.
3. Remove all paper loaded in the tray.
4. Use both hands to slowly pull out the jammed paper.



5. Open the scanner cover. The pull arm (1) on the left side of the machine will lock. Open the top cover.



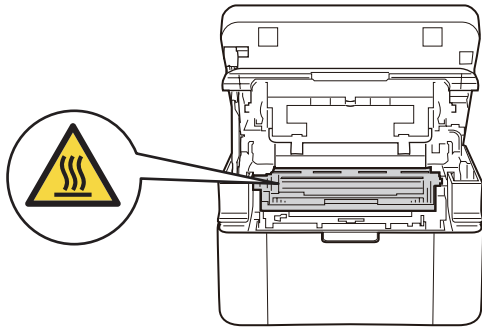
6. Slowly take out the drum unit and toner cartridge assembly.



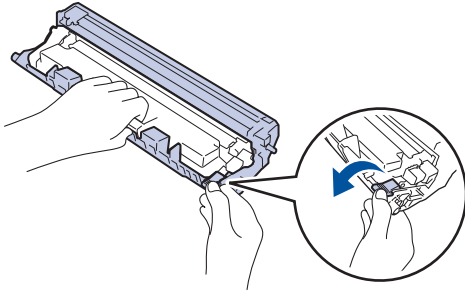
### **WARNING**

#### **HOT SURFACE**

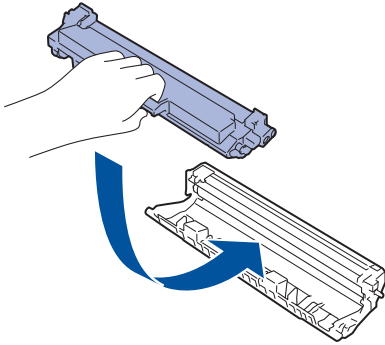
The machine's internal parts will be extremely hot. Wait for the machine to cool down before touching them.



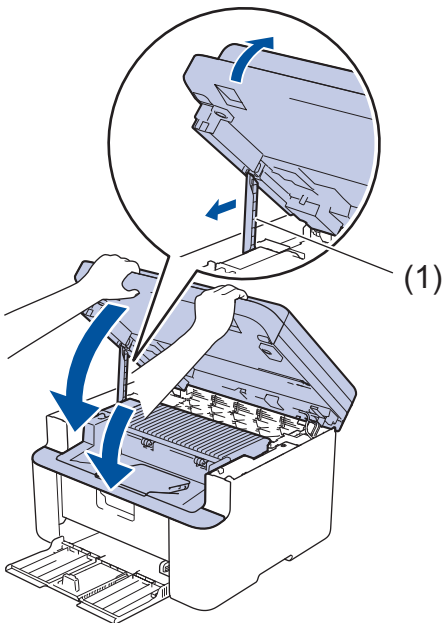
7. Push down the lock lever and take the toner cartridge out of the drum unit. Remove the jammed paper if there is any inside the drum unit.



8. Put the toner cartridge back into the drum unit until the lock lever lifts automatically.



9. Place the drum unit and toner cartridge assembly back in to the machine.
10. Close the top cover. Lift the scanner cover slightly, pull the pull arm (1) on the left side of the machine towards you, and then close the scanner cover using both hands.



11. Load the paper back in to the tray. Make sure that the paper is below the protruding section of the rear guide. Slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots.
12. Reconnect the power cord.




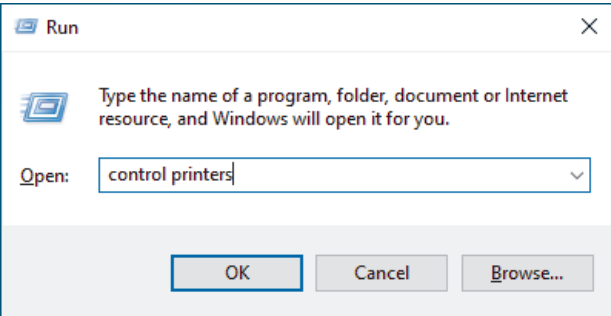



## Related Information

- [Paper Jams](#)
-

## Printing Problems

If, after reading the information in this table, you still need help, see the latest troubleshooting tips at [support.brother.com/faqs](http://support.brother.com/faqs).

Difficulties	Suggestions
No printout	<p>Check the machine is not in Power Off mode.</p> <p>If the machine is in Power Off mode, press , and then send the print data again.</p> <p>Check that the correct printer driver has been installed and selected.</p> <p>Check to see if the machine's control panel indicates an error.</p> <p>Check that the machine is online:</p> <p>Windows:</p> <ol style="list-style-type: none"> <li>1. Hold down the  key and press the  key on the computer's keyboard to launch <b>Run</b>.</li> <li>2. Type "<b>control printers</b>" in the <b>Open:</b> field and click <b>OK</b>.</li> </ol>  <p>The <b>Devices and Printers</b> window appears.</p> <p> If the <b>Devices and Printers</b> window does not appear, click <b>View more devices &gt; More devices and printer settings</b>.</p> <ol style="list-style-type: none"> <li>3. Right-click your model's icon, and then click <b>See what's printing</b>.</li> <li>4. If printer driver options appear, select your printer driver.</li> <li>5. Click <b>Printer</b> in the menu bar and make sure <b>Use Printer Offline</b> is not selected.</li> </ol> <p>Mac:</p> <p>Click the <b>System Preferences</b> or <b>System Settings</b> menu, and then select the <b>Printers &amp; Scanners</b> option. When the machine is offline, delete it, and then add it again.</p>
The machine is not printing or has stopped printing.	<p>Cancel the print job and clear it from the machine's memory. The printout may be incomplete. Send the print data again.</p> <p><i>See Related Information: Cancel a Print Job.</i></p>
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	<p>There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this.</p>



Difficulties	Suggestions
The machine prints unexpectedly or it prints garbled text.	Cancel the print job and clear it from the machine's memory. The printout may be incomplete. Send the print data again. <i>See Related Information: Cancel a Print Job.</i>
	Check the settings in your application to make sure they are set up to work with your machine.
	Confirm that the Brother printer driver is selected in your application's Print window.
The machine prints the first couple of pages correctly, then some pages have missing text.	Check the settings in your application to make sure they are set up to work with your machine.
	Your machine is not receiving all of the data sent from the computer. Make sure you connected the interface cable correctly.
Cannot print on 1-sided or 2-sided.	(Windows) Change the 2-sided option in the printer driver. <ul style="list-style-type: none"> <li>To make a temporary change, click the <b>2-sided / Booklet</b> drop-down list, and then select the <b>None</b> or <b>2-sided (Manual)</b> option in the printer driver from your application: <i>See Related Information: Print a Document (Windows).</i></li> <li>If you want to make a permanent change, change the default printer driver settings: <i>See Related Information: Change the Default Print Settings (Windows).</i></li> </ul>
Print speed is too slow.	Reduce the resolution in the printer driver.
	When printing continuously, the printing speed may be automatically reduced to lower the temperature inside the machine.
The machine does not feed paper.	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 place it back in the paper tray.
	Fan the stack of paper well and place it back to the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Clean the paper pick-up rollers.
Print position is misaligned with the preprinted objects.	Adjust the print position using the Print Position setting for each paper tray.



## Related Information

- [Troubleshooting](#)



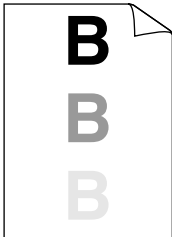
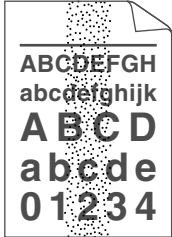
### Related Topics:


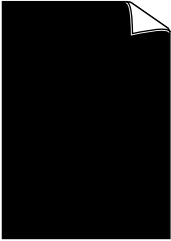
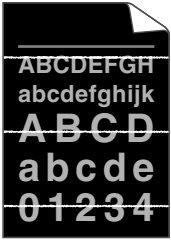

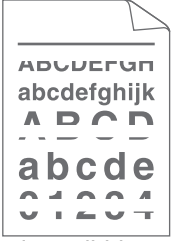

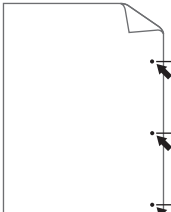
- [Cancel a Print Job](#)
- [Clean the Paper Pick-up Rollers](#)
- [Print a Document \(Windows\)](#)
- [Change the Default Print Settings \(Windows\)](#)
- [Load Paper](#)

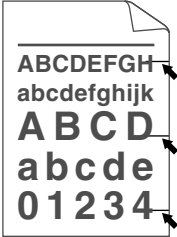
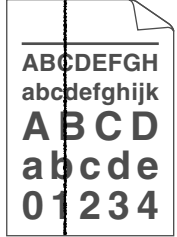

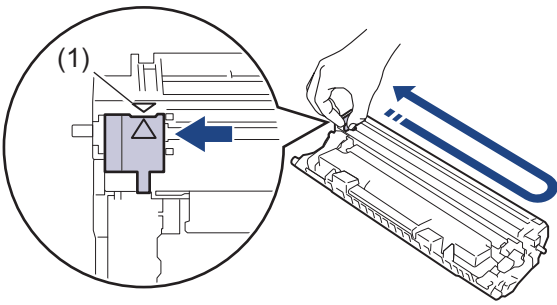
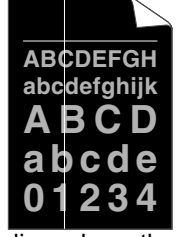

## Printing Quality Problems



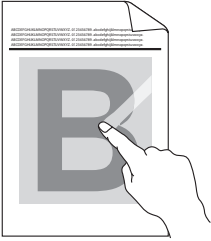
If you have a print quality problem, print a test page first. If the printout looks good, the problem is probably not the machine. Check the interface cable connections and try printing a different document. If the printout or test page printed from the machine has a quality problem, check the examples of poor print quality and follow the recommendations in the table.

1. To get the best print quality, we suggest using recommended print media. Make sure you use paper that meets our specifications.
2. Check that the toner cartridge and drum unit are installed correctly.

