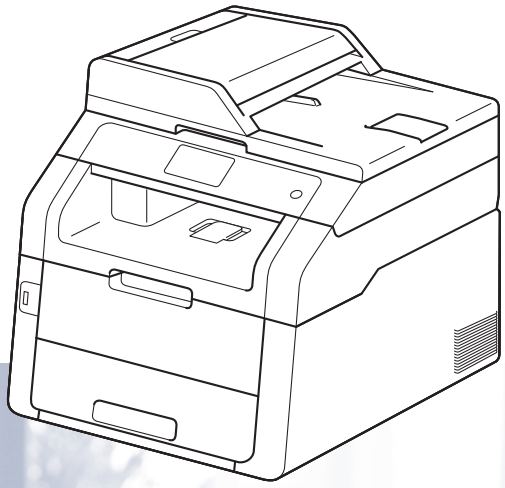
Basic User’s Guide

MFC-9130CW
MFC-9330CDW
MFC-9340CDW



Not all models are available in all countries.

In USA: Visit the Brother Solutions Center at http://solutions.brother.com/ and click **Manuals** on your model’s page to download other manuals.

Version 0

USA/CAN

If you must call Customer Service

Complete the following information for future reference:

Model Number: **MFC-9130CW / MFC-9330CDW / MFC-9340CDW**

(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 online at http://www.brother.com/registration/.

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Brother numbers

IMPORTANT

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.

Complete and fax the Brother Warranty Registration and Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

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

FAQs (frequently asked questions)

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

http://solutions.brother.com/

NOTE

You can check here for Brother driver updates.

To keep your machine'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:	1-877-BROTHER
	(514) 685-4898 (assistance via fax)

Service Center Locator (USA only)

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

Service Center Locations (Canada only)

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

Ordering accessories and supplies

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

NOTE

In Canada, only Visa and MasterCard are accepted.

In USA:	1-877-552-MALL (1-877-552-6255)
	1-800-947-1445 (assistance via fax)
	http://www.brothermall.com/
In Canada:	1-877-BROTHER
	http://www.brother.ca/

Order information

Description	Item
Toner Cartridge <Black>	TN-221BK (Approx. 2,500 pages) [1 2 3]
Toner Cartridge <Cyan>	TN-221C (Approx. 1,400 pages) [1 2 3] TN-225C (Approx. 2,200 pages) [1 2 4]
Toner Cartridge <Magenta>	TN-221M (Approx. 1,400 pages) [1 2 3] TN-225M (Approx. 2,200 pages) [1 2 4]
Toner Cartridge <Yellow>	TN-221Y (Approx. 1,400 pages) [1 2 3] TN-225Y (Approx. 2,200 pages) [1 2 4]
4 pcs. Drum Unit	DR-221CL (Approx. 15,000 pages) [5 6 7]
1 pc. Drum Unit <Black>	DR-221CL-BK (Approx. 15,000 pages) [5 6 8]
1 pc. Drum Unit <Color>	DR-221CL-CMY (Approx. 15,000 pages) [5 6 9]
Belt Unit	BU-220CL (Approx. 50,000 pages) [1]
Waste Toner Box	WT-220CL (Approx. 50,000 pages) [1]
Telephone Line Cord	LG3077001
Basic User's Guide	LEF333001 (English for USA and Canada)
	LEF333002 (French for Canada)
Quick Setup Guide	LEF334001 (English for USA and Canada)
	LEF334002 (French for Canada)

1 Letter or A4 size single-sided pages.

2 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

3 Standard toner cartridge

4 High yield toner cartridge

5 1 page per job

6 Drum life is approximate and may vary by type of use.

7 Contains 4 pc. Drum Set.

8 Contains 1 pc. Black Drum Unit.

9 Contains 1 pc. Color Drum Unit.

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

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User’s Guides and where do I find them?

Which Guide?	What’s in it?	Where is it?
Product Safety Guide	Read this Guide first. 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 Direct Print operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	For USA: PDF file / Brother Solutions Center [1] For Other Countries: PDF file / CD-ROM / In the Box
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup, PC-Fax, and using the Brother ControlCenter utility.	For USA: HTML file / Brother Solutions Center [1] For Other Countries: HTML file / CD-ROM / In the Box
Network User's Guide	This Guide provides useful information about wired and wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	For USA: PDF file / Brother Solutions Center [1] For Other Countries: PDF file / CD-ROM / In the Box
Wi-Fi Direct™ Guide	This Guide provides information about how to configure and use your Brother machine for wireless printing directly from a mobile device supporting the Wi-Fi Direct™ standard.	PDF file / Brother Solutions Center [1]
Google Cloud Print Guide	This Guide provides information about how to configure your Brother machine to a Google account and 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 on a Wi-Fi network.	PDF file / Brother Solutions Center [1]
Web Connect Guide	This Guide provides information about how to configure and use your Brother machine to scan, load and view images and files on certain websites that provide these services.	PDF file / Brother Solutions Center [1]

Which Guide?	What's in it?	Where is it?
AirPrint Guide	This Guide provides information for using AirPrint to print from OS X v10.7.x, 10.8.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.	PDF file / Brother Solutions Center [1]

[1] Visit us at http://solutions.brother.com/.

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Table of Contents
(Advanced User's Guide)

You can view the Advanced User's Guide:

In USA: Brother Solutions Center at http://solutions.brother.com/

In Other Countries: PDF file / CD-ROM / In the Box

The Advanced User's Guide explains the following features and operations.

1 General Setup

Memory storage

Volume settings

Automatic Daylight Saving Time

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Packing and shipping the machine

B Glossary

C Index

1 General information

Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

⚠ WARNING

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

IMPORTANT

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

NOTE

Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.



Electrical Hazard icons alert you to a possible electrical shock.



Fire Hazard icons alert you to the possibility of fire.



Hot Surface icons warn you not to touch machine parts that are hot.



Prohibition icons indicate actions that must not be performed.

Bold	Bold style identifies the dial pad numbers of the Touchpanel or on the computer screen.
Italics	Italicized style emphasizes an important point or refers you to a related topic.
`Courier New`	Courier New font identifies the messages shown on the Touchscreen of the machine.

Follow all warnings and instructions marked on the product.

NOTE

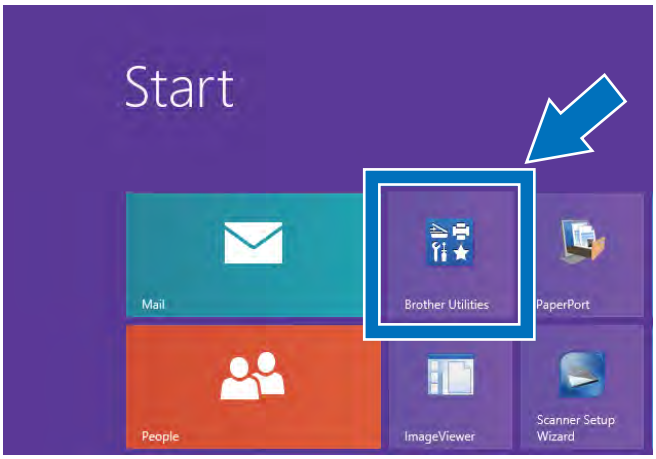
Most of the illustrations in this User's Guide show the MFC-9340CDW.

Accessing Brother Utilities (Windows® 8)

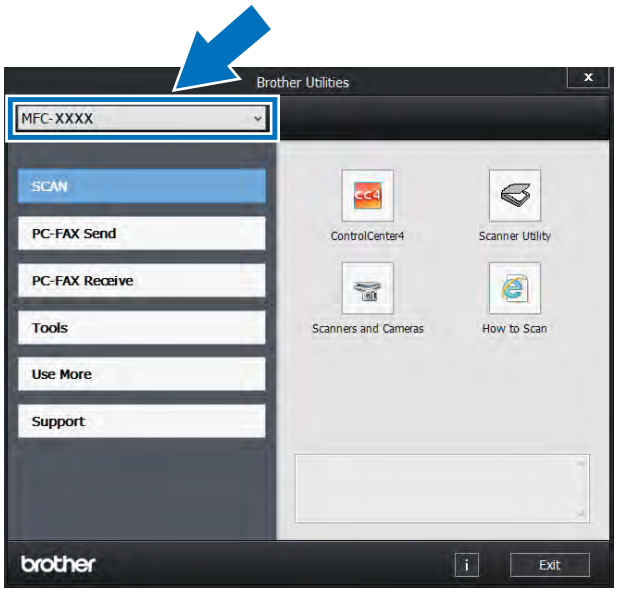
If you are using a tablet running Windows® 8, you can make your selections either by tapping the screen or by clicking with your mouse.

After the printer driver is installed,  appears on both the Start screen and the desktop.

1. Tap or click **Brother Utilities** either on the Start screen or the desktop.



2. Select your machine.



3. Choose the function you want to use.

Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Fax, Copy, Printer, Scanner, PC-Fax and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide** in HTML format and **Network User's Guide** that are on the CD-ROM [1].

[1] **In USA:** You can find the Advanced User's Guide, Software User's Guide and Network User's Guide on the Brother Solutions Center at http://solutions.brother.com/.

Viewing Documentation

Viewing Documentation (Windows®)

(Windows® 7 / Windows Vista® / Windows® XP / Windows Server ® 2008 R2 / Windows Server® 2008 / Windows Server® 2003)

To view the documentation, from the (**Start**) menu, select **All Programs** > **Brother** > **MFC-XXXX** (where XXXX is your model name) from the programs group, and then choose **User's Guides**.

(Windows® 8 / Windows Server® 2012)

Click (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **Support** in the left navigation bar, and then click **User's Guides**.

If you have not installed the software, you can find the documentation on the CD-ROM by following these steps:

1. Turn on your computer. Insert the CD-ROM into your CD-ROM drive.

NOTE

If the Brother screen does not appear, go to **Computer** (**My Computer**). (For Windows® 8: Click (File Explorer) on the taskbar, and then go to **Computer**.) Double-click the CD-ROM icon, and then double-click **start.exe**.

2. If the model name screen appears, click your model name.

3. If the language screen appears, click your language. The CD-ROM Top Menu appears.



4. Click **User's Guides**.
In USA: The Manuals Download screen appears.

5. Click **PDF/HTML documents**. If the country screen appears, select your country. After the list of User's Guides appears, select the Guide you want.

Viewing Documentation (Macintosh)

1. Turn on your Macintosh. Insert the CD-ROM into your CD-ROM drive. Double-click the **BROTHER** icon. The following window will appear.



2. Double-click the **User's Guides** icon.
3. Select your model and language if needed.
4. Click **User's Guides**.
5. After the list of User's Guides appears, select the Guide you want.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning*

Nuance™ PaperPort™ 12SE How-to-Guides

(Windows® users)

- The complete Nuance™ PaperPort™ 12SE How-to-Guides can be viewed from the Help selection in the Nuance™ PaperPort™ 12SE application.

Presto! PageManager User's Guide

(Macintosh users)

NOTE

Presto! PageManager is available as a download from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

How to find Network setup instructions

Your machine can be connected to a wireless or wired (MFC-9330CDW and MFC-9340CDW only) network.

- Basic setup instructions:
  (see Quick Setup Guide.)
- Connection to a wireless access point or router supports Wi-Fi Protected Setup or AOSS™:
  (see Quick Setup Guide.)
- More information about network setup:
  (see Network User's Guide.)

How to access Guides for Advanced Features

You can view and download these Guides from the Brother Solutions Center at:

http://solutions.brother.com/

Click **Manuals** on your model's page to download the documentation.

Wi-Fi Direct™ Guide

This Guide provides information about how to configure and use your Brother machine for wireless printing directly from a mobile device supporting the Wi-Fi Direct™ standard.

Google Cloud Print Guide

This Guide provides information about how to configure your Brother machine to a Google account and use Google Cloud Print services for printing over the Internet.

Mobile Print/Scan Guide for Brother iPrint&Scan

This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected on a Wi-Fi network.

Web Connect Guide

This Guide provides information about how to configure and use your Brother machine to scan, load and view images and files on certain websites that provide these services.

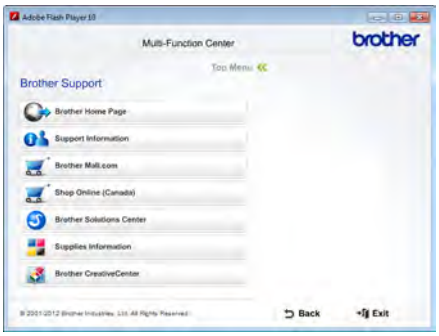
AirPrint Guide

This Guide provides information for using AirPrint to print from OS X v10.7.x, 10.8.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers in *Brother numbers* on page i and on the CD-ROM.

- Click **Brother Support** on the **Top Menu**. The Brother Support screen appears.



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

To return to the **Top Menu**, click **Back**.

Or, if you are finished, click **Exit**.

Accessing Brother Support (Macintosh)

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

- Double-click the **Brother Support** icon. Choose your model if needed. The Brother Support screen appears.



- To download and install Presto! PageManager, click **Presto! PageManager**.
- To access the Brother Web Connect application web page, click **Brother Web Connect**.
- To register your machine from the Brother Product Registration Page (http://www.brother.com/registration/), click **On-Line Registration**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our website for original/genuine Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

Control panel overview

The MFC-9130CW, MFC-9330CDW and MFC-9340CDW have the same 3.7 in. Touchscreen LCD and Touchpanel [1].

[1] This is a Touchscreen LCD with an electrostatic Touchpanel that only shows the LEDs that can be used.



1 **3.7 in.Touchscreen LCD (Liquid Crystal Display)**

This is a Touchscreen LCD. You can access the menus and options by pressing them as they are displayed on this screen.

NOTE

The illustrations in this Guide are based on MFC-9340CDW.



2 **Touchpanel:**

The LEDs on the Touchpanel only light up when they are available for use.

- **Back**

  Press to go back to the previous menu level.

- **Home**

  Press to return to the Home screen. The factory setting shows the date and time, but you can change the Home screen's default setting (see *Setting the Ready screen* on page 13.)

- **Cancel**

  Press to cancel an operation when illuminated in red.

- **Dial Pad**

  Press the numbers on the Touchpanel to dial telephone and fax numbers or to enter the number of copies.

3 **Power On/Off**

Press to turn on the machine.

Press and hold down to turn off the machine. The Touchscreen LCD will show `Shutting Down` and will stay on for a few seconds before going off.

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

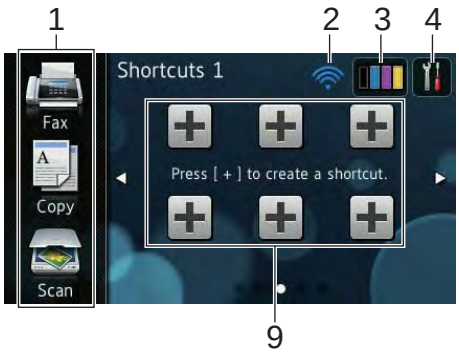
4 WiFi

The Wi-Fi light is on when the network interface is WLAN.

3.7" Touchscreen LCD

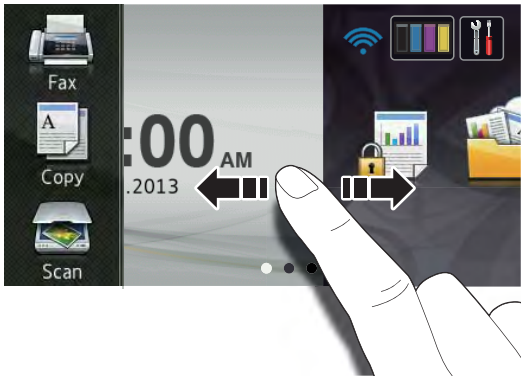
You can select three types of screens for the Home screen. When the Home screen is displayed, you can change the displayed screen by swiping left or right, or pressing ◄ or ►.

The following screens show the machine status when the machine is idle.

<table>
<tr>
<td>
</td>
<td>Home screen
The Home screen shows the date and time and provides access to Fax, Copy, Scan, Wi-Fi setup, Toner levels and Setup screen.
When the Home screen is displayed the machine is in Ready mode. When Secure Function Lock [1] is turned on an icon will be displayed.
[1] See Advanced User's Guide, Secure Function Lock 2.0.</td>
</tr>
<tr>
<td>
</td>
<td>More screen
The More screen provides access to additional features, such as Secure Print, Web Shortcut and USB.</td>
</tr>
<tr>
<td>
</td>
<td>Shortcut screens
You can quickly create a Shortcut for frequently used functions, such as sending a fax, making a copy, scanning and Web Connect (for more information, see Shortcut Settings on page 15).</td>
</tr>
</table>

NOTE

Swiping is a type of user operation on the Touchscreen that is performed by brushing your finger across the screen to display the next page or item.



1 **Modes:**

- Fax

  Lets you access Fax mode.

- Copy

  Lets you access Copy mode.

- Scan

  Lets you access Scan mode.

2 **Wireless Status**

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



If you see WiFi at the top on the screen, you can easily configure the wireless settings by pressing it (for more information, see Quick Setup Guide).

3  (**Toner**)

See the remaining toner life.

Press to access the Toner menu.

NOTE

The indication of remaining toner life will vary depending on the types of documents printed and customer's usage.

4  (**Settings**)

Press to access the main settings (for more information, see *Settings screen* on page 12).

5 **Date and Time**

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

6 **Secure Print**

Lets you access the secure print menu.

7 **Web**

Press to connect the Brother machine to an Internet service (for more information, see Web Connect Guide).

8 **USB**

Press to access the Direct Print and Scan to USB menus.

9 **Shortcuts**

Press to set up Shortcuts.

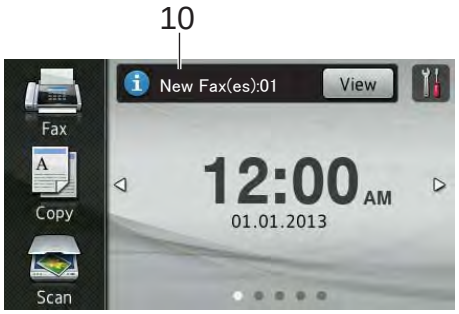
You can quickly copy, scan, send a fax and connect to a Web service using the options set as Shortcuts.

NOTE

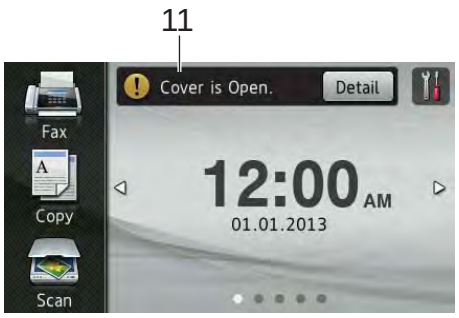
- Three Shortcut screens are available. You can set up to six Shortcuts in each Shortcut screen. A total of 18 Shortcuts are available.
- Swipe left or right, or press ◄ or ►, to view the other Shortcut screens.

10 **New Fax**

When Fax Preview is set to On, you can see how many new faxes you received into the memory.



11 **Warning icon**



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

For details, see *Error and maintenance messages* on page 102.

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.

MASCOT CAPSULE

Settings screen

The Touchscreen shows the machine's status when you press .

You can check and access all the machine's settings from the following screen.



1 **Toner**

See the remaining toner life.

Press to access the Toner menu.

2 **Receive Mode**

See the current Receive Mode.

- Fax
- Fax/Tel
- External TAD
- Manual

NOTE

When the Distinctive Ring feature is turned on, the Touchscreen shows D/R (for more information, see *Distinctive Ring* on page 49).

3 **Network**

Press to set up a network connection.

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

4 **Date & Time**

See the date and time.

Press to access the `Date & Time` menu.

5 **Fax Preview**

See the Fax Preview status.

Press to access the Fax Preview setting.

6 **All Settings**

Press to access the full Settings menu.

7 **Tray Setting**

See the selected paper size. Press to change the paper size and paper type settings if needed.

8 **Wi-Fi Direct**

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

Setting the Ready screen

Set the Ready screen to either `Home`, `More`, `Shortcuts 1`, `Shortcuts 2` or `Shortcuts 3`.

When the machine is idle or you press , the Touchscreen will return to the screen you set.

1. Press .
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 `Button Settings`.
6. Press `Home Button Settings`.
7. Swipe up or down, or press ▲ or ▼ to display `Home`, `More`, `Shortcuts 1`, `Shortcuts 2` or `Shortcuts 3` and then press the option you want.
8. Press .
   The machine will go to your chosen Home screen.

Basic Operations

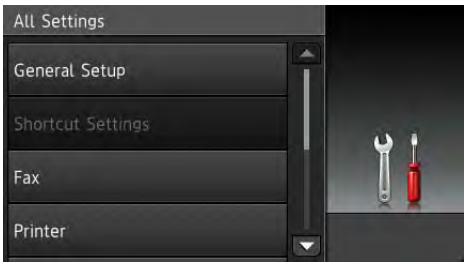
Press your finger on the Touchscreen to operate it. To display and access all the screen menus or options, swipe left, right, up, down, or press ◄► or ▲▼ to scroll through them.

IMPORTANT

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

The following steps show how to change a setting in the machine. In this example, the Touchscreen Backlight setting is changed from `Light` to `Med`.

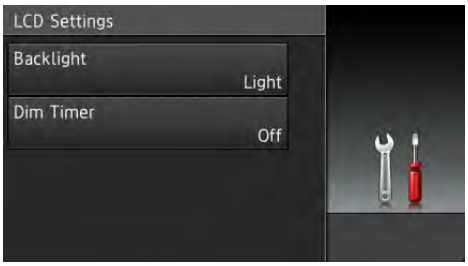
1. Press .
2. Press `All Settings`.
3. Swipe up or down, or press ▲ or ▼ to display `General Setup`.



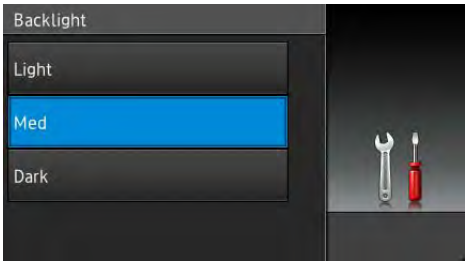
4. Press `General Setup`.
5. Swipe up or down, or press ▲ or ▼ to display `LCD Settings`.



6. Press `LCD Settings`.
7. Press `Backlight`.



8. Press `Med`.



NOTE

Press  to go back to the previous level.

9. Press .

Shortcut Settings

You can add the fax, copy, scan and Web Connect settings you use most frequently by setting them as your Shortcuts. Later you can recall and apply these settings quickly and easily. You can add up to 18 Shortcuts.

Adding Copy Shortcuts

The following settings can be included in a copy Shortcut:

- Quality
- Enlarge/Reduce
- Density
- Contrast
- Stack/Sort
- Page Layout
- Color Adjust
- 2-sided Copy (MFC-9330CDW and MFC-9340CDW)
- 2-sided Copy Page Layout (MFC-9340CDW)
- Remove Background Color

1. If the displayed screen is either Home or More, swipe left or right, or press ◄ or ► to display a Shortcut screen.
2. Press  where you have not added a Shortcut.
3. Press Copy.
4. Read the information on the Touchscreen, and then confirm it by pressing OK.
5. Swipe up or down, or press ▲ or ▼ to display the copy presets, and then press the preset you want.
6. Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.
7. Swipe up or down, or press ▲ or ▼ to display the available options for the setting, and then press the option you want.
   Repeat steps ❻ and ❼ until you have selected all the settings for this Shortcut.
8. When you have finished changing the settings, press Save as Shortcut.
9. Read and confirm the displayed list of settings you selected, and then press OK.
10. Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 194.)
    Press OK.
11. Press OK to save your Shortcut.

Adding Fax Shortcuts

The following settings can be included in a fax Shortcut:

- Fax Resolution
- 2-sided Fax (MFC-9340CDW)
- Contrast
- Real Time TX
- Coverpage Setup
- Overseas Mode
- Glass Scan Size

1. If the displayed screen is either Home or More, swipe left or right, or press ◄ or ► to display a Shortcut screen.
2. Press  where you have not added a Shortcut.
3. Press Fax.
4. Read the information on the Touchscreen, and then confirm it by pressing OK.

5 Enter the fax or telephone number using the dial pad on the Touchpanel, the Address Book or the Call History on the Touchscreen. When you have finished, go to step ❻.

NOTE

- You can enter up to 20 digits for a fax number.
- If the Shortcut is to be used for broadcasting, press `Options` and select `Broadcasting` in step ❼ before entering the fax or telephone number in step ❺.
- You can enter up to 20 fax numbers if the Shortcut is for broadcasting. The fax numbers can be entered in any combination of Group numbers from the Address Book, individual fax numbers from the Address Book or entered manually (see Advanced User's Guide, *Broadcasting*).
- When you enter a fax number in a Shortcut, it will be added automatically to the Address Book. The name in the Address Book will be the Shortcut name plus a sequential number.

6 Press `Options`.

7 Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.

8 Press the option you want.

Repeat steps ❼ and ❽ until you have selected all the settings for this Shortcut. Press OK.

9 When you have finished changing the settings, press `Save as Shortcut`.

10 Read and confirm the displayed list of settings you selected, and then press OK.

11 Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 194.)
Press OK.

12 Press OK to save your Shortcut.

Adding Scan Shortcuts

The following settings can be included in a scan Shortcut:

`to USB`

- `2-sided Scan` (MFC-9340CDW)
- `Scan Type`
- `Resolution`
- `File Type`
- `Glass Scan Size`
- `File Name`
- `File Size`
- `Remove Background Color`

`to E-mail Server` (Available after IFAX is downloaded)

- `2-sided Scan` (MFC-9340CDW)
- `Scan Type`
- `Resolution`
- `File Type`
- `Glass Scan Size`
- `File Size`

`to OCR` / `to File` / `to Image` / `to E-mail`

- PC Select

`to FTP` / `to Network`

- Profile Name

1. If the displayed screen is either Home or More, swipe left or right, or press ◄ or ► to display a Shortcut screen.
2. Press  where you have not added a Shortcut.
3. Press Scan.
4. Swipe up or down, or press ▲ or ▼ to display the type of scan you want, and then press it.
5. Do one of the following:
   - If you pressed to USB, read the information on the Touchscreen, and then press OK to confirm it. Go to step 8.
   - If you pressed to E-mail Server, read the information on the Touchscreen, and then press OK to confirm it. Go to step 6.
   - If you pressed to OCR, to File, to Image or to E-mail, read the information on the Touchscreen, and then press OK to confirm it. Go to step 7.
   - If you pressed to FTP or to Network, read the information on the Touchscreen, and then press OK to confirm it.

     Swipe up or down, or press ▲ or ▼ to display the Profile Name, and then press it.

     Press OK to confirm the Profile Name you have selected. Go to step 13.

NOTE

To add a Shortcut for to Network and to FTP, you must have added the Profile Name beforehand.

6. Do one of the following:
   - To enter an E-mail address manually, press Manual. Enter the E-mail address using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 194.)

     Press OK.
   - To enter an E-mail address from the Address Book, press Address Book. Swipe up or down, or press ▲ or ▼ to display the E-mail address you want, and then press it.

     Press OK.

   After you confirm the E-mail address you entered, press OK. Go to step 8.

NOTE

Press Detail to view the list of addresses you have entered.

7. Do one of the following:
   - When the machine is connected to a computer using a USB connection:

     Press OK to confirm USB is selected as the PC Name. Go to step 13.
   - When the machine is connected to a network:

     Swipe up or down, or press ▲ or ▼ to display the PC Name, and then press it. Press OK to confirm the PC Name you selected. Go to step 13.
8. Press Options.
9. Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.
10. Swipe up or down, or press ▲ or ▼ to display the available options for the setting, and then press the option you want.
    Repeat steps 9 and 10 until you have selected all the settings for this Shortcut.
    Press OK.

