



Online User's Guide

MFC-J3660DW

MFC-J3960DW

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Before You Use Your Machine

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

Definitions of Notes

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

 WARNING	WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
 CAUTION	CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.
IMPORTANT	IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.
NOTE	NOTE specifies the operating environment, conditions for installation, or special conditions of use.
	Tips icons indicate helpful hints and supplementary information.
	Electrical Hazard icons alert you to possible electrical shock.
Bold	Bold style identifies buttons on the machine's control panel or computer screen.
<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](#)

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Related Information

- [Before You Use Your Machine](#)

Open Source Licensing Remarks

This product includes open-source software.

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



Related Information

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

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

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Related Information

- [Before You Use Your Machine](#)

Important Notes

- Check support.brother.com/downloads for Brother driver and software updates.
- To keep your machine performance up to date, check 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.
- In this User's Guide, the LCD messages of the MFC-J3960DW are used unless otherwise specified.
- In this User's Guide, the illustrations of the MFC-J3960DW are used unless otherwise specified.
- 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](#)

Related Topics:

- [Reset Your Machine](#)

Introduction to Your Machine

- [Before Using Your Machine](#)
- [Control Panel Overview](#)
- [Touchscreen LCD Overview](#)
- [Enter Text on Your Brother Machine](#)
- [Access Brother Utilities \(Windows\)](#)
- [Access Brother iPrint&Scan \(Windows/Mac\)](#)
- [USB / Ethernet Port Locations on Your Brother Machine](#)

Before Using Your Machine

Before attempting any printing operation, confirm the following:

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

Selecting the correct type of paper

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

Simultaneous printing, scanning, and faxing

Your machine can print from your computer while sending or receiving a fax into memory or while scanning a document into the computer. Fax sending will not be stopped during printing from your computer. However, when the machine is copying or receiving a fax on paper, it pauses the printing operation, and then continues printing when copying or fax receiving has finished.

Firewall (Windows)

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



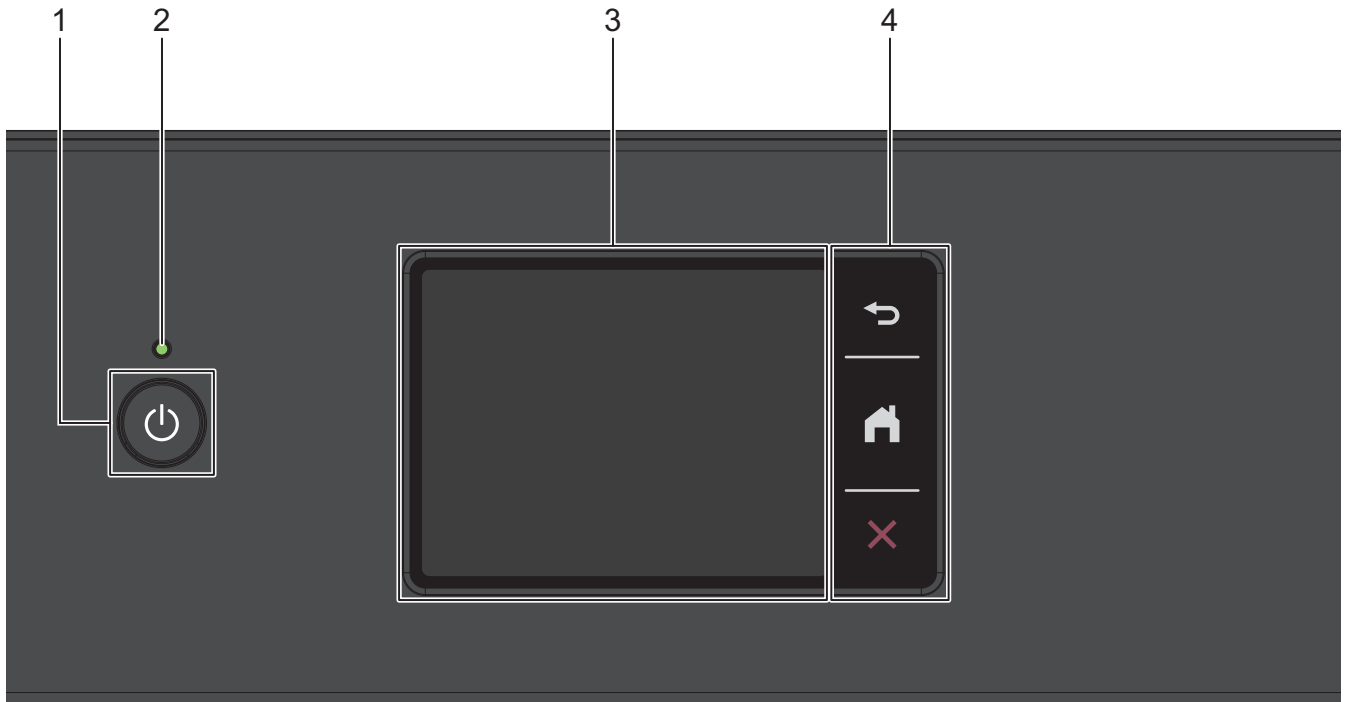
Related Information

- [Introduction to Your Machine](#)
-


Control Panel Overview


- >> MFC-J3660DW
- >> MFC-J3960DW


MFC-J3660DW



1. Power On/Off

Press  to turn the machine on.

Press and hold  to turn the machine off. The touchscreen displays [Shutting Down] and stays on for a few seconds before turning itself off. A connected external telephone or Telephone Answering Device (TAD) will always remain available.

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

2. LED Power Indicator

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

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

3. Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on the touchscreen.

4. Menu Buttons

 (Back)

Press to go back to the previous menu.

 (Home)

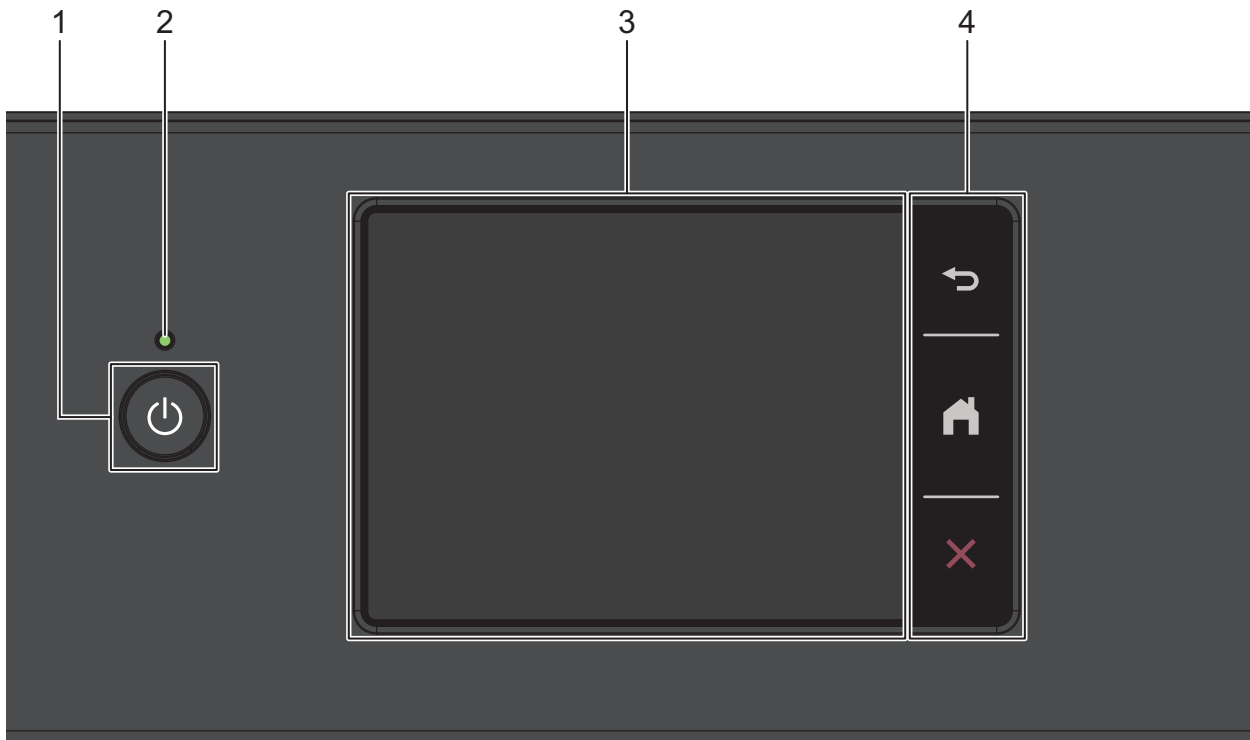
Press to return to the Home screen.




(Cancel)


Press to cancel an operation.


MFC-J3960DW



1. Power On/Off

Press  to turn the machine on.

Press and hold  to turn the machine off. The touchscreen displays [Shutting Down] and stays on for a few seconds before turning itself off. A connected external telephone or Telephone Answering Device (TAD) will always remain available.

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(Home)

Press to return to the Home screen.



(Cancel)

Press to cancel an operation.



Related Information

- [Introduction to Your Machine](#)
-

Touchscreen LCD Overview

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

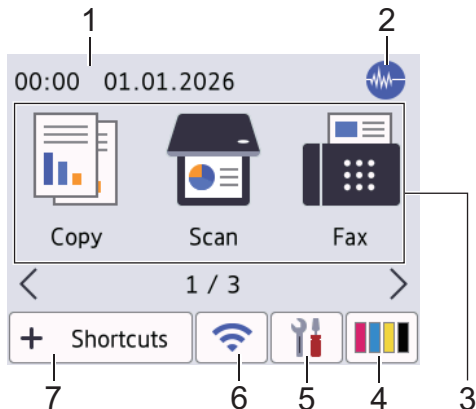


(MFC-J3960DW) You can also access all machine options by swiping left, right, up, or down on the LCD to scroll through them.

You can switch Home screens by pressing ◀ or ▶.

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

Home Screen



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

1. **Date & Time**

Displays the date and time set on the machine.

2. **Quiet Mode**

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

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

3. **Modes:**

Press to switch to each mode.

- [Copy]
- [Scan]
- [Fax]
- [Apps]
- [USB]
- [A3 Copy Shortcuts]
- [2 in 1 ID Copy]
- [Download Software]
- [Print Head Cleaning]

4. **[Ink]**

Displays the approximate available ink volume. Press to access the [Ink] menu.





When an ink cartridge is near the end of its life or having a problem, an error icon is displayed on the ink colour indicator.

5. **[Settings]**

Press to access the [Settings] menu.

6. **Wireless Status**

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

	The WLAN setting is disabled on your machine. Press this button to configure wireless settings. For more detailed information, see the <i>Quick Setup Guide</i> .
	The wireless network is connected. A three-level indicator in each of the Home screens displays the current wireless signal strength.
	Cannot connect to the wireless network using the configured wireless settings.
	The WLAN setting is enabled on your machine, but wireless settings are not configured.



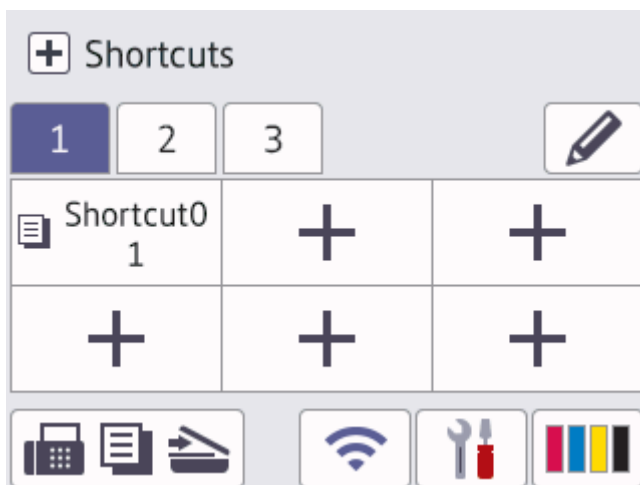
You can configure wireless settings by pressing the Wireless Status button.

7. **[Shortcuts]**

Create Shortcuts for frequently-used operations, such as scanning or copying.

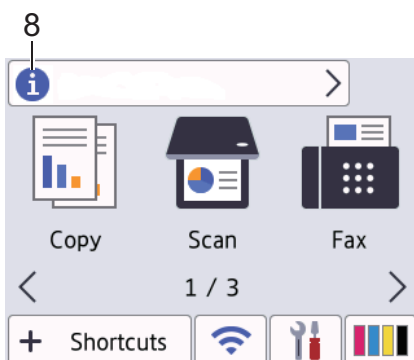


- Three Shortcuts tabs are available with six Shortcuts on each tab.




- Press , displayed at the bottom of the screen to access the Home Screens.

8. **Information icon**

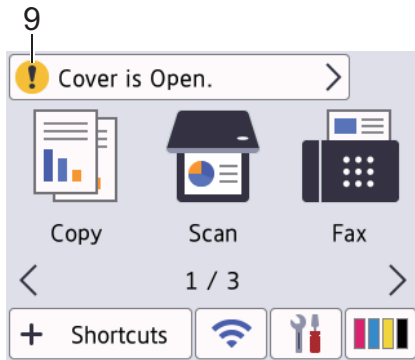





New details appear in the information bar when:

- [Message from Brother] is set to [On].
- The [Update Method] option for the [Firmware Update Setup] setting is set to [Auto Check].
(An internet connection is needed, and data rates may apply.)

Press  to view the details.

9. Warning icon



The warning icon  appears when there is an error or maintenance message; press  to view the details, and then press  to return to the Home screen.

IMPORTANT

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

NOTE

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



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



Related Information

- [Introduction to Your Machine](#)
 - [Settings Screen Overview](#)
 - [Set the Ready Screen](#)
 - [Set Default Function Screens](#)

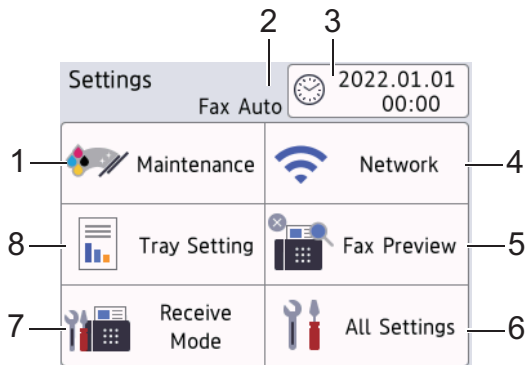
Related Topics:

- [Reduce Printing Noise](#)
- [Check the Ink Volume](#)
- [Use the A3 Copy Shortcuts](#)

Settings Screen Overview

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

Use the Settings menu to access all of your Brother machine's settings.



1. [Maintenance]

Press to access the following menus:

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

2. Receive Mode

Displays the current Receive Mode.


3. [Date & Time]

Displays the date and time.

Press to access the [Date & Time] menu.

4. [Network]

Press to set up a network connection.

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

5. [Fax Preview]

Displays the Fax Preview setting.

Press to access the [Fax Preview] menu.

6. [All Settings]

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

7. [Receive Mode]

Press to access the [Receive Mode] menu.

8. [Tray Setting]

Press to access the [Tray Setting] menu.

Use these options to change the paper size and type.

✓ Related Information


- [Touchscreen LCD Overview](#)



Related Topics:

- [Check the Ink Volume](#)
-

Set the Ready Screen

You can change the Ready screen to display a specific Home screen or Shortcut screen.

When the machine is idle or you press , the machine will go back to the screen that you have set.

1. Press  [Settings] > [All Settings] > [General Setup] > [Screen Settings] > [Home Screen].
2. Press ▲ or ▼ to display the screen options, and then select the option you want.
3. Press .

The machine will go to your new Home screen.





Related Information

- [Touchscreen LCD Overview](#)
-

Set Default Function Screens

You can set the Scan default screen using the Screen Settings.

1. Press  [Settings] > [All Settings] > [General Setup] > [Screen Settings] > [Scan Screen].
2. Press ▲ or ▼ to display the scan options, and then select the option you want to set as the default screen.
3. Press .



Related Information



- [Touchscreen LCD Overview](#)

Enter Text on Your Brother Machine

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

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






- Press  to cycle between letters, numbers and special characters.
- Press  to cycle between lowercase and uppercase letters.
- To move the cursor to the left or right, press ◀ or ▶.

Inserting spaces

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

Making corrections

- If you entered an incorrect character and want to change it, press ◀ or ▶ to highlight the incorrect character. Press , and then enter the correct character.
- To insert a character, press ◀ or ▶ to move the cursor to the correct place, and then enter the character.
- Press  for each character you want to erase, or press and hold  to erase all the characters.

✓ Related Information

- [Introduction to Your Machine](#)

Related Topics:

- [Send the Same Fax to More than One Recipient \(Broadcasting\)](#)
- [Set Your Station ID](#)
- [Change or Delete Shortcuts](#)

Access Brother Utilities (Windows)

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


To use **Brother Utilities**, you must install the Brother software on your computer. To install the Brother software, go to your model's **Downloads** page at support.brother.com/downloads.

1. Do one of the following:

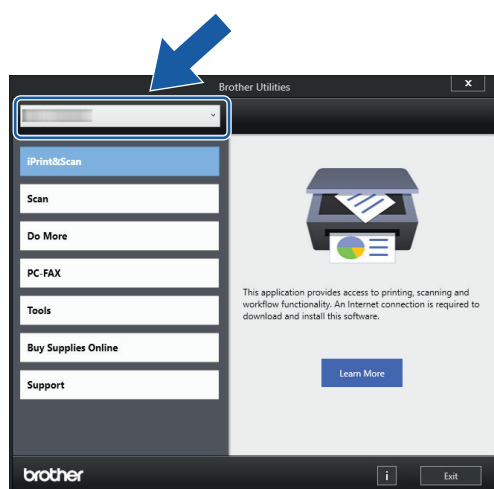
- Windows 11

Click  > **All** > **Brother** > **Brother Utilities**.

- Windows 10

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

2. Select your machine.





3. Select the operation you want to use.

✓ Related Information

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

Uninstall the Brother Software and Drivers (Windows)

1. Do one of the following:
 - Windows 11
Click  > **All** > **Brother** > **Brother Utilities**.
 - Windows 10
Click  > **Brother** > **Brother Utilities**.
2. Click the drop-down list, and then select your model name (if not already selected). Click **Tools** in the left navigation bar, and then click **Uninstall**.
Follow the instructions in the dialog box to uninstall the software and drivers.



Related Information

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

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, 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.

1. Start Brother iPrint&Scan.

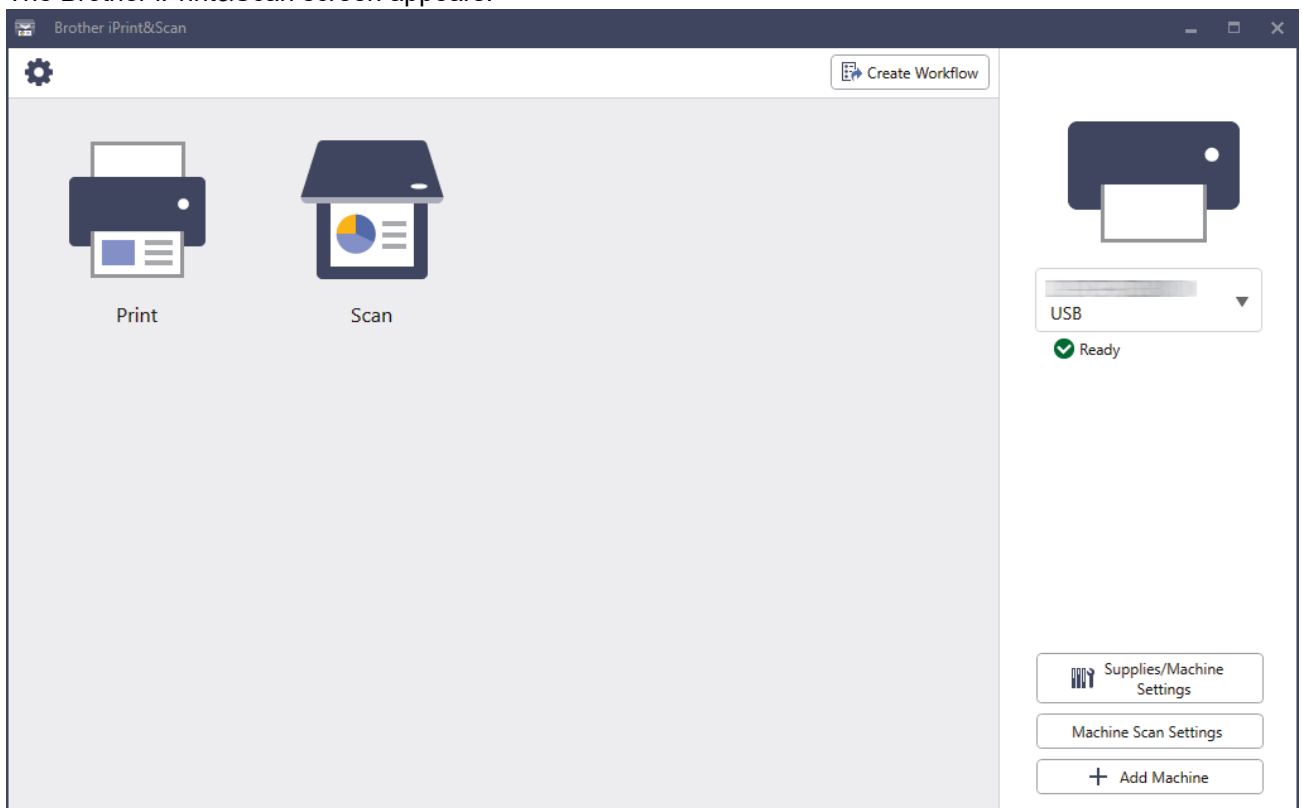
- Windows

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

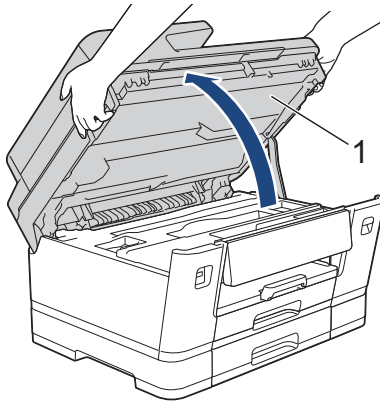
- [Introduction to Your Machine](#)

USB / Ethernet Port Locations on Your Brother Machine

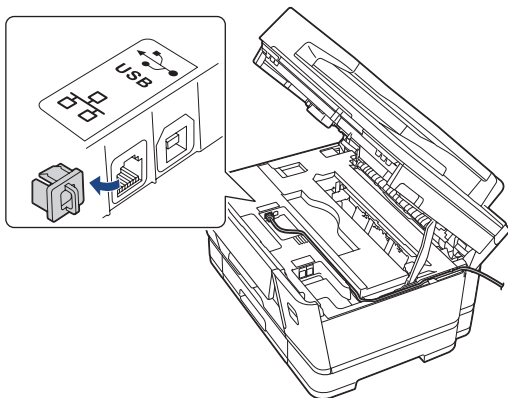
- For details on cables, see [Interface Specifications](#).
- To install the driver and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com/downloads.


The USB and Ethernet ports are located inside the machine.

1. Using both hands, use the finger holds on each side of the machine to lift the scanner cover (1) into the open position.

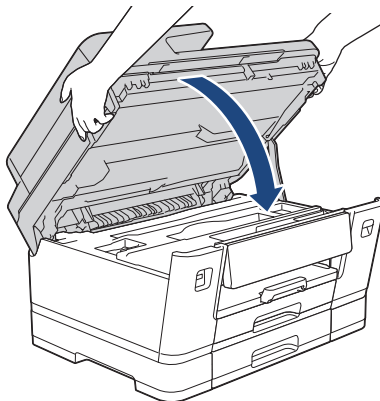


2. Locate the correct port (based on the cable you are using) inside the machine as shown.



 Carefully guide the cable through the cable channel and out the back of the machine.

3. Gently close the scanner cover using the finger holds on each side.



Related Information

- [Introduction to Your Machine](#)

Paper Handling

- [Load Paper](#)
- [Load Documents](#)

Load Paper

- [Loading Paper Overview](#)
- [Load Paper in Paper Tray #1 / Paper Tray #2](#)
- [Load Paper in the Multi-purpose Tray \(MP Tray\)](#)
- [Load Paper in the Manual Feed Slot](#)
- [Unprintable Area](#)
- [Paper Settings](#)
- [Acceptable Print Media](#)

Loading Paper Overview

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



Fan the stack of paper well.



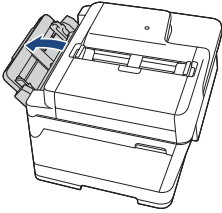
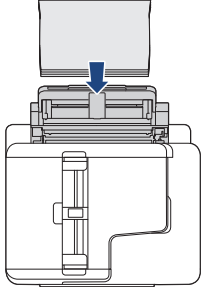
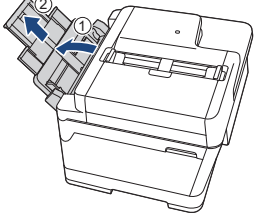
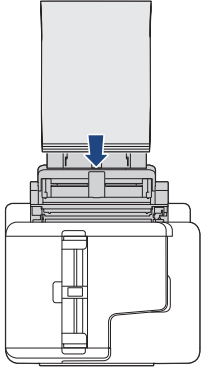
The paper size determines the orientation when loading paper.

Paper Tray

Tray #1	Tray #2 ¹	How to Load Paper
A4 Letter Executive B5 (JIS)	A4 Letter (Plain paper and Recycled paper only)	<p>Adjust the paper guides.</p> <p>Landscape orientation</p>
16K (195 x 270 mm) A5 A6 Photo Photo L Photo 2L B6 (JIS) Index card Envelopes	-	<p>Adjust the paper guides.</p> <p>Portrait orientation</p>
A3 Ledger B4 (JIS) Legal Folio Mexico Legal India Legal	A3 Ledger B4 (JIS) Legal Folio Mexico Legal India Legal (Plain paper and Recycled paper only)	<p>Extend the tray using the green slider, then adjust the paper guides.</p> <p>Portrait orientation</p>

¹ Tray #2 is available only for MFC-J3960DW.

MP Tray

MP Tray ¹	How to Load Paper	
A4 Letter B5 (JIS) Executive		Landscape orientation Adjust the MP tray paper guides. 
A3 B4 (JIS) Ledger Legal Folio Mexico Legal India Legal 16K (195 x 270 mm) A5 ² A6 ² B6 (JIS) ² Photo Photo L Photo 2L Index card Envelopes Long Paper ^{3 4}		Portrait orientation Adjust the MP tray paper guides. 

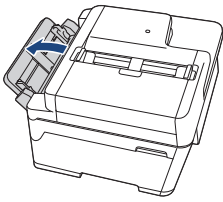
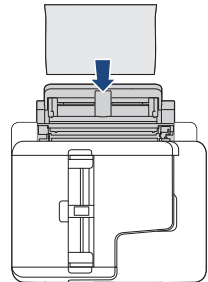
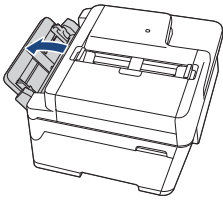
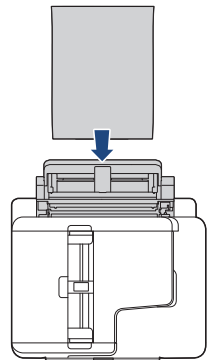
1 MP tray is available only for MFC-J3960DW.

2 When printing on A5, A6, or B6 (JIS) size plain paper using the MP tray, load one extra sheet of the same size paper in the tray.

3 Width: 88.9 - 297 mm / Height: 431.9 - 1200 mm.

4 Load only one sheet of Long paper into the MP tray at a time. To avoid damaging the paper, DO NOT pull up the paper support (2) when loading Long paper.

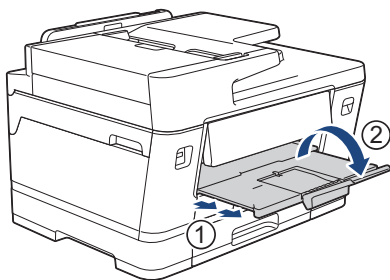
Manual Feed Slot

Manual Feed Slot ^{1 2}	How to Load Paper	
A4 Letter Executive B5 (JIS)		Landscape orientation 
A3 Ledger B4 (JIS) Legal Folio Mexico Legal India Legal 16K (195 x 270 mm) A5 A6 Photo Photo L Photo 2L B6 (JIS) Index card Envelopes		Portrait orientation 

1 Manual Feed Slot is available only for MFC-J3660DW.

2 You can load only one sheet of paper into the manual feed slot at a time.

2. Unfold the paper support flap.



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

✓ Related Information

- [Load Paper](#)

Load Paper in Paper Tray #1 / Paper Tray #2

- Load A4, Letter, or Executive Size Paper in Paper Tray #1 / Paper Tray #2
- Load A3, Ledger, or Legal Size Paper in Paper Tray #1 / Paper Tray #2
- Load Photo Paper in Paper Tray #1
- Load Envelopes in Paper Tray #1

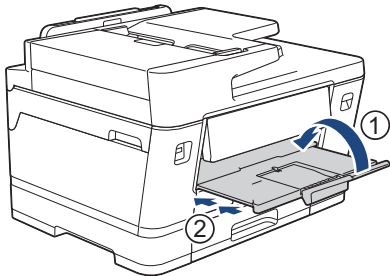
Load A4, Letter, or Executive Size Paper in Paper Tray #1 / Paper Tray #2

- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine. (MFC-J3960DW)
- You can use only plain paper in Tray #2. (MFC-J3960DW)

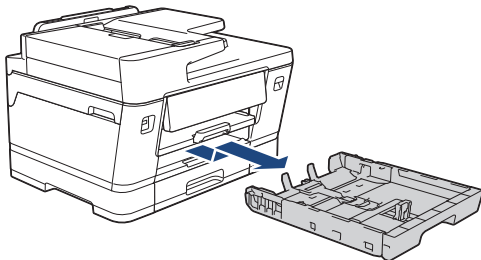
These instructions describe how to load paper in Tray #1.

(MFC-J3960DW) The steps for Tray #2 are very similar.

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

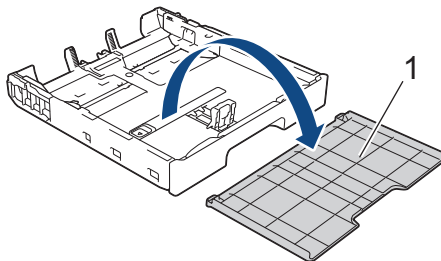


2. Pull the paper tray completely out of the machine as shown by the arrow.

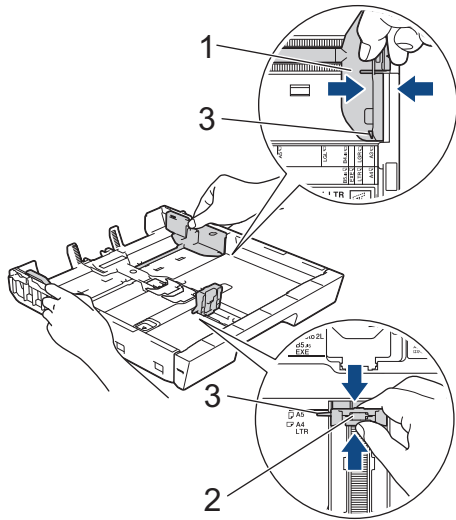



(MFC-J3960DW)

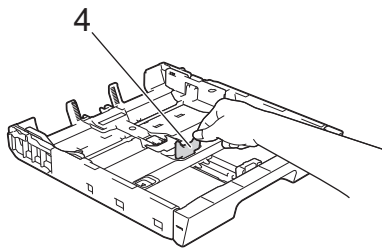
When you load paper in Tray #2, remove the tray top cover (1).



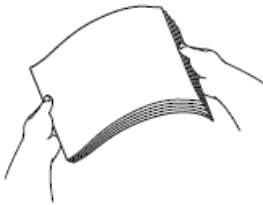
3. Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size. Make sure the triangular mark (3) on the paper width guide (1) and paper length guide (2) line up with the marks for the paper you are using.




 If you load Executive or B5 (JIS) size paper in Tray #1, lift the stopper (4).



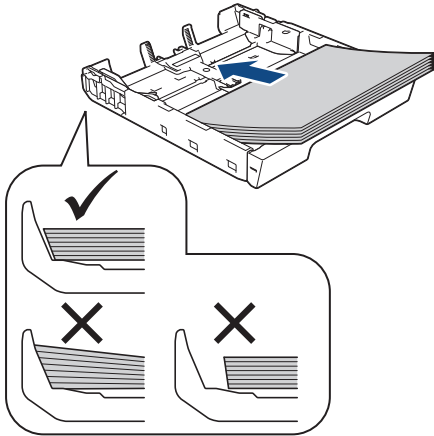
4. Fan the stack of paper well to avoid paper jams and misfeeds.



 Always make sure the paper is not curled or wrinkled.

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

Landscape orientation



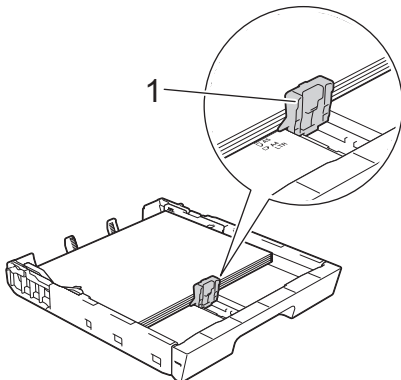
IMPORTANT

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

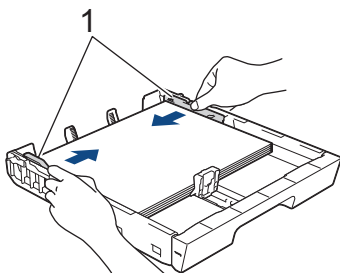


To add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well to prevent the machine from feeding multiple pages.

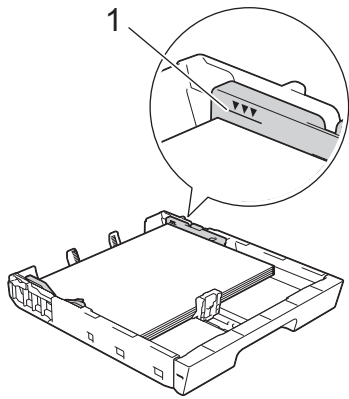
6. Make sure the paper length guide (1) touches the edges of the paper.



7. Gently adjust the paper width guides (1) to fit the paper.
Make sure the paper guides touch the edges of the paper.

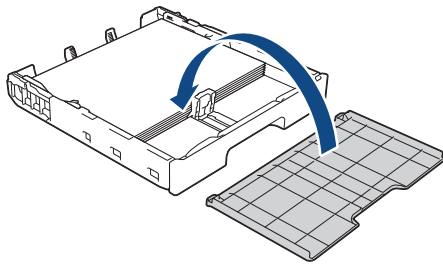


8. Make sure the paper is flat in the tray and below the maximum paper mark (1).
Overfilling the paper tray may cause paper jams.

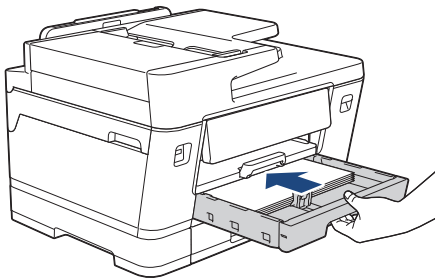


(MFC-J3960DW)

When you load paper in Tray #2, replace the tray top cover.



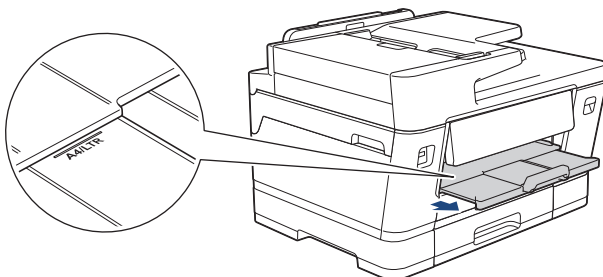
9. Slowly push the paper tray completely into the machine.



IMPORTANT

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

10. Pull out the paper support until it locks into place.



11. Change the paper size setting in the machine's menu, if needed.



Related Information

- [Load Paper in Paper Tray #1 / Paper Tray #2](#)

Related Topics:

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

-
- Choose the Right Print Media
-

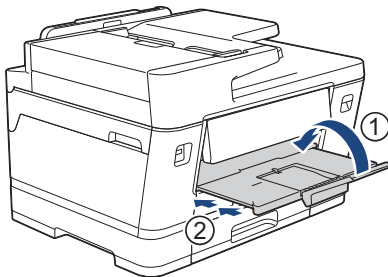
Load A3, Ledger, or Legal Size Paper in Paper Tray #1 / Paper Tray #2

- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine. (MFC-J3960DW)
- You can use only plain paper in Tray #2. (MFC-J3960DW)

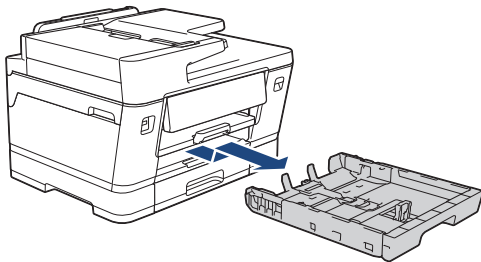
These instructions describe how to load paper in Tray #1.

(MFC-J3960DW) The steps for Tray #2 are very similar.

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

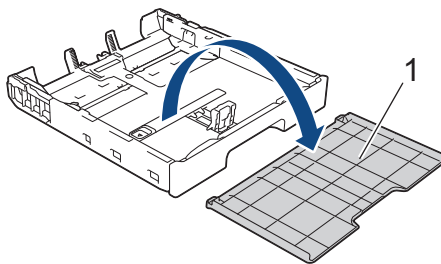


2. Pull the paper tray completely out of the machine as shown by the arrow.



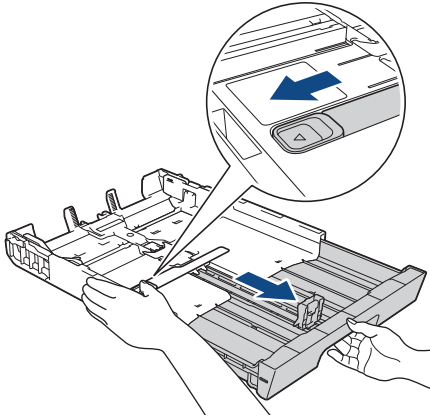
(MFC-J3960DW)

When you load paper in Tray #2, remove the tray top cover (1).

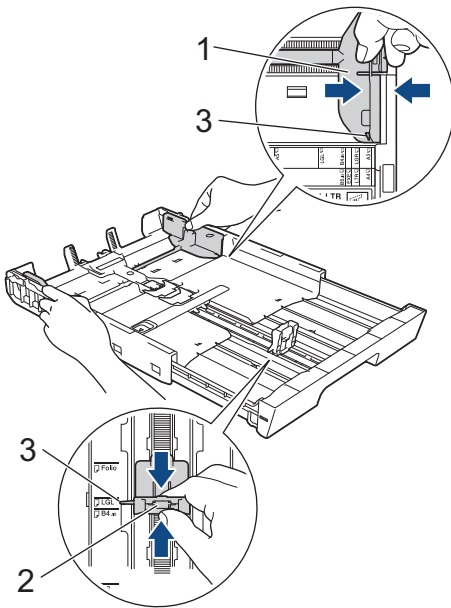


3. Rest the tray on a flat surface.

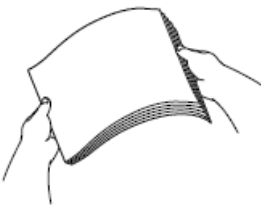
Push the green slider to the left and then extend the tray until it locks into place.



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



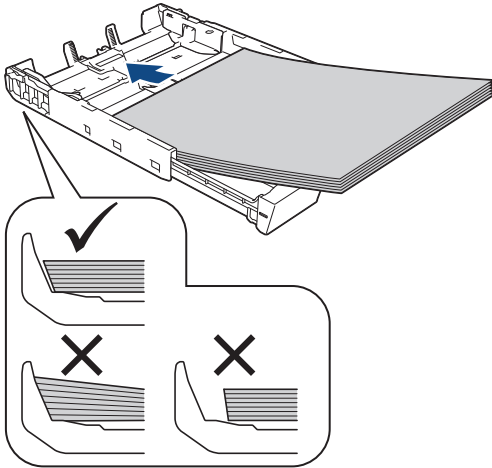
5. Fan the stack of paper well to avoid paper jams and misfeeds.



Always make sure the paper is not curled or wrinkled.

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

Portrait orientation



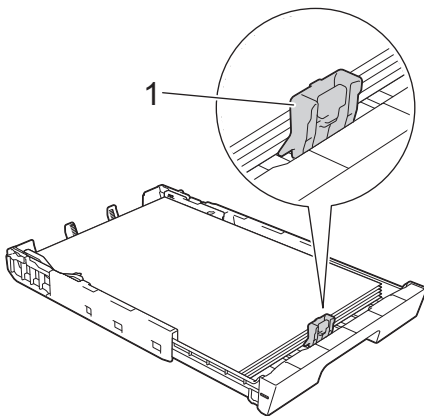
IMPORTANT

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

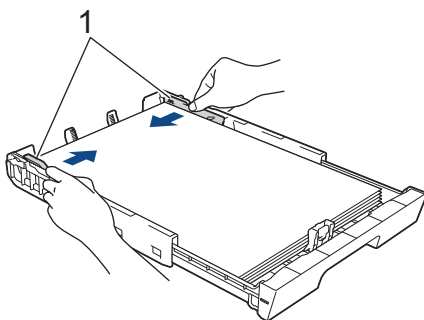


To add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well to prevent the machine from feeding multiple pages.

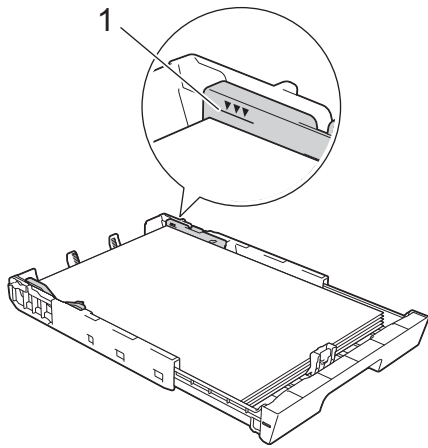
7. Make sure the paper length guide (1) touches the edges of the paper.