Examples of poor print quality	Recommendation
 <p>Faint</p>	<ul style="list-style-type: none"> <li>• If the machine displays the Replace Toner status, install a new toner cartridge.</li> <li>• Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault.</li> <li>• If the whole page is too light, Toner Save mode may be turned on. Turn Toner Save mode off in the machine's menu settings or the printer driver.</li> <li>• Clean the corona wire on the drum unit.</li> <li>• Replace the toner cartridge with a new toner cartridge.</li> <li>• Replace the drum unit with a new drum unit.</li> <li>• Shake the toner cartridge gently.</li> </ul>
 <p>Grey background</p>	<ul style="list-style-type: none"> <li>• Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading.</li> <li>• Replace the toner cartridge with a new toner cartridge.</li> <li>• Replace the drum unit with a new drum unit.</li> </ul>
 <p>Ghosting images</p>	<ul style="list-style-type: none"> <li>• Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem.</li> <li>• Select the appropriate media type in the printer driver.</li> <li>• Replace the drum unit with a new drum unit.</li> <li>• Replace the toner cartridge with a new toner cartridge.</li> <li>• The fuser unit may be contaminated. Contact Brother customer service.</li> </ul>
 <p>Toner specks</p>	<ul style="list-style-type: none"> <li>• Make sure the media type setting in the driver matches the type of paper you are using.</li> <li>• The toner cartridge may be damaged. Replace the toner cartridge with a new toner cartridge.</li> <li>• The drum unit may be damaged. Replace the drum unit with a new drum unit.</li> <li>• The fuser unit may be contaminated. Contact Brother customer service.</li> </ul>

Examples of poor print quality	Recommendation
 <p>Hollow print</p>	<ul style="list-style-type: none"> <li>• Use thinner paper.</li> <li>• Select the appropriate media type from the paper type options on your machine.</li> <li>• Check the machine's environment. Conditions such as high humidity can cause hollow print.</li> <li>• The drum unit may be damaged. Replace the drum unit with a new drum unit.</li> </ul>
 <p>All black</p>	<ul style="list-style-type: none"> <li>• Clean the corona wire inside the drum unit.</li> <li>• The drum unit may be damaged. Replace the drum unit with a new drum unit.</li> </ul>
 <p>White lines across the page</p>	<ul style="list-style-type: none"> <li>• Select the appropriate media type in the printer driver.</li> <li>• Select the appropriate media type from the paper type options on your machine.</li> <li>• The problem may disappear by itself. Print several blank pages to clear this problem, especially if the machine has not been used for a long time.</li> <li>• The drum unit may be damaged. Replace the drum unit with a new drum unit.</li> </ul>
 <p>Lines across the page</p>	<p>The drum unit may be damaged. Replace the drum unit with a new drum unit.</p>
 <p>White lines, bands or ribbing across the page</p>	<ul style="list-style-type: none"> <li>• Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem.</li> <li>• If the problem is not solved after printing a few pages, replace the drum unit with a new drum unit.</li> </ul>
 <p>White spots on black text and graphics at 94 mm intervals</p> 	<ul style="list-style-type: none"> <li>• Make 10-15 copies of a blank, white sheet of paper. If the problem is not solved after printing the blank pages, the drum unit may have foreign material, such as glue from a label, stuck on the drum.</li> <li>• The drum unit may be damaged. Replace the drum unit with a new drum unit.</li> </ul>

Examples of poor print quality	Recommendation
<p>Black spots at 94 mm intervals</p>  <p>Black toner marks across the page</p>	<ul style="list-style-type: none"> <li>If you used paper that has clips or staples, the drum unit may be damaged.</li> <li>If the unpacked drum unit is in direct sunlight (or room light for long periods of time), the unit may be damaged.</li> <li>The toner cartridge may be damaged. Replace the toner cartridge with a new toner cartridge.</li> <li>The drum unit may be damaged. Replace the drum unit with a new drum unit.</li> </ul>
 <p>Black lines down the page</p> <p>Printed pages have toner stains down the page</p>	<ul style="list-style-type: none"> <li>Clean the corona wire inside the drum unit by sliding the green tab.</li> </ul> <p> Make sure the green tab of the corona wire is in the Home position (1).</p>  <ul style="list-style-type: none"> <li>Wipe the scanner glass strip with a dry lint free soft cloth.</li> <li>The toner cartridge may be damaged. Replace the toner cartridge with a new toner cartridge.</li> <li>The drum unit may be damaged. Replace the drum unit with a new drum unit.</li> <li>The fuser unit may be contaminated. Contact Brother customer service.</li> </ul>
 <p>White lines down the page</p>	<ul style="list-style-type: none"> <li>Make sure there is no foreign material, such as a torn piece of paper, sticky notes or dust, inside the machine and around the toner cartridge and drum unit.</li> <li>The toner cartridge may be damaged. Replace the toner cartridge with a new toner cartridge.</li> <li>The drum unit may be damaged. Replace the drum unit with a new drum unit.</li> </ul>
 <p>Image skewed</p>	<ul style="list-style-type: none"> <li>Set the document correctly on the scanner glass if the skew only occurs when making copies.</li> <li>Make sure the paper or other print media is loaded correctly in the paper tray and the guides are not too tight or too loose against the paper stack.</li> <li>Set the paper guides correctly.</li> <li>The paper tray may be too full.</li> <li>Check the paper type and quality.</li> <li>Check for loose objects such as torn paper inside the machine.</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="352 416 598 443">Curled or wavy image</p>	<ul style="list-style-type: none"> <li>• Check the paper type and quality. High temperatures and high humidity will cause paper to curl.</li> <li>• If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack, and then rotate the paper 180° in the paper tray.</li> <li>• Choose <b>Reduce Paper Curl</b> mode in the printer driver when you do not use our recommended print media.</li> </ul>
 <p data-bbox="363 714 587 741">Wrinkles or creases</p>	<ul style="list-style-type: none"> <li>• Make sure paper is loaded correctly.</li> <li>• Check the paper type and quality.</li> <li>• Turn over the stack of paper in the tray or rotate the paper 180° in the paper tray.</li> </ul>
 <p data-bbox="416 999 536 1025">Poor fixing</p>	<ul style="list-style-type: none"> <li>• Make sure the media type setting in the printer driver matches the type of paper you are using.</li> <li>• Select <b>Improve Toner Fixing</b> mode in the printer driver.</li> </ul>



## Related Information

- [Troubleshooting](#)

### Related Topics:

- [Test Print](#)
- [Reduce Toner Consumption](#)
- [Replace the Toner Cartridge](#)
- [Replace the Drum Unit](#)
- [Clean the Scanner](#)

## Network Problems

- [Error Messages](#)
- [Use the Network Connection Repair Tool \(Windows\)](#)
- [Check Your Machine's Network Settings](#)
- [If You Are Having Difficulty with Your Machine's Network](#)

## Error Messages

The most common error messages are shown in the table.

Error Messages	Cause	Action
Cannot Connect / Maximum limit of connected devices has been reached.	Four 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.
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 Fail	The Brother machine and your mobile device cannot communicate during the Wi-Fi Direct network configuration.	<ul style="list-style-type: none"><li>• Move the mobile device closer to your Brother machine.</li><li>• Move your Brother machine and the mobile device to an obstruction-free area.</li><li>• If you are using the PIN Method of WPS, make sure you have entered the correct PIN.</li></ul>
No Device	When configuring the Wi-Fi Direct network, the Brother machine cannot find your mobile device.	<ul style="list-style-type: none"><li>• Make sure your machine and mobile device are in the Wi-Fi Direct mode.</li><li>• Move the mobile device closer to your Brother machine.</li><li>• Move your Brother machine and the mobile device to an obstruction-free area.</li><li>• If you are manually configuring the Wi-Fi Direct network, make sure you have entered the correct password.</li><li>• If your mobile device has a configuration page for obtaining an IP address, make sure your mobile device's IP address has been configured via DHCP.</li></ul>



### Related Information

- [Network Problems](#)


#### Related Topics:

- [Print the Network Configuration Report](#)

## 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 or the Printer Settings page.

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](#)
- [My Machine Cannot Print or Scan over the Network](#)
- [I Want to Check that My Network Devices are Working Correctly](#)



## Check Your Machine's Network Settings

- [Print the Network Configuration Report](#)

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

If you think there is a problem with your machine's network environment, check the following topics. You can correct most problems yourself.

If you need additional help, visit [support.brother.com/faqs](http://support.brother.com/faqs).

- [I Cannot Complete the Wireless Network Setup Configuration](#)
- [My Machine Cannot Print or Scan 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 <b>Wireless Setup Helper</b> (Windows). For more information and to download the utility, go to your model's <b>Downloads</b> page at <a href="http://support.brother.com/downloads">support.brother.com/downloads</a> . Select and confirm that you are using the correct security settings. <ul style="list-style-type: none"> <li>See the instructions supplied with your wireless LAN access point/router for information on how to find the security settings.</li> <li>The manufacturer's name or model number of the wireless LAN access point/router may be used as the default security settings.</li> <li>Consult with the access point/router manufacturer, your Internet provider, or network administrator.</li> </ul>	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).	<ul style="list-style-type: none"> <li>Enter the correct SSID or Network Key manually.</li> <li>Check the SSID or the Network Key in the instructions supplied with your wireless LAN access point/router and reconfigure the wireless network setup.</li> </ul>	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 device supports the manual configuration, the SSID and password will be displayed on your mobile device's screen.	Wi-Fi Direct
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 metre) 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 your mobile device.	Move other devices away from the Brother machine or your 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.	<ul style="list-style-type: none"> <li>Turn your Brother machine off and back on. Then, try to configure the Wi-Fi Direct settings again.</li> <li>If you are using your Brother machine as a client, confirm how many devices are allowed on the current Wi-Fi Direct network, and then check how many devices are connected.</li> </ul>	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.