11 Review the settings you have selected:

- If you must make more changes, return to step ❽.
- If you are satisfied with your changes, press `Save as Shortcut`.

12 Review your settings on the Touchscreen, and then press OK.

13 Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 194.)
Press OK.

14 Read the information on the Touchscreen, and then press OK to save your Shortcut.

Adding Web Connect Shortcuts

The settings for these services can be included in a Web Connect Shortcut:

- PICASA WEB ALBUMS™
- GOOGLE DRIVE™
- FLICKR®
- FACEBOOK
- EVERNOTE
- DROPBOX

NOTE

- Web services may have been added and/or service names may have been changed by the provider since this document was published.
- To add a Web Connect Shortcut, you must have an account with the desired service (for more information, see Web Connect Guide).

1 If the displayed screen is either Home or More, swipe left or right, or press ◄ or ► to display a Shortcut screen.

2 Press  where you have not added a Shortcut.

3 Press `Web`.

4 If Information about the Internet connection is displayed, read the information and confirm it by pressing OK.

5 Swipe left or right, or press ◄ or ► to display the available service, and then press the desired service.

6 Press your account.
If the account needs a PIN code, enter the PIN for the account using the keyboard on the Touchscreen.
Press OK.

7 Press the function you want.

NOTE

The functions that can be set vary depending on the selected service.

8 Read and confirm the displayed list of functions you selected, and then press OK.

9 Press OK to save your Shortcut.

NOTE

The Shortcut name will be assigned automatically. If you want to change the Shortcut names, see *Editing Shortcut Names* on page 19.

Changing Shortcuts

You can change the settings in a Shortcut.

NOTE

(Web Connect Shortcuts) You cannot change a Web Connect Shortcut. If you want to change the Shortcut, you must delete it, and then add a new Shortcut.

(For more information, see *Deleting Shortcuts* on page 19 and *Adding Web Connect Shortcuts* on page 18.)

1. Press the Shortcut you want. The settings for the Shortcut that you chose are displayed.
2. Change the settings for the Shortcut you chose in step ❶ (for more information, see *Shortcut Settings* on page 15).
3. When you have finished changing settings, press `Save as Shortcut`.
4. Press OK to confirm.
5. Do one of the following:
   - To overwrite the Shortcut, press `Yes`. Go to step ❼.
   - If you do not want to overwrite the Shortcut, press `No` to enter a new Shortcut name. Go to step ❻.
6. To create a new Shortcut, hold down ⌫ to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 194.) Press OK.
7. Press OK to confirm.

Editing Shortcut Names

You can edit a Shortcut name.

1. Press and hold the Shortcut until the dialog box appears.

NOTE

You can also press , `All Settings` and `Shortcut Settings`.

2. Press `Edit Shortcut Name`.
3. To edit the name, hold down ⌫ to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 194.) Press OK.

Deleting Shortcuts

You can delete a Shortcut.

1. Press and hold the Shortcut until the dialog box appears.

NOTE

You can also press , `All Settings` and `Shortcut Settings`.

2. Press `Delete` to delete the Shortcut that you chose in step ❶.
3. Press `Yes` to confirm.

Recalling Shortcuts

The Shortcut settings are displayed on the Shortcut screen. To recall a Shortcut, simply press the Shortcut name.

2 Loading paper

Loading paper and print media

The machine can feed paper from the paper tray or manual feed slot.

When you load paper in the paper tray, note the following:

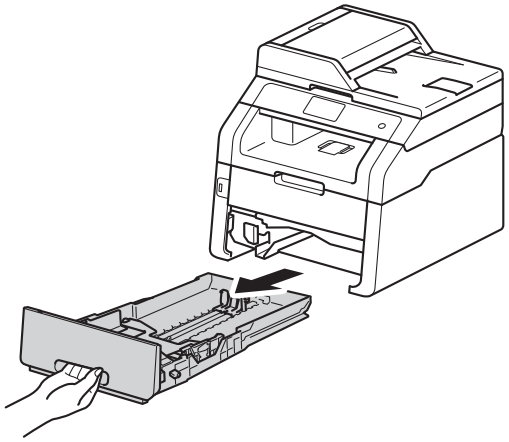
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by pressing the buttons on the Touchscreen.

Loading paper in the paper tray

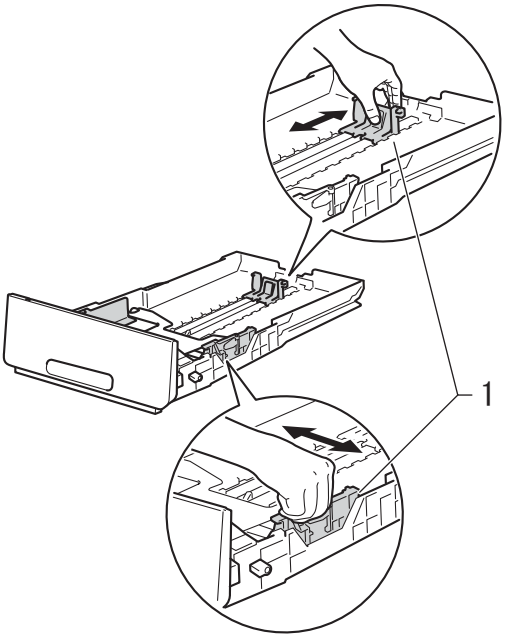
You can load up to 250 sheets in the paper tray. Paper can be loaded up to the maximum paper mark (▼ ▼ ▼) on the right side of the paper tray (for the recommended paper to use, see *Acceptable paper and other print media* on page 28).

Printing on plain paper, thin paper or recycled paper from the paper tray

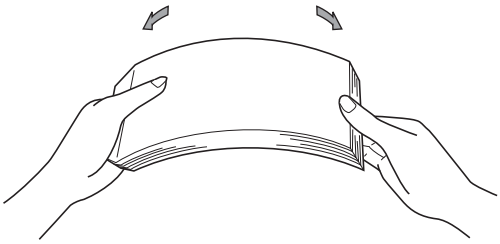
1. Pull the paper tray completely out of the machine.



2. While pressing the green paper-guide release levers (1), slide the paper guides to fit the paper you are loading in the tray. Make sure the guides are firmly in the slots.



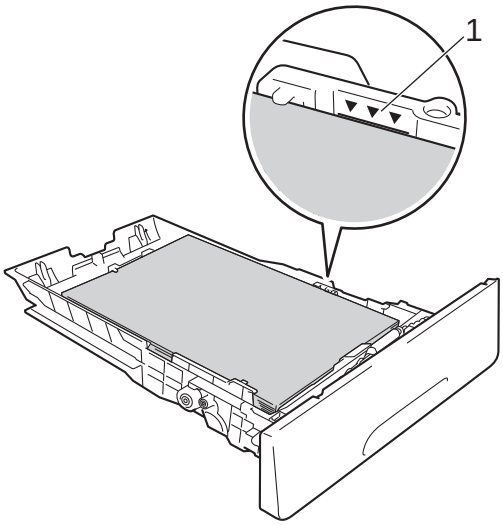
3. Fan the stack of paper well to avoid paper jams and misfeeds.



4 Load paper in the tray and make sure:

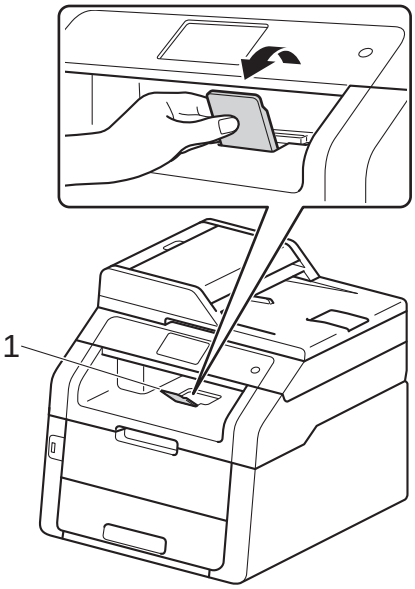
- The paper is below the maximum paper mark (▼ ▼ ▼) (1).

  Overfilling the paper tray will cause paper jams.
- The side to be printed on is *face down*.
- The paper guides touch the sides of the paper so it will feed correctly.



5 Put the paper tray *firmly* back in the machine. Make sure the tray is completely inserted into the machine.

6 Lift up the support flap (1) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



Loading paper in the manual feed slot

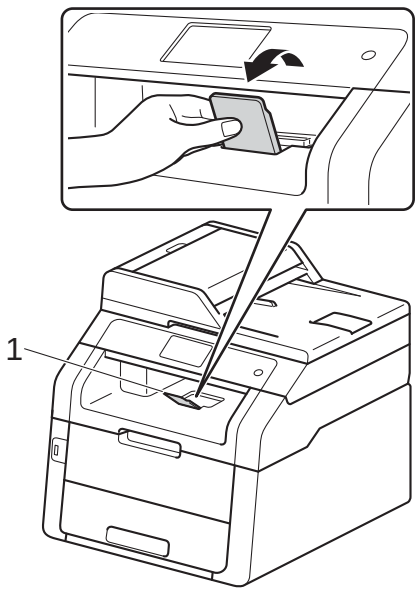
You can load envelopes and special print media one-at-a-time into this slot. Use the manual feed slot to print or copy on labels, envelopes, thicker paper or glossy paper (for the recommended paper to use, see *Acceptable paper and other print media* on page 28).

NOTE

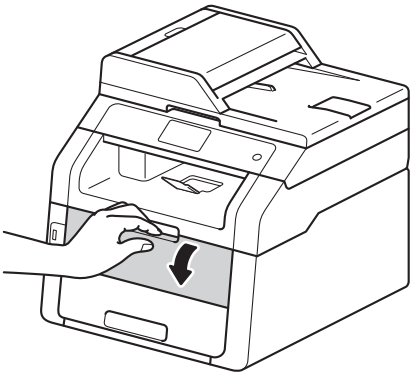
The machine turns on the Manual Feed mode when you put paper in the manual feed slot.

Printing on plain paper, thin paper, recycled paper and bond paper from the manual feed slot

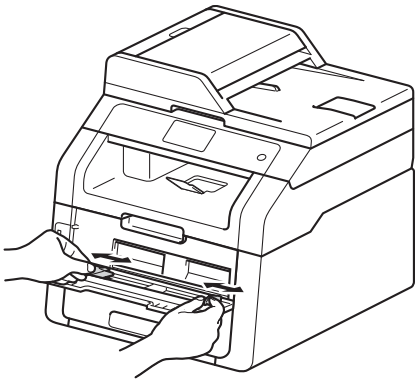
1. Lift up the support flap (1) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



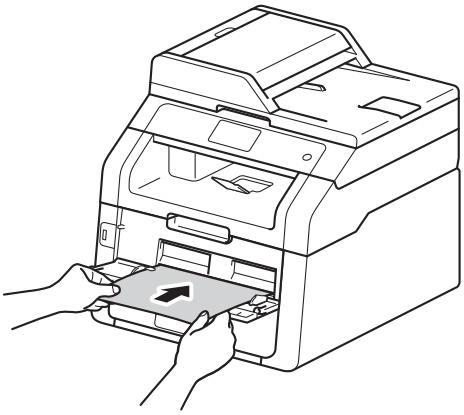
2. Open the manual feed slot cover.



3. Use both hands to slide the manual feed slot paper guides to the width of the paper you are going to use.



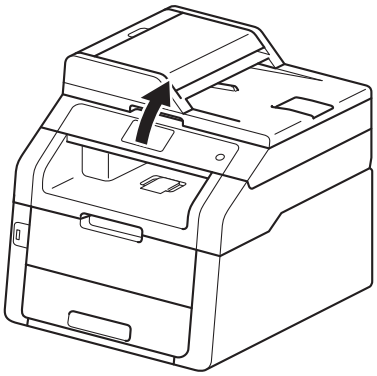
4 Use both hands to push one sheet of paper *firmly* into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further.



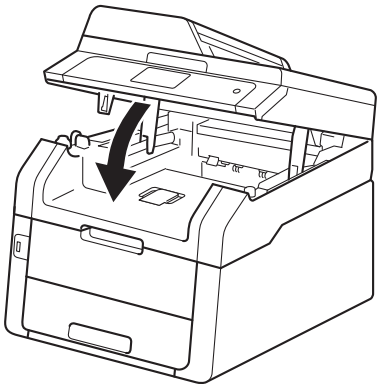
NOTE

- If the error message `Jam Manual Feed` appears on the Touchscreen, the machine cannot grasp and pull the paper. Reset the machine by removing the paper and then pressing `Start` on the Touchscreen. Reinsert the paper and be sure to press it firmly against the rollers.
- Put the paper into the manual feed slot with the side to be printed on face up.
- Make sure the paper is straight and in the correct position on the manual feed slot. If it is not, the paper may not be fed correctly, resulting in a skewed printout or a paper jam.
- Pull the paper out completely when you retry putting the paper into the manual feed slot.
- Do not put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.

- To easily remove a small printout from the output tray use both hands to lift up the scanner cover as shown in the illustration.



- You can still use the machine while the scanner cover is up. To close the scanner cover, push it down with both hands.

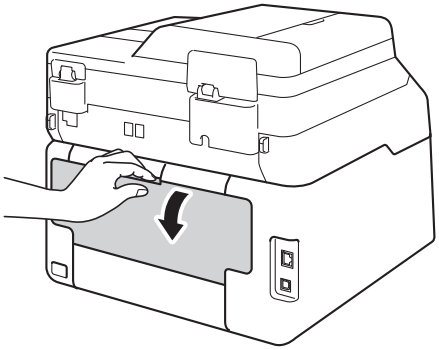


5 After the Touchscreen shows `Manual Feed`, return to step ❹ to load the next sheet of paper. Repeat for each page you want to print.

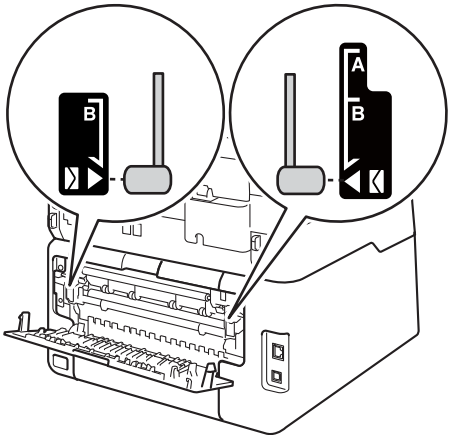
Printing on thick paper, labels, envelopes and glossy paper from the manual feed slot

When the back cover (face-up output tray) is pulled down, the machine has a straight paper path from the manual feed slot through to the back of the machine. Use this paper feed and output method for printing on thick paper, labels, envelopes or glossy paper.

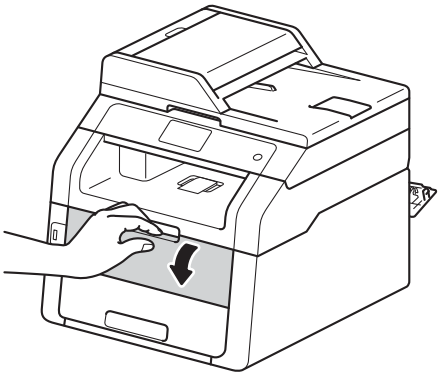
1. Open the back cover (face-up output tray).



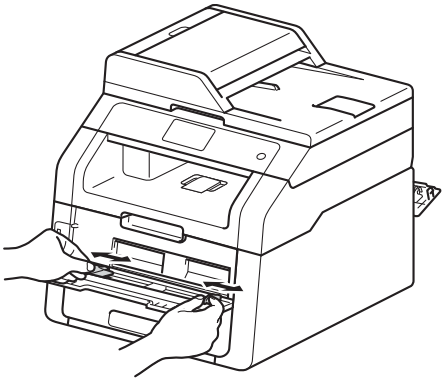
2. (For printing envelopes only)
Pull down the two gray levers, one on the left side and one on the right side, as shown in the illustration.



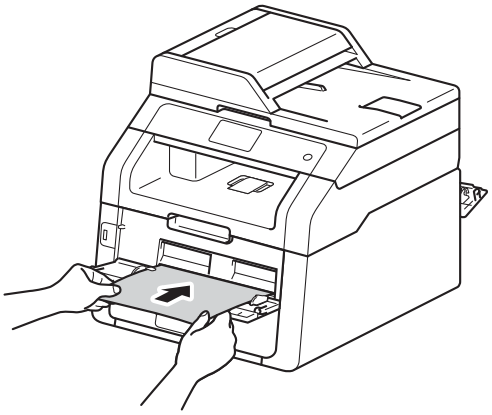
3. Open the manual feed slot cover.

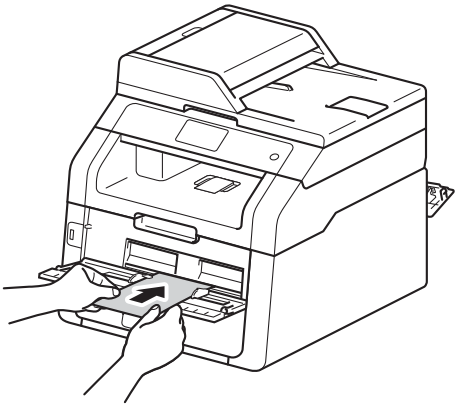


4. Use both hands to slide the manual feed slot paper guides to the width of the paper that you are going to use.



5 Use both hands to push one sheet of paper or one envelope *firmly* into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further.





NOTE

- If the error message `Jam Manual Feed` appears on the Touchscreen, the machine cannot grasp and pull the paper or envelope. Reset the machine by removing the paper and then pressing `Start` on the Touchscreen. Reinsert the paper or envelope and be sure to press it *firmly* against the rollers.
- Put the paper or envelope into the manual feed slot with the side to be printed on face up.
- When **Label** is selected in the printer driver, the machine will feed the paper from the manual feed slot, even if **Manual** is not selected as the paper source.
- Make sure the paper or envelope is straight and in the correct position in the manual feed slot. If it is not, the paper or envelope may not feed correctly, resulting in a skewed printout or a paper jam.
- Pull the paper or envelope out completely when you retry putting the paper into the manual feed slot.
- Do not put more than one sheet of paper or one envelope in the manual feed slot at any one time, as it may cause a jam.

6 Send the print data to the machine.

NOTE

Remove each printed page or envelope immediately to prevent a paper jam.

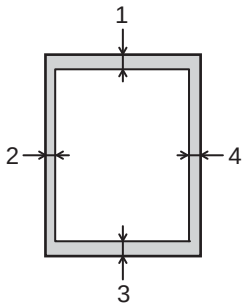
7 After the Touchscreen shows `Manual Feed`, return to step ❺ to load the next sheet of paper. Repeat for each page you want to print.

8 (For printing envelopes)
When you have finished printing, return the two gray levers, that you pulled down at step ❷, back to their original positions.

9 Close the back cover (face-up output tray) until it locks in the closed position.

Unscannable and unprintable areas

The figures in the table show maximum unscannable and unprintable areas. These areas may vary depending on the paper size or settings in the application you are using.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax (Sending)	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	A4	0.12 in. (3 mm)	(ADF) 0.04 in. (1 mm) (Scanner Glass) 0.12 in. (3 mm)
	Legal	0.12 in. (3 mm)	0.16 in. (4 mm)
Copy* *a single copy or a 1 in 1 copy	Letter	0.16 in. (4 mm)	0.16 in. (4 mm)
	A4	0.16 in. (4 mm)	0.12 in. (3 mm)
	Legal	0.16 in. (4 mm)	0.16 in. (4 mm)
Scan	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
	Legal (ADF)	0.12 in. (3 mm)	0.12 in. (3 mm)
Print	Letter	0.16 in. (4.2 mm)	0.16 in. (4.2 mm)
	A4	0.16 in. (4.2 mm)	0.16 in. (4.2 mm)
	Legal	0.16 in. (4.2 mm)	0.16 in. (4.2 mm)

Paper settings

Paper Size

You can use the following sizes of paper for printing faxes: Letter, A4, Legal or Folio.

When you change the size of paper in the tray, you must also change the setting for paper size at the same time so your machine can fit the document or an incoming fax on the page.

You can use the following sizes of paper for copies: Letter, A4, Legal, Executive, A5, A5 L (Long Edge), A6 and Folio and the following sizes for printing faxes: Letter, A4, Legal or Folio (8.5 in. × 13 in.).

1. Press .
2. Press  (`Tray Setting`).
3. Press `Paper Size`.
4. Swipe up or down, or press ▲ or ▼ to display `Letter`, A4, `Legal`, EXE, A5, `A5 L`, A6 or `Folio`, and press the option you want.
5. Press .

NOTE

- When an appropriate size is not in the tray received faxes will be stored in the machine's memory and `Size mismatch` will appear on the Touchscreen (for more information, see *Error and maintenance messages* on page 102).
- If the tray is out of paper and received faxes are in the machine's memory, `No Paper` will appear on the Touchscreen. Insert paper in the empty tray.

Paper Type

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

1. Press .
2. Press  (`Tray Setting`).
3. Press `Paper Type`.
4. Swipe up or down, or press ▲ or ▼ to display `Thin`, `Plain Paper`, `Thick`, `Thicker`, `Recycled Paper`, and press the option you want.
5. Press .

Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: plain paper, thin paper, thick paper, thicker paper, bond paper, recycled paper, labels, envelopes or glossy paper (see *Print media* on page 198).

For best results, follow these instructions:

- DO NOT load different types of paper in the paper tray at the same time because it may cause the paper to jams or misfeed.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is appropriate for the machine.
- Use labels that are designed for use in *laser* machines.

Recommended paper and print media

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

Paper Type	Item
Plain Paper	Xerox 4200DP 20 lb
	Hammermill Laser Print (24 lb=90 g/m^2)
Recycled Paper	No specific brand recommended
Labels	Avery laser labels white #5160
Envelopes	No specific brand recommended
Glossy Paper	NewPage Futura Laser Gloss 80 lb Text (118 g/m^2)
	Xerox Digital Color Elite Gloss

Type and size of paper

The machine feeds paper from the installed paper tray or the manual feed slot.

The names for the paper trays in the printer driver and this Guide are as follows:

Tray and optional unit	Name
Paper Tray	Tray 1
Manual Feed Slot	Manual

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Paper Tray (Tray 1)	Letter, A4, Legal, B5 (JIS), Executive, A5, A5 L, A6, Folio [1]	Plain paper, Thin paper, Recycled paper	up to 250 20 lb (80 g/m^2)
Manual Feed Slot	Width: 3.0 to 8.5 in. (76.2 to 215.9 mm) Length: 4.57 to 14 in. (116 to 355.6 mm)	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes, Labels, Glossy paper	1 sheet 1 Envelope

[1] Folio size is 8.5 in. × 13 in. (215.9 mm × 330.2 mm).

Recommended paper specifications

The following paper specifications are appropriate for this machine.

Basis weight	20-24 lb (75-90 g/m^2)
Thickness	80-110 µm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm^3/100
Grain direction	Long grain
Volume resistivity	10e^9-10e^{11} ohm
Surface resistivity	10e^9-10e^{12} ohm-cm
Filler	$CaCO_3$ (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use plain paper that is appropriate for laser/LED machines to make copies.
- Use paper that is 20 to 24 lb (75 to 90 g/m^2).
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the 392 °F (200 °C) temperature of the machine's fusing process.
- If you use bond paper, paper having a rough surface, or paper that is wrinkled or creased, the paper may exhibit degraded performance.

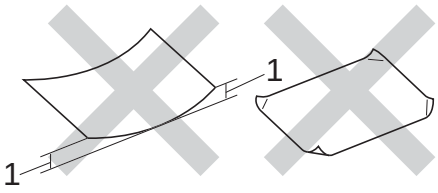
Types of paper to avoid

IMPORTANT

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

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



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

- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

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

Envelopes

The machine is designed to work well with most envelopes. However, some envelopes may have feed and print quality problems because of the way they have been made. Envelopes should have edges with straight, well-creased folds. Envelopes should lie flat and not be of baggy or flimsy construction. Use only quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

Envelopes can only be fed through the manual feed slot.

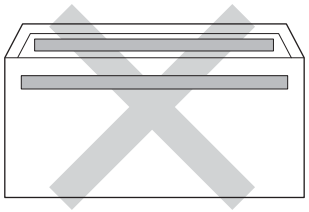
We recommend that you print a test envelope to make sure the print results are what you want.

Types of envelopes to avoid

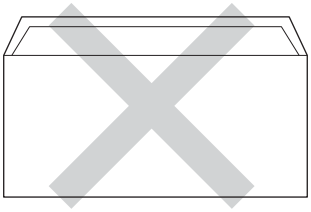
IMPORTANT

DO NOT use envelopes:

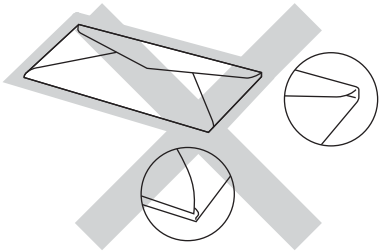
- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (raised writing)
- that were previously printed by a laser or LED machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations
- with glue on the surface as shown in the figure below



- with double flaps as shown in the figure below



- with sealing flaps that are not folded down when purchased
- with each side folded as shown in the figure below



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

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

Labels

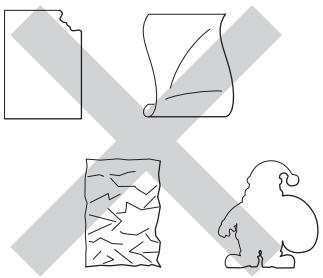
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 392 °F (200 °C) for a period of 0.1 seconds.

Labels can only be fed through the manual feed slot.

Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.



IMPORTANT

- Avoid feeding labels with the carrier sheet exposed because your machine will be damaged.
- DO NOT reuse or insert labels that have previously been used or are missing a few labels on the sheet.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print correctly and may cause damage to your machine.

3 Loading documents

How to load documents

You can send a fax, make copies, and scan from the ADF (Automatic Document Feeder) and the scanner glass.

Using the automatic document feeder (ADF)

The ADF can hold up to 35 pages and feeds each sheet individually. Use standard 20 lb (80 g/m^2) paper and always fan the pages before putting them in the ADF.

Document Sizes Supported

Length:	5.8 to 14 in. (147.3 to 355.6 mm)
Width:	5.8 to 8.5 in. (147.3 to 215.9 mm)
Weight:	17 to 24 lb (64 to 90 g/m^2)

How to load documents

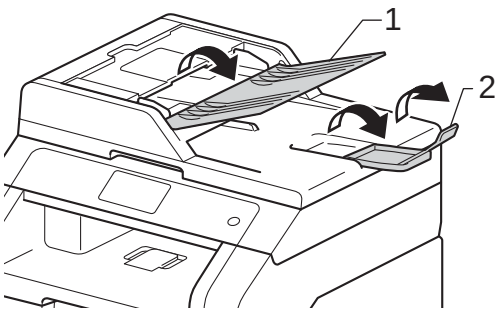
IMPORTANT

- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

NOTE

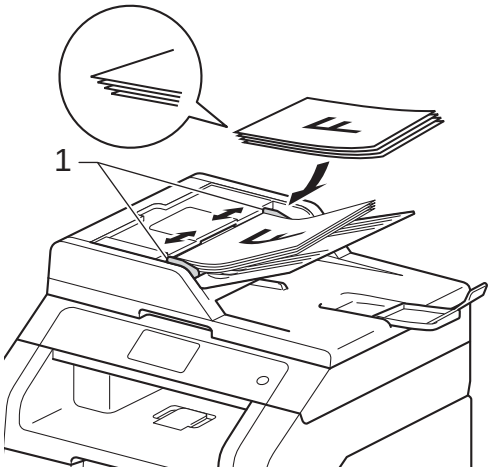
- To scan documents that are not appropriate for the ADF, see *Using the scanner glass* on page 34.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.