8. Gently adjust the paper width guides (1) to fit the paper.
Make sure the paper guides touch the edges of the paper.

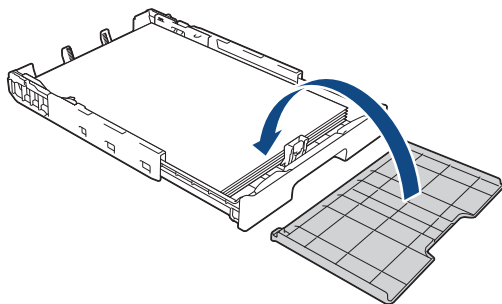


9. Make sure the paper is flat in the tray and below the maximum paper mark (1).
Overfilling the paper tray may cause paper jams.

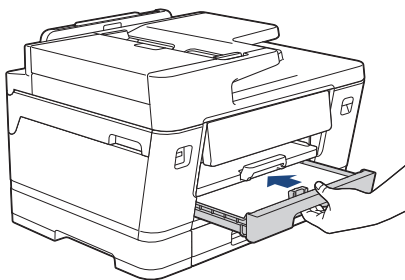


(MFC-J3960DW)

When you load paper in Tray #2, replace the tray top cover.



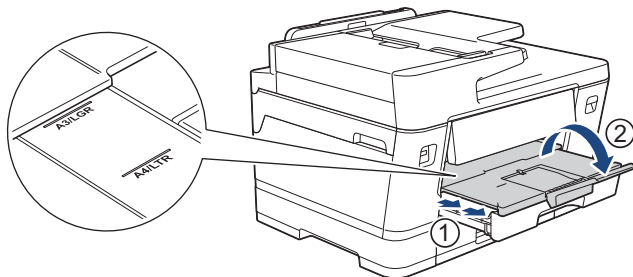
10. Slowly push the paper tray completely into the machine.



IMPORTANT

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

11. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



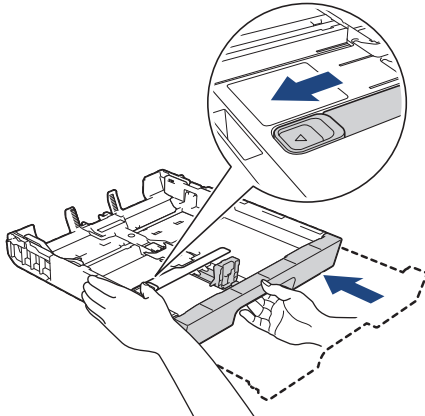
12. Change the paper size setting in the machine's menu, if needed.



Before you collapse the paper tray, take the paper out of the tray.

Rest the tray on a flat surface.

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



Related Information

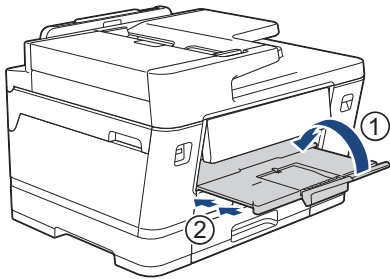
- [Load Paper in Paper Tray #1 / Paper Tray #2](#)

Load Photo Paper in Paper Tray #1

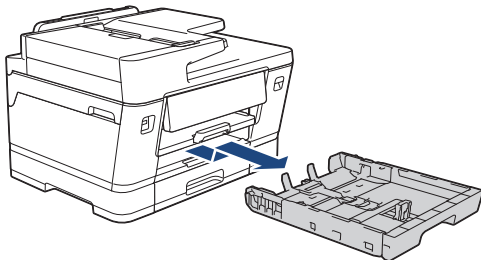
- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.

Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine. (MFC-J3960DW)

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



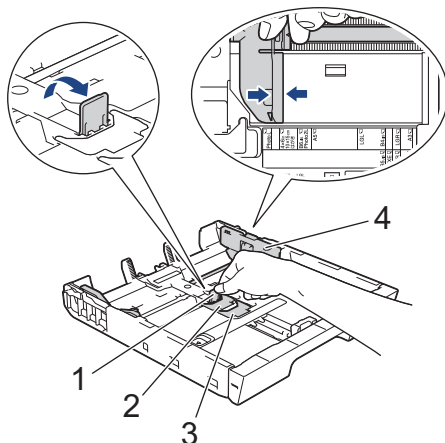
2. Pull the paper tray completely out of the machine as shown by the arrow.



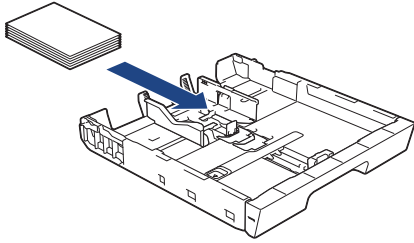
3. Do one of the following:

- If you load Photo L (9 x 13 cm) in the paper tray, lift the Photo L stopper (1).
- If you load Photo (10 x 15 cm) in the paper tray, lift the Photo stopper (2).
- If you load Photo 2L (13 x 18 cm) in the paper tray, lift the Photo 2L stopper (3).

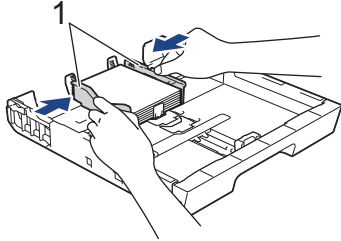
Gently press and slide the paper width guides (4) to fit the paper size.



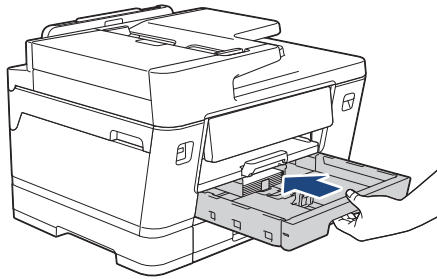
4. Load up to 20 sheets of photo paper in the paper tray with the printing surface **face down**. Loading more than 20 sheets of photo paper may cause paper jams.



5. Gently adjust the paper width guides (1) to fit the paper.
Make sure the paper guides touch the edges of the paper and the paper is flat in the tray.



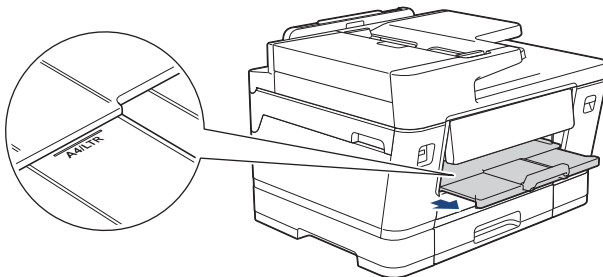
6. Slowly push the paper tray completely into the machine.



IMPORTANT

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

7. Pull out the paper support until it locks into place.



8. Change the paper size setting in the machine's menu, if needed.

✓ Related Information

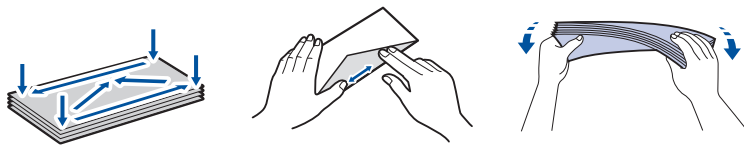
- [Load Paper in Paper Tray #1 / Paper Tray #2](#)

Related Topics:

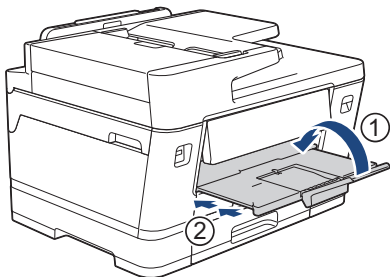
- [Change the Check Paper Setting](#)
- [Change the Paper Size and Paper Type](#)
- [Choose the Right Print Media](#)

Load Envelopes in Paper Tray #1

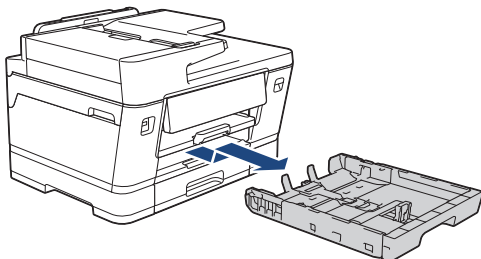
- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- You can load envelopes in a variety of sizes. See *Related Information: Paper Type and Paper Size for Each Operation*.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine. (MFC-J3960DW)
- Before loading envelopes in the tray, press the corners and sides of the envelopes to make them as flat as possible.



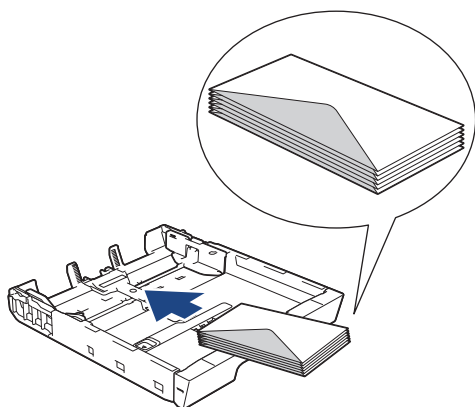
1. If the paper support flap (1) is open, close it, and then close the paper support (2).



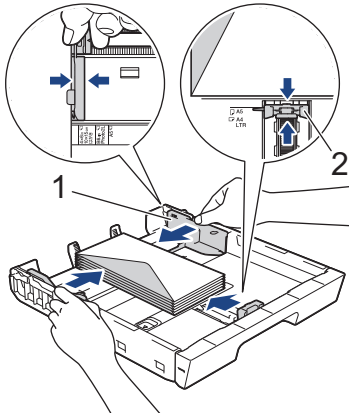
2. Pull the paper tray completely out of the machine as shown by the arrow.



3. Load up to 10 envelopes in the paper tray with the printing surface **face down**. Loading more than 10 envelopes may cause paper jams.



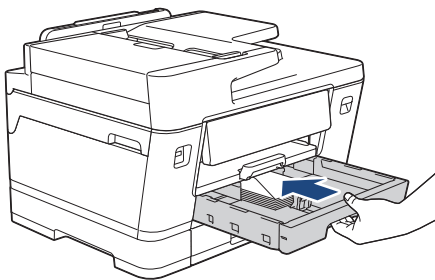
4. Gently press and slide the paper width guides (1) and paper length guide (2) to fit the size of the envelopes. Make sure the envelopes are flat in the tray.



IMPORTANT

If envelopes are multi-feeding, load one envelope in the paper tray at a time.

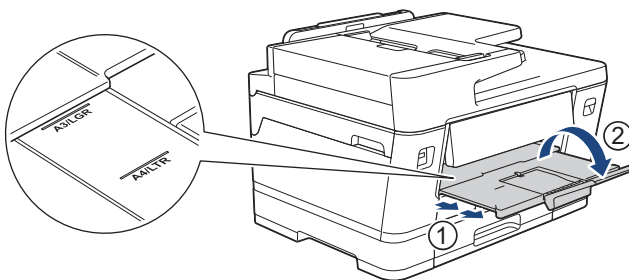
5. Slowly push the paper tray completely into the machine.



IMPORTANT

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

6. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



7. Change the paper size setting in the machine's menu, if needed.



Related Information

- [Load Paper in Paper Tray #1 / Paper Tray #2](#)

Related Topics:

- [Paper Type and Paper Size for Each Operation](#)
- [Change the Check Paper Setting](#)
- [Change the Paper Size and Paper Type](#)
- [Choose the Right Print Media](#)

Load Paper in the Multi-purpose Tray (MP Tray)

Related Models: MFC-J3960DW

- [Load Cut-Sheet Paper, Photo Paper, or Envelopes in the Multi-purpose Tray \(MP Tray\)](#)
- [Load Long Paper in the Multi-purpose Tray \(MP Tray\)](#)

Load Cut-Sheet Paper, Photo Paper, or Envelopes in the Multi-purpose Tray (MP Tray)

Related Models: MFC-J3960DW

Use the MP tray for special print media, such as photo paper or envelopes.

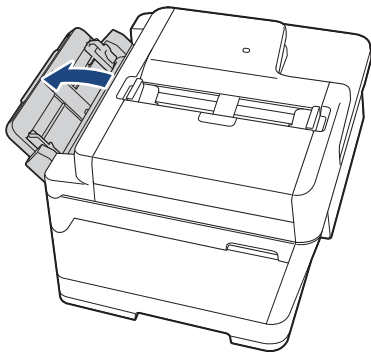
- If the [Check Paper] setting is set to [On] and you set the paper in the MP tray, a message appears on the LCD, allowing you to change the paper size and paper type.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.

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

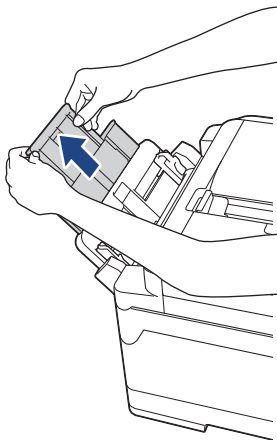
NOTE

To prevent dust from entering the machine, be sure to close the MP tray if you are not using it.

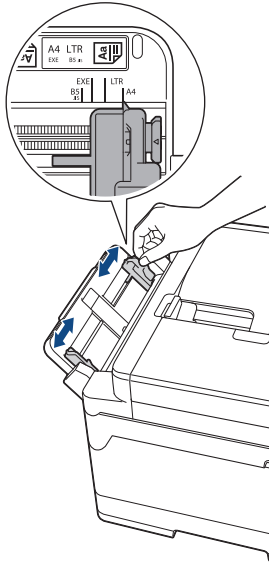
1. Open the MP tray.



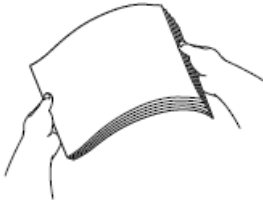
When you want to load paper larger than A4 or Letter size paper, pull up the paper support using both hands until it locks into place.



2. Gently press and slide the MP tray paper guides to match the width of the paper you are using.



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

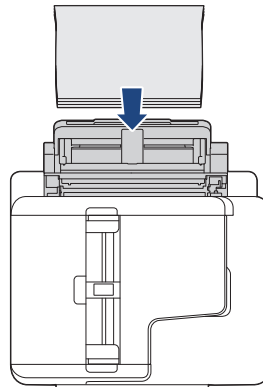
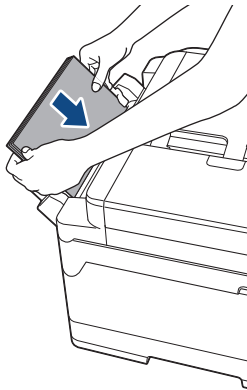


Always make sure the paper is not curled or wrinkled.

4. Gently load the paper in the MP tray with the printing surface **face up**.

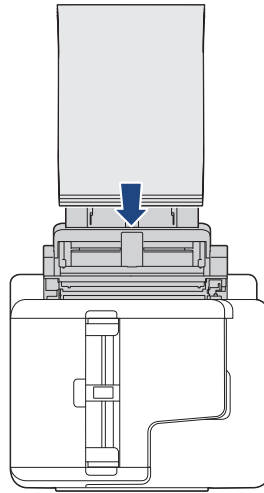
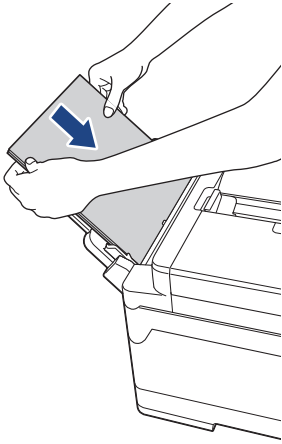
- Using A4, Letter, Executive, or B5 (JIS)

Landscape orientation

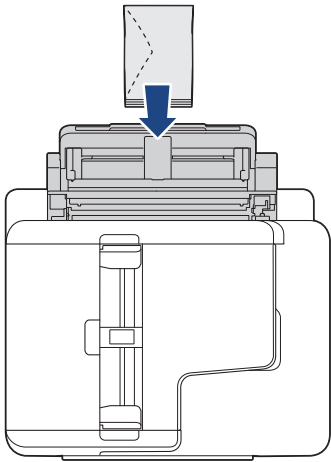


- Using A3, Ledger, B4 (JIS), Legal, Folio, Mexico Legal, India Legal, 16K (195 x 270 mm), A5, A6, envelopes, Photo, Photo L, Photo 2L, B6 (JIS), or Index Card

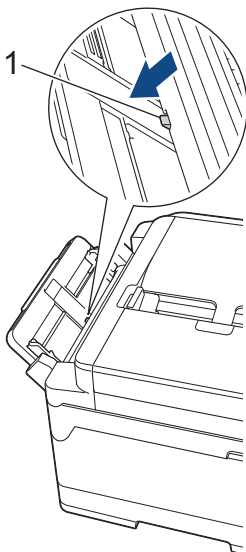
Portrait orientation



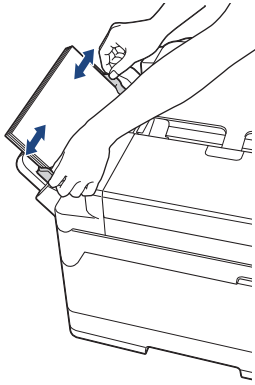
When using envelopes, load the envelopes with the printing surface **face up** and the flap on the left as shown in the illustration.



If you are having difficulty loading paper in the MP tray, push the release lever (1) towards the back of the machine, and then load the paper.



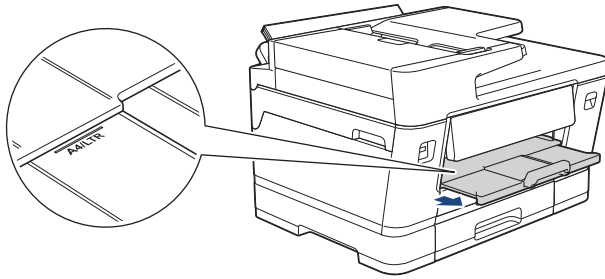
5. Using both hands, gently adjust the MP tray paper guides to fit the paper.



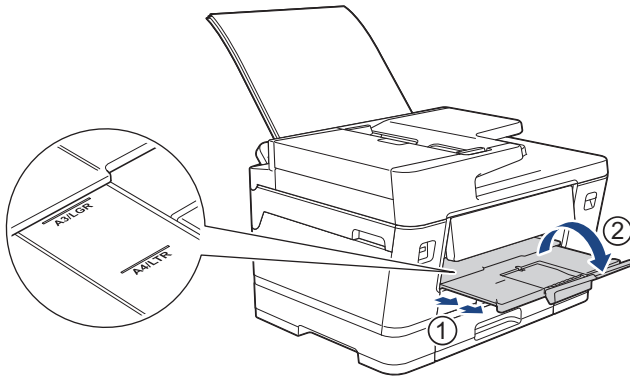
- DO NOT press the paper guides too tightly against the paper. Doing this may cause the paper to fold and jam.
- Place the paper in the centre of the MP tray between the paper guides. If the paper is not centred, pull it out and insert it again at the centre position.

6. Do one of the following:

- When using A4 or Letter, or smaller size paper, pull out the paper support until it locks into place.



- When using paper larger than A4, Letter, or envelopes, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



7. Change the paper size setting in the machine's menu, if needed.



Make sure printing has finished before you close the MP tray.



Related Information

- [Load Paper in the Multi-purpose Tray \(MP Tray\)](#)

Related Topics:

- [Choose the Right Print Media](#)

Load Long Paper in the Multi-purpose Tray (MP Tray)

Related Models: MFC-J3960DW

Load **one sheet** of Long paper at a time using the MP tray.

- Use the MP tray to print on Long paper (Width: 88.9 - 297 mm / Height: 431.9 - 1200 mm).
- Use Long paper only when printing from your computer or when printing using AirPrint. Do not use Long paper when copying or faxing.
- If the [Check Paper] setting is set to [On] and you set the paper in the MP tray, a message appears on the LCD, allowing you to change the paper size and paper type.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.

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

- If the ink cartridges have reached the end of their lives when you are printing on Long paper, you can replace them with new ink cartridges of the same colour and continue printing.

The colour tone may be different after the ink cartridge replacement.

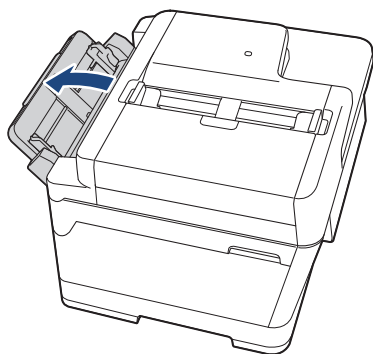
NOTE

To prevent dust from entering the machine, be sure to close the MP tray if you are not using it.

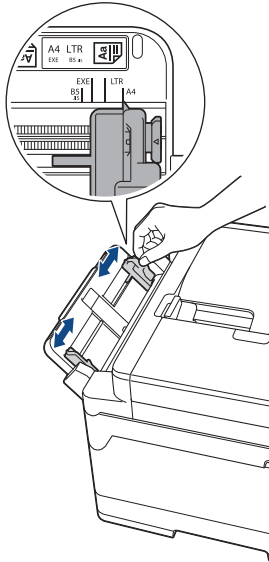
1. Open the MP tray.

IMPORTANT

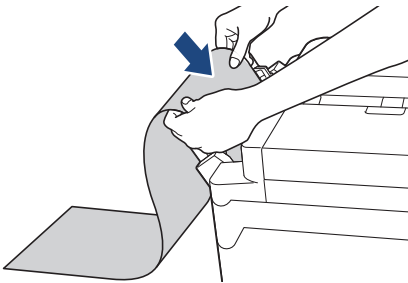
To avoid damaging the paper, DO NOT pull up the paper support when loading Long paper.



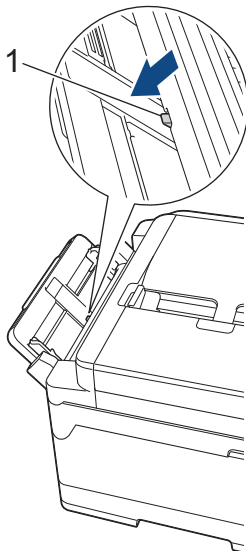
2. Gently press and slide the MP tray paper guides to match the width of the paper you are using.



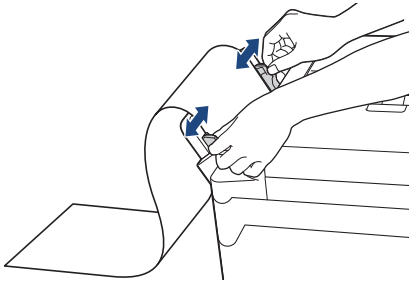
3. Load only **one sheet of paper** in the MP tray with the printing surface **face up**. Using both hands, push one sheet of paper into the MP tray until the feeding edge touches the paper feed rollers.



If you are having difficulty loading paper in the MP tray, push the release lever (1) towards the back of the machine, and then load the paper.



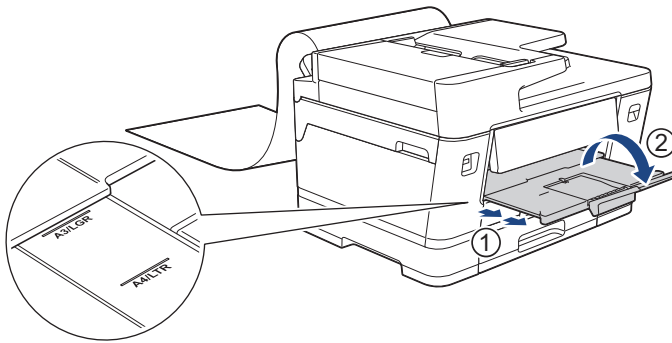
-
- Using both hands, gently adjust the MP tray paper guides to fit the paper.



IMPORTANT

DO NOT load more than one sheet of Long paper in the MP tray at any time. Doing this may cause a paper jam. When printing multiple pages, do not feed the next sheet of paper until the touchscreen displays a message instructing you to feed the next sheet.

- Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



When you feed Long paper into the MP tray, the machine holds the printed page after printing so it does not fall. When printing is complete, remove the printed page and press [OK].

- Change the paper size setting to [User-Defined Size] and enter the actual size using the machine's touchscreen.



Make sure printing has finished before you close the MP tray.



Related Information

- [Load Paper in the Multi-purpose Tray \(MP Tray\)](#)

Related Topics:

- [Choose the Right Print Media](#)
 - [Print on Long Paper \(Windows\)](#)
-

Load Paper in the Manual Feed Slot

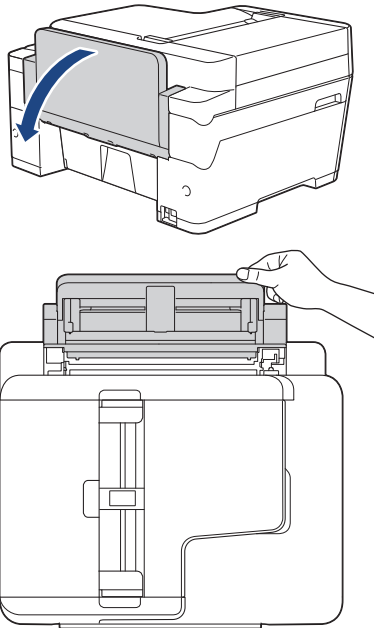
Related Models: MFC-J3660DW

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

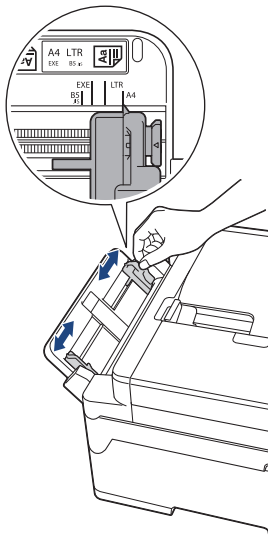


The machine automatically turns on Manual Feed mode when you put paper in the manual feed slot.

1. Open the manual feed slot cover.



2. Slide the manual feed slot paper guides to fit the width of the paper you are using.



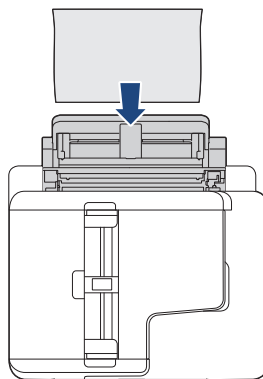
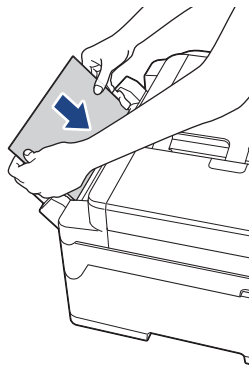
3. Load only one sheet of paper in the manual feed slot with the printing surface **face up**.

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

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

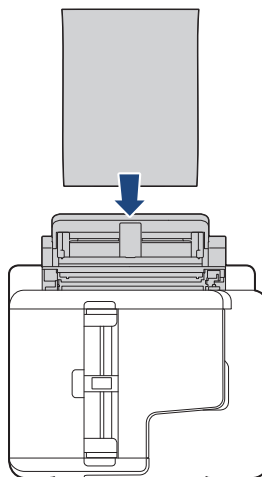
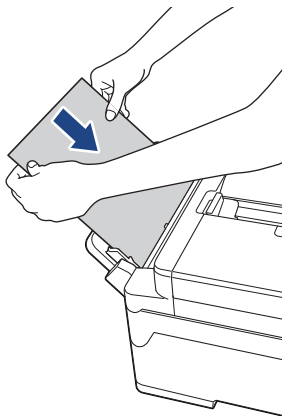
-
- Using A4, Letter, Executive, or B5 (JIS)

Landscape orientation

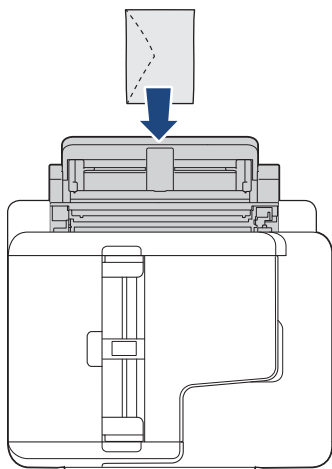


- Using A3, Ledger, B4 (JIS), Legal, Folio, Mexico Legal, India Legal, 16K (195 x 270 mm), A5, A6, envelopes, Photo, Photo L, Photo 2L, B6 (JIS), or Index Card

Portrait orientation



- When using envelopes, load the envelopes with the printing surface **face up** and the flap on the left as shown in the illustration.



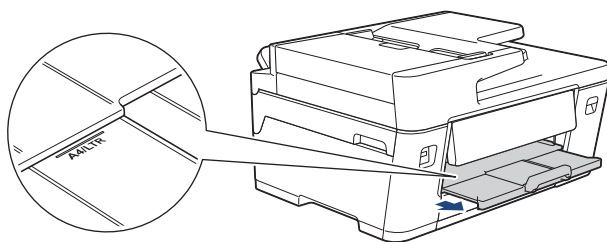
- When loading an envelope, or a sheet of thick paper, push the envelope into the manual feed slot until you feel the paper feed rollers grab it.
-

IMPORTANT

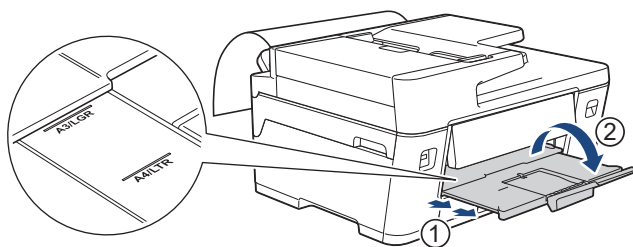
- DO NOT load more than one sheet of paper in the manual feed slot at any time. Doing this may cause a paper jam. When printing multiple pages, do not feed the next sheet of paper until the touchscreen displays a message instructing you to feed the next sheet.
- DO NOT load paper in the manual feed slot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

4. Do one of the following:

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



- When using paper larger than A4 or Letter size, or envelopes
Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



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



Related Information

- [Load Paper](#)

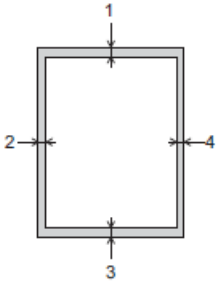
Related Topics:

- [Choose the Right Print Media](#)

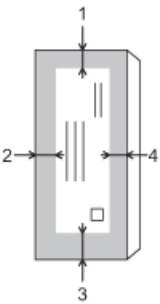
Unprintable Area

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

Cut-Sheet Paper



Envelope



	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut-Sheet	3 mm	3 mm	3 mm ¹	3 mm
Envelope	12 mm	3 mm	12 mm	3 mm



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



Related Information

- [Load Paper](#)

¹ (MFC-J3960DW) 5 mm when using Long paper.



Paper Settings

- [Change the Paper Size and Paper Type](#)
- [Change the Check Paper Setting](#)
- [Set a Default Tray Based on Your Task](#)
- [Change Paper Tray Priority](#)

Change the Paper Size and Paper Type

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

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

1. (MFC-J3960DW) Press  [Settings] > [All Settings] > [General Setup] > [Tray Setting]. Press the tray option you want.
2. (MFC-J3660DW) Press  [Settings] > [All Settings] > [General Setup].
3. Press [Paper Type].
4. Press ▲ or ▼ to display the paper type options, and then press the option you want.



(MFC-J3960DW) Use plain paper only in Tray #2.

5. Press [Paper Size].
6. Press ▲ or ▼ to display the paper size options, and then press the option you want.



If the LCD instructions for loading paper appear, read the instructions, and then press [OK].

7. Press .



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



Related Information

- [Paper Settings](#)



Related Topics:

- [Load A4, Letter, or Executive Size Paper in Paper Tray #1 / Paper Tray #2](#)
- [Load Photo Paper in Paper Tray #1](#)
- [Load Envelopes in Paper Tray #1](#)
- [Acceptable Print Media](#)

Change the Check Paper Setting

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

The default setting is [On].

1. Press  [Settings] > [All Settings] > [General Setup].
2. (MFC-J3960DW) Press [Tray Setting].
3. Press ▲ or ▼ to display the [Check Paper] option, and then press it.
4. Press [On] or [Off].
5. Press .

Related Information

- [Paper Settings](#)

Related Topics:

- [Load A4, Letter, or Executive Size Paper in Paper Tray #1 / Paper Tray #2](#)
- [Load Photo Paper in Paper Tray #1](#)
- [Load Envelopes in Paper Tray #1](#)

Set a Default Tray Based on Your Task


Related Models: MFC-J3960DW

Change the default tray the machine uses for each mode.

The machine feeds paper from the most appropriate tray using the tray priority order you have set.



Some trays are not available depending on your model.

1. Press  [Settings] > [All Settings] > [General Setup] > [Tray Setting].
 - For printing in Copy mode, press [Copy] > [Select Tray].
 - For printing received faxes, press [Fax] > [Select Tray].
 - For printing photos, press [JPEG Print (Media)] > [Select Tray].
2. Press the tray option you want.



[Auto Tray Select] sets your machine to feed paper from the most appropriate tray for the paper type and size you have set.

3. Press .



Related Information



- [Paper Settings](#)

Change Paper Tray Priority

Related Models: MFC-J3960DW

Change the default tray priority the machine uses for each mode.

When [Auto Tray Select] is selected in the tray select settings, the machine feeds paper from the most appropriate tray for the paper type and size according to the tray priority setting.

1. Press  [Settings] > [All Settings] > [General Setup] > [Tray Setting].
2. Press the [Copy], [Fax], [Print], or [JPEG Print (Media)] option.
3. Press [Tray Priority].
4. Press the option you want.
5. Press .



Related Information

- [Paper Settings](#)

Acceptable Print Media

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

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

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

We recommend testing various paper types before buying large quantities.

For best results, we recommend using Brother paper.

- When you print on inkjet paper (coated paper) and glossy paper, be sure to select the correct print media in the printer driver or in the application you use to print, or the Paper Type setting on the machine.
- When you print on photo paper, load one extra sheet of the same photo paper in the paper tray.
- When using photo paper, remove each sheet at once to prevent smudging or paper jams.
- Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.
- MFC-J3960DW:

When printing on A5, A6, or B6 (JIS) size plain paper using the MP tray, load one extra sheet of the same size paper in the tray.



Related Information

- [Load Paper](#)
 - [Handle and Use Print Media](#)
 - [Choose the Right Print Media](#)

Related Topics:

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

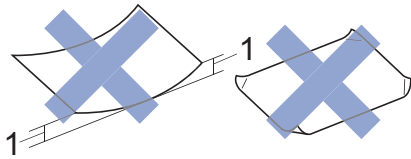
Handle and Use Print Media

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

IMPORTANT

DO NOT use the following types of paper:

- Damaged, curled, wrinkled, or irregularly shaped



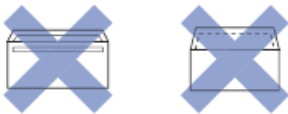
1. **2 mm or greater curl may cause jams to occur.**

- Extremely shiny or highly textured
- Paper that cannot be arranged uniformly when stacked
- Paper with an adhesive surface

DO NOT use envelopes that:

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

Self-adhesive Double flaps



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

✓ Related Information

- [Acceptable Print Media](#)

Related Topics:

- [Load Paper in Paper Tray #1 / Paper Tray #2](#)

Choose the Right Print Media

- Paper Type and Paper Size for Each Operation
- Paper Orientation and Capacity of the Paper Trays

Paper Type and Paper Size for Each Operation

Paper Type	Paper Size		Usage			
			Fax	Copy	JPEG Print	Printer
Cut-Sheet	A3	297 x 420 mm	Yes	Yes	Yes	Yes
	A4	210 x 297 mm	Yes	Yes	Yes	Yes
	Ledger	279.4 x 431.8 mm	Yes	Yes	Yes	Yes
	Letter	215.9 x 279.4 mm	Yes	Yes	Yes	Yes
	Legal	215.9 x 355.6 mm	Yes	Yes	-	Yes
	Mexico Legal	215.9 x 339.85 mm	Yes	Yes	-	Yes
	India Legal	215 x 345 mm	Yes	Yes	-	Yes
	Folio	215.9 x 330.2 mm	Yes	Yes	-	Yes
	16K	195 x 270 mm	-	-	-	Yes
	Executive	184.1 x 266.7 mm	-	-	-	Yes
	B4 (JIS)	257 x 364 mm	Yes	-	-	Yes
	B5 (JIS)	182 x 257 mm	-	-	-	Yes
	B6 (JIS)	128 x 182 mm	-	-	-	Yes
	A5	148 x 210 mm	-	Yes	-	Yes
	A6	105 x 148 mm	-	Yes	-	Yes
	Long Paper	Width: 88.9 - 297 mm Height: 431.9 - 1200 mm	-	-	-	Yes
Cards	Photo	10 x 15 cm	-	Yes	Yes	Yes
	Photo L	9 x 13 cm	-	-	-	Yes
	Photo 2L	13 x 18 cm	-	-	Yes	Yes
	Index Card	13 x 20 cm	-	-	-	Yes
Envelopes	C5 Envelope	162 x 229 mm	-	-	-	Yes
	DL Envelope	110 x 220 mm	-	-	-	Yes
	Com-10	104.7 x 241.3 mm	-	-	-	Yes
	Monarch	98.4 x 190.5 mm	-	-	-	Yes

✓ Related Information

- [Choose the Right Print Media](#)

Related Topics:

- [Load Envelopes in Paper Tray #1](#)

Paper Orientation and Capacity of the Paper Trays

	Paper Size	Paper Types	No. of sheets	Weight	Thickness
Paper Tray #1	<Landscape> A4, Letter, Executive, B5 (JIS) <Portrait> A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio, A5, B6 (JIS), A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm), 16K (195 x 270 mm)	Plain Paper, Recycled Paper	250 ¹	64 to 120 gsm	0.08 to 0.15 mm
		Inkjet Paper	20	64 to 200 gsm	0.08 to 0.25 mm
		Glossy Paper ²	20	Up to 220 gsm	Up to 0.25 mm
		Photo Card ²	20	Up to 200 gsm	Up to 0.25 mm
		Index Card	30	Up to 120 gsm	Up to 0.15 mm
		Envelopes	10	80 to 95 gsm	Up to 0.52 mm
Paper Tray #2 (MFC-J3960DW)	<Landscape> A4, Letter <Portrait> A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio	Plain Paper, Recycled Paper	250 ¹	64 to 120 gsm	0.08 to 0.15 mm
Multi-purpose tray (MP tray) ³ (MFC-J3960DW)	<Landscape> A4, Letter, Executive, B5 (JIS) <Portrait> A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio, A5, B6 (JIS), A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm), 16K (195 x 270 mm)	Plain Paper, Recycled Paper	100 ¹	64 to 120 gsm	0.08 to 0.15 mm
		Inkjet Paper	20 (Up to A4/Letter) 5 (Over A4/Letter)	64 to 200 gsm	0.08 to 0.25 mm
		Glossy Paper, Photo Card ²	20 (Up to A4/Letter) 5 (Over A4/Letter)	Up to 220 gsm	Up to 0.3 mm
		Index Card	50	Up to 120 gsm	Up to 0.15 mm
		Envelopes	20 (Up to A4/Letter) 5 (Over A4/Letter)	80 to 95 gsm	Up to 0.52 mm
		Long Paper (Width: 88.9 - 297 mm / Height: 431.9 - 1200 mm)	Plain Paper, Recycled Paper, Inkjet Paper, Glossy Paper	1	64 to 220 gsm
Manual Feed Slot (MFC-J3660DW)	<Landscape> A4, Letter, Executive, B5 (JIS) <Portrait> A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio, A5, B6 (JIS), A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L	Plain Paper, Recycled Paper	1	64 to 120 gsm	0.08 to 0.15 mm
		Inkjet Paper	1	64 to 200 gsm	0.08 to 0.25 mm
		Glossy Paper ²	1	Up to 220 gsm	Up to 0.25 mm
		Photo Card ²	1	Up to 200 gsm	Up to 0.25 mm

	Paper Size	Paper Types	No. of sheets	Weight	Thickness
	(13 x 18 cm), Index card (13 x 20 cm), 16K (195 x 270 mm)	Index Card	1	Up to 120 gsm	Up to 0.15 mm
		Envelopes	1	80 to 95 gsm	Up to 0.52 mm

- 1 When using plain paper 80 gsm
- 2 BP71 260 gsm paper is specially designed for Brother inkjet machines.
- 3 We recommend using the MP tray for glossy paper.



Related Information

- [Choose the Right Print Media](#)

Load Documents

- [Load Documents in the Automatic Document Feeder \(ADF\)](#)
- [Load Documents on the Scanner Glass](#)
- [Preset the Orientation of A4 or Letter Size Documents When Using Scanner Glass](#)
- [Unscannable Area](#)

Load Documents in the Automatic Document Feeder (ADF)

The ADF can hold multiple pages and feeds each sheet individually.

Use paper that is within the sizes and weights shown in the table. Always fan the pages before placing them in the ADF.

Document Sizes and Weights

Length: ¹	148 to 431.8 mm
Width:	105 to 297 mm
Paper Weight:	64 to 120 gsm

¹ Up to 900 mm when using the long paper function.

IMPORTANT

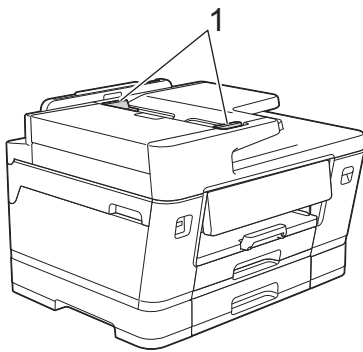
- DO NOT pull on the document while it is feeding.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- Make sure documents with correction fluid or written in ink are completely dry.



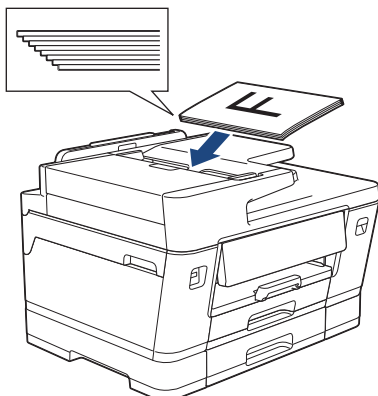
(MFC-J3960DW)

Your 2-sided documents can be faxed, copied, or scanned up to A3 size using the ADF.

1. Fan the pages well.
2. Adjust the paper guides (1) to fit the document size.

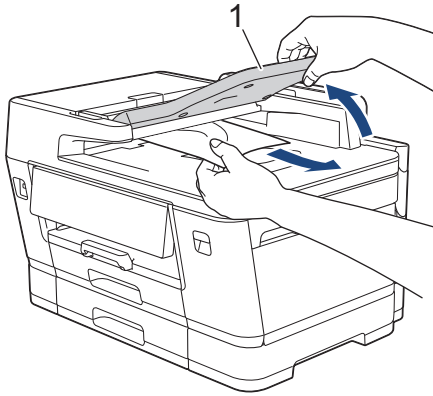


3. Place your document **face up** in the ADF, as shown in the illustration, until you feel the document touch the feed stoppers.





If you loaded a small size document and cannot remove it, lift the ADF document support (1), and then remove the document.