## Related Information

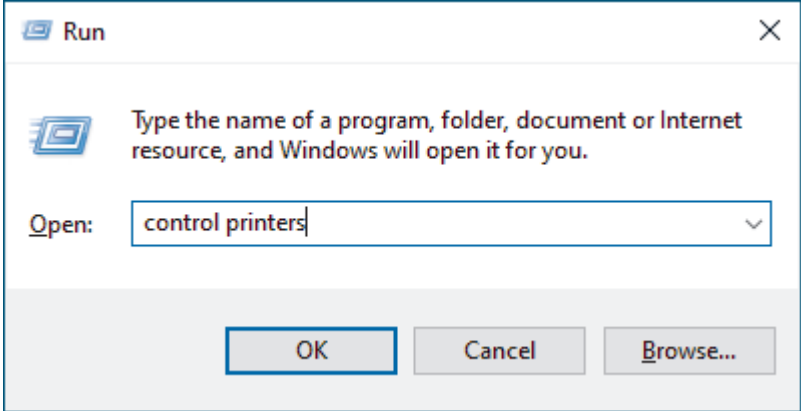

- [If You Are Having Difficulty with Your Machine's Network](#)

### Related Topics:

- [Configure Your Machine for a Wireless Network When the SSID Is Not Broadcast](#)
  - [Use Wi-Fi Direct®](#)
-

## My Machine Cannot Print or Scan over the Network

Cause	Action
Your machine disconnects from the wireless network.	DCP-11W 1. Press <b>Wi-Fi</b> . 2. Press <b>▲</b> or <b>▼</b> to select the <b>Recover WLAN</b> option, and then press <b>OK</b> . 3. When your wireless device connects successfully, the machine displays <b>Connected</b> .
Your security software blocks your machine's access to the network. (The network scanning feature does not work. )	<ul style="list-style-type: none"> <li>Windows                Configure the third-party Security/Firewall Software to allow network scanning. To add port 54925 for network scanning, type the information below:               <ul style="list-style-type: none"> <li>In <b>Name</b>: Type any description, for example Brother NetScan.</li> <li>In <b>Port number</b>: Type 54925.</li> <li>In <b>Protocol</b>: UDP is selected.</li> </ul>               See the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.             </li> <li>Mac                (Brother iPrint&amp;Scan)                In the <b>Finder</b> menu bar, click <b>Go &gt; Applications</b>, and then double-click the Brother iPrint&amp;Scan icon. The Brother iPrint&amp;Scan window appears. Click the <b>Select your Machine</b> button, and then follow the on-screen instructions to reselect your network machine.             </li> </ul>
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.
Your Brother machine was not assigned an available IP address.	<ul style="list-style-type: none"> <li>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.             </li> <li>Windows                Confirm the IP address and the Subnet Mask using the Network Connection Repair Tool.             </li> </ul>
A failed print job is still in your computer's print queue.	<ul style="list-style-type: none"> <li>If a failed print job is still in your computer's print queue, delete it.</li> <li>Otherwise, select the printer icon in the following folder and cancel all documents:                (Windows)               <ol style="list-style-type: none"> <li>Hold down the  key and press the  key on the computer's keyboard to launch <b>Run</b>.</li> <li>Type <b>"control printers"</b> in the <b>Open:</b> field and click <b>OK</b>.</li> </ol> </li> </ul>

Cause	Action
	 <p>The <b>Devices and Printers</b> window appears.</p> <hr/> <p> If the <b>Devices and Printers</b> window does not appear, click <b>View more devices &gt; More devices and printer settings</b>.</p> <hr/> <p>Mac: Click <b>System Settings &gt; Printers &amp; Scanners</b> or <b>System Preferences &gt; Printers &amp; Scanners</b>.</p>
Your machine is not connected to the wireless network.	Print the WLAN Report to check the error code on the printed report. See <i>Related Information: Print the WLAN Report</i> .

If you have checked and tried all of the above, but you are still having problems, uninstall the drivers (Windows) and the software and reinstall the latest ones.

## Related Information

- [If You Are Having Difficulty with Your Machine's Network](#)

### Related Topics:

- [Print the WLAN Report](#)
- [Wireless LAN Report Error Codes](#)
- [Use the Network Connection Repair Tool \(Windows\)](#)
- [I Want to Check that My Network Devices are Working Correctly](#)

## I Want to Check that My Network Devices are Working Correctly

Check	Action
Check that your Brother machine, access point/router, or network hub is turned on.	<b>Check the following:</b> <ul style="list-style-type: none"><li>• The power cord is connected correctly and the Brother machine is turned on.</li><li>• The access point/router or hub is turned on and its link LED is blinking.</li><li>• All protective packaging has been removed from the machine.</li><li>• The toner cartridge and drum unit assembly is installed correctly.</li><li>• The machine's cover is fully closed.</li><li>• Paper is loaded correctly in the paper tray.</li><li>• (For wired networks) A network cable is securely connected to the Brother machine and to the router or hub.</li></ul>
Check the <b>Link Status</b> on the Network Configuration Report or the Printer Settings page.	Print the Network Configuration Report and check that <b>Ethernet Link Status</b> or <b>Wireless Link Status</b> is <b>Link OK</b> .
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>. <ul style="list-style-type: none"><li>• Successful: Your Brother machine is working correctly and connected to the same network as your computer.</li><li>• Unsuccessful: Your Brother machine is not connected to the same network as your computer.</li></ul> 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.
Check that your Brother machine is connected to the wireless network.	Print the WLAN Report to check the error code on the printed report. See <i>Related Information: Print the WLAN Report</i> .

If you have checked and tried all of the above but you are still having problems, see the instructions supplied with your wireless access point/router to find the SSID (Network Name) and the Network Key (Password) information and set them correctly.



### Related Information

- [If You Are Having Difficulty with Your Machine's Network](#)

#### Related Topics:

- [Print the Network Configuration Report](#)
- [Print the WLAN Report](#)
- [Wireless LAN Report Error Codes](#)
- [Use the Network Connection Repair Tool \(Windows\)](#)
- [My Machine Cannot Print or Scan over the Network](#)

## AirPrint Problems

Difficulties	Suggestions
My machine is not displayed in the printer list.	Make sure your machine is turned on.
	Make sure your machine and your mobile device or Mac are connected to the same network.
	Move your mobile device closer to the wireless access point/router, or to your machine.
I cannot print.	Make sure your machine is turned on.
	Make sure your machine and your mobile device or Mac are connected to the same network.
I am trying to print a multi-page document from an iOS device, but ONLY the first page is printing.	Make sure you are running the latest OS version.



### Related Information


- [Troubleshooting](#)

#### Related Topics:

- [AirPrint Overview](#)



## Other Problems

Difficulties	Suggestions
The machine will not turn on.	<p>Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Unplug the power cord. Wait for ten minutes, then plug in the power cord and press  to turn the machine on.</p> <p>If the problem is not solved and you are using a power breaker, disconnect it to make sure it is not the problem. Plug the machine's power cord directly into a different known working wall electrical socket. If there is still no power, try a different power cable.</p>
The Brother software cannot be installed.	<p><b>(Windows)</b></p> <p>If the Security Software warning appears on the computer screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run.</p> <p><b>(Mac)</b></p> <p>If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.</p>

### Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure the machine is in Copy mode.
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. Clean the glass strip and scanner glass and the white bar and white plastic above them.
Copies are blank.	Make sure you are loading the document correctly.

### Scanning difficulties

Difficulties	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows)	Make sure the Brother TWAIN or WIA driver is selected as the primary source in your scanning application.
OCR does not work.	Try increasing the scanning resolution.

### Software difficulties

Difficulties	Suggestions
Cannot install software or print.	<p>(Windows)</p> <p>Run the install program again. This program will repair and reinstall the software.</p>



### Related Information

- [Troubleshooting](#)

## Update Your Machine's Firmware

To keep your machine up to date, check [support.brother.com/downloads](http://support.brother.com/downloads) periodically for the latest firmware. Without the most current firmware, some of your machine's functions may become unavailable.



### Related Information

- [Troubleshooting](#)

#### Related Topics:

- [Check Your Machine's Password](#)
-

## Reset Your Machine

1. Press **设置**.
2. Press **▲** or **▼** to display the [Initial Setup] option, and then press **OK**.
3. Press **▲** or **▼** to display the [Reset] option, and then press **OK**.
4. Press **▲** or **▼** to choose the type of reset you want to perform, and then press **OK**.
5. Press the option in the table to reset the machine or to exit the process.

Option	Description
▲	Reset the machine.
▼	The machine will exit and cancel the reset menu.

The LCD displays [Reboot OK?].

6. Press the option in the table to reboot the machine or to exit the process.

Option	Description
▲	Reboot the machine. The machine will begin the reset.
▼	The machine will exit without rebooting.



If you exit without rebooting, your machine will not reset and your settings will remain unchanged.



### Related Information

- [Troubleshooting](#)
  - [Reset Functions Overview](#)

#### Related Topics:

- [Check Your Machine's Password](#)
- [Reset the Network Settings to the Factory Settings](#)

## Reset Functions Overview

The following reset functions are available:



Unplug the interface cable before you choose Network Settings Reset function, All Settings Reset function or Factory Reset function.

### 1. Machine Reset

You can reset all the machine's settings that you have changed, such as Tray Setting.

### 2. Network Settings Reset

Reset the print server to its default factory settings (including all IP Address information except the administrator password).

### 3. All Settings Reset

You can reset all the machine's settings back to the settings that were set at the factory.

All Settings Reset takes less time than Factory Reset.

### 4. Factory Reset

Use the Settings Reset function to reset all of the machine's settings to the settings originally set at the factory.

Factory Reset takes more time than All Settings Reset.

We strongly recommend you perform this operation when you dispose of the machine.



## Related Information

- [Reset Your Machine](#)

## Routine Maintenance

- [Replace Supplies](#)
- [Clean the Machine](#)
- [Pack and Ship Your Machine](#)

## Replace Supplies

You must replace supplies when the machine indicates that the life of the supply is over.

The toner cartridge and drum unit are two separate supplies. Make sure both are installed as an assembly. The product code of supplies may vary depending on the country.