1. Unfold the ADF document support (1). Lift up and unfold the ADF document output support flap (2).



2. Fan the pages well.
3. Stagger the pages of your document *face up top edge first*, in the ADF until the Touchscreen shows ADF Ready and you feel the top page touch the feed rollers.

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



NOTE

To scan non-standard documents, see *Using the scanner glass* on page 34.

Using the scanner glass

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

Document Sizes Supported

Length:	Up to 11.8 in. (300.0 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2.0 kg)

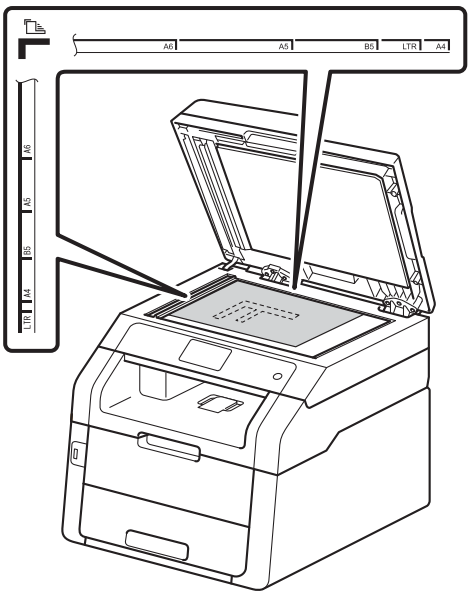
How to load documents

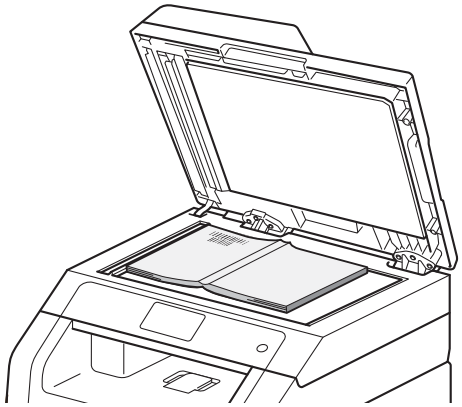
NOTE

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

1 Lift the document cover.

2 Using the document guidelines on the left and top, place the document *face down* in the upper left corner of the scanner glass.





3 Close the document cover.

IMPORTANT

If the document is a book or is thick do not slam the cover or press on it.

4 Sending a fax

How to send a fax

The following steps show you how to send a fax. To send multiple pages use the ADF.

1. Do one of the following to load your document:
   - Place the document *face up* in the ADF (see *Using the automatic document feeder (ADF)* on page 33).
   - Load your document *face down* on the scanner glass (see *Using the scanner glass* on page 34).

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 `Sending Fax(es)`.



   - The Touchscreen shows:



3. You can change the following fax sending options. Press `Options`. Swipe up or down, or press ▲ or ▼ to scroll through the fax options. When the setting you want is displayed, press it and choose your new option. When you have finished changing the options, press `OK`.

NOTE

For the following advanced fax sending operations and settings, see Advanced User's Guide:*Sending a fax*

- `2-sided Fax` (MFC-9340CDW)
- `Contrast`
- `Fax Resolution`
- `Broadcasting`
- `Real Time TX`
- `Overseas Mode`
- `Delayed Fax`
- `Batch TX`
- `Coverpage Message`
- `Coverpage Setup`
- `Polled TX`

4. (MFC-9340CDW)
   Choose one of the options below:
   - To send a 1-sided document, go to step ❺.
   - To send a 2-sided document, choose the 2-sided scanning format for your 2-sided document as follows:

     Press `Options`.

     Swipe up or down, or press ▲ or ▼ to display `2-sided Fax` and press `2-sided Fax`.

     Press `2-sided Scan: Long Edge` or `2-sided Scan: Short Edge`.

     Press `OK`.

NOTE

You can send 2-sided documents from the ADF.

5 Enter the fax number.
Using the dial pad

Using the Address Book

- Address Book

Using call history

- Call History

(For more information, see *How to dial* on page 56.)

6 Press Fax Start.

Faxing from the ADF

- The machine starts scanning the document.

Faxing from the scanner glass
If Real Time TX is On, the machine will send the document without asking if there are additional pages to scan.

- If you press Fax Start, the machine starts scanning the first page.

  When the Touchscreen shows Next Page?, do one of the following:

  - To send a single page, press No. The machine starts sending the document.
  - To send more than one page, press Yes and place the next page on the scanner glass. Press OK. The machine starts scanning the page. (Repeat this step for each additional page.)

Stop faxing

To stop faxing, press .

Faxing A4 size documents from the scanner glass

When faxing A4 size documents, you must set the scan glass size to A4; otherwise, a portion of your faxes will be missing.

1 Do one of the following:

- When Fax Preview is set to Off, press  (Fax).
- When Fax Preview is set to On, press  (Fax) and Sending Fax(es).

2 Press Options.

3 Swipe up or down, or press ▲ or ▼ to display Glass Scan Size.

4 Press Glass Scan Size.

5 Press A4.

6 Press OK.

Canceling a fax in process

Press to cancel the fax. If you press while the machine is dialing or sending, the Touchscreen will show Cancel Job?.

Press Yes to cancel the fax.

Transmission Verification Report

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

There are several settings available for the Transmission Verification Report:

- On: Prints a report after every fax you send.
- On+Image: Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- Off: Prints a report if your fax is unsuccessful due to a transmission error. Off is the factory setting.
- Off+Image: Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

1. Press .
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 Report Setting.
6. Press Report Setting.
7. Press Transmission.
8. Press On, On+Image, Off or Off+Image.
9. Press .

NOTE

- If you choose On+Image or Off+Image, the image will not appear on the Transmission Verification Report if Real Time Transmission is set to On. (see Advanced User's Guide, *Real Time Transmission*).
- If the transmission is successful, OK will appear next to RESULT on the Transmission Verification Report. If the transmission is not successful, NG will appear next to RESULT.

5 Receiving a fax

Receive modes

NOTE

You can use four sizes of paper for printing faxes: Letter, A4, Legal or Folio.

Choose the correct Receive Mode

The correct Receive Mode is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring, etc.) 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 *Distinctive Ring* on page 49 for instructions on setting up your machine using this feature).

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 *Voice Mail* on page 48 for instructions on setting up your machine using this service).

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 *Connecting an external TAD (telephone answering device)* on page 51).

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

Your machine automatically answers every call as a fax. Choose `Fax` 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?

The `Fax/Tel` receive 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 can not receive voice messages on either Voice Mail or an answering machine if you choose the `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 40).

To set the receive mode follow the instructions below:

1. Press .
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 *Distinctive Ring* on page 49).

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

Using receive modes

Some receive modes answer automatically (Fax and Fax/Tel). You may want to change the Ring Delay before using these modes (see *Ring Delay* on page 41).

Fax Only

Fax mode will automatically answer every call as a fax.

Fax/Tel

Fax/Tel mode helps you manage incoming calls, by recognizing whether they are fax or voice calls and handling them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T ring to tell you to pick up the line. The F/T ring is a fast pseudo/double-ring made by your machine.

(Also see *F/T Ring Time (Fax/Tel mode only)* on page 41 and *Ring Delay* on page 41.)

Manual

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

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

(Also see *Easy Receive* on page 42.)

External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be handled in the following ways:

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

(For more information, see *Connecting an external TAD (telephone answering device)* on page 51.)

Receive Mode settings

Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in Fax and Fax/Tel modes.

If you have external or extension telephones on the same line as the machine, keep the Ring Delay setting of 4 (see *Using external and extension telephones* on page 54 and *Easy Receive* on page 42).

1. Press .
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. Press 0, 1, 2, 3 or 4 for how many times you want the line to ring before the machine answers.
10. Press .

NOTE

If you choose 0, the machine will answer immediately and the line will not ring at all.

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

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T ring (pseudo/double-ring) for the time you set in the F/T Ring Time setting. If you hear the F/T ring it means that a voice caller is on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone (for more information, see *Using Remote Codes* on page 54).

1. Press .
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 how long the machine will ring to alert you that you have a voice call (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.

Easy Receive

If Easy Receive is On:

The machine can receive a fax automatically, even if you answer the call. When you see Receiving on the Touchscreen or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

If Easy Receive is Off:

If you are at the machine and answer a fax call first by lifting the external handset, then press Fax Start, and then press Receive to receive the Fax.

If you answered at an extension telephone press ✳**51** (see *Using external and extension telephones* on page 54).

NOTE

- If this feature is set to On, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code ✳**51**.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to Off.

1. Press .
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 Easy Receive.
8. Press Easy Receive.
9. Press On (or Off).
10. Press .

Fax Preview (Black and White only)

How to preview a received fax

You can view received faxes on the Touchscreen by pressing  (Fax) and then  (Received Faxes). When the machine is in Ready mode, a pop-up message will appear on the Touchscreen to alert you of new faxes.

Setting Fax Preview

1. Press .
2. Press  (Fax Preview).
3. Press On (or Off).
4. Press Yes.
5. The Touchscreen will tell you that any future faxes will not be printed as you receive them.
   Press Yes.
6. Press .

NOTE

When Fax Preview is turned on, a backup copy of received faxes will not be printed for Fax Forwarding and PC-Fax Receiving operations, even if you set Backup Print to On.

Using Fax Preview

When you receive a fax, you will see a pop-up message on the Touchscreen. (For example: New Fax(es):01 [View])

1. Press View.
   The Touchscreen will display the fax list.

NOTE

- Although printed faxes show the received date and time when Fax Receive Stamp is turned on, the Fax Preview screen will not show the received date and time.
- The fax list includes the old faxes and the new fax. The new fax is indicated by a blue mark next to the fax.
- To see a fax that has already been previewed, press Fax and Received Faxes.

2. Swipe up or down, or press ▲ or ▼ to display the fax number of the fax you want.
3. Press the fax you want.

NOTE

- If your fax is large there may be a delay before it is displayed.
- The Touchscreen will show the current page number and total pages of the fax message. When your fax message is over 99 pages the total number of pages will be shown as “XX.”

Press the Touchscreen or Touchpanel to perform the following operations.

	Description
	Enlarge the fax.
	Reduce the fax.
▲ or ▼	Scroll vertically.
◄ or ►	Scroll horizontally.
	Rotate the fax clockwise.
	Delete the fax. Press Yes to confirm.
	Go back to the previous page.
	Go to the next page.
	Go back to the fax list.
Start	Print the fax.

4 Press .

How to print a fax

1 Press  (Fax).

2 Press Received Faxes.

3 Press the fax you want.

4 Press Start.

5 Press .

How to print all faxes in the list

1 Press  (Fax).

2 Press Received Faxes.

3 Press Print/Delete.

4 Do one of the following:

- Press Print All:New Fax(es) to print all faxes you have not yet viewed.
- Press Print All(Old Faxes) to print all faxes you have viewed.

5 Press .

How to delete all faxes in the list

1 Press  (Fax).

2 Press Received Faxes.

3 Press Print/Delete.

4 Do one of the following:

- Press Delete All:New Fax(es) to delete all faxes you have not yet viewed.
- Press Delete All(Old Faxes) to delete all faxes you have viewed.

5 Press Yes to confirm.

6 Press .

Turning off Fax Preview

1. Press .
2. Press  (Fax Preview).
3. Press Off.
4. Press Yes to confirm.
5. If there are faxes stored in the memory, do one of the following:
   - If you do not want to print the stored faxes, press Continue.

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

6 Using PC-FAX

How to use PC-FAX

PC-Fax Receive (For Windows® only)

If you turn on the PC-Fax Receive feature your MFC will store received faxes in memory and send them to your computer automatically. You can then use your computer to view and store these faxes.

Even if you turn off your computer (at night or on the weekend, for example), your MFC will receive and store your faxes in its memory. The number of received faxes that are stored in the memory will appear on the Touchscreen.

When you start your computer and the PC-Fax Receiving software runs, your MFC transfers your faxes to your computer automatically.

For PC-Fax Receive to work the PC-FAX Receiving software must be running on your computer.

Do one of the following:

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

  From the (**Start**) menu, select **All Programs** > **Brother** > **MFC-XXXX** > **PC-FAX Receiving** > **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**.

If you choose Backup Print On, the machine will also print the fax.

1. Press .
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 `Memory Receive`.
8. Press `Memory Receive`.
9. Swipe up or down, or press ▲ or ▼ to display `PC Fax Receive`.
10. Press `PC Fax Receive`.
11. The Touchscreen shows a reminder to start the PC-FAX Receiving program on your computer. If you have started the PC-FAX Receiving program, press `OK`. For more information about how to start the PC-FAX Receiving program, see Software User's Guide.
12. Swipe up or down, or press ▲ or ▼ to display <USB> or your computer name if the machine is connected to a network.

    Press <USB> or your computer name.

    Press `OK`.
13. Press `Backup Print: On` or `Backup Print: Off`.

IMPORTANT

If you choose `Backup Print: On`, the machine will also print the fax at your machine so you will have a copy.

14 Press .

NOTE

- Before you can set up PC-Fax Receive you must install the MFL-Pro Suite software on your computer. Make sure your computer is connected and turned on (see Software User's Guide).
- If your machine has an error and is unable to print faxes from memory, you can use this setting to transfer your faxes to a computer (see *Transferring your faxes or Fax Journal report* on page 110).
- PC-Fax Receive is not supported in Mac OS.

PC-FAX Send

The Brother PC-FAX feature lets you use your computer to send a document from an application as a standard fax. You can send a file created in any application on your computer as a PC-FAX. You can even attach a cover page (for more information, see Software User's Guide).

How to send a PC-FAX:

Contact your application vendor if you need more support.

1 From your application select **File**, and then **Print**.
The Print dialog box will be displayed. (The steps may vary depending on your application.)

2 Select the **Brother PC-FAX v.3**.

3 Click **OK**.
The **Brother PC-FAX** user interface will be displayed.

4 Enter the recipient's fax number using your computer keyboard or by clicking the numeric keypad of the **Brother PC-FAX** user interface. You can also select a stored number from the **Address Book**.

5 Click  when using your computer keyboard or the numeric keypad.

6 Click **Start**.
Your document will be sent to the Brother machine and then faxed to the recipient.

7 Telephone services and external devices

Telephone line services

Voice Mail

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after 4 rings and your Brother machine is set to answer after 2 rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after 4 rings and your Voice Mail is set to answer after 2 rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your Voice Mail service, do one of the following:

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother machine that allows a person with one line to receive fax and voice calls through two different telephone numbers on that one line. Brother uses the term 'Distinctive Ring,' but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes (see *Distinctive Ring* on page 49).

OR

Set your Brother machine's Receive Mode to "Manual". Manual Mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax sending tones you must transfer the call to the Brother machine (see *Using external and extension telephones* on page 54). Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in **MANUAL** Mode, see *Choose the correct Receive Mode* on page 38.)

Distinctive Ring

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Smart Ring, Ring Master or Ident-a-Ring. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.

NOTE

- You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.
- Call your telephone company for availability and rates.

What does your telephone company's 'Distinctive Ring' do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same telephone line. **If you need more than one telephone number, it is cheaper than paying for an extra line.** Each telephone number has its own distinctive ring pattern, so you will know which telephone number is ringing. This is one way to have a separate telephone number for your machine.

NOTE

Call your telephone company for availability and rates.

What does Brother's 'Distinctive Ring' do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can just receive faxes.

NOTE

You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.

Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls.* **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.** If each one has a separate telephone number, neither will interfere with the other's operations.

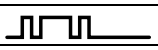
If you decide to get the Distinctive Ring service from the telephone company, you must follow the directions below to register the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.

NOTE

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	short-short or long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	

NOTE

- Ring Pattern #1 is often called Short-Short and is the most commonly used.
- If the ring pattern you received is not on this chart, **call your telephone company and ask for one that is shown**.

- The machine will only answer calls to its registered number.
- The first two rings are silent on the machine. This is because the fax must <<listen>> to the ring pattern (to compare it to the pattern that was 'registered'). (Other telephones on the same line will ring.)
- If you program the machine correctly, it will recognize the registered ring pattern of the 'fax number' within 2 ring patterns and then answer with a fax tone. When the 'voice number' is called, the machine will not answer.

Registering the Distinctive Ring pattern Very important!

After you set the Distinctive Ring feature to On, your Distinctive Ring number will receive faxes automatically. The receive mode is automatically set to Manual and you cannot change it to another receive mode while Distinctive Ring is set to On. This ensures the Brother machine will only answer the Distinctive Ring number and not interfere when your main telephone number is called.

When Distinctive Ring is on, the Touchscreen will show D/R as the Receive Mode.

1. Press .
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 Miscellaneous.
6. Press Miscellaneous.
7. Press Distinctive.
8. Do one of the following:
   - If you have not registered the Distinctive Ring, press Distinctive, and then press On. Go to step 9.
   - If you have already registered the Distinctive Ring, and want to change the pattern, go to step 9.
9. Press Ring Pattern.
10. Press the stored ring pattern you want. Press OK.
    (You will hear each pattern as you press the four buttons. Make sure you choose the pattern that the telephone company gave you.)
11. Press .
    Distinctive Ring is now set to On.

Turning off distinctive ring

1. Press .
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 `Miscellaneous`.
6. Press `Miscellaneous`.
7. Press `Distinctive`.
8. Press `Distinctive`.
9. Press `Off`.
10. Press .

NOTE

If you do not want to receive faxes on your Distinctive Ring number, you can turn off Distinctive Ring. The machine will stay in `Manual` receive mode so you must set the Receive Mode again (see *Choose the correct Receive Mode* on page 38).

Connecting an external TAD (telephone answering device)

You can connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will “listen” for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the display will show `Telephone`.

The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll saver feature on your external TAD if it needs more than four rings to activate it.

Unless you are using Distinctive Ring, the TAD must be connected to the EXT. jack of the machine.

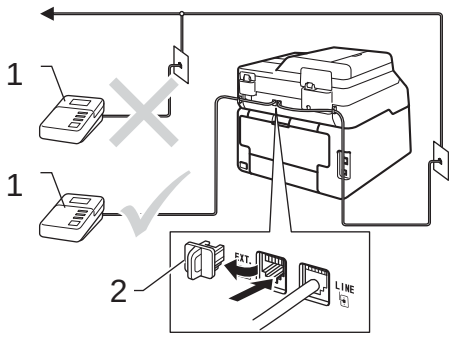
- **If you subscribe to your telephone company’s Distinctive Ring service:**

  You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company’s Distinctive Ring service, have registered the distinctive ring pattern on your machine, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company’s Distinctive Ring service. You cannot use the Toll Saver setting.

■ **If You Do Not Subscribe to the Distinctive Ring Service:**

You must plug your TAD into the EXT. jack of your machine. If your TAD is plugged into a wall jack, both your machine and the TAD will try to control the telephone line. (See the illustration below.)

■ Before you connect an external TAD (telephone answering device), remove the protective cap (2) from the EXT. jack on the machine.



1 TAD

2 Protective Cap

NOTE

If you have problems receiving faxes, reduce the Ring Delay setting on your external TAD.

Connections

The external TAD must be plugged into the back of the machine, into the jack labeled EXT. Your machine cannot work correctly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

1. Plug the telephone line cord from the telephone wall jack into the back of the machine, in the jack labeled LINE.
2. Plug the telephone line cord from your external TAD into the back of the machine, in the jack labeled EXT. (Make sure this cord is connected to the TAD at the TAD's telephone line jack, and not its handset jack.)
3. Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)
4. Record the outgoing message on your external TAD.
5. Set the TAD to answer calls.
6. Set the Receive Mode on your machine to `External TAD` (see *Choose the correct Receive Mode* on page 38).

Recording an outgoing message (OGM)

1. Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.
2. Limit your speaking to 20 seconds.
3. End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: “After the beep, leave a message or press ⁎51 and Start to send a fax.”

NOTE

We recommend beginning your OGM with an initial 5 second silence because the machine cannot hear fax tones over a loud voice. You may try leaving out this pause, but if your machine has trouble receiving faxes, then you should re-record the OGM to include it.

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to `Manual`.

We cannot guarantee that your machine will operate correctly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

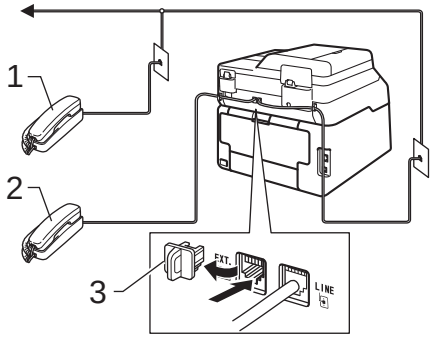
External and extension telephones

Connecting an external or extension telephone

You can connect a separate telephone directly to your machine as shown in the diagram below.

Connect the telephone line cord to the jack labeled EXT.

Before you connect an external telephone, remove the protective cap (3) from the EXT. jack on the machine.



1 Extension telephone

2 External telephone

3 Protective Cap

Using external and extension telephones

Using extension telephones

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code ✳**51**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **#51** (see *F/T Ring Time (Fax/Tel mode only)* on page 41).

Using an external telephone (Connected to the EXT. jack of the machine)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing `Fax Start` and choosing `Receive`.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing `Pickup`.

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ✳**51** and wait for the chirp or until the Touchscreen shows `Receiving`, and then hang up.

NOTE

You can also use the Easy Receive feature to make your machine automatically take the call (see *Easy Receive* on page 42).

Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the EXT. jack of the machine (see page 53) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you must go to the machine so you can press `Hook` to transfer the call to the cordless handset.

Using Remote Codes

Fax Receive Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by pressing the Fax Receive Code ✳**51**. Wait for the chirping sounds then replace the handset (see *Easy Receive* on page 42).

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing `Fax Start` and then pressing `Receive`.

Telephone Answer Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T ring (pseudo/double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing **#51** (make sure you press this *between* the rings).

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing `Pickup`.

Changing the Remote Codes

The preset Fax Receive Code is ✳**51**. The preset Telephone Answer Code is #**51**. If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example ### and 999.

1. Press .
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 `Remote Codes`.
8. Press `Remote Codes`.
9. Do one of the following:
   - If you want to change the Fax Receive Code, press `Fax Receive Code`. Enter the new code, and then press `OK`.
   - If you want to change the Telephone Answer Code, press `Tel Answer`. Enter the new code, and then press `OK`.
   - If you do not want to change the Codes, go to step ❿.
   - If you want to turn the Remote Codes `Off` (or `On`), press `Remote Codes`. Press `Off` (or `On`).
10. Press .

8 Dialing and storing numbers

How to dial

You can dial in any of the following ways.

Manual dialing

1. Load your document.
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 Sending Fax(es).
3. Press all digits of the fax number.



4. Press Fax Start.

Dialing from the Address Book

1. Load your document.
2. Press  (Fax).
3. Press Address Book.
4. Do one of the following:
   - Swipe up or down, or press ▲ or ▼ to display the number you want.
   - Press , and then enter the first letter of the name and press OK.
5. Press the number or the name you want.
6. To send a fax, press Apply.
7. Press Fax Start.
   The machine scans and sends the fax.

Fax redial

If you are sending a fax automatically and the line is busy, the machine will automatically redial one time after five minutes.

If you are sending a fax manually and the line is busy, press Hook and then Redial, wait for the other fax machine to answer, and then press Fax Start to try again. If you want to make a second call to the last number dialed, you can save time by pressing Redial and Fax Start.

Redial only works if you dialed from the machine.

Storing numbers

You can set up your machine to do the following types of easy dialing: Address Book and Groups for broadcasting faxes. When you dial an Address Book number, the Touchscreen shows the number.

NOTE

If you lose electrical power, the Address Book numbers that are in the memory will not be lost.

Storing a pause

Press Pause to insert a 3.5-second pause between numbers. You can press Pause as many times as needed to increase the length of the pause.

Storing Address Book numbers

You can store up to 200 Addresses with a name.

1. Press  (Fax).
2. Press Address Book.
3. Press Edit.
4. Press Add New Address.
5. Press Name.
6. Enter the name using the keyboard on the Touchscreen (up to 15 characters). (To help you enter letters, see *Entering text* on page 194.)
   Press OK.
7. Press Address.
8. Enter the fax or telephone number using the keyboard on the Touchscreen (up to 20 digits).
   Press OK.

NOTE

If you downloaded Internet Fax:

If you want to store an E-mail address to use with Internet Fax or Scan to E-mail server, press  and enter the E-mail address (see *Entering text* on page 194), and press OK.

9. Press OK.
10. Do one of the following:
    - To store another Address Book number, repeat steps ❸ - ❿.
    - To finish storing numbers, press .

8

Changing Address Book names or numbers

You can change or delete an Address Book name or number that has already been stored.

If the stored number has a scheduled job, such as a delayed fax or a fax forwarding number, it will be dimmed on the Touchscreen. You cannot select the number to make changes or to delete it unless you first cancel the scheduled job (see Advanced User's Guide, *Checking and canceling waiting jobs*).

1. Press  (Fax).
2. Press Address Book.
3. Press Edit.
4. Do one of the following:
   - Press Change to edit the names or numbers. Go to step 5.
   - Press Delete to display Delete. Delete numbers by pressing them to display a red check mark.

     Press OK.

     Press Yes to confirm. Go to step 9.
5. Swipe up or down, or press ▲ or ▼ to display the number you want.
6. Press the number you want.
7. Do the following:
   - To change the name, press Name. Enter the new name (up to 15 characters) using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 194).

     Press OK.
   - To change the fax or telephone number, press Address. Enter the new fax or telephone number (up to 20 digits) using the keyboard on the Touchscreen.

     Press OK.

NOTE

How to change the stored name or number:

To change a character, press ◄ or ► to position the cursor to highlight the incorrect character, and then press . Enter the new character or number.

8. Press OK to finish.

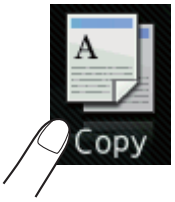
   To change another Address Book number, repeat steps 3 - 8.
9. Press .

9 Making copies

How to copy

The following steps show the basic copy operation.

1. Do one of the following to load your document:
   - Place the document *face up* in the ADF (see *Using the automatic document feeder (ADF)* on page 33).
   - Load your document *face down* on the scanner glass (see *Using the scanner glass* on page 34).
2. Press the Copy button on the Touchscreen.



   - The Touchscreen shows



1 No. of Copies
You can enter the number of copies by using the dial pad.

3. For multiple copies, enter the two-digit number (up to 99).
4. Press Color Start or Black Start.

Stop copying

To stop copying, press .

Copy preset settings

You can copy with a variety of settings that are already set up for you in the machine simply by pressing them.

The following preset settings are available.

- Receipt
- Normal
- 2in1(ID)
- 2in1
- 2-sided(1⇒2) (MFC-9330CDW and MFC-9340CDW)
- 2-sided(2⇒2) (MFC-9340CDW)
- Paper Save

1. Load your document.
2. Press (Copy).
3. Swipe left or right to display Receipt, Normal, 2in1(ID), 2in1, 2-sided(1⇒2), 2-sided(2⇒2) or Paper Save.
4. Enter the number of copies you want.
5. Do one of the following:
   - To change more settings, go to step ❻.
   - If you have finished changing settings, go to step ❾.
6. Press Options.

7 Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.

8 Swipe up or down, or press ▲ or ▼ to display the available options, and then press your new option. Repeat steps ❼ and ❽ for each setting you want. If you have finished changing the settings, press OK.

NOTE

Save the settings as a Shortcut by pressing Save as Shortcut.

9 Press Color Start or Black Start.

Copy Options

You can change the following copy settings. 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 the options, press OK.

