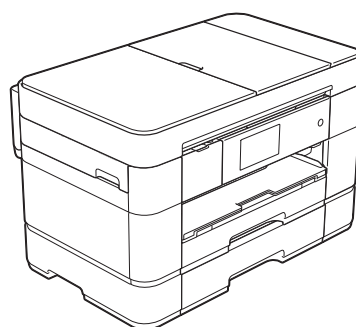


brother

Basic User's Guide

MFC-J5520DW
MFC-J5620DW
MFC-J5720DW



Version 0

USA/CAN

If you must contact Customer Service

Please complete this information for future reference:

**Model Number: MFC-J5520DW, MFC-J5620DW and
MFC-J5720DW**

(Circle your model number)

Serial Number: ¹ _____

Date of Purchase: _____

Place of Purchase: _____

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

Register your product on-line at

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

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

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

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

Brother numbers

NOTE

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

Register your product

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

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

Register ¹ your new product online at

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

¹ (USA only) You can also complete and fax the Brother Warranty Registration and Test Sheet.

FAQs (frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. Download the latest software documents and utilities, read FAQs and troubleshooting tips, and learn how to get the most from your Brother product.

<http://support.brother.com>

NOTE

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

For Customer Service

In USA: <http://www.brother-usa.com/support> (Self-Service/Email/Chat)
1-877-BROTHER (1-877-276-8437)
1-901-379-1215 (assistance via fax)
1-877-268-9575 (test your fax-sending and fax-receiving operations)

In Canada: <http://www.brother.ca/support>
(Self-Service Videos, Email, Chat, Facebook and Twitter Help)

Service Center Locator (USA only)

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

Service Center Locations (Canada only)

For the location of a Brother authorized service center, visit <http://www.brother.ca/support>.

Ordering accessories and supplies

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

NOTE

In Canada only Visa and MasterCard are accepted.

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

<http://www.brothermall.com>

In Canada:

<http://www.brother.ca>

Order Information

Description	Item
Ink Cartridge Super High Yield <black>	LC209BK (Prints approx. 2,400 pages) ¹
Ink Cartridge Super High Yield <yellow>	LC205Y (Prints approx. 1,200 pages) ¹
Ink Cartridge Super High Yield <cyan> (blue)	LC205C (Prints approx. 1,200 pages) ¹
Ink Cartridge Super High Yield <magenta> (red)	LC205M (Prints approx. 1,200 pages) ¹
Ink Cartridge High Yield <black>	LC203BK (Prints approx. 550 pages) ¹
Ink Cartridge High Yield <yellow>	LC203Y (Prints approx. 550 pages) ¹
Ink Cartridge High Yield <cyan> (blue)	LC203C (Prints approx. 550 pages) ¹
Ink Cartridge High Yield <magenta> (red)	LC203M (Prints approx. 550 pages) ¹
Premium Plus Glossy Photo Paper (Ledger size / 20 sheets) (Letter size / 20 sheets) (4" × 6" size / 20 sheets)	BP71GLGR BP71GLTR BP71GP20
Multipurpose Paper - Plain Paper (Letter size / 500 sheets)	BP60MPLTR (USA only)
Plain Inkjet Paper (Ledger size / 100 sheets)	BP60PLGR (USA only)
Telephone Line Cord	LG3077001 (USA only)
Basic User's Guide	LEU231001 (English for USA and Canada) LEU231002 (French for Canada)
CD ROM for Windows® & Mac	LER933001

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

Notice - Disclaimer of Warranties (USA and Canada)

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Compilation and Publication Notice

Under the supervision of Brother Industries, Ltd., these products' manuals have been compiled and published, covering the latest product descriptions and specifications.

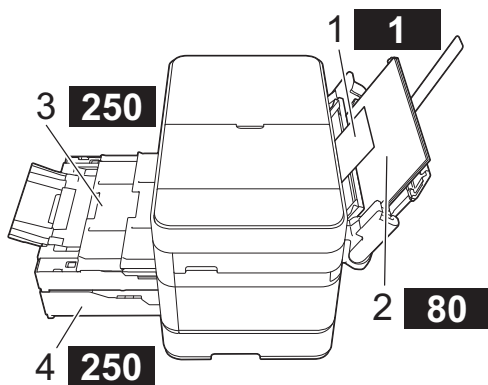
The contents of the manuals and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publications.

You can use the following features!

High capacity versatile paper handling

You can load a wide variety of paper types into the trays. Continuous Ledger or A3 printing is also possible. If you choose auto select in your printer driver, the tray containing the correct paper size will be selected automatically during printing. (See *Loading paper* on page 9.)

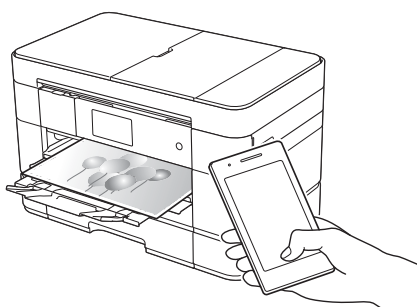


- 1 Manual Feed Slot - - - - 1 sheet
- 2 MP Tray - - - - - - - - - - 80 sheets
- 3 Tray 1
- - - - - - - - - - 250 sheets / Up to Ledger or A3
- 4 Tray 2 (MFC-J5720DW only)
- - - - - - - - - - 250 sheets / Up to Ledger or A3

Mobile Connect

Use Brother iPrint&Scan to print and scan images and files from mobile devices.

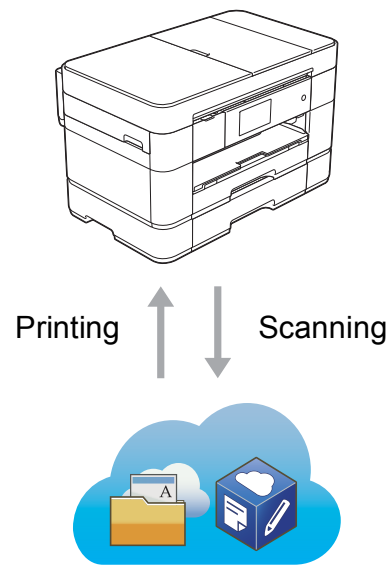
(See Mobile Print/Scan Guide for Brother iPrint&Scan at solutions.brother.com/manuals.)



Web Connect / Brother Apps

Scan and upload images and files to popular web services directly from your machine. Capture and convert information directly from your machine without your computer.

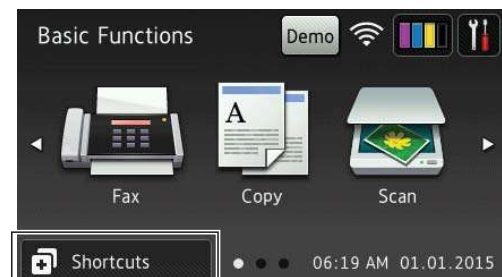
(See Web Connect Guide at solutions.brother.com/manuals.)



Add Shortcuts

Save your most frequently-used settings as Shortcuts.

(See Online User's Guide at solutions.brother.com/manuals.)



User's Guides and where to find them

| Which Guide? | What's in it? | Where is it? |
|--|---|---|
| Product Safety Guide | Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations. | Printed / In the box |
| Quick Setup Guide | Follow the instructions for setting up your machine, and installing the drivers and software for the operating system and connection type you are using. | Printed / In the box |
| Basic User's Guide | Learn the basic Fax, Copy, Scan and PhotoCapture Center operations and basic machine maintenance. See troubleshooting tips. | Printed / In the box |
| Online User's Guide | This HTML (Web) guide includes the contents of the Basic User's Guide, and additional information about the machine's settings and operations, security features, troubleshooting tips, and maintenance instructions.

In addition to information about the PC-Print, Scan, Copy, Fax (MFC models only), and PhotoCapture Center and Brother ControlCenter operations, useful information is included about using the machine on a network. | HTML / CD-ROM (Windows®) / Brother Solution Center ¹ (Macintosh) |
| Web Connect Guide | This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images, printing data and uploading files directly to Internet services. | PDF file / Brother Solutions Center ¹ |
| AirPrint Guide | This Guide provides information for using AirPrint to print from OS X v10.7.x or later and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver. | PDF file / Brother Solutions Center ¹ |
| Google Cloud Print Guide | This Guide provides details on how to use Google Cloud Print™ services for printing over the Internet. | PDF file / Brother Solutions Center ¹ |
| Mobile Print/Scan Guide for Brother iPrint&Scan | This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi® network. | PDF file / Brother Solutions Center ¹ |

¹ Visit solutions.brother.com/manuals.

The Online User's Guide helps you get the most out of your machine.

- Quicker navigation!
 - Search box
 - Navigation index in a separate pane
- Comprehensive!
 - Every topic in one guide
- Simplified layout!
 - Provides step-by-step instructions
 - Summarizes the feature at the top of the page




- 1 Search Box
- 2 Navigation Index
- 3 Feature Summary
- 4 Step-by-Step Instructions

Where can I find the Online User's Guide?

(Windows®)

Click  (Start) > **All Programs** > **Brother** > **Brother Utilities** > **MFC-XXXX** (XXXX is your model name.) > **Support** > **User's Guides**.

(Windows® 8)

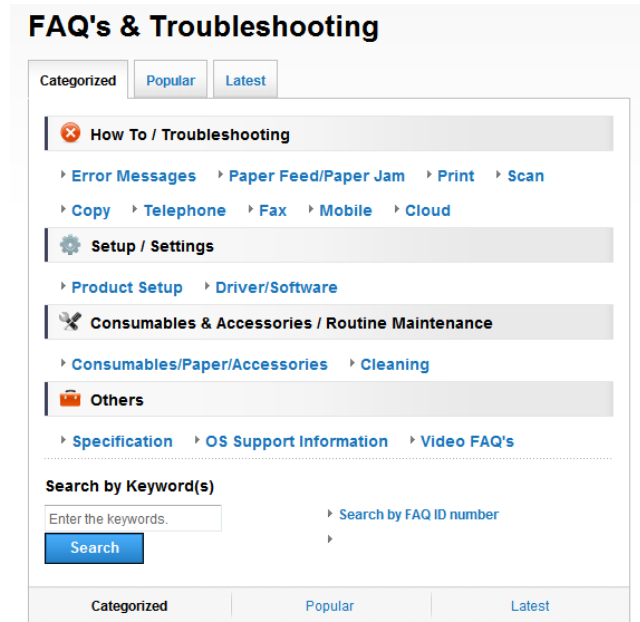
Tap or click  (Brother Utilities) > **MFC-XXXX** (XXXX is your model name.) > **Support** > **User's Guides**.

(Macintosh or other options)

Visit Brother Solutions Center: solutions.brother.com/manuals.

If you have questions or problems, please take a look at your model's FAQs.

- Provides several ways to search
- Displays related questions for additional information
- Receives regular updates based on customer feedback



* The FAQ home page will vary depending on your model.

Where can I find these FAQs?



Brother Solutions Center
<http://support.brother.com>

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How to use the documentation

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

Symbols and conventions

The following symbols and conventions are used throughout the documentation.

| | |
|--------------------------|--|
| Bold | Bold typeface identifies buttons on your computer screen. |
| <i>Italics</i> | Italicized typeface emphasizes an important point or refers you to a related topic. |
| <code>Courier New</code> | Text in Courier New font identifies messages displayed on the machine's Touchscreen LCD. |

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.

About Brother Utilities (Windows®)

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

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

Click  (**Start**) > **All Programs** >

Brother >  (**Brother Utilities**).


(Windows® 8)

Tap or click  (**Brother Utilities**)

either on the Start screen or the desktop.

(Windows® 8.1)

Move your mouse to the lower left

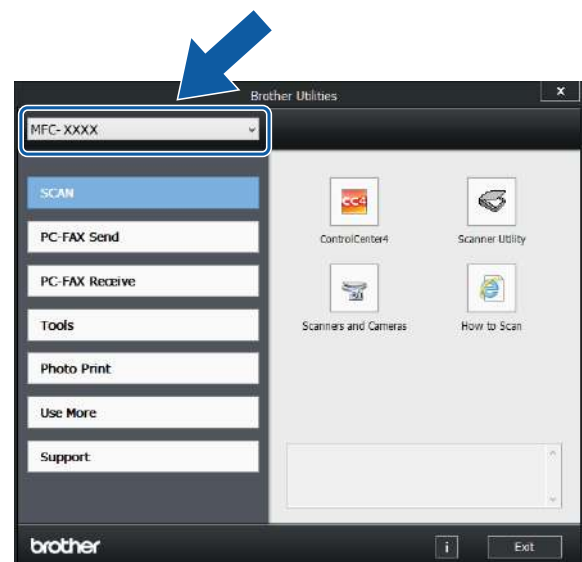
corner of the **Start** screen and click 

(if you are using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen).

When the **Apps** screen appears, tap or

click  (**Brother Utilities**).

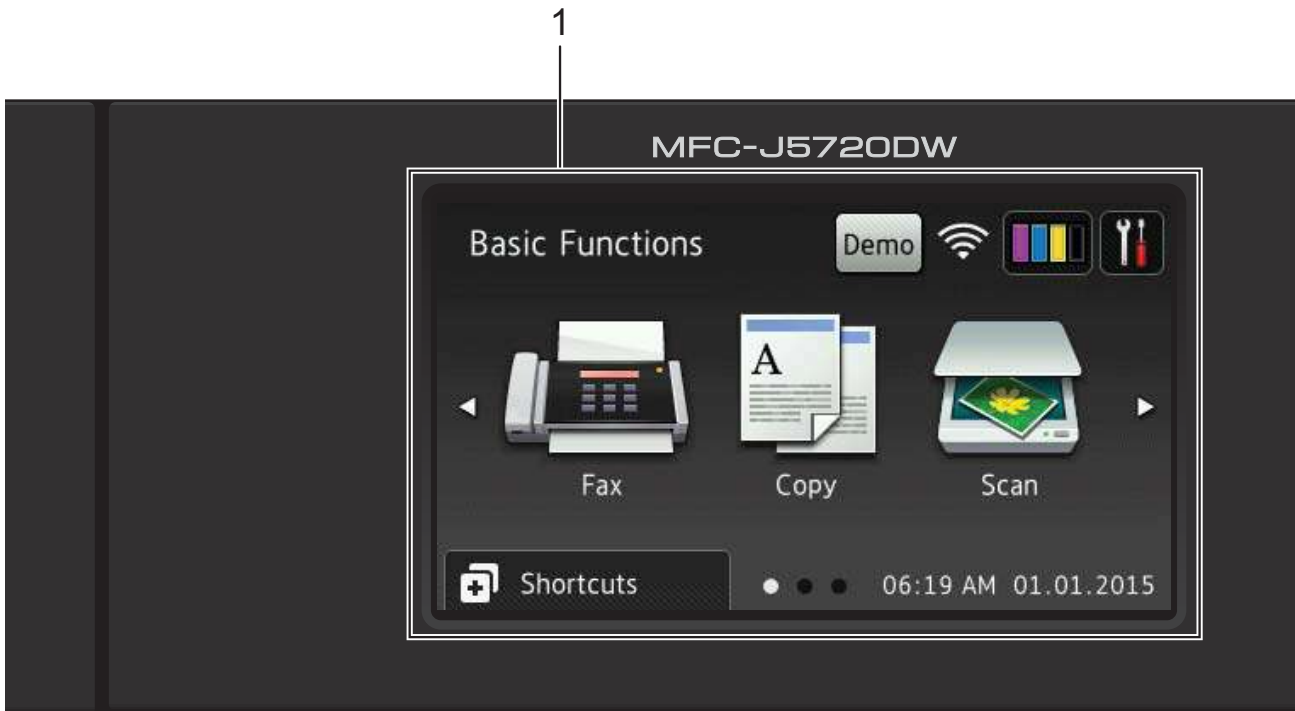
- 2 Select your machine.



- 3 Choose the operation you want.

Control panel overview

The MFC-J5520DW, MFC-J5620DW and MFC-J5720DW have the same 3.7" Touchscreen LCD and Touchpanel.



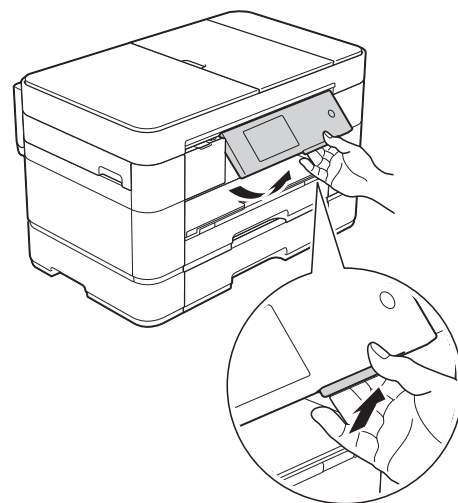
NOTE

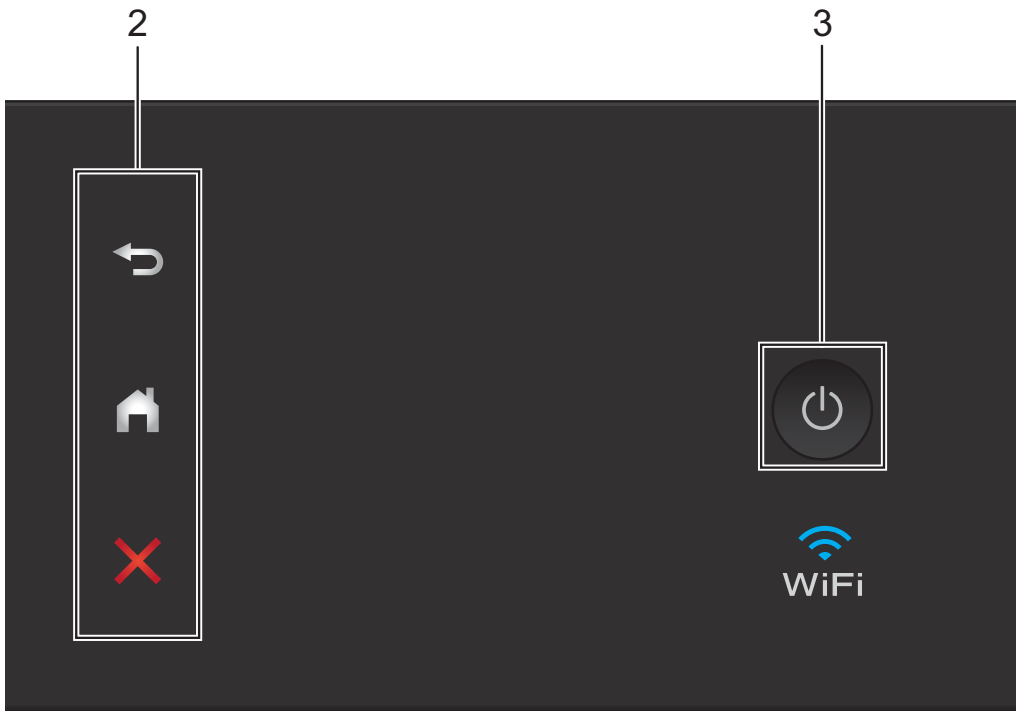
Most of the illustrations in this User's Guide show the MFC-J5720DW.

1 3.7" Touchscreen LCD (Liquid Crystal Display)




Access the menus and options you want by pressing them as they are displayed on the Touchscreen LCD.

You can adjust the angle of the Touchscreen LCD and Touchpanel by lifting it. To lower this control panel, press the release button that is located behind it, as shown in the illustration.







2 Touchpanel:


-  **Back**
Press to go back to the previous menu level.
-  **Home**
Press to return to the Home screen. The default screen displays the date and time, but you can change the default Home screen.
-  **Cancel**
Press to cancel an operation when lit.

3 Power On/Off


Press  to turn on the machine.

Press and hold down  to turn off the machine. The Touchscreen LCD displays *Shutting Down* and stays on for a few seconds before turning off.

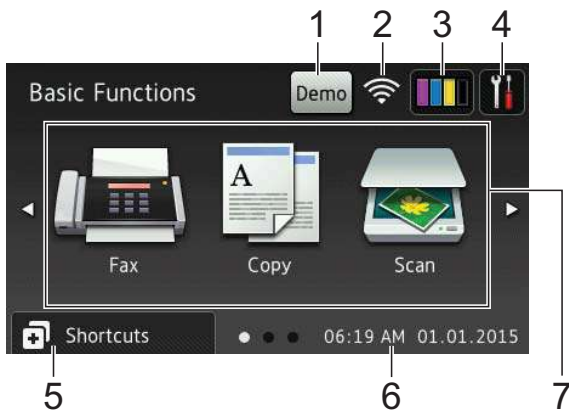
If you have connected an external telephone or TAD, it is always available.