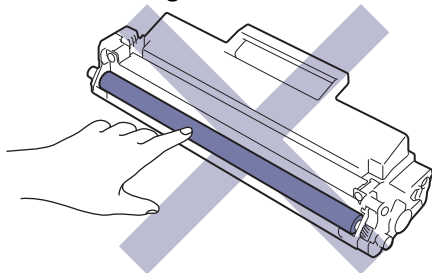
### NOTE

- Be sure to seal the used supplies tightly in a bag so that toner powder does not spill out of the cartridge.
- Discard used consumable items according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. Be sure to reseal the consumable items tightly so that the material inside does not spill.
- We recommend placing both the new and the used supplies on a piece of paper to prevent accidentally spilling or scattering the contents.
- Using paper that is not a direct equivalent for a recommended print media may reduce the life of supplies and machine parts.
- The projected life for each of the toner cartridges is based on ISO/IEC 19752. Frequency of replacement will vary depending on the print volume, percentage of coverage, types of media used, and powering on/off the machine.
- Frequency of replacing supplies except toner cartridges will vary depending on the print volume, types of media used, and powering on/off the machine.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

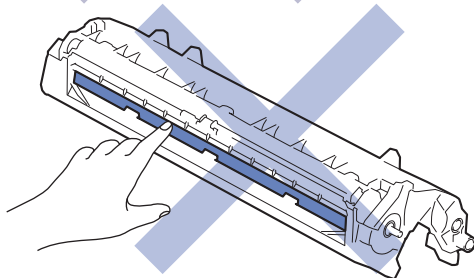
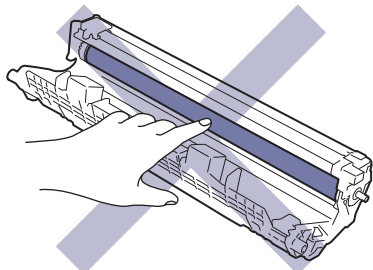
### IMPORTANT

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

#### Toner Cartridge



#### Drum Unit



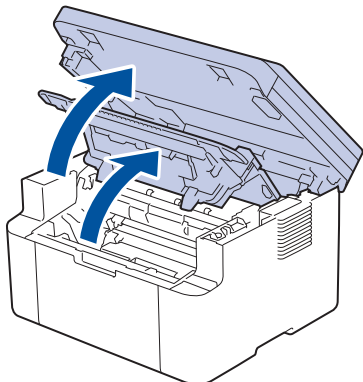


## Related Information

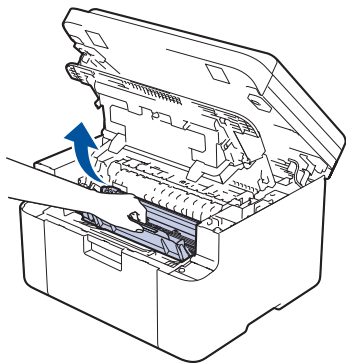
- [Routine Maintenance](#)
    - [Replace the Toner Cartridge](#)
    - [Replace the Drum Unit](#)
-

## Replace the Toner Cartridge

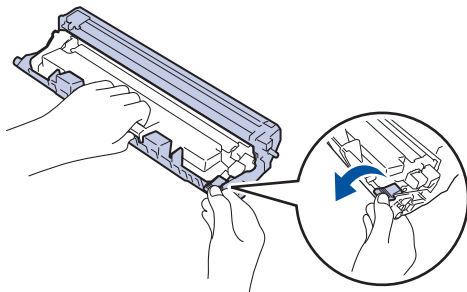
1. Make sure the machine is turned on.
2. Open the scanner cover. The pull arm on the left side of the machine will lock. Open the top cover.



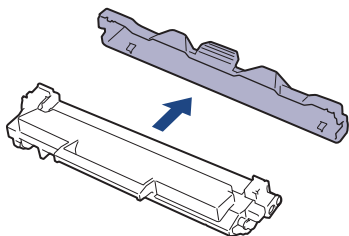
3. Remove the toner cartridge and drum unit assembly from the machine.



4. Push down the green lock lever and take the toner cartridge out of the drum unit.

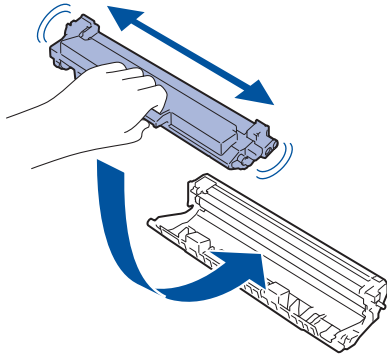


5. Unpack the new toner cartridge.
6. Remove the protective cover.



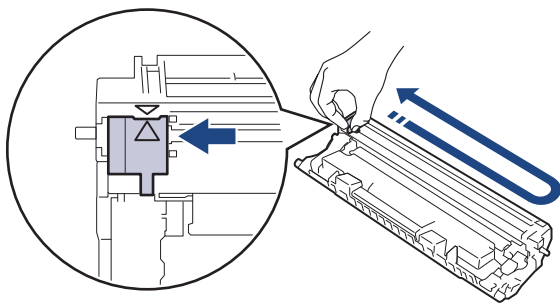


7. Hold the toner cartridge by the handle and shake it from left to right several times, as shown. Then push it firmly into the drum unit until it locks into place.



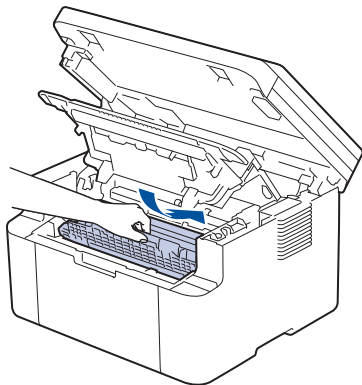
Make sure you put the toner cartridge in correctly or it may separate from the drum unit.  
If you put it in properly, the green lock lever will lift automatically.

8. Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.

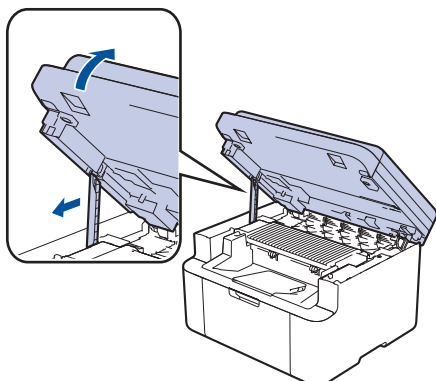


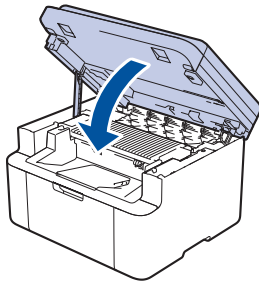
Be sure to return the tab to the Home position (▲). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

9. Reinsert the toner cartridge and drum unit assembly back into the machine.



10. Close the top cover. Lift the scanner cover slightly, pull the pull arm on the left side of the machine towards you, and then close the scanner cover using both hands.





- After replacing a toner cartridge, DO NOT turn the machine off or open the top cover until the machine's display returns to Ready Mode.
- The toner cartridge that comes with your Brother machine is an Inbox toner cartridge.
- It is a good idea to keep a new toner cartridge ready for use when you see the Toner Low warning.
- DO NOT unpack the new toner cartridge until you are ready to install it.
- If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- 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.



### Related Information

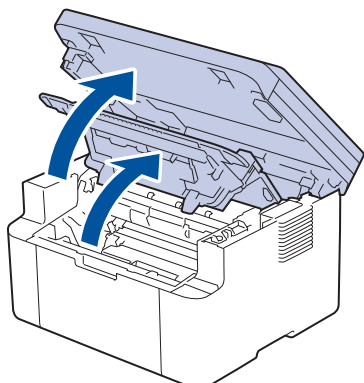
- [Replace Supplies](#)

#### Related Topics:

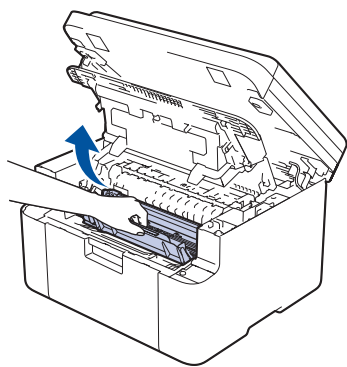
- [Error and Maintenance Messages](#)
  - [Printing Quality Problems](#)
-

## Replace the Drum Unit

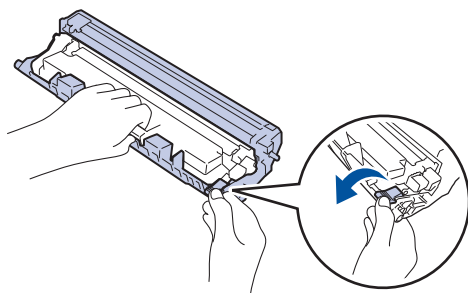
1. Make sure the machine is turned on.
2. Open the scanner cover. The pull arm on the left side of the machine will lock. Open the top cover.



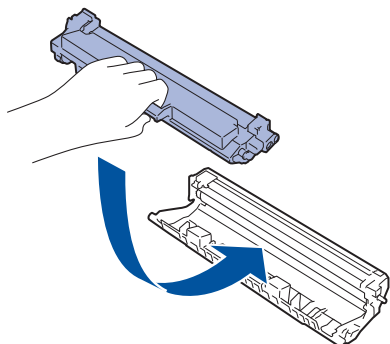
3. Remove the toner cartridge and drum unit assembly from the machine.



4. Push down the green lock lever and take the toner cartridge out of the drum unit.

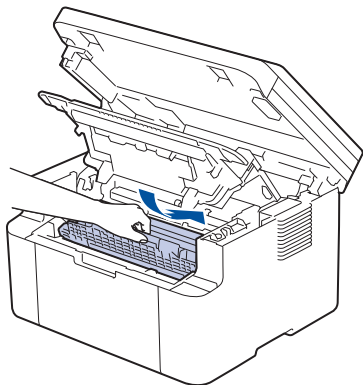


5. Unpack the new drum unit.
6. Push the toner cartridge firmly into the new drum unit until it locks into place.

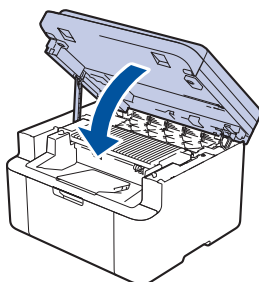
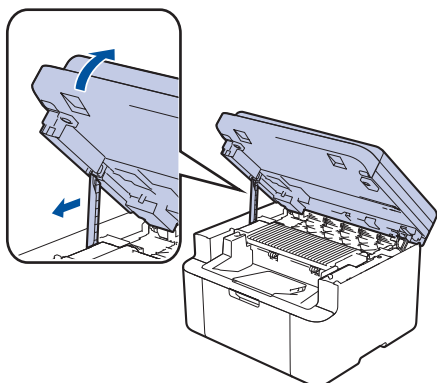


Make sure you put the toner cartridge in correctly or it may separate from the drum unit. If you put it in properly, the green lock lever will lift automatically.

7. Reinsert the toner cartridge and drum unit assembly back into the machine.



8. Close the top cover. Lift the scanner cover slightly, pull the pull arm on the left side of the machine towards you, and then close the scanner cover using both hands.



After installing the new drum unit, you must reset the drum counter. For details on how to reset the drum unit, see the [FAQ guide](#).