(Advanced User's Guide)

For more information about changing the following settings, see Advanced User's Guide: *Copy settings*:

- Quality
- Enlarge/Reduce
- Density
- Contrast
- Stack/Sort
- Page Layout
- 2in1(ID)
- Color Adjust
- 2-sided Copy
  (MFC-9330CDW and MFC-9340CDW)
- 2–sided Copy Page Layout
  (MFC-9340CDW)
- Remove Background Color
- Save as Shortcut

10 Printing data from a USB Flash memory drive or digital camera supporting mass storage (For MFC-9330CDW and MFC-9340CDW)

With the Direct Print feature, you do not need a computer to print data. You can print by just plugging your USB Flash memory drive into the machine's USB direct interface. You can also connect and print directly from a camera set to USB mass storage mode.

You can use a USB Flash Memory Drive that has the following specifications:

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

[1] NTFS format is not supported.

NOTE

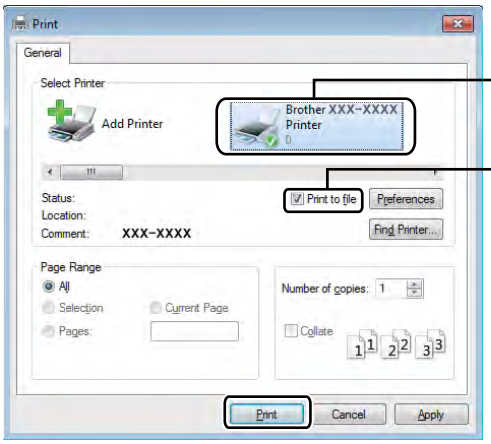
- Some USB Flash memory drives may not work with the machine.
- If your camera is in PictBridge mode, you cannot print data. See the documentation supplied with your camera to switch from PictBridge mode to mass storage mode.

Creating a PRN file for direct printing

NOTE

The screens in this section may vary depending on your application and operating system.

1. From the menu bar of an application, click **File**, then **Print**.
2. Choose **Brother MFC-XXXX Printer** (1) and check the **Print to file** box (2). Click **Print**.



3. Choose the folder you want to save the file to and enter the file name if prompted.

   If you are prompted for a file name only, you can also specify the folder you want to save the file in by entering the directory name. For example: C:\Temp\FileName.prn

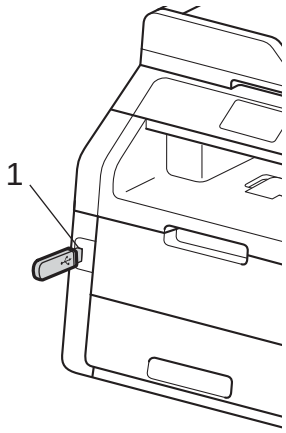
   If a USB Flash memory drive is connected to your computer, you can save the file directly to the USB Flash memory drive.

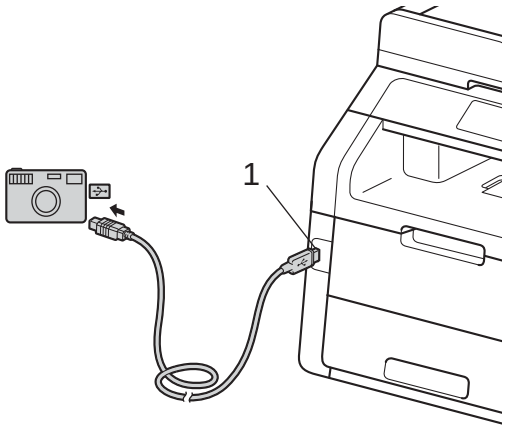
Printing data directly from the USB Flash memory drive or digital camera supporting mass storage

NOTE

- Make sure your digital camera is turned on.
- Your digital camera must be switched from PictBridge mode to mass storage mode.

1. Connect your USB Flash memory drive or digital camera to the USB direct interface (1) on the front of the machine. The Touchscreen will automatically show the USB memory menu to confirm the intended use of the USB Flash memory drive or digital camera.





NOTE

- If an error occurs, the USB memory menu will not appear on the Touchscreen.
- When the machine is in Deep Sleep mode, the Touchscreen does not show any information even if you connect a USB flash memory drive to the USB direct interface. Press the Touchscreen to wake up the machine.

2. Press `Direct Print`.

NOTE

If your machine has been set to Secure Function Lock On, you may not be able to access Direct Print (see Advanced User's Guide: *Switching Users*).

3 Swipe up or down, or press ▲ or ▼ to choose the folder name and file name you want.
If you have selected the folder name, swipe up or down, or press ▲ or ▼ to choose the file name you want.

NOTE

If you want to print an index of the files, press `Index Print` on the Touchscreen. Press `Color Start` or `Black Start` to print the data.

4 Do one of the following:

- Press `Print Settings`. Go to step ❺.
- If you do not want to change the current settings, go to step ❽.

5 Swipe up or down, or press ▲ or ▼ to display the setting you want.

6 Press the option you want.

NOTE

- You can choose the following settings:

  `Paper Type`
  `Paper Size`
  `Multiple Page`
  `Orientation`
  `2-sided`
  `Collate`
  `Print Quality`
  `PDF Option`

- Depending on the file type, some of these settings may not appear.

7 Do one of the following:

- To change another setting, repeat step ❺.
- If you do not want to change other settings, press `OK` and go to step ❽.

8 Enter the number of copies you want using the touchpanel.

9 Press `Color Start` or `Black Start` to print the data.

10 Press .

IMPORTANT

- To prevent damage to your machine, DO NOT connect any device other than a digital camera or USB Flash memory drive to the USB direct interface.
- DO NOT remove the USB Flash memory drive or digital camera from the USB direct interface until the machine has finished printing.

Changing the default settings for direct print

You can change the default settings for Direct Print.

1. Connect your USB Flash memory drive or digital camera to the USB direct interface on the front of the machine.
2. Press `Direct Print`.
3. Press `Default Settings`.
4. Swipe up or down, or press ▲ or ▼ to display the setting you want.
   Press the setting.
5. Press the new option you want. Repeat steps ❹ and ❺ for each setting you want to change.
6. Press OK.
7. Press .

11 How to print from a computer

Printing a document

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

(For more information about printer driver settings, see Software User's Guide)

1. Install the Brother printer driver from the CD-ROM (see Quick Setup Guide).
2. From your application, choose the Print command.
3. Choose the name of your machine in the **Print** dialog box and click **Properties** (or **Preferences**, depending on the application you are using).
4. Choose the settings you want to change in the **Properties** dialog box, and then click **OK**.
   - **Paper Size**
   - **Orientation**
   - **Copies**
   - **Media Type**
   - **Print Quality**
   - **Color / Mono**
   - **Document Type**
   - **Multiple Page**
   - **2-sided / Booklet**

     (MFC-9330CDW and MFC-9340CDW)
   - **Paper Source**
5. Click **Print** to begin printing.

12 How to scan 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 CD-ROM (see Quick Setup Guide: *Install MFL-Pro Suite*).
- Configure the machine with a TCP/IP address if network scanning does not work (see Software User's Guide).

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

(For Macintosh users, see Software User's Guide.)

NOTE

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

ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

1. Load your document (see *How to load documents* on page 33).

2. Do one of the following:

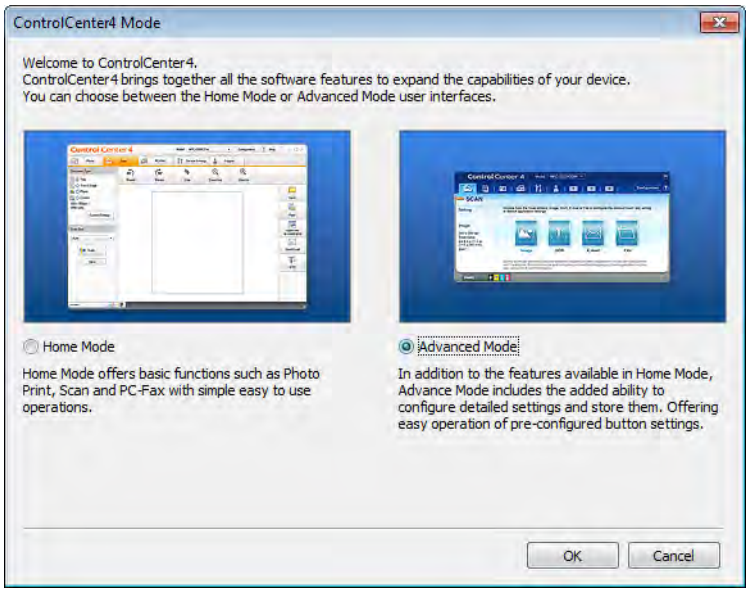
   - (Windows® XP, Windows Vista® and Windows® 7)

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

   - (Windows® 8)

     Click (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.

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

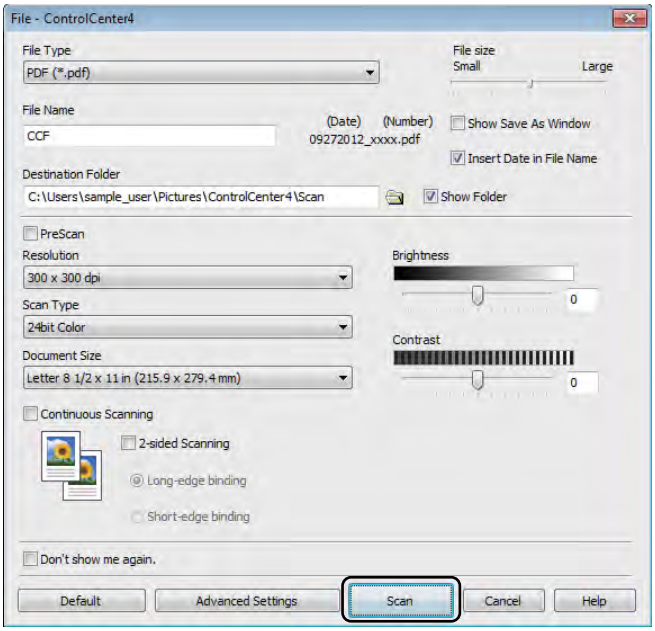


4. Make sure the machine you want to use is selected from the **Model** pull-down list.

5 Click **File**.



6 Press **Scan**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



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

1. Load your document (see *How to load documents* on page 33).
2. Press Scan.



3. Swipe left or right to display to File.

 will be displayed in the center of the Touchscreen highlighted in blue.

4. Press OK.
When the machine is connected to a network, press the computer name.
Do one of the following:
   - If you want to use the default settings, go to step ❾.
   - If you want to change the default settings, go to step ❺.
5. Press Options.
6. Press Set with Touch Panel.
Press On.
7. Choose the settings for 2-sided Scan [1], Scan Type, Resolution, File Type, Scan Size and Remove Background Color as needed.
8. Press OK.
9. Press Start.
The machine starts the scanning process.

[1] MFC-9340CDW

NOTE

The following scan modes are available.

- to USB (MFC-9330CDW and MFC-9340CDW)
- to Network (Windows®)
- to FTP
- to E-mail Server
- to E-mail
- to Image
- to OCR
- to File
- WS Scan [1] (Web Services Scan)

[1] Windows® users only (Windows Vista® SP2 or later, Windows® 7 and Windows® 8)
(See Software User's Guide.)

A Routine maintenance

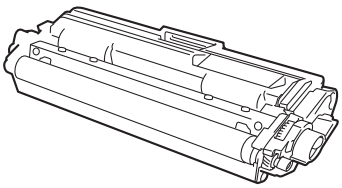
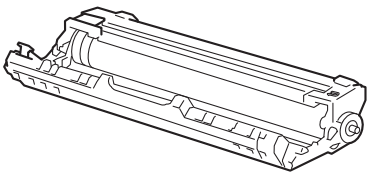
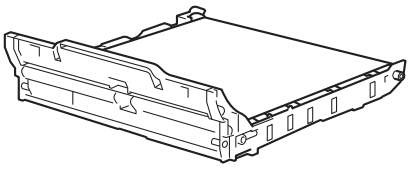
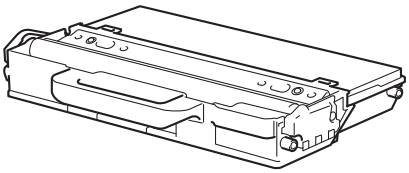
Replacing the consumable items

You must replace the consumable items when the machine indicates that the life of the consumable is over. You can replace the following consumable items by yourself:

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

NOTE

- The drum unit and toner cartridge are two separate parts.
- The drum unit and toner cartridge are two separate consumables. Make sure both are installed as an assembly. If the toner cartridge is placed in the machine without the drum unit, the message `Drum !` may be displayed.

Toner cartridge	Drum unit
See *Replacing the toner cartridges* on page 75. Order No. TN-221BK, TN-221C, TN-221M, TN-221Y, TN-225C, TN-225M, TN-225Y	See *Replacing the drum units* on page 85. Order No. DR-221CL (4 pc. drum set) or DR-221CL-BK, DR-221CL-CMY (single drums)
	
Belt unit	**Waste toner box**
See *Replacing the belt unit* on page 91. Order No. BU-220CL	See *Replacing the waste toner box* on page 95. Order No. WT-220CL
	

The messages in the table appear on the Touchscreen in Ready mode. These messages provide advanced warnings to replace the consumable items before they reach end of life. To avoid any inconvenience, you may want to buy spare consumable items before the machine stops printing.

Touchscreen messages	Consumable item to get ready	Approximate life	How to replace	Order No.
Toner Low Prepare New Toner Cartridge.	Toner cartridge BK = Black C = Cyan M = Magenta Y = Yellow	<Black> 2,500 pages [1 2 5] <Cyan, Magenta, Yellow> 1,400 pages [1 2 5] 2,200 pages [1 2 6]	See page 75.	TN-221BK [5] TN-221C [5] TN-221M [5] TN-221Y [5] TN-225C [6] TN-225M [6] TN-225Y [6]
Drum End SoonX	1 Drum unit X = BK, C, M, Y BK = Black C = Cyan M = Magenta Y = Yellow	15,000 pages [1 3 4]	See page 86.	4 Drum units: DR-221CL 1 Drum unit: DR-221CL-BK DR-221CL-CMY
Belt End Soon	Belt unit	50,000 pages [1]	See page 91.	BU-220CL
WT Box End Soon	Waste toner box	50,000 pages [1]	See page 95.	WT-220CL

1 Letter or A4 size single-sided pages.

2 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

3 1 page per job

4 Drum life is approximate and may vary by type of use.

5 Standard toner cartridge

6 High yield toner cartridge

You must clean the machine regularly and replace the consumable items when the messages in the table are displayed on the Touchscreen.

Touchscreen messages	Consumable item to replace	Approximate life	How to replace	Order No.
Replace Toner	Toner cartridge The Touchscreen shows the toner cartridge color that you must replace. BK = Black C = Cyan M = Magenta Y = Yellow	<Black> 2,500 pages [1 2 5] <Cyan, Magenta, Yellow> 1,400 pages [1 2 5] 2,200 pages [1 2 6]	See page 75.	TN-221BK [5] TN-221C [5] TN-221M [5] TN-221Y [5] TN-225C [6] TN-225M [6] TN-225Y [6]
Replace DrumX	Drum unit X = BK, C, M, Y BK = Black C = Cyan M = Magenta Y = Yellow	15,000 pages [1 3 4]	See page 86.	4 Drum units: DR-221CL 1 Drum unit: DR-221CL-BK DR-221CL-CMY
Drum Stop	Drum unit			
Replace Belt	Belt unit	50,000 pages [1]	See page 91.	BU-220CL
Replace WT Box	Waste toner box	50,000 pages [1]	See page 95.	WT-220CL
Replace Fuser	Fuser unit	50,000 pages [1]	Call Brother Customer Service or your local Brother dealer for a replacement fuser unit.	
Replace PF kit	Paper feeding kit	50,000 pages [1]	Call Brother Customer Service or your local Brother dealer for a replacement paper feeding kit.	

1 Letter or A4 size single-sided pages.

2 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

3 1 page per job

4 Drum life is approximate and may vary by type of use.

5 Standard toner cartridge

6 High yield toner cartridge

A

NOTE

- Visit http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.
- We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life for each of the toner cartridges is based on ISO/ICE 19798. Frequency of replacement will vary depending on the print volume, percentage of coverage, types of media used, and powering on/off the machine.
- Frequency of replacement consumables except toner cartridges will vary depending on the print volume, types of media used, and powering on/off the machine.

Replacing the toner cartridges

Order No. TN-221BK [1], TN-221C [1], TN-221M [1], TN-221Y [1], TN-225C [2], TN-225M [2], TN-225Y [2]

The Standard toner cartridge can print approximately 2,500 pages [3] (Black) or approximately 1,400 pages [3] (Cyan, Magenta, Yellow). The High Yield toner cartridge can print approximately 2,200 pages [3] (Cyan, Magenta, Yellow). Actual page count will vary depending on your average type of document.

When a toner cartridge is running low, the Touchscreen shows `Toner Low`.

The toner cartridges that come supplied with the machine must be replaced after approximately 1,000 pages [3].

1 Standard toner cartridge

2 High yield toner cartridge

3 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

NOTE

- The indication of remaining toner life will vary depending on the types of documents printed and customer's usage.
- It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
- To ensure high quality printing, we recommend that you use only Genuine Brother Brand toner cartridges. When you want to buy toner cartridges, call Brother Customer Service.
- We recommend that you clean the machine when you replace the toner cartridge (see Advanced User's Guide: *Cleaning and checking the machine*).
- DO NOT unpack the new toner cartridge until you are ready to install it.

Toner Low

If the Touchscreen shows `Toner Low`, buy a new toner cartridge for the color indicated on the Touchscreen and have it ready before you get a `Replace Toner` message.

Replace Toner

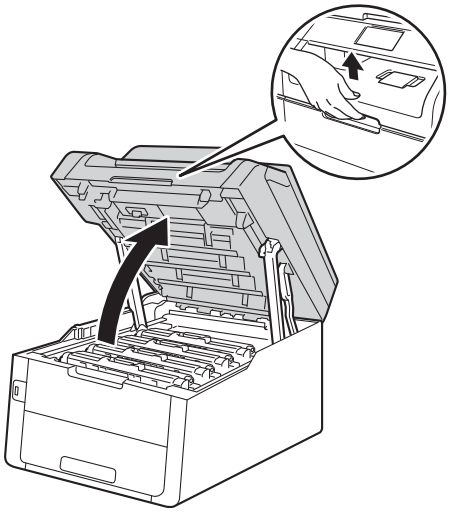
When the Touchscreen shows `Replace Toner` the machine will stop printing until you replace the toner cartridge.

The Touchscreen shows the toner cartridge color that you must replace. (`BK`=Black, `C`=Cyan, `M`=Magenta, `Y`=Yellow).

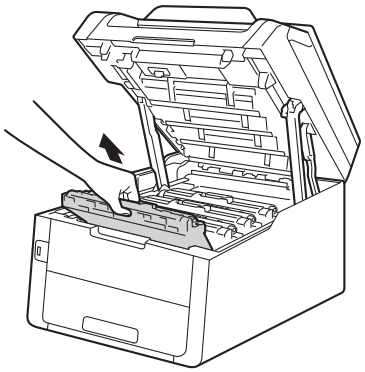
A new genuine Brother toner cartridge will reset the Replace Toner mode.

Replacing the toner cartridges

1. Make sure the machine is turned on.
2. Open the top cover until it locks in the open position.



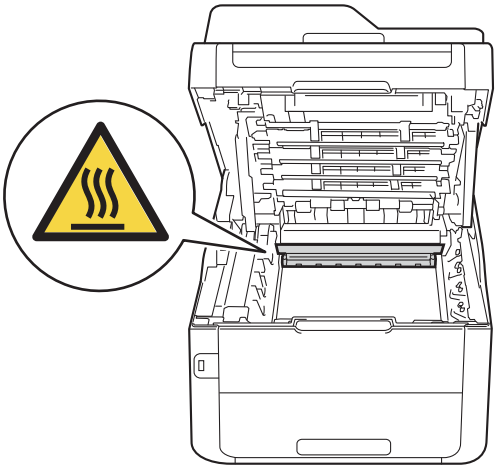
3. Remove the toner cartridge and drum unit assembly for the color shown on the Touchscreen.



WARNING

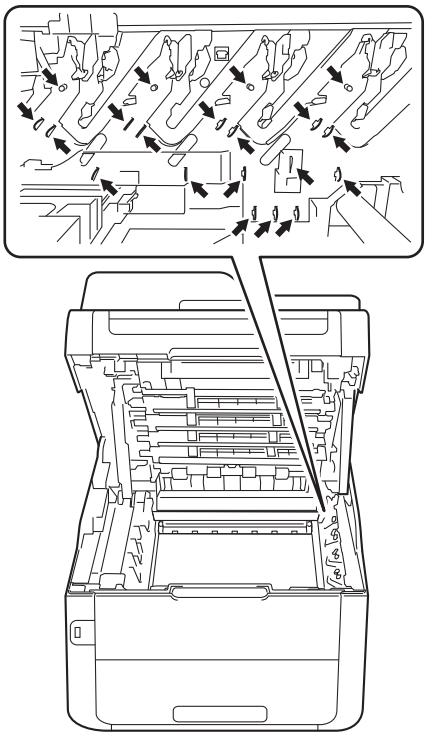
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

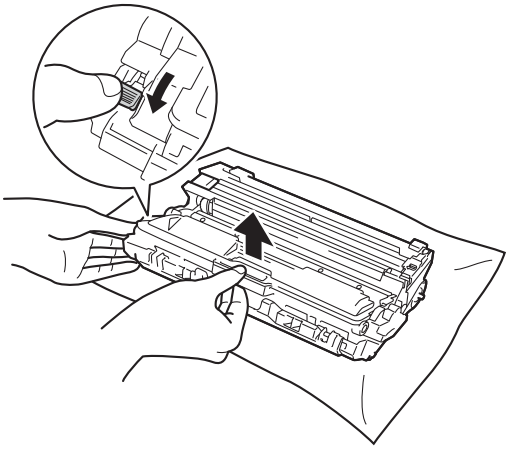


IMPORTANT

- We recommend that you place the toner cartridge and drum unit assembly on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



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



WARNING

- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

  (See Product Safety Guide: *To use the product safely*.)

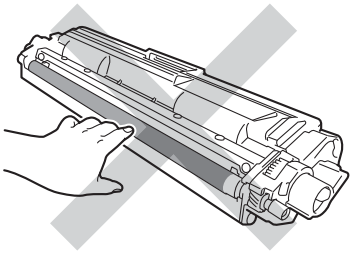


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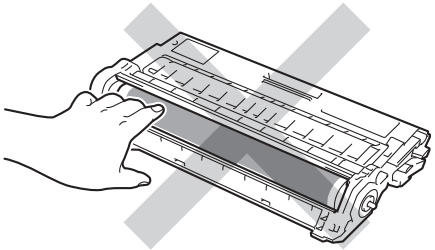
IMPORTANT

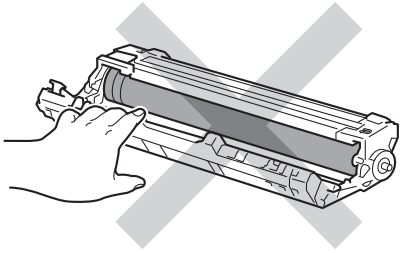
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>



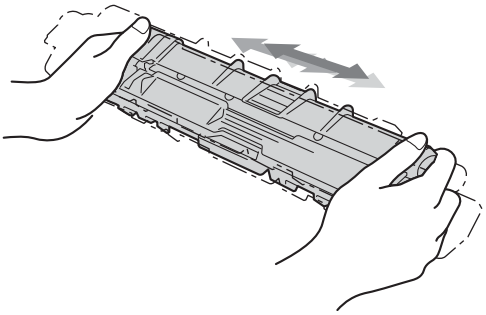


- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

NOTE

- Be sure to seal up the used toner cartridge tightly in a bag so that toner powder does not spill out of the cartridge.
- Visit http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

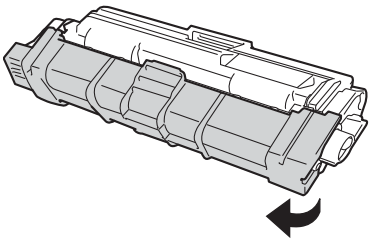
5 Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



IMPORTANT

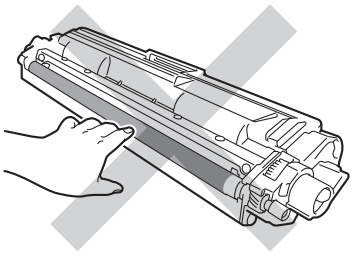
- DO NOT unpack the new toner cartridge until you are ready to install it. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is placed in direct sunlight (or room light for long periods of time), the unit may be damaged.
- Brother strongly recommends that you DO NOT refill the toner cartridge provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement toner cartridges. Use or attempted use of third party toner and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. Our limited warranty coverage does not apply to any problem that is caused by the use of third party toner and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

6 Pull off the protective cover.



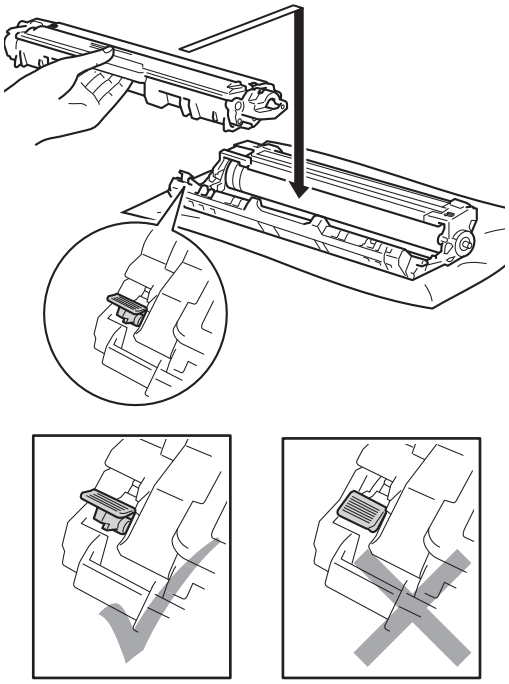
IMPORTANT

Put the new toner cartridge in the drum unit immediately after you remove its protective cover. To prevent any degradation to the print quality, DO NOT touch the shaded parts shown in the illustrations.



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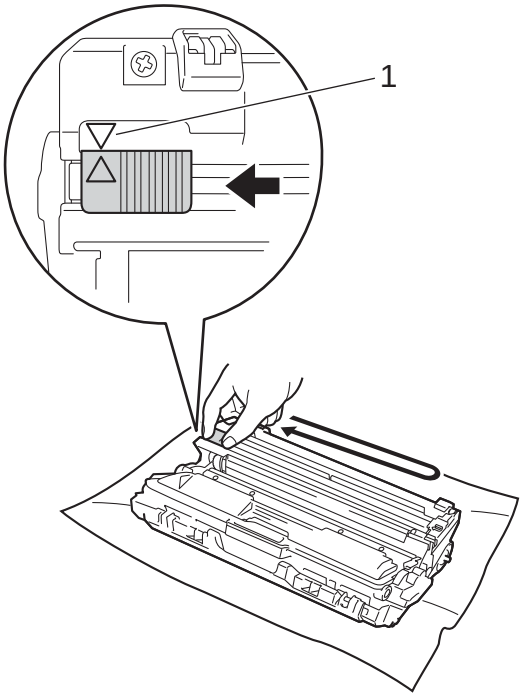
7 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever on the drum unit will lift automatically.



NOTE

Make sure you put the toner cartridge in correctly or it may separate from the drum unit.