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

3.7" Touchscreen LCD

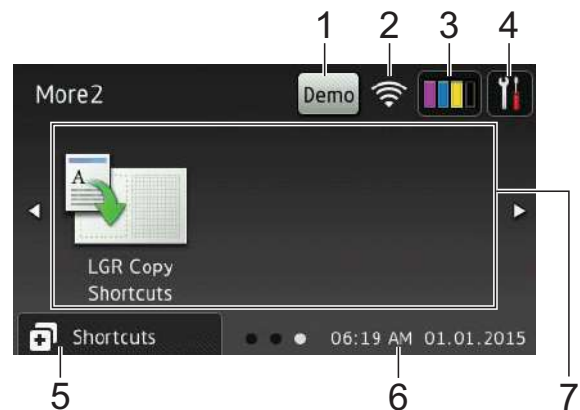
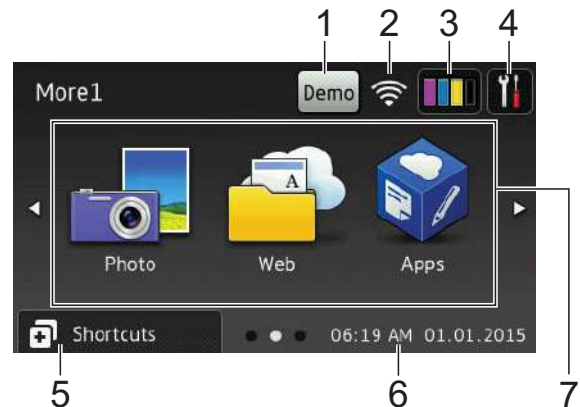
Select from three types of screens to set the Home screen: Basic Functions screen, More screens and Shortcuts screens. When the Basic Functions screen is displayed, swipe left or right or press ◀ or ▶ to display the More screens. Press  to display the Shortcut screens.

Basic Functions screen



The Basic Functions screen displays the date and time and provides access to Fax, Copy and Scan modes.

More screens



The More screens display the date and time and provides access to additional features, such as Photo, Web, Apps and Ledger Copy Shortcuts.

Shortcut screens




Create Shortcuts for frequently-used operations, such as sending a fax, making a copy, scanning and using Web Connect. (For instructions, see Online User's Guide: *Save Your Favorite Settings as a Shortcut.*)

1 Demo

(USA only)

Press to print a list of the machine's main features, followed by a slide show on the Touchscreen.


After you print from a computer,  will disappear from the screen.

To restore the icon, you must delete all the settings you have changed by performing a Machine Reset. (See *How to reset the machine* on page 79.)

2 **Wireless Status**

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



- When  appears on the Touchscreen, press it to configure your wireless settings. For more information, see Quick Setup Guide.

3 Ink

Displays the 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 appears on the ink color.

(See Online User's Guide: *Check the Ink Volume*.)

4 Settings

Press to access the settings.

(See *Settings screen* on page 7.)

5 Shortcuts

Press to access the Shortcuts screens.

6 **Date & Time**

Displays the date and time that has been set in the machine.

7 **Modes:**

■ Fax

Press to access Fax mode.

■ Copy

Press to access Copy mode.

■ Scan

Press to access Scan mode.

■ Photo

Press to access Photo mode.

■ Web

Press to connect the Brother machine to an Internet service.

For more information, see Web Connect Guide.

■ Apps

Press to connect the Brother machine to the Brother Apps menu.

■ LGR Copy Shortcuts

Use this preset copy shortcut to copy on Ledger or A3 size paper.

For more information, see Online User's Guide: *Use the Ledger Copy Shortcuts*.


8 Add Shortcut

Create Shortcuts for frequently-used operations, such as sending a fax, copying, scanning and using Web Connect.

Three Shortcuts screens are available with space for up to six Shortcuts on each screen.

For more information, see Online User's Guide: *Save Your Favorite Settings as a Shortcut*.

NOTE

If a Shortcuts screen is set as the Home screen,  is displayed at the bottom of the screen. Press this icon to access the Basic Functions screen.

9 Stored Faxes:



When Fax Preview is set to Off, Stored Faxes displays how many received faxes are in the machine's memory.

Press Print to print the faxes.

10 New Fax(es):




When Fax Preview is set to On, New Fax(es) displays how many new faxes you have received and stored in the machine's memory.

Press View to view your faxes on the Touchscreen.

11 Warning icon !



The warning icon ! appears when there is an error or maintenance. Press Detail to view the message, and then press  to return to Ready mode.


(See Error and maintenance messages on page 47.)

NOTE

- This product adopts the font of ARPHIC TECHNOLOGY CO.,LTD.
- MascotCapsule UI Framework and MascotCapsule Tangiblet developed by HI CORPORATION are used. MascotCapsule is a registered trademark of HI CORPORATION in Japan.



Settings screen

When you press , the Touchscreen LCD displays the machine's status.

This screen provides access to all the machine's settings.



1 Maintenance

Press to access the `Maintenance` menu.

Check and improve the print quality, clean the print head and check the available ink volume. You can also use the Maintenance solution menu to solve a recurring paper jam error.

2 Receive Mode

Displays the current Receive Mode:


- Fax (Fax Only)
- Fax/Tel
- External TAD
- Manual

NOTE

When the Distinctive Ring feature is turned on, the Touchscreen displays D/R. For more information, see Online User's Guide: *Distinctive Ring*.

3 Wi-Fi

Press to set up a wireless network connection.

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


4 Date & Time

Displays the date and time that has been set in the machine.

Press to access the `Date & Time` menu to adjust date and time.

5 Quiet Mode

Displays the Quiet Mode setting. Press to access the `Quiet Mode` menu.

When this menu is set to `On`,  is displayed on the Home screen (for USA:

when `Demo` is not displayed), and the machine's printing noise is lowered.

For more information, see Online User's Guide: *Reduce the Printing Noise*.

6 All Settings

Press to access the Settings menu.

7 Fax Preview

Displays the Fax Preview setting.

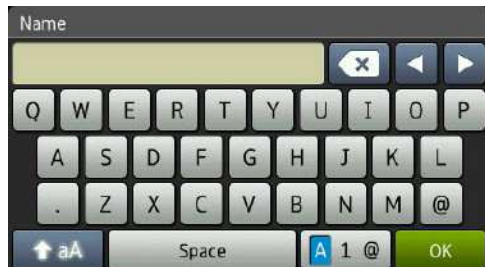
Press to access the `Fax Preview` setting.


8 Tray Setting

Press to access the `Tray Setting` menu. Use the Tray Setting menu to change paper size and paper type for each tray.


Entering Text

When you must enter text into the machine, a keyboard appears on the Touchscreen.




Press  to cycle between letters, numbers and special characters.

NOTE

To change between lowercase or uppercase letters, press .



Inserting spaces


To enter a space, press `Space` or .

NOTE

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

Making corrections

If you entered an incorrect character and want to change it, press  to move the cursor to highlight the incorrect character, and then press . Enter the correct character. You can also use the cursor to go back and insert characters.

To erase all the characters, press  repeatedly.

Before loading paper

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

- When loading a different paper size in the tray, you must also change the paper size setting in the machine. Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the machine or printer driver. (See *Set Paper Size and Type* on page 22.)
- If the Check Paper setting is **On**, the machine will display a message asking if you want to change the paper type and paper size when you pull Tray #1 or Tray #2 (MFC-J5720DW) out of the machine or load paper in the MP Tray. Change the paper size and paper type settings if needed, according to the instructions on the Touchscreen. (See *Check Paper setting* on page 23.)

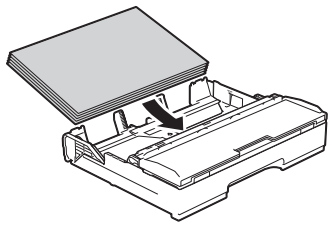
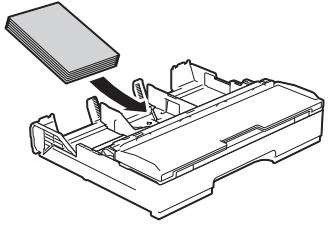
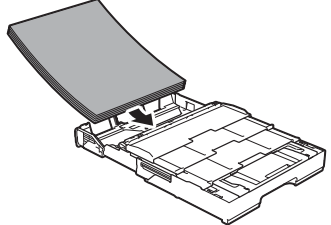
We explain how to load paper for each tray:

- Tray #1 See page 9.
- Tray #2 See page 14.
- MP Tray See page 17.
- Manual feed slot See page 19.

Loading paper in paper tray #1

Paper size and loading orientation

The paper size determines the orientation when loading paper in Tray #1.

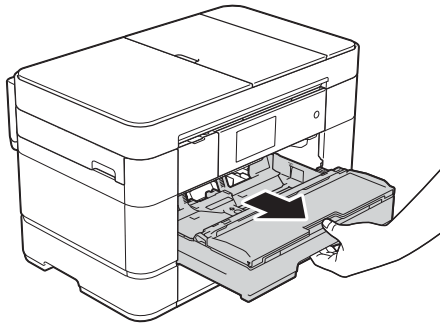
| Tray #1 | |
|---|---|
| A4 ♦
Letter ♦
Executive ♦ | Landscape orientation
 |
| A5
A6
Photo
Photo L
Photo 2L
Index card
Envelope | Portrait orientation
 |
| A3 ♦
Ledger ♦
Legal
(Glossy photo paper is not available.) | Portrait orientation
(Tray #1 is extended.)
 |

♦ See the details in this chapter.

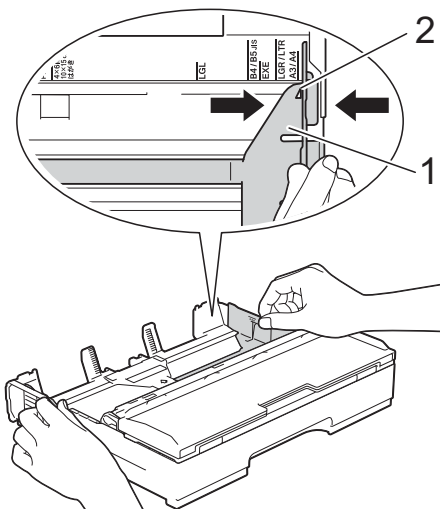
For information about other paper sizes, see Online User's Guide: *Load Paper in Paper Tray #1*.

When using Letter, A4 or Executive size paper:

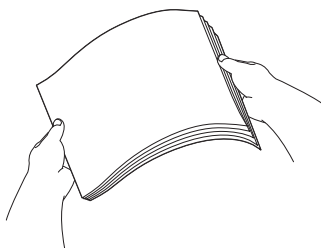
- 1 Pull Tray #1 completely out of the machine.



- 2 Gently press and slide the paper guides (1) to fit the paper size. Make sure the triangular mark (2) on the paper guide (1) lines up with the mark for the paper size you are using.



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

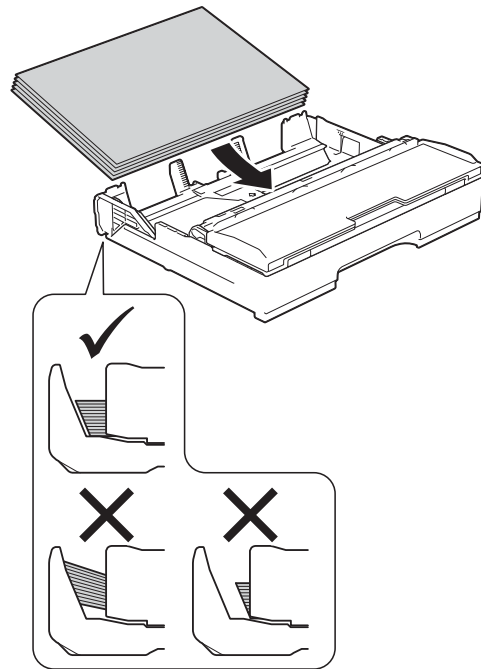


NOTE

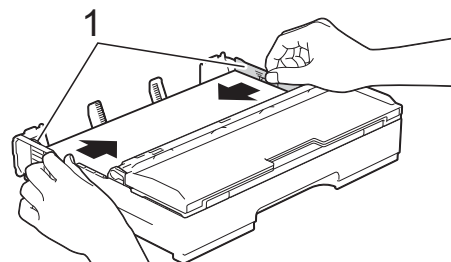
Always make sure the paper is not curled.

- 4 Load paper in the paper tray with the printing surface **face down**. Check that the paper is flat in the tray.

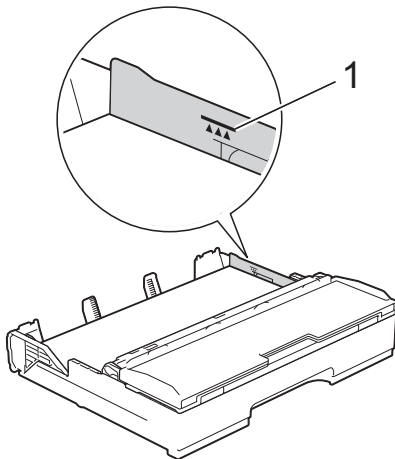
Landscape orientation



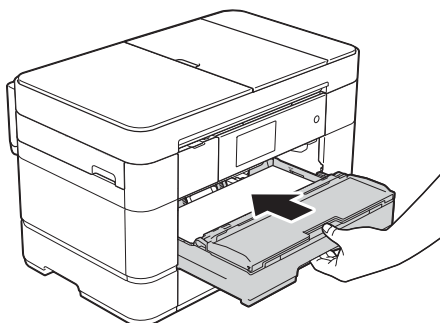
- 5 Gently adjust the paper guides (1) to fit the paper. Make sure the paper guides touch the sides of the paper.



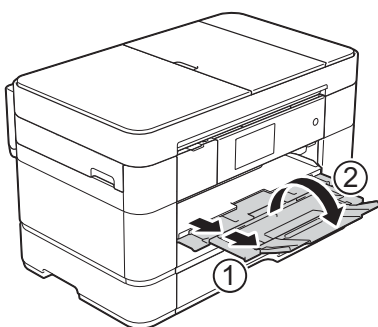
- 6 Check that the paper is flat in the tray and below the maximum paper mark (1). Overfilling the paper tray may cause paper jams.



- 7 Slowly push the paper tray completely into the machine.



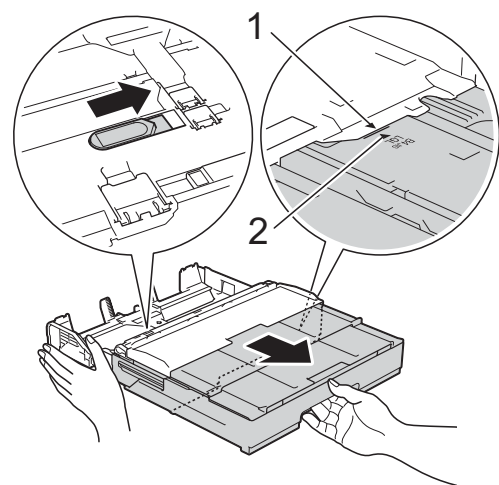
- 8 Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



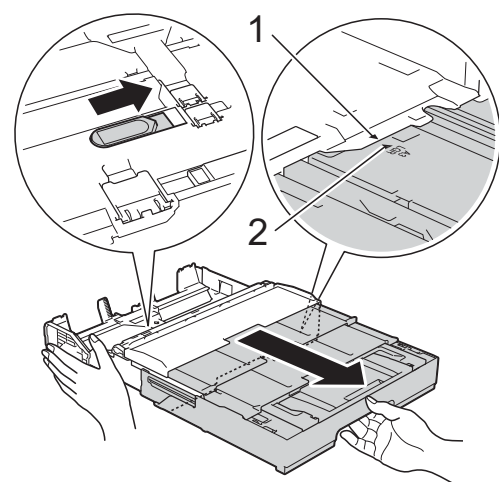
- 9 Change the paper size setting in the machine's menu, if needed. (See *Set Paper Size and Type* on page 22.)

When using Ledger or A3 size paper:

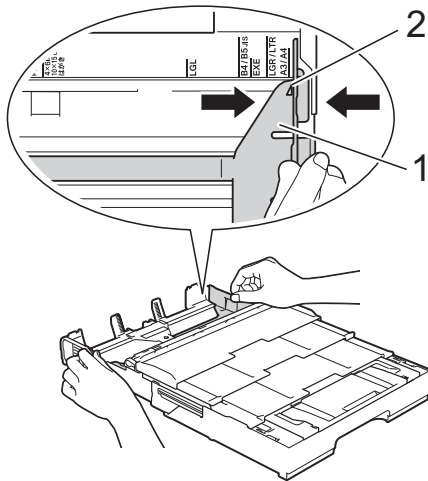
- 1 Pull Tray #1 completely out of the machine. Rest the tray on a flat surface.
- 2 Push the blue slider until it locks in the release position, and then extend the tray until the blue slider returns to and locks in the default position. Open the tray cover and make sure the triangular mark inside the tray (1) lines up with the mark (2) for **B4 JIS/LGL**, as shown in the illustration.



Push the blue slider a second time until it locks in the release position, and then extend the tray until the blue slider returns to and locks in the default position. Open the tray cover and make sure the triangular mark inside the tray (1) lines up with the mark (2) for **A3/LGR**, as shown in the illustration.



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



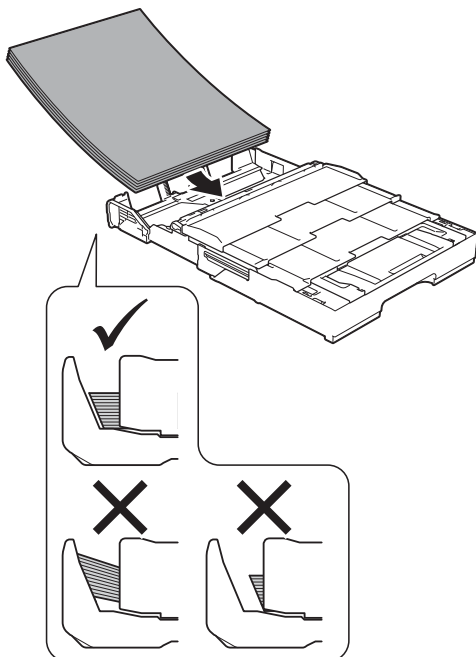
- 4 Fan the stack of paper well to avoid paper jams and misfeeds.

NOTE

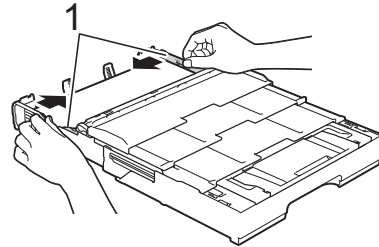
Always make sure the paper is not curled or wrinkled.

- 5 Gently load paper in the paper tray with the printing surface **face down**. Check that the paper is flat in the tray.

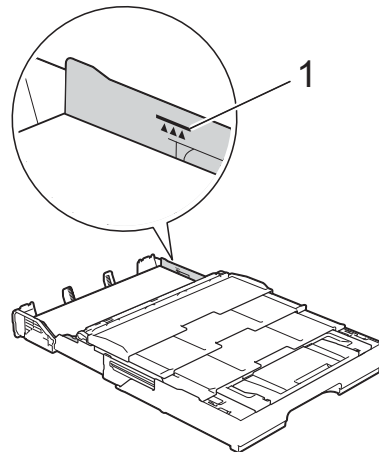
Portrait orientation



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



- 7 Check that the paper is flat in the tray and below the maximum paper mark (1). Overfilling the paper tray may cause paper jams.



(MFC-J5520DW/J5620DW)

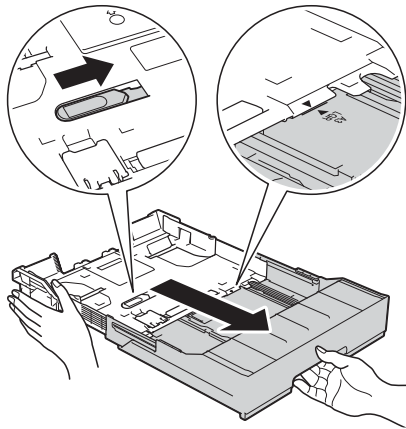
Go to step 9.

(MFC-J5720DW) Go to step 8.

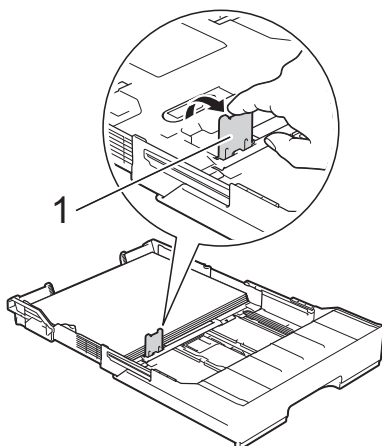
- 8 **Extend Tray #2 under Tray #1 to keep the machine stable.**

1 Pull Tray #2 out of the machine.

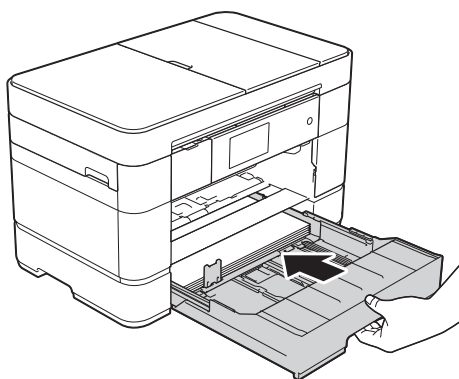
- 2** In the same way you extended Tray #1, push the blue slider and extend Tray #2 to Ledger or A3 size, so it is even with Tray #1.