## NOTE

- Drum wear and tear occurs due to use and rotation of the drum and interaction with paper, toner, and other materials in the paper path. In designing this product, Brother decided to use the number of rotations of the drum as a reasonable determinant of the drum life. When a drum reaches the factory-established rotation limit corresponding to the rated page yield, the product's LCD will advise you to replace the drum. The product will continue to function; however, print quality may not be optimal.
- If an unpacked drum unit is placed in direct sunlight (or room light for long periods of time), the unit may be damaged.
- There are many factors that determine the actual drum life, such as the temperature, humidity, type of paper, type of toner used and so on. Under ideal conditions, the average drum life is estimated at approximately 10,000 pages based on one page per job (A4/Letter single-sided pages). The number of pages may be affected by a variety of factors including, but not limited to, media type and media size.  
Because we have no control over the many factors that determine the actual drum life, we cannot guarantee a minimum number of pages that will be printed by your drum.
- The machine should be used only in a clean, dust-free environment with adequate ventilation.

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.

---



## Related Information

---

- [Replace Supplies](#)

### Related Topics:

- [Error and Maintenance Messages](#)
  - [Printing Quality Problems](#)
-

## Clean the Machine

Clean the outside and inside of the machine regularly with a dry, lint-free cloth.

When you replace the toner cartridge or the drum unit, make sure you clean the inside of the machine. If printed pages are stained with toner, clean the inside of the machine with a dry, lint-free cloth.

### WARNING

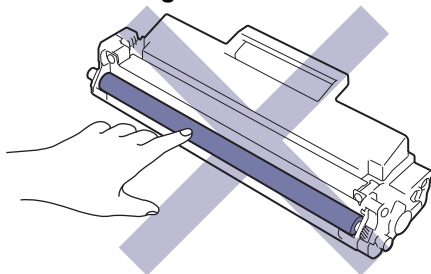
DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.



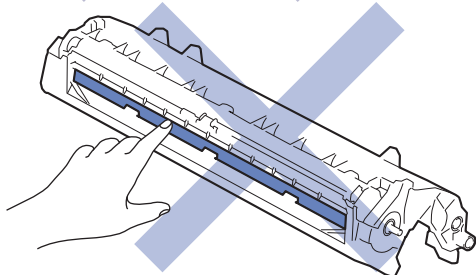
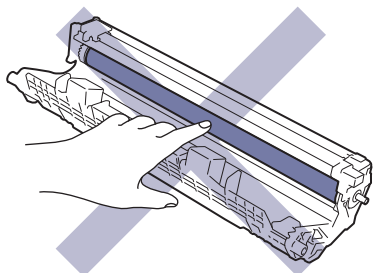
### IMPORTANT

- DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

#### Toner cartridge



#### Drum unit






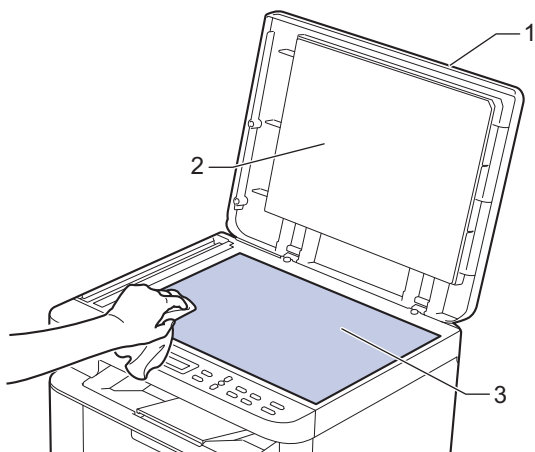
## Related Information


- Routine Maintenance
    - Clean the Scanner
    - Clean the Corona Wire
    - Clean the Paper Pick-up Rollers
-

## Clean the Scanner

Before starting the cleaning procedure, see *Related Information: Clean the Machine*.

1. Press and hold  to turn the machine off.
2. Lift the document cover (1). Clean the white plastic surface (2) and scanner glass (3) underneath it with a soft lint-free cloth moistened with water.



3. Close the document cover.
4. Press  to turn the machine on.

### Related Information

- [Clean the Machine](#)

#### Related Topics:

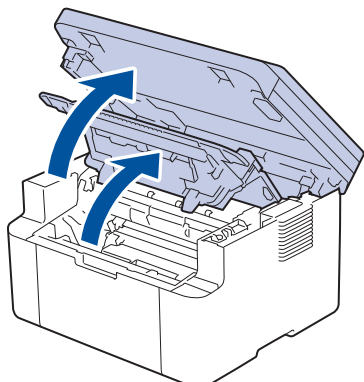
- [Printing Quality Problems](#)



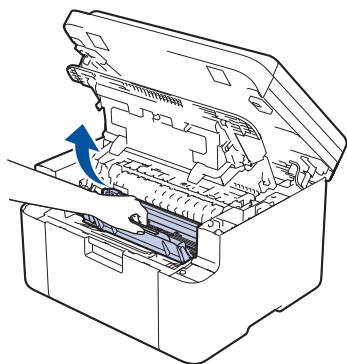
## Clean the Corona Wire

If you have print quality problems or the control panel displays [Drum !] status, clean the corona wire.

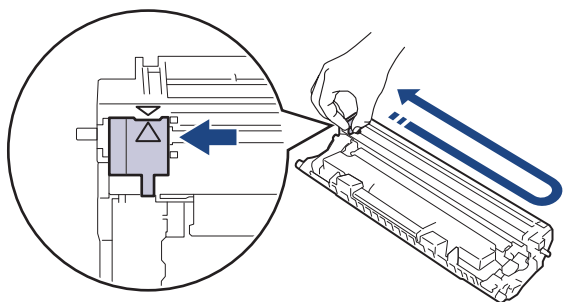
1. Open the scanner cover. The pull arm on the left side of the machine will lock. Open the top cover.



2. Remove the toner cartridge and drum unit assembly from the machine.

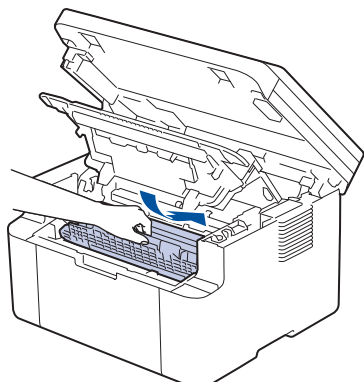


3. Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.

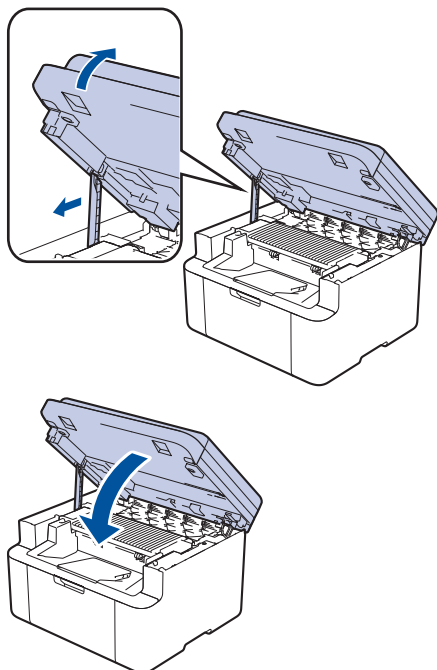


Be sure to return the tab to the Home position (▲). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

4. Reinsert the toner cartridge and drum unit assembly back into the machine.



- 
5. Close the top cover. Lift the scanner cover slightly, pull the pull arm on the left side of the machine towards you, and then close the scanner cover using both hands.



### Related Information

- [Clean the Machine](#)

#### Related Topics:


- [Error and Maintenance Messages](#)
-

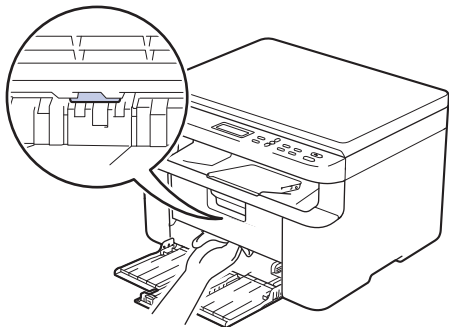
## Clean the Paper Pick-up Rollers


Cleaning the paper pick-up rollers periodically may prevent paper jams by ensuring that paper feeds correctly.

Before starting the cleaning procedure, see *Related Information: Clean the Machine*.

If you have paper feed problems, clean the pick-up rollers as follows:

1. Press and hold  to turn the machine off.
2. If paper is loaded or something is stuck inside in the paper tray, remove it.
3. Wipe the pick-up roller inside the machine to remove dust.



4. Reload the paper in the paper tray.
5. Press  to turn the machine on.



### Related Information

- [Clean the Machine](#)

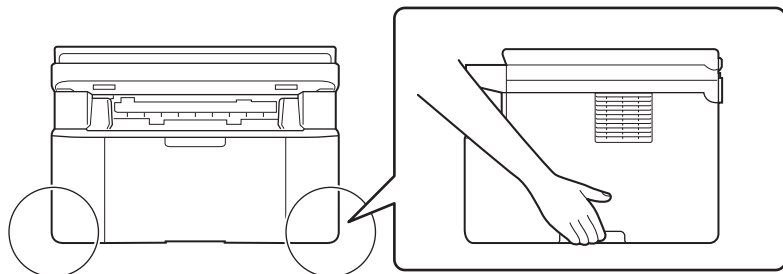
#### Related Topics:

- [Printing Problems](#)


## Pack and Ship Your Machine

### **WARNING**

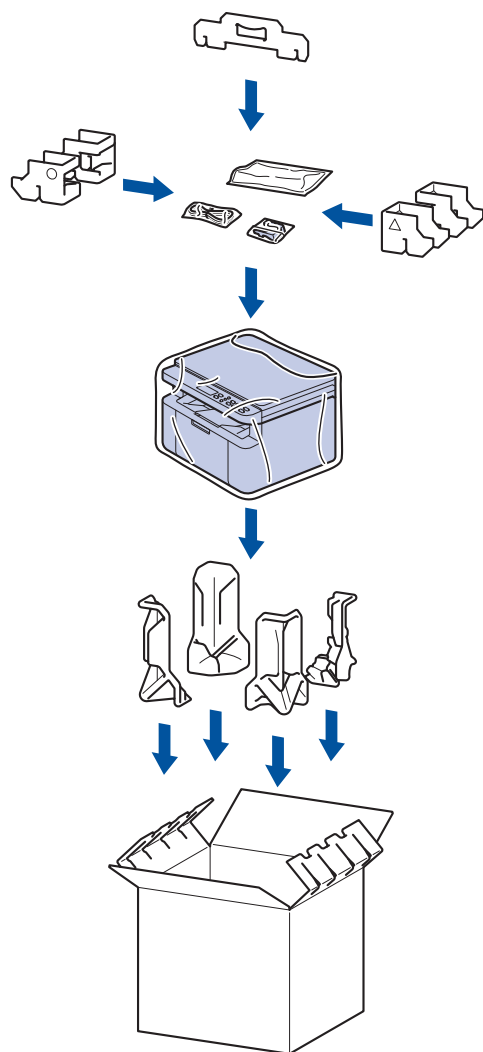
When you move the machine, carry the machine as shown in the illustration.