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



NOTE

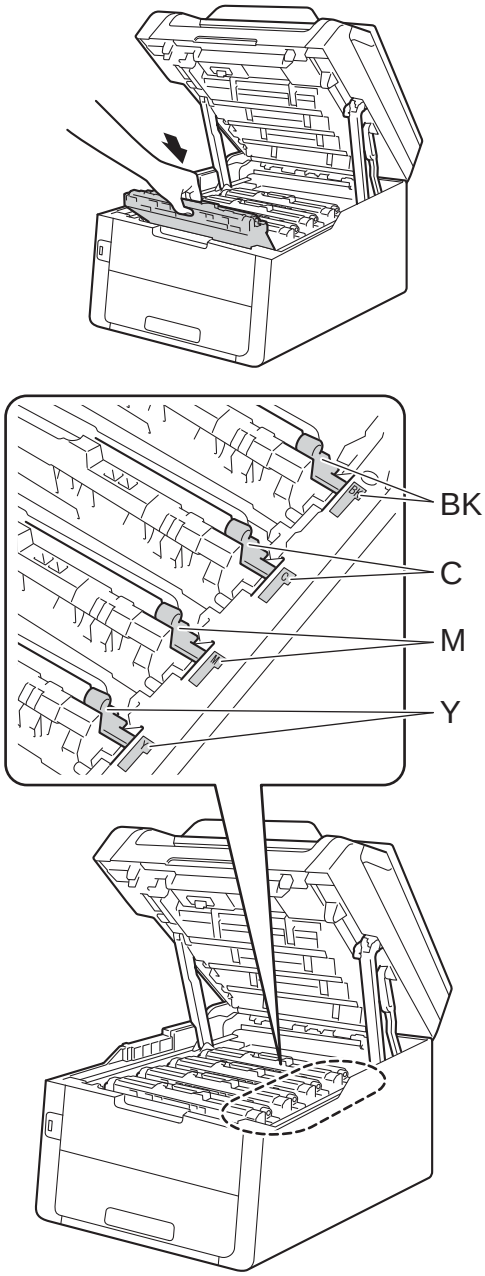
Be sure to return the tab to the Home position (▲) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

9 Repeat step ❸ and step ❽ to clean each of three remaining corona wires.

NOTE

When cleaning the corona wires, you do not have to remove the toner cartridge from the drum unit.

10 Slide each toner cartridge and drum unit assembly into the machine. Make sure you match the toner cartridge color to the same color label on the machine.



BK = Black, C = Cyan,
M = Magenta, Y= Yellow

11 Close the top cover of the machine.

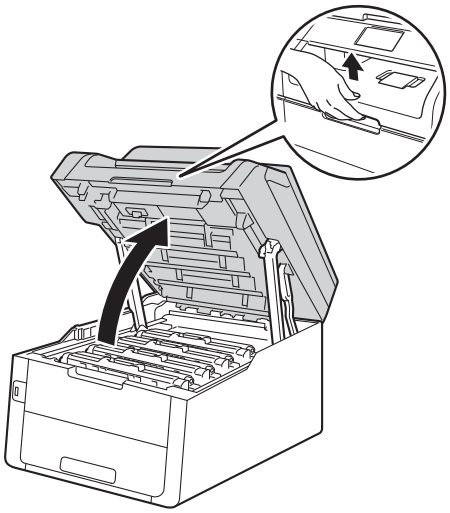
NOTE

After replacing a toner cartridge, DO NOT turn off the machine or open the top cover until the Touchscreen clears the `Please wait.` message and returns to Ready mode.

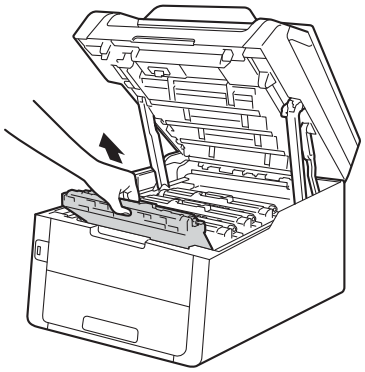
Cleaning the corona wires

If you have print quality problems or the Touchscreen shows `Drum !`, clean the corona wires as follows:

1. Open the top cover until it locks in the open position.



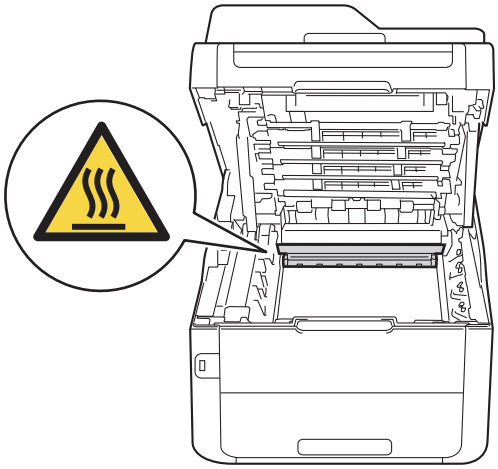
2. Remove the toner cartridge and drum unit assembly.



WARNING

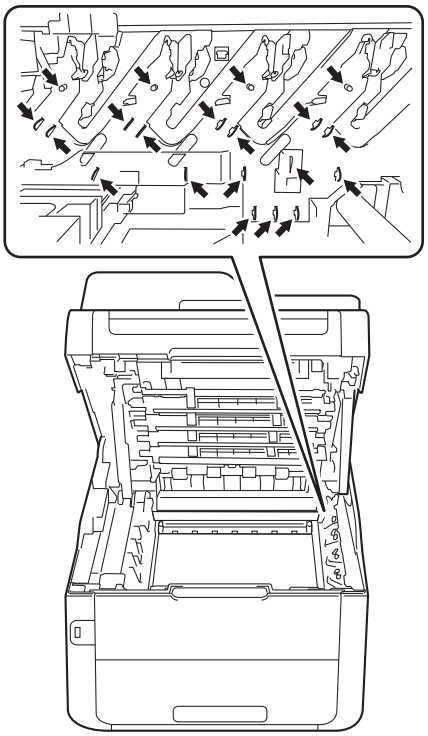
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

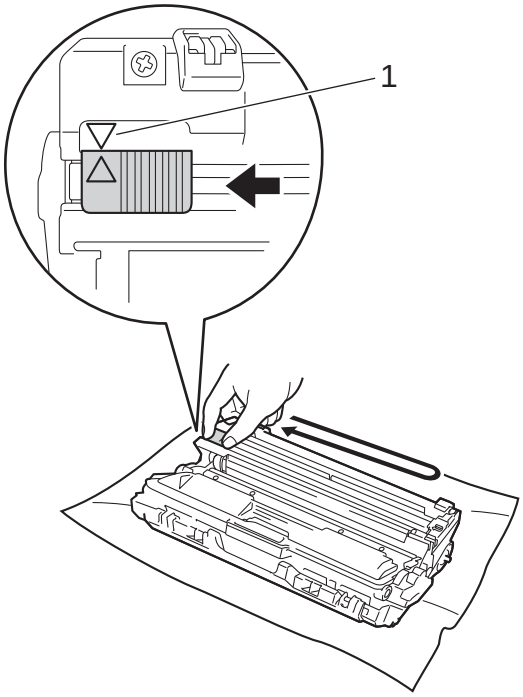


IMPORTANT

- We recommend that you place the toner cartridge and drum unit assembly on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



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

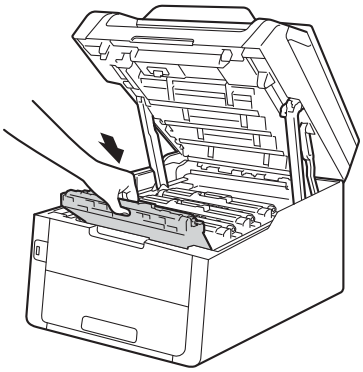


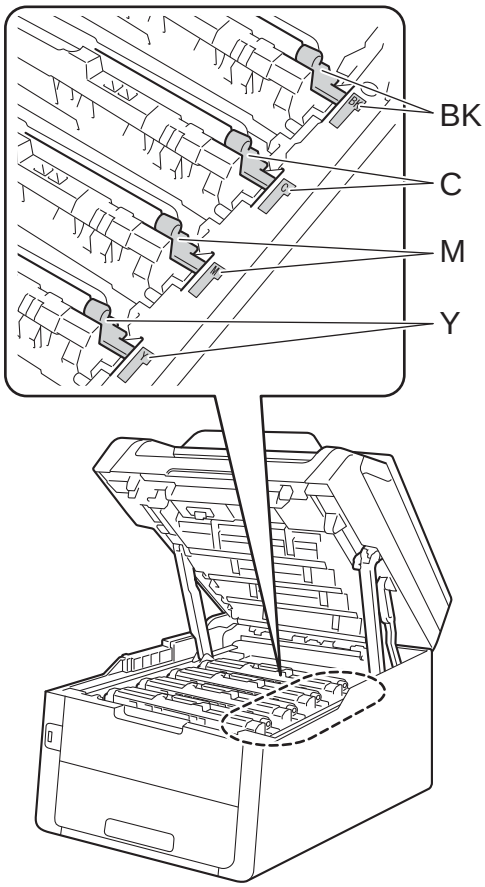
NOTE

Be sure to return the tab to the Home position (▲) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

A

4 Slide the toner cartridge and drum unit assembly into the machine. Make sure you match the toner cartridge color to the same color label on the machine.





BK = Black, C = Cyan,
M = Magenta, Y= Yellow

5 Repeat steps ❷ - ❹ to clean the three remaining corona wires.

NOTE

When cleaning the corona wires, you do not have to remove the toner cartridge from the drum unit.

6 Close the top cover of the machine.

Replacing the drum units

Order No. DR-221CL 4 pc. Drum Set or single drum units DR-221CL-BK, DR-221CL-CMY

A new drum unit can print approximately 15,000 Letter or A4 size single-sided pages.

DR-221CL Drum Set contains four drum units, one Black (DR-221CL-BK) and three Color (DR-221CL-CMY).

DR-221CL-BK contains one Black drum. DR-221CL-CMY contains one Color drum.

Drum wear and tear occurs due to use and rotation of the drum and interaction with paper, toner and other materials in the paper path. In designing this product, Brother decided to use the number of rotations of the drum as a reasonable determinant of the drum life. When a drum reaches the factory-established rotation limit corresponding to the rated page yield, the product's Touchscreen LCD will advise you to replace the applicable drum(s). The product will continue to function; however, print quality may not be optimal.

As the drums rotate in unison during the various stages of operation (regardless of whether toner is deposited on the page) and because damage to a single drum unit is not likely, you must replace all of the drums at once (unless you replaced an individual drum [DR-221CL-BK for Black and DR-221CL-CMY for Color] for reasons other than reaching its rated life). For your convenience, Brother sells the drum units as a set of four (DR-221CL).

NOTE

- There are many factors that determine the actual drum life, such as the temperature, humidity, type of paper, type of toner used and so on. Under ideal conditions, the average drum life is estimated at approximately 15,000 pages. The actual number of pages that your drum will print may be significantly less than this estimate. Because we have no control over the many factors that determine the actual drum life, we cannot guarantee a minimum number of pages that will be printed by your drum.
- For best performance, use only genuine Brother toner. The machine should be used only in a clean, dust-free environment with adequate ventilation.
- Printing with a non-Brother drum unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage does not apply to problems caused by the use of a non-Brother drum unit.

Drum !

The corona wires are dirty. Clean the corona wires in the four drum units (see *Cleaning the corona wires* on page 82).

If you cleaned the corona wires and the `Drum !` error was not cleared, then the drum unit is at the end of its life. Replace the drum units with a new set.

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Drum End SoonX

If only a specified drum is near the end of its life, the Touchscreen shows the `Drum End SoonX` message. The `X` indicates the drum unit color that is near the end of its life. (`BK`=Black, `C`=Cyan, `M`=Magenta, `Y`=Yellow). We recommend you keep genuine Brother drum units ready for installation. Buy a new drum unit DR-221CL-BK (for Black) or a DR-221CL-CMY (for either C, M, Y color) and have it ready before you get a `Replace DrumX` message.

Replace DrumX

If only a specified drum needs to be replaced, the Touchscreen shows the `Replace DrumX` message. The `X` indicates the drum unit color that you must replace. (`BK`=Black, `C`=Cyan, `M`=Magenta, `Y`=Yellow)

The drum unit has exceeded its rated life. Replace the drum unit with a new one. We recommend a genuine Brother drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit (see *Resetting the drum counter* on page 91).

Drum Stop

We cannot guarantee the print quality. Replace the drum unit with a new one. We recommend a genuine Brother drum unit be installed at this time.

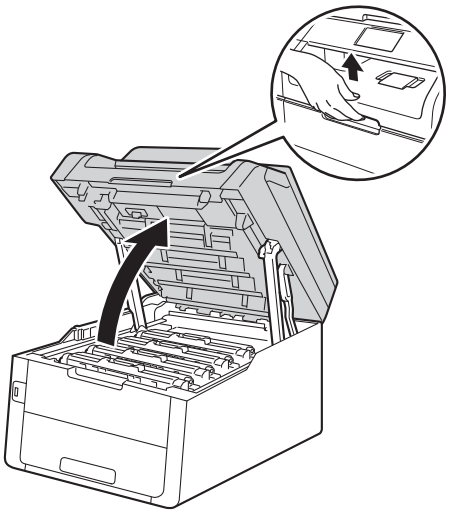
After replacement, reset the drum counter by following the instructions included with the new drum unit (see *Resetting the drum counter* on page 91).

Replacing the drum units

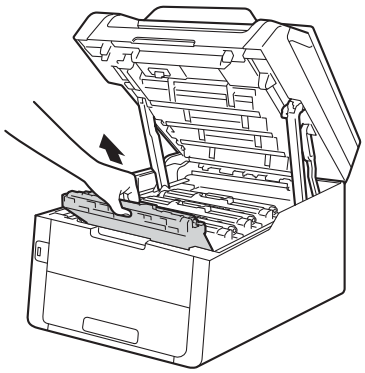
IMPORTANT

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- Every time you replace the drum unit, clean the inside of the machine (see Advanced User's Guide: *Cleaning and checking the machine*).
- DO NOT unpack the new drum unit until you are ready to install it. Exposure to direct sunlight (or room light for long periods of time) may damage the drum unit.

1. Make sure the machine is turned on.
2. Open the top cover until it locks in the open position.



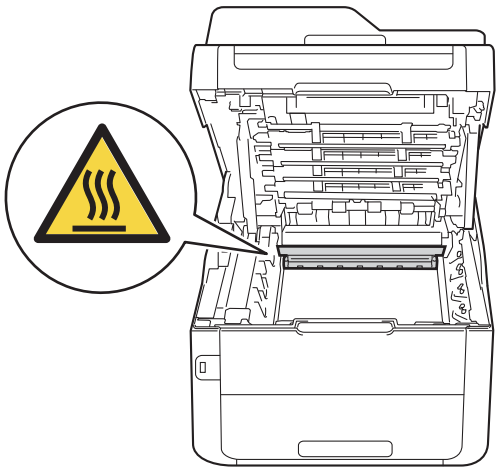
3 Remove the toner cartridge and drum unit assembly for the color shown on the Touchscreen.



WARNING

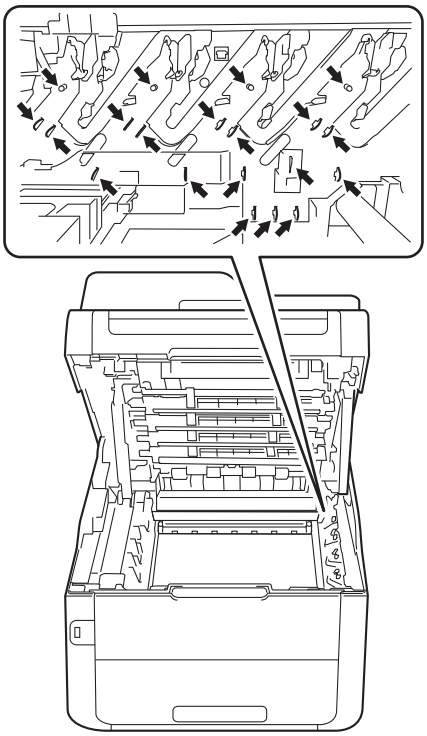
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



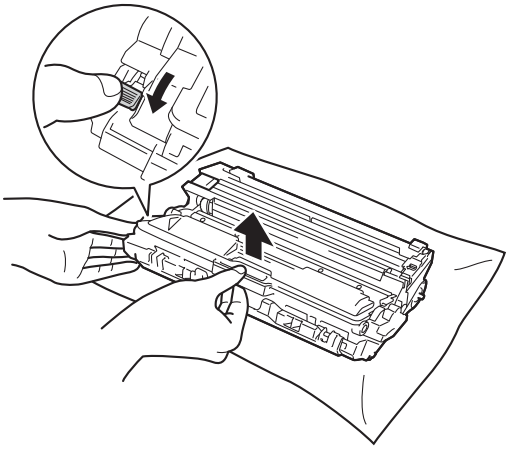
IMPORTANT

- We recommend that you place the toner cartridge and drum unit assembly on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



A

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



WARNING

- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

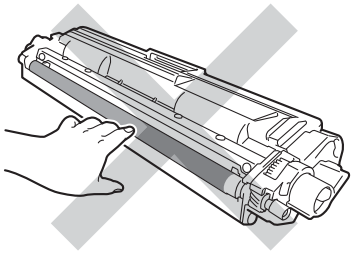
  (See Product Safety Guide: *To use the product safely*.)



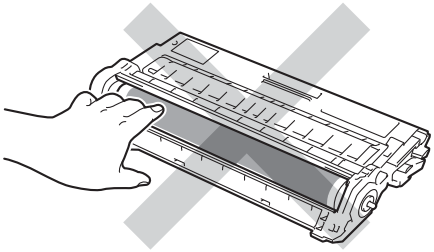
IMPORTANT

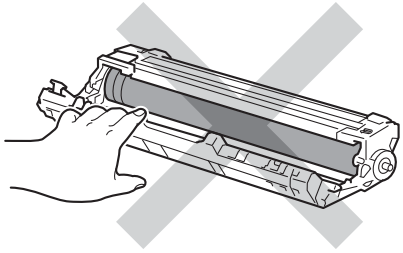
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>





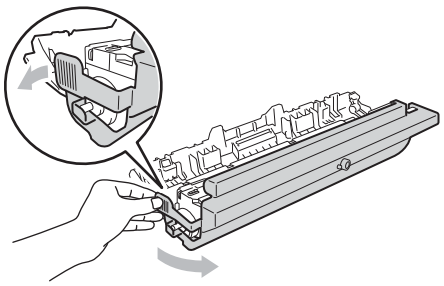
- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

NOTE

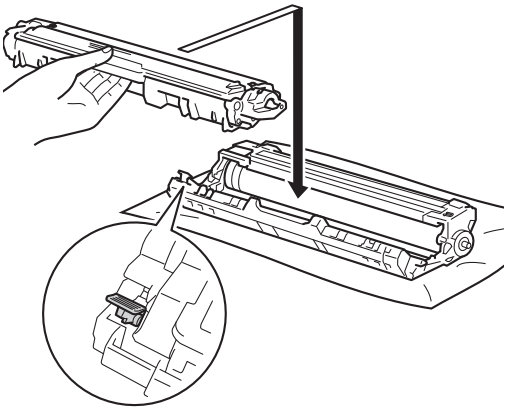
- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the drum unit.
- Visit http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

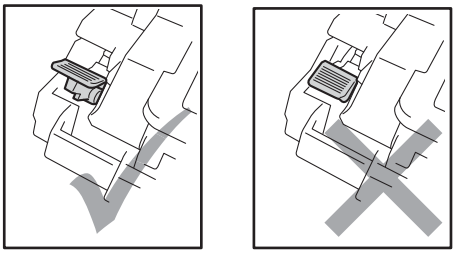
5 Unpack the new drum unit.

6 Pull off the protective cover.



7 Put the toner cartridge firmly into the new drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever will lift automatically.



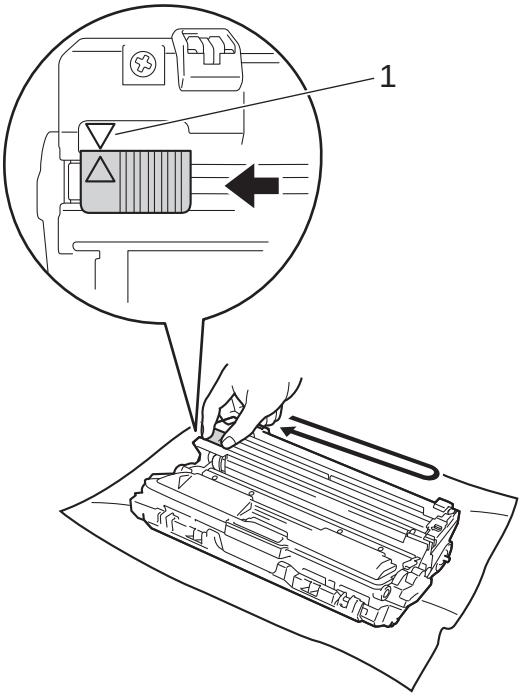


NOTE

Make sure you put in the toner cartridge correctly or it may separate from the drum unit.

A

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



NOTE

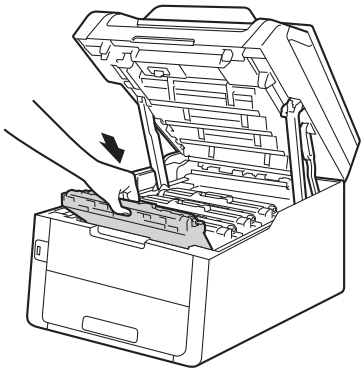
Be sure to return the tab to the Home position (▲) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

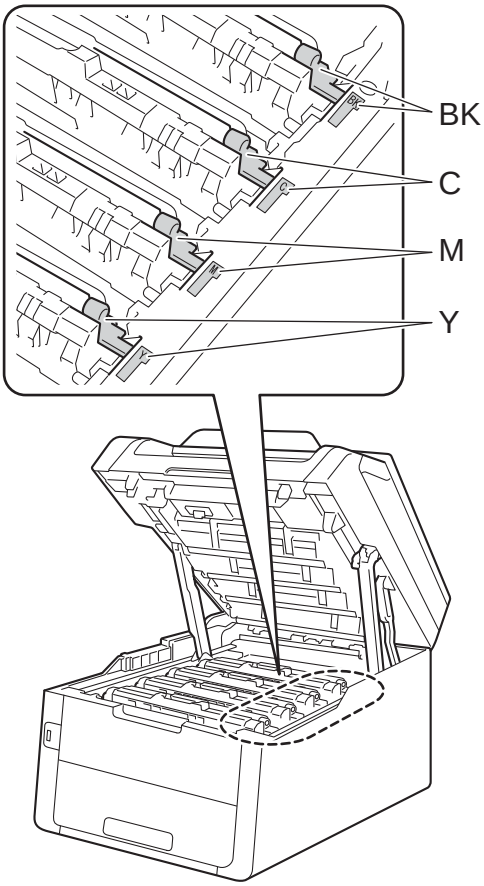
9 Repeat step ❸ and step ❽ to clean each of the three remaining corona wires.

NOTE

When cleaning the corona wires, you do not have to remove the toner cartridge from the drum unit.

10 Slide each toner cartridge and drum unit assembly into the machine. Make sure you match the toner cartridge color to the same color label on the machine.





BK = Black, C = Cyan,
M = Magenta, Y= Yellow

11 Close the top cover of the machine.

Resetting the drum counter

When you replace the drum unit with a *new* one, you must reset the drum counter by completing the following steps.

IMPORTANT

Do not reset the drum counter when you only replace the toner cartridge.

1. Press to interrupt the error.
2. Press .
3. Press `All Settings`.
4. Swipe up or down, or press ▲ or ▼ to display `Machine Info.`.
5. Press `Machine Info.`.
6. Press `Parts Life`.
7. Touch the dial pad area to light up the LEDs.
8. Press # until the Touchscreen message changes.
9. Press the color of the drum unit you replaced.
10. Press `Yes`.
11. Press .

Replacing the belt unit

Order No. BU-220CL

A new belt unit can print approximately 50,000 Letter or A4 size single-sided pages.

Replace Belt

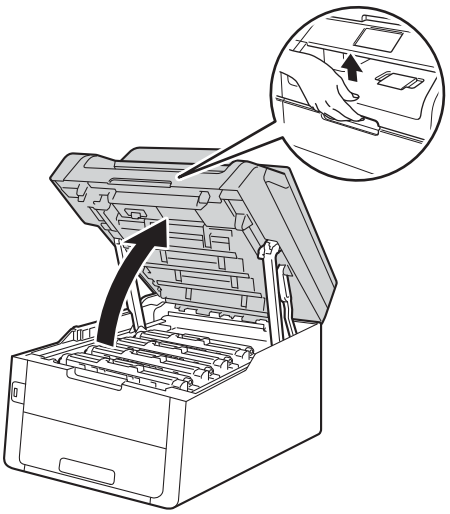
When the `Replace Belt` message appears on the Touchscreen, you must replace the belt unit.

After replacement, reset the belt unit by following the instructions included with the new belt unit (see *Resetting the belt unit counter* on page 94).

IMPORTANT

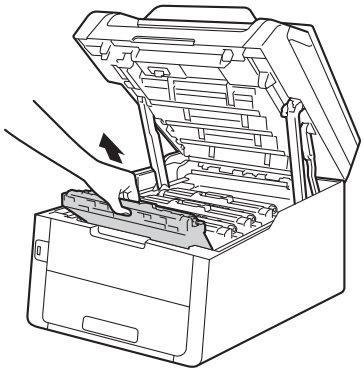
- DO NOT touch the surface of the belt unit. If you touch it, it could degrade print quality.
- Damage caused by incorrect handling of the belt unit may void your warranty.

1. Make sure the machine is turned on.
2. Open the top cover until it locks in the open position.



A

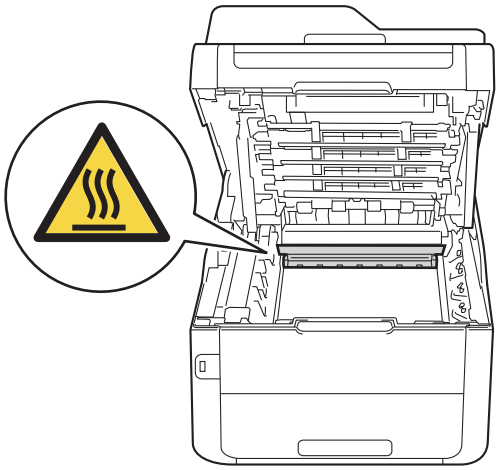
3 Remove all of the toner cartridge and drum unit assemblies.