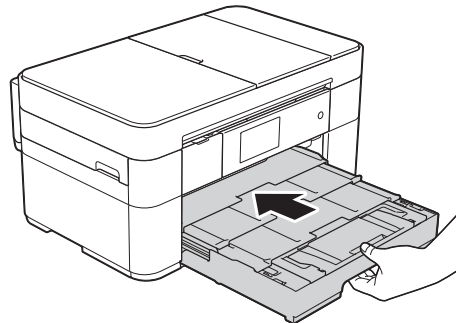
- 3** Lift the A4/LTR stopper (1) if Letter or A4 size paper is in Tray #2.



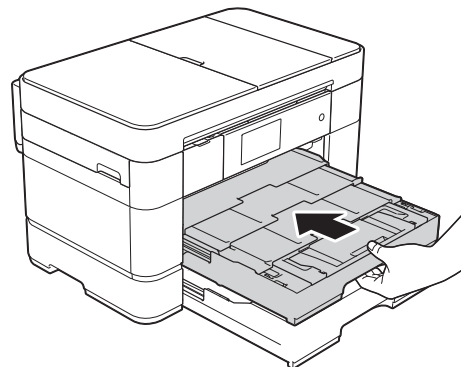
- 4** Slowly push Tray #2 completely into the machine.



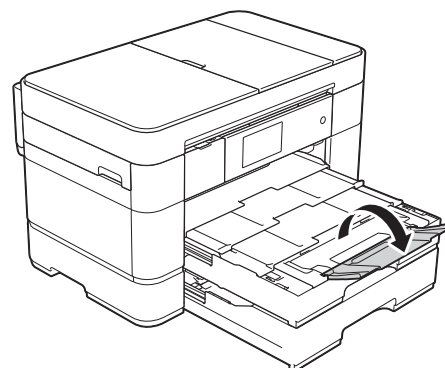
- 9** Slowly push Tray #1 completely into the machine.
(MFC-J5520DW/J5620DW)



(MFC-J5720DW)



- 10** Unfold the paper support flap.

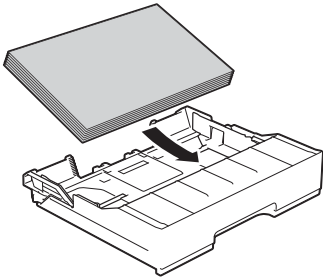
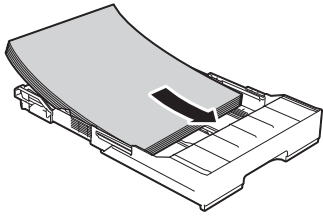


- 11** Change the paper size setting in the machine's menu, if needed.
(See *Set Paper Size and Type* on page 22.)

Loading paper in paper tray #2 (MFC-J5720DW)

Paper size and loading orientation

The paper size determines the orientation when loading paper in Tray #2.

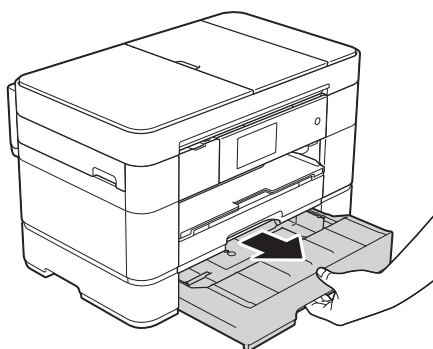
| Tray #2 | |
|---------------------------|---|
| A4
Letter | Landscape orientation
 |
| A3 ♦
Ledger ♦
Legal | Portrait orientation
(Tray #2 is extended.)
 |

♦ See the details in this chapter.

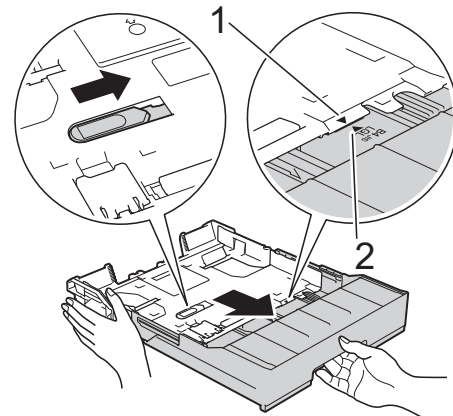
For information about other paper sizes, see Online User's Guide: *Load Paper in Paper Tray #2*.

When using Ledger or A3 size paper:

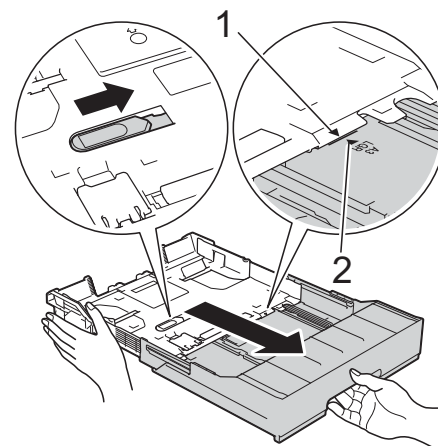
- 1 Pull Tray #2 completely out of the machine. Rest the tray on a flat surface.



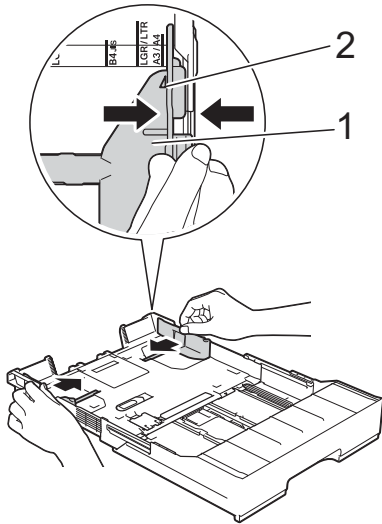
- 2 Push the blue slider until it locks in the release position, and then extend the tray until the blue slider returns to and locks in the default position. Make sure the triangular mark inside the tray (1) lines up with the mark (2) for **B4 JIS/LGL**, as shown in the illustration.



Push the blue slider a second time until it locks in the release position, and then extend the tray until the blue slider returns to and locks in the default position. Make sure the triangular mark inside the tray (1) lines up with the mark (2) for **A3/LGR**, as shown in the illustration.



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



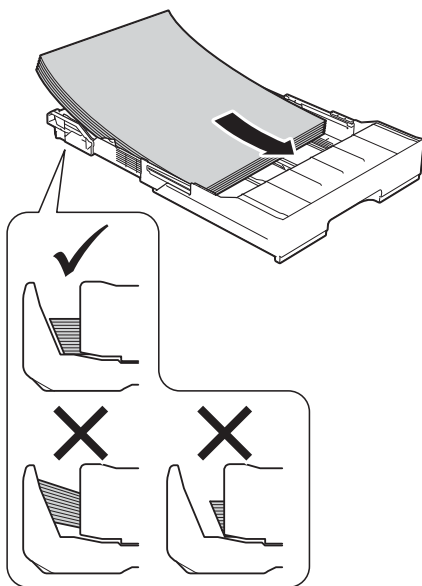
- 4 Fan the stack of paper well to avoid paper jams and misfeeds.

NOTE

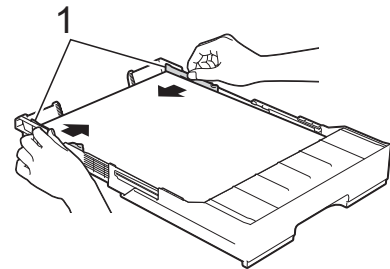
Always make sure the paper is not curled.

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

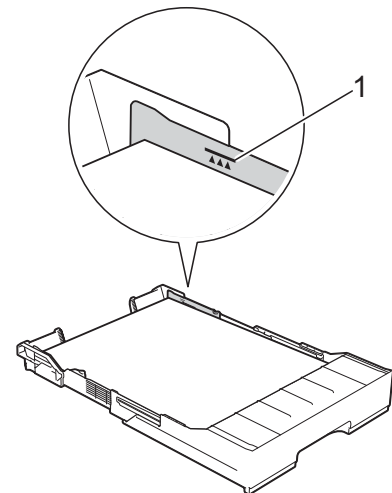
Portrait orientation



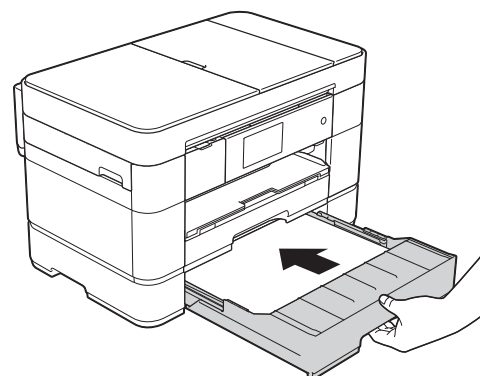
- 6 Gently adjust the paper guides (1) to fit the paper. Make sure the paper guides touch the sides of the paper.



- 7 Check that the paper is flat in the tray and below the maximum paper mark (1). Overfilling the paper tray may cause paper jams.

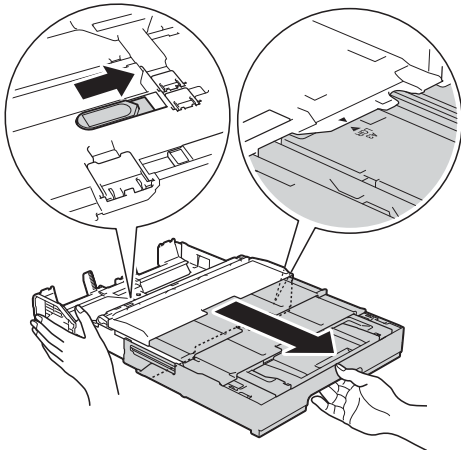


- 8 Slowly push Tray #2 completely into the machine.

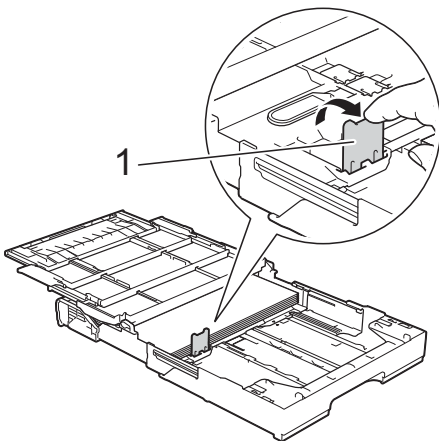


- 9** Extend Tray #1 over Tray #2 to prevent printed pages from falling off the output tray.

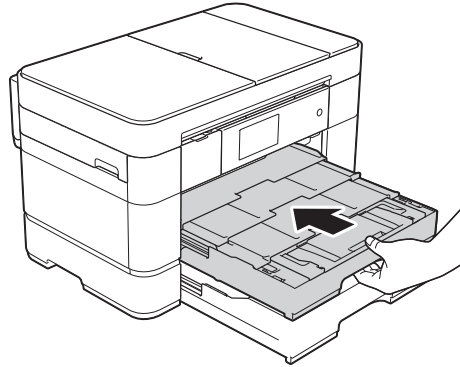
- 1 Pull Tray #1 out of the machine.
- 2 In the same way you extended Tray #2, push the blue slider and extend Tray #1 to Ledger or A3 size, so it is even with Tray #2.



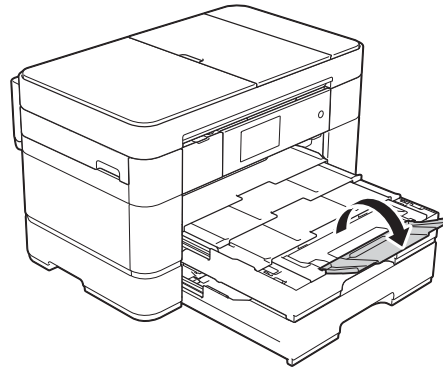
- 10** Open the output paper tray and lift the A4/LTR stopper (1) if Letter or A4 size paper is in Tray #1.



- 11** Close the output paper tray cover and slowly push Tray #1 completely into the machine.



- 12** Unfold the paper support flap.

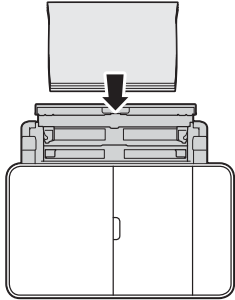
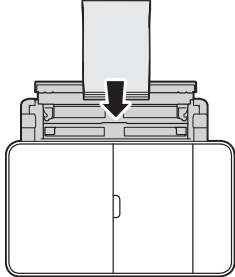


- 13** Change the paper size setting in the machine's menu, if needed. (See *Set Paper Size and Type* on page 22.)

Loading paper in the multi-purpose tray (MP Tray)

Paper size and loading orientation

The paper size determines the orientation when loading paper in the MP Tray.

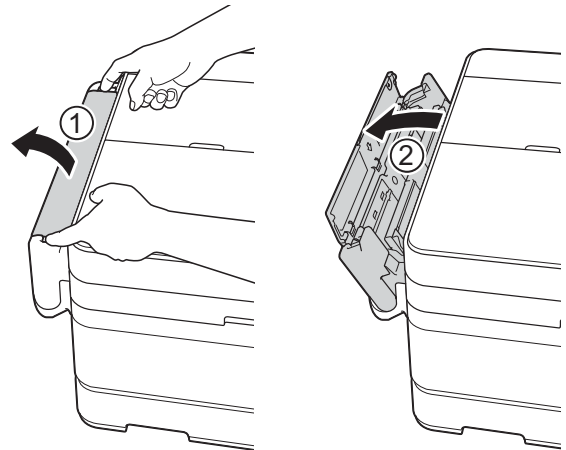
| MP Tray | |
|--|---|
| A4 ♦
Letter ♦
Executive ♦ | Landscape orientation
 |
| A3
Ledger
Legal
Folio
A5
A6
Photo
Photo L
Photo 2L
Index card
Envelope | Portrait orientation
 |

♦ See the details in this chapter.

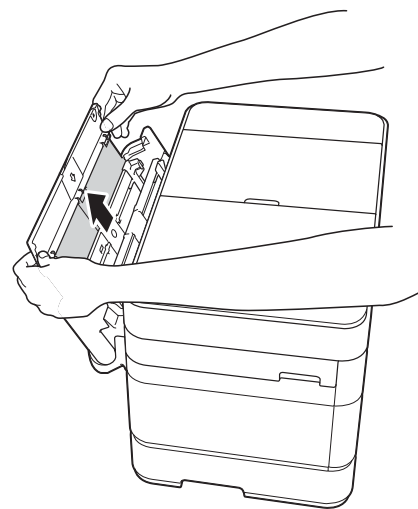
For information about other paper sizes, see Online User's Guide: *Load Paper in the Multi-purpose Tray (MP Tray)*.

When using Letter, A4 or Executive size paper:

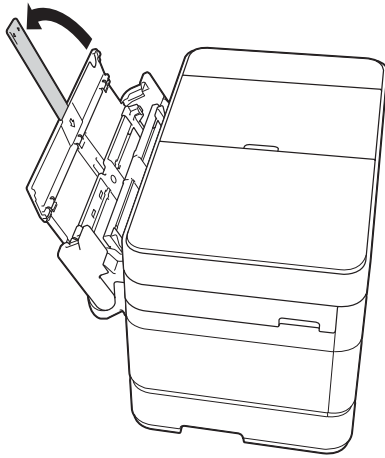
- Using both hands, use the finger holds to open the upper cover (1) and MP Tray (2).



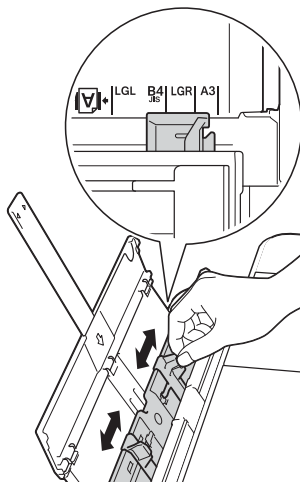
- Using both hands, pull up the paper tray until it locks into place.



- 3 Lift up the paper support.



- 4 Gently press and slide the MP Tray paper guides to the width of the paper you are using.



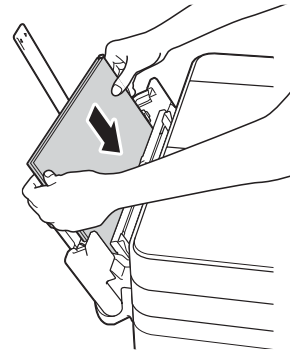
- 5 Fan the stack of paper well to avoid paper jams and misfeeds.

NOTE

- Always make sure the paper is not curled or wrinkled.
- You can load up to 80 sheets of plain paper.

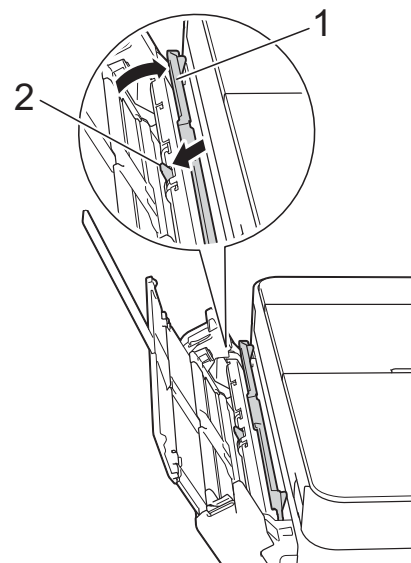
- 6 Gently load the paper in the MP Tray with the printing surface **face up**. Make sure you load the paper in the MP Tray, and not the manual feed slot.

Landscape orientation

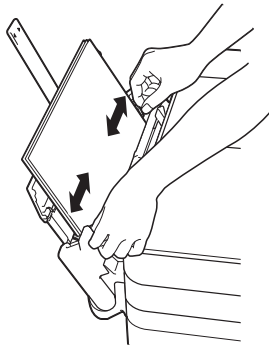


NOTE

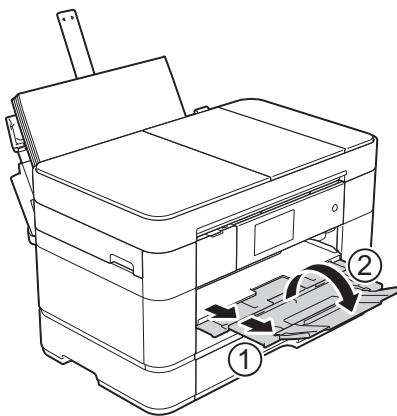
If you cannot load the paper in the MP Tray, lift the cover (1) forward and push the release lever (2) toward the back of the machine, and then load the paper.



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



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



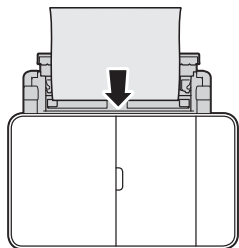
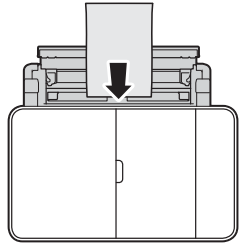
- 9 Change the paper size setting in the machine's menu, if needed. (See *Set Paper Size and Type* on page 22.)

Loading paper in the manual feed slot

Use the manual feed slot to load special print media, one sheet at a time. The manual feed slot cannot be used for printing faxes.

Paper size and loading orientation

The paper size determines the orientation when loading paper in the manual feed slot.

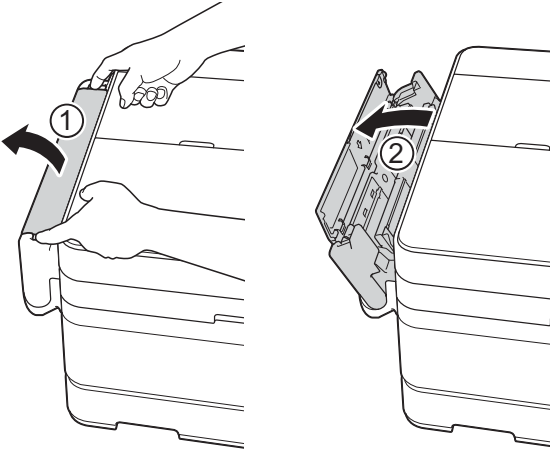
| Manual feed slot | |
|--|---|
| A4
Letter
Executive | Landscape orientation
 |
| A3
Ledger
Legal
Folio
A5
A6
Photo
Photo L
Photo 2L
Index card
Envelope ♦ | Portrait orientation
 |

♦ See the details in this chapter.

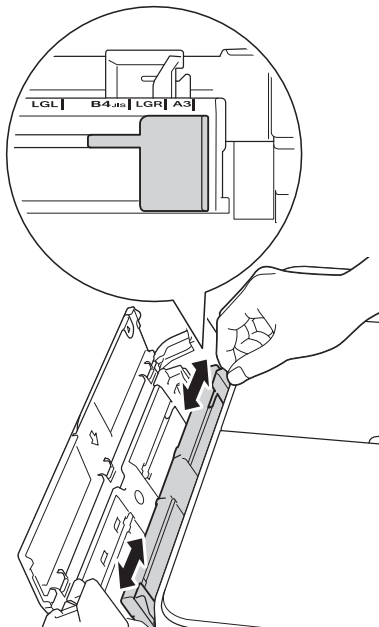
For information about other paper sizes, see *Online User's Guide: Load Paper in the Manual Feed Slot*.