If for any reason you must ship your machine, carefully repack the machine in the original packaging to avoid any damage during transit. The machine should be adequately insured with the carrier.

1. Press and hold  to turn the machine off. Leave the machine off for at least 10 minutes to cool down.
2. Disconnect all the cables, and then unplug the power cord from the electrical socket.
3. Put the machine into the bag it originally came in.

4. Pack the machine, the printed materials, and the AC power cord (if applicable) in the original carton with the original packing material as shown.



5. Close the carton and tape it shut.



## Related Information

- [Routine Maintenance](#)

## Machine Settings

Customise settings and features to make your machine a more efficient work tool.

- [Check Your Machine's Password](#)
- [Change Machine Settings from the Control Panel](#)
- [Change Machine Settings Using Web Based Management](#)

## Check Your Machine's Password

If prompted to enter a password, check the following information:

- >> [Find the Default Password](#)
- >> [Change the Password](#)
- >> [Reset the Password](#)

### Find the Default Password

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

### Change the Password

We recommend immediately changing the default password to protect your machine from unauthorised access.

Use Web Based Management to change the password.  
For more information, see *Related Information*.

### Reset the Password

If you forget your password, reset your machine to its factory default settings. The password will also be reset to the default password.

For more information, see *Related Information*.

### Related Information

- [Machine Settings](#)

#### Related Topics:

- [Update Your Machine's Firmware](#)
- [Reset Your Machine](#)
- [Change the Login Password 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 in the event of a power failure will not be lost. Temporary settings (for example, Contrast) are lost.



### Related Information

- [Change Machine Settings from the Control Panel](#)
-

## General Settings

- [About Deep Sleep Mode](#)
- [Set Auto Power Off Mode](#)
- [Reduce Toner Consumption](#)
- [Set the Continue Mode](#)
- [Change the Language on the LCD](#)

## About Deep Sleep Mode

If the machine is in Sleep Mode and does not receive any jobs for a certain length of time, the machine will automatically enter Deep Sleep Mode. The length of time is based on your specific model and settings.

Deep Sleep Mode uses less power than Sleep Mode.



The Deep Sleep Mode setting cannot be disabled due to environmental considerations.

Applicable Models	Machine's Control Panel in Deep Sleep Mode	Conditions That Will Wake the Machine
DCP-11W	The LCD displays <code>Deep Sleep</code> .	<ul style="list-style-type: none"><li>• The machine receives a job.</li><li>• Someone presses a button on the control panel.</li></ul>




### Related Information

- [General Settings](#)

## Set Auto Power Off Mode

If the machine does not receive any jobs for a certain length of time, based on your model and settings, the machine will automatically enter Power Off mode. The machine will not go into Power Off mode if it is connected to a network, a USB cable, NFC, Wi-Fi Direct, or a telephone line, or if there is any secure print data stored in its memory. The available features and interfaces vary depending on the model.

To start printing, press  on the control panel and then send a print job.

1. Press 设置.
2. Press ▲ or ▼ to display the [General Setup] option, and then press **OK**.
3. Press ▲ or ▼ to display the [Ecology] option, and then press **OK**.
4. Press ▲ or ▼ to display the [Auto Power Off] option, and then press **OK**.
5. Press ▲ or ▼ to display the [8 hours], [4 hours], [2 hours], [1 hour], [20 Mins], or [Off] option, and then press **OK**.
6. Press 停止/退出.



### Related Information

- [General Settings](#)

## Reduce Toner Consumption

Using the Toner Save feature may reduce toner consumption. When Toner Save is set to on, the print on your documents appears lighter.

We DO NOT recommend using the Toner Save feature for printing photo or greyscale images.

1. Press **设置**.
2. Press **▲** or **▼** to display the [General Setup] option, and then press **OK**.
3. Press **▲** or **▼** to display the [Ecology] option, and then press **OK**.
4. Press **▲** or **▼** to display the [Toner Save] option, and then press **OK**.
5. Press **▲** or **▼** to display the [On] or [Off] option, and then press **OK**.
6. Press **停止/退出**.



### Related Information

- [General Settings](#)

#### Related Topics:

- [Printing Quality Problems](#)

## Set the Continue Mode

The Continue Mode forces the machine to continue printing after the control panel indicates ""Replace Toner" status" and the printing will continue until the control panel indicates ""Toner Ended" status".

This mode is disabled by default. To enable it, change the setting to "Continue".



- When the control panel indicates an error, you cannot change the mode.
- If you continue printing in the Continue Mode, we cannot guarantee the print quality. To exit Continue Mode, change the setting to "Stop".
- While using Continue Mode the print may appear faint.
- After you have replaced the toner cartridge with a new one, Continue Mode will be automatically disabled.
- Some machines may not print even if they are in Continue Mode and the "Replace Toner" status is indicated on the control panel. In this case you must replace the toner.

1. Press 设置.
2. Press ▲ or ▼ to display the [General Setup] option, and then press **OK**.
3. Press ▲ or ▼ to display the [Replace Toner] option, and then press **OK**.
4. Press ▲ or ▼ to display the [Continue] or [Stop] option, and then press **OK**.
5. Press 停止/退出.



### Related Information

- [General Settings](#)

## Change the Language on the LCD

Change the LCD language if needed.

This feature is not available in some countries.

1. Press **设置**.
2. Press **▲** or **▼** to display the [Initial Setup] option, and then press **OK**.
3. Press **▲** or **▼** to display the [Local Language] option, and then press **OK**.
4. Press **▲** or **▼** to display your language, and then press **OK**.
5. Press **停止/退出**.



### 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.

### Printer Settings

The Printer Settings report prints a list of your current printer settings.

### Network Configuration (Models with network functionality)

The Network Configuration report prints a list of your current network settings.

### WLAN Report (Models with wireless network functionality)

The WLAN Report prints the wireless LAN connectivity diagnosis.



### Related Information

- [Print Reports](#)

## Print a Report

1. Press 设置.
2. Press ▲ or ▼ to display the [Print Reports] option, and then press **OK**.
3. Press ▲ or ▼ to display the report you want to print, and then press **OK**.
4. Press 启动.
5. Press 停止/退出.



### Related Information

- [Print Reports](#)
-

## Settings and Features Tables

The Settings tables will help you understand the menu selections and options that are found in the machine's programs.

- [Settings Tables \(2 Line LCD DCP models\)](#)

## Settings Tables (2 Line LCD DCP models)

```

>> [General Setup]
>> [Copy]
>> [Printer]
>> [Network]
>> [Print Reports]
>> [Machine Info.]
>> [Initial Setup]
    
```

### [General Setup]

#### [General Setup]

Level 3	Level 4	Level 5	Descriptions
Tray Setting	Paper Type	-	Set the type of paper in the paper tray.
	Auto Switching	-	Enable if you want the machine to automatically select the paper size from the two sizes set in the Paper Size setting.
	Paper Size	-	Set the paper size in the paper tray. When the Auto Switching setting is turned on, the machine automatically selects from the two sizes already set in the Paper Size setting.
	Print Position	X Offset	Move the print start position (at the upper left corner of pages) horizontally from -500 (left) to +500 (right) dots in 300 dpi.
		Y Offset	Move the print start position (at the upper left corner of pages) vertically from -500 (up) to +500 (down) dots in 300 dpi.
Ecology	Eco Mode	-	Turn the following machine settings on: Toner Save: On <sup>1</sup>
	Toner Save	-	Increase the page yield of the toner cartridge.
	Auto Power Off	-	Set the number of minutes or hours before the machine enters Power Off mode.
LCD Contrast	-	-	Adjust the LCD contrast.
Replace Toner	-	-	Set the machine to continue printing after the LCD displays Replace Toner.

<sup>1</sup> Changing this setting is possible only after you change certain machine settings in Web Based Management.

### [Copy]

#### [Copy]

Level 3	Level 4	Descriptions
Density	-	Adjust the density.
Quality	-	Choose the Copy resolution for your type of document.
Contrast	-	Adjust the contrast for copies.
ID Copy	Density	Adjust the density.
	Quality	Choose the Copy resolution for your type of document.
	Contrast	Adjust the contrast for copies.
	2in1/1in1	Make 2 in 1 ID copies.

## [Printer]

### [Printer]

Level 3	Descriptions
Resolution	Select a print resolution.
Density	Increase or decrease the print density.
Test Print	Print a test page.
Auto Continue	Select this setting if you want the machine to clear paper size errors or media type errors, and to use the paper in the tray.
Print Position	Access the Print Position setting menus.
Reset Printer	Restore the machine settings to the factory settings.

## [Network]

### [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. (Up to 32 characters)
		WINS Config	-	Select the WINS configuration mode.
		WINS Server	Primary	Specify the IP address of the primary WINS server.
			Secondary	Specify the IP address of the secondary WINS server.
		DNS Server	Primary	Specify the IP address of the primary DNS server.
			Secondary	Specify the IP address of the 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.
WLAN (Wi-Fi)	MAC Address	-	-	View the machine's MAC address.
	Set to Default	-	-	Restore the wired network settings to the factory settings.
	Wired Enable	-	-	Turn the Wired LAN interface on or off manually.
	Find Network	-	-	Configure your wireless network settings manually.

Level 3	Level 4	Level 5	Level 6	Descriptions
WLAN (Wi-Fi)	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. (Up to 32 characters)
		WINS Config	-	Select the WINS configuration mode.
		WINS Server	Primary	Specify the IP address of the primary WINS server.
			Secondary	Specify the IP address of the secondary WINS server.
		DNS Server	Primary	Specify the IP address of the primary DNS server.
			Secondary	Specify the IP address of the 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.
	WPS/PushButton	-	-	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.
		Channel	-	View the current wireless network channel.
		Speed	-	View the current wireless network speed.
		SSID	-	View the current SSID.
		Comm. Mode	-	View the current Communication mode.
	MAC Address	-	-	View the machine's MAC address.
	Set to Default	-	-	Restore the wireless network settings to the factory settings.
	WLAN Enable	-	-	Turn the WLAN on or off manually.
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 Info.	Device Name	-	View your machine's device name.
		SSID	-	View the Group Owner's SSID.