WARNING

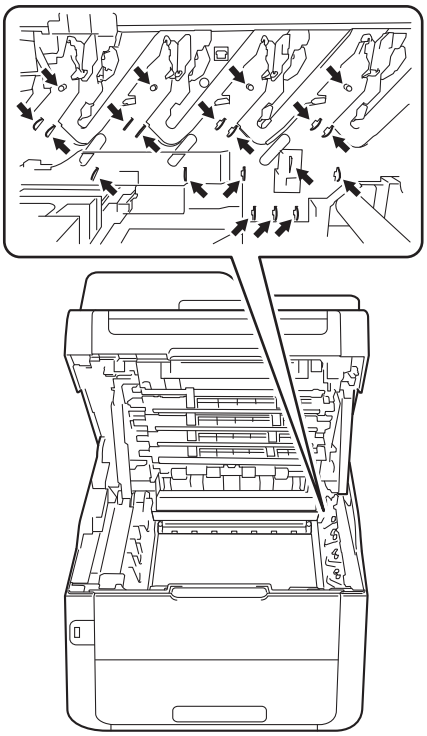
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

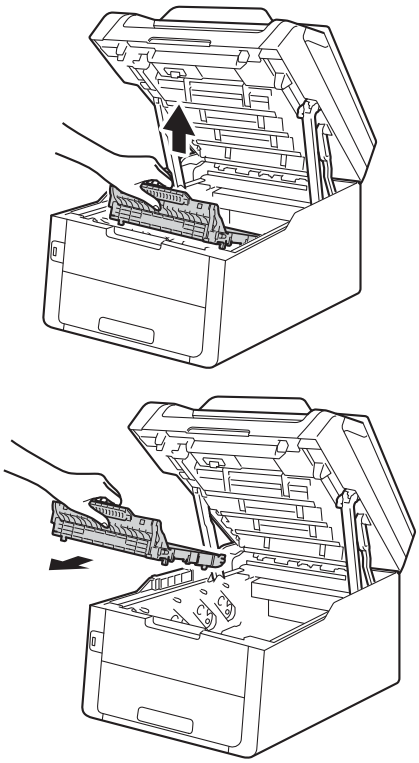


IMPORTANT

- We recommend that you place the toner cartridge and drum unit assemblies on a clean, flat surface with disposable paper underneath them in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

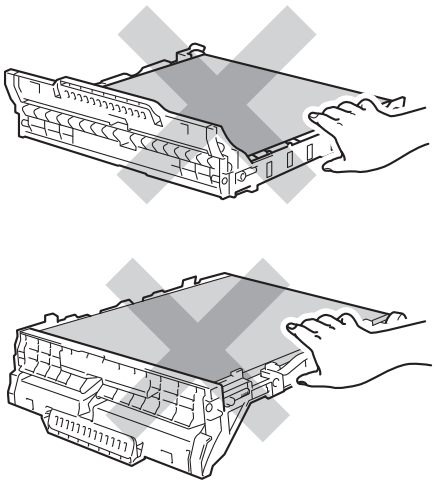


4 Hold the green handle of the belt unit and lift the belt unit up, and then pull it out.

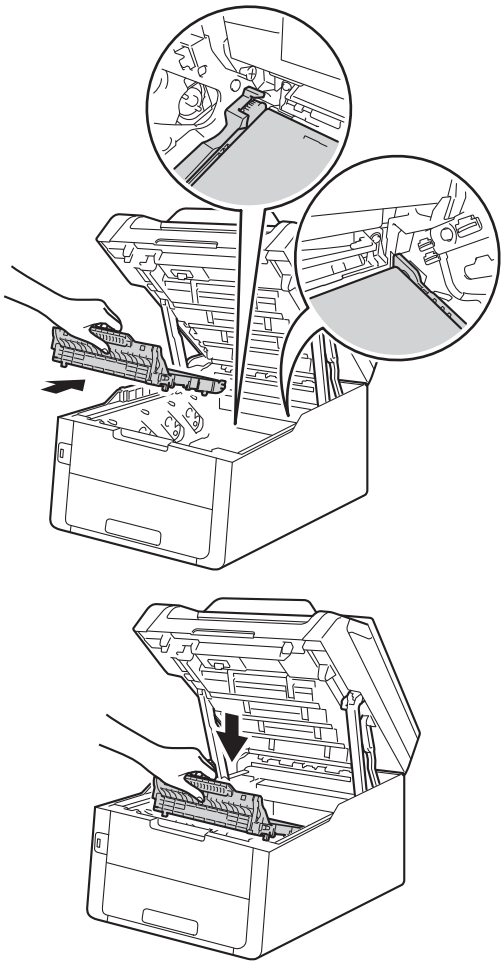


IMPORTANT

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

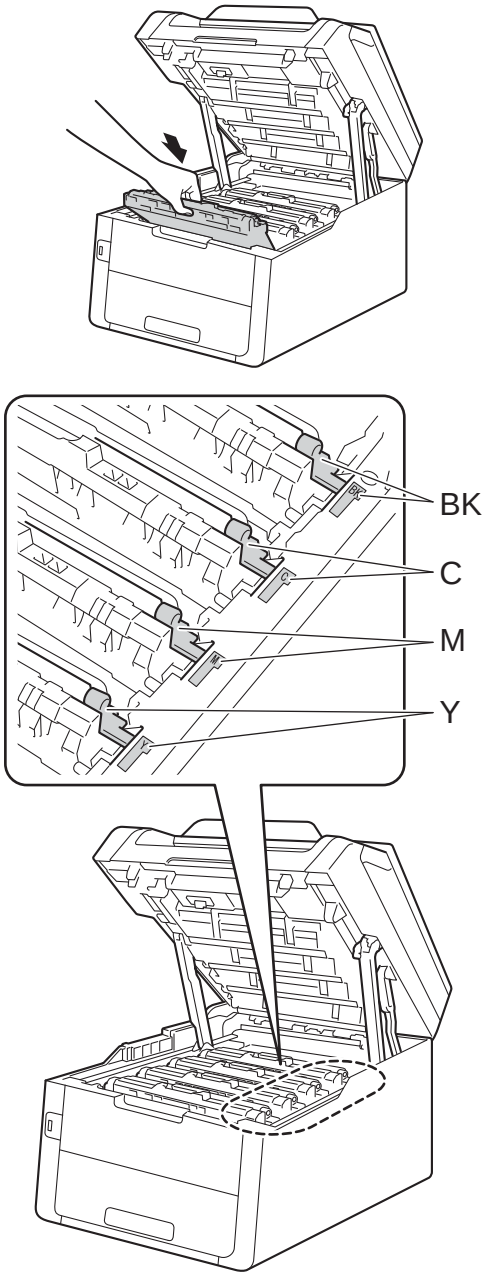


5 Unpack the new belt unit and put the new belt unit in the machine.



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6 Slide each toner cartridge and drum unit assembly into the machine, making sure you match the toner cartridge colors to the same color labels on the machine.



BK = Black, C = Cyan,
M = Magenta, Y= Yellow

7 Close the top cover of the machine.

Resetting the belt unit counter

When you replace a belt unit with a new one, you will must reset the belt unit counter by completing the following steps:

1 Press to interrupt the error.

2 Press .

3 Press `All Settings`.

4 Swipe up or down, or press ▲ or ▼ to display `Machine Info.`.

5 Press `Machine Info.`.

6 Press `Parts Life`.

7 Touch the dial pad area to light up the LEDs.

8 Press # until the Touchscreen message changes.

9 Press `Belt Unit`.

10 Press `Yes`.

11 Press .

Replacing the waste toner box

Order No. WT-220CL

The life of a waste toner box is approximately 50,000 Letter or A4 size single-sided pages.

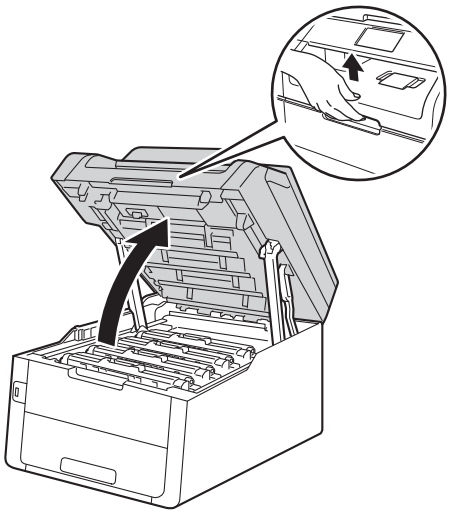
WT Box End Soon

If the Touchscreen shows `WT Box End Soon`, it means the waste toner box is near the end of its life. Buy a new waste toner box and have it ready before you get a `Replace WT Box` message.

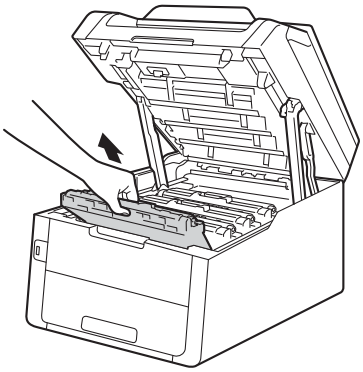
Replace WT Box

When the `Replace WT Box` message appears on the Touchscreen, you must replace the waste toner box.

1. Make sure the machine is turned on.
2. Open the top cover until it locks in the open position.



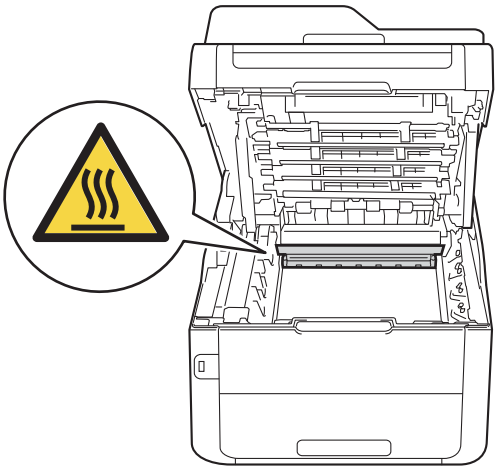
3. Remove all of the toner cartridge and drum unit assemblies.



⚠ WARNING

HOT SURFACE

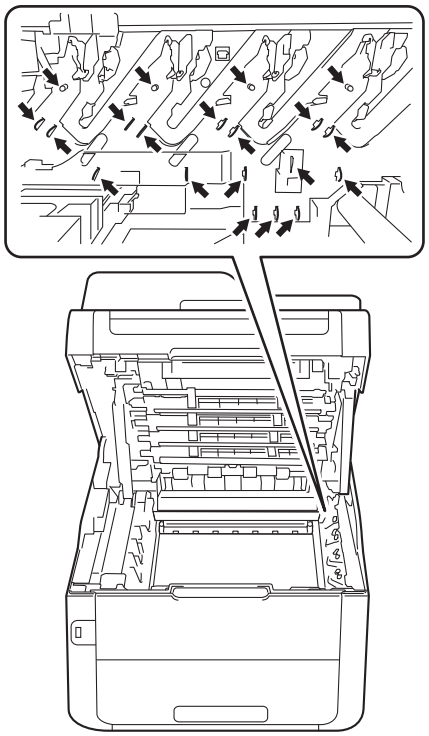
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



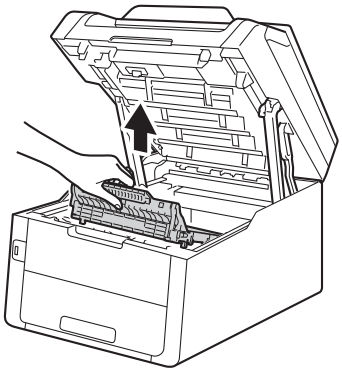
A

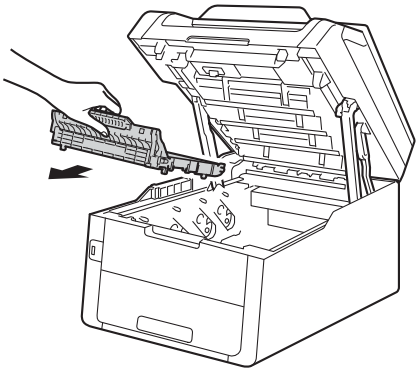
IMPORTANT

- We recommend that you place the toner cartridge and drum unit assemblies on a clean, flat surface with disposable paper underneath them in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



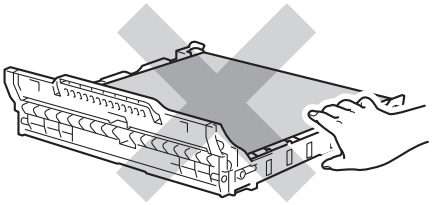
4 Hold the green handle of the belt unit and lift the belt unit up, and then pull it out.

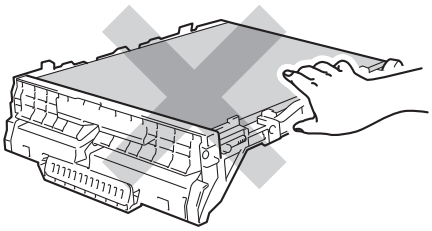




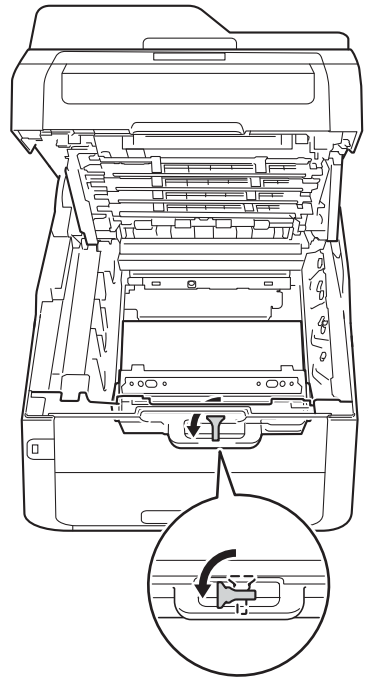
IMPORTANT

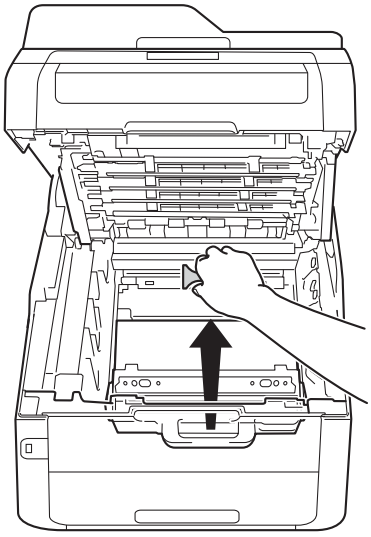
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.





5 Remove the orange packing material and discard it.

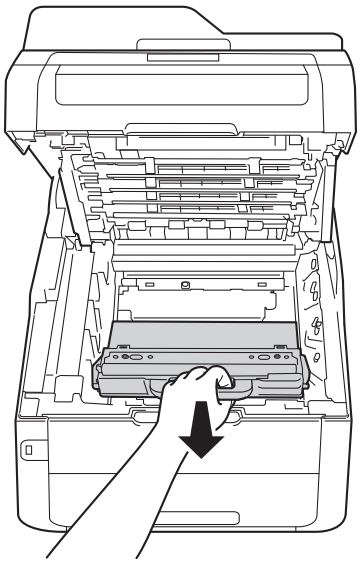




NOTE

This step is only necessary when you are replacing the waste toner box for the first time, and is not required for the replacement waste toner box. The orange packing piece is installed at the factory to protect your machine during shipment.

6 Hold the green handle of the waste toner box and remove the waste toner box from the machine.



WARNING

- DO NOT put the waste toner box into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

  (See Product Safety Guide: *To use the product safely*.)



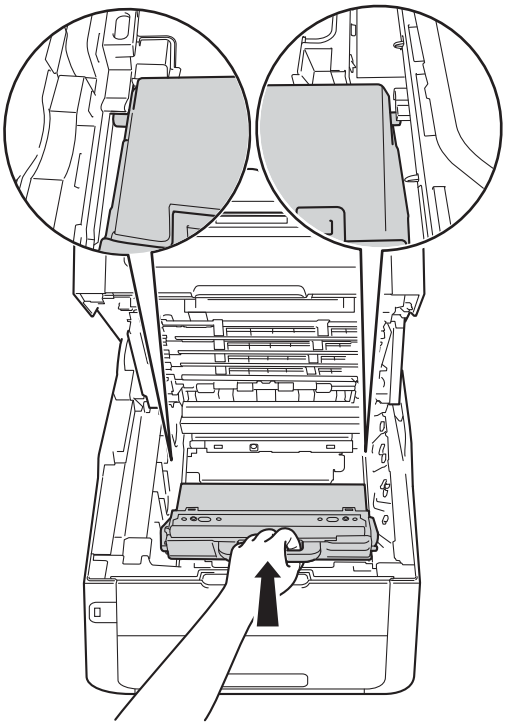
IMPORTANT

DO NOT reuse the waste toner box.

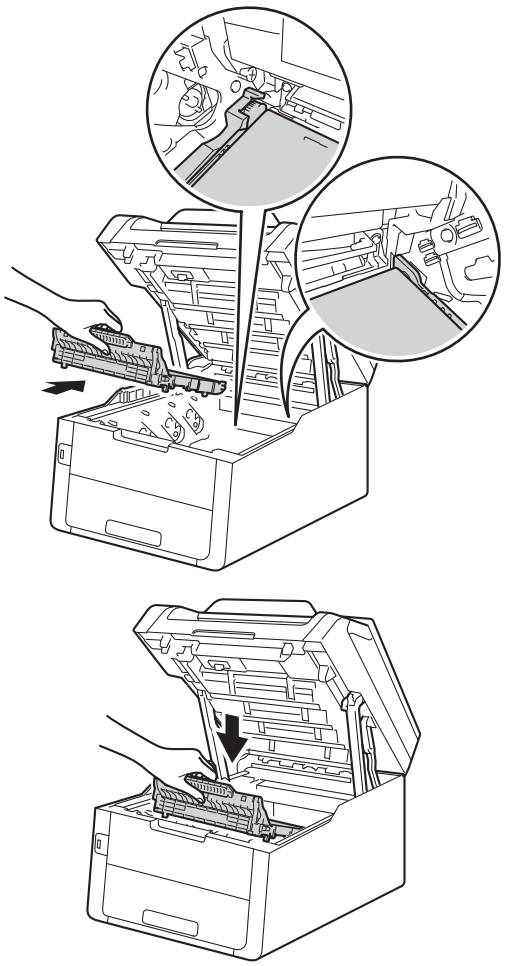
NOTE

- Be sure to seal up the waste toner box tightly in a bag so that toner powder does not spill out of the waste toner box.
- Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

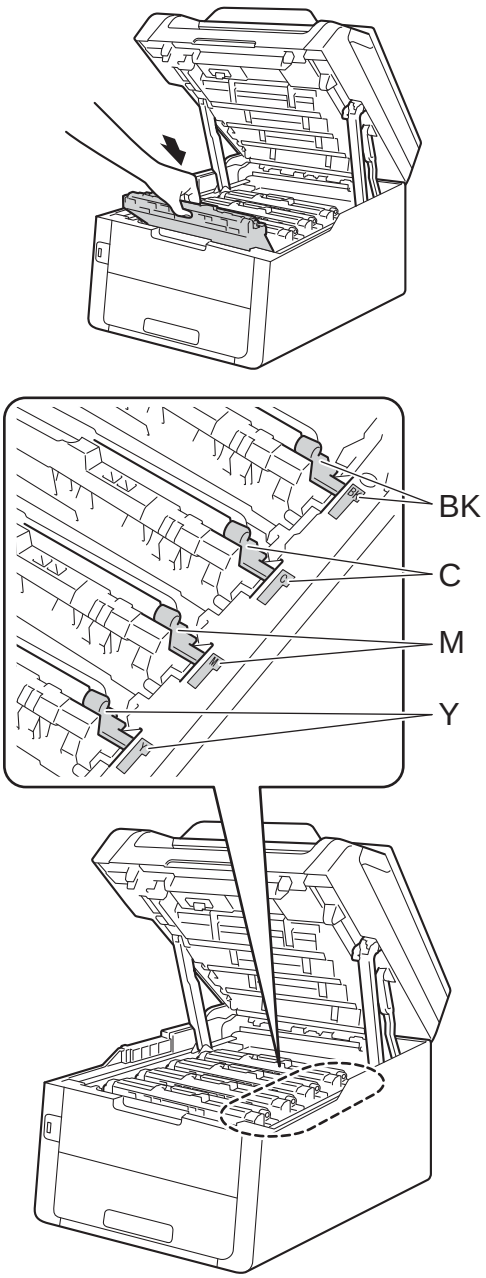
7 Unpack the new waste toner box and place it in the machine.



8 Put the belt unit back in the machine.



9 Slide each toner cartridge and drum unit assembly into the machine, making sure you match the toner cartridge colors to the same color labels on the machine.



BK = Black, C = Cyan,
M = Magenta, Y= Yellow

10 Close the top cover of the machine.

B Troubleshooting

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

In USA:
Visit the Brother Solutions Center at http://solutions.brother.com/ and click **Manuals** on your model page to download the other manuals.

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

Visit us at http://solutions.brother.com/.

Identifying your problem

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on. If the machine does not turn on after connecting the power cord, see *Other difficulties* on page 131.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- Touchscreen Messages

  (See *Error and maintenance messages* on page 102.)

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

Paper handling and Printing problems:

- *Printing difficulties* on page 123
- *Paper handling difficulties* on page 124
- *Printing received faxes* on page 125

Telephone and Fax problems:

- *Telephone line or connections* on page 125
- *Handling incoming calls* on page 128
- *Receiving Faxes* on page 126
- *Sending faxes* on page 127

Copying problems:

- *Copying difficulties* on page 128

Scanning problems:

- *Scanning difficulties* on page 129

Software and Network problems:

- *Software difficulties* on page 129
- *Network difficulties* on page 130

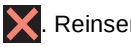
Error and maintenance messages

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

You can correct most errors and perform routine maintenance by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:

Visit us at http://solutions.brother.com/.

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

Error Message	Cause	Action
2-sided Disabled	The back cover of the machine is not closed completely.	Close the back cover of the machine until it locks into the closed position.
Access Denied	The function you want to use is restricted by Secure Function Lock 2.0.	Call your administrator to check your Secure Function Lock Settings.
Access Error	The device was removed from the USB direct interface while the data was processing.	Press . Reinsert the device and try to print with Direct Print.
Calibration failed.	Calibration failed.	Press OK and try it again. ■ Press and hold down  to turn off the machine. Wait a few seconds, and then turn on the machine again. Perform the color calibration again using the Touchscreen or the printer driver (see Advanced User's Guide: *Calibration*). ■ Put in a new belt unit (see *Replacing the belt unit* on page 91). ■ If the problem continues, call Brother Customer Service or your local Brother dealer.
Cartridge Error Put the Toner Cartridge back inX [1]	The toner cartridge is not installed correctly.	Pull out the toner cartridge and drum unit assembly for the color that is indicated on the Touchscreen. Remove the toner cartridge, and put it back into the drum unit again. Put the toner cartridge and drum unit assembly back in the machine. If the problem continues, call Brother Customer Service or your local Brother dealer.

[1] (X) shows the toner cartridge color with the problem. (BK)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.

Error Message	Cause	Action
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.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the Touchscreen shows Cooling Down, and Wait for a while.	Make sure you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something. If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes. If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.
Cover is Open.	The top cover is not completely closed.	Close the top cover of the machine.
	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	■ Close the fuser cover located inside the back cover of the machine. ■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press Start (see *Paper is jammed at the back of the machine* on page 116).
	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF cover is open while loading a document.	Close the ADF cover of the machine, then press .
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	See *Document is jammed in the top of the ADF unit* on page 112 or *Using the automatic document feeder (ADF)* on page 33.
DR Mode in Use	The machine is set to Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to Off (see *Turning off distinctive ring* on page 51).

Error Message	Cause	Action
Drum End SoonX [1] [1] (X) shows the drum unit color that is near the end of its life. (BK)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.	The drum unit for the color indicated on the Touchscreen is near the end of its life.	Order a new drum unit for the color indicated on the Touchscreen before you get a Replace DrumX message.
Drum !	The corona wires on the drum units must be cleaned.	Clean the corona wires on the drum units (see *Cleaning the corona wires* on page 82).
	The drum unit or the toner cartridge and drum unit assembly is not installed correctly.	Put the toner cartridge into the drum unit that is indicated on the Touchscreen. Then reinstall the toner cartridge and drum unit assembly into the machine.
Drum Stop	It is time to replace the drum unit.	Replace the drum unit for the color indicated on the Touchscreen. (see *Replacing the drum units* on page 86).
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Press and hold down  to turn the machine off, wait a few seconds, and then turn it on again. Leave the machine idle for 15 minutes with the power on.
	The fuser unit is too hot.	
Jam 2-sided	The paper is jammed underneath the paper tray or the fuser unit.	See *Paper is jammed underneath the paper tray* on page 121.
Jam Inside	The paper is jammed inside the machine.	See *Paper is jammed inside the machine* on page 118.
Jam Manual Feed	The paper is jammed in the manual feed slot of the machine.	See *Paper is jammed in the manual feed slot* on page 114.
Jam Rear	The paper is jammed in the back of the machine.	See *Paper is jammed at the back of the machine* on page 116.
Jam Tray	The paper is jammed in the paper tray of the machine.	See *Paper is jammed in the paper tray* on page 114.
Limit Exceeded	The print limit set in Secure Function Lock 2.0 was reached.	Call your administrator to check your Secure Function Lock Settings.
Log Access Error	The machine could not access the print log file in the server.	Call your administrator to check the Store Print Log to Network settings. For more information, see Network User's Guide: *Store Print Log to Network*
Low Temperature	The room temperature is too low for the machine to operate.	Increase the room temperature to allow the machine to operate.

Error Message	Cause	Action
Manual Feed	**Manual** was selected as the paper source when there was no paper in the manual feed slot.	Place paper in the manual feed slot (see *Loading paper in the manual feed slot* on page 22).
No Belt Unit	The belt unit is not installed correctly.	Reinstall the belt unit (see *Replacing the belt unit* on page 91).
No HUB Support	A USB hub device is connected to the USB direct interface.	Disconnect the USB hub device from the USB direct interface.
No Permission	Printing color documents is restricted by Secure Function Lock 2.0. The print job will be canceled.	Call your administrator to check your Secure Function Lock Settings.
No Paper	The machine is out of paper in the paper tray, or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill paper in the paper tray. Make sure the paper guides are set to the correct size. ■ Remove the paper and load it again. Make sure the paper guides are set to the correct size.
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge or the toner cartridge and drum unit assembly is not installed correctly.	Remove the toner cartridge and drum unit assembly for the color indicated on the Touchscreen. Remove the toner cartridge from the drum unit, and reinstall the toner cartridge back into the drum unit. Reinstall the toner cartridge and drum unit assembly back in the machine. If the problem continues, replace the toner cartridge (see *Replacing the toner cartridges* on page 75).
No Tray	The paper tray is not installed or not installed correctly.	Reinstall the paper tray.
No Waste Toner	The waste toner box is not installed correctly.	Reinstall the Waste Toner Box (see *Replacing the waste toner box* on page 95).

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in progress** Do one of the following: ■ Press Send Now, Partial Print or Quit to send or copy the scanned pages. ■ Press and wait until the other operations in progress finish, and then try again. ■ Clear the faxes from the memory. Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory (see Advanced User's Guide: *Printing a fax from the memory* and *Fax Storage*). **Print operation in process** Do one of the following: ■ Reduce the print resolution. (See Software User's Guide.) ■ Clear the faxes from the memory (see the above explanation).
Out of Memory Secure Print Data is full. Press Stop Key and delete the previously stored data.	The machine's memory is full.	Press and delete the previously stored secure print data.
Print Unable XX	The machine has a mechanical problem.	Do one of the following: ■ Press and hold down to turn the machine off, wait a few minutes, and then turn it on again (see *Transferring your faxes or Fax Journal report* on page 110). ■ If the problem continues, call Brother Customer Service.