IMPORTANT

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



Related Information

- [Load Documents](#)

Related Topics:

- [Copy a Document](#)

Load Documents on the Scanner Glass

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

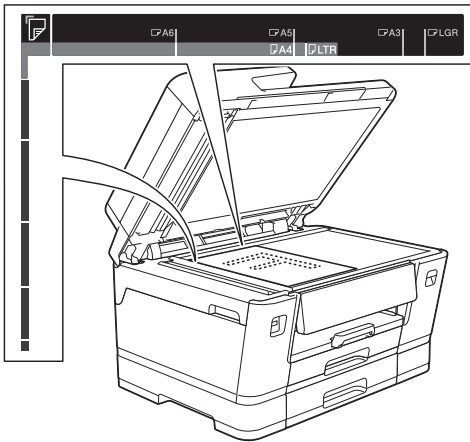
Document Sizes Supported

Length:	Up to 431.8 mm
Width:	Up to 297 mm
Weight:	Up to 2 kg



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

1. Lift the document cover.
2. Place the document **face down** in the upper left corner of the scanner glass as shown in the illustration.



3. Close the document cover.

IMPORTANT

If you are scanning a book or thick document, DO NOT forcefully close or press on the document cover.



Related Information

- [Load Documents](#)

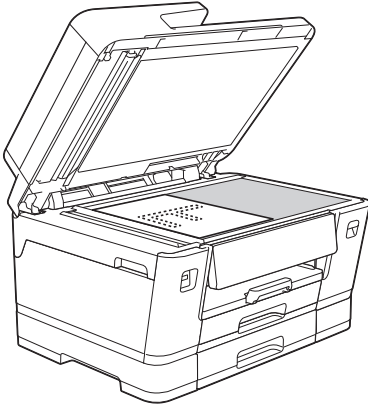
Related Topics:

- [Copy a Document](#)

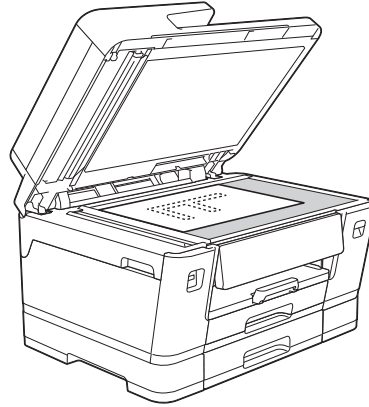
Preset the Orientation of A4 or Letter Size Documents When Using Scanner Glass


A4 or Letter size documents can be placed on the scanner glass in either portrait or landscape orientation. Follow these instructions to preset your preferred document orientation.

Portrait orientation





Landscape orientation



1. Press  [Settings] > [All Settings] > [General Setup] > [A4/Letter Paper Orientation].
2. Select one of the following options:

Option	Description
Auto Detect	When you place an A4 or Letter size document on the scanner glass, your machine detects the orientation automatically.
Portrait	Set the orientation to portrait.
Landscape	Set the orientation to landscape.

3. If a document orientation message appears, press [OK] to confirm.
4. Press .

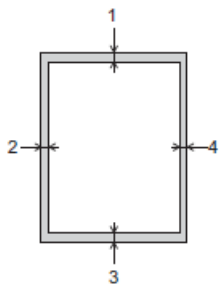
 After setting your preferred orientation in the [A4/Letter Paper Orientation] menu, make sure you place your documents on the scanner glass in this orientation.

✓ Related Information

- [Load Documents](#)

Unscannable Area

The unscannable area of a page depends on the settings in the application you are using. The figures below show the typical unscannable measurements.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax	A3	3 mm	4.5 mm
	A4		3 mm
	Ledger		3.7 mm
	Letter		4 mm
	Legal		
Copy	All paper sizes		3 mm
Scan		1 mm	1 mm



Related Information

- [Load Documents](#)

Print

- [Print from Your Computer \(Windows\)](#)
- [Print from Your Computer \(Mac\)](#)
- [Print Using Brother iPrint&Scan \(Windows/Mac\)](#)
- [Print Data Directly from a USB Flash Drive](#)
- [Cancel a Print Job](#)

Print from Your Computer (Windows)

- [Print a Photo \(Windows\)](#)
- [Print a Document \(Windows\)](#)
- [Print More Than One Page on a Single Sheet of Paper \(N in 1\) \(Windows\)](#)
- [Print as a Poster \(Windows\)](#)
- [Print on Both Sides of the Paper Automatically \(Automatic 2-sided Printing\) \(Windows\)](#)
- [Print as a Booklet Automatically \(Windows\)](#)
- [Print a Colour Document in Greyscale \(Windows\)](#)
- [Print on Long Paper \(Windows\)](#)
- [Print on an Envelope \(Windows\)](#)
- [Use a Preset Print Profile \(Windows\)](#)
- [Change the Default Print Settings \(Windows\)](#)
- [Printer Driver Settings \(Windows\)](#)

Print a Photo (Windows)



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

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.
The printer driver window appears.
3. Click the **Basic** tab.
4. Click the **Media Type** drop-down list, and then select the type of paper you are using.

IMPORTANT

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

5. Click the **Paper Size** drop-down list, and then select your paper size.
6. Select the **Borderless** checkbox, if needed.
7. For **Color / Grayscale**, select **Color**.
8. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



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

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



Related Information


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

Related Topics:

- [Printer Driver Settings \(Windows\)](#)
- [Paper Settings](#)
- [Change the Default Print Settings \(Windows\)](#)

Print a Document (Windows)

- Make sure you have loaded the correct size paper in the paper tray.
- MFC-J3960DW:
When printing on A5, A6, or B6 (JIS) size plain paper using the MP tray, load one extra sheet of the same size paper in the tray.
- 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)*.


 2-sided printing may be the default, depending on your model. For 1-sided printing, turn off the 2-sided printing settings in the printer driver options.

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. Click the **Basic** tab.
4. Click the **Media Type** drop-down list, and then select the type of paper you are using.


IMPORTANT

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

5. Click the **Paper Size** drop-down list, and then select your paper size.
6. For **Color / Grayscale**, select the **Color** or **Grayscale** option.
7. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.

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

8. Type the number of copies (1-999) you want in the **Copies** field.
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. (MFC-J3960DW) Click the **Paper Source** drop-down list and select the paper source.



- You can also set the paper size and paper type for each tray using the machine's control panel.
- You can also set the priority of each tray using the machine's control panel.

For more information, see *Related Information:Paper Settings*.

12. Change other printer settings, if needed.
13. Click **OK**.
14. Complete your print operation.



Related Information

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

Related Topics:

- [Printer Driver Settings \(Windows\)](#)

-
- Paper Settings
 - Change the Default Print Settings (Windows)
-

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



2-sided printing may be the default, depending on your model. For 1-sided printing, turn off the 2-sided printing settings in the printer driver options.

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. Click the **Basic** tab.
4. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



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

5. Click the **Multiple Page** drop-down list, and then select the **2 in 1**, **4 in 1**, **9 in 1**, or **16 in 1** option.
6. Click the **Page Order** drop-down list, and then select your page order.
7. Click the **Border Line** drop-down list, and then select your border line type.
8. Change other printer settings, if needed.
9. Click **OK**.
10. Complete your print operation.



Related Information

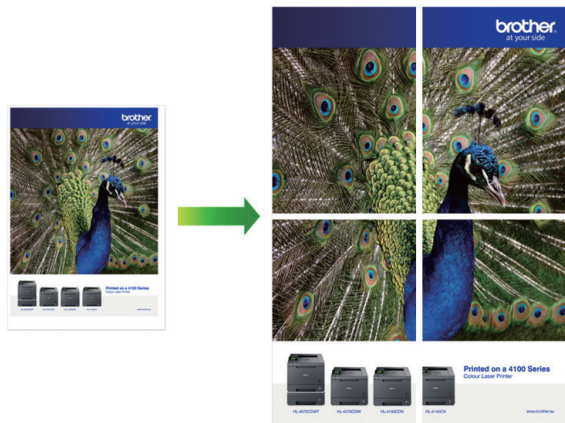
- [Print from Your Computer \(Windows\)](#)

Related Topics:

- [Printer Driver Settings \(Windows\)](#)

Print as a Poster (Windows)

Enlarge your print size and print the document in poster mode.



1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.
The printer driver window appears.
3. Click the **Basic** tab.
4. Click the **Multiple Page** drop-down list, and then select the **1 in 2x2 Pages** or **1 in 3x3 Pages** option.
5. Change other printer settings, if needed.
6. Click **OK**.
7. Complete your print operation.

✓ Related Information

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

Related Topics:

- [Printer Driver Settings \(Windows\)](#)

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



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

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.
The printer driver window appears.
3. Click the **Basic** tab.
4. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



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

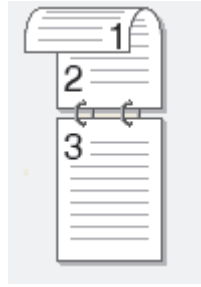
5. Click the **2-sided / Booklet** drop-down list, and then select **2-sided**.
6. Click the **2-sided Settings** button.
7. Select one of the options from the **2-sided Type** menu.

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

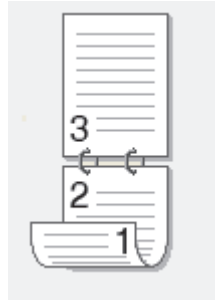
Option for Portrait	Description
Long Edge (Left)	
Long Edge (Right)	

Option for Portrait	Description
---------------------	-------------

Short Edge (Top)



Short Edge (Bottom)

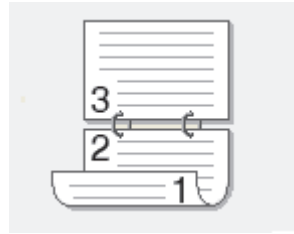


Option for Landscape	Description
----------------------	-------------

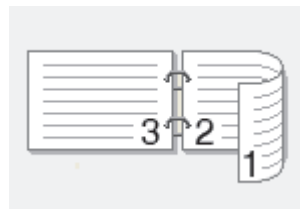
Long Edge (Top)



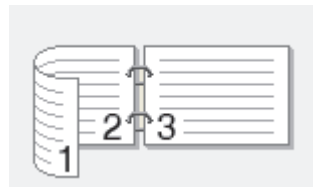
Long Edge (Bottom)



Short Edge (Right)



Short Edge (Left)



8. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimetres.
9. Click **OK** to return to the printer driver window.
10. Change other printer settings, if needed.



The Borderless feature is not available when using this option.

11. Click **OK**.

12. Complete your print operation.



Related Information

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

Related Topics:

- [Print as a Booklet Automatically \(Windows\)](#)
 - [Printer Driver Settings \(Windows\)](#)
-

Print as a Booklet Automatically (Windows)

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



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

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.
The printer driver window appears.
3. Click the **Basic** tab.
4. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



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

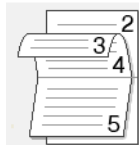
5. Click the **2-sided / Booklet** drop-down list, and then select the **Booklet** option.
6. Click the **2-sided Settings** button.
7. Select one of the options from the **2-sided Type** menu.

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

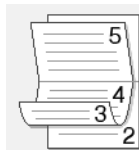
Option for Portrait	Description
Left Binding	
Right Binding	

Option for Landscape	Description
----------------------	-------------

Top Binding



Bottom Binding



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

Option	Description
--------	-------------

All Pages at Once

Every page will be printed in booklet format (four pages to every piece of paper, two pages per side). Fold your printout in the middle to create the booklet.



Divide into Sets

This option prints the whole booklet in smaller individual booklet sets, allowing you to fold at the centre of the smaller individual booklet sets without having to change the order of the printed pages. You can specify the number of sheets in each smaller booklet set (from 1-15). This option can be helpful when folding a printed booklet that has a large number of pages.



9. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimetres.
10. Click **OK** to return to the printer driver window.
11. Change other printer settings, if needed.



The Borderless feature is not available when using this option.

12. Click **OK**.
13. Complete your print operation.



Related Information

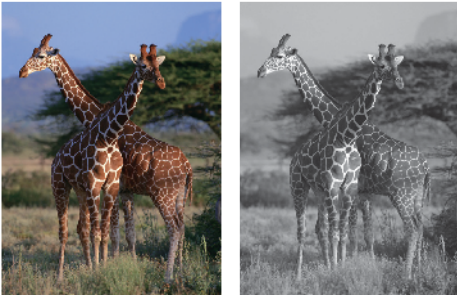
- [Print from Your Computer \(Windows\)](#)

Related Topics:

- [Print on Both Sides of the Paper Automatically \(Automatic 2-sided Printing\) \(Windows\)](#)
- [Printer Driver Settings \(Windows\)](#)

Print a Colour Document in Greyscale (Windows)

Greyscale mode makes the print processing speed faster than colour mode. If your document contains colour, selecting Greyscale mode prints your document in 256 levels of greyscale.



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. Click the **Basic** tab.
4. For **Color / Grayscale**, select **Grayscale**.
5. Change other printer settings, if needed.
6. Click **OK**.
7. Complete your print operation.



Related Information

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

Print on Long Paper (Windows)

Related Models: MFC-J3960DW

Make sure you have loaded only **one sheet** of Long paper (Width: 88.9 - 297 mm / Height: 431.9 - 1200 mm) in the MP tray.

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.
The printer driver window appears.
3. Click the **Basic** tab.
4. Click the **Media Type** drop-down list, and then select the type of paper you are using.

IMPORTANT

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

5. Click the **Paper Size** drop-down list, select **User-Defined...** Enter the width, height, and other information in the **User-Defined Size** window, and then click **OK**.
6. For **Color / Grayscale**, select the **Color** or **Grayscale** option.
7. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



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

8. Type the number of copies (1-999) you want in the **Copies** field.
9. Change other printer settings, if needed.
10. Click **OK**.
11. Complete your print operation.

IMPORTANT

If the ink cartridges have reached the end of their lives when you are printing on Long paper, you can replace them with new ink cartridges of the same colour and continue printing.

The colour tone may be different after the ink cartridge replacement.



Related Information

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

Related Topics:

- [Load Long Paper in the Multi-purpose Tray \(MP Tray\)](#)

Print on an Envelope (Windows)

- Make sure you have loaded the correct envelopes in the paper tray. For more information on how to load envelopes, see *Related Information*.
- When you create a document to print on envelopes, set the document size in your application in advance.

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. Click the **Basic** tab.
4. Click the **Media Type** drop-down list, and then select the type of paper you are using.
5. Click the **Paper Size** drop-down list, and then select your envelope size.
6. For **Color / Grayscale**, select the **Color** or **Grayscale** option.
7. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



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

8. Type the number of copies (1-999) you want in the **Copies** field.
9. Change other printer settings, if needed.
10. Click **OK**.
11. Complete your print operation.



Related Information

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

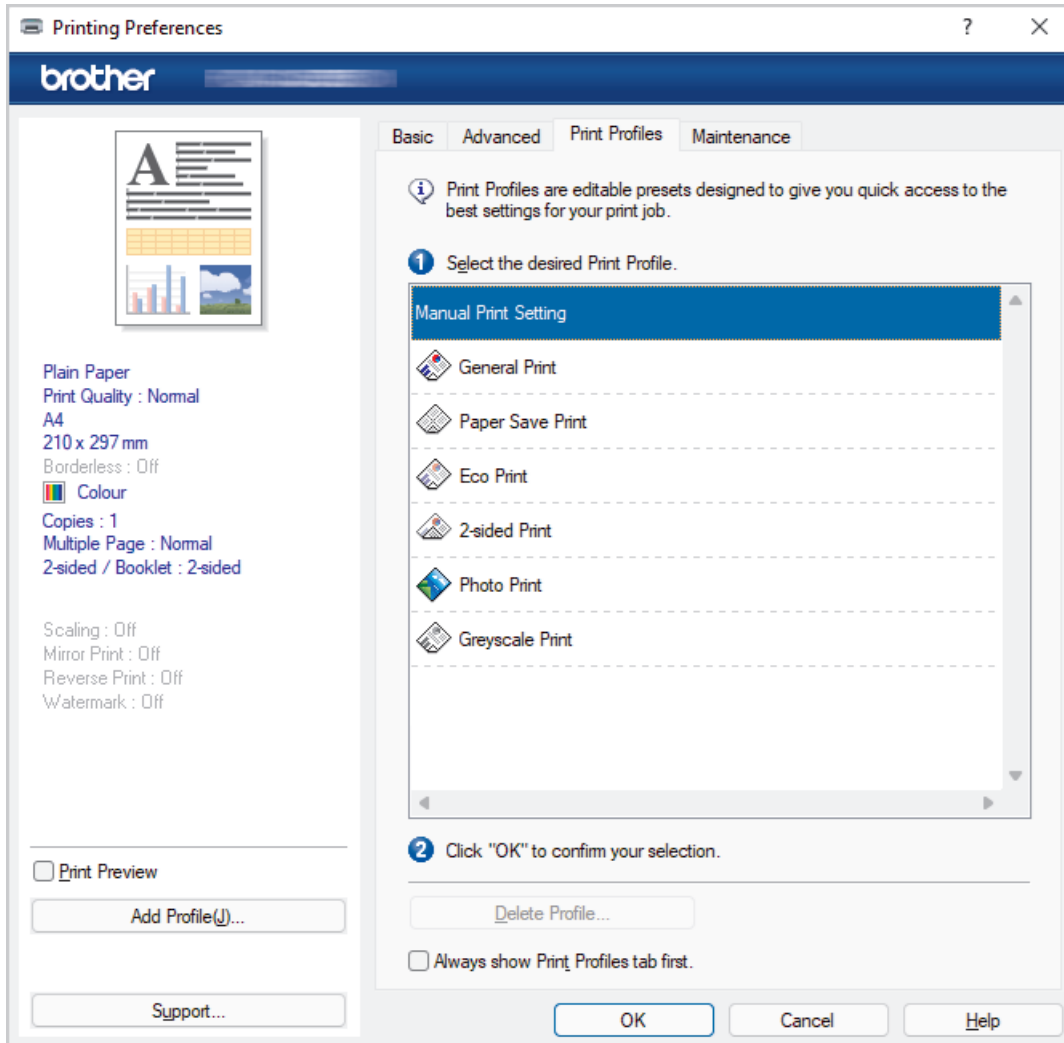
Related Topics:

- [Load Envelopes in Paper Tray #1](#)
- [Load Paper in the Manual Feed Slot](#)

Use a Preset Print Profile (Windows)

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

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.
The printer driver window appears.
3. Click the **Print Profiles** tab.



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



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



Related Information



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

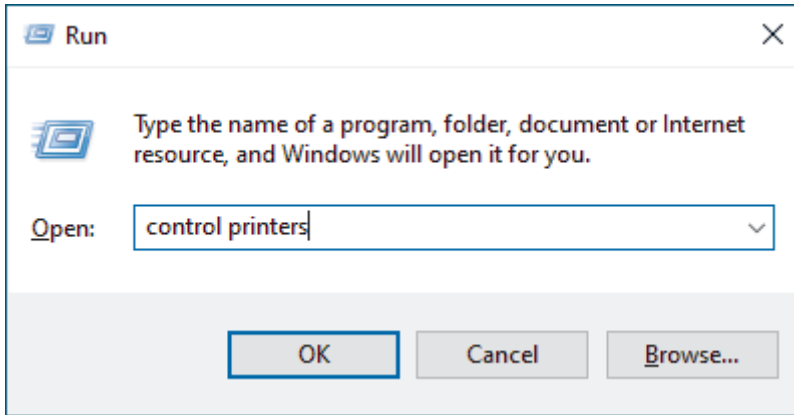
Related Topics:

- [Printer Driver Settings \(Windows\)](#)

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 **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.
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:

- [Printer Driver Settings \(Windows\)](#)

Printer Driver Settings (Windows)



- When you change an application's print settings, the changes only apply 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, with the 'Basic' tab selected. The dialog is titled 'Printing Preferences' and has a close button (X) in the top right corner. The Brother logo is visible in the top left. The 'Basic' tab is active, and the 'Advanced', 'Print Profiles', and 'Maintenance' tabs are also visible. The settings are as follows:

- Media Type:** Plain Paper (dropdown)
- Print Quality:** Normal (dropdown)
- Paper Size:** A4 (210 x 297 mm) (dropdown)
- Colour / Greyscale:** Borderless, Colour(N), Greyscale
- Orientation:** Portrait, Landscape
- Copies:** 1 (spinner), Collate, Reverse Order
- Multiple Page:** Normal (dropdown), Page Order: Right, then Down (dropdown), Border Line: None (dropdown)
- 2-sided / Booklet:** 2-sided (dropdown), 2-sided Settings(X)... (button)
- Paper Source:** Auto Select (dropdown)

On the left side of the dialog, there is a preview of a document and a summary of the current settings:

- Plain Paper
- Print Quality : Normal
- A4
- 210 x 297 mm
- Borderless : Off
- Colour
- Copies : 1
- Multiple Page : Normal
- 2-sided / Booklet : 2-sided
- Scaling : Off
- Mirror Print : Off
- Reverse Print : Off
- Watermark : Off

At the bottom left, there is a 'Print Preview' checkbox, an 'Add Profile(J)...' button, and a 'Support...' button. At the bottom right, there is a 'Default' button. At the very bottom, there are 'OK', 'Cancel', and 'Help' buttons.

1. 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.

2. Print Quality

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

3. Paper Size

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

Borderless

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

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

4. Color / Grayscale

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

5. 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.

6. Copies

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

Collate

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

Reverse Order

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

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.

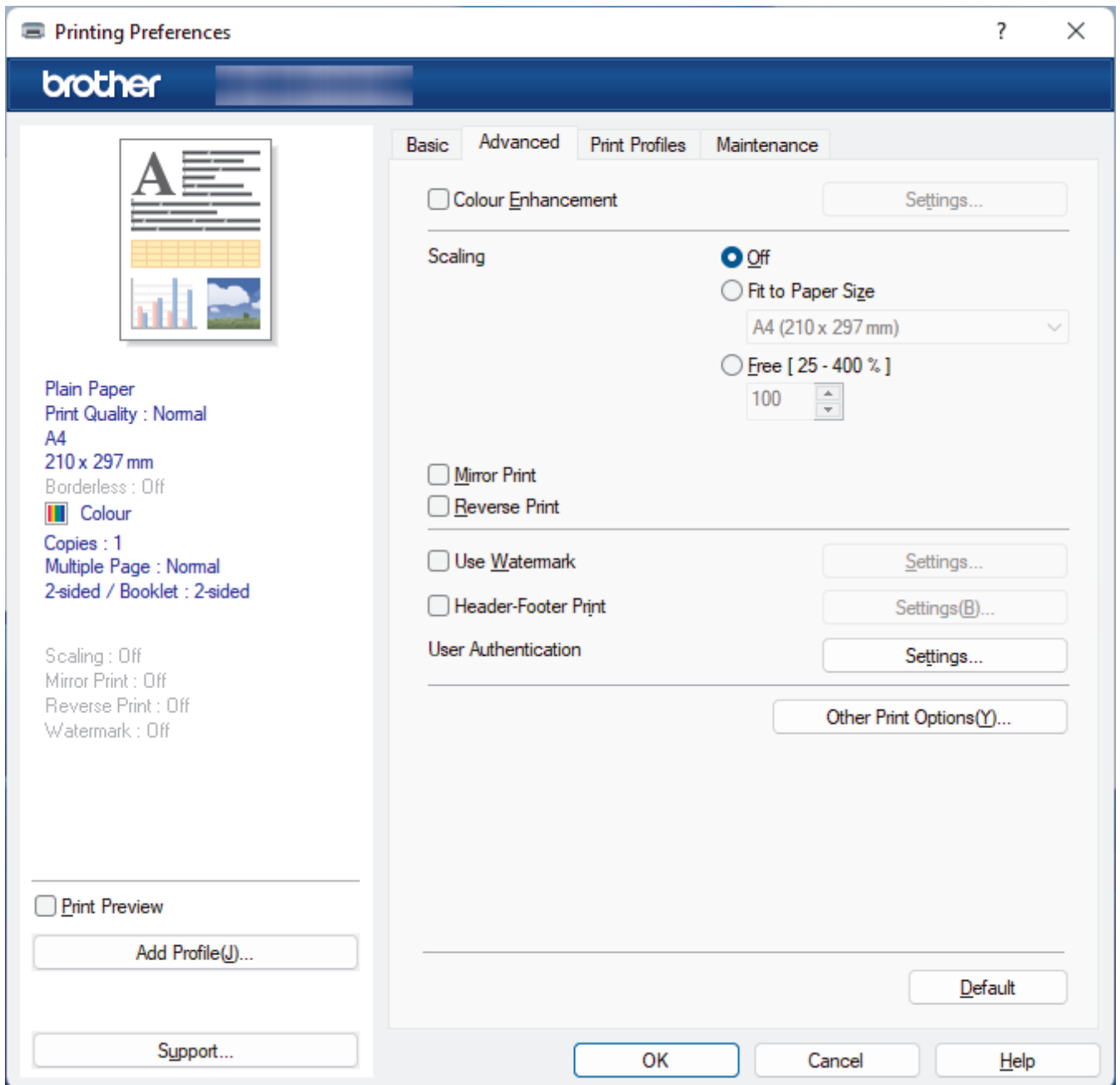
2-sided Settings button

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

9. (MFC-J3960DW) Paper Source

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

Advanced Tab



1. Color Enhancement

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

2. 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.

3. Mirror Print

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

4. Reverse Print

Select this option to rotate the printed image 180 degrees.

5. 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.

6. Header-Footer Print

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

7. User Authentication

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

8. Other Print Options button

Advanced Color Settings

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

Reduce Smudge

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

Retrieve Printer's Color Data

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

Print Archive

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

Reduce Uneven Lines

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



Related Information

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

Related Topics:

- [Print a Photo \(Windows\)](#)
 - [Print a Document \(Windows\)](#)
 - [Print More Than One Page on a Single Sheet of Paper \(N in 1\) \(Windows\)](#)
 - [Print as a Poster \(Windows\)](#)
 - [Print on Both Sides of the Paper Automatically \(Automatic 2-sided Printing\) \(Windows\)](#)
 - [Print as a Booklet Automatically \(Windows\)](#)
 - [Use a Preset Print Profile \(Windows\)](#)
 - [Change the Default Print Settings \(Windows\)](#)
 - [Change the Print Options to Improve Your Print Results](#)
-

Print from Your Computer (Mac)

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


Print Using Brother iPrint&Scan (Windows/Mac)

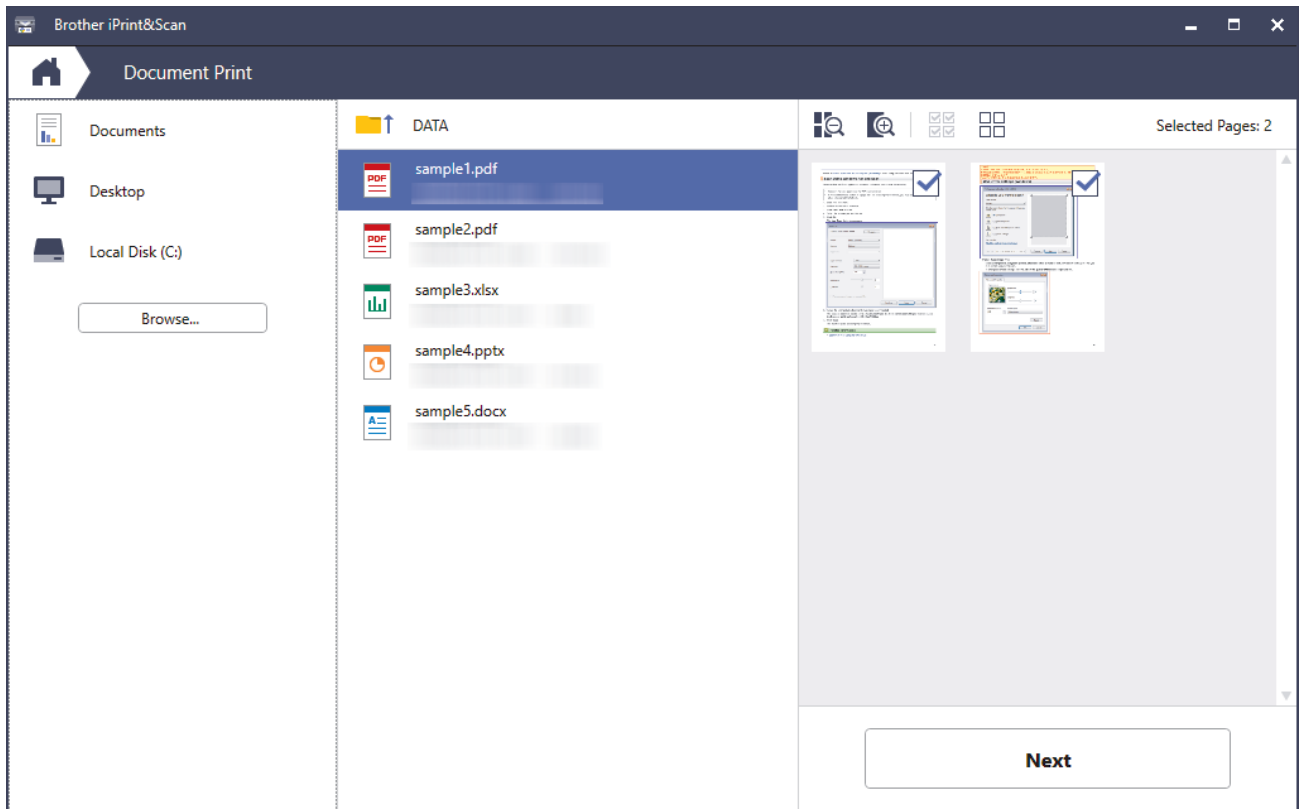
- [Print Photos or Documents Using Brother iPrint&Scan \(Windows/Mac\)](#)
- [Print on Both Sides of the Paper Automatically Using Brother iPrint&Scan \(Automatic 2-sided Printing\) \(Windows/Mac\)](#)
- [Print More Than One Page on a Single Sheet of Paper Using Brother iPrint&Scan \(N in 1\) \(Windows/Mac\)](#)
- [Print a Colour Document in Greyscale Using Brother iPrint&Scan \(Windows/Mac\)](#)

Print Photos or Documents Using Brother iPrint&Scan (Windows/Mac)



- Make sure you have loaded the correct media in the paper tray.
- For best results, we recommend using Brother paper.
- When printing on photo paper, load one extra sheet of the same photo paper in the paper tray.
- MFC-J3960DW:
When printing on A5, A6, or B6 (JIS) size plain paper using the MP tray, load one extra sheet of the same size paper in the tray.

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.
2. If your Brother machine is not selected, click the **Add Machine / Select your Machine** button, and then select your model's name from the list. Click **OK**.
3. Click **Print**.
4. Select the document type.
5. Select the file you want to print, and then do one of the following:
 - Windows
Click **Next**.
 - Mac
Click **Open**, and then click **Next** if prompted.



- The screen that appears may differ, depending on the software version.
- Use the latest version of Brother iPrint&Scan. See *Related Information*.
- When printing documents with many pages, you can also select the pages you want to print.

6. Change other printer settings, if needed.

7. Click **Print**.

IMPORTANT

For photo printing:

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



Related Information

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

Related Topics:

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

Print on Both Sides of the Paper Automatically Using Brother iPrint&Scan (Automatic 2-sided Printing) (Windows/Mac)



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

1. 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.

2. If your Brother machine is not selected, click the **Add Machine / Select your Machine** button, and then select your model's name from the list. Click **OK**.

3. Click **Print**.

4. Click **Document / PDF**.

5. Select the file you want to print, and then do one of the following:

- Windows

Click **Next**.

- Mac

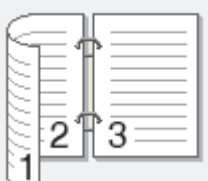
Click **Open**, and then click **Next** if prompted.

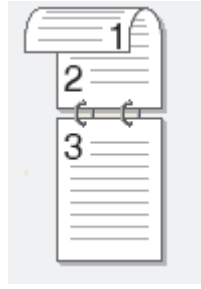


When printing documents with many pages, you can also select the pages you want to print.

6. Select one of the options from the **2-sided** drop-down list.

Two types of 2-sided binding are available:

Option	Description
On (Flip on long edge)	

Option**Description****On (Flip on short edge)**


-
7. Change other printer settings, if needed.
 8. Click **Print**.

**Related Information**

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

Print More Than One Page on a Single Sheet of Paper Using Brother iPrint&Scan (N in 1) (Windows/Mac)



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.
2. If your Brother machine is not selected, click the **Add Machine / Select your Machine** button, and then select your model's name from the list. Click **OK**.
3. Click **Print**.
4. Click **Document / PDF**.
5. Select the file you want to print, and then do one of the following:
 - Windows
Click **Next**.
 - Mac
Click **Open**, and then click **Next** if prompted.



When printing documents with many pages, you can also select the pages you want to print.

6. Click the **Layout** drop-down list, and then select the number of pages to print on each sheet.
7. Change other printer settings, if needed.
8. Click **Print**.

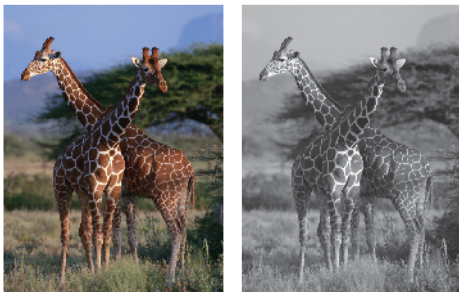




Related Information

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

Print a Colour Document in Greyscale Using Brother iPrint&Scan (Windows/Mac)

Greyscale mode makes the print processing speed faster than colour mode. If your document contains colour, selecting Greyscale mode prints your document in 256 levels of greyscale.



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.
 2. If your Brother machine is not selected, click the **Add Machine / Select your Machine** button, and then select your model's name from the list. Click **OK**.
 3. Click **Print**.
 4. Select the document type.
 5. Select the file you want to print, and then do one of the following:
 - Windows
Click **Next**.
 - Mac
Click **Open**, and then click **Next** if prompted.
-
-  When printing documents with many pages, you can also select the pages you want to print.
-
6. Click the **Color / Mono** drop-down list, and then select the **Mono** option.
 7. Change other printer settings, if needed.
 8. Click **Print**.

Related Information

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

Print Data Directly from a USB Flash Drive

- [Print Photos Directly from a USB Flash Drive](#)

Print Photos Directly from a USB Flash Drive

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

- [Important Information about Photo Printing](#)
- [Preview and Print Photos from a USB Flash Drive](#)
- [Print a Photo Index Sheet \(Thumbnails\) from a USB Flash Drive](#)
- [Print Photos by Image Number](#)
- [Print Settings for Photos](#)

Important Information about Photo Printing

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

- The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognised).
- Direct photo printing must be performed separately from photo printing operations using the computer. (Simultaneous operation is not available.)
- The machine can read up to 999 files ¹ on a USB flash drive.

Be aware of the following:

- When printing an index sheet or image, the machine will print all the valid images, even if one or more images have been corrupted. Corrupted images will not be printed.
- Your machine supports USB flash drives that have been formatted by Windows.



Related Information

- [Print Photos Directly from a USB Flash Drive](#)

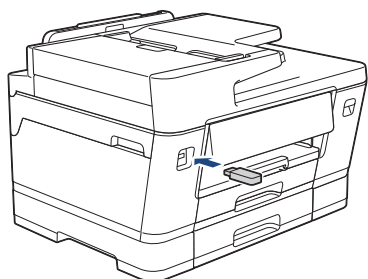
¹ The folder inside USB flash drives is also counted.


Preview and Print Photos from a USB Flash Drive

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


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


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



 When the machine is in Sleep mode, the touchscreen does not display any information even if you connect a USB flash drive to the USB slot. Press the touchscreen to wake up the machine.

2. Press [JPEG Print] > [Select Files].
3. Press ◀ or ▶ to display the photo you want to print, and then press it.

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

4. Enter the number of copies in one of the following ways:
 - Press [-] or [+] on the touchscreen.
 - Press **x01** to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
5. Press [OK].
6. Repeat the last three steps until you have selected all the photos you want to print.
7. Press [OK].
8. Read and confirm the displayed list of options.
9. To change the print settings, press  [Print Settings].
When finished, press [OK].
10. Press [Start].

Related Information

- [Print Photos Directly from a USB Flash Drive](#)

Related Topics:

- [Print Settings for Photos](#)

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

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



- The machine assigns numbers for images (such as No.1, No.2, No.3, and so on).
The machine does not recognise any other numbers or file names that your digital camera or computer has used to identify the pictures.
- Only file names that are 20 characters or less will be printed correctly on the index sheet.
- File names cannot be printed correctly if they contain non-alphanumeric characters, but non-alphanumeric characters do not affect photo print settings.

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



When the machine is in Sleep mode, the touchscreen does not display any information even if you connect a USB flash drive to the USB slot. Press the touchscreen to wake up the machine.

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

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

When finished, press [OK].

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

4. Press [Start].



Related Information

- [Print Photos Directly from a USB Flash Drive](#)

Related Topics:

- [Print Photos by Image Number](#)

Print Photos by Image Number

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

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




When the machine is in Sleep mode, the touchscreen does not display any information even if you connect a USB flash drive to the USB slot. Press the touchscreen to wake up the machine.

2. Press [JPEG Print] > [Index Print] > [Print Photos].
3. Enter the image numbers you want to print using the touchscreen. After you have selected the image numbers, press [OK].



- Enter multiple numbers at one time using a comma or a hyphen. For example, enter **1, 3, 6** to print images No.1, No.3 and No.6. Print a range of images using a hyphen. For example, enter **1-5** to print images No.1 to No.5.
- Enter up to 12 characters (including commas and hyphens) for the image numbers you want to print.

4. Enter the number of copies in one of the following ways:
 - Press [-] or [+] on the touchscreen.
 - Press **x01** to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
5. To change the print settings, press  [Print Settings].
When finished, press [OK].
6. Press [Start].




Related Information

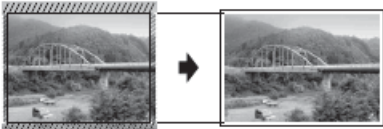
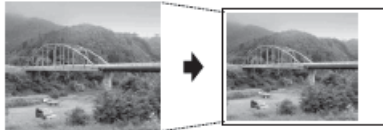
- [Print Photos Directly from a USB Flash Drive](#)

Related Topics:

- [Print a Photo Index Sheet \(Thumbnails\) from a USB Flash Drive](#)
- [Print Settings for Photos](#)

Print Settings for Photos

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

Option	Description
Print Quality	Select the print resolution for your type of document.
(MFC-J3960DW) Select Tray	Select the tray.
Paper Type	Select the paper type.
Paper Size	Select the paper size.
Print Layout	Select the print layout.
Brightness	Adjust the brightness.
Contrast	Adjust the contrast. Increasing the contrast will make an image look sharper and more vivid.
Cropping	<p>Crop the image around the margin to fit the paper size or print size.</p> <ul style="list-style-type: none"> The factory setting is On. To print the entire image, change this setting to Off. If you set the Cropping setting to Off, set the Borderless setting to Off, also. <p>Cropping: On</p>  <p>Cropping: Off</p> 
Borderless	Expand the printable area to fit the edges of the paper. Printing time will be slower.
Date Print	Print the date on your photo. The date will be printed in the lower-right corner. To use this setting, the photo data must include the date.
Set New Default	Save the print settings you use most often by setting them as the defaults.
Factory Reset	Restore any changed print settings back to the factory settings.

Related Information

- [Print Photos Directly from a USB Flash Drive](#)


Related Topics:

- [Preview and Print Photos from a USB Flash Drive](#)
- [Print Photos by Image Number](#)

Cancel a Print Job

1. Press .



To cancel multiple print jobs, press and hold  for about four seconds.



Related Information

- [Print](#)

Scan


- [Scan Using the Scan Button on Your Machine](#)
- [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)
- [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

- [Configure the Scan Button on Your Machine](#)
- [Scan Multi-page A4 or Letter Size Documents](#)
- [Scan Photos and Graphics](#)
- [Scan Documents as a Single PDF File](#)
- [Save Scanned Data to a USB Flash Drive](#)
- [Scan Multiple Business Cards and Photos \(Auto Crop\)](#)
- [Scan to an Editable Text File Using OCR](#)
- [Save Scanned Data as an Email Attachment](#)
- [Send Scanned Data to an Email Recipient](#)
- [Scan to FTP](#)
- [Scan to Network \(Windows\)](#)
- [Web Services for Scanning on Your Network \(Windows\)](#)

Configure the Scan Button on Your Machine

To scan using your machine's Scan button, add your machine to Brother iPrint&Scan.

1. Go to your model's **Downloads** page at support.brother.com/downloads, and then download and install the software compatible with your operating system (Windows or Mac).
 - Windows:
Download and install the **EasySetup** software package or **Full Driver & Software Package**. Brother iPrint&Scan is included in this installation.
 - Mac:
Download and install the **Brother iPrint&Scan** application and the **iPrint&Scan Push Scan Tool**.
2. Start Brother iPrint&Scan.
 - Windows:
Double-click the  (Brother iPrint&Scan) icon on your computer's desktop.
 - Mac:
In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.
The Brother iPrint&Scan screen appears.
3. If your Brother machine is not selected, click the **Add Machine / Select your Machine** button, and then follow the on-screen instructions to select your Brother machine.
4. Click the **Machine Scan Settings** button, and then follow the on-screen instructions to change the scan settings, including file type and file storage location.



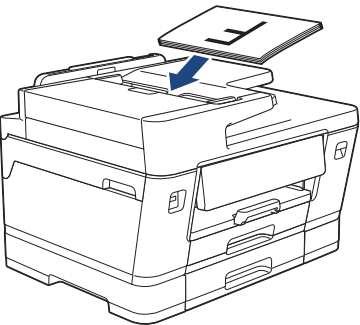
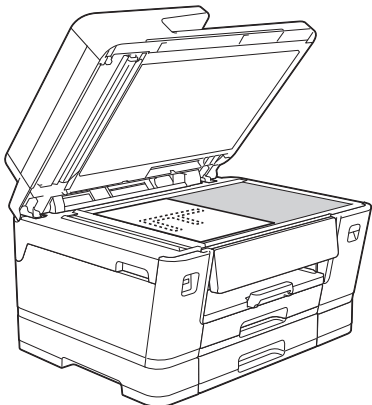
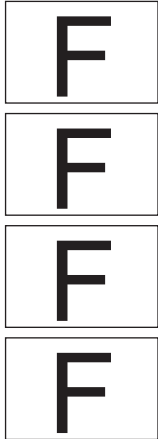
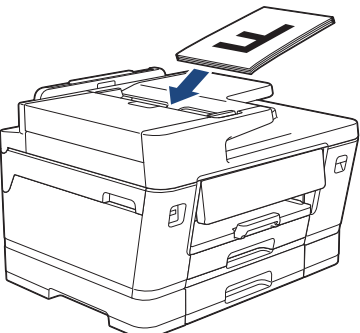
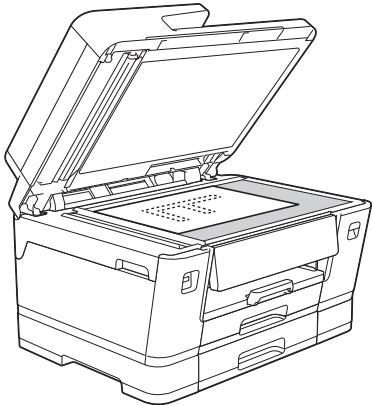
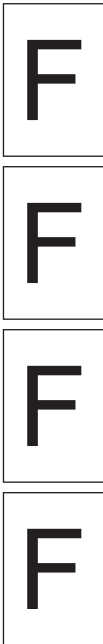
Related Information

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

Scan Multi-page A4 or Letter Size Documents

When scanning a multi-page A4 or Letter size document into a single file such as a PDF, the scan result depends on how to place the document.