Level 3	Level 4	Level 5	Level 6	Descriptions
Wi-Fi Direct	Device Info.			When the machine is not connected, the LCD displays Not Connected.
		IP Address	-	View your machine's current IP Address.
	Status Info.	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.
		Channel	-	View the current Wi-Fi Direct network channel.
		Speed	-	View the current Wi-Fi Direct network speed.
	I/F Enable	-	-	Turn the Wi-Fi Direct connection on or off.
Web Based Mgmt	-	-	-	Enable or disable Web Based Management. If you enable this function, make sure you specify the connection method to use Web Based Management.
Global Detect	Allow Detect	-	-	Enable or disable Global Detect, a function that detects and notifies the user when the user unintentionally connects to a global network.
	Reject Access	-	-	Disable connections to the global network.
Network Reset	-	-	-	Restore all network settings back to the factory settings.

#### [Print Reports]

#### [Print Reports]

Level 3	Descriptions
User Settings	Print a list of your User settings.
Print Settings	Print a list of your Printer settings.
Network Config	Print a list of your Network settings.
WLAN Report	Print the wireless LAN connection results.

#### [Machine Info.]

#### [Machine Info.]

Level 3	Level 4	Descriptions
Serial No.	-	Check your machine's serial number.
Version	Main Version	Check your machine's firmware version.
	Security Ver.	
Parts Life	Toner	View the approximate remaining toner life.
	Drum	You can check the percentage of Drum life that remains available.

#### [Initial Setup]

#### [Initial Setup]

Level 3	Level 4	Descriptions
Reset	Machine Reset	Restore all the machine settings that you have changed.

Level 3	Level 4	Descriptions
Reset	Network Reset	Restore all network settings back to the factory settings.
	All Settings	Restore all the machine's settings back to the factory settings.
	Factory Reset	Restore all the machine's settings to the factory defaults. Perform this operation when you dispose of your machine.
Local Language	-	Change your LCD language.



## 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](#)
- [Change the Login Password Using 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 screenshot displays the Brother Web Based Management interface. On the left is a dark blue sidebar with a back arrow at the top. The sidebar contains a 'Logout' button, a 'Home' link, and a 'Status' link which is currently selected and highlighted in a lighter blue. Below these are several menu items: 'Auto Refresh Interval', 'General', 'Copy', 'Print', 'Scan', 'Administrator', 'Online Functions', and 'Network'. The main content area on the right is titled 'Status' and features the Brother logo in the top right corner. It contains several sections: 'Device Status' with a green bar indicating 'Sleep'; 'Automatic Refresh' with radio buttons for 'Off' (selected) and 'On'; 'Toner Level' with a vertical bar chart and the label 'BK'; 'Web Language' with a dropdown menu set to 'Auto'; and 'Device Location' with fields for 'Contact' and 'Location'.

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.
- 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 information, see *Related Information*.
- If you set a new password during initial setup, use the new password that you specified for your machine.
- If you have not set a new password, use the default password to manage this machine's settings. The default password is located on the back of the machine and marked "**Pwd**". You can also find the default password in the Network Configuration Report.

We recommend immediately changing the default password to protect your machine from unauthorised access.

>> [Access Web Based Management from your Web Browser](#)

>> [Access Web Based Management from Brother iPrint&Scan \(Windows/Mac\)](#)

>> [Access Web Based Management from Brother Utilities \(Windows\)](#)

### Access Web Based Management 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 or on the Printer Settings page.

3. If required, type the password in the **Login** field, and then click **Login**.
4. If you want to pin the navigation bar to the left side of the screen, click ☰ and then click 📌.

You can now change the machine's settings.



If the machine is idle for a specified amount of time, the user is automatically logged out. Change the logout settings in the **Web Based Management Logout Time** menu.

### Access Web Based Management from Brother iPrint&Scan (Windows/Mac)

1. Start Brother iPrint&Scan.




- Windows

Launch  (**Brother iPrint&Scan**).

- Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.




2. If your Brother machine is not selected, click the **Select your Machine** button, and then select your model name from the list. Click **OK**.
3. Click  (**Supplies/Machine Settings**).
4. Click **All Settings**.  
The Web Based Management page appears.
5. If required, type the password in the **Login** field, and then click **Login**.
6. If you want to pin the navigation bar to the left side of the screen, click  and then click .

You can now change the machine's settings.



You can also access Web Based Management from Brother Mobile Connect for mobile devices.

## Access Web Based Management from Brother Utilities (Windows)

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 **Machine Settings**.  
The Web Based Management page appears.
3. If required, type the password in the **Login** field, and then click **Login**.
4. If you want to pin the navigation bar to the left side of the screen, click  and then click .

You can now change the machine's 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**.



### Related Information

- [Change Machine Settings Using Web Based Management](#)

#### Related Topics:

- [Print the Network Configuration Report](#)
- [Security](#)

## Change the Login Password Using Web Based Management

The default password to manage this machine's settings is located on the back of the machine and marked "Pwd". Change the default password by following the on-screen instructions when you first log in. We recommend immediately changing the default password to protect your machine from unauthorised access.

1. Start Web Based Management. See [Access Web Based Management](#).



You can access Web Based Management from the following

- Brother iPrint&Scan (Windows)
- Brother iPrint&Scan (Mac)
- Your Web Browser
- Brother Utilities (Windows)

2. 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**.
3. In the left navigation bar, click **Administrator** > **Login Password**.



- The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".
- If the left navigation bar is not visible, start navigating from ☰.

4. To change the password, type your current password in the **Enter Old Password** field.
5. Following the on-screen **Login Password** guidelines, type your new password in the **Enter New Password** field.
6. Retype the new password in the **Confirm New Password** field.
7. 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:

- [Check Your Machine's Password](#)

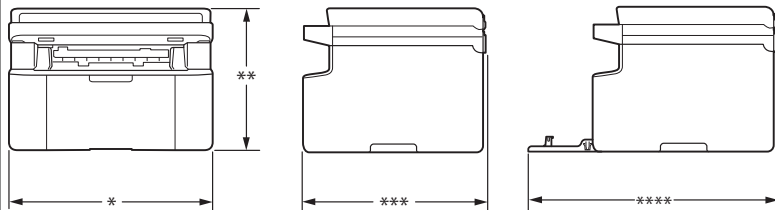
## Appendix

- [Specifications](#)
- [Supplies](#)
- [Notice](#)
- [Brother Help and Customer Support](#)

## Specifications

- >> General Specifications
- >> Document Size Specification
- >> Print Media Specifications
- >> Copy Specification
- >> Scanner Specifications
- >> Printer Specifications
- >> Interface Specifications
- >> Supported Protocols and Security Features
- >> Computer Requirements Specifications

### General Specifications

Printer Type		Laser	
Print Method		Electrophotographic Laser Printer	
Memory Capacity	Standard	128 MB	
Liquid Crystal Display (LCD)		10 characters (2 byte) x 2 lines	
Power Source		220 V to 240 V AC 50/60 Hz	
Power Consumption (Average)	Peak	Approximately 1,080 W	
	Printing <sup>1</sup>	Approximately 380 W at 25°C	
	Copying <sup>1</sup>	Approximately 380 W at 25°C	
	Ready <sup>1</sup>	Approximately 40 W at 25°C	
	Sleep <sup>1</sup>	Approximately 2.7 W	
	Deep Sleep <sup>1</sup>	Approximately 1.2 W	
	Power Off <sup>2 3</sup>	Approximately 0.28 W	
Dimensions (Typical outline view)		Unit: mm * : 385 ** : 255 *** : 340 **** : 464	
			
Weight (with supplies)		7.4 kg	
Noise Level	Sound Pressure <sup>4</sup>	Printing	LpAm = 52 dB (A)
		Ready	Default: LpAm = 18 dB (A) When the fan is running: LpAm = Up to 30 dB (A)
	Sound Power	Printing <sup>4</sup>	LWAc = 6.66 B (A)
		Ready	Default: LWAc = 4.69 B (A) When the fan is running: LWAc = Up to 5.20 B (A)
Temperature	Operating	From 10°C to 32.5°C <sup>5</sup>	
	Storage	From 0°C to 40°C	
Humidity	Operating	20% to 80% (without condensation)	
	Storage	20% to 80% (without condensation)	

- 1 Measured when the machine is connected using the same network connection as the ENERGY STAR Ver. 3.1 test method.
- 2 Measured according to IEC 62301 Edition 2.0.
- 3 Power consumption varies slightly depending on the usage environment.
- 4 Measured in accordance with the method described in ISO 7779.
- 5 To ensure the high print quality, the maximum ambient temperature we recommend is 32.5 °C. The maximum ambient temperature to safely use this machine is 35 °C.

## Document Size Specification

<b>Document Size</b>	<b>Scanner Glass Width</b>	Maximum 215.9 mm
	<b>Scanner Glass Length</b>	Maximum 300 mm

## Print Media Specifications

<b>Paper Input</b>	<b>Paper Tray (Standard)</b>	<b>Paper Type</b>	Plain Paper, Recycled Paper
		<b>Paper Size</b>	A4, Letter, Legal, Folio, A5, A5 (Long Edge), B5 (JIS), B5 (ISO), Executive, 16K (195x270 mm)
		<b>Paper Weight</b>	65 to 105 g/m <sup>2</sup>
		<b>Maximum Paper Capacity</b>	Up to 150 Sheets of 80 g/m <sup>2</sup> Plain Paper
<b>Paper Output</b>	<b>Face Down Output Tray</b>		Up to 50 sheets of 80 g/m <sup>2</sup> Plain Paper (face-down delivery to the face-down output paper tray) <sup>1</sup>

- <sup>1</sup> Calculated with 80 g/m<sup>2</sup> in a temperate, non humid environment. Actual output tray capacity may vary depending on environmental conditions.

## Copy Specification

<b>Copy Width</b>	Maximum 210 mm
<b>Sort Copy</b>	Yes
<b>Stack Copy</b>	Up to 99 pages
<b>Resolution</b>	Maximum 600 x 600 dpi
<b>First Copy Out Time</b> <sup>1</sup>	Less than 16 seconds at 23°C

- <sup>1</sup> From Ready Mode and standard tray.