Error Message	Cause	Action
Registration failed.	Registration failed.	Press OK and try again. ■ Press and hold down  to turn off the machine. Wait a few seconds, then turn it on again. Perform the auto color registration using the Touchscreen (see Advanced User's Guide: *Auto Registration*). ■ Put in a new belt unit (see *Replacing the belt unit* on page 91). ■ If the problem continues, call Brother Customer Service.
Rename the File	There is already a file on the USB Flash memory drive with the same name as the file you are trying to save.	Change the file name of the file on the USB Flash memory drive or the file you are trying to save.
Replace Belt	It is time to replace the belt unit.	Replace the belt unit (see *Replacing the belt unit* on page 91).
Replace DrumX [1] [1] (X) shows drum unit color that must be replaced. BK=Black, C=Cyan, M=Magenta, Y=Yellow.	It is time to replace the drum unit.	Replace the drum unit for the color indicated on the Touchscreen (see *Replacing the drum units* on page 86).
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (see *Replacing the drum units* on page 86).
Replace Fuser	It is time to replace the fuser unit.	Call Brother Customer Service or a Brother Authorized Service Center to replace the fuser unit. To replace Fuser Unit call Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) **(in USA)** 1-877-BROTHER **(in Canada)** or to locate a Brother Authorized Service Center, visit us at: http://www.brother-usa.com/service/
Replace PF kit	It is time to replace the paper feeding kit.	Call Brother Customer Service or a Brother Authorized Service Center to replace the PF Kit. To replace PF Kit call Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) **(in USA)** 1-877-BROTHER **(in Canada)** or to locate a Brother Authorized Service Center, visit us at: http://www.brother-usa.com/service/

Error Message	Cause	Action
Replace Toner [1] [1] The Touchscreen shows the toner cartridge color that you must replace. BK=Black, C=Cyan, M=Magenta, Y=Yellow	The toner cartridge is at the end of its life. The machine will stop all print operations. While memory is available, faxes will be stored in the memory.	Replace the toner cartridge for the color indicated on the Touchscreen (see *Replacing the toner cartridges* on page 75).
Replace WT Box	It is time to replace the waste toner box.	Replace the waste toner box (see *Replacing the waste toner box* on page 95).
Scan Unable	Document is too long for 2-sided scanning.	Press . Use the appropriate size of paper for 2-sided scanning (see *Print media* on page 198).
Scan Unable XX	The machine has a mechanical problem.	■ Press and hold down to turn the machine off, and then turn it on again (see *Transferring your faxes or Fax Journal report* on page 110). ■ If the problem continues, call Brother Customer Service.
Short paper	The length of the paper in the tray is too short for the machine to deliver it to the Face down output tray.	Open the back cover (face-up output tray) to let the printed page exit onto the face up output tray. Remove the printed pages and then press Start.
Size Error 2-sided	The paper size defined in the printer driver and the Touchscreen menu is not available for automatic 2-sided printing.	Press . Choose a paper size that is supported by 2-sided printing. The paper size you can use for automatic 2-sided printing is Letter, Legal or Folio.
	The paper in the tray is not the correct size and is not available for automatic 2-sided printing.	Load the correct size of paper in the tray and set the size of paper for the tray (see *Paper Size* on page 27). The paper size you can use for automatic 2-sided printing is Letter, Legal or Folio.
Size mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the size of paper to the tray (see *Paper Size* on page 27).
Small paper	The paper size specified in the printer driver is too small for the machine to deliver it to the Face-down output tray.	Open the back cover (back output tray) to let the printed paper out on the back output tray and then press Start.
Toner Error	One or more toner cartridges are not installed correctly.	Pull out the drum units. Remove all of the toner cartridges, and then put them back into the drum units.

Error Message	Cause	Action
Toner Low	If the Touchscreen shows Toner Low you can still print; however, the machine is telling you that the toner cartridge is near the end of its life.	Order a new toner cartridge for the color that is indicated on the Touchscreen now so a replacement toner cartridge will be available when the Touchscreen shows Replace Toner.
Too Many Files	There are too many files stored on the USB Flash memory drive.	Reduce the number of files stored on the USB Flash memory drive.
Touchscreen Initialization Failed	The Touchscreen was pressed before the power on initialization was completed.	Make sure nothing is touching or resting on the Touchscreen.
	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.
Unusable Device Remove the Device. Turn the power off and back on again.	A defective USB device or a high power consumption USB device has been connected to the USB direct interface.	Unplug the device from the USB direct interface. Press and hold down  to turn the machine off, and then turn it on again.
Unusable Device	A USB device or USB Flash memory drive that is encrypted or not supported has been connected to the USB direct interface.	Unplug the device from the USB direct interface (see the specifications for supported USB Flash memory drives in *Printing data from a USB Flash memory drive or digital camera supporting mass storage (For MFC-9330CDW and MFC-9340CDW)* on page 61).
USB Write-protected	The protect switch of the USB Flash memory drive is on.	Turn off the protect switch of the USB Flash memory drive.
WT Box End Soon	The waste toner box is near the end of its life.	Buy a new waste toner box before you get a Replace WT Box message.

Transferring your faxes or Fax Journal report

If the Touchscreen shows:

- Print Unable XX
- Scan Unable XX

We recommend transferring your faxes to another fax machine or to your computer (see *Transferring faxes to another fax machine* on page 110 or *Transferring faxes to your computer* on page 111).

You can also 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 111).

NOTE

If there is an error message on the Touchscreen after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode (see Quick Setup Guide: *Set your Station ID*).

1. Press  to interrupt the error temporarily.
2. Press .
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 shows No Data, there are no faxes left in the machine's memory. Press Close.
   - Enter the fax number to which faxes will be forwarded.
9. Press Fax Start.

Transferring faxes to your computer

You can transfer the faxes from your machine's memory to your computer.

1. Press  to interrupt the error temporarily.
2. Make sure you have installed **MFL-Pro Suite** on your computer, and then turn on **PC-FAX Receiving** on the computer.
   Do one of the following:
   - (Windows® XP, Windows Vista® and Windows® 7)

     From the  (**Start**) menu, select **All Programs** > **Brother** > **MFC-XXXX** > **PC-FAX Receiving** > **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 *PC-Fax Receive (For Windows® only)* on page 46).
   If faxes are in the machine's memory when you set up PC-Fax Receive, the Touchscreen will ask if you want to transfer the faxes to your computer.
4. Do one of the following:
   - To transfer all faxes to your computer, press `Yes`. If Fax Preview is set to Off, you will be asked if you want to print backup copies.
   - To exit and leave the faxes in the 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 Quick Setup Guide: *Set your Station ID*).

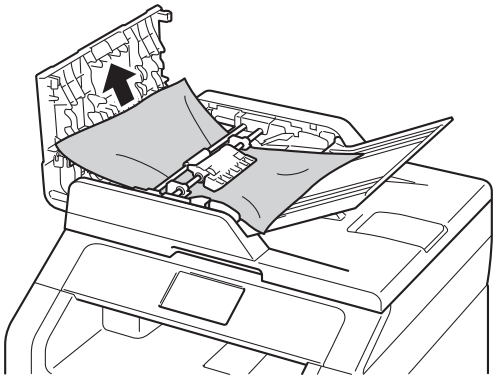
1. Press  to interrupt the error temporarily.
2. Press .
3. Press `All Settings`.
4. Swipe up or down, or press ▲ or ▼ to display `Service`.
5. Press `Service`.
6. Press `Data Transfer`.
7. Press `Report Transfer`.
8. Enter the fax number to which the Fax Journal report will be forwarded.
9. Press `Fax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

B

Document Jams

Document is jammed in the top of the ADF unit

1. Remove any paper from the ADF that is not jammed.
2. Open the ADF cover.
3. Pull the jammed document out to the left.

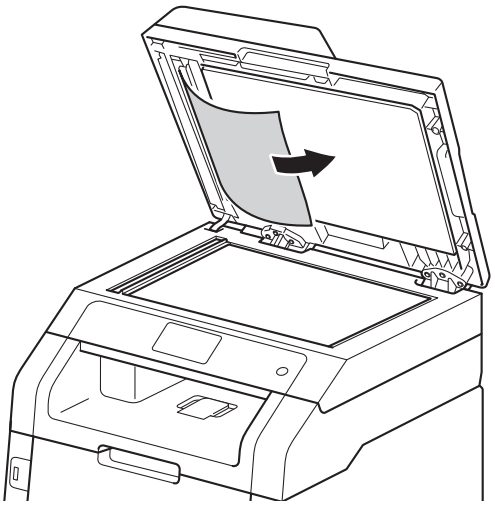


If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

4. Close the ADF cover.
5. Press .

Document is jammed under the document cover

1. Remove any paper from the ADF that is not jammed.
2. Lift the document cover.
3. Pull the jammed document out to the right.

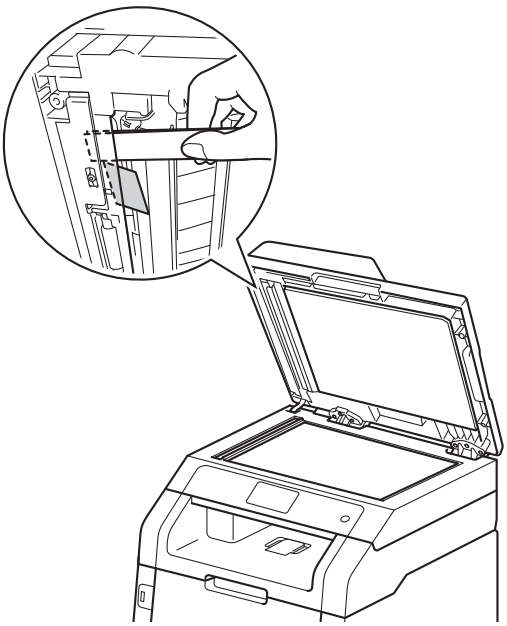


If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

4. Close the document cover.
5. Press .

Removing small documents jammed in the ADF

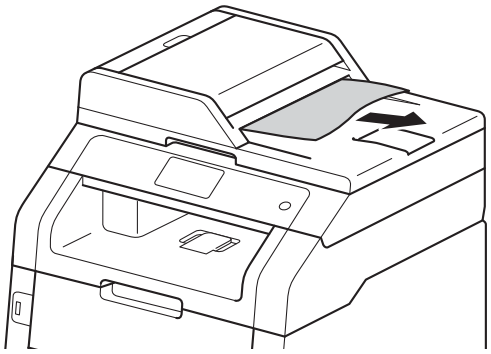
1. Lift the document cover.
2. Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



3. Close the document cover.
4. Press .

Document is jammed at the output tray

1. Remove any paper from the ADF that is not jammed.
2. Pull the jammed document out to the right.



3. Press .

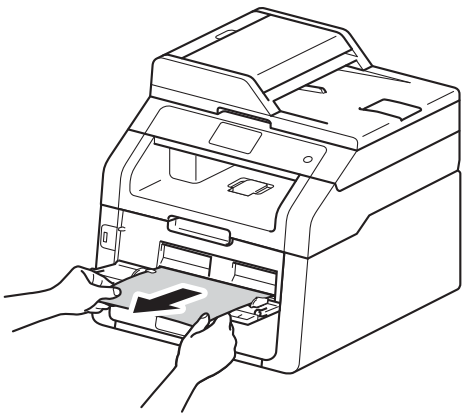
Paper Jams

Always remove the remaining paper from the paper tray and straighten the stack when you are adding new paper. This helps prevent multiple sheets of paper from feeding through the machine at one time and prevents paper jams.

Paper is jammed in the manual feed slot

If the Touchscreen shows `Jam Manual Feed`, follow these steps:

1. Remove any paper that is jammed in and around the manual feed slot.

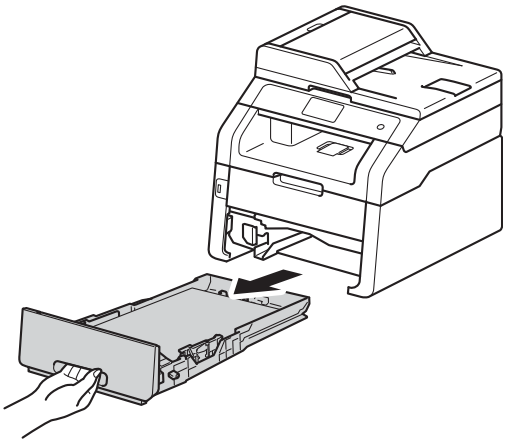


2. Press `Start` to resume printing.

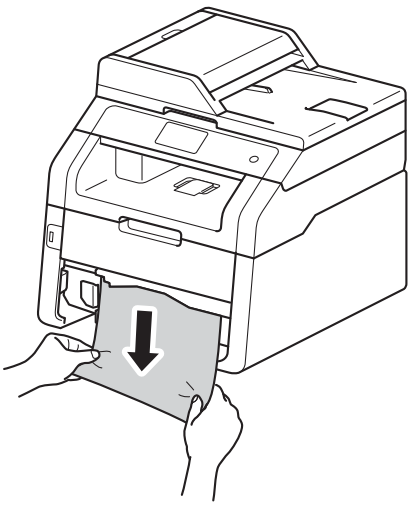
Paper is jammed in the paper tray

If the Touchscreen shows `Jam Tray`, follow these steps:

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



2. Use both hands to slowly pull out the jammed paper.



NOTE

Pulling the jammed paper downward allows you to remove the paper more easily.

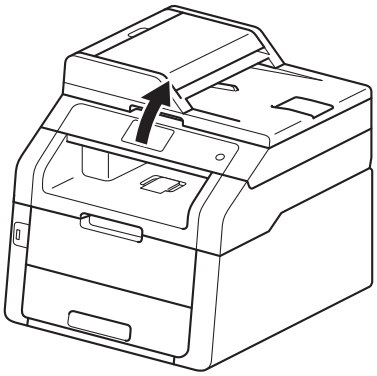
3 Make sure the paper is below the maximum paper mark (▼ ▼ ▼) in the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure the guides are firmly in the slots.

4 Put the paper tray firmly back in the machine.

Paper is jammed at the output paper tray

When the paper is jammed at the output paper tray, follow the these steps:

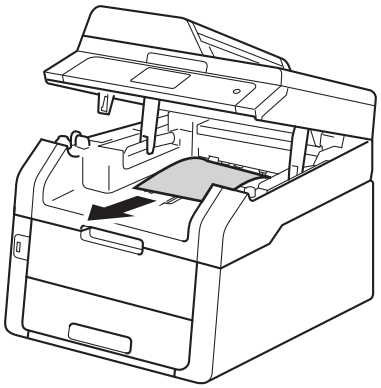
1 Use both hands to open the scanner.



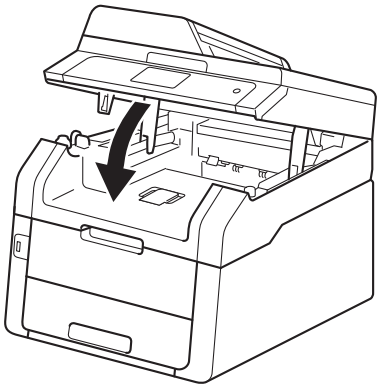
NOTE

When the top cover is open, you cannot open the scanner.

2 Remove the paper.



3 Push the scanner down with both hands to close it.

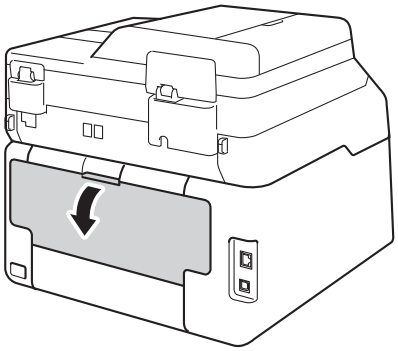


Paper is jammed at the back of the machine

If the Touchscreen shows `Jam Rear`, a paper jam occurred behind the back cover. Follow these steps:

1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

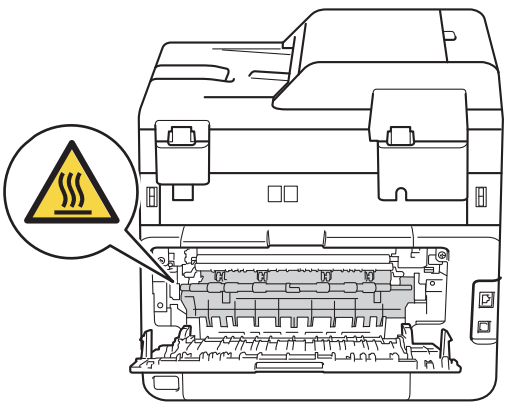
2 Open the back cover.



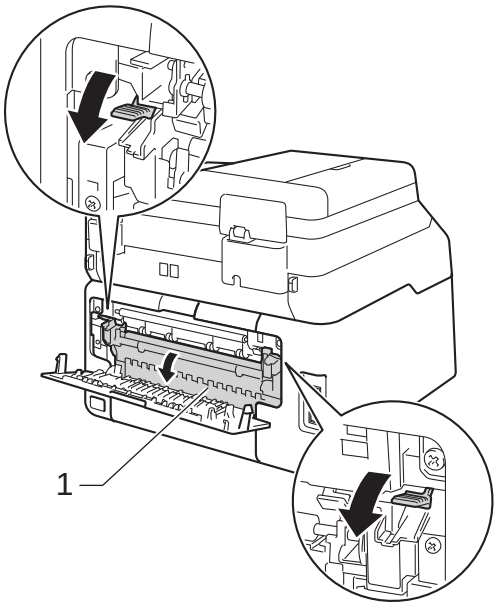
WARNING

HOT SURFACE

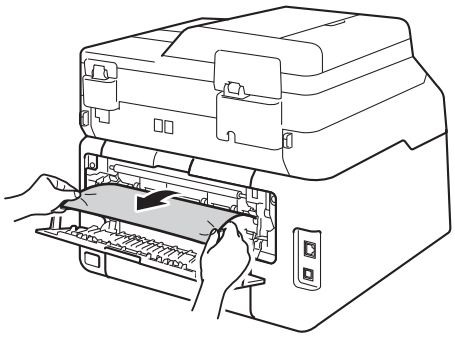
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



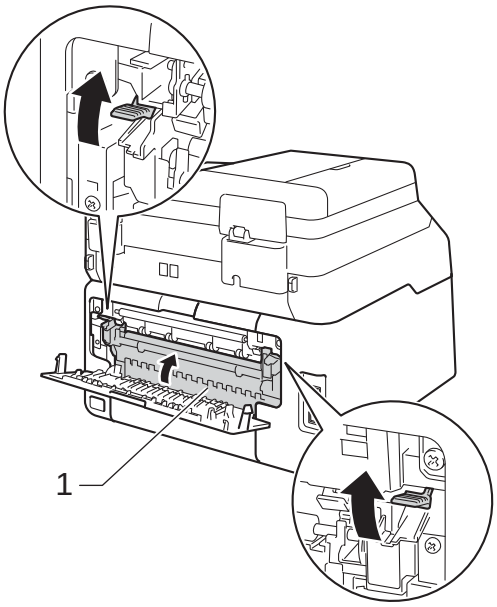
3 Pull the green tabs at the left and right sides toward you to release the fuser cover (1).



4 Use both hands to gently pull the jammed paper out of the fuser unit.



5 Close the fuser cover (1). Make sure the green tabs at the left and right sides lock into place.



6 Close the back cover until it locks in the closed position.

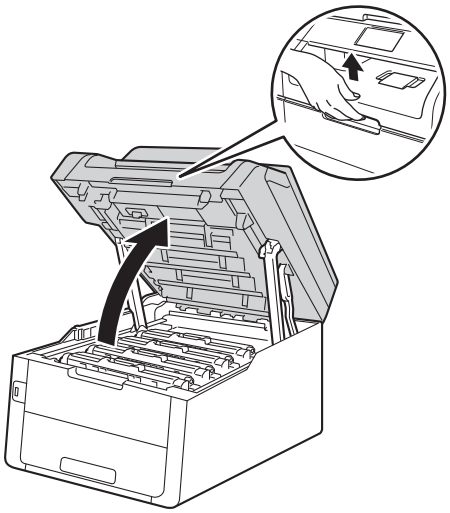
B

Paper is jammed inside the machine

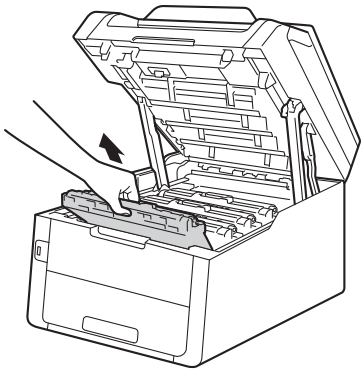
If the Touchscreen shows `Jam Inside`, follow these steps:

1. Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

2. Open the top cover until it locks in the open position.



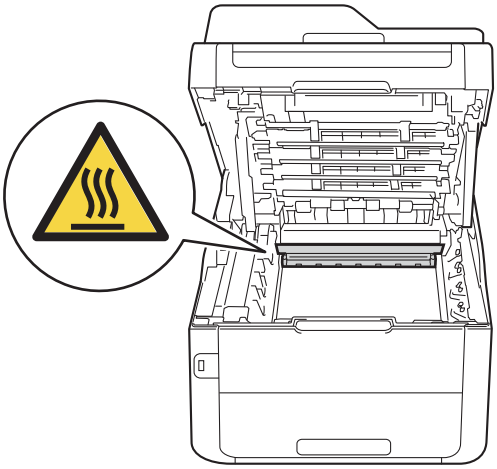
3. Remove all of the toner cartridge and drum unit assemblies.



WARNING

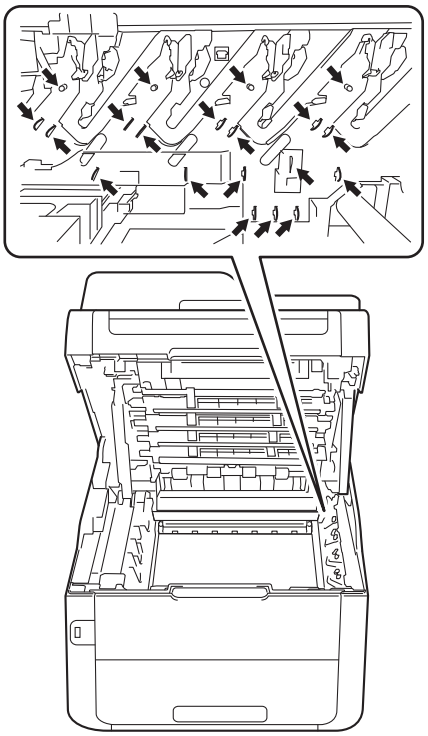
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

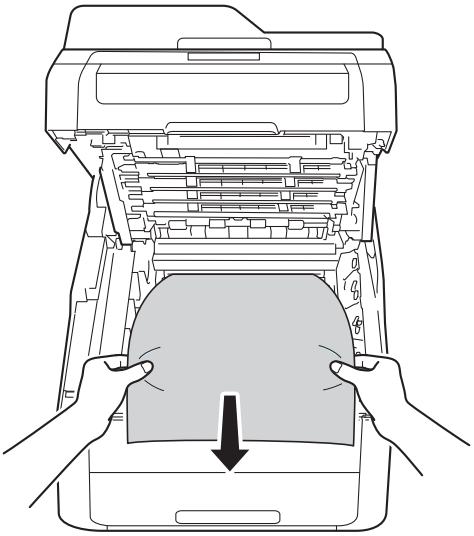


IMPORTANT

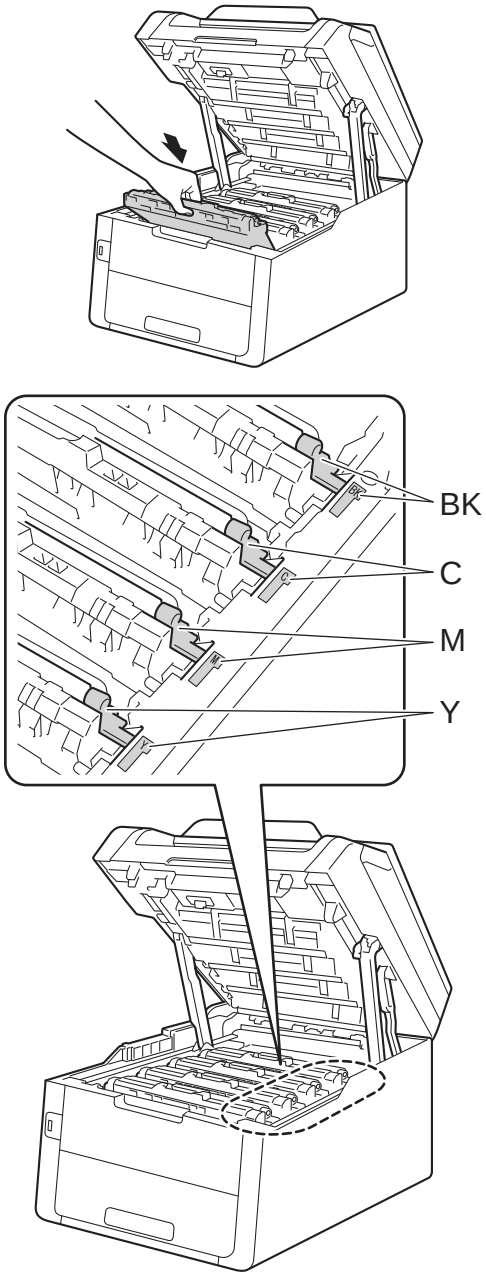
- We recommend that you place the toner cartridge and drum unit assemblies on a clean, flat surface with disposable paper underneath them in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



4 Pull out the jammed paper slowly.



5 Slide each toner cartridge and drum unit assembly into the machine, making sure you match the toner cartridge colors to the same color labels on the machine.



BK = Black, C = Cyan,
M = Magenta, Y= Yellow

6 Close the top cover of the machine.

NOTE

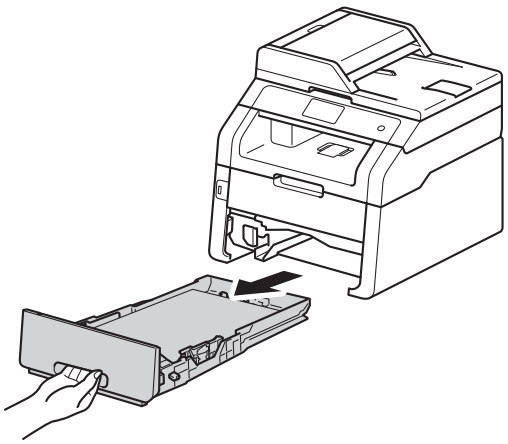
If you turn off the machine during `Jam Inside` is on the Touchscreen, the machine will print incomplete data from your computer when it is turned on. Before you turn on the machine, delete the job from your computer's print spooler.

Paper is jammed underneath the paper tray

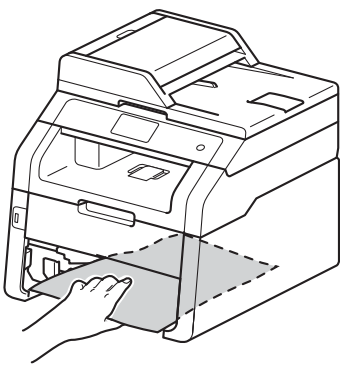
If the Touchscreen shows `Jam 2-sided`, follow these steps:

1. Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

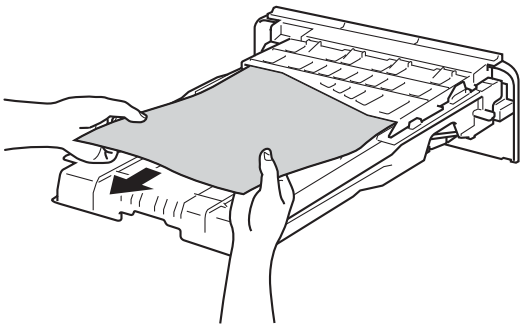
2. Pull the paper tray completely out of the machine.



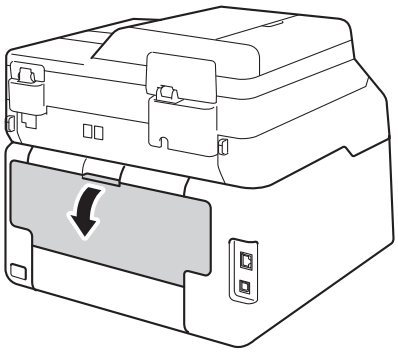
3. Make sure the jammed paper does not remain inside the machine.