- To get the scan result in landscape orientation, load the document into the ADF long edge first or place it on the scanner glass with the long edge aligned with the left side of the scanner glass.
- To get the scan result in portrait orientation, load the document into the ADF short edge first or place it on the scanner glass with the short edge aligned with the left side of the scanner glass.

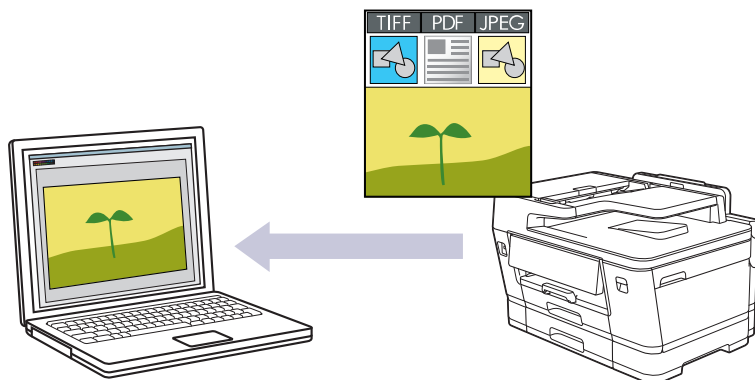
How to Place the Document	Scan Result
<p>Long edge first</p> <p>ADF</p>  <p>Scanner glass</p> 	<p>Landscape</p> 
<p>Short edge first</p> <p>ADF</p>  <p>Scanner glass</p> 	<p>Portrait</p> 

✓ Related Information

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

Scan Photos and Graphics

Send scanned photos or graphics directly to your computer.



- **To scan from your machine:**

You must first configure the Scan button on your machine, including settings such as file type and file storage location. See *Related Information: Configure the Scan Button on Your Machine*.


- **To scan from your computer:**

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

1. [Load your document](#).
2. Press [Scan] > [to PC] > [to Image].
3. If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.



If the LCD message prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

4. To change the settings, press  [Options].



To use  [Options], you must connect a computer with Brother iPrint&Scan installed to the machine.

5. Press [Scan Settings] > [Set at Device].
6. Select the scan settings you want to change, and then press [OK].

Option	Description
2-sided Scan (MFC-J3960DW)	Select the 2-sided scan mode.
Colour Setting	Select the colour format for your document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Des skew	Correct any skewed documents when they are scanned.

Option	Description
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Colour	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.



To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

7. Press [Start].

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



Related Information

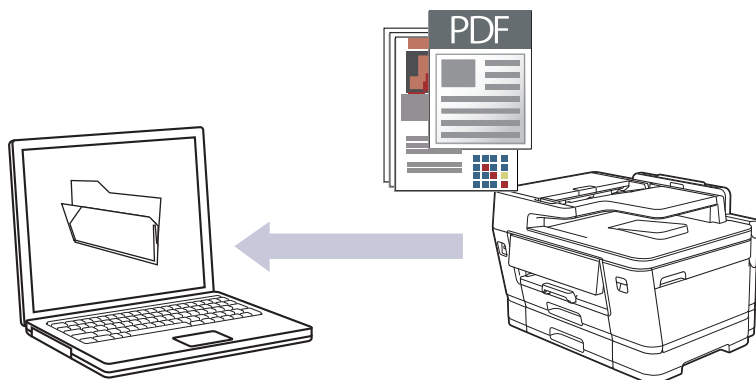
- [Scan Using the Scan Button on Your Machine](#)

Related Topics:

- [Configure the Scan Button on Your Machine](#)
 - [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)
-

Scan Documents as a Single PDF File

Combine multiple pages into a single PDF document.



- **To scan from your machine:**

You must first configure the Scan button on your machine, including settings such as file type and file storage location. See *Related Information: Configure the Scan Button on Your Machine*.

- **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 [Scan] > [to PC] > [to File].
3. If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.



If the LCD message prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

4. To change the settings, press  [Options].



To use  [Options], you must connect a computer with Brother iPrint&Scan installed to the machine.

5. Press [Scan Settings] > [Set at Device].
6. Select the scan settings you want to change, and then press [OK].

Option	Description
2-sided Scan (MFC-J3960DW)	Select the 2-sided scan mode.
Colour Setting	Select the colour format for your document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.

Option	Description
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Colour	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.



To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

7. Press [Start].

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



Related Information

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

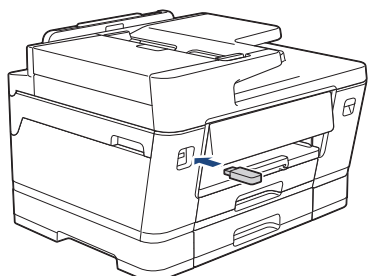
Related Topics:


- [Configure the Scan Button on Your Machine](#)
- [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)

Save Scanned Data to a USB Flash Drive

Scan documents and save them directly to a USB flash drive without using a computer.

1. Load your document.
2. Insert a USB flash drive in the USB slot.



3. Press [Scan to Media].
4. To change the settings, press  [Options], and then go to the next step.
5. Select the scan settings you want to change, and then press [OK].

Option	Description
2-sided Scan (MFC-J3960DW)	Select the 2-sided scan mode.
Colour Setting	Select the colour format for your document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
File Name	Select or edit a file name.
File Name Style	Select the order in which the date, counter number, and other items appear in the file names.
Auto Crop	Scan multiple documents placed on the scanner glass to a USB flash drive. The machine will scan each document and create separate files or a single multi-page file.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Colour	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.



- To set your own default settings: after making changes to settings, press the [Set New Default] option, and then press [Yes].
- To restore the factory settings: press the [Factory Reset] option, and then press [Yes].
- To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

6. Press [Start].

If you are using the scanner glass, set the next page and then press [Continue]. If there are no more pages to scan, press [Finish]. After you finish scanning, make sure you choose [Finish] before removing the USB flash drive from the machine.

IMPORTANT

The LCD displays a message while reading the data. DO NOT unplug the power cord or remove the USB flash drive from the machine while it is reading the data. You could lose your data or damage the USB flash drive.



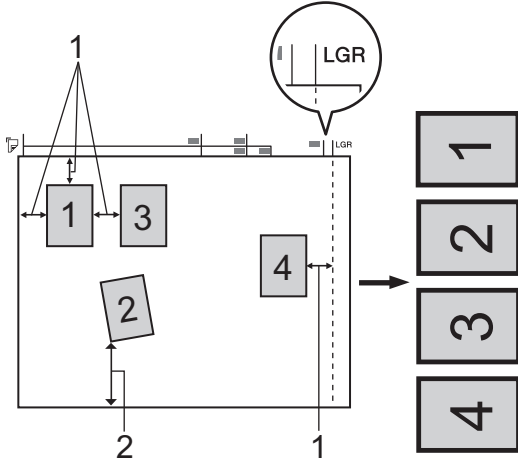
Related Information

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

Scan Multiple Business Cards and Photos (Auto Crop)

You can scan multiple documents placed on the scanner glass. The machine will scan each document and use the Auto Crop feature to create separate files or a single multi-page file.


Guidelines for Auto Crop



1. 10 mm or greater
2. 20 mm or greater (bottom)
 - This setting is available only for documents that are rectangular or square.
 - If your document is too long or wide, this feature will not work as described here.
 - You must place the documents away from the edges of the scanner glass as shown in the illustration.
 - You must place the documents at least 10 mm away from each other.
 - Auto Crop adjusts the skew of the document on the scanner glass; however, if your document is skewed more than 45 degrees at less than 300 x 300 dpi or 10 degrees at 600 x 600 dpi, this feature will not work.
 - The ADF must be empty to use Auto Crop.
 - The Auto Crop feature is available for a maximum of 32 documents, depending on the size of the documents.



To scan documents using the Auto Crop feature, you must place the documents on the scanner glass.

1. Load documents on the scanner glass.
2. Insert a USB flash drive into your machine.
3. Press [Scan to Media] >  [Options] > [Auto Crop].
4. Press [On].
5. Press [OK].
6. Press [Start].

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

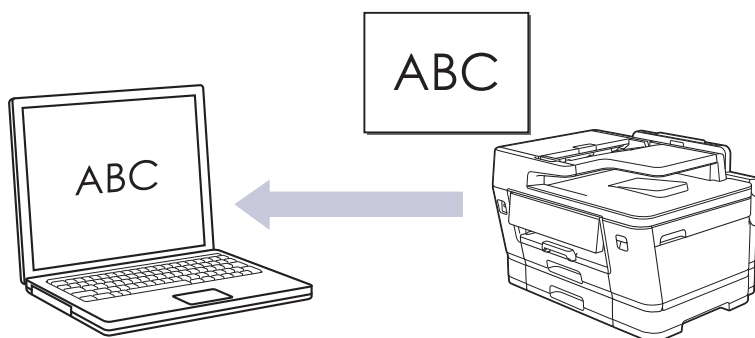


Related Information

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

Scan to an Editable Text File Using 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 for certain languages.
- **To scan from your machine:**
You must first configure the Scan button on your machine, including settings such as file type and file storage location. See *Related Information: Configure the Scan Button on Your Machine*.
- **To scan from your computer:**
See *Related Information: Scan Using Brother iPrint&Scan (Windows/Mac)*.

1. [Load your document](#).
2. Press [Scan] > [to PC] > [to OCR].
3. If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.



If the LCD message prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

4. To change the settings, press  [Options].



To use  [Options], you must connect a computer with Brother iPrint&Scan installed to the machine.

5. Press [Scan Settings] > [Set at Device].
6. Select the scan settings you want to change, and then press [OK].

Option	Description
2-sided Scan (MFC-J3960DW)	Select the 2-sided scan mode.
Colour Setting	Select the colour format for your document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.

Option	Description
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Colour	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.



To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

7. Press [Start].

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



Related Information

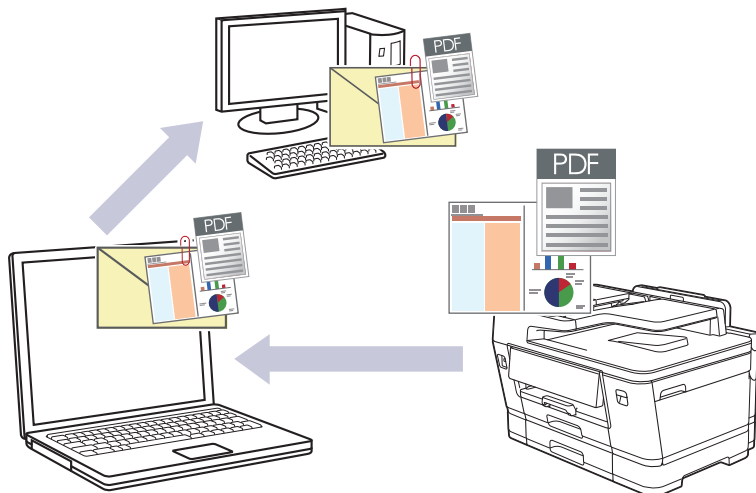
- [Scan Using the Scan Button on Your Machine](#)

Related Topics:

- [Configure the Scan Button on Your Machine](#)
- [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)

Save Scanned Data as an Email Attachment

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



- **To scan from your machine:**

You must first configure the Scan button on your machine, including settings such as file type and file storage location. See *Related Information: Configure the Scan Button on Your Machine*.

- **To scan from your computer:**

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

- 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 Mail

For 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 [Scan] > [to PC] > [to E-mail].
3. If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.



If the LCD message prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

4. To change the settings, press  [Options].



To use  [Options], you must connect a computer with Brother iPrint&Scan installed to the machine.

5. Press [Scan Settings] > [Set at Device].
6. Select the scan settings you want to change, and then press [OK].

Option	Description
2-sided Scan (MFC-J3960DW)	Select the 2-sided scan mode.
Colour Setting	Select the colour format for your document.

Option	Description
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Colour	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.



To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

7. Press [Start].

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:


- [Configure the Scan Button on Your Machine](#)
- [Scan Using Brother iPrint&Scan \(Windows/Mac\)](#)

Send Scanned Data to an Email Recipient

Send scanned data directly from your Brother machine to an email recipient without using a computer.

- To send scanned data to an email recipient, you must configure your machine to communicate with your network and email server, which is used to send and receive emails.
- You can configure these items from the machine's control panel or Web Based Management.
- To use the Scan to Email Server function, your machine needs to be connected to a network and have access to an SMTP server. You will need the following SMTP email settings before you can proceed:
 - Server address
 - Port number
 - User name
 - Encryption type (SSL or TLS)
 - Email server certificate (if used)

If you do not have these settings, contact your email service provider or network administrator.

1. [Load your document.](#)
2. Press [Scan] > [to E-mail Server].
3. Do one of the following to enter the destination email address:
 - To enter the email address manually, press [Manual], and then enter the email address using the character buttons on the LCD. When finished, press [OK].
 - If the email address is stored in the machine's address book, press [Address Book], and then select the email address.
Press [OK].
4. Confirm the email address, and then press [Next].
5. To change the settings, press  [Options], and then go to the next step.
6. Select the scan settings you want to change, and then press [OK].

Option	Description
2-sided Scan (MFC-J3960DW)	Select the 2-sided scan mode.
Colour Setting	Select the colour format for your document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Sender Subject	Edit the email subject.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
File Name	Select or edit a file name.
File Name Style	Select the order in which the date, counter number, and other items appear in the file names.
Margin Settings	Adjust your document's margins.



- To set your own default settings: after making changes to settings, press the [Set New Default] option, and then press [Yes].
 - To restore the factory settings: press the [Factory Reset] option, and then press [Yes].
 - To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.
-

7. Press [Start].

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

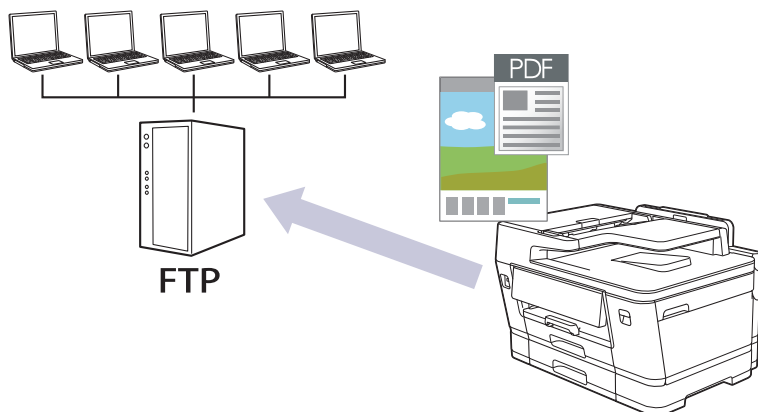


Related Information

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

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.

1. Start Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Scan > Scan to FTP/Network**.



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

3. Select the **FTP** option, and then click **Submit**.
4. Click the **Scan to FTP/Network Profile** menu.
5. Select the profile you want to set up or change.



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

Option	Description
Profile Name	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.
Host Address	Type the Host Address (for example: ftp.example.com; up to 64 characters) or the IP address (for example: 192.23.56.189).
Port Number	Change the Port Number setting used to access the FTP server. The default setting is port 21. In most cases, this setting does not need to be changed.
Username	Type a user name (up to 32 characters) of a user that has permission to write data to the FTP server.
Password	Type the password (up to 32 characters) associated with the user name you entered in the Username field. Type the password again in the Retype password field.
SSL/TLS	Set the SSL/TLS option to scan securely using SSL/TLS communication. Change the CA Certificate setting, if needed.
Store Directory	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.
File Name	Select a file name from the preset names provided, or from user-defined names. You can set the user-defined names and file name style in the Scan File Name menu in the navigation bar.
Quality	Select a quality setting. If you choose the User Select option, the machine will prompt users to select a setting each time they use the scan profile.
File Type	Select the file type you want to use for the scanned document. If you choose the User Select option, the machine will prompt users to select a setting each time they use the scan profile.
Document Size	Select your document size from the list. This is necessary to make sure the scanned file is the correct size.
Auto Deskew (ADF Auto Deskew)	Select On to set the machine to correct document skewing automatically as the pages are scanned.
Skip Blank Page	Select the On option to remove blank pages of the document from the scanning results.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.

Option	Description
2-sided Scan (MFC-J3960DW)	Select the Long Edge or Short Edge option to scan both sides of the document, depending on the layout of your original.
Remove Background Color	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Passive Mode	Set the Passive Mode 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](#)

Related Topics:

- [Access Web Based Management](#)
-

Upload Scanned Data to an FTP Server

1. [Load your document.](#)
2. Press [Scan] > [to FTP].
3. The server profiles you have set up using Web Based Management are listed. Select the profile you want. 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.
4. Press [Start].

The machine starts scanning. If you are using the scanner glass, follow the Touchscreen instructions to complete the scanning job.



Related Information

- [Scan to FTP](#)

Scan to Network (Windows)

Scan documents directly to a CIFS server on your local network. For added convenience, you can configure different profiles to save your favourite Scan to Network destinations.

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

Set up a Scan to Network Profile

Set up a Scan to Network Profile to scan and upload scanned data directly to a folder on a CIFS server.

1. Start Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Scan > Scan to FTP/Network**.



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

3. Select the **Network** option, and then click **Submit**.
4. Click the **Scan to FTP/Network Profile** menu.
5. Select the profile you want to set up or change.



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

Option	Description
Profile Name	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.
Network Folder Path	Type the path to the folder on the CIFS server where you want to send your scanned data.
File Name	Select a file name from the preset names provided, or from user-defined names. You can set the user-defined names and file name style in the Scan File Name menu in the navigation bar.
Quality	Select a quality setting. If you choose the User Select option, the machine will prompt users to select a setting each time they use the scan profile.
File Type	Select the file type you want to use for the scanned document. If you choose the User Select option, the machine will prompt users to select a setting each time they use the scan profile.
Document Size	Select your document size from the list. This is necessary to make sure the scanned file is the correct size.
Auto Deskew (ADF Auto Deskew)	Select On to set the machine to correct document skewing automatically as the pages are scanned.
Skip Blank Page	Select the On option to remove blank pages of the document from the scanning results.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
2-sided Scan (MFC-J3960DW)	Select the Long Edge or Short Edge option to scan both sides of the document, depending on the layout of your original.
Remove Background Color	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Use PIN for Authentication	To PIN-protect this profile, select On , and then type a four-digit PIN in the PIN Code field.
Auth. Method	Select the authentication method.
Username	Type a user name (up to 96 characters) that has permission to write data to the folder specified in the Network Folder Path field. If the user name is part of a domain, type the user name in one of the following styles:

Option	Description
	user@domain domain\user
Password	Type the password (up to 32 characters) associated with the user name you entered in the Username field. Type the password again in the Retype password field.
Kerberos Server Address	Type the Kerberos Server Address (for example: kerberos.example.com; up to 64 characters).

6. Click **Submit**.
7. You must configure the SNTP (network time server) or you must set the date, time and time zone correctly on the control panel. The time must match the time used by the Kerberos Server and CIFS Server.



Related Information

- [Scan to Network \(Windows\)](#)

Related Topics:

- [Configure Date and Time Using Web Based Management](#)
 - [Access Web Based Management](#)
-

Upload Scanned Data to a CIFS Server

1. [Load your document.](#)
2. Press [Scan] > [to Network].
3. The server profiles you have set up using Web Based Management are listed. Select the profile you want. 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.
4. Press [Start].

The machine starts scanning. If you are using the scanner glass, follow the Touchscreen instructions to complete the scanning job.



Related Information

- [Scan to Network \(Windows\)](#)



Web Services for Scanning on Your Network (Windows)

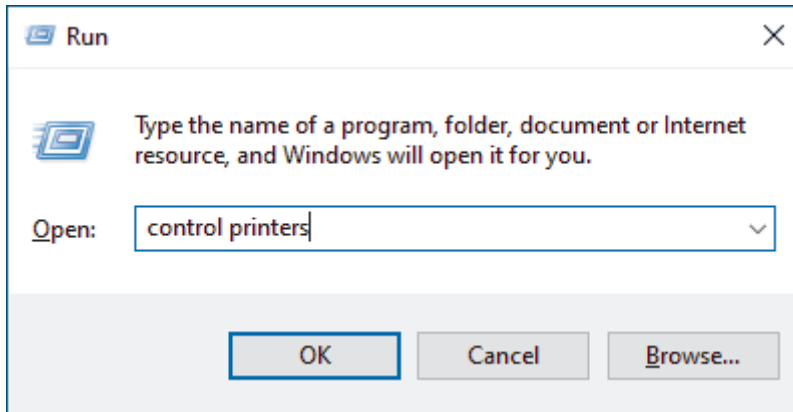
The Web Services protocol enables Windows 10 and Windows 11 users to scan using a Brother machine on the network. You must install the driver via Web Services.

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


Use the Web Services Protocol to Install the Scanner Driver (Windows)

- 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 **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

- [Web Services for Scanning on Your Network \(Windows\)](#)

Scan Using Web Services from Your Machine (Windows)

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

- Certain characters in the messages displayed on the LCD may be replaced with spaces if the language settings of your OS and your Brother machine are different.
- If the LCD displays an insufficient memory error message, choose a smaller size in the **Paper size** setting or a lower resolution in the **Resolution (DPI)** setting.



1. [Load your document.](#)
2. Press [Scan] > [WS Scan].
3. Press ▲ or ▼ to select the type of scan you want, and then press it.
4. Press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.
5. Press [Start].
The machine starts scanning.

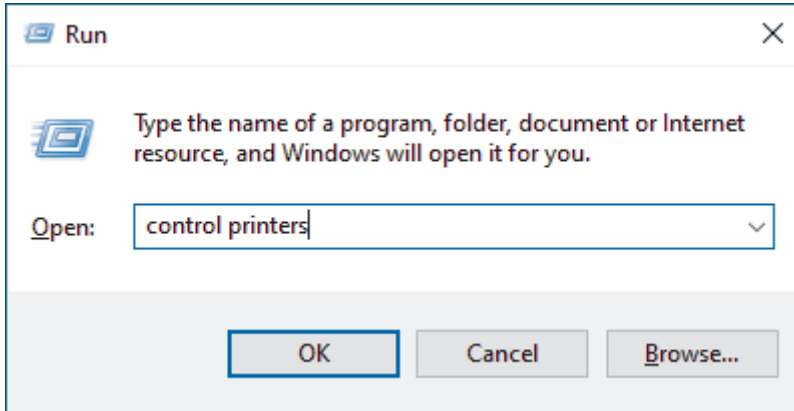


Related Information

- [Web Services for Scanning on Your Network \(Windows\)](#)

Configure Scan Settings for the Web Services Protocol (Windows)

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 **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.



Related Information

- [Web Services for Scanning on Your Network \(Windows\)](#)

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, 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 **Add Machine / 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](#)

Related Topics:

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


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

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.

Depending on the model of your machine, Kofax PaperPort™ 14SE may not be included. If it is not included, you can use other software applications that support scanning.

1. [Load your document](#).

2. Start PaperPort™ 14SE.

Do one of the following:

- Windows 11

Click  > **All** > **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**.

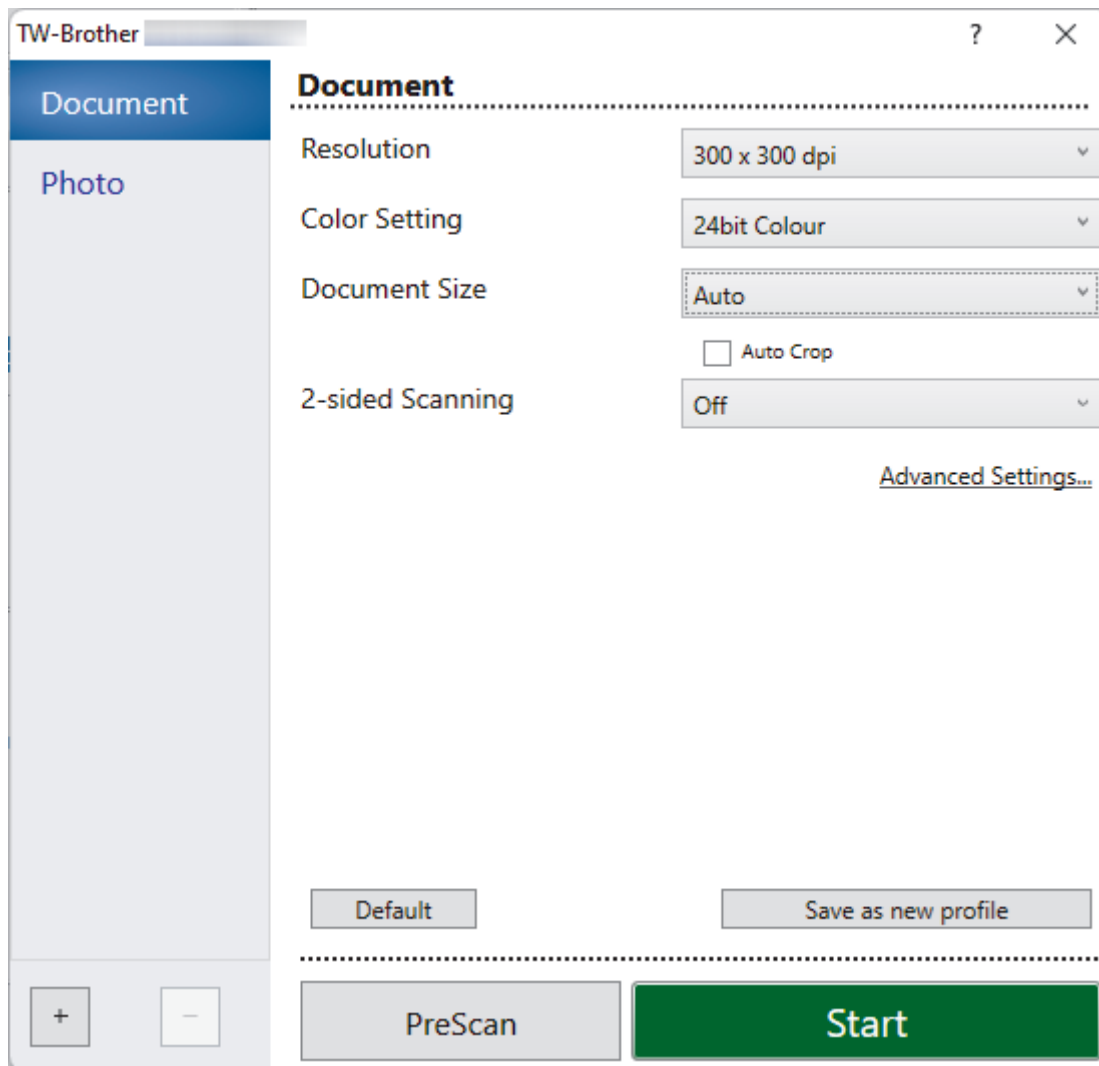
5. From the available Scanners list, select your model with **TWAIN: TW** in the name.

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.



- Adjust the settings in the Scanner Setup dialog box, if needed.
- Click the **Document Size** drop-down list, and then select your document size.



To scan both sides of the document (MFC-J3960DW):
Automatic 2-sided scan is available only when using the ADF.
You cannot use PreScan to preview the scanned image.

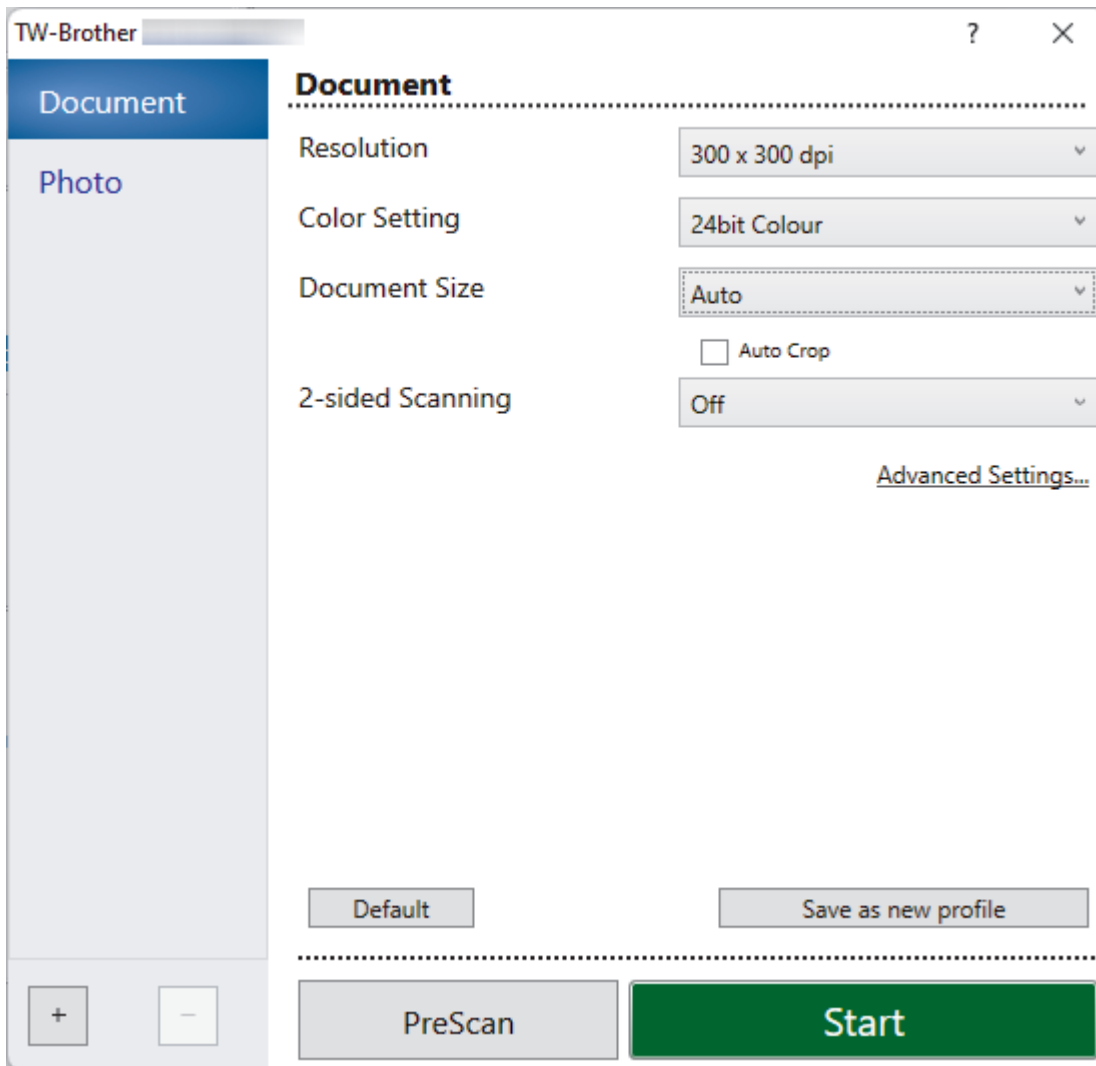
- Click **PreScan** to preview your image and crop unwanted portions before scanning.
- Click **Start**.
The machine starts scanning.




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.

1. Scan

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

Scan (Image Type)		Resolution	Colour Setting
Photo	Use for scanning photo images.	300 x 300 dpi	24bit Color
Document	Use for scanning text documents.	300 x 300 dpi	24bit Color

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.

- **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. Auto Crop

Scan multiple documents placed on the scanner glass. The machine will scan each document and create separate files or a single multi-page file.

6. (MFC-J3960DW) 2-sided Scanning

Scan both sides of the document. When using the Automatic 2-sided Scan feature, you must select the **Long-edge binding** or **Short-edge binding** option from the **2-sided Scanning** drop-down list, so when you turn the pages, they are facing the way you want.

7. Advanced Settings

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

- **Document Correction**

- **Auto Deskew**

Set the machine to correct document skewing automatically as the pages are scanned from the scanner glass.

- **Margin Settings**

Adjust your document's margins.

- **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.

- **Skip Blank Page**

Remove the document's blank pages from the scanning results.

- **Fixed-size Output Mode (Letter/Legal)**

Scan mixed size documents. The machine detects each document size and creates a file including Letter and Legal size pages. To use this mode, select the **Auto** option from the **Document Size** drop-down list.

- **Image Quality**

- **Color Tone Adjustment**

Adjust the colour tone.

- **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.

- **Color Drop**

Select a colour to remove from the scanned image.

- **Edge Emphasis**

Sharpen the characters in the original.

- **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**
 - **B&W Threshold Adjustment**

Adjust the threshold to generate a monochrome image.
 - **Character Correction**

Correct the broken or incomplete characters of the original to make them easier to read.
 - **B&W Inversion**

Invert black and white in the monochrome image.
- **Feed Control**
 - **Layout**

Select the layout.
 - **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](#)
-

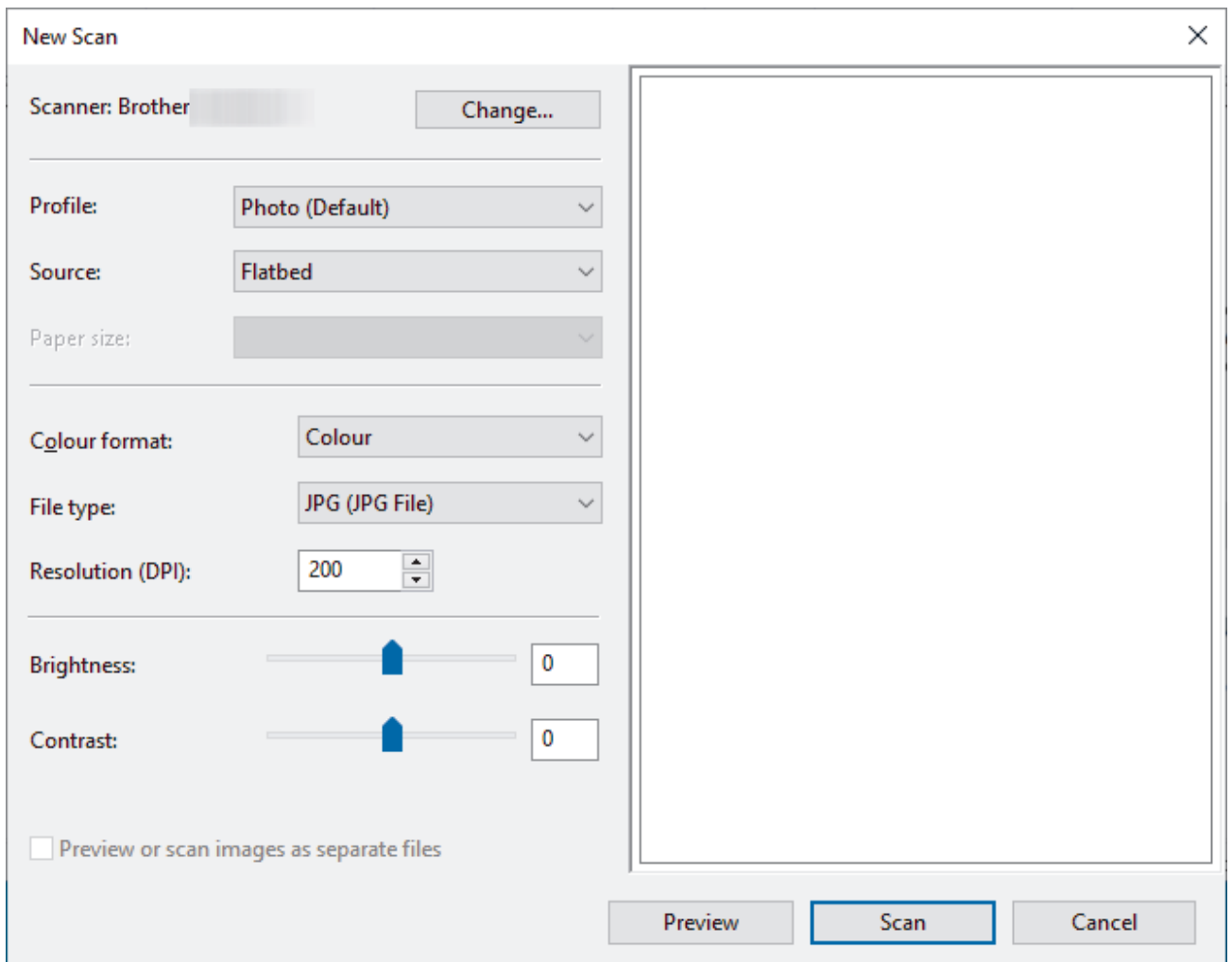
Scan Using Windows Fax and Scan

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

- Windows Fax and Scan may not be installed on your computer. You must install it in advance.
- Windows Fax and Scan uses the WIA scanner driver.
- If you plan to crop a portion of a scanned page, you must scan the original document using the scanner glass (also called the flatbed), not by feeding it through the Automatic Document Feeder (ADF).

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.



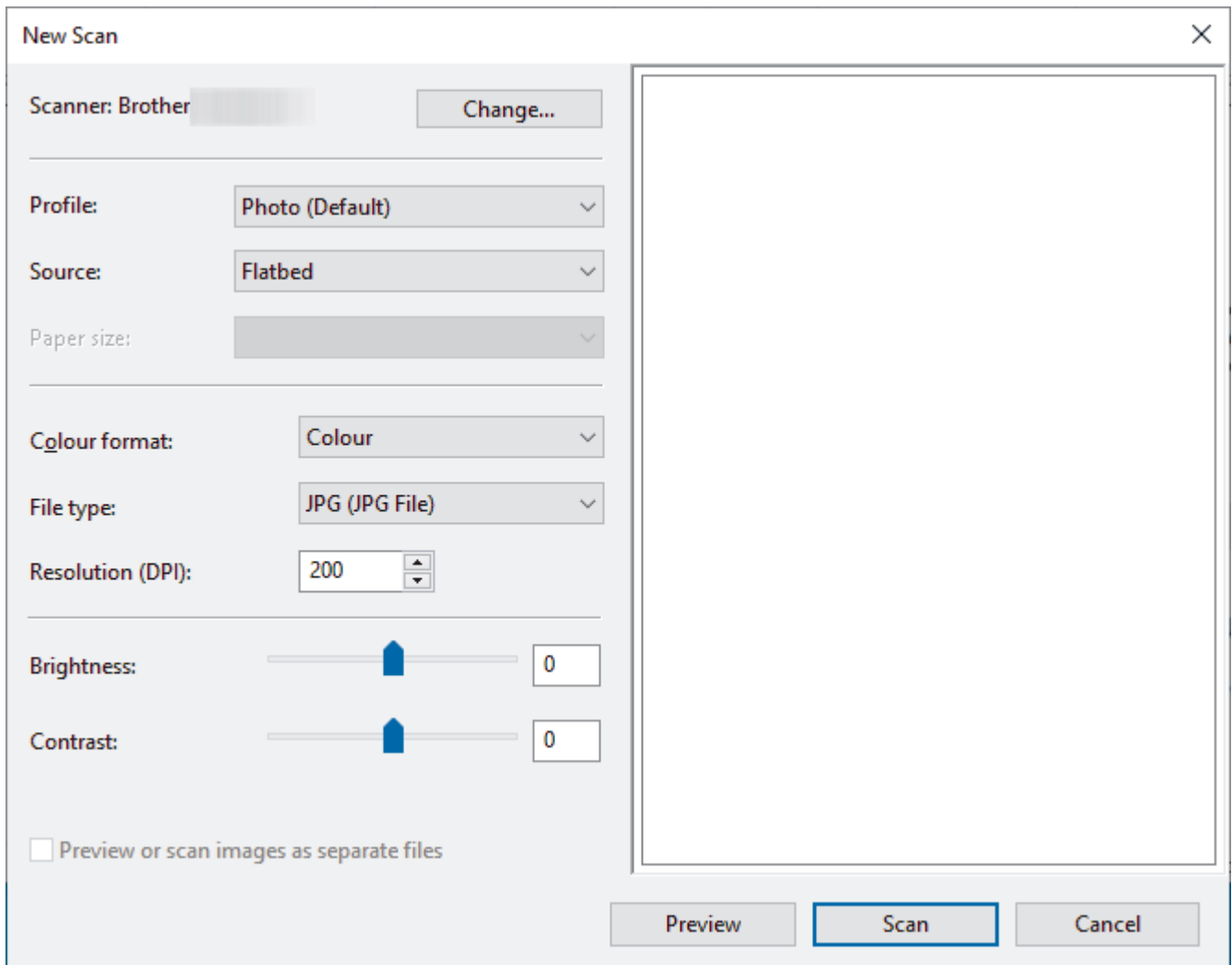
6. Adjust the settings in the dialog box, if needed.
If your machine supports 2-sided scanning and you want to scan both sides of your document, select **Feeder (Scan both sides)** from the **Source** drop-down list.
7. Click **Scan**.
The machine starts scanning the document.

✓ 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

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

Paper size

The **Paper size** option is available if you select the **Feeder (Scan one side)** or **Feeder (Scan both sides)** 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 AirPrint \(macOS\)](#)

Configure Scan Settings Using Web Based Management

- [Set the Scan File Name Using Web Based Management](#)
- [Set the Scan Job Email Report 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](#).
2. In the left navigation bar, click **Scan > Scan File Name**.



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

3. Select the **File Name Style** from the drop-down list.
4. If you selected the option to include the date in **File Name Style** field, select the date format from the drop-down list.
5. In the **Time** field, select **On** to include the time information in the file name.
6. In the **Counter** field, select **Continuous** or **Reset after each job**.



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

7. 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: ? / \ *

8. Click **Submit**.



Related Information

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

Related Topics:

- [Access Web Based Management](#)

Set the Scan Job Email Report Using Web Based Management

When you scan a document, the machine will send a scan job email report automatically to the registered email address.

1. Start Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Scan > Scan Job e-mail report**.



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

3. In the **Administrator Address** field, type the email address.
4. For the scan functions you want, select **On** to send a scan job email report.
5. Click **Submit**.