How to load envelopes:

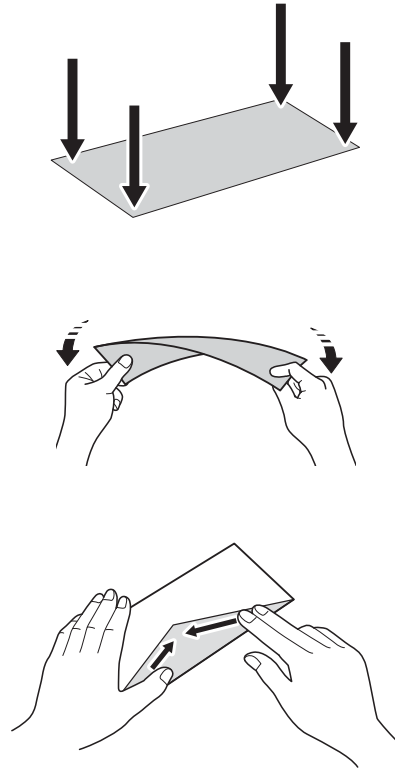
- 1 Using both hands, use the finger holds to open the upper cover (1) and MP Tray (2).



- 2 Slide the manual feed slot paper guides to match the width of the envelope you are using.

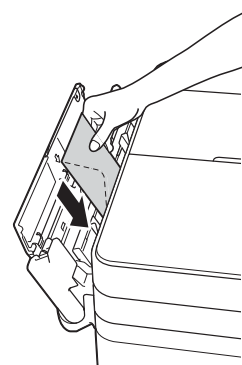


- 3 Press the corners and sides of the envelopes to make them as flat as possible.

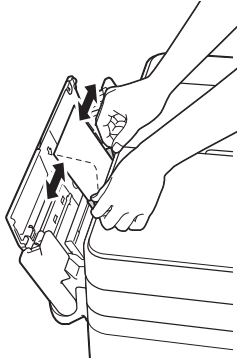


- 4 Load *only one* envelope in the manual feed slot with the printing surface face up.

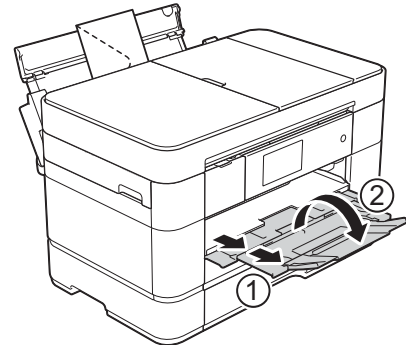
Portrait orientation



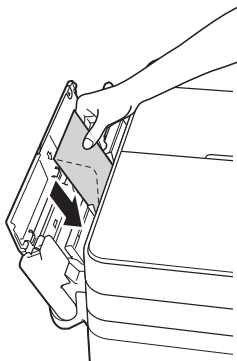
- 5 Using both hands, gently adjust the manual feed slot paper guides to fit the envelope.



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



- 6 Put one envelope in the manual feed slot until the front edge touches the paper feed roller. Let go of the envelope when you hear the machine pull it in a short distance. The Touchscreen displays `Manual Feed Slot ready`.



NOTE


Push the envelope into the manual feed slot until you feel it grab the envelope.

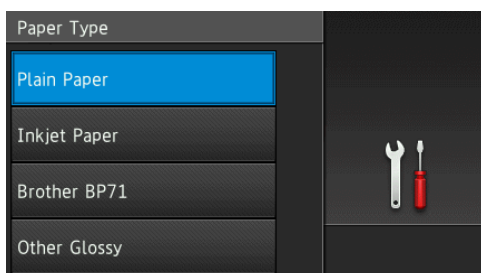
Paper settings

Set Paper Size and Type

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

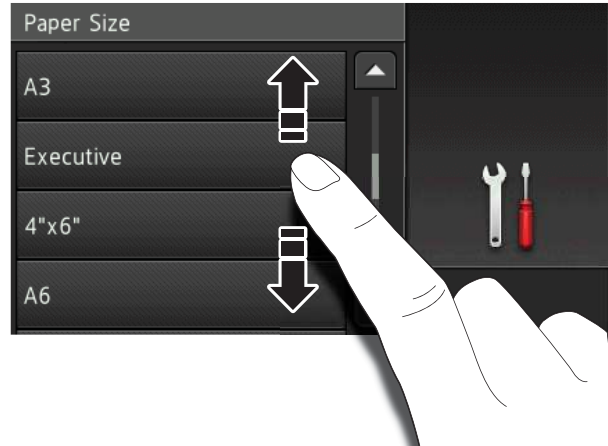
You can use the following sizes of paper for copies: Letter, Legal, Ledger, Folio, A4, A5, A3, Executive and Photo (4" × 6")/(10 × 15 cm), and the following sizes for printing faxes: Letter, Legal, Ledger, Folio, A4 and A3. When loading a different size of paper in the machine, you must change the paper size setting at the same time so your machine can fit an incoming fax on the page.

- 1 Press  (Settings).
- 2 Press Tray Setting.
- 3 Press Tray #1, Tray #2 (MFC-J5720DW), or MP Tray.
- 4 Do one of the following:
 - If you pressed Tray #1 or MP Tray, **press** Paper Type.
Press Plain Paper, Inkjet Paper, Brother BP71 or Other Glossy.



Press Paper Size.

Swipe up or down or press ▲ or ▼ to display the option you want to set, and press it.



NOTE

- When Brother BP71 or Other Glossy is selected, Tray #1 is not available for paper larger than Letter or A4 size.
- If information about loading the paper in the MP Tray appears on the Touchscreen, read it and then press OK to confirm it.

- (MFC-J5720DW) If you selected Tray #2, **press** Paper Size.

Swipe up or down or press ▲ or ▼ to display the paper size options, and then press the option you want.

NOTE

Only plain paper is available for Tray #2.



- 5 Press .

NOTE

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

Check Paper setting

If the Check Paper setting is set to On, the machine displays a message asking if you want to change the paper type and paper size setting. This message will appear each time you pull a tray out of the machine or load paper in the MP Tray. The default setting is On.

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Swipe up or down or press ▲ or ▼ to display General Setup.
- 4 Press General Setup.
- 5 Swipe up or down or press ▲ or ▼ to display Tray Setting.
- 6 Press Tray Setting.
- 7 Swipe up or down or press ▲ or ▼ to display Check Paper.
- 8 Press Check Paper.
- 9 Press Off (or On).
- 10 Press .

Recommended print media

To get the best print quality, we recommend using the following paper:

Brother paper

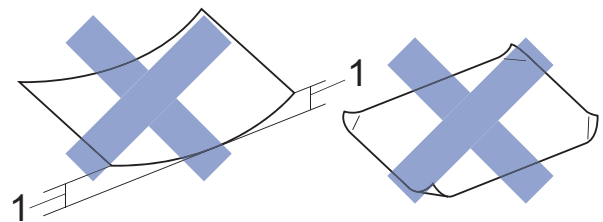
| Paper Type | Item |
|---------------------------|---------------------|
| Premium Plus Glossy Photo | |
| ■ Ledger | BP71GLGR |
| ■ Letter | BP71GLTR |
| ■ 4" × 6" | BP71GP20 |
| Plain Inkjet | |
| ■ Ledger | BP60PLGR (USA only) |

Handling and using print media

IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped



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

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

3

Loading documents

How to load documents

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

NOTE

(MFC-J5720DW)

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

Using the ADF

The ADF can hold up to 35 pages (MFC-J5520DW/J5620DW) or 50 pages (MFC-J5720DW) and feed 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: | 5.8 to 14.0 in.
(148 to 355.6 mm) |
| Width: | 5.8 to 8.5 in.
(148 to 215.9 mm) |
| Paper weight: | 17 to 24 lb
(64 to 90 g/m ²) |

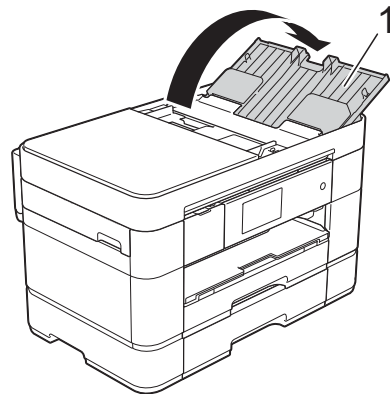
How to load documents

IMPORTANT

- DO NOT pull on the document while it is feeding.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, glued, or taped.
- DO NOT use cardboard, newspaper, or fabric.
- DO NOT leave a thick document on the scanner glass. If you do this, the ADF may jam.

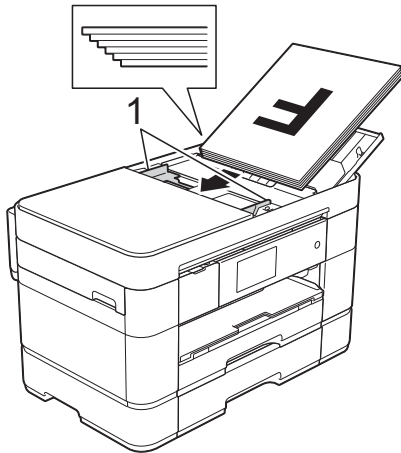
Make sure documents with ink or correction fluid are completely dry.

- 1 Unfold the ADF document support (1).



- 2 Fan the pages well.

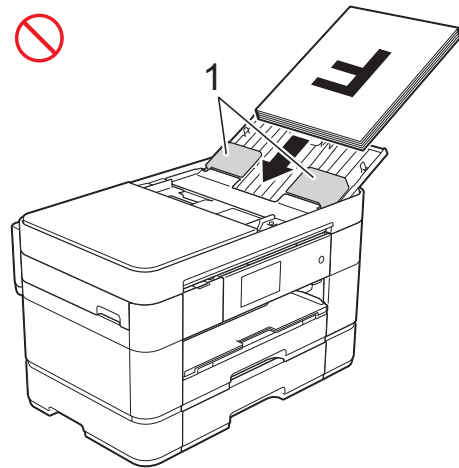
- 3 Adjust the paper guides (1) to fit the width of your document.



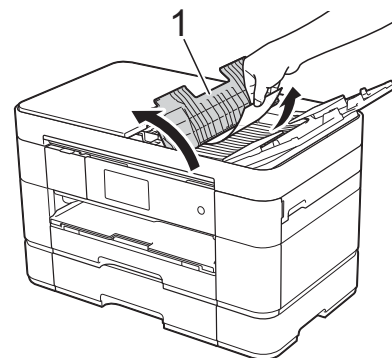
- 4 Place your document **face up, top edge first** in the ADF until the Touchscreen displays *ADF Ready*, and you feel it touch the feed rollers.

NOTE

- DO NOT load your document underneath the supports (1).



- If you load a small size document and cannot remove it, open the stack tray (1) and then remove the document.



Close the stack tray before closing the ADF document support.

Using the scanner glass

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

Document Sizes Supported

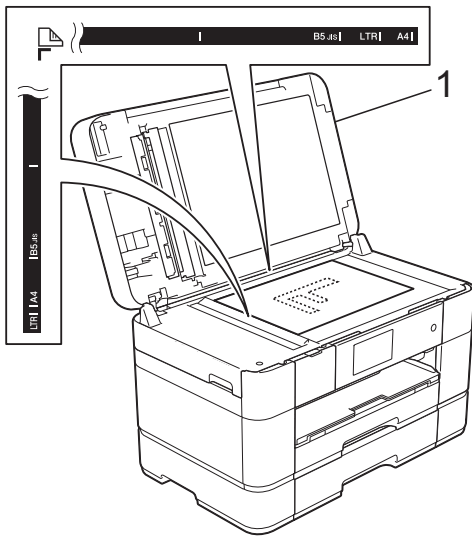
| | |
|---------|--------------------------|
| Length: | Up to 11.7 in. (297 mm) |
| Width: | Up to 8.5 in. (215.9 mm) |
| Weight: | Up to 4.4 lb (2 kg) |

How to load documents

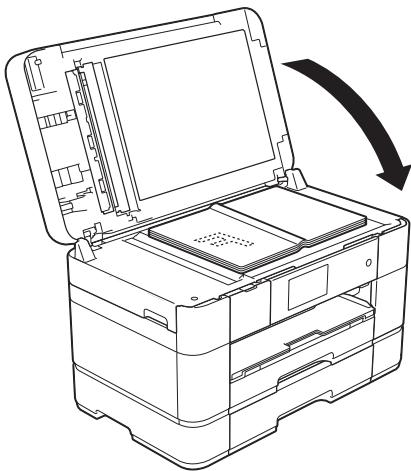
NOTE

To use the scanner glass, the ADF must be empty and the ADF document support must be closed.

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



1 Document Cover



- 3 Close the document cover.

IMPORTANT

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

How to print a document

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

For more information and detailed instructions on printing, see Online User's Guide: *Print*.

- 1 Install the Brother printer driver from the Installer CD-ROM or from Brother Solutions Center. (See Quick Setup Guide.)
- 2 From your application, select the Print command.
- 3 Select the name of your machine in the **Print** dialog box and click **Properties** or **Preferences**, depending on the application you are using.
- 4 Select the settings you want to change in the Properties dialog box. Commonly used settings include:
 - **Media Type**
 - **Print Quality**
 - **Paper Size**
 - **Orientation**
 - **Color / Grayscale**
 - **Ink Save Mode**
 - **Scaling**
 - **2-sided / Booklet**
- 5 Click **OK**.
- 6 Click **Print** (or **OK** depending on the application you are using) to begin printing.

5

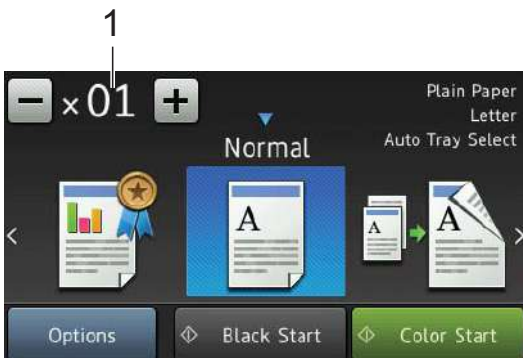
Copying

How to copy

- 1 Do one of the following to load your document:
 - Place the document *face up* in the ADF.
(See *Using the ADF* on page 24.)
 - Place the document *face down* on the scanner glass.
(See *Using the scanner glass* on page 25.)

- 2 Press  (Copy).

- The Touchscreen displays:



1 No. of Copies

Enter the number of copies:

- Press - or + on the Touchscreen (as shown above).
- Press the displayed number of copies on the Touchscreen, and then enter the number of copies you want.
Press OK.

- 3 If you want more than one copy, enter the number (up to 99).
- 4 Press **Black Start** or **Color Start**.

Stop copying

To stop copying, press .

Copy options overview

To change copy options, press **Copy**, and then press **Options**. Swipe up or down or press ▲ or ▼ to scroll through the copy settings. When the setting you want is displayed, press it and choose your option. When you have finished changing options, press **OK**.

For more information about changing the following copy options, see page 29.


- Paper Type
- Paper Size
- Tray Select

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

- Quality
- Enlarge/Reduce
- Page Layout
- 2 in 1 (ID)
- Stack/Sort
- Density
- Ink Save Mode
- Thin Paper Copy
- Book Copy
- Watermark Copy
- Remove Background Color
- 2-sided Copy

Paper Type

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

- 1 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press Options.
- 5 Swipe up or down or press ▲ or ▼ to display Paper Type.
- 6 Press Paper Type.
- 7 Press Plain Paper, Inkjet Paper, Brother BP71 or Other Glossy.


NOTE

When Brother BP71 or Other Glossy is chosen, Tray #1 is not available for the paper larger than Letter or A4 size.

- 8 Press OK.
- 9 Press Black Start or Color Start.

Paper Size

If you are copying on paper other than Letter size, you must change the Paper Size setting. You can copy only on Letter, Legal, Ledger, A4, A5, A3, Executive, Photo (4" × 6" / (10 × 15 cm), or Folio paper.

- 1 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press Options.
- 5 Swipe up or down or press ▲ or ▼ to display Paper Size.

- 6 Press Paper Size.
- 7 Swipe up or down or press ▲ or ▼ to display Letter, Legal, Ledger, A4, A5, A3, Executive, 4"x6" or Folio, and then press the option you want.

NOTE


If you are using the manual feed slot, insert only one sheet of paper at a time. (See *Loading paper in the manual feed slot* on page 19.)

- 8 Press OK.
- 9 Press Black Start or Color Start.

Tray Select

You can change the tray temporarily for the next copy.

To change the default tray setting, see Online User's Guide: *Change the Tray Setting for Copy*.

- 1 Load your document.
- 2 Press  (Copy).
- 3 Enter the number of copies you want.
- 4 Press Options.
- 5 Swipe up or down or press ▲ or ▼ to display Tray Select.
- 6 Press Tray Select.
- 7 Press Tray #1, Tray #2 (MFC-J5720DW), MP Tray, or Auto Tray Select.
- 8 Press OK.
- 9 Press Black Start or Color Start.

6

Scanning to a computer

Before scanning

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

- Install the scanner drivers from the Installer CD-ROM. (See Quick Setup Guide.)
- Configure the machine with a TCP/IP address if network scanning does not work.

For more information, see Online User's Guide: *Configure Network Scanning for Windows®*.


How to scan a document as a PDF file using ControlCenter4 (Windows®)

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

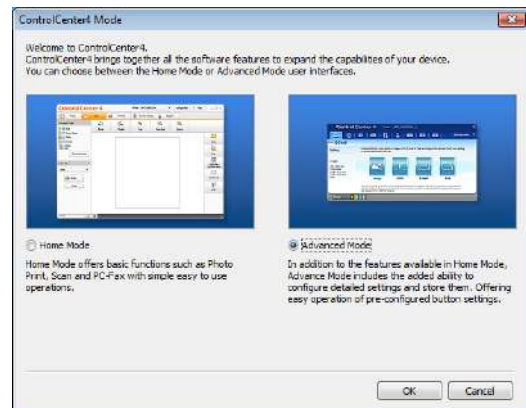
NOTE

- The screens on your PC may vary depending on your model.
- This section is based on using *Advanced Mode* in ControlCenter4.

ControlCenter4 is a software utility that lets you access the applications you use most often without having to manually launch specific applications.

- 1 Load your document. (See *How to load documents* on page 24.)
- 2 Click the  (ControlCenter4) icon in the task tray, and then click **Open**.

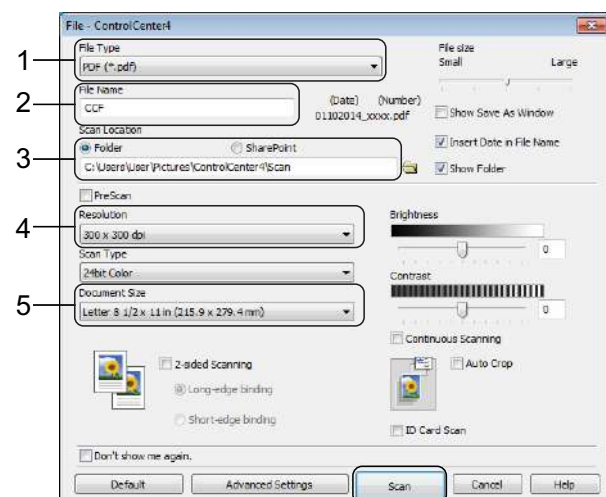
- 3 If the ControlCenter4 Mode screen appears, click **Advanced Mode**, and then click **OK**.




- 4 Select your machine from the **Model** drop-down list at the top of the screen.
- 5 Click the **Scan** tab. Then click **File**.





The configuration dialog box appears. Change the default settings if needed.



- 1 Select **PDF (*.pdf)** from the **File Type** drop-down list.
- 2 Type a file name for the document.
- 3 Click **Folder**. You can save the file to the default folder, or select your preferred folder by clicking the  (**Browse**) button.
- 4 Select a scanning resolution from the **Resolution** drop-down list.
- 5 Select the document size from the **Document Size** drop-down list.
- 6 Click **Scan**.
The machine starts scanning. The folder where the file is saved opens automatically.

How to scan a document as a PDF file using the Touchscreen

- 1 Load your document. (See *How to load documents* on page 24.)
- 2 Press  (Scan).
- 3 Swipe left or right to display **to File**.
- 4 Press **to File**.
 is highlighted and appears in the center of the Touchscreen.
- 5 Press **OK**.
If the machine is connected to a network, press the PC Name.
Do one of the following:
 - To use the default settings, go to step 10.
 - To change the default settings, go to step 6.
- 6 Press **Options**.

- 7 Press **Scan Settings**, and then press **Set at Device**.
- 8 Choose the settings for **2-sided Scan**¹, **Scan Type**, **Resolution**, **File Type**, **Scan Size**, **Skip Blank Page**¹ and **Remove Background Color** if needed.
 - ¹ For MFC-J5720DW
- 9 Press **OK**.
- 10 Press **Start**.
The machine starts scanning.

NOTE

The following scan modes are available:

- to OCR
- to File
- to Image
- to Media
- to E-mail
- to E-mail Server
- to FTP
- to Network
- to Web
- WS Scan¹ (Web Services Scan)

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

7

PhotoCapture Center: Printing photos from a memory card or USB flash drive

PhotoCapture Center operations (PHOTO mode)

Even if your machine is *not* connected to your computer, you can print photos directly from digital camera media or a USB flash drive.