## Scanner Specifications

<b>Colour / Black</b>	Yes / Yes
<b>TWAIN Compliant</b>	Yes (Windows 10 / Windows 11)
<b>WIA Compliant</b>	Yes (Windows 10 / Windows 11)
<b>AirPrint Compliant</b>	Yes (macOS v13, v14, v15)
<b>Colour Depth</b>	<ul style="list-style-type: none"> <li>30 bit colour Processing (Input)</li> <li>24 bit colour Processing (Output)</li> </ul>
<b>Grey Scale</b>	<ul style="list-style-type: none"> <li>10 bit colour Processing (Input)</li> <li>8 bit colour Processing (Output)</li> </ul>
<b>Resolution</b> <sup>1</sup>	<ul style="list-style-type: none"> <li>Up to 19200 x 19200 dpi (interpolated)</li> <li>Up to 600 x 1200 dpi (from Scanner Glass)</li> </ul>
<b>Scanning Width</b>	Maximum 210 mm



- <sup>1</sup> Maximum 600 × 1200 dpi scanning with the WIA driver in Windows 10 and Windows 11 (resolution up to 19200 × 19200 dpi can be selected by using the scanner utility)

## Printer Specifications

<b>Resolution</b>		Physical resolution : 600 x 600 dpi Best print resolution : 2400 x 600 dpi <sup>1</sup>
<b>Print Speed</b> <sup>2 3</sup>	<b>1-sided Print</b> <sup>4</sup>	Up to 20 pages/minute (A4 size) Up to 21 pages/minute (Letter size)
<b>First Print Time</b> <sup>5</sup>		Less than 10.0 seconds at 23°C

- <sup>1</sup> Data is based on Brother lab test results and may vary from actual print quality due to usage environment and settings. Best print resolution is 2400 x 600 dpi (measured with print quality set to best mode).
- <sup>2</sup> The print speed may change depending on the type of document you print.
- <sup>3</sup> The print speed may be slower when the machine is connected by wireless LAN.
- <sup>4</sup> These print speeds are for 1-sided printing and measured in accordance with ISO/IEC 24734.
- <sup>5</sup> From Ready mode and standard tray.

## Interface Specifications

<b>USB</b>	Type: USB Type-B receptacle Version: USB 2.0 High-Speed <sup>1 2</sup> Use a USB 2.0 interface cable that is no more than 2 metres long.
<b>LAN</b>	10Base-T/100Base-TX <sup>3</sup>
<b>Wireless LAN</b>	IEEE 802.11a/b/g/n (Infrastructure Mode) IEEE 802.11a/g/n (Wi-Fi Direct <sup>®</sup> )

- <sup>1</sup> 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.
- <sup>2</sup> Third party USB hub devices are not supported.
- <sup>3</sup> Use a straight-through Category 5 (or greater) twisted-pair cable.

## Supported Protocols and Security Features

Supported protocols and security features may differ depending on the models.

### Ethernet

10Base-T/100Base-TX

### Wireless LAN (2.4GHz)

IEEE 802.11b/g/n (Infrastructure Mode), IEEE 802.11g/n (Wi-Fi Direct)

### Wireless LAN (5GHz)

IEEE 802.11a/n (Infrastructure Mode), IEEE 802.11a/n (Wi-Fi Direct)

### Protocols (IPv4)

ARP, RARP, BOOTP, DHCP, APIPA(Auto IP), WINS/NetBIOS name resolution, DNS Resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, SMTP Client, IPP/IPPS, FTP Client and Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMP, Web Services (Print/Scan), SNTTP Client, Syslog

### Protocols (IPv6)

NDP, RA, DNS resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, SMTP Client, FTP Client and Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMPv6, Web Services (Print/Scan), SNTTP Client, Syslog

### Network Security (Wired)

SMTP-AUTH, SSL/TLS (SMTP, HTTP, IPP, FTP), SNMP v3

## Network Security (Wireless)

SMTP-AUTH, SSL/TLS (SMTP, HTTP, IPP, FTP), SNMP v3

## Wireless Network Security

WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (TKIP/AES), WPA3-SAE (AES) (Wi-Fi Direct supports WPA2-PSK (AES) only)

## Wireless Certification

Wi-Fi CERTIFIED™, WPA3-Personal, Wi-Fi Protected Setup™ (WPS), Wi-Fi Direct

## Computer Requirements Specifications

### Supported Operating Systems And Software Functions

Computer Platform & Operating System Version	Computer Interface			Processor	Hard Disk Space to Install <sup>1</sup>	
	USB <sup>2</sup>	Wired LAN	Wireless LAN		For Drivers	For Applications (including Drivers)
Windows 10 Home / 10 Pro / 10 Education / 10 Enterprise <sup>3 4</sup>	Printing Scanning			32 bit (x86) or 64 bit (x64) processor	80 MB	2.0 GB
Windows 11 Home / 11 Pro / 11 Education / 11 Enterprise <sup>3 4</sup>				64 bit (x64) processor		
Windows Server 2016	Printing Scanning	Printing		64 bit (x64) processor	80 MB	80 MB
Windows Server 2019						
Windows Server 2022						
macOS v13 <sup>5</sup>	Printing Scanning			64 bit processor	N/A	500 MB
macOS v14 <sup>5</sup>						
macOS v15 <sup>5</sup>						
Linux (Supported Package management System: dpkg, rpm) <sup>6</sup>	Printing Scanning			32 bit (x86) or 64 bit (x64) processor	20 MB	20 MB
KYLIN Linux Desktop	Printing Scanning			x64, ARM64, MIPS64 or Loongarch64 processor	15 MB	15 MB
UOS Desktop						

<sup>1</sup> An Internet connection is required to install the software if the installation disc is not supplied.

<sup>2</sup> Third party USB ports are not supported.

<sup>3</sup> For WIA, 1200x1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

<sup>4</sup> PaperPort™ 14SE supports Windows 10 and Windows 11.

<sup>5</sup> macOS Disclaimer

AirPrint capable: Printing or scanning via macOS requires the use of AirPrint. Mac drivers are not provided for this machine.

<sup>6</sup> The driver is known to work on the following Linux Distributions.

Red Hat Enterprise Linux 8.6 64bit, Red Hat Enterprise Linux 9.1 64bit, Fedora 39 64bit, Mageia 9 32bit, Mageia 9 64bit, openSUSE 15.5 64bit, SUSE Enterprise15-SP4 64bit, Debian 12.2.0 32bit, Debian 12.2.0 64bit, Ubuntu MATE 18.04 32bit, Ubuntu 22.04 64bit, Ubuntu 23.10 64bit, Linux Mint 21.2 64bit, Ubuntu 24.04 64bit.

For the latest driver updates, go to your model's **Downloads** page at [support.brother.com/downloads](https://support.brother.com/downloads).

All trademarks, brand and product names are the property of their respective companies.



## Related Information

- [Appendix](#)
-

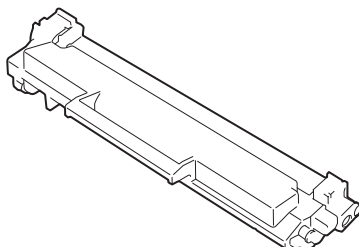
## Supplies

When the time comes to replace supplies, such as the toner cartridge or drum unit, an error will appear on your machine's control panel. For more information about the supplies for your machine, visit [go.brother/original](http://go.brother/original) or contact your local Brother dealer.



Supply product codes vary by country and region.

### Toner Cartridge

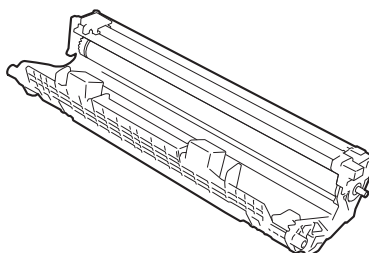


Supply Product Codes	Approximate Life (Page Yield)	Applicable Models
High Yield Toner: TN1100	Approximately 4,000 pages <sup>1 2</sup>	DCP-11W
Inbox Toner: (Supplied with your machine)	Approximately 4,000 pages <sup>1 2</sup>	DCP-11W

<sup>1</sup> The approximate cartridge yield is declared in accordance with ISO/IEC 19752.

<sup>2</sup> A4/Letter single-sided pages

### Drum Unit



Supply Product Codes	Approximate Life (Page Yield)	Applicable Models
DR1100	Approximately 10,000 pages <sup>1</sup>	DCP-11W

<sup>1</sup> Approximately 10,000 pages based on one page per job (A4/Letter single-sided pages). The number of pages may be affected due to a variety of factors including but not limited to media type and media size.



### Related Information

- [Appendix](#)

## Notice

### To create a better environment

Please cooperate.

Firstly, thank you very much indeed for using our Brother products!

Brother focuses on the earth environment concerned. And make a basic policy which is to concern about the earth environment, including any workflow from product development to discard. The local citizen should be responsible for local society and its environment during these environment protection activities.

Therefore, we hope you'll take part in this environment plan, and pay attention to environment protection points as below while discarding used consumables.

1. Please deliver the used package materials to relevant waste disposal office for recycle.
2. When you discard used consumables, please follow and carry on relevant local regulations properly.
3. When the machine need replacing parts for the maintenance and repair, please discard used circuit boards, used electrical parts and products as disposed electrical materials.
4. The power consumption is 0 W after you turn off the machine and unplug it from the AC outlet.
5. Some parts in the machine can be used on the same series model machines which are produced in the same factory.

Note: If you want to replace the parts, please contact Brother Authorized Service Centers.

6. Machines with an LWAd > 63.0 dB(A) are recommended to be set up in separate rooms due to their noise emissions.
7. The machine can use recycled paper.
8. Ensure that during use the machine is used in a well ventilated area.
9. Brother will accept machines and consumables for recycling. For details of the return scheme please refer to the webpage

[www.brother.cn/company/info/declaration/20090304.html](http://www.brother.cn/company/info/declaration/20090304.html).



#### Related Information

- [Appendix](#)

## Brother Help and Customer Support

### IMPORTANT

For technical and operational assistance, call the call center in mainland China.

To search Frequently asked questions (FAQs)/ASCs/Driver/Manuals, etc, please visit our service website:

[support.brother.com](http://support.brother.com)

To search where to purchase consumables, please visit the official website of BROTHER (CHINA) LTD.:

[www.brother.cn](http://www.brother.cn)



### Related Information

- [Appendix](#)



These machines are approved for use in the country of purchase only. Local Brother companies or their dealers may only support machines purchased in their own countries.



CHN-ENG  
Version 0