Related Information

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


Related Topics:

- [Access Web Based Management](#)

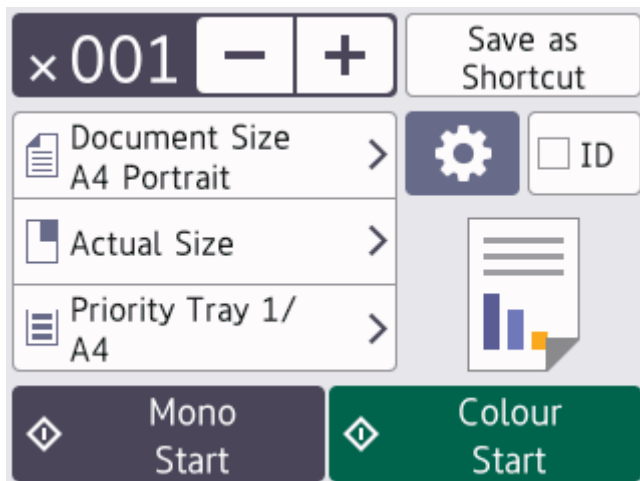
Copy

- [Copy a Document](#)
- [Enlarge or Reduce Copied Images](#)
- [Sort Copies](#)
- [Make Page Layout Copies \(N in 1 or Poster\)](#)
- [Copy on Both Sides of the Paper \(2-sided Copy\)](#)
- [Copy an ID Card](#)
- [Use the A3 Copy Shortcuts](#)
- [Copy Settings](#)

Copy a Document


1. Make sure you have loaded the correct size paper in the paper tray.
2. Load your document.
3. Press  [Copy].









The touchscreen displays:



4. Change the copy settings, if needed.




When you load paper other than A4 size plain paper, you must change the [Paper Size] and [Paper Type] settings by pressing  [Options].

Option	Description
 (No. of Copies)	Enter the number of copies in one of the following ways: <ul style="list-style-type: none"> • Press - or + on the touchscreen. • Press  to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press OK.
 (Options)	Press  [Options] to change the copy settings for the next copy only. When you have finished changing settings, press OK.
ID	To make an ID card copy with the [2in1 ID Vertical] layout, select the [ID] checkbox.
Current setting indications	Press the area indicated on the screen to change copy settings for the next copy only. <ul style="list-style-type: none"> •  Document Size •  Enlarge/Reduce •  Select Tray (MFC-J3960DW) •  Paper Size (MFC-J3660DW)



After you have finished selecting new options, you can save them by pressing [Save as Shortcut].

To make this a One Touch Shortcut, you must select the [Colour Copy] or [Mono Copy] option in the shortcut. Press  [Options] > [One Touch Shortcut], select [Colour Copy] or [Mono Copy], change other settings, and then press [Save as Shortcut].

5. Press [Mono Start] or [Colour Start].



To interrupt copying, press .



Related Information

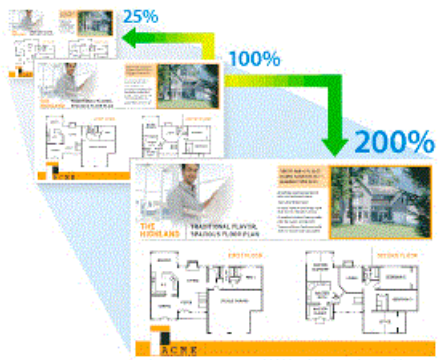
- [Copy](#)



Related Topics:

- [Load Documents in the Automatic Document Feeder \(ADF\)](#)
 - [Load Documents on the Scanner Glass](#)
 - [Copy Settings](#)
-

Enlarge or Reduce Copied Images

Select an enlargement or reduction ratio to resize your copied data.



1. Load your document.
2. Press  [Copy].
3. Enter the number of copies in one of the following ways:
 - Press [-] or [+] on the touchscreen.
 - Press **x001** to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
4. Press  [Options] > [Enlarge/Reduce].
5. Press ▲ or ▼ to display the available options, and then press the option you want to change.
6. Set the value for the option you selected, as needed.
7. Read and confirm the displayed list of options you have selected, and then press [OK].
8. When you have finished changing settings, press [Mono Start] or [Colour Start].



If you selected the [Fit to Page] option, your machine adjusts the copy size to fit the paper size set in the machine.

- The [Fit to Page] option does not work correctly when the document on the scanner glass is skewed. Using the document guidelines on the left and top, place the document face down in the upper-left corner of the scanner glass.
- The [Fit to Page] option is not available for Legal size documents.





Related Information

- [Copy](#)

Sort Copies

Sort multiple copies. Pages will be stacked in the order they are fed, that is: 1, 2, 3, and so on.

1. [Load your document](#).
2. Press  [Copy].
3. Enter the number of copies in one of the following ways:
 - Press [-] or [+] on the touchscreen.
 - Press **x001** to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
4. Press  [Options] > [Stack/Sort] > [Sort].
5. Read and confirm the displayed list of settings you have selected, and then press [OK].
6. When you have finished changing settings, press [Mono Start] or [Colour Start]. If you placed the document in the ADF, the machine scans the document and starts printing.
7. If you are using the scanner glass, repeat the following steps for each page of the document:
 - Place the next page on the scanner glass, and then press [Continue] to scan the page.
 - After scanning all the pages, press [Finish].



Related Information

- [Copy](#)

Make Page Layout Copies (N in 1 or Poster)



The N in 1 copy feature saves paper by copying two or four pages of your document onto one page of the copy. The poster feature divides your document into sections, then enlarges the sections so you can assemble them into a poster. To print a poster, use the scanner glass.










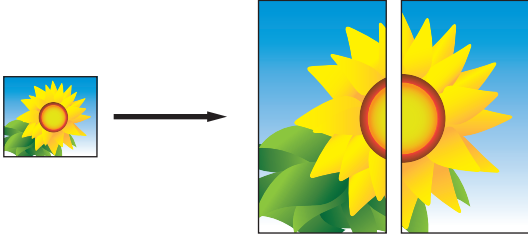
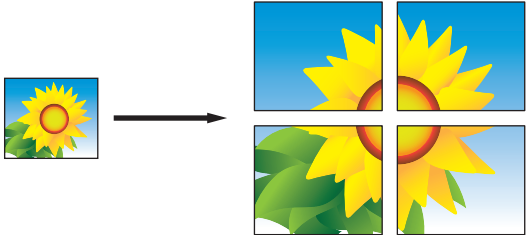
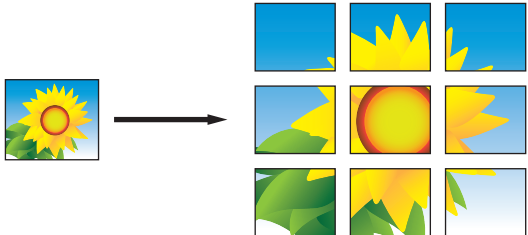
- Make sure the paper size is set to A4, A3, Letter, or Ledger.
- You can make only one Poster copy at a time.



The 1 to 2 feature copies one A3 or Ledger size paper onto two A4 or Letter size papers. You can make only one 1 to 2 copy at a time.

1. Load your document.
2. Press  [Copy].
3. Enter the number of copies in one of the following ways:
 - Press [-] or [+] on the touchscreen.
 - Press **x001** to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
4. Press  [Options] > [Page Layout].
5. Press ▲ or ▼ to display the options, and then press the option you want.

Option	Description
Off (1in1)	-
2in1 (Portrait)	

Option	Description
2in1 (Landscape)	
2in1 ID Vertical (Using the scanner glass)	
2in1 ID Horizontal (Using the scanner glass)	
4in1 (Portrait)	
4in1 (Landscape)	
1to2 (Using the scanner glass)	
Poster (2x1) (Using the scanner glass)	
Poster (2x2) (Using the scanner glass)	
Poster (3x3) (Using the scanner glass)	

6. Read and confirm the displayed list of settings you have selected, and then press [OK].
7. When you have finished changing settings, press [Mono Start] or [Colour Start]. If you placed the document in the ADF or are making a poster or 1 to 2 copy, the machine scans the pages and starts printing.
8. If you are using the scanner glass, repeat the following steps for each page of the document:

-
- Place the next page on the scanner glass, and then press [Continue] to scan the page.
 - After scanning all the pages, press [Finish].



Related Information

- [Copy](#)
-

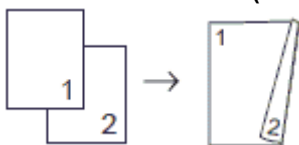
Copy on Both Sides of the Paper (2-sided Copy)

Reduce the amount of paper you use by copying onto both sides of the paper.

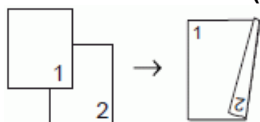
- You must choose a 2-sided copy layout from the following options before you can start 2-sided copying.
- The layout of your original document determines which 2-sided copy layout you should choose.
- (MFC-J3960DW)
You can copy 2-sided documents automatically up to A3 size using the ADF.
- (MFC-J3660DW)
When you manually make 2-sided copies from a 2-sided document, use the scanner glass.
- You can use only A4, Letter, A5, A3, Ledger, Legal, Folio, Mexico Legal, or India Legal size plain paper.

Portrait

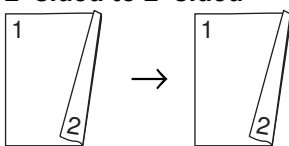
1-sided to 2-sided (Long Edge Flip)



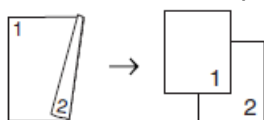
1-sided to 2-sided (Short Edge Flip)



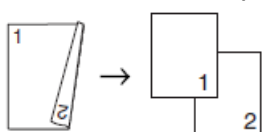
2-sided to 2-sided



2-sided to 1-sided (Long Edge Flip) (supported models only)

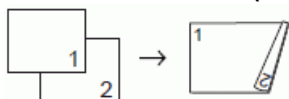


2-sided to 1-sided (Short Edge Flip) (supported models only)

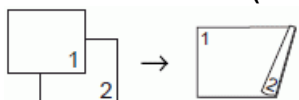


Landscape

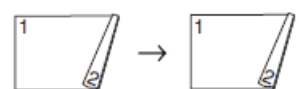
1-sided to 2-sided (Long Edge Flip)



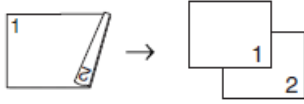
1-sided to 2-sided (Short Edge Flip)



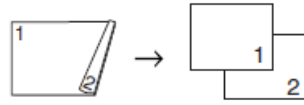
2-sided to 2-sided



2-sided to 1-sided (Long Edge Flip) (supported models only)



2-sided to 1-sided (Short Edge Flip) (supported models only)



1. Load your document.
2. Press  [Copy].
3. Enter the number of copies in one of the following ways:
 - Press [-] or [+] on the touchscreen.
 - Press **x001** to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
4. To sort multiple copies, press  [Options] > [Stack/Sort] > [Sort].
5. Press ▲ or ▼ to display the [2-sided Copy] option, and then press it.
6. Do one of the following:
 - To make 2-sided copies from a 1-sided document, follow these steps:
 - a. To change the layout options, press [Layout], and then press [Long Edge Flip] or [Short Edge Flip].
 - b. Press [1-sided⇒2-sided].
 - (MFC-J3960DW)
To make 2-sided copies of a 2-sided document automatically, press [2-sided⇒2-sided].



Load your document in the ADF to use the automatic 2-sided copy feature.

- (MFC-J3660DW)
To make 2-sided copies of a 2-sided document manually, press [2-sided⇒2-sided].



Use the scanner glass to make 2-sided copies of a 2-sided document manually.

- (MFC-J3960DW)
To make 1-sided copies from a 2-sided document, follow these steps:
 - a. To change the layout options, press [Layout], and then press [Long Edge Flip] or [Short Edge Flip].
 - b. Press ▲ or ▼ to display the [2-sided⇒1-sided] option, and then press it.




Load your document in the ADF to use the automatic 2-sided copy feature.

7. Review your settings on the touchscreen, and then press [OK].
8. Press [Mono Start] or [Colour Start]. If you placed the document in the ADF, the machine scans the pages and starts printing.
9. If you are using the scanner glass, repeat the following steps for each page of the document:
 - Place the next page on the scanner glass, and then press [Continue] to scan the page.
 - After scanning all the pages, press [Finish].

DO NOT touch the printed page until it is completely ejected. The machine prints the first side, extends the paper, then retracts it to print the second side.



If you experience smudged printouts or paper jams, press  [Ink] > [Print Options] > [Reduce Smudging], and then change settings.

See *Related Information: Change the Print Options to Improve Your Print Results*.



Related Information

- [Copy](#)

Related Topics:

- [Change the Print Options to Improve Your Print Results](#)
-

Copy an ID Card

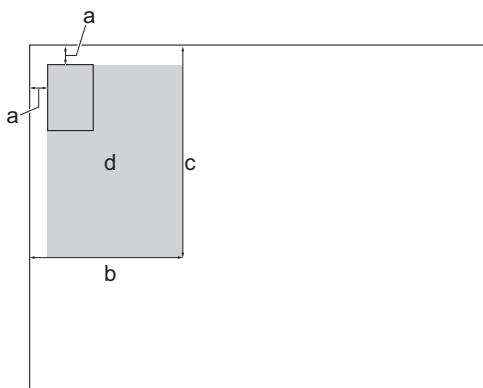
Use the [2in1 (ID)] feature to copy both sides of an identification card onto one page, keeping the original card size.



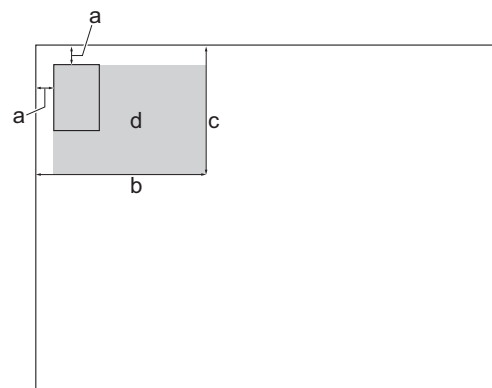
- Make sure the paper size is set to A4 or Letter.
- You may copy an identification card to the extent permitted under applicable laws. For more detailed information, see the *Product Safety Guide*.

1. Place your identification card face down near the upper-left corner of the scanner glass.

2 in 1 ID (Vertical)



2 in 1 ID (Horizontal)



- a. 3 mm or greater (top, left)
- b. 145 mm
- c. 2 in 1 ID (Vertical): 207 mm
2 in 1 ID (Horizontal): 102 mm
- d. Scannable area


2. Press  [Copy].



You can also press  [2 in 1 ID Copy] for the [2in1 ID Vertical] setting.

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

- Press [-] or [+] on the touchscreen.
- Press **x001** to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].

4. Press  [Options] > [Page Layout] > [2in1 ID Vertical] or [2in1 ID Horizontal].



You can also press [ID] for the [2in1 ID Vertical] setting.

5. Read and confirm the displayed list of settings you have selected. When you have finished changing settings, press [OK].

6. Press [Mono Start] or [Colour Start].

The machine starts scanning one side of the identification card.

7. After the machine has scanned the first side, turn over the identification card and press [Continue] to scan the other side.



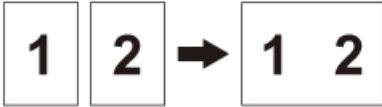








Related Information


- [Copy](#)

Use the A3 Copy Shortcuts

You can copy your document in A3 or Ledger size paper with a format such as Note style. Also you can make 2 in 1, enlarged and reduced copies.

1. Load your document.
2. Press ◀ or ▶ to display the [A3 Copy Shortcuts] option, and then press it.
3. If information appears on the touchscreen, read it, and then press [OK] to confirm.
4. Press ◀ or ▶ to display options, and then press the option you want.

Option	Description
A3 2in1	
A3	
A4⇒A3	
A3⇒A4	
A4 + Note (L)	
A4 + Note (P)	
A4 + Grid	
A4 + Blank	
A4 Centre	

5. Enter the number of copies in one of the following ways:
 - Press [-] or [+] on the touchscreen.
 - Press **x001** to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
6. To change the settings, press  [Options].

-
7. When you have finished changing settings, press [OK].
 8. Press [Mono Start] or [Colour Start].
 9. If you are using the scanner glass when choosing the [A3 2in1] option, repeat the following steps for each page of the document:
 - Place the next page on the scanner glass, and then press [Continue] to scan the page.
 - After scanning all the pages, press [Finish].




Related Information

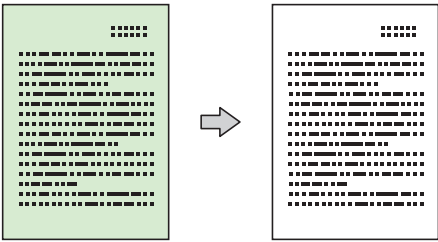
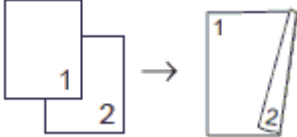
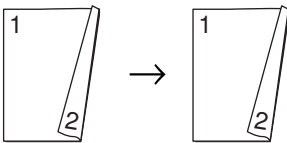
- [Copy](#)


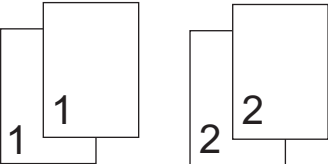
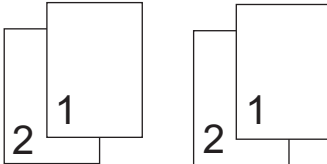
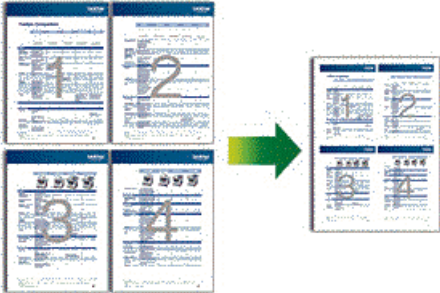
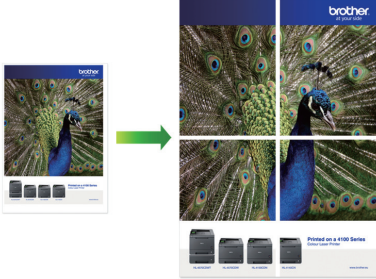
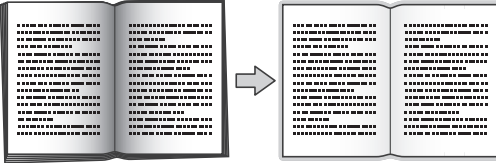

Related Topics:

- [Touchscreen LCD Overview](#)
-

Copy Settings


To change copy settings, press  [Options].

Option	Description	
Quality	Select the Copy resolution for your type of document.	
One Touch Shortcut	Select the Colour Copy or Mono Copy option when registering a One Touch Shortcut.	
Document Size	Select your document size.	
Select Tray (MFC-J3960DW)	Select the tray with the best paper type and size for your document.	
Paper Type	Select a paper type. If copying on special paper, set the machine for the type of paper you are using to get the best print quality.	
Paper Size	Select a paper size. If copying on paper other than A4 size, you must change the Paper Size setting.	
Enlarge/Reduce	100%	-
	Fit to Page	Adjusts the copy size to fit on the paper size you have set.
	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.
Density	Increase the density to make the text darker. Decrease the density to make the text lighter.	
Remove Background Colour	Removes the document's background colour in copies. The white becomes more apparent. This saves some ink and may make certain copies easier to read. 	
2-sided Copy	Select to copy on both sides of the paper. 1-sided→2-sided  2-sided→2-sided  2-sided→1-sided (MFC-J3960DW)	

Option	Description
	
Stack/Sort	<p>Select to stack or sort multiple copies.</p> <p>Stack</p>  <p>Sort</p> 
Page Layout	<p>Make N in 1, 2 in 1 ID, 1 to 2, or Poster copies.</p> <p>4 in 1</p>  <p>Poster</p> 
Auto Deskew	<p>Set the machine to automatically correct skewed copies.</p>
Advanced Settings	<p>Book Copy</p> <p>Corrects dark borders and skew when copying from the scanner glass.</p>  <p>Watermark Copy</p> <p>Places text in your document as a watermark.</p> 
Set New Default	<p>Saves the copy settings that you use most often by setting them as the default settings.</p>
Factory Reset	<p>Restores any changed copy settings to the factory settings.</p>



You can save the current settings by pressing [Save as Shortcut].

To make this a One Touch Shortcut, you must select the [Colour Copy] or [Mono Copy] option in the shortcut. Press  [Options] > [One Touch Shortcut], select [Colour Copy] or [Mono Copy], change other settings, and then press [Save as Shortcut].

Related Information

- [Copy](#)

Related Topics:

- [Copy a Document](#)
-

Fax


- [Initial Fax Setup and Telephone Services](#)
- [Send a Fax](#)
- [Receive a Fax](#)
- [Fax Numbers](#)
- [Fax Reports](#)
- [External Devices](#)
- [PC-FAX](#)
- [I-Fax \(Fax Using the Internet\)](#)

Initial Fax Setup and Telephone Services



- [Set Your Station ID](#)
- [Set Tone or Pulse Dialling Mode](#)
- [Set a Prefix Dial Before Every Fax Number](#)
- [Voice Over Internet Protocol \(VoIP/Telephone Line Interference\)](#)

Set Your Station ID

Set the machine's Station ID if you want the date and time to appear on each fax you send.

1. Press  [Settings] > [All Settings] > [Initial Setup] > [Station ID].
2. Press [Fax].
3. Enter your fax number (up to 20 digits) on the touchscreen, and then press [OK].
4. Press [Name].
5. Enter your name (up to 20 characters) using the touchscreen, and then press [OK].



- Press  to cycle between letters, numbers and special symbols. (The available characters may differ depending on your country.)
- If you entered an incorrect character and want to change it, press ◀ or ▶ to move the cursor to it. Press  and then enter the correct character.
- To enter a space, press [Space].

6. Press .

✓ Related Information

- [Initial Fax Setup and Telephone Services](#)



Related Topics:

- [Enter Text on Your Brother Machine](#)
- [Set the Date and Time](#)

Set Tone or Pulse Dialling Mode

Your machine is set for a Tone dialling service. If you have a Pulse dialling (rotary) service, you must change the dialling mode.

This feature is not available in some countries.

1. Press  [Settings] > [All Settings] > [Initial Setup] > [Tone/Pulse].
2. Press [Tone] or [Pulse].
3. Press .

Related Information


- [Initial Fax Setup and Telephone Services](#)

Set a Prefix Dial Before Every Fax Number


The Dial Prefix setting will automatically dial a predefined number before every fax number you dial. For example: If your telephone system requires a 9 to dial an outside number, use this setting to automatically dial 9 for every fax you send.



- Use the numbers and symbols from 0 to 9, #, and *. (You cannot use ! with any other numbers or symbols.)
- If your telephone system requires a time break recall (hookflash), press ! on the LCD.
- If pulse dialing mode is on, # and * are not available to use.

1. Press  [Settings] > [All Settings] > [Initial Setup] > [Dial Prefix].
2. Press [On] or [Off].
 - You can turn off the prefix number by pressing [Off].
 - The prefix number will remain off until you press [On].
3. If you selected [On], do the following steps:
 - a. Press [Dial Prefix].
 - b. Enter the prefix number (up to 5 digits) using the touchscreen, and then press [OK].



To change the prefix number, press ◀ or ▶ to position the cursor to highlight the digit to be deleted and press the Back Space button . Then press the correct digit.

Repeat until the prefix number is correct, and then press [OK].

4. Press .



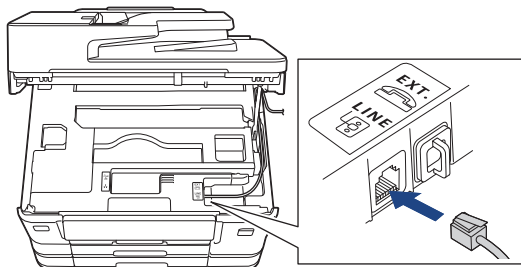
Related Information


- [Initial Fax Setup and Telephone Services](#)

Voice Over Internet Protocol (VoIP/Telephone Line Interference)

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


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



 If you have questions about how to connect your machine to the VoIP system, please contact your VoIP provider.

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

If you are having problems sending or receiving faxes over a VoIP system, we recommend changing the machine's modem speed to the [Basic (for VoIP)] setting.

- 
- VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.
 - Brother does not recommend the use of a VoIP line. VoIP limitations in general can cause some functions of the fax machine not to work correctly.

Related Information

- [Initial Fax Setup and Telephone Services](#)

Send a Fax

- [Send a Fax from Your Brother Machine](#)
- [Send a Fax Manually](#)
- [Send the Same Fax to More than One Recipient \(Broadcasting\)](#)
- [Fax Options](#)

Send a Fax from Your Brother Machine

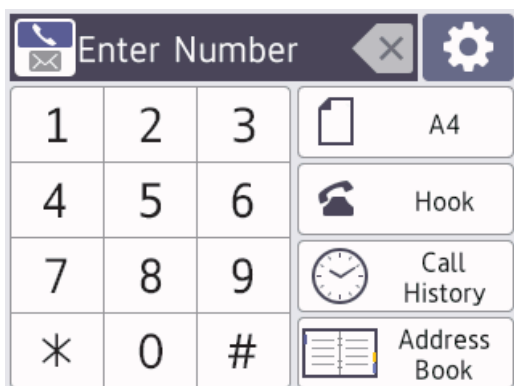
1. Load your document.

2. Press  [Fax].




If [Fax Preview] is set to [On], press  [Fax] > [Sending Faxes].




The touchscreen displays:



3. Enter the fax number in one of the following ways:

- Dial Pad (Enter the fax number manually.)
Press all digits of the number using the dial pad.
- Call History (Select a number from the Call History.)
Press [Call History].
Press [Redial], [Outgoing Call] or [Caller ID History].
If you select [Outgoing Call] or [Caller ID History], select the number you want, and then press [Apply].
- [Address Book] (Select a number from the Address Book.)
Press [Address Book].
Do one of the following:
 - Select the number you want, and then press [Apply].
 - Press , and then enter the first letter of the name and press [OK]. Press the name you want to dial. If the name has two numbers, press the number you want. Press [Apply].

4. Change the fax settings, if needed.

Option	Description
 Options	Press  Options to change the fax settings for the next fax only. When finished, press OK.
 Document Size	Indicates the current Document Size setting. Press to change the setting for the next fax only.

5. Press [Fax Start].

- If you are using the ADF, the machine starts scanning and sending the document.
- If you are using the scanner glass and selected [Mono] in [Colour Setting], the machine starts scanning the first page.
Go to the next step.

-
- If you are using the scanner glass and selected [Colour] in [Colour Setting], the touchscreen asks if you want to send a colour fax.

Press [Yes (Colour fax)] to confirm. The machine starts dialling and sending the document.

6. When the touchscreen displays [Next page?], do one of the following:

- Press [No] when finished scanning pages. The machine starts sending the document.
- Press [Yes] to scan another page. Place the next page on the scanner glass, and then press [OK]. The machine starts scanning the page.

Repeat this step for each additional page.

To stop faxing, press , and then press .

When the LCD displays [Cancel Job?], press [Yes].

Related Information

- [Send a Fax](#)

Related Topics:

- [Fax Options](#)
-

Send a Fax Manually

Manual fax transmission lets you hear the dialling, ringing and fax-receiving tones while sending a fax.

1. [Load your document.](#)

2. Press  [Fax].



If [Fax Preview] is set to [On], press  [Fax] > [Sending Faxes].

3. Press [Hook] and listen for a dial tone.

4. Enter the fax number.

5. When you hear fax tones, press [Fax Start].

If using the scanner glass, press [Send]. (When you set the [Fax Mode] option to [Advanced Mode].)



Related Information

- [Send a Fax](#)

Send the Same Fax to More than One Recipient (Broadcasting)

Use the Broadcasting feature to send the same fax to multiple fax numbers at the same time.

- This feature is available only for monochrome faxes.
- Address Book numbers must be stored in the machine's memory before they can be used in a broadcast.
- Group numbers must also be stored in the machine's memory before they can be used in a broadcast. Group numbers include many stored Address Book numbers for easier dialling.

You can include Groups, Address Book numbers, and up to 50 manually-dialled numbers in the same broadcast.


If you did not use any of the Address Book numbers for Groups, you can broadcast faxes to as many as 250 different numbers.

1. [Load your document.](#)

2. Press  [Fax].



If [Fax Preview] is set to [On], press  [Fax] > [Sending Faxes].

3. Press  [Options] > [Broadcasting].

4. Press [Add Number].

You can add numbers to the broadcast in the following ways:

- Press [Add Number] and enter a fax number using the dial pad. Press [OK].



To broadcast using an email address, press , enter the email address, and press [OK].

- Press [Add from Address book]. Press ▲ or ▼ to display the numbers you want to add to the broadcast. Select the checkboxes of the numbers you want to add.

When finished, press [OK].

- Press [Search in Address book]. Press the first letter of the name and press [OK]. Press the name, and then press the number you want to add.

Repeat this step to enter additional fax numbers.

5. When finished, press [OK].

6. Press [Fax Start].

7. Do one of the following:

- If you are using the ADF, the machine starts scanning and sending the document.
- If you are using the scanner glass, the machine starts scanning the first page.

When the touchscreen displays [Next page?], do one of the following:

- Press [No] when finished scanning pages. The machine starts sending the document.
- Press [Yes] to scan another page. Place the next page on the scanner glass, and then press [OK]. The machine starts scanning the page.

Repeat this step for each additional page.



Related Information

- [Send a Fax](#)

Related Topics:

- [Set up Broadcasting Groups](#)

-
- Enter Text on Your Brother Machine
-

Fax Options

To change fax-sending settings, press  [Options].

Option	Description
Fax Resolution	Set the resolution for outgoing faxes. The fax quality often can be improved by changing the Fax Resolution.
Contrast	Adjust the contrast. If your document is very light or very dark, changing the contrast may improve the fax quality.
2-sided Fax (MFC-J3960DW)	Set the 2-sided scanning format.
Document Size	Set the document size for outgoing faxes.
Scan Long Paper	Scan a long document using the ADF.
Sender Subject	Edit the subject of an outgoing fax.
Broadcasting (monochrome only)	Send the same fax message to more than one fax number at the same time.
Preview (monochrome only)	Preview a fax message before you send it.
Colour Setting	Set whether faxes are sent in monochrome or colour. <ul style="list-style-type: none"> • Colour faxes cannot be stored in the machine's memory and the machine sends them immediately. • Use the ADF to send colour faxes with multiple pages. • You cannot send a colour fax when <i>Preview</i> is set to <i>On</i>.
Delayed Fax (monochrome only)	Set the time of day the delayed faxes will be sent.
Batch TX (monochrome only)	Economise by sending all delayed faxes scheduled for the same time and fax number as one fax to save transmission time.
Overseas Mode	Set to <i>On</i> if you have difficulty sending faxes overseas.
Call History	Select a number from the Call History.
Address Book	Select a number from the Address Book.
Set New Default	Save your settings as the default.
Factory Reset	Restore all settings back to the factory settings.



You can save the current settings by pressing [Save as Shortcut].

You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.



Related Information

- [Send a Fax](#)

Related Topics:

- [Send a Fax from Your Brother Machine](#)

Receive a Fax

- [Receive Mode Settings](#)
- [Set Fax Detect](#)
- [Fax Preview](#)
- [Memory Receive Options](#)

Receive Mode Settings

- [Receive Modes Overview](#)
- [Choose the Correct Receive Mode](#)
- [Set the Number of Rings Before the Machine Answers \(Ring Delay\)](#)

Receive Modes Overview

Mode	Function	Help
Fax Auto	Each call recognized as fax and send fax signal. However, you can answer the call within the number of rings.	<p>Factory setting of Ring Delay is four. After ringing four times, the fax machine send fax-receiving signals automatically;</p> <p>If your machine is connecting an external answering phone device, and often use it to answer incoming calls, you could set the ring time through four to six times.</p> <p>Within the recommended ringing times, you can use the external answering phone device to answer and talk. ¹</p>
Fax/Tel	Automatically determine whether the incoming call is telephone or fax calls. Non-Fax call will make a pseudo/double-ring to inform you answer the phone.	<p>Factory setting of Ring Delay is four. According to incoming call after the fax machine rings four times:</p> <ol style="list-style-type: none"> 1. For the fax call, send fax received signal; 2. For the telephone call, make a pseudo/double-ring, waiting for you answer the phone. <p>If your machine is connecting an external answering phone device, you could set the ringing time through four to six times to answer the call. ¹</p>
External TAD	The external answering machine (TAD) automatically answers every call. Voice messages are stored on the external TAD. Fax messages are printed.	<p>Use this mode if you have connected an external answering machine to your machine. The TAD setting works only with an external answering machine.</p> <p>Ring Delay do not work in this setting.</p>
Manual	Machine doesn't recognize each call, only as a common phone call that you need to determine after answering the phone.	<p>Answering the call, or if the caller wants to send you a fax, press Fax Start (under easy mode) to receive faxes.</p> <p>If your machine is connecting an external answering phone device, you can use the external answering phone device to answer and talk. ¹</p>



Related Information





- [Receive Mode Settings](#)

¹ If the caller wants to send a fax during a call or the caller sends you a fax call, please press **Fax Start** (under easy mode) or press *51 on the external answering phone device (you have to turn on the remote codes first.) to give fax receiving signals.

Choose the Correct Receive Mode

The factory setting of Receive Mode is "Fax Auto". Your machine automatically receives any faxes that are sent to it. There are four Receive Modes of this machine as below.

Operation Display	Factory Setting Ring Delay
Fax Auto	Ring Delay: four times Fax detection: On
Fax/Tel	Ring Delay: four times
External TAD	
Manual	

1. Press  [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Receive Mode].
2. Press  or  to display the [Fax Auto], [Fax/Tel], [External TAD], or [Manual] option, and then press the option you want.
3. Press .




Related Information

- [Receive Mode Settings](#)

Set the Number of Rings Before the Machine Answers (Ring Delay)

When somebody calls your machine, you will hear the normal telephone ring sound. The number of rings is set in the Ring Delay option.

- The Ring Delay setting sets the number of times the machine rings before it answers in [Fax Auto] and [Fax/Tel] modes.
- If you have external or extension telephones on the same line as the machine, select the maximum number of rings.

1. Press  [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Ring Delay].
2. Press the number of times you want the line to ring before the machine answers.



If you select [0], the machine answers immediately and the line will not ring at all. (available only for some countries)

3. Press .



Related Information

- [Receive Mode Settings](#)

Related Topics:

- [Set Fax Detect](#)



Set Fax Detect

If Fax Detect is On: The machine receives a fax call automatically, even if you answer the call. When the message that your machine is receiving a fax appears on the LCD or when you hear “chirps” through the handset you are using, just replace the handset. Your machine will do the rest.

If Fax Detect is Off: If you are at the machine and answer a fax call by lifting the handset, press the Start button, and then select [Receive] to receive the fax. If you answered at an extension or external telephone, press *51.



- If Fax Detect is set to [On], but your machine does not connect a fax call when you lift an extension or external telephone handset, press the remote activation code *51.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to [Off].

1. Press  [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Fax Detect].
2. Press [On] (or [Off]).
3. Press .



Related Information

- [Receive a Fax](#)

Related Topics:

- [Set the Number of Rings Before the Machine Answers \(Ring Delay\)](#)


Fax Preview

Use the Fax Preview feature to view received faxes on the LCD.

- [Set Fax Preview to On](#)
- [Preview New Faxes](#)

Set Fax Preview to On

- This feature is available only for monochrome faxes.
- When Fax Preview is turned on, a backup copy of received faxes will not be printed for Fax Forwarding, PC-Fax Receiving, and Forward to Network operations, even if you set Backup Print to On.
- Although printed faxes show the received date and time when Fax Receive Stamp is turned on, the Fax Preview screen will not display the received date and time.

1. Press  [Settings] > [Fax Preview].

2. Press [On].

The touchscreen displays a message saying future received faxes will not be printed.

3. Press [Yes].

4. Press .



If faxes are stored in the memory when you change Fax Preview to Off, do one of the following:

- If you do not want to print the stored faxes, press [Continue].
Press [Yes] to confirm.
Your faxes will be deleted.
- To print all the stored faxes, press [Print All Faxes Before Delete].
- If you do not want to turn off Fax Preview, press [Cancel].






Related Information

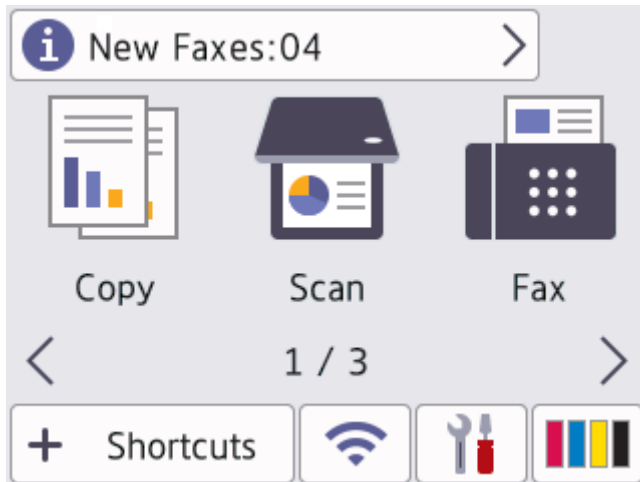
- [Fax Preview](#)

Preview New Faxes

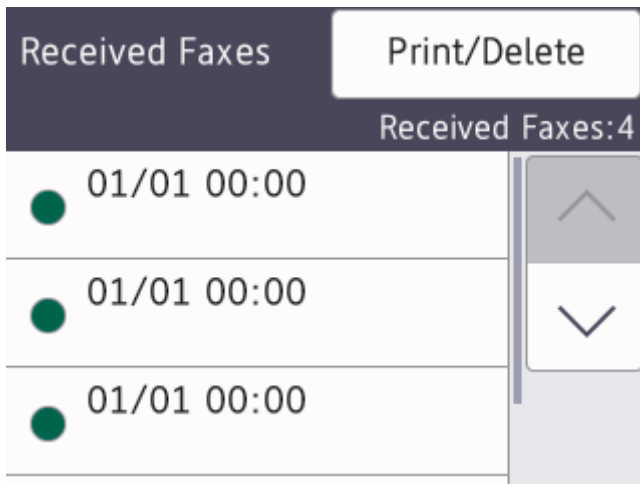
When a fax is received, a message appears on the LCD.

- This feature is available only for monochrome faxes.
- To see a fax you already previewed, press  [Fax] and  [Received Faxes].

1. Press  to view new faxes.



2. The fax list includes old and new faxes. A green mark appears next to new faxes. Press the fax you want.













If you want to print or delete all the faxes in the list, press [Print/Delete].

Do one of the following:

- Press [Print All (New Faxes)] to print all faxes you have not yet viewed.
- Press [Print All (Old Faxes)] to print all faxes you have viewed.
- Press [Delete All (New Faxes)] to delete all faxes you have not yet viewed.
- Press [Delete All (Old Faxes)] to delete all faxes you have viewed.

3. Perform the following operations by pressing the buttons shown in the table:

Button	Result
	Enlarge the fax.

Button	Result
	Reduce the fax.
 or 	Scroll vertically.
 or 	Scroll horizontally.
	Rotate the fax clockwise.
	Delete the fax. Press Yes to confirm.
	Go back to the previous page.
	Go to the next page.
	Go back to the fax list.
Start	<p>Print the fax.</p> <p>If the fax is a single page, it starts printing. A touchscreen message asks if you want to delete the fax from the machine's memory. To delete the fax, press Yes. To keep the fax in the machine's memory, press No.</p> <p>If the fax has multiple pages, do one of the following:</p> <ul style="list-style-type: none"> • Press Print All Pages to print the whole message. A touchscreen message asks if you want to delete the fax from the machine's memory. To delete the fax, press Yes. To keep the fax in the machine's memory, press No. • Press Print Displayed Only to print only the displayed page. • Press Print From Displayed to print from the displayed page to the last page.

- If your fax is large there may be a delay before it is displayed.
- The touchscreen displays the current page number and total pages of the fax message.

4. Press .

Related Information

- [Fax Preview](#)

Memory Receive Options

Use Memory Receive options to direct incoming faxes while you are away from the machine. You can use only one Memory Receive option at a time.

Memory Receive can be set to:


- PC-Fax Receive
- Fax Forwarding
- Fax Storage
- Forward to Network (The machine forwards your received faxes to a network destination.)
- Off

This feature is available only for monochrome faxes.


Fax Numbers

- [Store Address Book Numbers](#)
- [Change or Delete Address Book Names or Numbers](#)
- [Set up Broadcasting Groups](#)

Store Address Book Numbers

1. Press  [Fax] > [Address Book].
2. Do the following steps:
 - a. Press [Edit] > [Add New Address] > [Name].
 - b. Enter the name (up to 16 characters) using the touchscreen. Press [OK].
 - c. Press [Address 1].
 - d. Enter the first fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].



- Press [Pause] to insert a pause between numbers. You can press [Pause] as many times as needed to increase the length of the pause.
- Be sure to include the area code when entering a fax or telephone number. Depending on the country, the Caller ID names and history may not be displayed correctly if the area code is not registered with the fax or telephone number.
- To store an email address to use with Internet Fax or Scan to E-mail server, press  and enter the email address, and then press [OK].

- e. To store the second fax or telephone number, press [Address 2]. Enter the second fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].
- f. Press [OK] to confirm.

To store another Address Book number, repeat these steps.

3. Press .




Related Information

- [Fax Numbers](#)


Related Topics:


- [Set up Broadcasting Groups](#)

Change or Delete Address Book Names or Numbers

1. Press  [Fax] > [Address Book] > [Edit].
2. Do one of the following:
 - Press [Change] to edit the names or fax or telephone numbers.
Press ▲ or ▼ to display the number you want to change, and then press it.
 - To change the name, press [Name]. Enter the new name (up to 16 characters) using the touchscreen. Press [OK].
 - To change the first fax or telephone number, press [Address 1]. Enter the new fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].
 - To change the second fax or telephone number, press [Address 2]. Enter the new fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].Press [OK] to finish.



To change a character, press ◀ or ▶ to position the cursor to highlight the character you want to change, and then press . Enter the new character.

- To delete numbers, press ▲ or ▼ to display [Delete], and then press it.
Select the fax or telephone numbers you want to delete by pressing them to display check marks, and then press [OK].
3. Press .




Related Information

- [Fax Numbers](#)
-

Set up Broadcasting Groups

Creating and sending to a Group, which can be stored in the Address Book, allows you to send the same fax message to many fax numbers, or Broadcast.

First, you must store each fax number in the Address Book. Then, you can include them as numbers in the Group. Each Group uses up an Address Book number. You can store up to six Groups or you can assign up to 198 numbers to a large Group.

1. Press  [Fax] > [Address Book].
2. Do the following steps:
 - a. Press [Edit] > [Setup Groups] > [Name].
 - b. Enter the Group name (up to 16 characters) using the touchscreen. Press [OK].
 - c. Press [Add/Delete].
 - d. Add Address Book numbers to the Group by pressing them to display a checkmark. Press [OK].
 - e. Read and confirm the displayed list of names and numbers you have selected, and then press [OK] to save your Group.