How to print images

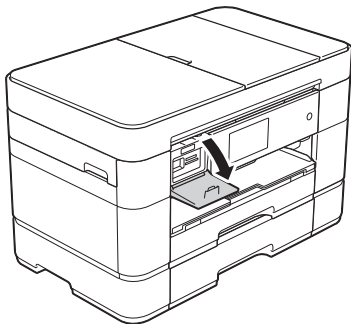
View Photos

You can preview your photos on the Touchscreen before you print them. If your photos are large files, there may be a delay before each photo appears.

IMPORTANT

DO NOT insert more than one media card in the machine at the same time. Doing this may damage the machine.

- 1 Open the media slot cover.



- 2 Put the memory card or USB flash drive in the correct slot.
- 3 Press **Photo**.
- 4 Swipe left or right to display **View Photos**.

- 5 Press **View Photos**. Press **OK**.
- 6 Do one of the following:
 - To choose the photos you want to print, or to print multiple copies of an image, go to step 7.
 - To print all the photos, press **Print All**. Press **Yes** to confirm. Go to step 10.
- 7 Swipe left or right or press ◀ or ▶ to display the photo you want to print, and then press it.
- 8 Enter the number of copies:
 - Press **-** or **+** on the Touchscreen.
 - Press the number of copies to display the dial pad on the Touchscreen, and then use it to enter the number of copies. Press **OK**.Press **OK**.
- 9 Repeat steps 7 and 8 until you have selected all the photos you want to print.
- 10 Press **OK**.
- 11 Read and confirm the displayed list of options.

- 12 Press **Print Settings** to change the paper type and paper size.



- Swipe up or down or press ▲ or ▼ to display **Paper Type** and press it, and then press the option you want.
- Swipe up or down or press ▲ or ▼ to display **Paper Size** and press it, and then press the option you want.

Change other print settings if needed. When finished, press **OK**.

- 13 Press **Start**.

- 14 Wait until the message on the Touchscreen disappears after printing, and then remove the memory card or USB flash drive from the media slot.

PhotoCapture Center print settings overview

The Print Settings you change are temporary for your current printout. The machine returns to its default settings after printing is complete.

NOTE

You can save the print settings you use most often by setting them as the default.

(See Online User's Guide: *Set Your Changes as the New Defaults for Photos.*)

Telephone services overview

NOTE

Important information and setup instructions for the telephone services are in the Online User's Guide. To download the Online User's Guide, visit at solutions.brother.com/manuals and go to your model's Manual page.

Your machine supports the Caller ID and Distinctive Ring subscriber telephone services that some telephone companies offer.

Features like VoIP, Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine. If you have Voice Mail on your telephone line, please read the following carefully.

Voice mail

If you have voice mail service and your Brother machine on the same line, they will conflict with one another when receiving incoming calls. If you want the Brother machine to share a single line with your voice mail, you must either put the Brother machine in `Manual` mode or subscribe to your telephone company's Distinctive Ring service.

For more information and setup instructions:

- (See *How to choose the correct Receive Mode* on page 39.)
- (See *Distinctive Ring* on page 34.)
- (See Online User's Guide: *Voice Mail*.)

Distinctive Ring

Distinctive Ring is a telephone-company service that allows you to have two different phone numbers on a single line. Each telephone number has its own ring pattern. You can program your Brother machine to automatically receive faxes on one of the two numbers.

For more information and setup instructions:

- (See Online User's Guide: *Distinctive Ring*.)
- (See Online User's Guide: *Register the Distinctive Ring Pattern*.)
- (See Online User's Guide: *Turn off Distinctive Ring*.)

Voice over Internet Protocol (VoIP)

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

Your Brother machine may not work with some VoIP systems.

For more information and setup instructions:

- (See Online User's Guide: *Voice Over Internet Protocol (VoIP/Telephone Line Interference)*.)
- (See *Telephone Line Interference or VoIP System* on page 77.)

Connecting an external telephone answering device (TAD)

Your Brother machine can automatically receive faxes when it shares a line with an external TAD. To receive faxes successfully, you must connect the TAD to the jack labeled EXT. on the Brother machine and set the machine's Receive Mode to External TAD. When you record the outgoing message on your external TAD, we recommend recording 5 seconds of silence at the beginning of message, and limiting your speaking to 20 seconds.

For more information and setup instructions:

- (See Online User's Guide: *External TAD (Telephone Answering Device)*.)
- (See Online User's Guide: *Connect an External TAD*.)
- (See Online User's Guide: *Record an Outgoing Message (OGM) on the External TAD*.)

External and extension telephones

You can connect a separate telephone to the jack labeled EXT. on the Brother machine. If you answer an incoming fax on the telephone, you can make the machine receive it by pressing * **5 1**, or by pressing **Fax Start**, and then choosing **Receive**.

If you answer an incoming fax on an extension telephone that shares the line with the Brother machine, you can transfer the fax to the machine by pressing * **5 1**.
(See Online User's Guide: *External and Extension Telephones*.)

9




Sending a fax

How to send a fax

- 1 Do one of the following:
 - Place the document *face up* in the ADF. (See *Using the ADF* on page 24.)
 - Place your document *face down* on the scanner glass. (See *Using the scanner glass* on page 25.)

NOTE

- To send faxes with multiple pages, use the ADF.
- If you send a black and white fax from the ADF when the memory is full, it will be sent in real time.
- You can use the scanner glass to fax pages of a book one at a time. The document can be up to Letter or A4 size.

- 2 Do one of the following:
 - When Fax Preview is set to **Off**, press  (Fax).
 - When Fax Preview is set to **On**, press  (Fax) and then  (Sending Faxes).
 - The Touchscreen displays:



- 3 To change the fax-sending settings, press **Options**. Swipe up or down or press **▲** or **▼** to scroll through the fax settings. When the setting you want is displayed, press it and choose your new option. When finished changing options, press **OK**.

For more advanced fax-sending operations and settings, see Online User's Guide: *Send a Fax* and *Fax Reports*.

- Fax Resolution
- Contrast
- 2-sided Fax (MFC-J5720DW)
- Glass Scan Size
- Color Fax Transmission
- Preview Outgoing Fax
- Faxing at the end of a call
- Broadcasting
- Real Time Transmission
- Overseas Mode
- Delayed Fax
- Batch Transmission
- Canceling Waiting Jobs
- Set New Default
- Factory Reset
- Polled Transmit
- Transmission Verification Report

- 4 Enter the fax number.

Using the dial pad on the Touchscreen.

Using (Address Book)

- Address Book

Using (Call History)

- Redial
- Outgoing Call
- Caller ID history

NOTE

- To preview a fax message before sending it, set `Preview to On`.

(See Online User's Guide: *Preview an Outgoing Fax*.)

- If your network supports the LDAP protocol you can search for fax numbers and email addresses on your server.

For more information, see Online User's Guide: *Perform an LDAP Search Using the Control Panel*.

- 5 Press `Fax Start`.

Faxing from the ADF

- The machine scans and sends the document.

Faxing from the scanner glass

- If you select `Black` in the `Color Setting` (default setting), the machine starts scanning the first page. Go to step 6.
- If you select `Color` in the `Color Setting`, the Touchscreen asks if you want to send a color fax. Press `Yes (Color fax)` to confirm. The machine dials and sends the page.

- 6 When the Touchscreen displays `Next Page?`, do one of the following:

- To send a single page, press `No`.
The machine sends the document.
- To send more than one page, press `Yes` and go to step 7.

- 7 Place the next page on the scanner glass.
Press `OK`.
The machine scans the page. (Repeat steps 6 and 7 for each additional page.)

Stop faxing

To stop faxing, press .

How to store numbers

Store fax and telephone numbers in your machine's Address Book or create Groups of fax recipients so you can broadcast a fax to many people at once.

NOTE



Even if you lose electrical power, numbers stored in your Address Book will not be lost.

Storing a pause

When storing Address Book numbers, you can insert one or more 3.5-second pauses by pressing `Pause` on the Touchscreen.


Storing Address Book numbers


Your Address Book can hold up to 100 entries, each with up to two numbers.

- 1 Press  (Fax).
- 2 Press  (Address Book).
- 3 Press `Edit`.
- 4 Press `Add New Address`.
- 5 Press `Name`.
- 6 Enter the name (up to 16 characters) using the keyboard on the Touchscreen. Press `OK`.
(See *Entering Text* on page 8.)
- 7 Press `Address 1`.
- 8 Enter the first fax or telephone number (up to 20 digits) using the Touchscreen. Press `OK`.

NOTE



If you downloaded Internet Fax (I-Fax):

To store an email address to use with Internet Fax (I-Fax) or Scan to E-mail server, press  and enter the email address, and then press `OK`.

- 9 To store a second fax or telephone number, press `Address 2`. Enter the fax or telephone number (up to 20 digits) using the Touchscreen. Press `OK`.
- 10 Press `OK` to confirm.
- 11 Do one of the following:
 - To store another Address Book number, repeat steps 3 to 10.
 - When finished, press .

How to set your Station ID

Set your machine's Station ID so that the date and time appear on each fax you send. If you are not using this machine for faxing, the Station ID is not required.

- 1 Press  (Settings).
- 2 Press `All Settings`.
- 3 Swipe up or down or press `▲` or `▼` to display `Initial Setup`. Press `Initial Setup`.
- 4 Press `Station ID`.
- 5 Press `Fax`.
- 6 Enter your fax number (up to 20 digits) using the Touchscreen. Press `OK`.
- 7 Press `Name`.
- 8 Enter your name (up to 20 characters) using the Touchscreen. Press `OK`.
(See *Entering Text* on page 8.)
- 9 Press .

NOTE

(USA only)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or electronic device to send any message via a telephone fax machine unless such messages clearly contain, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity or other individual sending the message and the telephone number of the sending machines or such business, other entity or individual.

Receive Modes

How to choose the correct Receive Mode

The correct Receive Mode is determined by the external devices and telephone subscriber services (such as Voice Mail and Distinctive Ring) you will be using on the same line as the Brother machine.

Will you be using a Distinctive Ring number for receiving faxes?

Brother uses the term “Distinctive Ring” but different telephone companies may have other names for this service, such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See Online User’s Guide: *Distinctive Ring*.)

Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See Online User’s Guide: *Voice Mail*.)

Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?

Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose `External TAD` as your Receive Mode. (See Online User’s Guide: *External TAD (Telephone Answering Device)*.)

Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Choose `Fax Only` as your Receive Mode. (See *Fax Only* on page 40.)

Will you be using your Brother machine on the same line as your telephone?**Do you want to receive voice calls and faxes automatically?**


`Fax/Tel` mode is used when sharing the Brother machine and your telephone on the same line. Choose `Fax/Tel` as your Receive Mode. (See *Fax/Tel* on page 40.)

Important Note: You cannot receive voice messages on either Voice Mail or an answering machine with `Fax/Tel` mode.

Do you expect to receive very few faxes?


Choose `Manual` as your Receive Mode. You control the telephone line and must answer every call yourself. (See *Manual* on page 41.)

To set the Receive Mode, follow the instructions:

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Swipe up or down or press ▲ or ▼ to display Fax.
- 4 Press Fax.
- 5 Swipe up or down or press ▲ or ▼ to display Setup Receive.
- 6 Press Setup Receive.
- 7 Swipe up or down or press ▲ or ▼ to display Receive Mode.
- 8 Press Receive Mode.

NOTE

If you cannot change the Receive Mode, make sure the Distinctive Ring feature is set to Off. (See Online User's Guide: *Register the Distinctive Ring Pattern.*)

- 9 Press Fax Only, Fax/Tel, External TAD or Manual.
- 10 Press .

Receive Modes overview

Some Receive Modes answer automatically (Fax Only and Fax/Tel). You may want to change the Ring Delay before using these modes. (See *Ring Delay* on page 42.)

Fax Only

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

Fax/Tel

Fax/Tel mode recognizes and manages incoming fax and voice calls:

- Faxes will be received automatically.
- Voice calls will start the F/T Ring to alert you to answer the call. The F/T Ring is a fast pseudo/double-ring made by your machine.

(See *F/T Ring Time (Fax/Tel mode only)* on page 42.)

(See *Ring Delay* on page 42.)

Manual

Manual mode turns off all automatic answering operations unless you are using the Distinctive Ring feature.

To receive a fax in **Manual** mode, lift the handset of the external telephone or press **Hook**. When you hear fax tones (short repeating beeps), press **Fax Start** and choose **Receive**. The Easy Receive feature lets you receive faxes by lifting a handset on the same line as the machine.

(See Online User's Guide: *Set Easy Receive*.)

External TAD

External TAD mode lets an external answering device manage your incoming calls:

- Faxes will be received automatically.
- Voice callers can record a message on the external TAD.



To connect your External TAD, see Online User's Guide: *Connect an External TAD*.

Receive Mode settings

Ring Delay

Ring Delay sets the number of times the machine rings before it answers in **Fax Only** or **Fax/Tel** mode. If you have external or extension telephones on the same line as the machine, keep the Ring Delay setting of four rings.

(See Online User's Guide: *Operation from External and Extension Telephones and Set Easy Receive.*)

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Swipe up or down or press ▲ or ▼ to display **Fax**.
- 4 Press **Fax**.
- 5 Swipe up or down or press ▲ or ▼ to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Swipe up or down or press ▲ or ▼ to display **Ring Delay**.
- 8 Press **Ring Delay**.
- 9 Swipe up or down or press ▲ or ▼ to display 0, 1, 2, 3, or 4, and then press the option you want.
If you select 0, the machine will answer immediately and the line will not ring at all.
- 10 Press .



F/T Ring Time (Fax/Tel mode only)

When your machine receives a call, you and your caller will hear the normal telephone ring. The number of rings is set in the Ring Delay setting.

If the call is a fax, your machine will print or store it. If the call is a voice call, the machine will sound the F/T Ring (a fast pseudo/double-ring) for the number of seconds you have set for the F/T Ring Time. If you hear the F/T Ring, it means you have a voice caller on the line.

Because the F/T Ring is made by the machine, extension and external telephones will *not* ring, although you can still answer the call on any telephone by using a remote code.

(See Online User's Guide: *Use the Remote Codes.*)

- 1 Press  (Settings).
- 2 Press **All Settings**.
- 3 Swipe up or down or press ▲ or ▼ to display **Fax**.
- 4 Press **Fax**.
- 5 Swipe up or down or press ▲ or ▼ to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Swipe up or down or press ▲ or ▼ to display **F/T Ring Time**.
- 8 Press **F/T Ring Time**.
- 9 Press 20, 30, 40 or 70 seconds.
- 10 Press .

NOTE

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

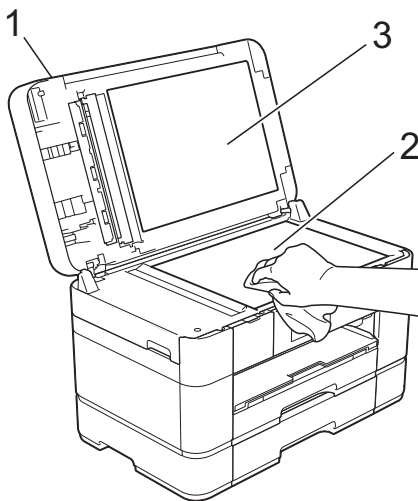
A

Routine maintenance

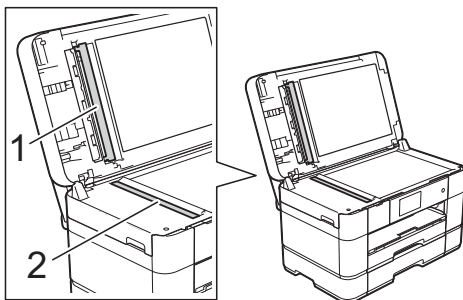
How to clean and check the machine

Cleaning the scanner

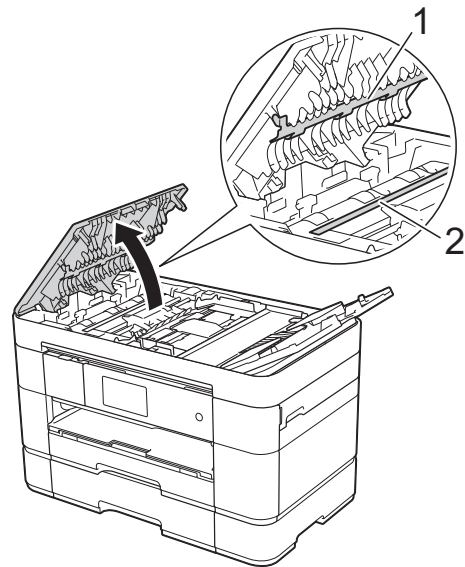
- 1 Unplug the machine from the AC power outlet.
- 2 Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.



- 3 In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with a non-flammable glass cleaner.



- 4 (MFC-J5720DW)
Close the document cover and open the ADF cover.
Clean the white bar (1) and the glass strip (2) with a soft lint-free cloth moistened with a non-flammable glass cleaner.



- 5 (MFC-J5720DW)
Close the ADF cover.

Checking the print quality

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

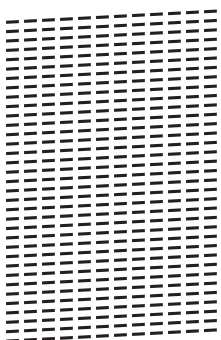
- 1 Press .

NOTE

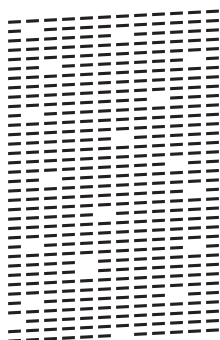
You can also press , and then press Maintenance.


- 2 Press `Improve Print Quality`.
- 3 Press `Check Print Quality`.
- 4 Following the instructions on the Touchscreen, load Letter or A4 size plain paper in the paper tray, and then press `OK`. The machine prints the Print Quality Check Sheet.
- 5 Check the quality of the four color blocks on the sheet.
- 6 The Touchscreen displays a message asking about the print quality. Do one of the following:
 - If all lines are clear and visible, press `No` to finish the Print Quality check, and then go to step 10.
 - If you can see missing short lines as shown in the illustration, press `Yes`.

OK



Poor



- 7 The Touchscreen prompts you to check the print quality of each color. Following the instructions on the Touchscreen, press 1, 2, 3 or 4 to select the example most similar to the Print Quality Check Sheet for each color.
- 8 If you press number 2, 3, or 4, the Touchscreen prompts you to start cleaning. Press `Start`.
- 9 After the cleaning procedure is finished, press `Yes`, and return to step 4.
- 10 Press .

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

IMPORTANT

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

NOTE

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



Letter, A4 and Executive



Ledger, A3, Legal, Folio, A5, A6, envelopes, Photo (4" × 6" / 10 × 15 cm), Photo L (3.5" × 5" / 89 × 127 mm), Photo 2L (5" × 7" / 13 × 18 cm) and Index Card (5" × 8" / 127 × 203 mm)

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




Checking the print alignment

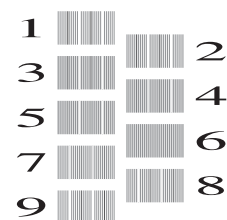
If your printed text becomes blurred or images become faded after transporting the machine, adjust the print alignment.

- 1 Press .

NOTE

You can also press  and then Maintenance.

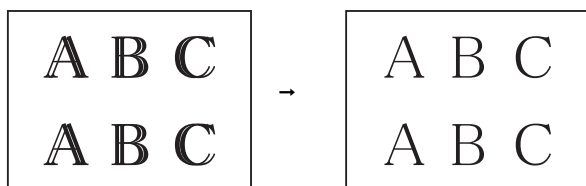
- 2 Press `Improve Print Quality`.
- 3 Press `Alignment`.
- 4 Press `Next`.
- 5 Swipe up or down or press `▲` or `▼` to display the paper size options and then press the paper size that needs a print alignment adjustment, and then press it.
- 6 Press `Basic alignment` or `Advanced alignment`.
- 7 Following the instructions on the Touchscreen, load plain paper of the selected size in Tray #1, and then press `Start`.
The machine prints the Alignment Check Sheet.



- 8 For the "A" pattern, swipe up or down or press `▲` or `▼` to display the number of the test print that has the least visible vertical stripes (1-9), and then press it. Then press `OK`.
In the example, number 6 is the best choice.

- 9 Do one of the following:
- If you selected **Basic alignment**, repeat step 8 for patterns B to H.
 - If you selected **Advanced alignment**, repeat step 8 for patterns B to Z.

NOTE



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

After the print alignment is adjusted properly, text looks sharp.

-
- 10 Press .

NOTE

For more information about cleaning and checking the machine, see Online User's Guide: *Clean Your Brother Machine* and *Check Your Brother Machine*.

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

You can correct most problems by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit <http://support.brother.com>.

Identifying the problem

First, check the following.

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

(See *Error and maintenance messages* on page 47.)


If you did not solve the problem with the above checks: See *If you are having difficulty with your machine* on page 67.

Error and maintenance messages

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

| Error Message | Cause | Action |
|---|---|--|
| <p>B&W 1-sided Print Only</p> <p>Replace ink.</p> | <p>One or more of the color ink cartridges have reached the end of their life.</p> <p>You can use the machine in black and white mode for approximately four weeks depending on the number of pages you print.</p> <p>While this message appears on the Touchscreen, each operation works in the following way:</p> <ul style="list-style-type: none"> ■ Printing <p>If the media type is set to Plain Paper in the Basic tab and Grayscale is chosen in the Advanced tab of the printer driver, you can use the machine as a black and white printer.</p> <p>2-sided print is not available when this message appears.</p> ■ Copying <p>If the paper type is set to Plain Paper you can make copies in black and white.</p> <p>2-sided copy is not available when this message appears.</p> ■ Faxing <p>If the paper type is set to Plain Paper or Inkjet Paper, the machine will receive and print the faxes in black and white.</p> <p>If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black and white.</p> | <p>Replace the ink cartridges.</p> <p>(See Online User's Guide: <i>Replace the Ink Cartridges.</i>)</p> <p>NOTE</p> <p>The machine will stop all print operations and you will not be able to use the machine until you change to a new ink cartridge in the following cases:</p> <ul style="list-style-type: none"> • If you unplug the machine or take out the ink cartridge. • (Windows®) If you select Slow Drying Paper in the Basic tab of the printer driver. <p>(Macintosh) If you select Slow Drying Paper in the Print Settings drop-down list of the printer driver.</p> |

| Error Message | Cause | Action |
|------------------------------|---|--|
| Cannot Detect | You installed a new ink cartridge too quickly and the machine did not detect it. | Take out the new ink cartridge and reinstall it slowly and firmly until it latches. |
| | An ink cartridge is not installed correctly. | (See Online User's Guide: <i>Replace the Ink Cartridges.</i>) |
| | A used ink cartridge was reinstalled. | Remove the used ink cartridge and install a new one. |
| | If you are not using Genuine Brother Innobella ink, the machine may not detect the ink cartridge. | Use a new Genuine Brother Innobella Ink Cartridge. If the error is not cleared, call Brother Customer Service. |
| | The ink cartridge must be replaced. | Replace the ink cartridge with a new, genuine Brother ink cartridge. |
| | The new ink cartridge has an air bubble. | Slowly turn the ink cartridge so that the ink supply port is pointing downward, and then reinstall the cartridge. |
| | The wrong Brother model ink cartridge was installed. | Check the model numbers of the ink cartridges and install the correct ink cartridges. (See <i>Supplies</i> on page 83.) |
| Cannot Detect Ink Volume | If you are not using Genuine Brother Innobella ink, the machine may not detect the ink volume. | Use a new Genuine Brother Innobella Ink Cartridge. If the error is not cleared, call Brother Customer Service. |
| Cannot Print
Replace ink. | One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations. While memory is available, black and white faxes will be stored in the memory. If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black and white. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black and white fax. | Replace the ink cartridges.
(See Online User's Guide: <i>Replace the Ink Cartridges.</i>) |
| Comm.Error | Poor telephone line quality caused a communication error. | Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line. |
| Connection Failed | You tried to poll a fax machine that is not in Polled Waiting mode. | Check the other fax machine's polling setup. |

| Error Message | Cause | Action |
|---|--|--|
| (MFC-J5520DW/J5620DW)
Current Tray #1
Settings
Current MP Tray
Settings
(MFC-J5720DW)
Current Tray #1
Settings
Current Tray #2
Settings
Current MP Tray
Settings | These messages are displayed when the Check Paper setting to confirm the paper type and size is enabled. | To not display this confirmation message, set the Check Paper setting to Off. (See <i>Check Paper setting</i> on page 23.) |
| Data Remaining in Memory | Print data is left in the machine's memory. | Press  . The machine will cancel the job and clear it from the memory. Try to print again. |
| Disconnected | The other person or other person's fax machine stopped the call. | Try to send or receive again. If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP). (See <i>Telephone Line Interference or VoIP System</i> on page 77.) |
| Document Jam/too Long | The document was not inserted or fed correctly, or the document scanned from the ADF was too long. | (See <i>Using the ADF</i> on page 24.)
(See <i>Document jam</i> on page 58.) |
| DR Mode in Use | The machine is in Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode. | Set Distinctive Ring to Off.
(See <i>Online User's Guide: Register the Distinctive Ring Pattern.</i>) |
| High Temperature | The room temperature is too high. | After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down. |
| Hub is Unusable. | A hub or USB flash drive with hub has been connected to the USB direct interface. | Hubs, including a USB flash drive that has a built-in hub, are not supported. Unplug the device from the USB direct interface. |
| Image Too Long | The proportions of your photo are irregular so effects could not be added. | Choose a regularly proportioned image. |
| Image Too Small | The size of your photo is too small to trim. | Choose a larger image. |

| Error Message | Cause | Action |
|----------------------------------|---|---|
| <p>Ink Absorber Pad Full</p> | <p>The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans itself upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality, which is resolved by cleaning. The more cleaning the machine requires, the faster these boxes will fill up.</p> <p>NOTE</p> <p><i>Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.</i></p> | <p>The ink absorber box or flushing box must be replaced. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See <i>Brother numbers</i> on page i.)</p> <p>Other reasons for cleaning are:</p> <ol style="list-style-type: none"> 1 After a paper jam has been cleared, the machine automatically cleans itself before the next received fax page is printed. 2 The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use). 3 The machine automatically cleans itself after ink cartridges of the same color have been replaced 12 times. |
| <p>Ink Absorber Pad NearFull</p> | <p>The ink absorber box or flushing box is nearly full.</p> | <p>The ink absorber box or flushing box must be replaced soon.</p> <p>Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See <i>Brother numbers</i> on page i.)</p> |




| Error Message | Cause | Action |
|------------------|---|--|
| Ink Low | One or more of the ink cartridges are near the end of their life. If one of the color ink cartridges is near the end of its life and someone is sending you a color fax, your machine's "handshake" will ask that the fax be sent as black and white. If the sending machine has the ability to convert it, the color fax will be printed at your machine as a black and white fax. | Order a new ink cartridge. You can continue printing until the Touchscreen displays <i>Cannot Print.</i> (See <i>Ordering accessories and supplies</i> on page ii.)

To replace the ink cartridges, see Online User's Guide: <i>Replace the Ink Cartridges.</i> |
| Low Temperature | The room temperature is too low. | After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up. |
| Media Error | The memory card is either corrupted, incorrectly formatted, or there is a problem with the memory card. | Remove the memory card from the media drive (slot) of the machine and format it correctly.

Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive (slot) of the machine by putting in another memory card that you know is working. |
| Media is Full. | The memory card or USB flash drive you are using already contains 999 files.

The memory card or USB flash drive you are using does not have enough free space to scan the document. | Your machine can save to your memory card or USB flash drive only if it contains less than 999 files. Delete unused files and try again.

Press  .


Delete unused files from your memory card or USB flash drive to make some free space, and then try again. |
| No Caller ID | There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company. | If you want to use the Caller ID feature, call your telephone company. (See Online User's Guide: <i>Caller ID.</i>) |
| No Ink Cartridge | An ink cartridge is not installed correctly. | Take out the new ink cartridge and reinstall it slowly and firmly until it latches.


(See Online User's Guide: <i>Replace the Ink Cartridges.</i>) |

| Error Message | Cause | Action |
|--|---|---|
| (MFC-J5520DW/J5620DW)
No Paper Fed [Tray #1]
No Paper Fed [MP Tray]
(MFC-J5720DW) | The machine is out of paper or paper is not correctly loaded in the paper tray. | Do one of the following: <ul style="list-style-type: none"> ■ Refill the paper tray, and then press OK on the Touchscreen. ■ Remove and reload the paper, then press OK on the Touchscreen. (See <i>Before loading paper</i> on page 9.) |
| No Paper Fed [Tray #1] | The paper tray was not fully inserted. | Remove the paper tray and reinstall it until it locks into place, and then press OK on the Touchscreen. |
| No Paper Fed [Tray #2]
No Paper Fed [MP Tray] | The paper was not inserted in the center position of the manual feed slot or MP Tray. | Remove the paper and re-insert it in the center of the manual feed slot, and then press OK on the Touchscreen. (See <i>Loading paper in the manual feed slot</i> on page 19.) |
| | The Jam Clear Cover is not closed correctly. | Make sure the Jam Clear Cover is closed evenly at both ends. (See <i>Printer jam or paper jam</i> on page 60.) |
| | Paper dust has accumulated on the surface of the paper pick-up rollers. | Clean the paper pick-up rollers. (See Online User's Guide: <i>Clean the Paper Pick-up Rollers</i> and <i>Clean the Paper Pick-up Rollers for Paper Tray #2</i> .) |
| | The paper is jammed in the machine. | Remove the jammed paper by following the steps. (See <i>Printer jam or paper jam</i> on page 60.)

If this error occurs often during 2-sided copying or 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers. (See Online User's Guide: <i>Clean the Paper Feed Rollers</i> .) |
| Out of Fax Memory | The fax memory is full. | Do one of the following: <ul style="list-style-type: none"> ■ Clear the data from the memory. To gain extra memory, you can turn off Memory Receive. (See Online User's Guide: <i>Turn Off Memory Receive</i>.) ■ Print the faxes that are in the memory. (See Online User's Guide: <i>Print a Fax Stored in the Machine's Memory</i>.) |



| Error Message | Cause | Action |
|---|---|--|
| Out of Memory | The machine's memory is full. | <p>If a fax-sending or copy operation is in process:</p> <ul style="list-style-type: none"> ■ Press  or <code>Quit</code> or <code>Close</code> and wait until the other operations that are in process finish, and then try again. ■ Press <code>Send Now</code> to send the pages scanned so far. ■ Press <code>Partial Print</code> to copy the pages scanned so far. ■ Clear the data in the memory. To gain extra memory, you can turn off <code>Memory Receive</code>.
(See Online User's Guide: <i>Turn Off Memory Receive</i>.) ■ Print the faxes that are in the memory.
(See Online User's Guide: <i>Print a Fax Stored in the Machine's Memory</i>.) |
| Paper Jam [Front]
Paper Jam [Front,Rear]
Paper Jam [Rear] | The paper is jammed in the machine. | <p>Remove the jammed paper by following the steps. (See <i>Printer jam or paper jam</i> on page 60.)</p> <p>If there is a repeat paper jam, try another paper jam operation. (See <i>Additional paper jam clear operations</i> on page 65.)</p> |
| (MFC-J5520DW/J5620DW)
Paper Tray not detected | The paper tray is not completely inserted. | Slowly push the paper tray completely into the machine. |
| (MFC-J5720DW)
Paper Tray #1 not detected
Paper Tray #2 not detected | Jammed paper or a foreign object has prevented the paper tray from being inserted properly. | Pull the paper tray out of the machine and remove the paper or foreign object. If you cannot find or remove the jammed paper, follow the steps. (See <i>Printer jam or paper jam</i> on page 60.) Slowly push the paper tray completely into the machine. |
| Touchscreen Initialization Failed | The Touchscreen was pressed before the power on initialization was completed. | Make sure that nothing is touching or resting on the Touchscreen, especially when plugging in the machine. |
| | Debris may be stuck between the lower part of the Touchscreen and its frame. | Insert a piece of stiff paper between the lower part of the Touchscreen and its frame and slide it back and forth to push out the debris. |

| Error Message | Cause | Action |
|--|---|--|
| <p>Unable to Clean XX
Unable to Initialize XX
Unable to Print XX</p> | <p>The machine has a mechanical problem.</p> <p>—OR—</p> <p>A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.</p> | <p>Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes, and then reconnect it.</p> <p>You can try additional paper jam clear operations. (See <i>Additional paper jam clear operations</i> on page 65.)</p> <p>(The machine can be turned off without losing faxes stored in the memory. (See <i>Transferring your faxes or Fax Journal report</i> on page 57.))</p> <p>If the problem continues, call Brother Customer Service.</p> |
| <p>Unable to Scan XX</p> | <p>The machine has a mechanical problem.</p> | <p>Disconnect the machine from the power for several minutes, and then reconnect it.</p> <p>The machine can be turned off without losing faxes stored in the memory. (See <i>Transferring your faxes or Fax Journal report</i> on page 57.)</p> <p>If the problem continues, call Brother Customer Service.</p> |
| <p>Unusable Device
Disconnect device from front connector & turn machine off & then on</p> | <p>A broken device is connected to the USB direct interface.</p> | <p>Unplug the device from the USB direct interface, and then press  to turn the machine off and then on again.</p> |
| <p>Unusable Device
Please disconnect USB device.</p> | <p>A USB device or USB flash drive that is not supported has been connected to the USB direct interface.</p> | <p>Unplug the device from the USB direct interface. Turn the machine off and then on again.</p> |
| <p>Wrong Ink Color</p> | <p>An ink cartridge has been installed in the wrong position.</p> | <p>Check which ink cartridges are not matched by color to their ink cartridge positions and move them to their correct positions.</p> |

| Error Message | Cause | Action |
|---|--|--|
| (MFC-J5520DW/J5620DW)
Wrong Paper | The paper size setting does not match the size of paper in the tray. | 1 Check that the paper size you choose on the Touchscreen matches the size of the paper in the tray.

(See <i>Set Paper Size and Type</i> on page 22.) |
| Wrong Paper [Tray #1] | The paper orientation is not proper for the paper size. | |
| Wrong Paper [MP Tray]
(MFC-J5720DW)
Wrong Paper | You did not set the paper guides in the tray to the indicators for the paper size you are using. | 2 Make sure you loaded the paper in the proper orientation, and set the paper guides at the indicators for your paper size. (See <i>Before loading paper</i> on page 9.) |
| Wrong Paper [Tray #1] | | 3 After you have checked the paper size and the paper orientation, press OK on the Touchscreen.

If you are printing from your computer, make sure the paper size you choose in the printer driver matches the size of paper in the tray.

For more information, see Online User's Guide: <i>Change the Paper Size (Windows®)</i> or <i>Change the Paper Size (Macintosh)</i> . |
| Wrong Paper [Tray #2] | | |
| Wrong Paper [MP Tray] | | |
| Wrong Tray Settings | | The machine's Paper Size and Tray Use settings do not match the size of paper in the tray you are using. |

Error animations

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

Transferring your faxes or Fax Journal report

If the Touchscreen displays:

- Unable to Clean XX
- Unable to Initialize XX
- Unable to Print XX
- Unable to Scan XX

We recommend transferring your faxes to another fax machine or to your PC.

(See *Transferring faxes to another fax machine* on page 57.)

(See *Transferring faxes to your PC* on page 57.)



Transfer the Fax Journal report to see if there are any faxes you must transfer.


(See *Transferring the Fax Journal report to another fax machine* on page 58.)

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode.


(See *How to set your Station ID* on page 38.)

- 1 Press  to temporarily interrupt the error.
- 2 Press  (Settings).
- 3 Press All Settings.
- 4 Swipe up or down or press ▲ or ▼ to display Service.
- 5 Press Service.


- 6 Press Data Transfer.
- 7 Press Fax Transfer.
- 8 Do one of the following:
 - If the Touchscreen displays No Data, there are no faxes in the machine's memory.
 - Press Close, and then press .
 - Enter the fax number where faxes will be forwarded.
- 9 Press Fax Start.

Transferring faxes to your PC


Transfer faxes from your machine's memory to your PC.


- 1 Press  to temporarily interrupt the error.
- 2 Make sure you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-FAX Receive** on the PC. Do one of the following:

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

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



(Windows® 8)

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

- 3 Make sure you have set PC-Fax Receive on the machine.
(See Online User's Guide: *Use PC-Fax Receive to transfer Received Faxes to Your Computer (Windows® only).*)
If faxes are in the machine's memory when you set up PC-Fax Receive, the Touchscreen displays a message asking if you want to transfer the faxes to your PC.
- 4 Do one of the following:
 - To transfer all faxes to your PC, press **Yes**. If Fax Preview is set to **Off**, the Touchscreen displays a message asking if you also want to turn on the backup print option.
 - To exit and leave the faxes in the machine's memory, press **No**.
- 5 Press .

Transferring the Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode.
(See *How to set your Station ID* on page 38.)

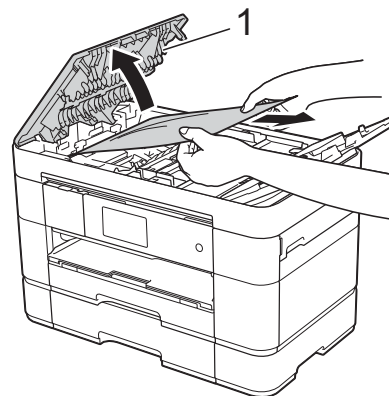
- 1 Press  to temporarily interrupt the error.
- 2 Press  (Settings).
- 3 Press **All Settings**.
- 4 Swipe up or down or press **▲** or **▼** to display **Service**.
- 5 Press **Service**.
- 6 Press **Data Transfer**.
- 7 Press **Report Transfer**.
- 8 Enter the fax number where the Fax Journal report will be forwarded.
- 9 Press **Fax Start**.

Document jam

Documents can jam in the ADF if they are not inserted or fed correctly, or if they are too long. Follow the steps to clear a document jam.

Document is jammed in the top of the ADF

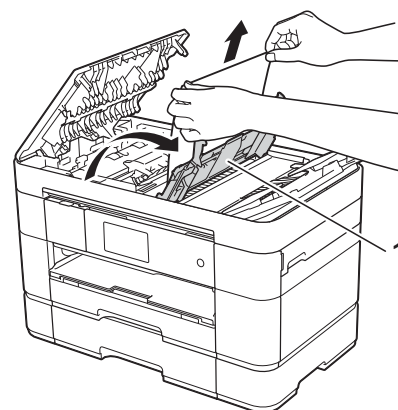
- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Remove the jammed document by pulling it upward.




1 ADF cover

NOTE

If you cannot remove the jammed paper, open the feed tray (1) and then remove the jammed paper.



Close the feed tray before closing the ADF cover.

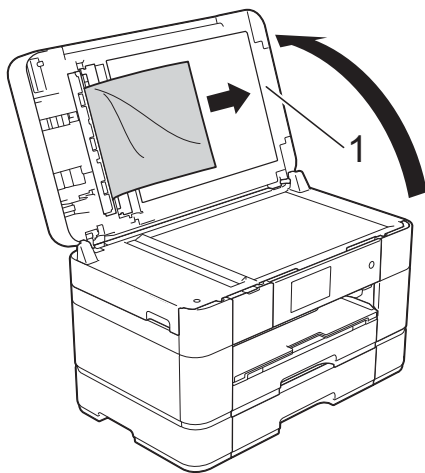
- 4 Close the ADF cover.
- 5 Press .

IMPORTANT


To avoid future document jams, close the ADF cover correctly by placing your hands in the center and pressing down gently.

Document is jammed inside the ADF

- 1 Take any paper that is not jammed out of the ADF.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the right.

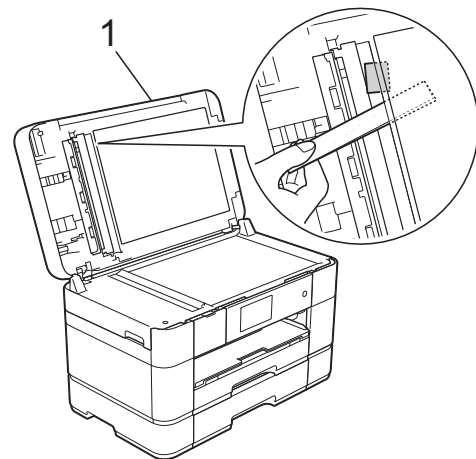


1 Document Cover


- 4 Close the document cover.
- 5 Press .

Paper scraps are jammed in the ADF

- 1 Lift the document cover.
- 2 Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



1 Document Cover

- 3 Close the document cover.
- 4 Press .

Printer jam or paper jam

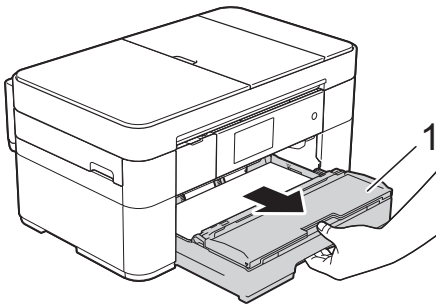
Follow these steps to locate and remove the jammed paper if the Touchscreen displays:

Paper Jam [Front] OR
Paper Jam [Front,Rear]

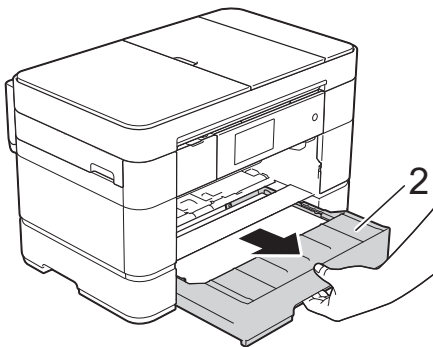
NOTE

If the Touchscreen displays
Paper Jam [Rear], see page 63.