To store another Group for broadcasting, repeat these steps.



To edit a Group, press [Edit], and then select one of the following options:

- [Change]
Change the Group name; add or delete Group members.
- [Delete]
Delete a Group.

3. Press .



Related Information

- [Fax Numbers](#)

Related Topics:

- [Send the Same Fax to More than One Recipient \(Broadcasting\)](#)
- [Store Address Book Numbers](#)

Fax Reports



- [Set the Transmission Verification Report's Style](#)
- [Set the Fax Journal's Interval Period](#)
- [Print Reports](#)

Set the Transmission Verification Report's Style

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

There are several settings available for the Transmission Verification Report:

Option	Description
On	Prints a report after every fax you send.
On (+Image)	Prints a report after every fax you send. A portion of the fax's first page appears on the report.
Error only	Prints a report if your fax is unsuccessful due to a transmission error.
Error only (+Image)	Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.
Off	The report will not be printed.

1. Press  [Settings] > [All Settings] > [Fax] > [Report Setting] > [XMIT Report].
2. Press the option you want.
The image will not appear on the report when you send a colour fax.
3. Press .



If the transmission is successful, [OK] appears next to [RESULT] on the Transmission Verification Report. If the transmission is not successful, [ERROR] appears next to [RESULT].

Related Information

- [Fax Reports](#)

Set the Fax Journal's Interval Period

You can set the machine to print a Fax Journal at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days).

1. Press  [Settings] > [All Settings] > [Fax] > [Report Setting] > [Journal Period].
2. Press [Journal Period].
3. Press ▲ or ▼ to select an interval.
 - 6, 12, 24 hours, 2 or 7 days
The machine will print the report at the selected interval and then erase all fax jobs from the Journal's memory. If the memory becomes full with 200 jobs before the time you selected has passed, the machine will print the Journal early and then erase all fax jobs from the memory. If you want an extra report before it is due to print, you can print it without erasing the jobs.
 - Every 50 Faxes
The machine will print the Journal when the machine has stored 50 fax jobs.
4. If you selected 6, 12, 24 hours, 2 or 7 days, press [Time] and enter the time of day using the touchscreen. Press [OK].
5. If you selected [Every 7 Days], press [Day]. Press ▲ or ▼ to display the [Every Monday], [Every Tuesday], [Every Wednesday], [Every Thursday], [Every Friday], [Every Saturday] or [Every Sunday] option, and then press the first day of the seven-day countdown.
6. Press .



Related Information

- [Fax Reports](#)

Related Topics:

- [Set the Machine to Power Off Automatically](#)

External Devices

For more information about External Devices, go to your model's *External Devices Guide* at support.brother.com/g/s/id/html/doc/common/exdevs_ink/chne/index.html.

PC-FAX

For more information about PC-FAX features, go to your model's *PC-FAX Guide* at support.brother.com/g/s/id/html/doc/common/pcfax/uke/index.html.

I-Fax (Fax Using the Internet)

For more information about Internet Fax (I-Fax) features, go to your model's *I-FAX Guide* at support.brother.com/g/s/id/html/doc/common/ifax_ink/chne/index.html.

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	No	Yes
PC Fax Send	Yes	No	Yes
PC Fax Receive	Yes	No	No
Web Based Management	Yes	Yes	Yes

NOTE

- 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:

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

Configure Network Settings


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

Configure Network Settings Using the Control Panel

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



- For information about the network settings you can configure using the control panel, see *Related Information: Settings Tables*.
- You can also use management utilities, such as Web Based Management, to configure and change your Brother machine's network settings.

1. Press  [Settings] > [Network].
2. Press the option you want. Repeat this step until you access the menu you want to configure, and then follow the touchscreen LCD instructions.



Related Information

- [Configure Network Settings](#)

Related Topics:

- [Settings Tables \(2.7"\(67.5 mm\)/3.5"\(87.6 mm\) Touchscreen models\)](#)

Wireless Network Settings

- [Use the Wireless Network](#)
- [Use Wi-Fi Direct[®]](#)
- [Enable/Disable Wireless LAN](#)
- [Print the WLAN Report](#)

Use the Wireless Network

- [Before Configuring Your Machine for a Wireless Network](#)
- [Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Computer](#)
- [Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Mobile Device](#)
- [Configure Your Machine for a Wireless Network Using the Machine's Control Panel Setup Wizard](#)
- [Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup™ \(WPS\)](#)
- [Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ \(WPS\)](#)
- [Configure Your Machine for a Wireless Network When the SSID is Not Broadcast](#)
- [Configure Your Machine for an Enterprise Wireless Network](#)

Before Configuring Your Machine for a Wireless Network

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

- If you are using an enterprise wireless network, you must know the User ID and Password.
- To achieve optimum results with normal everyday document printing, place your machine as close to the wireless LAN access point/router as possible with minimal obstructions. Large objects and walls between the two devices and interference from other electronic devices can affect the data transfer speed of your documents.

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

- Although your machine can be used in a wired and wireless network (supported models only), only one connection method can be used at a time. However, a wireless network connection and Wi-Fi Direct connection, or a wired network connection (supported models only) and Wi-Fi Direct connection can be used at the same time.
- If there is a signal in the vicinity, wireless LAN allows you to freely make a LAN connection. However, if security settings are not correctly configured, the signal may be intercepted by malicious third-parties, possibly resulting in:
 - Theft of personal or confidential information
 - Improper transmission of information to parties impersonating the specified individuals
 - Dissemination of transcribed communication contents that were intercepted



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



Related Information

- [Use the Wireless Network](#)

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

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

You have completed the wireless network setup.



Related Information

- [Use the Wireless Network](#)

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

1. Do one of the following:
 - Android™ devices
Go to support.brother.com to download Brother Mobile Connect.
 - All iOS or iPadOS supported devices including iPhone, iPad and iPod touch
Download and install Brother Mobile Connect from the App Store.
2. Start Brother Mobile Connect, and then follow the on-screen instructions to connect your mobile device to your Brother machine.



Related Information

- [Use the Wireless Network](#)

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

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

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

Network Name (SSID)	Network Key (Password)

For example:


Network Name (SSID)	Network Key (Password)
HELLO	12345



- Your access point/router may support the use of multiple WEP keys, but your Brother machine supports the use of only the first WEP key.
- If you need assistance during setup and want to contact Brother customer service, make sure you have your SSID (Network Name) and Network Key (Password) ready. We cannot assist you in locating this information.
- If you do not know this information (SSID and Network Key), you cannot continue the wireless setup.

How can I find this information?

- Check the documentation provided with your wireless access point/router.
- The initial SSID could be the manufacturer's name or the model name.
- If you do not know the security information, consult the router manufacturer, your system administrator, or your Internet provider.

2. Press  [Settings] > [Network] > [WLAN (Wi-Fi)] > [Find Wi-Fi Network].
3. When [Enable WLAN?] appears, press [Yes].
The wireless setup wizard starts. To cancel, press [No].
4. The machine searches for your network and displays a list of available SSIDs. When a list of SSIDs appears, press ▲ or ▼ to select the SSID you want. Press [OK].



If the SSID you want is not displayed, press [Search again] to search your network again.

5. If required, enter the Network Key you wrote down in the first step, and then press [OK].
6. The machine attempts to connect to the wireless device you have selected.

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

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




Related Information

- [Use the Wireless Network](#)

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

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

1. Press  [Settings] > [Network] > [WLAN (Wi-Fi)] > [WPS/Push Button].
2. When [Enable WLAN?] appears, press [Yes].
The wireless setup wizard starts. To cancel, press [No].
3. When the touchscreen instructs you to start WPS, press the WPS button on your wireless access point/router. Then press [OK] on your machine. Your machine automatically tries to connect to your wireless network.

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

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



Related Information

- [Use the Wireless Network](#)

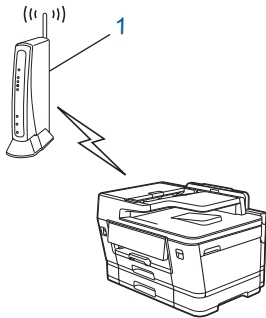
Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ (WPS)

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

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

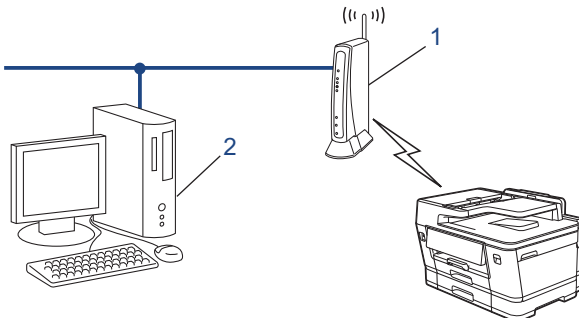
Type A


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



Type B

Connection when another device (2), such as a computer, is used as the Registrar.



1. Press  [Settings] > [Network] > [WLAN (Wi-Fi)] > [WPS/PIN Code].
2. When [Enable WLAN?] appears, press [Yes].
The wireless setup wizard starts. To cancel, press [No].
3. The LCD displays an eight-digit PIN and the machine starts searching for a wireless LAN access point/router.
4. Using a computer connected to the network, in your browser's address bar, type the IP address of the device you are using as the Registrar (for example: <http://192.168.1.2>).
5. Go to the WPS settings page and type the PIN, and then follow the on-screen instructions.



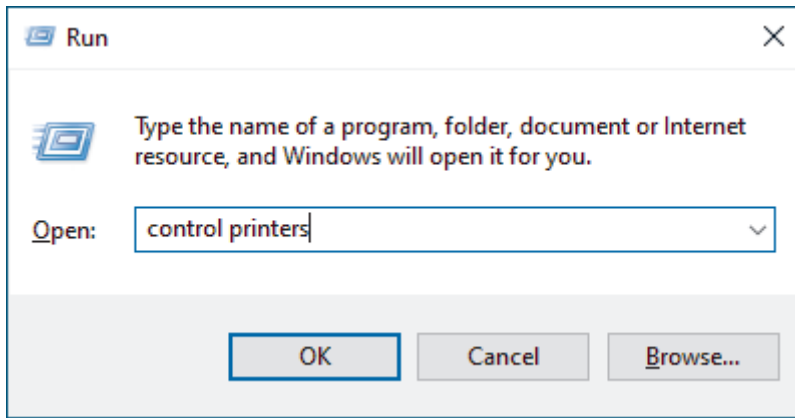
- The Registrar is usually the wireless LAN access point/router.
- The settings page may differ depending on the brand of wireless LAN access point/router. For more information, see the instructions supplied with your wireless LAN access point/router.

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

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

6. Hold down the  key and press the  key on the computer's keyboard to launch **Run**.

7. 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 **Devices > More devices and printer settings**.

8. 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.

9. Select your machine and click **Next**.

10. Type the PIN displayed on the machine's LCD, and then click **Next**.

11. Click **Close**.

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



Related Information

- [Use the Wireless Network](#)

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

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


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

Network Name (SSID)		
Authentication Method	Encryption Mode	Network Key (Password)
Open System	NONE	-
	WEP ¹	
Shared Key	WEP ¹	
WPA/WPA2-PSK/WPA3-SAE	TKIP (for WPA/WPA2-PSK)	
	AES	
WPA3-SAE	AES	

¹ You cannot select the WEP option from the control panel. To select the WEP option for the encryption mode, use Web Based Management.

For example:

Network Name (SSID)		
HELLO		
Authentication Method	Encryption Mode	Network Key (Password)
WPA3-SAE	AES	12345678

2. Press  [Settings] > [Network] > [WLAN (Wi-Fi)] > [Find Wi-Fi Network].
3. When [Enable WLAN?] appears, press [Yes].
The wireless setup wizard starts. To cancel, press [No].
4. The machine searches for your network and displays a list of available SSIDs. Press ▲ or ▼ to display the [Add SSID] option, and then press it.
5. Press [OK].
6. Enter the SSID name, and then press [OK].
7. Press ▲ or ▼ to select the Authentication Method, and then press it.
8. Follow the instructions on the LCD to configure the settings.
9. The machine attempts to connect to the wireless device you have selected.

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

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

Related Information

- [Use the Wireless Network](#)

Related Topics:

- [Enter Text on Your Brother Machine](#)
-

Configure Your Machine for an Enterprise Wireless Network

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

1. Check and record the current wireless network settings.

Network Name (SSID)

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


For example:

Network Name (SSID)
HELLO

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



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

-
2. Press  [Settings] > [Network] > [WLAN (Wi-Fi)] > [Find Wi-Fi Network].
 3. When [Enable WLAN?] appears, press [Yes].
The wireless setup wizard starts. To cancel, press [No].
 4. The machine searches for your network and displays a list of available SSIDs. Press ▲ or ▼ to display the [Add SSID] option, and then press it.
 5. Press [OK].
 6. Enter the SSID name, and then press [OK].
 7. Press ▲ or ▼ to select the Authentication Method, and then press it.
 8. Follow the instructions on the LCD to configure the settings.
 9. The machine attempts to connect to the wireless device you have selected.

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

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



Related Information

- [Use the Wireless Network](#)

Related Topics:

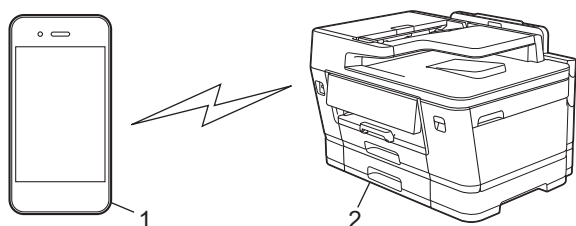
- [Enter Text on Your Brother Machine](#)
-

Use Wi-Fi Direct®

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

Wi-Fi Direct Overview

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



1. Mobile device
2. Your Brother machine



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

✓ Related Information

- [Use Wi-Fi Direct®](#)

Related Topics:


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

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



To use the Wi-Fi Direct network settings when using an Android™ device, install Brother Mobile Connect, select Wi-Fi Direct as the method for connecting to this product, and follow the on-screen directions.

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

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



Depending on the device, if you connect with [Group Owner] set to [On], your mobile device may disconnect from the connected wireless network and automatically switch to mobile data. 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 to this machine on your mobile device.

3. Press [Push Button].
4. When the [Activate Wi-Fi Direct on other device. Then Press [OK].] message appears, turn your mobile device's Wi-Fi Direct function on (for more information, see your mobile device's user's guide). Press [OK] on your Brother machine.
5. Do one of the following:
 - If your mobile device displays a list of machines with Wi-Fi Direct enabled, select your Brother machine.
 - If your Brother machine displays a list of mobile devices with Wi-Fi Direct enabled, select your mobile device. To search for available devices again, press [Rescan].

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



Related Information

- [Use Wi-Fi Direct®](#)


Related Topics:

- [Wi-Fi Direct Overview](#)
- [Configure a Wi-Fi Direct Network Manually](#)
- [Brother Mobile Connect](#)

Configure a Wi-Fi Direct Network Manually

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

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. 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 to this machine on your mobile device.

1. Press  [Settings] > [Network] > [Wi-Fi Direct] > [Manual].
2. The machine displays the SSID (Network Name) and Password (Network Key). Go to your mobile device's wireless network settings screen, and enter the SSID and password.



- You can also configure a Wi-Fi Direct network using the QR Code displayed on the LCD. Scan the QR Code, and then follow the LCD instructions.
- If the QR Code cannot be read, manually enter the Network Name (SSID) and Network Key (Password) to connect.

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





Related Information

- [Use Wi-Fi Direct®](#)

Related Topics:

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

Enable/Disable Wireless LAN

1. Press  [Settings] > [Network] > [WLAN (Wi-Fi)] > [WLAN Enable].
2. Do one of the following:
 - To enable Wi-Fi, select [On].
 - To disable Wi-Fi, select [Off].
3. Press .




Related Information

- [Wireless Network Settings](#)
-

Print the WLAN Report

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

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

The machine will print the WLAN Report.

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

Related Information

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

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">• Enable the WLAN setting on your machine.• If a network cable is connected to your machine, disconnect it.
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">• Make sure the wireless router/access point is on.• Temporarily place your machine closer to the wireless router/access point when you are configuring the wireless settings.• If your wireless router/access point is using MAC address filtering, confirm that the MAC address of the machine is allowed in the filter. You can find the MAC address by printing the Network Configuration Report.• If you manually entered the Network Name (SSID) and security information (authentication method/encryption method), the information may be incorrect. Check the Network Name and security information again and re-enter the correct information.• Restart your wireless router/access point. If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
TS-03	<p>The wireless enterprise network and security settings you entered may be incorrect.</p> <p>Check the following points and try to set up your wireless connection again:</p> <p>Verify the following information:</p> <ul style="list-style-type: none">- Network Name (SSID) you selected to configure your machine.- Security information you selected to configure your machine (such as the authentication method, encryption method, or User ID). <p>If you still cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.</p>
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">• WPA-Personal: TKIP / AES• WPA2-Personal: TKIP / AES• WPA3-Personal: AES• OPEN: WEP / NONE (without encryption)• Shared key: WEP <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>

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



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

1. The default security settings may be provided on a label attached to the WLAN access point/router. Or the manufacturer's name or model number of the WLAN access point/router may be used as the default security settings.
2. See the documentation provided with your WLAN access point/router for information on how to find the security settings.
 - If the WLAN access point/router is set to not broadcast the SSID, the SSID will not automatically be detected. You will have to manually enter the SSID name.
 - The Network Key may also be described as the Password, Security Key, or Encryption Key.

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



Related Information

- [Print the WLAN Report](#)
-

Network Features


- [Print the Network Configuration Report](#)
- [Configure the Proxy Server Settings Using Web Based Management](#)
- [Synchronise Time with the SNTP Server Using Web Based Management](#)
- [Forward Incoming Faxes to a Network Destination](#)
- [Gigabit Ethernet \(Wired Network Only\)](#)
- [Use Global Network Detection Features](#)
- [Reset the Network Settings to Factory Default](#)

Print the Network Configuration Report

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



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

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

The machine prints the current Network Configuration Report.



Related Information

- [Network Features](#)

Related Topics:

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

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

1. Start Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Network > Network > Protocol**.



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

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



Related Information

- [Network Features](#)

Related Topics:

- [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. (This is not the time displayed on the machine's LCD.) 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 Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Administrator** > **Date&Time**.



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

3. 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.

4. Select the **Synchronize with SNTP server** checkbox.
5. Click **Submit**.



You can also configure date and time manually.



Related Information

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

Related Topics:

- [Set up a Scan to Network Profile](#)
- [Access 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 Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Network > Network > Protocol**.



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

3. Select the **SNTP** checkbox to activate the settings.
4. Click **Submit**.
5. Restart your Brother machine to activate the configuration.
6. Next to the SNTP checkbox, click **Advanced Settings**.
7. Configure the settings.

Option	Description
Status	Displays whether the SNTP protocol is enabled or disabled.
Synchronization Status	Confirm the latest synchronisation status.
SNTP Server Method	Select AUTO or STATIC . <ul style="list-style-type: none">• AUTO If you have a DHCP server on your network, the SNTP server will obtain the address from that server automatically.• STATIC Type the address you want to use.
Primary SNTP Server Address Secondary SNTP Server Address	Type the server'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.
Primary SNTP Server Port Secondary SNTP Server Port	Type the port number (1-65535). The secondary SNTP server port is used as a backup to the primary SNTP server port. If the primary port is unavailable, the machine will contact the secondary SNTP port.
Synchronization Interval	Type the number of hours between server synchronisation attempts (1-168 hours).

8. Click **Submit**.



Related Information

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

Related Topics:

- [Access Web Based Management](#)

Forward Incoming Faxes to a Network Destination

Set up a profile to forward incoming faxes directly to a folder on your server.

1. Start Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Administrator > Network Profile**.



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

3. Click the protocol option next to the Profile number.
4. Select your server type in the **Protocol** field, and then click **Submit**.
5. Set up the profile for your server, using one of the following tables:



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

FTP

Option	Description
Profile Name	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.
Host Address	Type the Host Address (for example: ftp.example.com; up to 64 characters) or the IP address (for example: 192.23.56.189).
Port Number	Change the Port Number setting used to access the FTP server. The default setting is port 21. In most cases, this setting does not need to be changed.
Username	Type a user name (up to 32 characters) of a user that has permission to write data to the FTP server.
Password	Type the password (up to 32 characters) associated with the user name you entered in the Username field. Type the password again in the Retype password field.
SSL/TLS	Set the SSL/TLS option to forward incoming faxes securely using SSL/TLS communication. Change the CA Certificate setting, if needed.
Store Directory	Type the path to the folder on the FTP server where you want to forward incoming faxes. Do not type a slash mark at the beginning of the path.
Passive Mode	Set the Passive Mode 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.

Network

Option	Description
Profile Name	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.
Network Folder Path	Type the path to the folder on the CIFS server where you want to forward incoming faxes.
Auth. Method	To set your authentication method, select Auto , Kerberos , or NTLMv2 .
Username	Type a user name (up to 96 characters) that has permission to write data to the folder specified in the Network Folder Path field. If the user name is part of a domain, type the user name in one of the following styles: user@domain domain\user

Option	Description
Password	Type the password (up to 32 characters) associated with the user name you entered in the Username field. Type the password again in the Retype password field.
Kerberos Server Address	When you select Kerberos for the Auth. Method option, you must type the Kerberos Server Address (for example: kerberos.example.com; up to 64 characters).



You must configure the SNTP (network time server) or you must set the date, time and time zone correctly on the control panel. The time must match the time used by the Kerberos Server and CIFS Server.

6. Click **Submit**.
7. To set the Fax Forward feature, in the left navigation bar, click **Fax > Remote Fax Options**.
8. Select **Forward to Network** from the **Fwd/Store/Cloud/Network** drop-down list.
9. Select the file type you want to use.
10. To print a backup copy of incoming faxes, select **On** for **Backup print**.
11. Select the profile you want to use from the **Network Profile** drop-down list.
12. Type a three-digit Remote Access Code in the **Remote Access Code** field, if needed.



- You can use the numbers 0 through 9, *, or # for the Remote Access Code.
- The Remote Access Code must be different from the remote codes for the Fax features.

13. Click **Submit**.



Related Information

- [Network Features](#)

Related Topics:

- [Access Web Based Management](#)
- [Memory Receive Options](#)

Gigabit Ethernet (Wired Network Only)

Your machine supports 1000BASE-T Gigabit Ethernet. To connect to a 1000BASE-T Gigabit Ethernet Network, you must set the machine's Ethernet link mode to Auto from the machine's control panel or Web Based Management (web browser).



Use a Category 5e (or greater) network cable. The machine can automatically negotiate the highest supported network speed, for example: to achieve 1000BASE-T network speeds, all connecting infrastructure, including network switches and cables must also support 1000BASE-T speeds. Otherwise the machine will communicate at either 10BASE-T or 100BASE-TX.



Related Information

- [Network Features](#)
-



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

Enable/Disable 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  [Settings] > [All Settings] > [Network] > [Global Detect] > [Allow Detect] > [On].
2. Press .





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  [Settings] > [All Settings] > [Network] > [Global Detect] > [Reject Access] > [On].
2. Press .



Related Information


- [Use Global Network Detection Features](#)

Reset the Network Settings to Factory Default

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



- This feature restores all network settings, except the administrator password, to the factory settings. To reset the administrator password, use the [All Settings] reset option.
- You can also reset the print server to its factory settings using Web Based Management.

1. Press  [Settings] > [All Settings] > [Network] > [Network Reset].
2. Press [Next].
3. The reset confirmation message is displayed. Press [OK] for two seconds.
The machine will restart.



Related Information

- [Network Features](#)

Related Topics:

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

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 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/g/s/id/html/doc/common/sfg/eng/index.html.

- Network Security > Configure Certificates for Device Security
- Network Security > Use SSL/TLS
- Network Security > Use SNMPv3
- Network Security > Use IPsec
- Network Security > Use IEEE 802.1x Authentication for Your Network
- User Authentication > Use Secure Function Lock 3.0
- 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 \(macOS\)](#)
- [Send a Fax 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 send faxes directly from your Mac computer without having to print them and 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](#)

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. If you place the document in the ADF, select **Use Document Feeder** checkbox, and then select the size of your document from the scan size setting pop-up menu.
7. Select the destination folder or destination application from the destination setting pop-up menu.
8. 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.
9. Click **Scan**.



Related Information

- [AirPrint](#)

Related Topics:

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

Send a Fax Using AirPrint (macOS)

Make sure your machine is in the printer list on your Mac computer. Apple TextEdit is used in the example below.



- AirPrint supports only monochrome fax documents.
- Your machine supports the Secure Function Lock feature. Sending faxes via AirPrint is not available if Fax Tx for each user is restricted.

1. Make sure your machine is turned on.
2. On your Mac computer, open the file that you want to send as a fax.
3. Click the **File** menu, and then select **Print**.
4. Click the **Printer** pop-up menu, and then select your model with **Fax** in the name.
5. Type the fax recipient information.
6. Click **Fax**.



Related Information

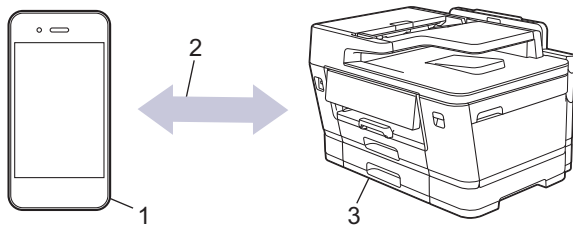
- [AirPrint](#)

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 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](#)
-

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 an app or a driver.

- Connect your machine before using WeChat print function for the first time. Go to 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.



Related Information

- [Mobile Connect](#)

Related Topics:

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

Troubleshooting

For the latest FAQs & Troubleshooting tips, visit support.brother.com/faqs.

Routine Maintenance

- [Replace the Ink Cartridges](#)
- [Improve the Print Quality](#)
- [Check Your Brother Machine](#)
- [Clean Your Brother Machine](#)
- [Update Your Machine's Firmware](#)
- [Reset Your Machine](#)
- [Pack and Ship Your Machine](#)

Replace the Ink Cartridges

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

The LCD displays which ink cartridge needs replacing. Be sure to follow the LCD prompts to replace the ink cartridges in the correct order.

Even though the machine tells you to replace an ink cartridge, there will be a small amount of ink left in the ink cartridge.

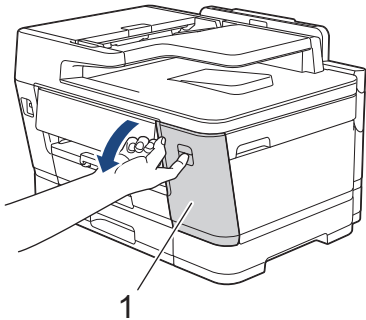
CAUTION

If the ink gets into your eye, rinse it with water immediately. If left as is, it may cause redness or mild inflammation of the eye. In case of any abnormality, consult with your doctor.

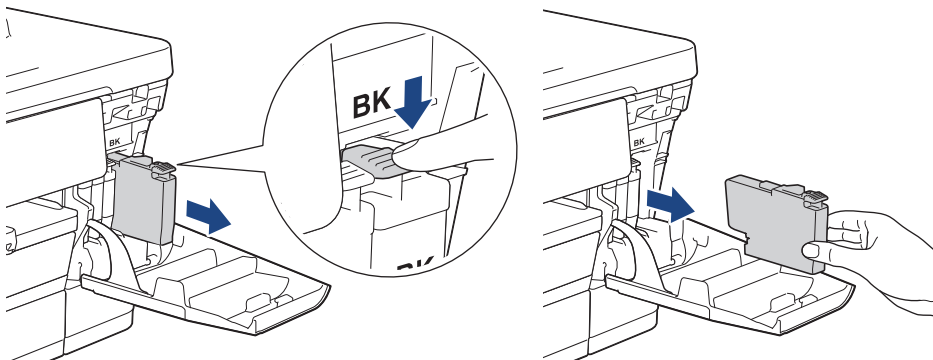
IMPORTANT

- We recommend using genuine Brother supplies to ensure stable print quality and performance. Although not all non-genuine supplies may cause quality issues, it is possible that some may adversely affect print quality or cause machine malfunction. Brother may charge for repairing your machine if it is proven that non-genuine supplies caused the damage, even if the machine is still covered by the warranty.
- The Supply model number varies depending on your country and region, visit go.brother/original.

1. Open the ink cartridge cover (1).



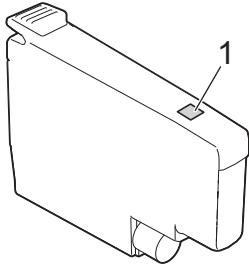
2. Press the lock release lever to release the ink cartridge colour indicated on the LCD and remove the ink cartridge from the machine, as shown in the illustration.



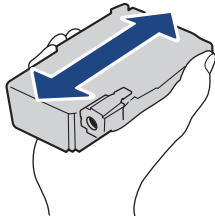
3. Open the new ink cartridge bag for the colour indicated on the LCD, and take out the ink cartridge.

IMPORTANT

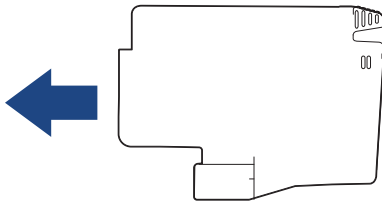
- DO NOT touch the ink cartridge in the area indicated (1); this can prevent the machine from detecting the cartridge.



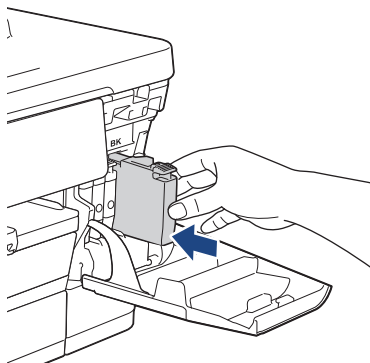
- Quickly shake just the **black** ink cartridge horizontally 15 times as shown, before inserting it into the machine.



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



5. Gently push the area marked "PUSH" until the ink cartridge locks into place, and then close the ink cartridge cover.



The machine resets the ink dot counter.



If the machine does not detect the ink cartridge after you install it, check that the ink cartridge is installed correctly. Remove the ink cartridge and reinstall it slowly until it locks into place.

IMPORTANT

- DO NOT shake the ink cartridges, once installed into the machine. If ink stains your skin or clothing, wash with soap or detergent at once.
- DO NOT remove ink cartridges if you do not need to replace them; otherwise, the machine will not know the ink quantity left in the cartridge.
- DO NOT touch the ink cartridge insertion slots; the ink may stain your skin.
- Use unopened ink cartridges by the expiration date written on the ink cartridge package.

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



Related Information

- [Routine Maintenance](#)

Related Topics:

- [Pack and Ship Your Machine](#)
-

Improve the Print Quality

- [Clean the Print Head from Your Brother Machine](#)
- [Clean the Print Head Using Web Based Management](#)
- [Clean the Print Head from Your Computer \(Windows\)](#)
- [Automatically Detect and Improve the Condition of Print Head Nozzles](#)
- [Correct the Paper Feed to Clear Vertical Lines](#)
- [Change the Print Options to Improve Your Print Results](#)


Clean the Print Head from Your Brother Machine

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

- Clean the print head if there is a horizontal line or a blank space in the text or graphics on printed pages.
- Cleaning the print head consumes ink.
- Cleaning too often uses ink unnecessarily.



IMPORTANT

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

1. Press  [Ink] > [Print Head Cleaning].
2. Press [Start].
The machine cleans the print head.

NOTE

If you clean the print head several times and the print has not improved, try the Special cleaning method. The Special cleaning method uses the most power in cleaning the print head, but also consumes the most ink.

1. Press  [Ink] > [Print Head Cleaning].
2. Press  for five seconds.
The machine starts cleaning.



- The Special cleaning method requires a large amount of ink to clean the print head.
- Use the Special cleaning method only if you previously cleaned the print head several times and the print quality did not improve.
- You can also clean the print head from your computer.



Related Information

- [Improve the Print Quality](#)

Related Topics:

- [Clean the Print Head from Your Computer \(Windows\)](#)
- [Clean the Print Head Using Web Based Management](#)

Clean the Print Head Using Web Based Management

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

1. Start Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **General > Print Head Cleaning**.



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

3. If you have print quality problems, try cleaning the print head several times. If the print quality does not improve, use the **Special** option. The **Special** option uses the most power in cleaning the print head, but also consumes the most ink.
4. Click **Start**.



The **Special** option requires a large amount of ink to clean the print head.

5. Click **Yes**.

The machine starts cleaning.



(Windows) You can also clean the print head using the printer driver.



Related Information



- [Improve the Print Quality](#)

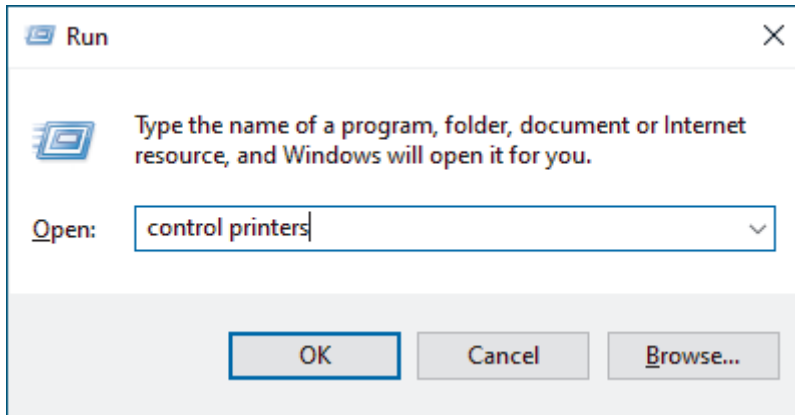
Related Topics:

- [Access Web Based Management](#)
- [Clean the Print Head from Your Brother Machine](#)
- [Clean the Print Head from Your Computer \(Windows\)](#)

Clean the Print Head from Your Computer (Windows)

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

1. 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 **Devices > More devices and printer settings**.

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

The printer driver dialog box appears.

4. Click the **Maintenance** tab.
5. Select one of the following options:

Option	Description
Check Print Quality...	Use to print the test page and check the print quality.
Print Head Cleaning...	Use to start the cleaning process manually. Select if a line or blank spaces appear in text or graphics on the test page.

6. Click **Start**.



Related Information



- [Improve the Print Quality](#)

Related Topics:

- [Clean the Print Head from Your Brother Machine](#)
- [Clean the Print Head Using Web Based Management](#)

Automatically Detect and Improve the Condition of Print Head Nozzles

If faded or streaked colours and text appear or if text is missing on your printouts, the print head nozzles may be clogged. When this setting is [On], the machine automatically detects the condition of the print head nozzles and cleans the print head when needed.


- The default setting is [On].
 - Cleaning the print head consumes ink.
1. Press  [Ink] > [Print Quality Auto Check].
 2. Press [On] or [Off].
 3. Press .


Related Information

- [Improve the Print Quality](#)

Correct the Paper Feed to Clear Vertical Lines

Adjust the paper feed to reduce vertical lines.

Before adjusting the paper feed, complete a print quality check first by pressing  [Ink] > [Improve Print Quality] > [Check Print Quality].

1. Press  [Ink] > [Improve Print Quality] > [Correct Paper Feed].
2. Press [Next].
3. Press [Yes] after a confirmation message if a print quality check has been completed appears on the LCD.
4. Press [Auto] or [Manual].
 - If you select the [Auto] mode, the paper feed is automatically adjusted by scanning the check sheet.
 - If you select the [Manual] mode, you need to input information printed on the check sheet manually.
5. Select the paper size you want to adjust.
6. Select the paper type you want to adjust. (Supported models only)
7. Follow the LCD instruction to load paper in the tray, and then press [Start].

The machine prints the check sheet.
8. Follow the LCD instructions to complete the adjustment.



Related Information


- [Improve the Print Quality](#)

Change the Print Options to Improve Your Print Results

If your printouts do not look the way you expect, change the print settings on your Brother machine to improve printout quality. Print speed may be slower when using these settings.



- These instructions allow you to improve your print results when you are using your machine for copying or printing from media, or a mobile device.
- If you are experiencing poor print quality when printing from your computer, change the settings in the printer driver or in the application you use to print.

1. Press  [Ink] > [Print Options].
2. Press one of the following options:

Option	Description
Reduce Smudging	Select this option if you have problems with smudged printouts or paper jams.
Reduce Uneven Lines	Select this option according to your paper size if you have problems with uneven lines.
Enhance Print	Select this option if you have problems with blurred printouts.

3. Follow the LCD menus.
4. Press .



Related Information

- [Improve the Print Quality](#)

Related Topics:


- [Copy on Both Sides of the Paper \(2-sided Copy\)](#)
- [Printer Driver Settings \(Windows\)](#)

Check Your Brother Machine

- [Check the Machine Information](#)
- [Check the Print Quality](#)
- [Check the Print Alignment from Your Brother Machine](#)
- [Check the Ink Volume](#)
- [Monitor Machine Status Using Brother iPrint&Scan \(Windows/Mac\)](#)

Check the Machine Information

Follow these instructions to check your machine's information, such as the serial number or the firmware version.

1. Press  [Settings] > [All Settings] > [Machine Info.].
2. Press one of the following options:

Option	Description
Serial No.	Check your machine's serial number.
Firmware Version	Check your machine's firmware version.
Firmware Update	Update your machine to the latest firmware.
Firmware Update Setup	Set the days and times for automatic firmware updates.
Page Counter	Check the total number of pages the machine has printed.



3. Press .

Related Information

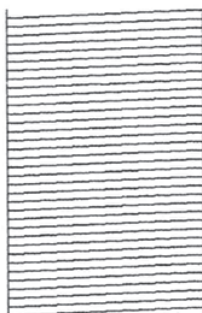
- [Check Your Brother Machine](#)

Check the Print Quality

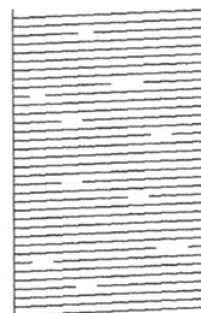
If faded or streaked colours and text appear or if text is missing on your printouts, the print head nozzles may be clogged. Print the check sheet and look at the nozzle check pattern.


1. Press  [Ink] > [Improve Print Quality] > [Check Print Quality].
2. Press [Start].
The machine prints the check sheet.
3. Check the quality of the four colour blocks on the sheet.
4. When an LCD message prompts you to check the print quality, do one of the following:
 - If all lines are clear and visible, press [No], and then press  to finish the Print Quality check.
 - If lines are missing (see **Poor**, as follows), press [Yes].

OK



Poor



5. When the LCD message prompts you to check the print quality of each colour, press the number of the pattern (1–4) that most closely matches the printing result.
6. Do one of the following:
 - If print head cleaning is needed, press [Start] to start the cleaning procedure.
 - If print head cleaning is not needed, the menu screen reappears on the touchscreen. Press .
7. After the cleaning procedure is finished, the LCD message prompts you to print the check sheet again. Press [Yes], and then press [Start].
The machine prints the check sheet again. Check the quality of the four colour blocks on the sheet again.

If you clean the print head several times and the print has not improved, try the Special cleaning method. See *Related Information*.

IMPORTANT

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



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



After the print head nozzle is cleaned, the lines are gone:



Related Information


- [Check Your Brother Machine](#)


Related Topics:

- [Clean the Print Head from Your Brother Machine](#)
 - [Check the Print Alignment from Your Brother Machine](#)
 - [Correct the Paper Feed to Clear Vertical Lines](#)
-

Check the Print Alignment from Your Brother Machine

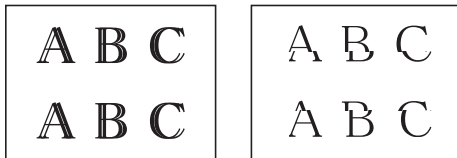
If your printed text becomes blurred or images become faded after transporting the machine, adjust the print alignment.

Before adjusting the print alignment, complete a print quality check first by pressing  [Ink] > [Improve Print Quality] > [Check Print Quality].

1. Press  [Ink] > [Improve Print Quality] > [Alignment].
2. Press [Next].
3. Press [Yes] after a confirmation message if a print quality check has been completed appears on the LCD.
4. Press [Auto] or [Manual].
 - If you select the [Auto] mode, the print alignment is automatically adjusted by scanning the check sheet.
 - If you select the [Manual] mode, you need to input information printed on the check sheet manually.
5. Select the paper size you want to adjust.
6. Select the paper type you want to adjust. (Supported models only)
7. If you selected the [Manual] mode, select either [Basic alignment] or [Advanced alignment] in the following step.
8. Follow the LCD instruction to load paper in the tray, and then press [Start].
The machine prints the check sheet.
9. Follow the LCD instructions to complete the adjustment.



When the print alignment is not adjusted correctly, text looks blurry or crooked, like this:



After the print alignment is adjusted correctly, text looks like this:




Related Information

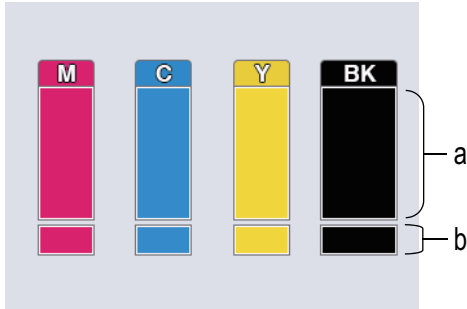
- [Check Your Brother Machine](#)

Check the Ink Volume

Although an ink volume icon appears on the machine's LCD, you can view a larger graph that displays the approximate ink remaining in each cartridge.

1. Press  [Ink] > [Ink Volume].



The touchscreen displays the ink volume.




- a. Displays the cartridge ink level.
- b. Displays the ink level remaining in the internal ink reservoir.



- When the ink cartridge is near the end of its life or having a problem, one of the following icons appears:

	The ink level is low.
	The ink cartridge needs to be replaced.

- To check or print the ink cartridge model numbers, press  (Back) to return to the [Ink] menu screen.

Press [Ink Cartridge Model], and follow the instructions on the touchscreen.

2. Press .



You can also check the ink volume from your computer.



Related Information

- [Check Your Brother Machine](#)

Related Topics:

- [Touchscreen LCD Overview](#)
- [Settings Screen Overview](#)
- [Monitor Machine Status Using Brother iPrint&Scan \(Windows/Mac\)](#)
- [Print a Document \(Windows\)](#)

Monitor Machine Status Using Brother iPrint&Scan (Windows/Mac)

Brother iPrint&Scan allows you to monitor your Brother machine's status.