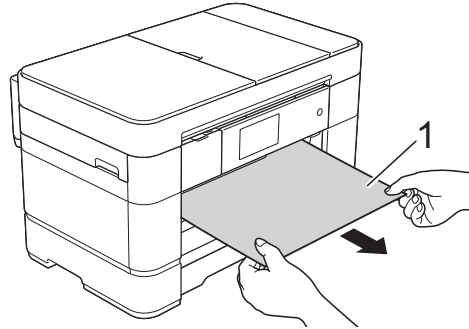
- 1 Unplug the machine from the AC power outlet.
- 2 If paper is loaded in the MP Tray, remove the paper.
- 3 (MFC-J5520DW/J5620DW)
Pull Tray #1 (1) completely out of the machine.



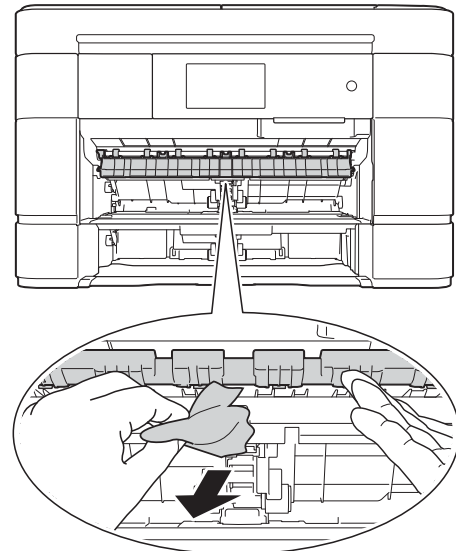
(MFC-J5720DW)
Pull Tray #1 and then Tray #2 (2)
completely out of the machine.



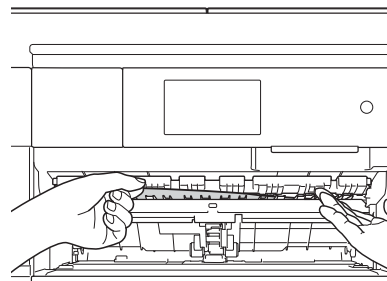
- 4 Pull out the jammed paper (1).



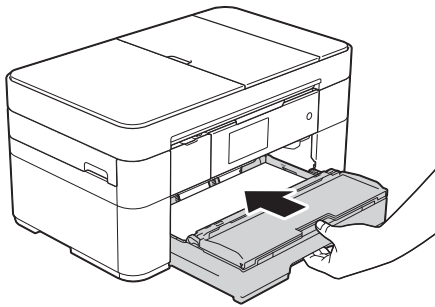
- 5 Lift the Jam Clear Flap, and remove the jammed paper.



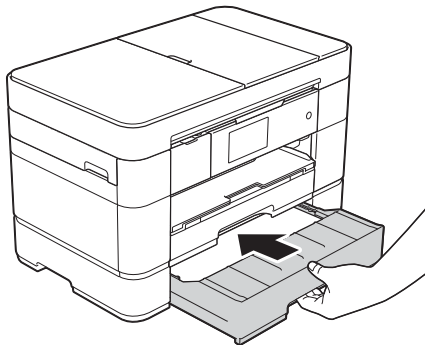
- 6 Make sure you look carefully inside the machine above and below the Jam Clear Flap for scraps of paper.



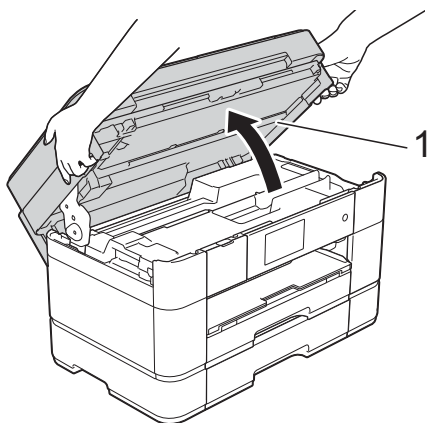
- 7** (MFC-J5520DW/J5620DW)
Put Tray #1 firmly back in the machine.



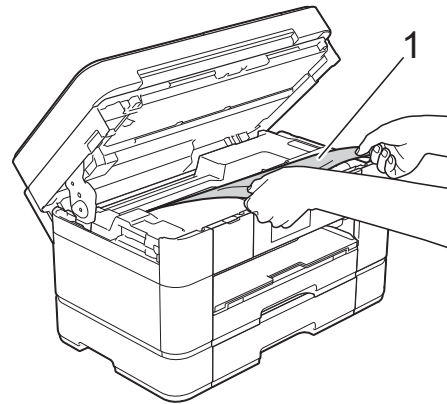
- (MFC-J5720DW)
Put Tray #1 and then Tray #2 firmly back in the machine.



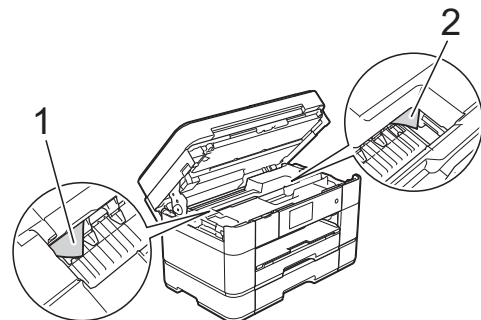
- 8** Using both hands, use the finger holds on each side of the machine to lift the scanner cover (1) into the open position.




- 9** Slowly pull the jammed paper (1) out of the machine.

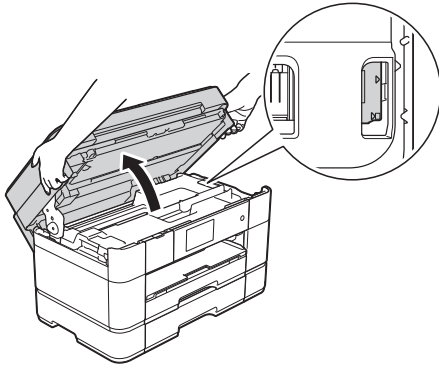


- 10** Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper scraps are not left in the corners of the machine (1) and (2).



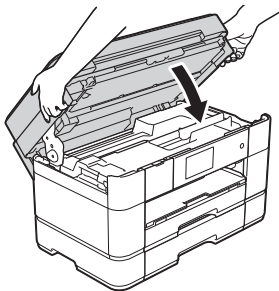
IMPORTANT

- If paper is jammed under the print head, unplug the machine from the power source, and then move the print head to release the paper.
- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Reconnect the power cord. Hold down  until the print head moves to the center. Then unplug the machine from the power source and remove the paper.



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

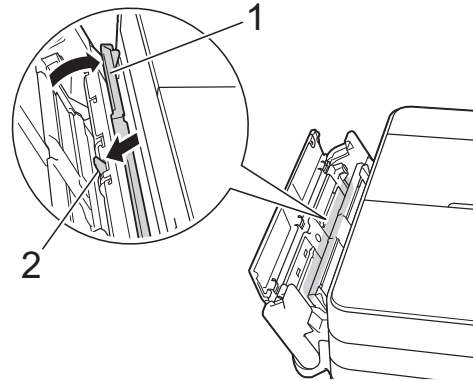
- 11** Gently close the scanner cover using the finger holds on each side.



Do one of the following:

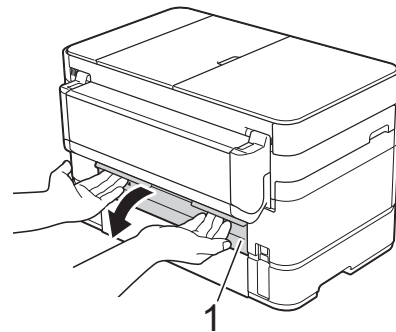
- If the Touchscreen displays Paper Jam [Front], go to step **13**.
- If the Touchscreen displays Paper Jam [Front, Rear], go to step **12**.

- 12** Open the MP Tray. Make sure you look carefully inside for jammed paper. If there is jammed paper, slowly pull it out of the MP Tray. If you cannot remove the jammed paper, lift the cover (1) forward and push the release lever (2) toward the back of the machine. Then remove the paper.

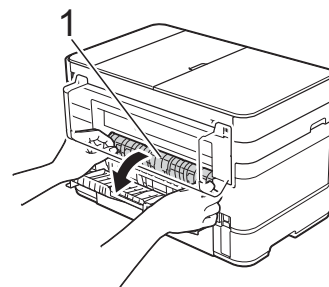


- 13** Close the MP Tray.

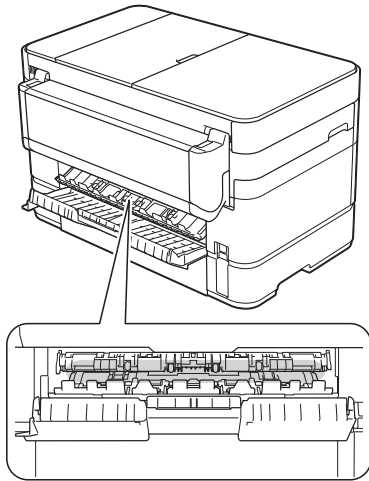
- 14** Open the Jam Clear Cover (1) at the back of the machine.



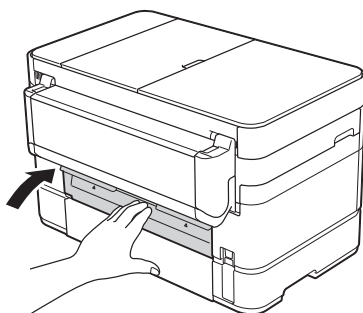
- 15** Open the inside cover (1).



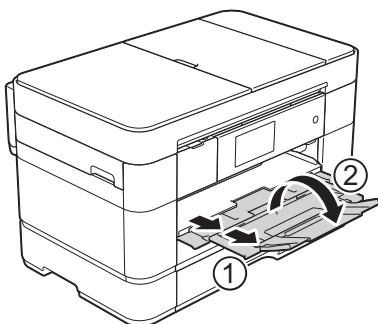
- 16** Make sure you look carefully inside for jammed paper. If paper is jammed, slowly pull it out of the machine.



- 17** Close the inside cover and Jam Clear Cover. Make sure the covers are closed completely.



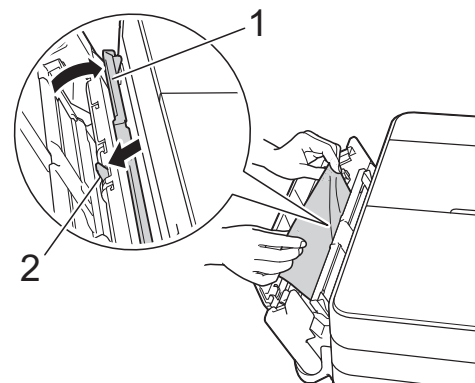
- 18** Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



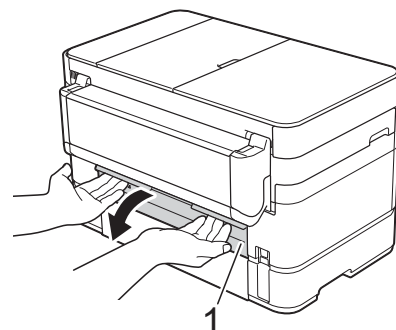
- 19** Reconnect the power cord.

If the Touchscreen displays Paper Jam [Rear], follow these steps:

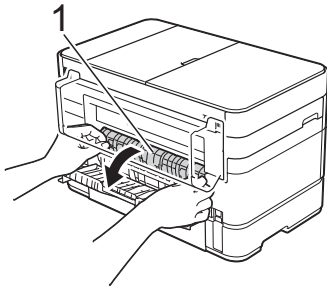
- 1** Unplug the machine from the AC power outlet.
- 2** Open the MP Tray.
If the paper is loaded in the MP Tray, remove it.
- 3** Slowly pull the jammed paper out of the MP Tray. If you cannot remove the jammed paper, lift the cover (1) forward and push the release lever (2) toward the back of the machine. Then remove the paper.



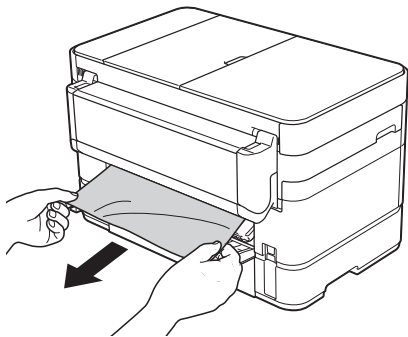
- 4** Close the MP Tray.
- 5** Open the Jam Clear Cover (1) at the back of the machine.



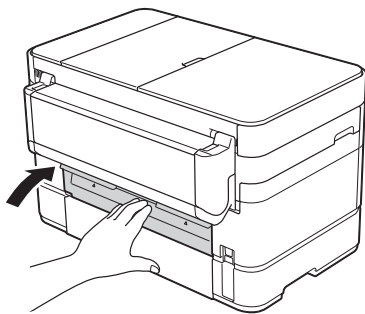
- 6 Open the inside cover (1).



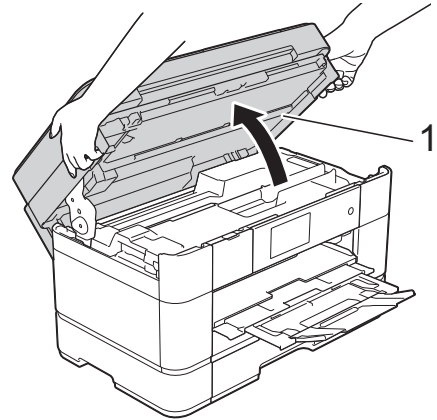
- 7 Slowly pull the jammed paper out of the machine.



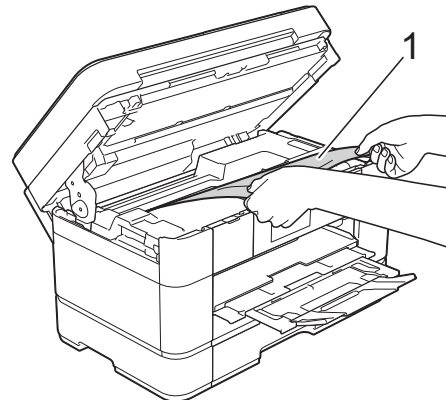
- 8 Close the inside cover and Jam Clear Cover. Make sure the covers are closed properly.



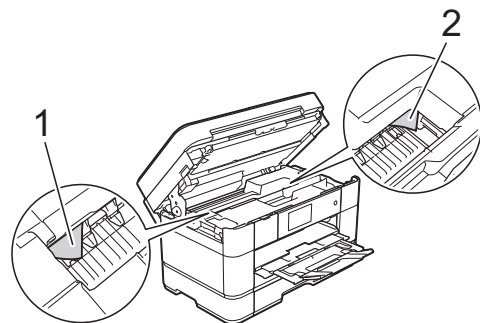
- 9 Using both hands, use the finger holds on each side of the machine to lift the scanner cover (1) into the open position.




- 10 Slowly pull the jammed paper (1) out of the machine.

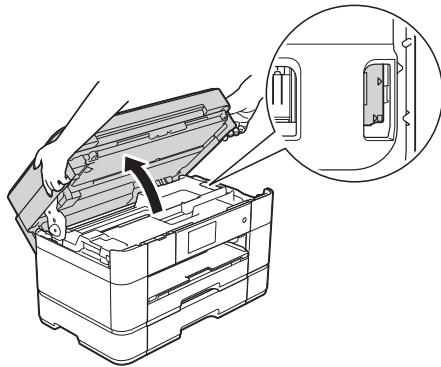


- 11 Move the print head (if necessary) to remove paper remaining in this area. Make sure paper scraps are not left in the corners of the machine (1) and (2).



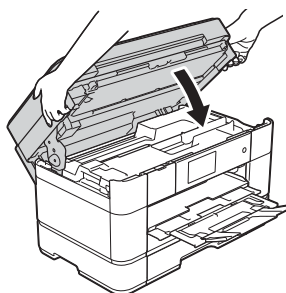
IMPORTANT

- If paper is jammed under the print head, unplug the machine from the power source, and then move the print head to release the paper.
- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Reconnect the power cord. Hold down  until the print head moves to the center. Then unplug the machine from the power source and remove the paper.



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

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




- 13 Reconnect the power cord.

NOTE

If there is a repeat paper jam, a small scrap of paper may be stuck in the machine. (See *Additional paper jam clear operations* on page 65.)

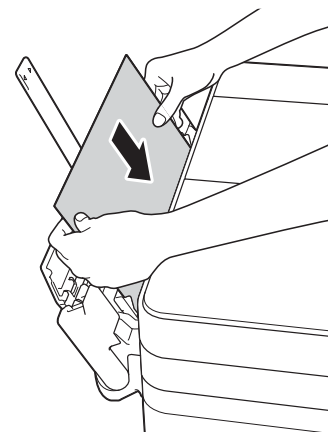
Additional paper jam clear operations

- 1 If you experience paper jam repeatedly (3 times or more), the Touchscreen displays a message asking if you want to remove the scraps. Press **Yes** to return to the Home screen.
- 2 Press  (Settings).
- 3 Press **Maintenance**.
- 4 Press **Remove Paper Scraps**.
- 5 Follow the instructions on the Touchscreen and remove the paper scraps.

NOTE

During the procedure, you must load the Maintenance sheet (included with your machine) in Landscape position in the manual feed slot. (If you do not have the Maintenance sheet, use one sheet of Letter or A4 size thicker paper, such as glossy paper.)

Make sure you put the sheet in the manual feed slot (not in the MP Tray).



Troubleshooting for Wireless LAN setup

Wireless LAN report

After you configure the wireless LAN settings of the machine, a wireless LAN report will be printed automatically.

If the printed report shows that the connection failed, check the error code on the printed report and refer to the following instructions.

| Error code | Recommended Solutions |
|------------|---|
| TS-01 | The wireless setting is not activated, change the wireless setting to ON. <ul style="list-style-type: none">■ If a network cable is connected to your machine, disconnect it and change your machine's wireless setting to ON. |
| TS-02 | Your wireless access point/router cannot be detected. Please try the following: <ul style="list-style-type: none">■ Check that you are selecting the correct SSID (network name) and are entering the correct network key.■ Check that your wireless access point/router is not using additional security settings, such as MAC address filtering.■ Try moving the device closer to your wireless access point/router. After it is connected to the network, you should be able to move it back to its previous location. |
| TS-04 | Unsupported authentication/encryption method has been detected on your wireless access point/router. <ul style="list-style-type: none">■ Your wireless access point/router is using an authentication/encryption method that is not supported by the device. Check that you are selecting the correct SSID (network name). |
| TS-05 | The specified SSID and network key are incorrect. <ul style="list-style-type: none">■ Check that you are selecting the correct SSID (network name) and are entering the correct network key. |
| TS-06 | The specified wireless security information is incorrect. <ul style="list-style-type: none">■ Check the authentication/encryption method that you are selecting and make sure you are entering the correct network key. |
| TS-07 | The machine cannot detect a wireless access point/router that has WPS or AOSS™ enabled. <ul style="list-style-type: none">■ If you would like to configure your wireless settings using WPS or AOSS™, you must set up WPS or AOSS™ on both your machine and the wireless access point/router. Confirm your wireless access point/router supports WPS or AOSS™ and try starting again. |
| TS-08 | Two or more wireless access points with WPS or AOSS™ enabled are detected. <ul style="list-style-type: none">■ Try starting again after a few minutes avoid interference from other access points. |

If you are having difficulty with your machine

IMPORTANT

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

If you think there is a problem with your machine, check the following tables of troubleshooting tips. You can correct most problems yourself.

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

Visit <http://support.brother.com>.

NOTE

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

Printing Difficulties

| Difficulty | Suggestions |
|--|--|
| The headers or footers appear when the document is displayed on the screen but they do not show up when it is printed. | There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this.
(See Online User's Guide: <i>Unprintable Area</i> .) |
| Print speed is too slow. | Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver as follows:





(Windows®)
Click Color Settings on the Advanced tab, and make sure you uncheck Color Enhancement (True2Life) .

(Macintosh)
Choose Color Settings , click Advanced Color Settings , and make sure you uncheck Color Enhancement . |
| | Turn the Borderless feature off. Borderless printing is slower than normal printing.