1. Start Brother iPrint&Scan.

- Windows

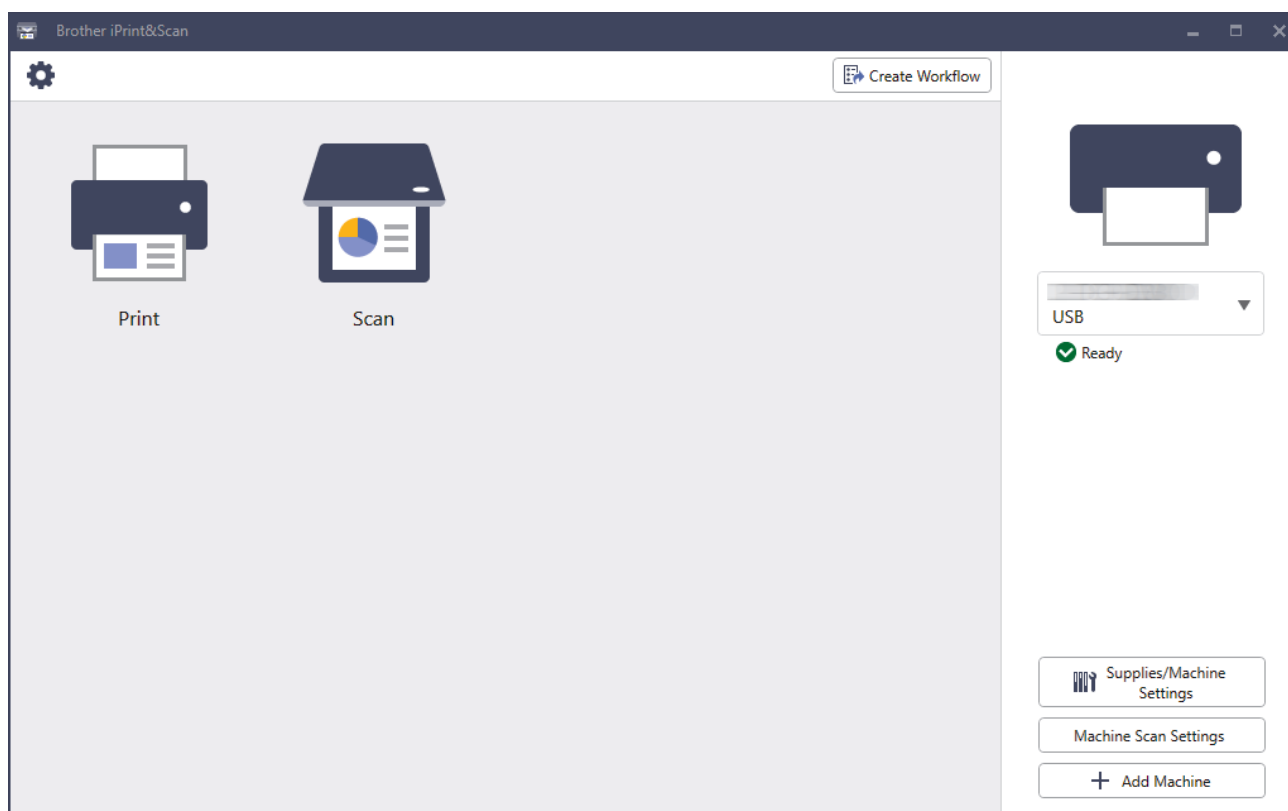
Double-click the  (Brother iPrint&Scan) icon.

- Mac





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

The Brother iPrint&Scan screen appears.



2. If your Brother machine is not selected, click the **Add Machine / Select your Machine** button, and then select your model's name from the list. Click **OK**.



Status icons

Icon	Description
	A green icon indicates the normal stand-by condition.
	A yellow icon indicates a warning.
	A red icon indicates an error has occurred.
	A grey icon indicates the machine is offline.

Error icons

Icon	Description
	The ink level is low.
	The ink cartridge needs to be replaced.



- The actual screen may differ depending on the version of the application.
 - The remaining ink amount is approximate and may differ from the actual amount of remaining ink.
 - You can also check the remaining ink amount using Web Based Management.
-



Related Information

- [Check Your Brother Machine](#)

Related Topics:

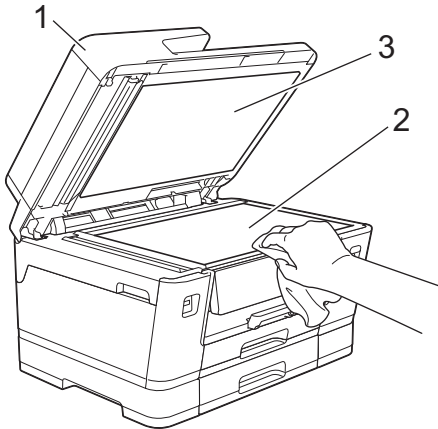
- [Check the Ink Volume](#)
-

Clean Your Brother Machine

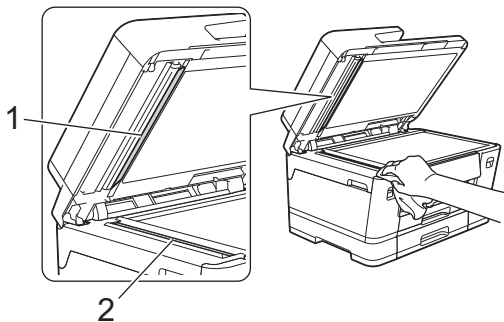
- [Clean the Scanner](#)
- [Clean the Machine's LCD](#)
- [Clean the Outside of the Machine](#)
- [Clean the Machine's Printer Platen](#)
- [Clean the Paper Feed Rollers](#)
- [Clean the Base Pad](#)
- [Clean the Paper Pick-up Rollers for Paper Tray #1](#)
- [Clean the Paper Pick-up Rollers for Paper Tray #2](#)

Clean the Scanner

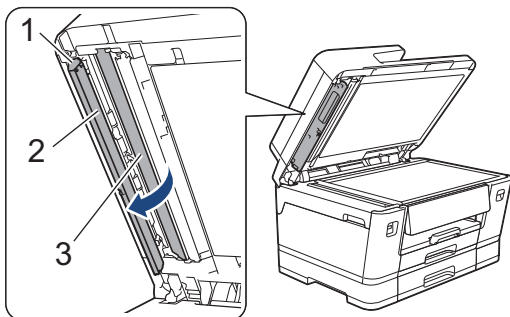
1. Unplug the machine from the electrical socket.
2. Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with water.



3. In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with water.



4. (MFC-J3960DW) Open the scanner glass cover (1), and clean the white bar (2) and the glass strip (3) with a soft lint-free cloth moistened with water.



5. Close the document cover.
6. Reconnect the power cord.



If you feel dirt or debris, clean the glass again. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning attempt.

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



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




Related Information

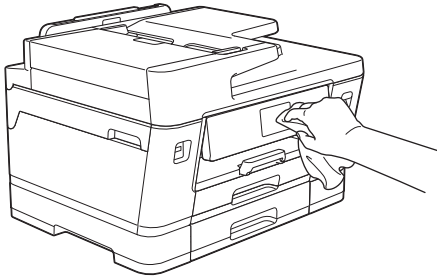
- [Clean Your Brother Machine](#)

Clean the Machine's LCD

IMPORTANT

DO NOT use liquid cleaners (including ethanol).

1. Press and hold down  to turn off the machine. The LCD displays [Shutting Down] for a few seconds before the power goes off.
2. Clean the LCD with a dry, soft lint-free cloth.



✓ Related Information

- [Clean Your Brother Machine](#)

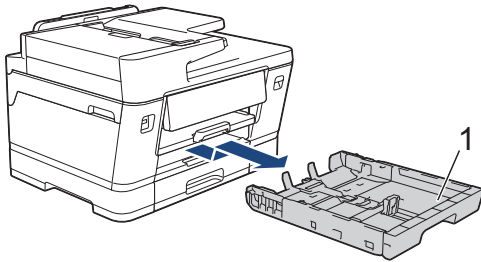
Clean the Outside of the Machine

IMPORTANT

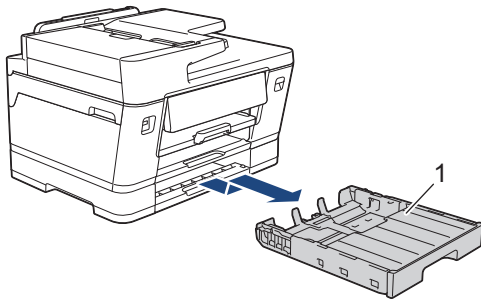
- Cleaning with volatile liquids such as thinner or benzine will damage the outside surface of the machine.
- DO NOT use cleaning materials that contain ammonia.
- DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

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

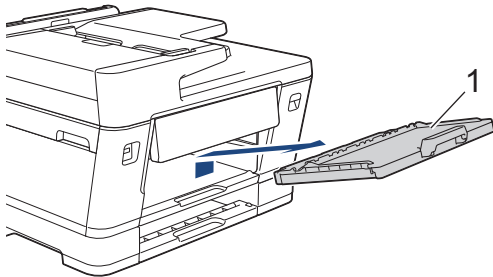
- Tray #1



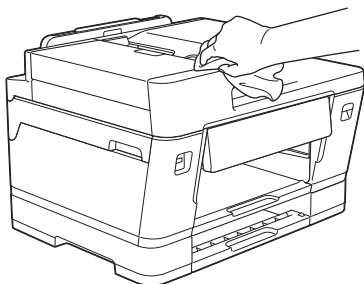
- Tray #2 (MFC-J3960DW)



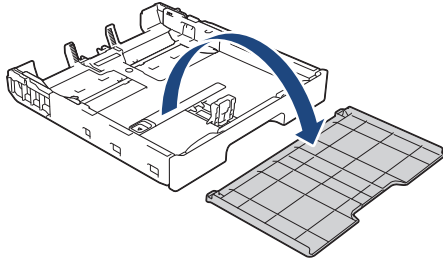
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



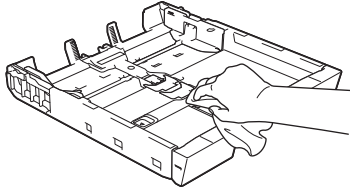
4. Wipe the outside of the machine with a dry, lint-free cloth to remove dust.



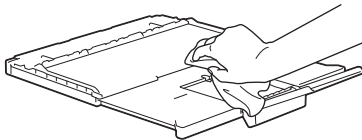
5. MFC-J3960DW:
Remove the tray top cover from Tray #2.



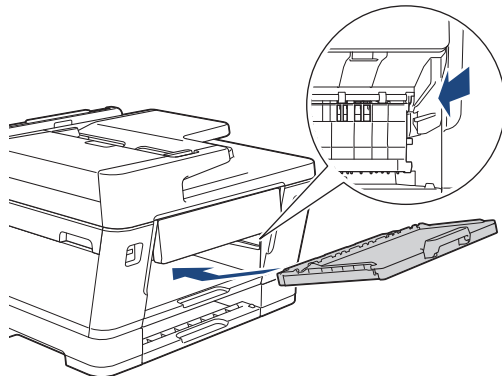
6. Remove anything that is stuck inside the paper tray. Wipe the inside and the outside of the paper tray with a dry, lint-free cloth to remove dust.



7. Wipe the outside of the paper support with a dry, lint-free cloth to remove dust.



8. Place the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



9. MFC-J3960DW:
Replace the tray top cover for Tray #2.
10. Slowly push the paper tray completely into the machine.




Related Information

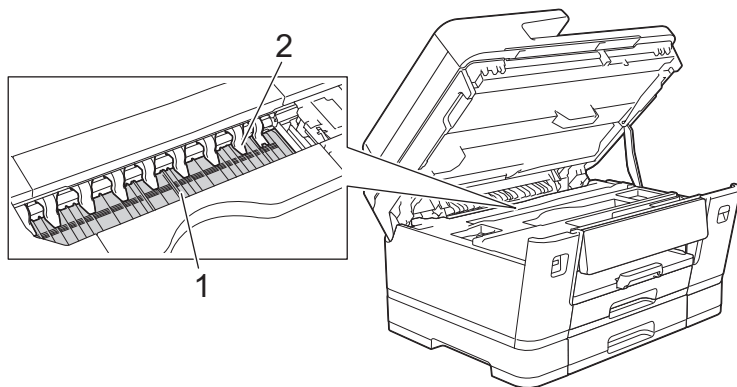
- [Clean Your Brother Machine](#)

Clean the Machine's Printer Platen

WARNING

 Be sure to unplug the machine from the electrical socket before cleaning the printer platen to avoid an electrical shock.

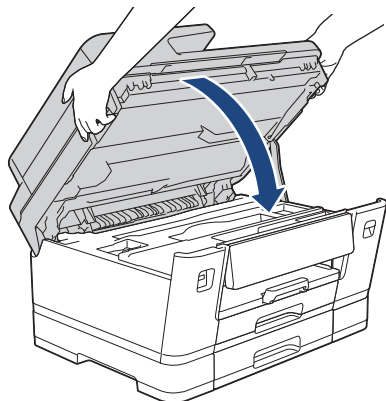
1. Unplug the machine from the electrical socket.
2. Using both hands, use the finger holds on each side of the machine to lift the scanner cover into the open position.
3. Clean the machine's printer platen (1) and the area around it, wiping off scattered ink with a dry, soft lint-free cloth.



IMPORTANT

DO NOT bend or apply too much pressure on the nine tabs (2). They could be damaged.

4. Gently close the scanner cover using the finger holds on each side.



5. Reconnect the power cord.

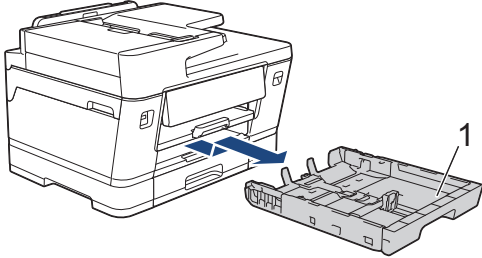
Related Information

- [Clean Your Brother Machine](#)

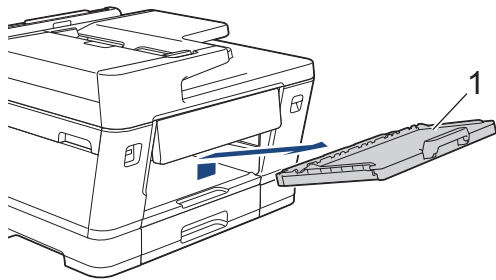
Clean the Paper Feed Rollers

If the paper feed rollers are stained with ink or have a buildup of paper dust, it may cause paper feed problems.

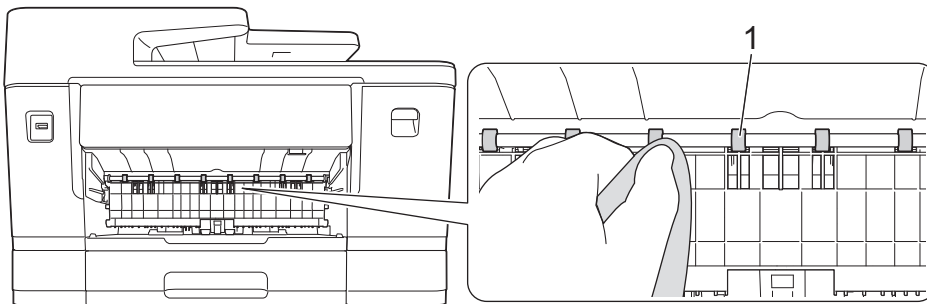
1. Unplug the machine from the electrical socket.
2. If the paper support flap is open, close it, and then close the paper support.
3. Pull the paper tray (1) completely out of the machine as shown by the arrow.



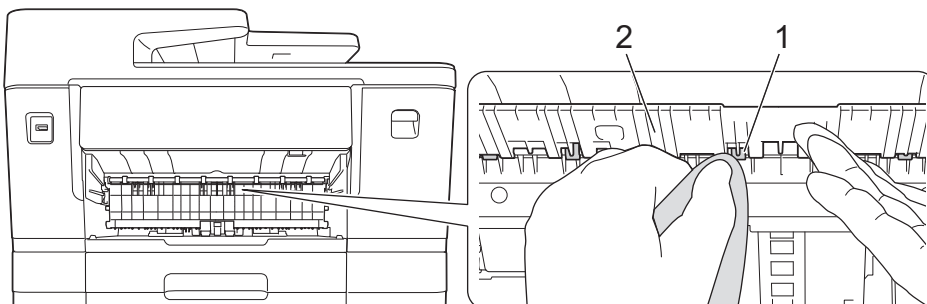
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



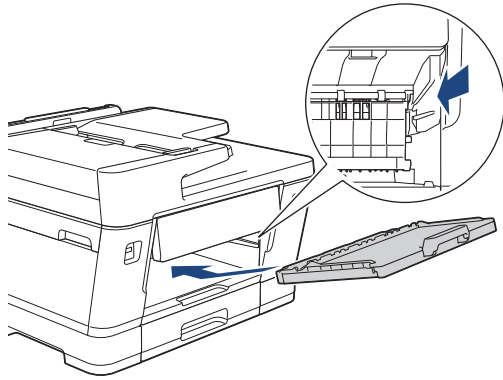
5. Clean the front side of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water, using a side-to-side motion. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



6. Lift the internal flap (2), and then clean the back side of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



-
7. Place the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



8. Slowly push the paper tray completely into the machine.
9. Reconnect the power cord.



Do not use the machine again until the rollers are dry. Using the machine before the rollers are dry may cause paper feed problems.



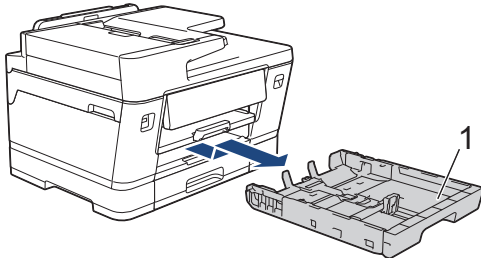
Related Information

- [Clean Your Brother Machine](#)
-

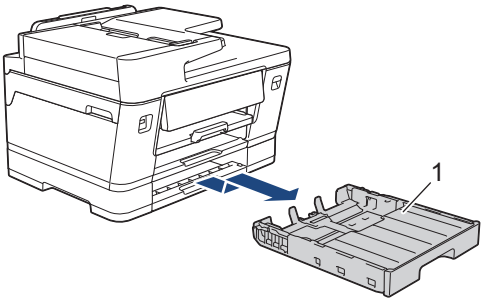
Clean the Base Pad

Cleaning the Base Pad periodically may prevent the machine from feeding multiple sheets of paper when there are only a few sheets of paper left in the tray.

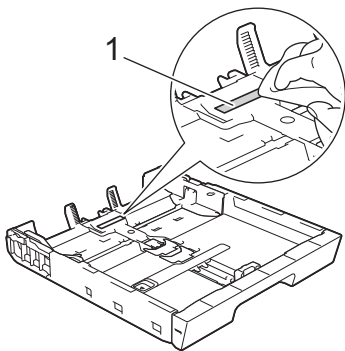
1. If the paper support flap is open, close it, and then close the paper support.
2. Pull the paper trays (1) completely out of the machine as shown by the arrow.
 - Tray #1



- Tray #2 (MFC-J3960DW)



3. Clean the Base Pad (1) with a soft lint-free cloth moistened with water.
After cleaning, wipe the pad with a dry, soft lint-free cloth to remove any moisture.



4. Slowly push the paper tray completely into the machine.



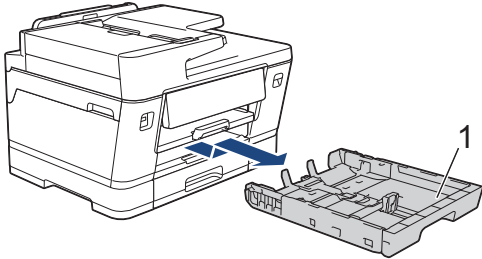
Related Information

- [Clean Your Brother Machine](#)

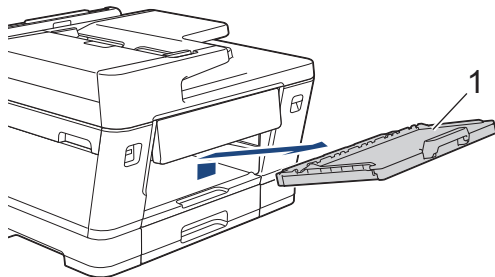
Clean the Paper Pick-up Rollers for Paper Tray #1

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

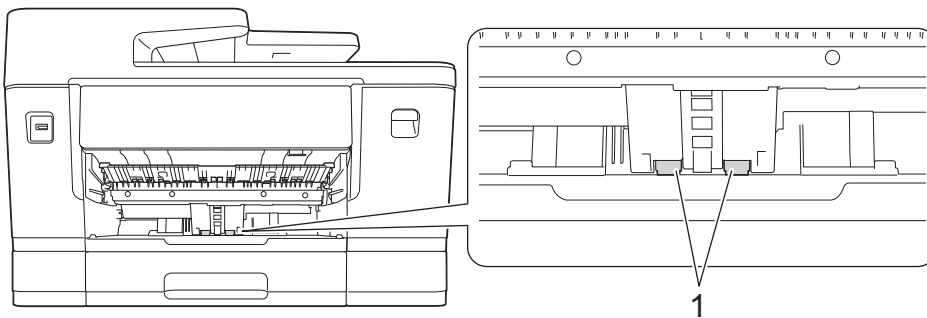
1. Unplug the machine from the electrical socket.
2. If the paper support flap is open, close it, and then close the paper support.
3. Pull the paper tray (1) completely out of the machine as shown by the arrow.



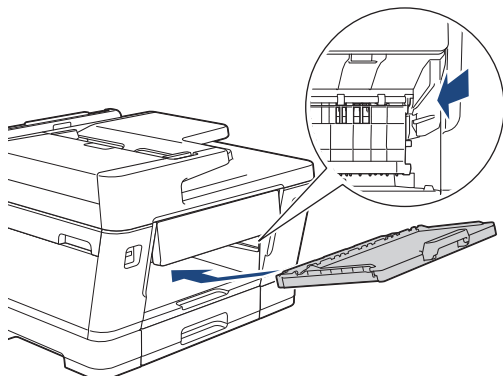
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



5. Clean the Paper Pick-up Rollers (1) with a soft lint-free cloth moistened with water. Slowly turn the rollers so that the whole surface is cleaned. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



6. Place the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



7. Slowly push the paper tray completely into the machine.
8. Reconnect the power cord.



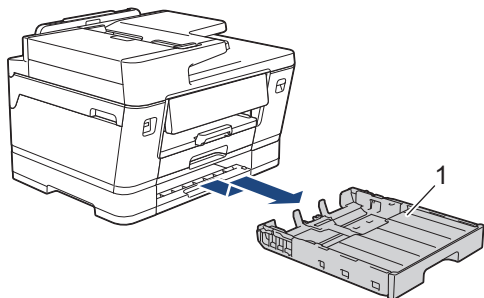
Related Information

- [Clean Your Brother Machine](#)
-

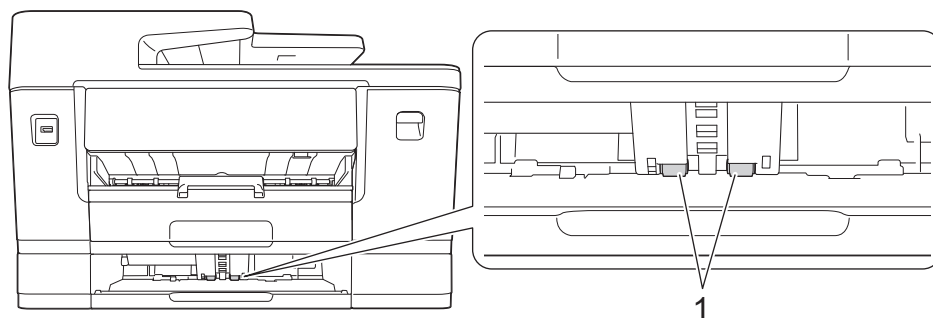
Clean the Paper Pick-up Rollers for Paper Tray #2

Related Models: MFC-J3960DW

1. Unplug the machine from the electrical socket.
2. If the paper support flap is open, close it, and then close the paper support.
3. Pull Tray #2 (1) completely out of the machine as shown by the arrow.



4. Clean the paper pick-up rollers for Tray #2 (1) with a soft lint-free cloth moistened with water. Slowly turn the rollers so that the whole surface is cleaned. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



5. Slowly push Tray #2 completely into the machine.
6. Reconnect the power cord.

✓ Related Information


- [Clean Your Brother Machine](#)


Update Your Machine's Firmware

- An Internet connection is required to update the firmware.
- Do not unplug the power cord during the firmware update.

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

You can also manually update the firmware directly from your machine or set it to update periodically, by following these steps:

1. Press  [Settings] > [All Settings] > [Machine Info.].
2. Do one of the following:

Option	Description
Update the firmware manually.	Press Firmware Update . Follow the LCD instructions.
Set your machine to automatically update firmware.	Press Firmware Update Setup > Update Method > Auto Install , then select the days and enter the time for the firmware update. Press  .

Related Information

- [Routine Maintenance](#)

Related Topics:

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

Reset Your Machine

- [Reset Functions Overview](#)
- [Reset Your Machine](#)

Reset Functions Overview

The following reset functions are available:

1. [Machine Reset]

You can reset all the machine's settings that you have changed, such as Date and Time.

The following will remain:

- The Address Book, Fax data, and Call History
- The administrator password
- Network settings
- Secure Function Lock settings (For models with Secure Function Lock function)

2. [Network]

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



You can reset the administrator password using the [All Settings] reset option.

3. [Address Book & Fax]

Address Book & Fax resets the following:

- Address Book and Setup Groups
- Programmed fax jobs in the memory
Delayed Fax and Delayed Batch Transmission
- Station ID
Name and Number
- Memory Receive Options
Fax Forwarding
- Report
Transmission Verification Report, Address Book and Fax Journal
- History
Caller ID History and Outgoing Call
- Faxes in memory

4. [Stored Fax Data]

Stored Fax Data resets the following:

- History
Caller ID History and Outgoing Call
- Faxes in memory

5. [All Settings]

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

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



Unplug the interface cable before you select [Network] or [All Settings].




Related Information

- [Reset Your Machine](#)

Related Topics:

- [Reset Your Machine](#)

Reset Your Machine

1. Press  [Settings] > [All Settings] > [Initial Setup] > [Reset].
2. Press the reset option you want to use.
3. Press [Next].
4. Press [OK] for two seconds to reboot the machine.
5. Wait until the machine restarts and the Power LED indicator lights up before disconnecting the machine from the power source.



Related Information

- [Reset Your Machine](#)

Related Topics:

- [Reset Functions Overview](#)

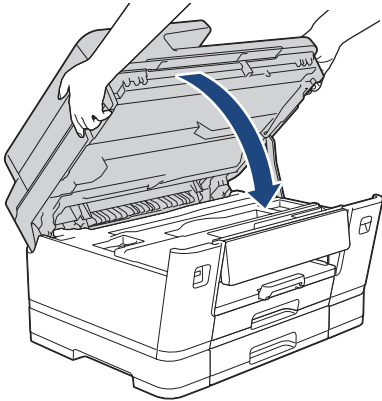
Pack and Ship Your Machine

- When you transport the machine, use the packing materials that came with your machine. Do not tip or turn the product upside down. If you do not pack the machine correctly, any damage that may occur in transit may not be covered by your warranty.
- The machine should be adequately insured with the carrier.

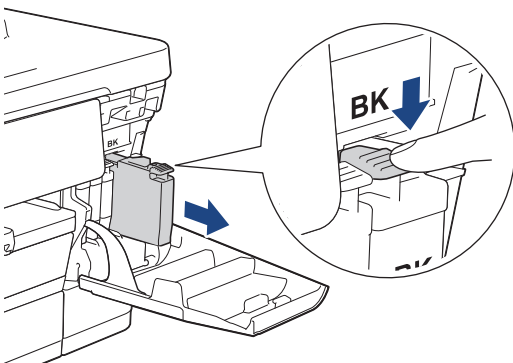
IMPORTANT

It is important to allow the machine to “park” the print head after a print job. Listen carefully to the machine before unplugging it to make sure that all mechanical noises have stopped. Not allowing the machine to finish this parking process may lead to print problems and possible damage to the print head.

1. Unplug the machine from the electrical socket.
2. Using both hands, use the finger holds on each side of the machine to lift the scanner cover into the open position. Then unplug the machine from the telephone wall socket and take the telephone line cord out of the machine.
3. Unplug the interface cable from the machine, if it is connected.
4. Gently close the scanner cover using the finger holds on each side.

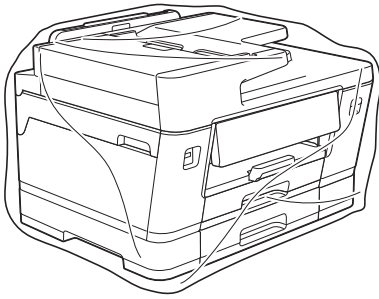


5. Open the ink cartridge cover.
6. Press the ink release levers to release the ink cartridges and then take out the ink cartridges.

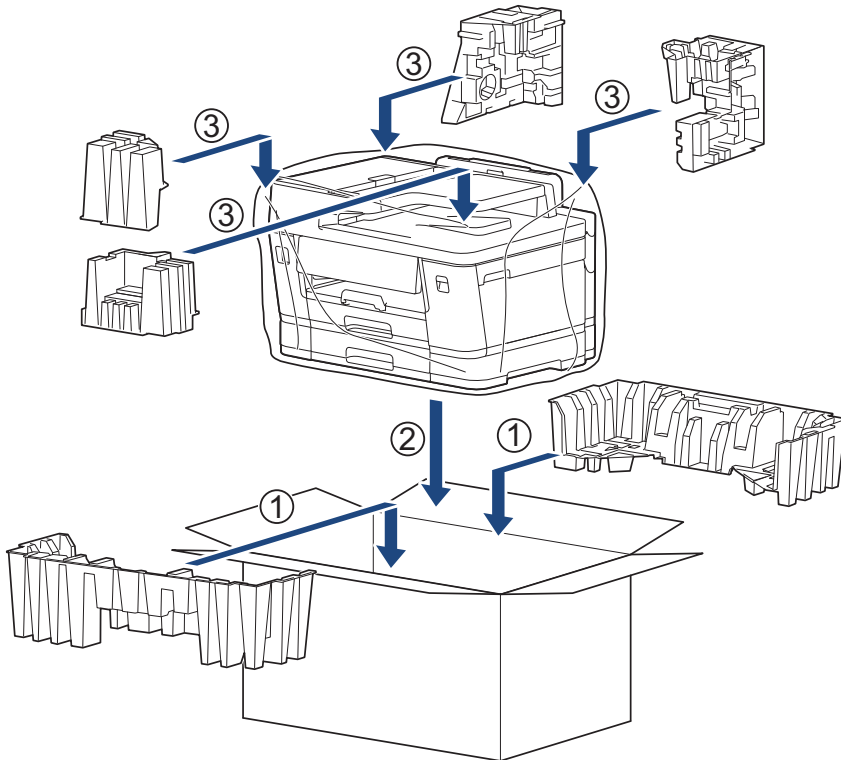


7. Close the ink cartridge cover.

8. Wrap the machine in the bag.



9. Pack the machine in the original carton with the original packing material as shown below.
Do not pack the used ink cartridge in the carton.



10. Close the carton and tape it shut.

✓ Related Information

- [Routine Maintenance](#)

Related Topics:

- [Replace the Ink Cartridges](#)

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:

- [Change the Login Password Using Web Based Management](#)
- [Update Your Machine's Firmware](#)
- [Reset Your Machine](#)

Change Machine Settings from the Control Panel

- [In the Event of Power Failure \(Memory Storage\)](#)
- [General Settings](#)
- [Save Your Favourite Settings as a Shortcut](#)
- [Print Reports](#)
- [Settings and Features Tables](#)

In the Event of Power Failure (Memory Storage)

- Your menu settings are stored permanently and will not be lost.
- Temporary settings (for example: Contrast and Overseas Mode) are lost.
- The date and time and programmed fax timer jobs (for example: Delayed Fax) are lost.
- Other fax jobs in the machine's memory will not be lost.



Related Information




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

General Settings

- [Set the Date and Time](#)
- [Adjust the Machine Volume](#)
- [Set Sleep Mode Countdown](#)
- [Set the Machine to Power Off Automatically](#)
- [Reduce Printing Noise](#)
- [Change the Language Displayed on the LCD](#)

Set the Date and Time

The LCD displays the date and time. If they are not current, re-enter them. You can add the date and time to each fax you send by setting your Station ID.

1. Press  [Settings].
2. Press  [Date & Time].
3. Press [Date].
4. Enter the last two digits of the year on the touchscreen, and then press [OK].
5. Enter two digits for the month on the touchscreen, and then press [OK].
6. Enter two digits for the day on the touchscreen, and then press [OK].
7. Press [Time].
8. Enter the time (in 24-hour format) using the touchscreen.
Press [OK].
(For example, enter 19:45 for 7:45 PM.)
9. Press .


Related Information

- [General Settings](#)


Related Topics:

- [Set Your Station ID](#)

Adjust the Machine Volume

1. Press  [Settings] > [All Settings] > [General Setup] > [Volume].
2. Press one of the following options:

Option	Description
Ring	Adjust the ring volume.
Beep	Adjust the volume when you press a button, make a mistake, or after you send or receive a fax.
Speaker	Adjust the speaker volume.

3. Press ▲ or ▼ to display the [Off], [Low], [Med], or [High] option, and then press the option you want.
4. Press .



Related Information

- [General Settings](#)

Set Sleep Mode Countdown

The Sleep Mode (or Power Save Mode) setting can reduce power consumption. When the machine is in Sleep Mode, it acts as though it is turned off. The machine will wake up and start printing when it receives a print job or a fax. Use these instructions to set a time delay (countdown) before the machine enters Sleep Mode.

- The timer will restart if any operation is carried out on the machine, such as receiving a fax or a print job.
- The factory setting is one minute.

1. Press  [Settings] > [All Settings] > [General Setup] > [Ecology] > [Sleep Time].
2. Enter the number of minutes (1-60) you want to set on the touchscreen, and then press [OK].
3. Press .



When the machine goes into Sleep Mode, the LCD backlight turns off.



Related Information

- [General Settings](#)



Related Topics:

- [Set the Machine to Power Off Automatically](#)

Set the Machine to Power Off Automatically

The Auto Power Off feature can reduce power consumption. 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 turn on the machine after the Auto Power Off feature has turned it Off, press .

1. Press  [Settings] > [All Settings] > [General Setup] > [Ecology] > [Auto Power Off].
2. Press **▲** or **▼** to display the [Off], [20 minutes], [1 hour], [2 hours], [4 hours], or [8 hours] option, and then press the option you want.
3. Press .

Related Information

- [General Settings](#)

Related Topics:


- [Set the Fax Journal's Interval Period](#)
- [Set Sleep Mode Countdown](#)



Reduce Printing Noise

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

The factory setting is [Off].



When the Quiet Mode setting is turned on,  appears on the Home screen.

1. Press  [Settings] > [All Settings] > [General Setup] > [Ecology] > [Quiet Mode].
2. Press [On] or [Off].
3. Press .



Related Information

- [General Settings](#)



Related Topics:

- [Touchscreen LCD Overview](#)

Change the Language Displayed on the LCD

Change the LCD language if needed.

This feature is not available in some countries.

1. Press  [Settings] > [All Settings] > [Initial Setup] > [Local Language].
2. Press your language.
3. Press .

Related Information

- [General Settings](#)

Save Your Favourite Settings as a Shortcut

- [Add Shortcuts](#)
- [Change or Delete Shortcuts](#)
- [Assign a Shortcut to an IC Card](#)


Add Shortcuts

You can add the settings you use most frequently for functions such as Copy and Scan by saving them as your Shortcuts. Later you can press the Shortcut to apply these settings instead of manually re-entering them.




Some Shortcut menus are not available depending on your model.

These instructions describe how to add a Copy Shortcut. The steps for adding Shortcuts for other functions are very similar.

1. If the Home screen appears, press **+** [Shortcuts].
2. Press a tab from [1] to [3].
3. Press **+** where you have not added a Shortcut.
4. Press [Copy].
5. Press  [Options].
6. Press **▲** or **▼** to display the available settings, and then press the setting you want to change.
7. Press **▲** or **▼** to display the available options for the setting, and then press the option you want. Repeat the previous and this steps until you have selected all the settings for this Shortcut. When finished, press [OK].
8. Press [OK].
9. Read and confirm the displayed list of settings you have selected, and then press [OK].
10. Enter a name for the Shortcut using the LCD, and then press [OK].



- When adding Fax or Scan to Shortcuts, you will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.
- When adding Copy to a One Touch Shortcut, you must select the [Colour Copy] or [Mono Copy] option in the shortcut.

Press  [Options] > [One Touch Shortcut], select [Colour Copy] or [Mono Copy], and then change other settings. Follow the LCD instructions.



Related Information

- [Save Your Favourite Settings as a Shortcut](#)


Change or Delete Shortcuts

You can change the settings in a Shortcut.

1. If the Home screen appears, press **+** [Shortcuts].
2. Press a tab from [1] to [3] to display the Shortcut you want to change.
3. Press and hold the Shortcut you want to change.
4. Press [Edit].



To delete the Shortcut, press [Delete]. To edit the name of the Shortcut, press [Rename] and follow the LCD menus.

5. Press  [Options].
6. Press **▲** or **▼** to display the available settings, and then press the setting you want to change.
7. Change the settings for the Shortcut you selected. Press [OK].
8. Press [OK] when you have finished changing the settings.
9. Press [OK] to confirm.



Related Information

- [Save Your Favourite Settings as a Shortcut](#)

Related Topics:

- [Enter Text on Your Brother Machine](#)
 - [Add Shortcuts](#)
-

Assign a Shortcut to an IC Card

- Assign a Shortcut to an IC Card with IC Card Reader

Assign a Shortcut to an IC Card with IC Card Reader

You can assign one Shortcut to your IC card. When you touch your IC card to the IC card reader connected to your machine, your personal Shortcut automatically appears on the touchscreen.



- You cannot use the same IC card for different Shortcuts.
- To use the IC card for another Shortcut, unregister the card first, and then register it with the new Shortcut.

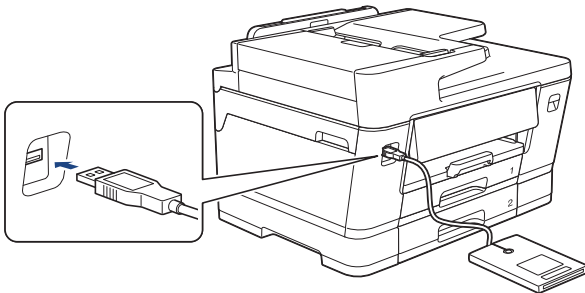
Before you assign a shortcut to an IC card, register an external IC card reader. Use Web Based Management to register the card reader. Your machine supports external IC card readers supporting HID-class drivers.

1. Start Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Administrator** > **External Card Reader**.



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

3. Enter the necessary information, and then click **Submit**.
4. Restart your Brother machine to activate the configuration.
5. Connect the card reader to your machine.



6. If the Home screen appears, press **+** [Shortcuts] on the LCD.
7. Press a tab from [1] to [3] to select the Shortcut screens that contains the Shortcut you want to assign to your IC card.
8. Press and hold the Shortcut until the options appear.
9. Press **▲** or **▼** to display the [Register Card/NFC] option, and then press it.
10. Touch the IC card to the IC card reader connected to your machine.
11. Press [Register].

The Shortcut is assigned to the IC Card.



Related Information

- [Assign a Shortcut to an IC Card](#)

Related Topics:

- [Access Web Based Management](#)

Print Reports

- [Reports Overview](#)
- [Print a Report](#)
- [Fax Reports](#)

Reports Overview

The following reports are available:

Transmission Verify

The Transmission Verify prints a Transmission Verification Report for your last transmission.

Address Book

The Address Book report prints a list of names and numbers stored in the Address Book memory.

Fax Journal

The Fax Journal prints a list of information about your last 200 incoming and outgoing faxes. (TX means Transmit, RX means Receive.)

User Settings

The User Settings report prints a list of your current settings.

Network Configuration (network models)

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

Print File List (available for certain models)

The Print File List prints a list of the fonts and print macro setting stored in the machine.

WLAN Report (wireless models)

The WLAN Report prints the wireless LAN connectivity diagnosis.

Caller ID History



The Caller ID History report prints a list of the available Caller ID information for the last 30 received faxes and telephone calls.



Related Information

- [Print Reports](#)

Print a Report

1. Press  [Settings] > [All Settings] > [Print Reports].
2. Press ▲ or ▼ to display the report options, and then press the option you want.
3. Press [Yes].
4. Press .



Related Information

- [Print Reports](#)

Settings and Features Tables

- Settings Tables (2.7"(67.5 mm)/3.5"(87.6 mm) Touchscreen models)
- Features Tables (2.7"(67.5 mm)/3.5"(87.6 mm) Touchscreen models)

Settings Tables (2.7"(67.5 mm)/3.5"(87.6 mm) Touchscreen models)


These tables will help you understand your machine's menu selections and options.

- >> [Settings]
- >> [General Setup]
- >> [Shortcut Settings]
- >> [Fax]
- >> [Network]
- >> [Print Reports]
- >> [Machine Info.]
- >> [Initial Setup]

[Settings]



[Settings]


Level 1	Level 2	Level 3	Descriptions
 (Date & Time)	-	-	Access the Date and Time setting menus.
Maintenance	-	-	Access the Maintenance settings menus.
Network	Wired LAN	-	Access the Wired LAN setting menus.
	WLAN (Wi-Fi)	-	Access the WLAN setting menus.
	Wi-Fi Direct	-	Access the Wi-Fi Direct setting menus.
Tray Setting	-	-	Access the tray setting menus.
Fax Preview	-	-	View received faxes on the LCD.
Receive Mode	-	-	Select the Receive Mode that best suits your needs.
All Settings	-	-	Configure the detailed settings.

[General Setup]



[All Settings] > [General Setup]

Level 3	Level 4	Level 5	Descriptions
Maintenance	Improve Print Quality	Check Print Quality	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.
		Alignment	
		Correct Paper Feed	
	Print Head Cleaning	-	Clean the print head according to the LCD instructions.
	Remove Paper Scraps	-	Remove a piece of paper in the machine according to the LCD instructions.
	Ink Volume	-	Check the available ink volume.
Ink Cartridge Model	-	Check your ink cartridge numbers.	

Level 3	Level 4	Level 5	Descriptions
Maintenance	Print Options	Reduce Smudging	Reduce smudging on the paper or paper jams during printing.
		Reduce Uneven Lines	Reduce uneven lines on the paper during printing.
		Enhance Print	Improve print quality and reduce blurriness.
	Print Quality Auto Check	-	Automatically detects the Print Head condition and cleans the Print Head when needed.
Paper Type (MFC-J3660DW)	-	-	Set the type of paper in the paper tray.
Paper Size (MFC-J3660DW)	-	-	Set the paper size in the paper tray.
Check Paper (MFC-J3660DW)	-	-	Check the paper type and paper size when you pull the tray out of the machine.
Tray Setting (MFC-J3960DW)	Tray 1	Paper Type	Set the type of paper in Tray #1.
		Paper Size	Set the size of paper in Tray #1.
	Tray 2	Paper Size	Set the size of paper in Tray #2.
	MP Tray	Paper Type	Set the type of paper in the MP tray.
		Paper Size	Set the size of paper in the MP tray.
	Copy	Select Tray	Select the tray to be used for copying.
		Tray Priority	Change the tray priority for copying.
	Fax	Select Tray	Select the tray to be used for faxing.
		Tray Priority	Change the tray priority for faxing.
	Print	Tray Priority	Change the tray priority for printing from your computer.
	JPEG Print (Media)	Select Tray	Select the tray to be used for printing photos from a USB flash drive.
		Tray Priority	Change the tray priority for printing photos from a USB flash drive.
	Check Paper	-	Check the paper type and paper size when you pull the tray out of the machine or set the paper in the MP tray.
	Volume	Ring	-
Beep		-	Adjust the beeper volume.
Speaker		-	Adjust the speaker volume.
LCD Settings	Backlight	-	Adjust the brightness of the LCD backlight.
	Dim Timer	-	Set how long the LCD backlight stays on after the last finger press.
Screen Settings	Home Screen	-	Set the screen that is displayed when you press  .
	Scan Screen	-	Set the default Scan screen settings.
Notice Settings	Document Alert	-	Displays the alert when a document is left on the scanner glass.

Level 3	Level 4	Level 5	Descriptions
Notice Settings	Copy Tip	-	Displays the document placement guidance when you open the document cover.
	Scan Result (Skip Blank Page)	-	Displays the Skip Blank Page scan results when finished.
Keyboard Settings	-	-	Select the type of keyboard for the LCD.
Ecology	Eco Mode	-	Turn the following machine settings on: <ul style="list-style-type: none"> • Sleep Time: 1 Min • Dim Timer: 10 Secs • Quiet Mode: On¹
	Sleep Time	-	Set how long the machine must be idle before it goes into Sleep Mode.
	Quiet Mode	-	Decrease printing noise.
	Auto Power Off	-	Select how long the machine must wait before it automatically enters Power Off Mode. When set to Off, the machine does not power off automatically.
A4/Letter Paper Orientation	-	-	Set the orientation for A4 or Letter size documents on the scanner glass.

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

[Shortcut Settings]



[All Settings] > [Shortcut Settings]

Level 3	Level 4	Descriptions
(Select a shortcut button.)	Rename	Change the shortcut name.
	Edit	Change the shortcut settings.
	Delete	Delete the shortcut.
	Register Card/NFC	Assign a Shortcut to an IC card.
	Delete Card/NFC	Remove a Shortcut from an IC card.

[Fax]



[All Settings] > [Fax]

Level 3	Level 4	Level 5	Descriptions
Setup Receive	Ring Delay	-	Set the number of rings before the machine answers in Fax Only or Fax/Tel mode.
	Receive Mode	-	Select the Receive Mode that best suits your needs.
	Fax Preview	-	View received faxes on the LCD.
	Fax Detect	-	Receive fax messages automatically when you answer a call and hear fax tones.
	Remote Codes	-	Answer calls at an extension or external telephone and use codes to turn the Remote Codes on or off. You can personalise the codes.

Level 3	Level 4	Level 5	Descriptions	
Setup Receive	Auto Reduction	-	Reduce each page of an incoming fax to fit on your paper. The machine calculates the reduction ratio using the page size of the fax, and your Paper Size setting.	
	PC Fax Receive	-	Set the machine to send faxes to your computer. You can turn on the Backup Print safety feature.	
	Memory Receive	Off	-	
		Fax Forward		Set the machine to forward fax messages or to store incoming faxes in the memory (so you can retrieve them while you are away from your machine). If you select Fax Forward, you can turn on the Backup Print safety feature.
		Fax Storage		
	Forward to Network		Forward incoming faxes to a network destination.	
	Fax Rx Stamp	-	Print the received time and date on the top of incoming faxes.	
Report Setting	XMIT Report	-	Select the initial setup for the Transmission Verification Report.	
	Journal Period	-	Set the interval for automatic printing of the Fax Journal. If you select an option other than Off and Every 50 Faxes, you can set the time for the option. If you select Every 7 Days, you can set the day of the week.	
Print Document	-	-	Print incoming faxes stored in the machine's memory. All faxes are erased from the machine's memory after printing.	
Remote Access	-	-	Set your own code for Remote Retrieval.	
Dial Restriction	Dial Pad	-	Prevent dialing the wrong number by mistake or restrict dialling when using the method you selected.	
	Address Book	-		
	Shortcuts	-		
Remaining Jobs	-	-	Check which scheduled jobs are in the machine's memory and cancel selected jobs.	
Miscellaneous	Caller ID Type	-	Switch the mode if Caller ID cannot be displayed normally. Please ask your local telephone company for whether your mode is FSK or DTMF.	
	Fax Mode	-	Select the transmission process when sending/receiving the faxes manually.	

[Network]



[All Settings] > [Network]

Level 3	Level 4	Level 5	Level 6	Descriptions
Wired LAN	TCP/IP	BOOT Method	-	Select the Boot method that best suits your needs.
		IP Address	-	Enter the IP address.
		Subnet Mask	-	Enter the Subnet mask.
		Gateway	-	Enter the Gateway address.
		Node Name	-	Enter the Node name.

Level 3	Level 4	Level 5	Level 6	Descriptions	
Wired LAN	TCP/IP	WINS Configuration	-	Select the WINS configuration mode.	
		WINS Server	-	Specify the IP address of the primary or secondary WINS server.	
		DNS Server	-	Specify the IP address of the primary or secondary DNS server.	
		APIPA	-	Set the machine to allocate the IP address from the link-local address range automatically.	
		IPv6	-	Turn the IPv6 protocol on or off.	
	Ethernet	-	-	Select the Ethernet link mode.	
	Wired Status	-	-	View the current wired status.	
	MAC Address	-	-	View the machine's MAC address.	
	Set to Default	-	-	Restore the wired network settings to the factory settings.	
	Wired Enable	-	-	Turn the Wired LAN interface on or off manually.	
WLAN (Wi-Fi)	Find Wi-Fi Network	-	-	Configure your wireless network settings manually.	
	Setup Support	-	-	Configure your wireless network settings according to the information displayed on the LCD.	
	WPS/Push Button	-	-	Configure your wireless network settings using the one-button push method.	
	WPS/PIN Code	-	-	Configure your wireless network settings using WPS with a PIN.	
	Recover WLAN	-	-	Reset and restart your wireless network.	
	WLAN Status	Status	-	-	View the current wireless network status.
		Signal	-	-	View the current wireless network signal strength.
		SSID	-	-	View the current SSID.
		Comm. Mode	-	-	View the current Communication mode.
	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.

Level 3	Level 4	Level 5	Level 6	Descriptions	
WLAN (Wi-Fi)	TCP/IP	Node Name	-	Enter the Node name.	
		WINS Configuration	-	Select the WINS configuration mode.	
		WINS Server	-	Specify the IP address of the primary or secondary WINS server.	
		DNS Server	-	Specify the IP address of the primary or secondary DNS server.	
		APIPA	-	Set the machine to allocate the IP address from the link-local address range automatically.	
		IPv6	-	Turn the IPv6 protocol on or off.	
	MAC Address	-	-	View the machine's MAC address.	
Set to Default	-	-	Restore the wireless network settings to the factory settings.		
WLAN Enable	-	-	Turn the wireless network connection On or Off.		
Wi-Fi Direct	Manual	-	-	Configure your Wi-Fi Direct network settings manually.	
	Group Owner	-	-	Set your machine as the Group Owner.	
	Push Button	-	-	Configure your Wi-Fi Direct network settings using the one-button push method.	
	PIN Code	-	-	Configure your Wi-Fi Direct network settings using WPS with a PIN code.	
	Device Information	Device Name	-	-	View your machine's device name.
		SSID	-	-	View the Group Owner's SSID. When the machine is not connected, the LCD displays Not Connected.
		IP Address	-	-	View your machine's current IP Address.
	Status Information	Status	-	-	View the current Wi-Fi Direct network status.
		Signal	-	-	View the current Wi-Fi Direct network signal strength. When your machine acts as Group Owner, the LCD always indicates a strong signal.
I/F Enable	-	-	Turn the Wi-Fi Direct connection on or off.		
E-mail/IFAX	Mail Address	-	-	Enter the email address. (Up to 60 characters)	

Level 3	Level 4	Level 5	Level 6	Descriptions
E-mail/IFAX	Setup Server	SMTP	Server	Enter the SMTP server name and address.
			Port	Enter the SMTP port number.
			Auth. for SMTP	Select the Security method for email notification.
			SSL/TLS	Send or receive an email via an email server that requires secure SSL/TLS communication.
			Verify Certification	Verify the SMTP Server Certificate automatically.
		POP3/IMAP4	Protocol	Select the protocol for receiving an email from the server.
			Server	Enter the server name and address.
			Port	Enter the port number.
			Mailbox Name	Enter the mailbox name. (Up to 60 characters)
			Mailbox Password	Enter the password to log into the server. (Up to 128 characters)
			Select Folder	Select the specified folder in the mailbox using the IMAP4 protocol.
			SSL/TLS	Send or receive an email via an email server that requires secure SSL/TLS communication.
			Verify Certification	Verify the Server Certificate automatically.
		APOP	Turn APOP on or off.	
	Setup Mail RX	Auto Polling	Auto Polling	Automatically check the server for new messages.
			Poll Frequency	Set the interval for checking new messages on the server.
		Header	-	Select the contents of the email header to be printed.
		Del/Read Error Mail	-	Set the machine to automatically delete error mails.
		Notification	-	Receive notification messages.
	Setup Mail TX	Size Limit	Size Limit	Limit the size of email documents.
			Maximum Size (MB)	
	Setup Relay	Relay Broadcast	Notification	-
			-	Relay a document to another fax machine.

Level 3	Level 4	Level 5	Level 6	Descriptions
E-mail/IFAX	Setup Relay	Relay Domain	-	Register the Domain name.
		Relay Report	-	Print the relay Broadcast Report.
	Manual Receive	-	-	Manually check the POP3 or IMAP4 server for new messages.
Message from Brother	Message from Brother	-	-	Display messages and notifications from Brother.
	Status	-	-	
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.
IPsec	-	-	-	IPsec is an optional security feature of the IP protocol that provides authentication and encryption services. We recommend contacting your network administrator before changing this setting.
IP Filter	-	-	-	Restrict access to your machine by enabling the IP filter.
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 the machine's network settings back to the factory settings, except the administrator password.

[Print Reports]



[All Settings] > [Print Reports]

Level 3	Descriptions
XMIT Verify	Print a Transmission Verification Report for your last transmission.
Address Book	Print a list of recipients stored in the Address Book.
Fax Journal	Print a list of information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)
User Settings	Print a list of your User settings.
Network Configuration	Print a list of your Network settings.
WLAN Report	Print the wireless LAN connection results.
Caller ID History	Print a list of the available Caller ID information of the last 30 received faxes and telephone calls.

[Machine Info.]



[All Settings] > [Machine Info.]

Level 3	Level 4	Descriptions
Serial No.	-	Check your machine's serial number.
Firmware Version	Main Version	Check your machine's firmware version.
	Security Version	
Firmware Update	-	Update your machine to the latest firmware.
Firmware Update Setup	-	Set the days and times for automatic firmware updates.
Page Counter	-	Check the total number of pages the machine has printed.

[Initial Setup]



[All Settings] > [Initial Setup]

Level 3	Level 4	Descriptions
Date & Time	Date	Add the date and time on the screen and in the headings of the faxes you send.
	Time	
	Time Zone	Set your time zone.
Station ID	Fax	Enter your name and fax number so it appears on each page you fax.
	Name	
Tone/Pulse (Available only for some countries.)	-	Select the dialling mode.
Fax Auto Redial	-	Set the machine to redial the last fax number if the fax did not go through because the line was busy. If the line is busy when you are sending a fax automatically, the machine redials up to three times at five-minute intervals.
Dial Tone	-	Shorten the dial tone detection pause.
Dial Prefix	-	Set a prefix number to be added before the fax number every time you dial.
Compatibility	-	Adjust the equalisation for transmission difficulties. VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, select Basic (for VoIP).
Reset	Machine Reset	Restore all the machine's settings that you have changed, such as Date and Time.
	Network	Restore the machine's network settings back to the factory settings, except the administrator password.
	Address Book & Fax	Erase all stored phone numbers, fax data, and fax settings.
	Stored Fax Data	Erase all stored fax data and history.
	All Settings	Restore all the machine's settings back to the factory settings.
Local Language (Available only for some countries.)	-	Change your LCD language.








Related Information


- [Settings and Features Tables](#)
-


Features Tables (2.7"(67.5 mm)/3.5"(87.6 mm) Touchscreen models)

These tables will help you understand your machine's feature selections and temporary options.

- >>  [Copy]
- >>  [Scan]
- >>  [Fax]
- >>  [Apps]
- >>  [USB]
- >>  [A3 Copy Shortcuts]
- >>  [2 in 1 ID Copy]
- >>  [Download Software]
- >>  [Print Head Cleaning]
- >>  [Shortcuts]
- >>  [Ink]
- >>  Wi-Fi Setup
- >> When you have put a USB Flash drive in the USB slot






[Copy]







Level 3	Level 4	Level 5	Descriptions	
Save as Shortcut	-	-	Save the current settings as a shortcut.	
ID	-	-	Make an ID card copy.	
 Options	Quality	-	Select the Copy resolution for your document type.	
	One Touch Shortcut	-	Select the Colour Copy or Mono Copy option when registering a One Touch Shortcut.	
	Document Size	-	Select the document size option you want.	
	Select Tray (MFC-J3960DW)	-	Select the tray to be used for Copy mode.	
	Paper Type	-	Select the paper type that matches the paper in the tray.	
	Paper Size	-	Select the paper size that matches the paper in the tray.	
	Enlarge/Reduce	100%	-	
		Fit to Page		Adjust the copy size to fit on the paper size you have set.
Enlarge			Select an enlargement ratio for the next copy.	
Reduce			Select a reduction ratio for the next copy.	

Level 3	Level 4	Level 5	Descriptions	
 Options	Enlarge/Reduce	Custom (25-400 %)	Enter an enlargement or reduction ratio.	
	Density	-	Adjust the density.	
	Remove Background Colour	Black Copy Settings	-	Change the amount of background colour that is removed.
		Colour Copy Settings		
	2-sided Copy	-	Turn off or turn on 2-sided copying and select flip on long edge or flip on short edge.	
	Stack/Sort	-	Select to stack or sort multiple copies.	
	Page Layout	-	Make N in 1, 2 in 1 ID, 1 to 2, or Poster copies.	
	Auto Deskew	-	Set the machine to correct a skewed copy.	
	Advanced Settings	-	Select advanced copy settings.	
	Set New Default	-	Save your settings as the default.	
Factory Reset	-	Restore all settings back to the factory settings.		



[Scan]

Level 3	Level 4	Level 5	Level 6	Descriptions
to Media (When a USB Flash drive is inserted)	Other Scan to Actions	-	-	Scan documents and save them directly to a USB flash drive without using a computer.
	 Options	-	-	
	Save as Shortcut	-	-	
to PC	to File	Other Scan to Actions	-	Scan documents and save them to a folder on your computer.
		(Select USB or PC)	 Options	
			Save as Shortcut	
	to OCR	Other Scan to Actions	-	Convert your scanned document to an editable text file.
		(Select USB or PC)	 Options	
			Save as Shortcut	
	to Image	Other Scan to Actions	-	Scan photos or graphics into your graphics applications.
		(Select USB or PC)	 Options	
			Save as Shortcut	
	to E-mail	Other Scan to Actions	-	Send a scanned document as an email attachment.
		(Select USB or PC)	 Options	




Level 3	Level 4	Level 5	Level 6	Descriptions	
to PC	to E-mail	(Select USB or PC)	Save as Shortcut	Send a scanned document as an email attachment.	
to E-mail Server	Other Scan to Actions	-	-	Send scanned data to an email server by allowing your machine to communicate with your network and email server.	
		Manual	Next		Save as Shortcut
					 Options
					Destinations
		Add Address	-		
		 Destinations	-		
	Address Book	Next	Save as Shortcut		
			 Options		
		Destinations			
Add Address		-			
	 Destinations	-			
to FTP	Other Scan to Actions	-	-	Scan documents directly to an FTP server.	
		(Select Profile name)	 Options		-
		Save as Shortcut	-		
to Network	Other Scan to Actions	-	-	Scan documents directly to a CIFS server on your local network or on the Internet.	
	(Select Profile name)	 Options	-		
		Save as Shortcut	-		
WS Scan (Appears when you install a Web Services Scanner, which is displayed in your computer's Network explorer.)	Other Scan to Actions	-	-	Scan data using the Web Service protocol.	
	Scan	-	-		
	Scan for E-mail	-	-		
	Scan for Fax	-	-		
	Scan for Print	-	-		




[Fax]



(When [Fax Preview] is [Off])




Level 3	Level 4	Level 5	Descriptions
Pause	-	-	When you are entering a fax or telephone number on the control panel, Pause appears on the LCD. Press Pause when you need a delay while dialing

Level 3	Level 4	Level 5	Descriptions	
			numbers, such as access codes and credit card numbers. You can also store a pause when you set up addresses.	
Hook	-	-	Press before dialling if you want to listen to make sure a fax machine has answered, and then press Fax Start.	
Call History	Redial	-	Redial the last number you dialled.	
	Outgoing Call	Apply	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.	
		Edit		
	Caller ID History	Apply	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.	
Edit				
Address Book	 (Search:)	-	Search within the Address Book.	
	Edit	-	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.	
	(Select Address Book)	Apply	Start sending a fax using the Address Book.	
 Options	Fax Resolution	-	Set the resolution for outgoing faxes.	
	Contrast	-	Adjust the contrast.	
	2-sided Fax (MFC-J3960DW)	-	Set the 2-sided scanning format.	
	Document Size	-	Set the document size for outgoing faxes.	
	Scan Long Paper	-	Scan a long document using the ADF.	
	Sender Subject	-	Edit the subject of an outgoing fax.	
	Broadcasting	Add Number	Send the same fax message to more than one fax number.	
	Preview	-	Preview a fax message before you send it.	
	Colour Setting	-	Set whether faxes are sent in monochrome or colour.	
	Delayed Fax	Delayed Fax	Set the time of day the delayed faxes will be sent.	
		Set Time		
	Batch TX	-	Combine delayed faxes to the same fax number at the same time of day into one transmission.	
	Overseas Mode	-	Set to On if you have difficulty sending faxes overseas.	
	Call History	Redial		Redial the last number you dialled.
		Outgoing Call		Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
Caller ID History			Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.	
Address Book	 (Search:)		Search within the Address Book.	

Level 3	Level 4	Level 5	Descriptions
 Options	Address Book	Edit	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.
	Set New Default	-	Save your settings as the default.
	Factory Reset	-	Restore all settings back to the factory settings.
Save as Shortcut	-	-	Save the current settings as a shortcut.

(When [Fax Preview] is [On])

Level 3	Level 4	Level 5	Level 6	Descriptions	
Sending Faxes	Pause	-	-	When you are entering a fax or telephone number on the control panel, Pause appears on the LCD. Press Pause when you need a delay while dialling numbers, such as access codes and credit card numbers. You can also store a pause when you set up addresses.	
	Hook	-	-	Press before dialling if you want to listen to make sure a fax machine has answered, and then press Fax Start.	
	Call History	Redial	-	-	Redial the last number you dialled.
		Outgoing Call	Apply	-	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
			Edit		
	Caller ID History	Apply	-	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.	
	Address Book	 (Search:)	-	-	Search within the Address Book.
		Edit	-	-	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.
		(Select Address Book)	Apply	-	Start sending a fax using the Address Book.
	 Options	Fax Resolution	-	-	Set the resolution for outgoing faxes.
		Contrast	-	-	Adjust the contrast.
		2-sided Fax (MFC-J3960DW)	-	-	Set the 2-sided scanning format.
		Document Size	-	-	Set the document size for outgoing faxes.
		Scan Long Paper	-	-	Scan a long document using the ADF.
		Sender Subject	-	-	Edit the subject of an outgoing fax.

Level 3	Level 4	Level 5	Level 6	Descriptions	
Sending Faxes	 Options	Broadcasting	Add Number	Send the same fax message to more than one fax number.	
		Preview	-	Preview a fax message before you send it.	
		Colour Setting	-	Set whether faxes are sent in monochrome or colour.	
		Delayed Fax	Delayed Fax	Set Time	Set the time of day the delayed faxes will be sent.
		Batch TX	-	Combine delayed faxes to the same fax number at the same time of day into one transmission.	
		Overseas Mode	-	Set to On if you have difficulty sending faxes overseas.	
		Call History	Redial	Redial the last number you dialled.	
			Outgoing Call	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.	
			Caller ID History	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.	
		Address Book	 (Search:)	Search within the Address Book.	
			Edit	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.	
			Set New Default	-	Save your settings as the default.
		Factory Reset	-	Restore all settings back to the factory settings.	
Save as Shortcut	-	-	Save the current settings as a shortcut.		
Received Faxes	Print/Delete	Print All (New Faxes)	-	Print the new received faxes.	
		Print All (Old Faxes)	-	Print the old received faxes.	
		Delete All (New Faxes)	-	Delete the new received faxes.	
		Delete All (Old Faxes)	-	Delete the old received faxes.	
Address Book	 (Search:)	-	-	Search within the Address Book.	
	Edit	-	-	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.	
	(Select Address Book)	Apply	-	Start sending a fax using the Address Book.	

Level 3	Level 4	Level 5	Level 6	Descriptions
Call History	Redial	-	-	Redial the last number you dialled.
	Outgoing Call	Apply	-	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
		Edit	-	
	Caller ID History	Apply	-	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.
		Edit	-	



[Apps]

Level 1	Descriptions
Apps	Connect the Brother machine to the Brother Apps service.



[USB]

Level 3	Level 4	Level 5	Level 6	Descriptions
JPEG Print	Select Files	OK	Print Settings	Adjust your photos with the options.
		Print All	-	Print all photos in your USB flash drive.
	Index Print	Print Index Sheet	Print Settings	Print a thumbnail page.
		Print Photos	Print Settings	Print photos by choosing the index numbers.
Scan to Media	-	-	-	Scan documents into a USB flash drive.



[A3 Copy Shortcuts]

Level 2	Level 3	Level 4	Descriptions
A3 2in1 A3 A4⇒A3 A3⇒A4 A4 + Note (L) A4 + Note (P) A4 + Grid A4 + Blank A4 Centre	Options	Quality	Select the Copy resolution for your document type.
		Document Size	Select the document size option you want.
		Select Tray (MFC-J3960DW)	The machine automatically selects the tray that contains the most appropriate paper.
		Paper Type	View the available paper type.
		Paper Size	Set the size of paper in the paper tray.
		Density	Adjust the density.
		Auto Deskew	Set the machine to correct a skewed copy.



[2 in 1 ID Copy]

Level 1	Descriptions
2 in 1 ID Copy	Copy both sides of an identification card onto one page.



[Download Software]

Level 1	Descriptions
Download Software	Displays information about downloading and installing software for mobile devices and computers.




[Print Head Cleaning]

Level 1	Descriptions
Print Head Cleaning	Clean the print head according to the LCD instructions.



[Shortcuts]

Level 2	Level 3	Level 4	Descriptions	
+ Add Shortcut	Copy	-	Change the settings in the Copy options.	
	Fax	-	Change the settings in the Fax options.	
	Scan	to Media		Scan documents and save them directly to a USB flash drive without using a computer.
		to PC (File)		Scan documents and save them to a folder on your computer.
		to PC (OCR)		Convert your scanned document to an editable text file.
		to PC (Image)		Scan photos or graphics into your graphics applications.
		to PC (E-mail)		Send a scanned document as an email attachment.
		to E-mail Server		Scan a monochrome or a colour document to your email server.
		to Network		Send scanned data to a CIFS server on your local network or on the Internet.
to FTP		Send scanned data via FTP.		
This list appears when each Shortcut icon is pressed for 2 seconds.	Rename	-	Change the shortcut name.	
	Edit	-	Change the shortcut settings.	
	Delete	-	Delete the shortcut.	
	Register Card/NFC	-	Assign a Shortcut to an IC card.	
	Delete Card/NFC	-	Remove a Shortcut from an IC card.	
Edit/Delete	(Select shortcut button.)	Rename	Change the shortcut name.	
		Edit	Change the shortcut settings.	
		Delete	Delete the shortcut.	

Level 2	Level 3	Level 4	Descriptions
 Edit/Delete	(Select shortcut button.)	Register Card/NFC	Assign a Shortcut to an IC card.
		Delete Card/NFC	Remove a Shortcut from an IC card.

[Ink]

Level 2	Level 3	Descriptions
Ink Volume	-	Check the available ink volume.
Ink Cartridge Model	-	Check your ink cartridge numbers.
Improve Print Quality	Check Print Quality	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.
	Alignment	
	Correct Paper Feed	
Print Head Cleaning	-	Clean the print head according to the LCD instructions.
Remove Paper Scraps	-	Remove a piece of paper in the machine according to the LCD instructions.
Print Options	Reduce Smudging	Reduce smudging on the paper or paper jams during printing.
	Reduce Uneven Lines	Reduce uneven lines on the paper during printing.
	Enhance Print	Improve print quality and reduce blurriness.
Print Quality Auto Check	-	Automatically detects the Print Head condition and cleans the Print Head when needed.

Wi-Fi Setup

Level 2	Descriptions
Find Wi-Fi Network	Configure your wireless network settings manually.
Setup Support	Configure your wireless network settings according to the information displayed on the LCD.
WPS/Push Button	Configure your wireless network settings using the one-button push method.
Recover WLAN	Reset and restart your wireless network.

When you have put a USB Flash drive in the USB slot

Level 1	Descriptions
JPEG Print	Select photo menu.
Scan to Media	Scan documents into a USB flash drive.

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](#)
- [Set Up Your Machine's Address Book 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 and a 'Logout' button. Below are menu items: Home, Status (highlighted), Auto Refresh Interval, General, Address Book, Fax, Print, Scan, Administrator, Online Functions, and Network. The main content area is white with the 'brother' logo in the top right. The 'Status' section is active, showing 'Device Status' as 'Ready' with a green bar. Below this is the 'Automatic Refresh' setting, currently set to 'Off' with a radio button. The 'Estimated Ink Level' section shows 'Cartridge' and 'Internal Ink Reservoir' levels for Magenta (M), Cyan (C), Yellow (Y), and Black (BK) using colored bars. The 'Web Language' is set to 'Auto' in a dropdown menu. The 'Device Location' section has 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.
- 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.
- If the password is entered incorrectly several times, you will not be able to log in for a while. The lockout settings can be changed in Web Based Management.
- Up to eight computers or mobile devices can be logged in to Web Based Management at the same time. If you log in a ninth device, the first device will be logged out.
- We recommend using the HTTPS security protocol when configuring settings using Web Based Management. If you use HTTP when configuring settings using Web Based Management, follow the screen prompts to switch to a secure HTTPS connection.
- When you use HTTPS for Web Based Management configuration, your browser will display a warning dialog box. To avoid displaying the warning dialog box, you can install a self-signed certificate to use SSL/TLS communication. For more detailed information, see the *Security Features Guide*.

>> [Start from Your Web Browser](#)

>> [Start from Brother iPrint&Scan \(Windows/Mac\)](#)

>> [Start from Brother Utilities \(Windows\)](#)

>> [Start from Brother Mobile Connect](#)

Start from Your Web Browser

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

For example:

https://192.168.1.2

Your machine's IP address can be found in the Network Configuration Report.

See [Print the Network Configuration Report](#).



- 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.

Web Based Management appears.

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

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after clicking **Submit** to activate the configuration.

After configuring the settings, click **Logout**.



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.

Start from Brother iPrint&Scan (Windows/Mac)

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.

2. If your Brother machine is not selected, click the **Add Machine / Select your Machine** button, and then select your model's name from the list. Click **OK**.



3. Click the **Supplies/Machine Settings** button.



If the **Supplies/Machine Settings** window appears, click the **All Settings** link.

Web Based Management appears.

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

5. 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 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**.



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.

Start 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**.

Web Based Management appears.

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

4. If you want to pin the navigation bar to the left side of the screen, click  and then click .

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after clicking **Submit** to activate the configuration.

After configuring the settings, click **Logout**.



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.



Start from Brother Mobile Connect

Install and set up Brother Mobile Connect on your mobile device.

1. Start Brother Mobile Connect on your mobile device.
2. Tap your model name on the top of the screen.



If your Brother machine is not displayed on your mobile device, swipe to select your machine's model name.

3. Tap **All Machine Settings**.
Web Based Management appears.
4. If required, type the password in the **Login** field, and then tap **Login**.
5. If you want to pin the navigation bar on the left side of the screen, tap  and then tap .

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after tapping **Submit** to activate the configuration.

After configuring the settings, tap **Logout**.



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.



Related Information

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

Related Topics:

- [Print the Network Configuration Report](#)

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](#).
2. 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 ☰.

3. To change the password, type your current password in the **Enter Old Password** field.
4. Following the on-screen **Login Password** guidelines, type your new password in the **Enter New Password** field.
5. Retype the new password in the **Confirm New Password** field.
6. 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](#)
- [Access Web Based Management](#)

Set Up Your Machine's Address Book Using Web Based Management

- We recommend using the HTTPS security protocol when configuring settings using Web Based Management.
- When you use HTTPS for Web Based Management configuration, your browser will display a warning dialog box.

1. Start Web Based Management. See [Access Web Based Management](#).
2. In the left navigation bar, click **Address Book**.



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

3. Click the target address numbers, and then add or update the Address Book information as needed.
4. Click **Submit**.



Related Information

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

Related Topics:

- [Access Web Based Management](#)

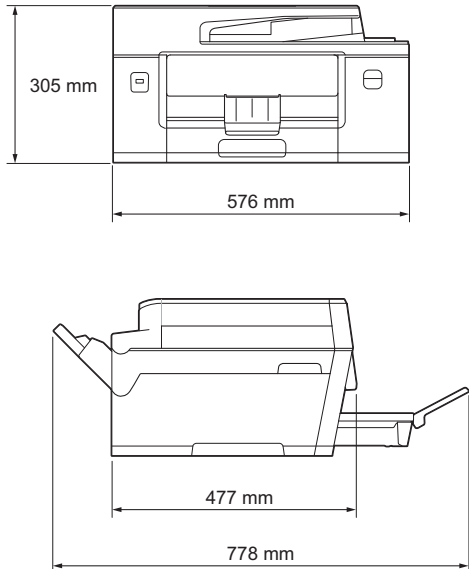
Appendix

- [Specifications](#)
- [Supply Specifications](#)
- [To create a better environment](#)
- [Brother Help and Customer Support](#)

Specifications

- >> General Specifications
- >> Document Size Specifications
- >> Print Media Specifications
- >> Fax Specifications
- >> Copy Specifications
- >> USB Flash Drive Specifications
- >> Scanner Specifications
- >> Printer Specifications
- >> Interface Specifications
- >> Network Specifications
- >> Computer Requirements Specifications

General Specifications

Printer Type		Inkjet
Print Head	Mono	Piezo with 420 nozzles x 1
	Colour	Piezo with 420 nozzles x 3
Memory Capacity		512 MB
LCD (liquid crystal display) ¹		<ul style="list-style-type: none"> • MFC-J3660DW 2.7 in. (67.5 mm) TFT Colour Touchscreen LCD • MFC-J3960DW 3.5 in. (87.6 mm) TFT Colour Touchscreen LCD
Power Source		AC 220 to 240 V 50/60 Hz
Power Consumption ²		Copying ³: Approx. 31 W Ready ⁴: Approx. 5.5 W Sleep ⁴: Approx. 0.9 W Power Off ^{4 5}: Approx. 0.03 W
Dimensions		<ul style="list-style-type: none"> • MFC-J3660DW 

			<ul style="list-style-type: none"> MFC-J3960DW
Weights			<ul style="list-style-type: none"> MFC-J3660DW 20.0 kg MFC-J3960DW 23.3 kg
Noise Level	Sound Pressure ⁶	Operating	<ul style="list-style-type: none"> Printing 54.5 dB (A) (Approx.) Copying (using the scanner glass) 53.0 dB (A) (Approx.)
Temperature	Operating		10 to 35°C
	Best Print Quality		20 to 33°C
Humidity	Operating		20 to 80% (without condensation)
	Best Print Quality		20 to 80% (without condensation)
Automatic Document Feeder (ADF)			Up to 50 pages Paper: 80 gsm

¹ Measured diagonally.

² Measured when the machine is connected using the same network connection as the ENERGY STAR Ver. 3.2 test method. Power consumption varies slightly depending on the usage environment or part wear.

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

⁴ Measured according to IEC 62301 Edition 2.0.

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

⁶ Noise depends on printing conditions.

Document Size Specifications

Document Size	ADF Width	105 to 297 mm
	ADF Length ¹	148 to 431.8 mm
	Scanner Glass Width	Max. 297 mm
	Scanner Glass Length	Max. 431.8 mm

¹ Up to 900 mm when using the long paper function.

Print Media Specifications

Paper Input	Paper Tray #1	Paper Type ¹	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper		
		Paper Size	(Landscape) A4, Letter, Executive, B5 (JIS) (Portrait) A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio, A5, B6 (JIS), A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm), 16K (195 x 270 mm)		
		Maximum Paper Capacity	Up to 250 sheets of 80 gsm plain paper		
	Paper Tray #2 (MFC-J3960DW)	Paper Type	Plain Paper, Recycled Paper		
		Paper Size	(Landscape) A4, Letter (Portrait) A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio		
		Maximum Paper Capacity	Up to 250 sheets of 80 gsm plain paper		
	Multi-purpose Tray (MP Tray) ² (MFC-J3960DW)	Paper Type ¹	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper		
		Paper Size / Maximum Paper Capacity	(Landscape) A4, Letter, Executive, B5 (JIS) (Portrait) A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio, A5, B6 (JIS), A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm), 16K (195 x 270 mm)		Up to 100 sheets of 80 gsm Plain Paper
			Long Paper (Width: 88.9 - 297 mm / Height: 431.9 - 1200 mm)		Up to 1 sheet
	Manual Feed Slot (MFC-J3660DW)	Paper Type ¹	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper		
Paper Size		(Landscape) A4, Letter, Executive, B5 (JIS) (Portrait) A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio, A5, B6 (JIS), A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm), 16K (195 x 270 mm)			
Maximum Paper Capacity		Up to 1 sheet			
Paper Output ¹		<ul style="list-style-type: none"> Up to A4/Letter size paper Up to 100 sheets of 80 gsm Plain Paper (face up print delivery to the output paper tray) 			

- Over A4/Letter size paper
Up to 50 sheets of 80 gsm Plain Paper (face up print delivery to the output paper tray)

- ¹ For glossy paper, remove any printed pages from the output paper tray immediately to avoid smudging.
- ² We recommend using the MP tray for glossy paper.

Fax Specifications

Compatibility	ITU-T Super Group 3
Modem Speed	Automatic Fallback: 33,600 bps
Scanning Width (Single-sided document)	288 mm (A3)
Scanning Width and Length (2-sided document) (MFC-J3960DW)	Width: 288 mm (A3) (ADF) Length: 425.8 mm (ADF)
Printing Width	291 mm (A3)
Greyscale	Monochrome: 8 bit (256 levels) Colour: 24 bit (8 bit per colour/ 256 levels)
Resolution (Horizontal)	203 dpi
Resolution (Vertical)	Standard: 98 dpi (Mono) 196 dpi (Colour)
	Fine: 196 dpi (Mono) 196 dpi (Colour)
	Superfine: 392 dpi (Mono)
	Photo: 196 dpi (Mono)
Address Book	100 names x 2 numbers or Email addresses
Groups	Up to 6
Broadcasting	250 (200 Address Book/50 Manual Dial)
Automatic Redial	3 times at 5 minute intervals
Memory Transmission	Up to 150 pages ¹
Out of Paper Reception	Up to 150 pages ¹

¹ 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, MMR code).

Copy Specifications

Colour/Monochrome	Yes/Yes
Copy Width	291 mm ¹
Multiple Copies	Stacks/Sorts up to 999 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200 × 4800 dpi

Automatic 2-sided Copy (MFC-J3960DW)	Paper Type	Plain Paper, Recycled Paper
	Paper Size	A3, Ledger, Legal, Mexico Legal, India Legal, Folio, A4, A5, Letter

¹ When copying on A3 size paper.

USB Flash Drive Specifications

Compatible Media	USB Flash drive ¹	
JPEG Print	Resolution	Up to 1200 x 4800 dpi
	Paper Type	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper
	Paper Size	A4, Letter, A3, Ledger, Photo (10 x 15 cm), Photo 2L (13 x 18 cm)
	File Format	JPEG (Progressive JPEG format is not supported)
Scan to Media	File Format	JPEG, PDF (Colour, Grey) TIFF, PDF (Monochrome)

¹ USB Flash drive is not included. Full-Speed USB 2.0. USB Mass Storage standard. Supported formats: FAT12/FAT16/FAT32/exFAT

Scanner Specifications

Colour/Monochrome	Yes/Yes
TWAIN Compliant	Yes (Windows 10 / Windows 11)
WIA Compliant	Yes (Windows 10 / Windows 11)
Colour Depth	48 bit colour processing (Input) 24 bit colour processing (Output)
Greyscale	16 bit colour processing (Input) 8 bit colour processing (Output)
Resolution	Up to 19200 × 19200 dpi (interpolated) ¹ Up to 1200 × 2400 dpi (optical) (from Scanner Glass) Up to 600 × 600 dpi (optical) (from ADF)
Scanning Width and Length (Single-sided document)	(Scanner Glass) Width: Up to 295 mm Length: Up to 429.8 mm (ADF) Width: Up to 295 mm Length: Up to 429.8 mm
Scanning Width and Length (2-sided document) (MFC-J3960DW)	Width: Up to 295 mm (ADF) Length: Up to 429.8 mm (ADF)

¹ The TWAIN driver only (Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows 10 and Windows 11.)

Printer Specifications

Resolution	Up to 1200 × 4800 dpi
Printing Width ¹	291 mm Borderless ² : 297 mm

Borderless		A4, Letter, A3, Ledger, A6, Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm)
Automatic 2-sided Printing	Paper Type	Plain Paper, Recycled Paper
	Paper Size	A3, Ledger, B4 (JIS), Legal, Mexico Legal, India Legal, Folio, A4, A5, Letter, Executive, B5 (JIS), B6 (JIS), 16K (195 x 270 mm)
Print Speed		See your model's page on your local Brother website.

- 1 When printing on A3 size paper.
2 When the Borderless feature is set to On.

Interface Specifications

USB ^{1 2}	Use a USB 2.0 interface cable (TypeA/B) that is no longer than 2 m.
LAN	Use a straight-through Category 5e (or greater) twisted-pair cable for 10Base-T/100Base-TX/1000Base-T.
Wireless LAN	IEEE 802.11a/b/g/n (Infrastructure) IEEE 802.11a/g/n (Wi-Fi Direct)

- 1 Your machine has a USB 2.0 Hi-Speed interface. The machine can also be connected to a computer that has a USB 1.1 interface.
2 Third party USB ports are not supported.

Network Specifications



You can connect your machine to a network for Network Printing, Network Scanning, PC-Fax Send, and PC-Fax Receive (Windows only).

Network Security (Wired)		APOP, SMTP-AUTH, SSL/TLS (IPP, IPPS, HTTP, HTTPS, SMTP, POP3, IMAP4, FTP, LDAP, LDAPS, TFTP, TFTPS), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos, IPsec
Network Security (Wireless)		APOP, SMTP-AUTH, SSL/TLS (IPP, IPPS, HTTP, HTTPS, SMTP, POP3, IMAP4, FTP, LDAP, LDAPS, TFTP, TFTPS), SNMP v3, 802.1x (EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos, IPsec
Wireless Network Security ¹		WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (TKIP/AES), WPA3-SAE (AES)
Wireless Setup Support Utility	WPS	Yes

- 1 Wi-Fi Direct supports WPA2-PSK (AES) only.

Computer Requirements Specifications

Supported Operating Systems And Software Functions

Computer Platform & Operating System Version	Computer Interface			Processor	Hard Disk Space to Install ¹	
	USB ²	Wired LAN	Wireless LAN		For Drivers	For Applications (Including Drivers)
Windows 10 Home ³ ⁴	Printing			32 bit (x86) or 64 bit (x64) processor	80 MB	2.0 GB
Windows 10 Pro ^{3 4}	PC Fax ⁵ Scanning					

Windows 10 Education ^{3 4} Windows 10 Enterprise ^{3 4}					
Windows 11 Home ^{3 4} Windows 11 Pro ^{3 4} Windows 11 Education ^{3 4} Windows 11 Enterprise ^{3 4}			64 bit (x64) processor		
Windows Server 2016 Windows Server 2019 Windows Server 2022	Printing Scanning	Printing	64 bit (x64) processor	80 MB	80 MB
macOS v13 ⁶ macOS v14 ⁶ macOS v15 ⁶	Printing PC Fax (Send) ⁵ Scanning		64 bit processor	N/A	500 MB
Linux (Supported Package Management System: dpkg, rpm) ⁷	Printing PC Fax (Send) ⁵ Scanning		32bit (x86) or 64bit (x64) processor	20 MB	20 MB
KYLIN Linux Desktop / UOS Desktop	Printing Scanning		x64, ARM64, MIPS64 or Loongarch64 processor	15 MB	15 MB

¹ An Internet connection is required to install the software.

² Third party USB ports are not supported.

³ For WIA, 1200 x 1200 resolution.

⁴ PaperPort™ 14SE supports Windows 10 and Windows 11.

⁵ PC Fax supports black and white only.

⁶ macOS Disclaimer

AirPrint capable: Printing, scanning, or PC faxing (Send) via macOS requires the use of AirPrint. Mac drivers are not provided for this machine.

⁷ 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.

For the latest supported OS, go to your model's **Supported OS** page at support.brother.com/os.

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



Related Information

- [Appendix](#)

Supply Specifications

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.	
Service Life of Ink Cartridge	The first time you install the ink cartridges, the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high-quality printing. Actual yield of initial cartridges may be different from the replacement cartridges, due to ink system initialisation.	
Replacement Supplies	<Black> LC582XLBK <Yellow> LC582XLY <Cyan> LC582XLC <Magenta> LC582XLM	Black - Approximately 3000 pages ¹ Yellow, Cyan and Magenta - Approximately 1500 pages ¹

¹ All replacement cartridges will provide approximate page yield stated in accordance with ISO/IEC 24711. For more page yield information, see go.brother/pageyield.

Related Information

- [Appendix](#)

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.



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

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

www.brother.cn



Related Information

- [Appendix](#)
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brother



CHN-ENG
Version A