For more information, see Online User's Guide: <i>Print without a Border (Windows®)</i> or <i>Print without a Border (Macintosh)</i> . |



Print Quality Difficulties

| Difficulty | Suggestions |
|--|---|
| <p>Poor print quality.</p> | <p>Check the print quality. (See <i>Checking the print quality</i> on page 44.)</p> <p>Make sure that the Media Type setting in the printer driver or the Paper Type setting in the machine's menu matches the type of paper you are using. (See <i>Set Paper Size and Type</i> on page 22.)</p> <p>For more information, see Online User's Guide: <i>Change the Media Type (Windows®)</i> or <i>Change the Media Type (Macintosh)</i>.</p> <p>Make sure that your ink cartridges are fresh. The following may cause ink to clog:</p> <ul style="list-style-type: none"> ■ The expiration date written on the cartridge package has passed. (Genuine Brother Innobella ink cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored correctly before use. <p>Make sure you are using Genuine Brother Innobella Ink. Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.</p> <p>Make sure you are using one of the recommended types of paper. (See Online User's Guide: <i>Acceptable Paper and Other Print Media</i>.)</p> <p>The recommended environment for your machine is between 68 °F to 91 °F (20 °C to 33 °C).</p> |
| <p>White horizontal lines appear in text or graphics.</p>  <p>Letter, A4 and Executive</p>  <p>Ledger, A3, Legal, Folio, A5, A6, envelopes, Photo (4" × 6" / 10 × 15 cm), Photo L (3.5" × 5" / 89 × 127 mm), Photo 2L (5" × 7" / 13 × 18 cm) and Index Card (5" × 8" / 127 × 203 mm)</p> | <p>Check the print quality. (See <i>Checking the print quality</i> on page 44.)</p> <p>Make sure you are using Genuine Brother Innobella Ink.</p> <p>Try using the recommended types of paper. (See Online User's Guide: <i>Acceptable Paper and Other Print Media</i>.)</p> <p>To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using  to power down the machine. Using  allows minimal power to the machine, resulting in periodic, but less frequent cleaning of the print head.</p> |

Print Quality Difficulties (continued)

| Difficulty | Suggestions |
|---|---|
| The machine prints blank pages. | Check the print quality. (See <i>Checking the print quality</i> on page 44.) |
| | Make sure you are using Genuine Brother Innobella Ink. |
| | To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using  to power down the machine. Using  allows minimal power to the machine, resulting in periodic, but less frequent cleaning of the print head. |
| Characters and lines are blurred. | Check the printing alignment. (See <i>Checking the print alignment</i> on page 45.) |
| Printed text or images are skewed. | Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly. (See <i>Before loading paper</i> on page 9.) |
| | Make sure the Jam Clear Cover is closed correctly. |
| Smudge or stain at the top center of the printed page. | Make sure the paper is not too thick or curled.
(See Online User's Guide: <i>Acceptable Paper and Other Print Media</i> .) |
| Printing appears dirty or ink seems to run. | Make sure you are using the recommended types of paper.
(See Online User's Guide: <i>Acceptable Paper and Other Print Media</i> .) |
| | Do not handle the paper until the ink is dry. |
| | Make sure the printing surface is face down in the paper tray. |
| | Make sure you are using Genuine Brother Innobella Ink. |
| | If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the Media Type in the printer driver. |
| Ink is smudged or wet when using glossy photo paper. | Be sure to check the front and back of the paper. Place the glossy surface (printing surface) face down. (See <i>Set Paper Size and Type</i> on page 22.) |
| | If you use glossy photo paper, make sure that the paper type setting is correct. |
| Printouts appear dirty or the paper jams when using Ledger paper. | (PC print for Windows®) |
| | Check Slow Drying Paper in the Basic tab of the printer driver. |
| | (PC print for Macintosh) |
| | Select Print Settings from drop-down list and then check Slow Drying Paper of the printer driver. |
| | (Copy) |
| | Adjust the copy density to make copies lighter.
(See Online User's Guide: <i>Adjust the Copy Density</i> .) |
| Stains appear on the reverse side or at the bottom of the page. | Make sure the printer platen is not dirty with ink.
(See Online User's Guide: <i>Clean the Machine's Printer Platen</i> .) |
| | Make sure you are using Genuine Brother Innobella Ink. |
| | Make sure you are using the paper support flap.
(See <i>Before loading paper</i> on page 9.) |
| | Make sure the paper feed rollers are not dirty with ink.
(See Online User's Guide: <i>Clean the Paper Feed Rollers</i> .) |
| The machine prints dense lines on the page. | (Windows®)
Select Reverse Order in the Basic tab of the printer driver. |

Print Quality Difficulties (continued)

| Difficulty | Suggestions |
|-----------------------------|---|
| The printouts are wrinkled. | (Windows®)
In the printer driver Advanced tab, click Color Settings , and uncheck Bi-Directional Printing . |
| | (Macintosh)
In the printer driver, choose Print Settings , click Advanced , choose Other Print Options , and uncheck Bi-Directional Printing . |
| | Make sure you are using Genuine Brother Innobella Ink. |

Paper Handling Difficulties

| Difficulties | Suggestions |
|--------------------------------------|--|
| Photo paper does not feed correctly. | When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose. |
| Machine feeds multiple pages. | Do the following:
(See <i>Before loading paper</i> on page 9.) <ul style="list-style-type: none"> ■ Make sure the paper is loaded correctly in the paper tray. ■ Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray. ■ Make sure you do not push the paper in too far. |
| | Make sure the Jam Clear Cover is closed correctly. (See <i>Printer jam or paper jam</i> on page 60.) |
| | Make sure the Base Pad in the paper tray is not dirty.
(See Online User's Guide: <i>Clean the Paper Pick-up Rollers</i> and <i>Clean the Paper Pick-up Rollers for Paper Tray #2</i> .) |
| There is a paper jam. | Remove the jammed paper by following the steps. (See <i>Printer jam or paper jam</i> on page 60.) Make sure the paper guides are set to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper. |
| Paper jam reoccurs. | If there is a repeat paper jam, a small piece of paper may be stuck in the machine. Make sure paper is not still jammed in the machine. (See <i>Additional paper jam clear operations</i> on page 65.) |

Printing Received Faxes

| Difficulty | Suggestions |
|--|---|
| <ul style="list-style-type: none"> ■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines | <p>This is usually caused by a poor telephone connection. Make a copy; if your copy looks good, you probably had a bad connection with static or interference on the telephone line. Ask the other party to send the fax again.</p> |
| Vertical black lines when receiving. | <p>The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.</p> |
| Left and right margins are cut off or a single page is printed on two pages. | <p>If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using.
(See <i>Set Paper Size and Type</i> on page 22.)</p> |
| | <p>Turn on <i>Auto Reduction</i>.
(See <i>Online User's Guide: Shrink Page Size of an Oversized Incoming Fax</i>.)</p> |

Telephone Line or Connections

| Difficulty | Suggestions |
|--|---|
| Dialing does not work.
(No dial tone) | <p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine.</p> |
| | <p>(Canada only) Change the Tone/Pulse setting.
(See <i>Online User's Guide: Set Tone or Pulse Dialing Mode</i>.)</p> |
| | <p>Send a manual fax by pressing Hook and dialing the number. Wait to hear fax-receiving tones before pressing Fax Start.</p> |
| | <p>If there is no dial tone, connect a known-working telephone and telephone line cord to the jack. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and/or wall jack.</p> |
| | <p>If you subscribe to DSL, VoIP, or MagicJack services, contact your service provider for connection instructions.</p> |
| The machine does not answer when called. | <p>Make sure the machine is in the correct Receive Mode for your setup.
(See <i>How to choose the correct Receive Mode</i> on page 39.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check that the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine. If there is no ringing when you call your machine, ask your telephone company to check the line.</p> |



Receiving Faxes

| Difficulty | Suggestions |
|------------------------------|--|
| <p>Cannot receive a fax.</p> | <p>Make sure your machine has a dial tone by pressing Hook in Fax mode. If you hear static or interference on your fax line, call your local telephone provider.</p> <p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine. If you subscribe to DSL, VoIP or MagicJack services, call your service provider for connection instructions.</p> <p>If you have problems due to possible interference on the telephone line, you can change the compatibility setting. (See <i>Telephone Line Interference or VoIP System</i> on page 77.)</p> <p>Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See <i>How to choose the correct Receive Mode</i> on page 39.)</p> <p>If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, select Fax Only mode.</p> <p>If your Brother machine shares a line with an external answering machine, select External TAD mode. In External TAD mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.</p> <p>If your Brother machine shares the line with a Voice Mail subscriber service, see Online User's Guide: <i>Voice Mail</i>.</p> <p>If your Brother machine is on a line with the Distinctive Ring subscriber service, see Online User's Guide: <i>Distinctive Ring</i>.</p> <p>If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, select Fax/Tel mode. In Fax/Tel mode, your Brother machine will automatically receive faxes and produce a pseudo/double-ring to alert you to answer voice calls.</p> <p>If you do not want your Brother machine to automatically answer incoming faxes, select Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.</p> <p>Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the Ring Delay setting:</p> <ul style="list-style-type: none"> ■ If the Receive Mode is set to Fax Only or Fax/Tel, reduce the Ring Delay to 1 ring. (See <i>Ring Delay</i> on page 42.) ■ If the Receive Mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2. ■ If the Receive Mode is set to Manual, DO NOT adjust the Ring Delay setting. <p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> ■ If you received the test fax successfully, your machine is operating correctly. Remember to reset your Ring Delay or answering machine setting back to your original setting. If receiving problems recur after resetting the Ring Delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line. |

Receiving Faxes (continued)

| Difficulty | Suggestions |
|--------------------------------------|--|
| Cannot receive a fax.
(continued) | <p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly.</p> <p>(See Online User's Guide: <i>External TAD (Telephone Answering Device)</i>.)</p> <ol style="list-style-type: none"> 1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack. 2 Remove the protective cap from your Brother machine's EXT. jack, and then plug the telephone line cord from your answering machine into the EXT. jack. 3 Set your answering machine to answer within 4 rings.
If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings. 4 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> ■ Record five seconds of silence at the beginning of your outgoing message. ■ Limit your speaking to 20 seconds. ■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press * 5 1 and Start to send a fax." 5 Set your answering machine to answer calls. 6 Set your Brother machine's Receive Mode to External TAD. (See <i>How to choose the correct Receive Mode</i> on page 39.) <p>Make sure your Brother machine's Easy Receive feature is turned On. Easy Receive is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone.</p> <p>(See Online User's Guide: <i>Set Easy Receive</i>.)</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP).
(See <i>Telephone Line Interference or VoIP System</i> on page 77.)</p> |

Sending Faxes


| Difficulty | Suggestions |
|------------------------|---|
| Cannot send a fax. | Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack inside the machine. |
| | Print the Transmission Verification Report and check for an error.
(See Online User's Guide: <i>Print Reports</i> .) |
| | Ask the other party to check that the receiving machine has paper. |
| | If you subscribe to DSL, VoIP, or MagicJack services, contact your service provider for connection instructions. |
| Poor fax send quality. | Try changing your resolution to Fine or S.Fine. Make a copy to check your machine's scanner operation. If the copy quality is poor, clean the scanner.
(See <i>Cleaning the scanner</i> on page 43.) |



Sending Faxes (continued)

| Difficulty | Suggestions |
|--|---|
| Transmission Verification Report says RESULTING . | <p>There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get RESULTING on the Transmission Verification Report, your machine may be out of memory.</p> <p>To gain extra memory, you can turn off Memory Receive (see Online User's Guide: <i>Turn Off Memory Receive</i>), print fax messages from the machine's memory (see Online User's Guide: <i>Print a Fax Stored in the Machine's Memory</i>), or cancel a Delayed Fax or Polling Job (see Online User's Guide: <i>Cancel a Fax in Progress</i> or <i>Check and Cancel Pending Fax</i>).</p> <p>If the problem continues, ask the telephone company to check your telephone line.</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the machine's Compatibility setting to Basic (for VoIP). (See <i>Telephone Line Interference or VoIP System</i> on page 77.)</p> |
| Vertical black lines when sending. | Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See <i>Cleaning the scanner</i> on page 43.) |

Handling Incoming Calls

| Difficulty | Suggestions |
|--|--|
| The machine "hears" a voice as a CNG Tone. | <p>If Easy Receive is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax-receiving tones. Deactivate the machine by pressing . Try avoiding this problem by turning Easy Receive to Off.</p> <p>(See Online User's Guide: <i>Set Easy Receive</i>.)</p> |
| Sending a fax call to the machine. | If you answered on an extension telephone, press your Fax Receive Code (the factory setting is * 5 1). If you answered on the external telephone (connected to the EXT. jack), press Fax Start , and then press Receive to receive the fax. When your machine answers, hang up. |
| Custom features on a single line. | <p>If you have Call Waiting, Call Waiting/Caller ID, Caller ID, RingMaster, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes.</p> <p>For example: If you subscribe to Call Waiting or another custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt the fax. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, we recommend using a separate telephone line with no custom features.</p> |

Copying Difficulties

| Difficulty | Suggestions |
|---|---|
| Vertical black lines or streaks appear in copies. | Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip, scanner glass, and the white bar and white plastic above them. (See <i>Cleaning the scanner</i> on page 43.) |
| Black marks or spots appear in copies. | Black marks or spots on copies are typically caused by dirt or correction fluid on the scanner glass. Clean the scanner glass and white plastic above it. (See <i>Cleaning the scanner</i> on page 43.) |
| Poor copy results when using the ADF. | Try using the scanner glass. (See <i>Using the scanner glass</i> on page 25.) |
| Fit to Page does not work correctly. | Make sure the document is not skewed on the scanner glass. Reposition the document and try again. |

Scanning Difficulties

| Difficulty | Suggestions |
|--|--|
| Poor scanning results when using the ADF. | Clean the white bar and the glass strip underneath it. (See <i>Cleaning the scanner</i> on page 43.) |
| <ul style="list-style-type: none"> ■ Vertical black lines appear in the scanned data. | Try using the scanner glass. (See <i>Using the scanner glass</i> on page 25.) |


PhotoCapture Center Difficulties

| Difficulty | Suggestions |
|---|--|
| Removable Disk does not work correctly. | <ol style="list-style-type: none"> 1 Take out the memory card or USB flash drive and put it back in again. 2 If you have tried “Eject” from within Windows®, take out the memory card or USB flash drive before you continue. 3 If an error message appears when you try to eject the memory card or USB flash drive, it means the card is being accessed. Wait a while, and then try again. 4 If all of the above do not work, turn off your PC and machine, and then turn them on again. |
| Part of my photo is missing when printed. | Make sure that Borderless printing and Cropping are turned off.
(See Online User’s Guide: <i>Print Photos with Auto Cropping</i> and <i>Print Borderless Photos from Media</i> .) |

Software Difficulties



| Difficulty | Suggestions |
|-----------------------------------|---|
| Cannot install software or print. | (Windows®)
Run the Repair MFL-Pro Suite program on the CD-ROM. This program will repair and reinstall the software. |

Network Difficulties

| Difficulty | Suggestions |
|---|--|
| Cannot print over the network. | <p>Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (see Online User's Guide: <i>Print Reports</i>) and check the current Network settings printed in this list. Reconnect the LAN cable to the hub to verify that the cabling and network connections are good. If you are using a wireless connection or are having Network problems, see Online User's Guide: <i>Network Problems</i>.</p> |
| The network scanning feature does not work. | <p>It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. Add port 54925 for Network scanning.</p> <p>(See Online User's Guide: <i>My Brother Machine Cannot Print, Scan, or PC-FAX Receive over the Network</i>.)</p> |
| The network PC-Fax Receive feature does not work. | <p>(Windows®)</p> <p>It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. Add port 54926 for Network PC-FAX Rx.</p> <p>(See Online User's Guide: <i>My Brother Machine Cannot Print, Scan, or PC-FAX Receive over the Network</i>.)</p> |
| The Brother software cannot be installed. | <p>(Windows®)</p> <p>If the Security Software warning appears on the PC screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run.</p> <p>(Macintosh)</p> <p>If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.</p> |
| Cannot connect to wireless network. | <p>Investigate the problem using the WLAN Report.</p> <p>Press , All Settings, and then swipe up or down or press ▲ or ▼ to display Print Reports. Press Print Reports. Swipe up or down or press ▲ or ▼ to display WLAN Report, and then press WLAN Report.</p> <p>For more information, see Online User's Guide: <i>Print the WLAN Report</i>.</p> |


Dial Tone detection

Setting the dial tone to Detection will shorten the dial detect pause.


- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Swipe up or down or press ▲ or ▼ to display Initial Setup.
- 4 Press Initial Setup.
- 5 Swipe up or down or press ▲ or ▼ to display Dial Tone.
- 6 Press Dial Tone.
- 7 Press Detection or No Detection.
- 8 Press .

Telephone Line Interference or VoIP System

If you are having problems sending or receiving a fax due to possible interference on the telephone line, or if you are using a VoIP system, we recommend that you change the modem speed to minimize errors in fax operations.

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Swipe up or down or press ▲ or ▼ to display Initial Setup.
- 4 Press Initial Setup.
- 5 Swipe up or down or press ▲ or ▼ to display Compatibility.
- 6 Press Compatibility.

- 7 Press High, Normal or Basic (for VoIP).
 - Basic (for VoIP) reduces the modem speed to 9,600 bps and turns off color fax receiving and Error Correction Mode (ECM), except for color fax-sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to Basic (for VoIP).
 - Normal sets the modem speed at 14,400 bps.
 - High increases the modem speed to 33,600 bps. (factory setting)
- 8 Press .



NOTE

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

Machine Information



Checking the serial number

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

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Swipe up or down or press ▲ or ▼ to display Machine Info.
- 4 Press Machine Info.
- 5 Press Serial No.
Your machine's serial number will appear on the Touchscreen.
- 6 Press .

Checking the firmware version

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

- 1 Press  (Settings).
- 2 Press All Settings.
- 3 Swipe up or down or press ▲ or ▼ to display Machine Info.
- 4 Press Machine Info.
- 5 Press Firmware Version.
- 6 Press Main Version.
Your machine's firmware version will appear on the Touchscreen.
- 7 Press .

Reset operations overview


The following reset operations are available:

- 1 Machine Reset
You can reset all the machine's settings that you have changed, such as Date and Time and Ring Delay.
The **Demo** icon will be restored to the Home screen. (USA only)
- 2 Network
You can reset the print server back to its factory settings, such as the password and IP address information.
- 3 Address Book & Fax
Address Book & Fax resets the following settings:
 - Address Book
(Address Book and Setup Groups)
 - Programmed fax jobs in the memory
(Polled Transmit, Delayed Fax and Delayed Batch Transmission)
 - Station ID
(Name and Number)
 - Remote Fax Options
(Fax Forwarding and Paging)
 - Report settings
(Transmission Verification Report, Address Book and Fax Journal)
 - History
(Caller ID history and Outgoing Call)
 - Faxes in memory
- 4 All Settings
You can restore all settings to the factory settings.
Brother strongly recommends performing this procedure before handing over or disposing of the machine.

NOTE

Unplug the interface cable before you choose `Network` or `All Settings`.

How to reset the machine

- 1 Press  (`Settings`).
- 2 Press `All Settings`.
- 3 Swipe up or down or press ▲ or ▼ to display `Initial Setup`.
- 4 Press `Initial Setup`.
- 5 Swipe up or down or press ▲ or ▼ to display `Reset`.
- 6 Press `Reset`.
- 7 Press the type of reset you want to do (`Machine Reset`, `Network`, `Address Book & Fax`, or `All Settings`).
- 8 Press `Yes` to confirm.
- 9 Press `Yes` for two seconds to reboot the machine.

C

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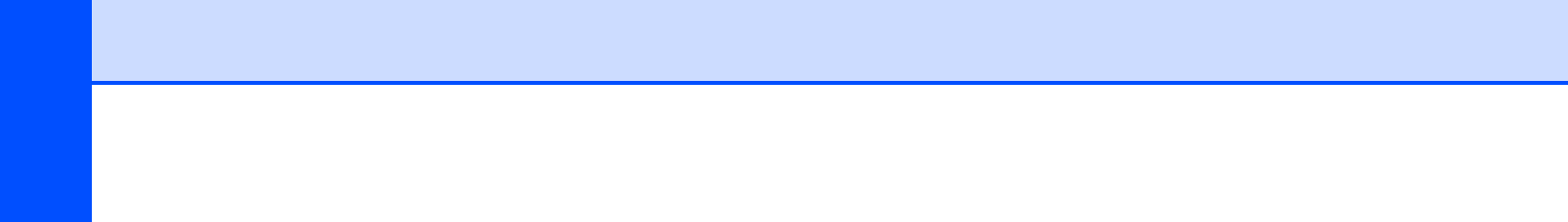
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Supplies

| | |
|--------------------------------------|--|
| Ink | The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly. |
| Service Life of Ink Cartridge | Starter ink cartridges are in the box. The first time you install the ink cartridges the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high-quality printing. Afterward, replacement ink cartridges will print the specified number of pages. Starter cartridge yield is approx. 65% of the yield of the LC203 replacement cartridges. |
| Replacement Supplies | <Super High Yield Black> LC209BK
<Super High Yield Yellow> LC205Y
<Super High Yield Cyan> LC205C
<Super High Yield Magenta> LC205M

Black - Approximately 2,400 pages ¹

Yellow, Cyan and Magenta - Approximately 1,200 pages ¹

<High Yield Black> LC203BK
<High Yield Yellow> LC203Y
<High Yield Cyan> LC203C
<High Yield Magenta> LC203M

Black, Yellow, Cyan and Magenta - Approximately 550 pages ¹

¹ Approx. cartridge yield is declared in accordance with ISO/IEC 24711
For more information about the replacement supplies, visit http://www.brother.com/pageyield . |

What is Innobella?

Innobella is a range of genuine supplies offered by Brother. The name "Innobella" derives from the words "Innovation" and "Bella" (meaning "Beautiful" in Italian) and is a representation of the "innovative" technology providing you with "beautiful" and "long lasting" print results.



When you print photo images, Brother recommends Innobella glossy photo paper (BP71 series) for high quality. Brilliant prints are made easier with Innobella Ink and paper.



If you're using Windows[®], double-click the Brother CreativeCenter icon on your desktop to access our **FREE** website designed as a resource to help you easily create and print customized materials for business and home use with photos, text and creative touch.

Mac users can access Brother CreativeCenter at this web address: <http://www.brother.com/creativecenter>

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