4. If paper is not caught inside the machine, check underneath the paper tray.



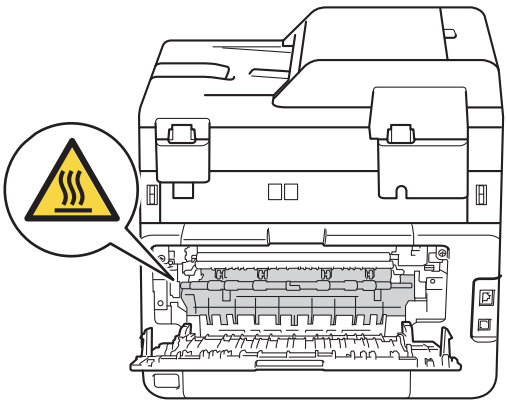
5. If the paper is not caught in the paper tray, open the back cover.



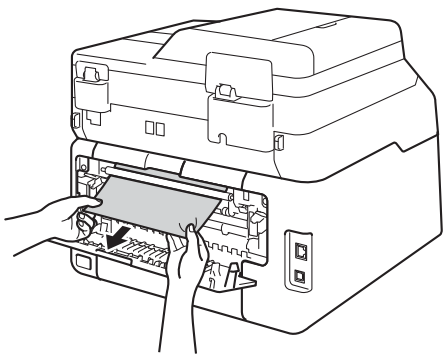
WARNING

HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



6. Use both hands to gently pull the jammed paper out of the back of the machine.



7. Close the back cover until it locks in the closed position.

8. Put the paper tray firmly back in the machine.

If you are having difficulty with your machine

IMPORTANT

- For technical help, you must call the country where you bought the machine. Calls must be made from within that country.
- If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips. You can correct most problems by yourself.
- If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

  Visit us at http://solutions.brother.com/.
- Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

Printing difficulties

Difficulties	Suggestions
No printout.	Check that the correct printer driver has been installed and selected.
	Check to see if the Touchscreen is showing an error message (see *Error and maintenance messages* on page 102).
	Check that the machine is online: (Windows® 7 and Windows Server® 2008 R2) Click the (**Start**) button > **Devices and Printers**. Right-click **Brother MFC-XXXX Printer** and click **See what's printing**. Click **Printer** in the menu bar. Make sure **Use Printer Offline** is cleared. (Windows Vista® and Windows Server® 2008) Click the (**Start**) button > **Control Panel** > **Hardware and Sound** > **Printers**. Right-click **Brother MFC-XXXX Printer**. Make sure **Use Printer Online** is not listed. If it is listed, click this option to set the driver Online. (Windows® XP and Windows Server® 2003) Click the **Start** button > **Printers and Faxes**. Right-click **Brother MFC-XXXX Printer**. Make sure **Use Printer Online** is not listed. If it is listed, click this option to set the driver Online. (Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware and Sound** (Hardware) group, click **View devices and printers**. Right-click the **Brother MFC-XXXX Printer** > **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure that **Use Printer Offline** is not selected.
	Call your administrator to check your Secure Function Lock settings.
The machine is not printing or has stopped printing.	Press . The machine will cancel the print job and clear it from the memory. The printout may be incomplete.

Printing difficulties (continued)

Difficulties	Suggestions
The headers or footers appear when the document displays on the screen but they are not on the printed page.	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 *Unscannable and unprintable areas* on page 26).
The machine prints unexpectedly or it prints garbage.	Press  to cancel print jobs.
	Check the settings in your application to make sure they are set up to work with your machine.
The machine prints the first couple of pages correctly, then some pages have missing text.	Check the settings in your application to make sure they are set up to work with your machine.
	Your computer is not recognizing the full signal of the machine's input buffer. Make sure you connected the interface cable correctly (see Quick Setup Guide).
The machine does not print on both sides of the paper even though the printer driver setting is 2-sided.	Check the paper size setting in the printer driver. You must choose Letter, Legal or Folio paper that is 16 to 28 lb (60 to 105 g/m^2).
The machine does not display the USB menu when a USB flash memory drive is connected to the USB direct interface.	When the machine is in Deep Sleep mode, the machine does not wake up even if you connect a USB flash memory drive to the USB direct interface. Press the Touchscreen to wake up the machine.
Cannot perform 'Page Layout' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution (see Software User's Guide).
Poor print quality	See *Improving the print quality* on page 133.

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper.	If the Touchscreen shows a Paper Jam message and you still have a problem, see *Error and maintenance messages* on page 102.
	If the paper tray is empty, load a new stack of paper into the paper tray.
	If there is paper in the paper tray, make sure it is straight. If the paper is curled, straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back in the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Make sure **Manual** is not selected for **Paper Source** in the printer driver.
	Clean the paper pick-up rollers (see Advanced User's Guide: *Cleaning the paper pick-up rollers*).
The machine does not feed paper from the Manual feed slot.	Use both hands to push one sheet of paper firmly into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers until the machine grabs the paper and pulls it in further.
	Put only one sheet of paper in the manual feed slot.
	Make sure **Manual** is selected for **Paper Source** in the printer driver.

Paper handling difficulties (continued)

Difficulties	Suggestions
How do I print on envelopes?	Load one envelope at a time in the manual feed slot. Your application must be set to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application (see your application's manual for more information).

Printing received faxes

Difficulties	Suggestions
■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines	Usually this is 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.
Vertical black lines when receiving	The corona wires for printing may be dirty. Clean the corona wires on the drum units (see *Cleaning the corona wires* on page 82).
	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.
Received faxes appear as split or blank pages.	Left and right margins are cut off or a single page is printed on two pages (see *Paper Size* on page 27).
	Turn on Auto Reduction (see Advanced User's Guide: *Printing a reduced incoming fax*).

Telephone line or connections

Difficulties	Suggestions
Dialing does not work. (No dial tone)	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	(Canada only) Change `Tone/Pulse` setting (see Quick Setup Guide).
	Send a manual fax by pressing `Hook` and dialing the number. Wait to hear fax receiving tones before pressing `Fax Start`.
	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 wall jack.
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup (see *Receive Mode settings* on page 41).
	Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulties	Suggestions
Cannot receive a fax.	Make sure your machine has a dial tone by pressing Hook. If you hear static or interference on your fax line, call your local telephone company.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If you subscribe to DSL or VoIP services, call your service provider for connection instructions.
	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 *Receive Mode settings* on page 41). ■ If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select Fax mode. ■ If your Brother machine shares a line with an external answering machine, you should select the 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. ■ If your Brother machine shares the line with a Voice Mail subscriber service, see *Voice Mail* on page 48. ■ If your Brother machine is on a line with the Distinctive Ring subscriber service, see *Distinctive Ring* on page 49. ■ If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the 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. ■ If you do not want your Brother machine to automatically answer any incoming faxes, you should select the Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.
	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: ■ If the answer mode is set to Fax or Fax/Tel, reduce the ring delay to 1 ring (see *Ring Delay* on page 41). ■ If the answer mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2. ■ If the answer mode is set to Manual, DO NOT adjust the ring delay setting.
	Have someone send you a test fax: ■ 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)

Difficulties	Suggestions
Cannot receive a fax. (continued)	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 (see *Connecting an external TAD (telephone answering device)* on page 51). 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. ■ 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 ✳**51** 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 *Receive Mode settings* on page 41).
	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 answered the call on an external or extension telephone (see *Easy Receive* on page 42).
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)` (see *Telephone line interference / VoIP* on page 132).
	Call your administrator to check your Secure Function Lock Settings.

Sending faxes

Difficulties	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 of the machine.
	Make sure you pressed `Fax` and the machine is in Fax mode (see *How to send a fax* on page 35).
	Print the Transmission Verification Report and check for an error (see Advanced User's Guide: *Reports*).
	Call your administrator to check your Secure Function Lock Settings.
	Ask the other party to check that the receiving machine has paper.
Poor sending 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 not good, clean the scanner (see Advanced User's Guide: *Cleaning the scanner*).

Sending faxes (continued)

Difficulties	Suggestions
Transmission Verification Report says RESULT:NG.	There is probably temporary noise or static on the line. Try sending the fax again. If you are sending a PC-Fax message and get RESULT:NG on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see Advanced User's Guide: *Turning off Remote Fax Options*), print fax messages in memory (see Advanced User's Guide: *Printing a fax from the memory*) or cancel a delayed fax or polling job (see Advanced User's Guide: *Checking and canceling waiting jobs*). If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic(for VoIP) (see *Telephone line interference / VoIP* on page 132).
Sent faxes are blank.	Make sure you are loading the document correctly. When using the ADF, the document should be *face up*. When using the scanner glass, the document should be *face down* (see *Loading documents* on page 33).
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip (see Advanced User's Guide: *Cleaning the scanner*).

Handling incoming calls

Difficulties	Suggestions
The machine 'Hears' a voice as a CNG Tone.	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 (see *Easy Receive* on page 42).
Sending a Fax Call to the machine.	If you answered on an external or extension telephone, press your Fax Receive Code (the factory setting is ✱51). If you answered on the external telephone (connected to the EXT. jack), press Fax Start to receive the fax. When your machine answers, hang up.
Custom features on a single line.	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. **For Example:** If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. 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, a separate line with no custom features is recommended.

Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure you pressed Copy and the machine is in Copy mode (see *How to copy* on page 59).
	Call your administrator to check your Secure Function Lock Settings.

Copying difficulties (continued)

Difficulties	Suggestions
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wires are dirty. Clean the glass strip and scanner glass and the white bar and white plastic above them (see *Cleaning the corona wires* on page 82 and see Advanced User's Guide: *Cleaning the scanner*).
Copies are blank.	Make sure you are loading the document correctly (see *Using the automatic document feeder (ADF)* on page 33 or *Using the scanner glass* on page 34).

Scanning difficulties

Difficulties	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is selected as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click **Desktop** > **Scan Settings** > **Select** to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is selected as the primary source. In PageManager, click **File** > **Select Source** and choose the Brother TWAIN driver. Macintosh users can also scan documents using the ICA Scanner Driver (see Software User's Guide).
OCR does not work.	Try increasing the scanning resolution. (Macintosh users) Make sure you downloaded and installed Presto! PageManager from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg
Network scanning does not work.	See *Network difficulties* on page 130.
Cannot scan.	Call your administrator to check your Secure Function Lock Settings.

Software difficulties

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

Network difficulties

Difficulties	Suggestions
Cannot print and scan over a network after completing the software installation.	When the *Cannot print to the networked printer.* screen appears, follow the on-screen instructions. If the problem is not solved, see Network User's Guide:*Troubleshooting*.
The network scanning feature does not work.	**(Windows® and Macintosh)** The network scanning feature may not work due to the firewall settings. Change or disable the firewall settings. It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below: ■ In Name: Enter any description, for example Brother NetScan. ■ In Port number: Enter 54925. ■ In Protocol: Make sure UDP is selected. See the instruction manual that came with your third-party Security/Firewall Software or call the software manufacturer. For more information, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/.
	(Macintosh) Re-select your machine in the **Device Selector** window from the Model pop-up menu in the main screen of **ControlCenter2**.
The network PC-Fax Receive feature does not work.	**(Windows® only)** It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below: ■ In Name: Enter any description, for example Brother PC-FAX Rx. ■ In Port number: Enter 54926. ■ In Protocol: UDP is selected. See the instruction manual that came with your third-party Security/Firewall Software or call the software manufacturer. For more information, read FAQs and troubleshooting suggestions at http://solutions.brother.com/.
The Brother software cannot be installed.	**(Windows®)** If the Security Software warning appears on the computer screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run. **(Macintosh)** If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.
Cannot connect to the wireless network.	Investigate the problem using the `WLAN Report`. Press , `All Settings`, `Print Reports`, `WLAN Report` and then press `OK` (see Quick Setup Guide).

Other difficulties

Difficulties	Suggestions
The machine will not turn on.	Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Press and hold down to turn off the machine and unplug the power cord. Wait for ten minutes, then plug in the power cord and press to turn on the machine. If the problem is not solved, turn off the machine. If you are using a backup battery or surge suppressor device, disconnect it to make sure it is not the problem. Plug the machine's power cord directly into a different known working wall outlet and press to turn on the machine.
The machine cannot print EPS data that includes binary with the BR-Script3 printer driver.	**(Windows®)** To print EPS data, do the following: 1 For Windows® 7 and Windows Server® 2008 R2: Click the (**Start**) button > **Devices and Printers**. For Windows Vista® and Windows Server® 2008: Click the (**Start**) button > **Control Panel** > **Hardware and Sound** > **Printers**. For Windows® XP and Windows Server® 2003: Click the **Start** button > **Printers and Faxes**. For Windows® 8 and Windows Server® 2012: Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware and Sound** [1] group, click **View devices and printers**. 2 For Windows® 7, Windows® XP, Windows Vista®, Windows Server® 2003, Windows Server® 2008 and Windows Server® 2008R2: Right-click the **Brother MFC-XXXX** [2] icon and select **Printer properties** [3], and then select **Brother MFC-XXXX BR-Script3**. For Windows® 8 and Windows Server® 2012: Right-click the **Brother MFC-XXXX BR-Script3** icon, select **Printer properties**. 3 From the **Device Settings** tab, choose **TBCP** (Tagged binary communication protocol) in **Output Protocol**. **(Macintosh)** If your machine is connected to a computer with a USB interface, you cannot print EPS data that includes binary. You can print the EPS data at the machine through a network. For help installing the BR-Script3 printer driver through the network, visit the Brother Solutions Center at http://solutions.brother.com/.

1 For Windows Server® 2012: **Hardware**.

2 For Windows® XP, Windows Vista®, Windows Server® 2003 and Windows Server® 2008: **Brother MFC-XXXX BR-Script3**.

3 For Windows® XP, Windows Vista®, Windows Server® 2003 and Windows Server® 2008: **Properties**.

Setting Dial Tone detection

Setting the Dial Tone to Detection will shorten the Dial Tone detect pause.

1. Press .
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 / VoIP

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

1. Press .
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 9600 bps and turns off ECM (error correction mode). 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 14400 bps.
   - High sets the modem speed at 33600 bps.
8. Press .

NOTE

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

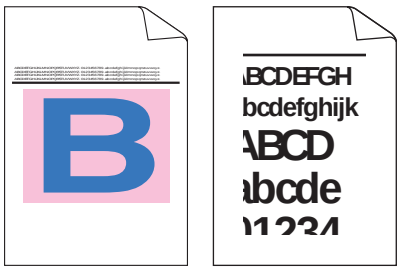
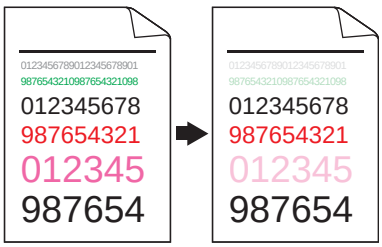
Improving the print quality

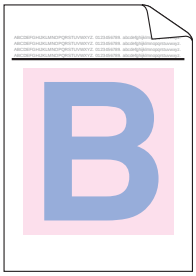
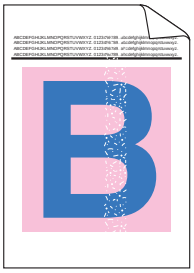
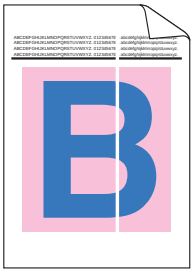
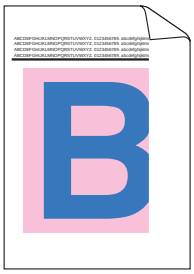
If you have a print quality problem, print a test page first (, `All Settings`, `Printer`, `Print Options`, `Test Print`). If the printout looks good, the problem is probably not the machine. Check the interface cable connections and try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.

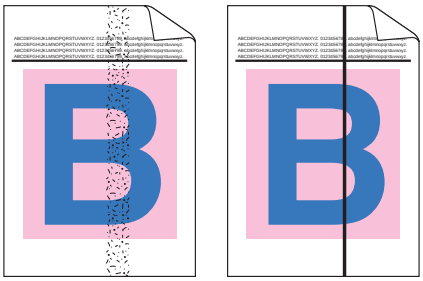
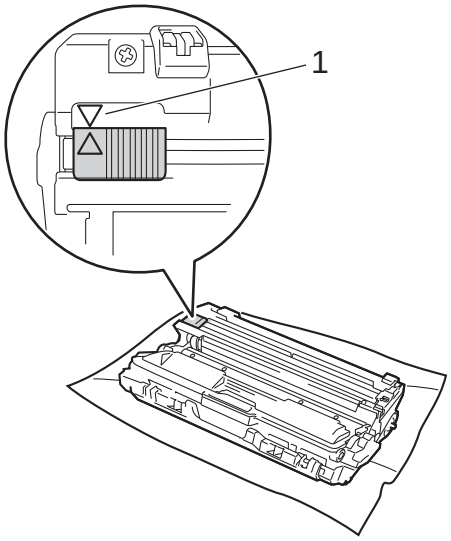
NOTE

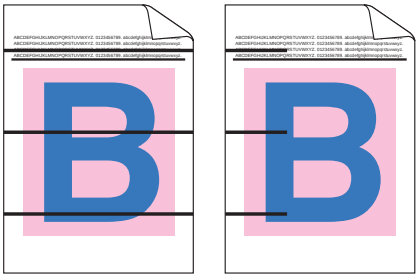
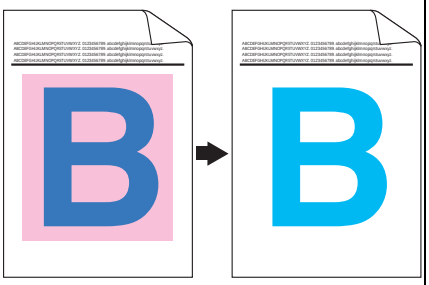
Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

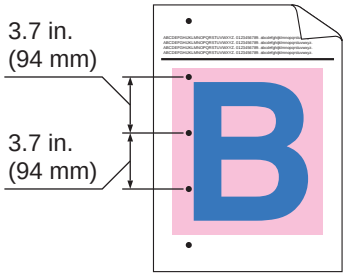
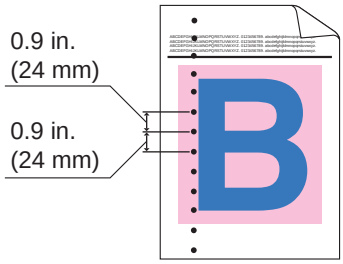
1. To get the best print quality, we suggest using recommended paper. Make sure you use paper that meets our specifications (see *Acceptable paper and other print media* on page 28).
2. Check that the drum units and toner cartridges are installed correctly.

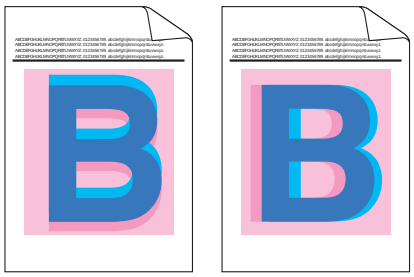
Examples of poor print quality	Recommendation
 **Printed pages are compressed, horizontal stripes appear, or characters in the top, bottom, left and right margins are cut off**	■ Adjust the print margins on your application and reprint the job.
 **Colored letters and thin letters in the original document are light or faint in the copy**	■ Choose `Text` or `Receipt` in the copy quality setting (see Advanced User's Guide: *Improving copy quality*). ■ Adjust the copy density and contrast (see Advanced User's Guide: *Adjusting Density and Contrast*).

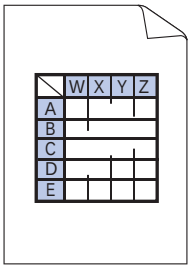
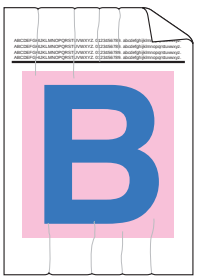
Examples of poor print quality	Recommendation
 **Colors are light or faint on the whole page**	■ Perform the calibration using the Touchscreen or the printer driver (see Advanced User's Guide: *Calibration*). ■ Adjust the copy density and contrast if you are copying (see Advanced User's Guide: *Adjusting Density and Contrast*). ■ Make sure Toner Save mode is off in the Touchscreen or the printer driver. ■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 28). ■ Shake all four toner cartridges gently. ■ Wipe the windows of all four LED heads with a *dry* lint free soft cloth (see Advanced User's Guide: *Cleaning the LED heads*).
   **White streaks or bands down the page**	■ Wipe the windows of all four LED heads with a *dry* lint free soft cloth (see Advanced User's Guide: *Cleaning the LED heads*). ■ Wipe the scanner glass strip with a *dry* lint free soft cloth (see Advanced User's Guide: *Cleaning the scanner*). ■ Make sure foreign material such as a torn piece of paper, sticky notes or dust is not inside the machine and around the drum unit and toner cartridge. ■ Clean the drum unit (see Advanced User's Guide: *Cleaning the drum unit*).

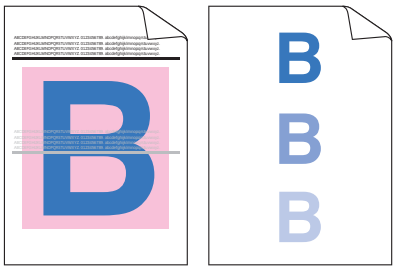
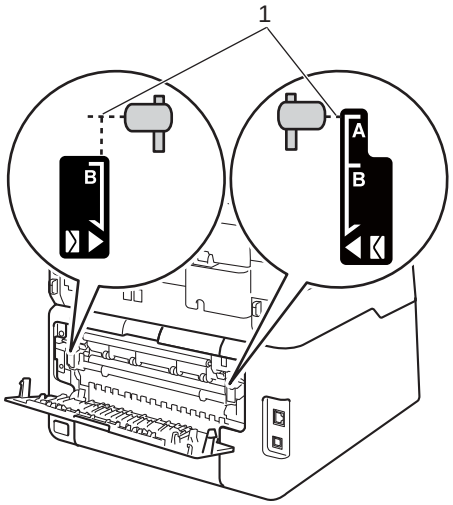
Examples of poor print quality	Recommendation
 **Colored streaks or bands down the page**	■ Wipe the windows of all four LED heads with a *dry* lint free soft cloth (see Advanced User's Guide: *Cleaning the LED heads*). ■ Wipe the scanner glass strip with a *dry* lint free soft cloth (see Advanced User's Guide: *Cleaning the scanner*). ■ Clean all four corona wires (one for each color) inside the drum unit by sliding the green tab (see *Cleaning the corona wires* on page 82). ■ Make sure the green tab of the corona wire is at the home position (▲)(1).  ■ Replace the toner cartridge that matches the color of the streak or band (see *Replacing the toner cartridges* on page 76). To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ The drum unit may be damaged. Install a new drum unit (see *Replacing the drum units* on page 86.) To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.

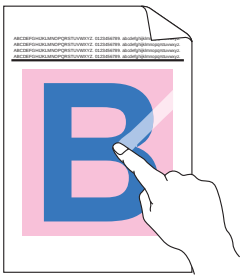
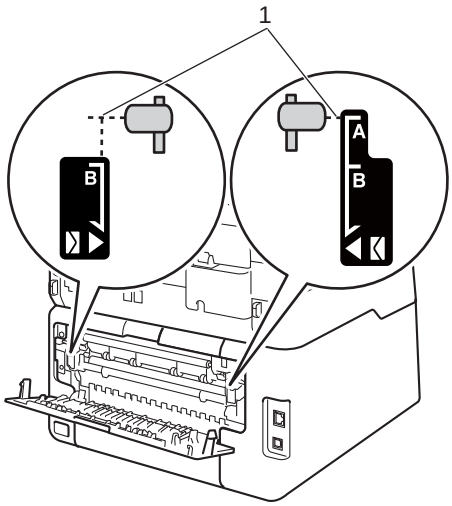
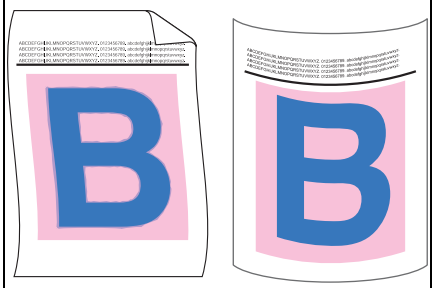
Examples of poor print quality	Recommendation
 **Colored lines across the page**	■ Identify the color causing the problem and replace the toner cartridge that matches the color of the line (see *Replacing the toner cartridges* on page 76). To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
 **White spots or hollow print**	■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 28). ■ Check the machine's environment. Conditions such as high humidity can cause hollow print (see Product Safety Guide: *Choosing a location*). ■ If the problem is not solved after printing a few pages, foreign material, such as glue from a label, may be stuck on the drum surface (see Advanced User's Guide: *Cleaning the drum unit*). ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
 **Blank page or some colors are missing**	■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 76). To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.

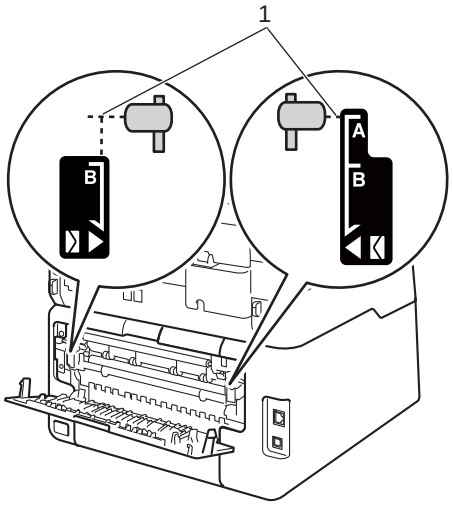
Examples of poor print quality	Recommendation
 **Colored spots at 3.7 in. (94 mm)**	■ If the problem is not solved after printing a few blank pages, foreign material, such as glue from a label, may be stuck on the drum surface. Clean the drum unit (see Advanced User's Guide: *Cleaning the drum unit*). ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
 **Colored spots at 0.9 in. (24 mm)**	■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 76). To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
 **Toner scatter or toner stain**	■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. ■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 76). To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.

Examples of poor print quality	Recommendation
The color of your printouts is not what you expected	■ To improve the color density, calibrate the colors using first the Touchscreen and then the printer driver (see Advanced User's Guide: *Calibration*). ■ To adjust the print position of colors for sharper edges, perform an automatic color registration using the Touchscreen (see Advanced User's Guide: *Auto Registration*). ■ Adjust the copy density and contrast if you are copying (see Advanced User's Guide: *Adjusting Density and Contrast*). ■ Make sure Toner Save mode is off in the Touchscreen or the printer driver (see Software User's Guide). ■ If the print quality of the black portion is not what you expected, select the **Print Text in Black** check box in the printer driver (see Software User's Guide). If the print quality is poor, clear the **Improve Gray Color** check box in the printer driver (see Software User's Guide). ■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 76). To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
 **Color misregistration**	■ Make sure the machine is on a solid level surface. ■ Perform the auto color registration using the Touchscreen (see Advanced User's Guide: *Auto Registration*). ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Install a new belt unit (see *Replacing the belt unit* on page 91).

Examples of poor print quality	Recommendation
 **Uneven density appears periodically across the page**	■ Perform the calibration using the Touchscreen or the printer driver (see Advanced User's Guide: *Calibration*). ■ Adjust the copy density and contrast if you are copying (see Advanced User's Guide: *Adjusting Density and Contrast*). ■ Clear the **Improve Gray Color** check box in the printer driver. (See Software User's Guide.) ■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 76). To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
 **Missing thin lines in images**	■ Make sure Toner Save mode is off in the Touchscreen or the printer driver (see Software User's Guide). ■ Change the print resolution. ■ If you use a Windows printer driver, choose **Improve Pattern Printing** in Print Setting of Basic tab (see Software User's Guide).
 **Wrinkle**	■ Make sure the back cover is closed correctly. ■ Make sure the two gray levers inside the back cover are in the up position. ■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 28).

Examples of poor print quality	Recommendation
 **Ghost**	■ Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem (see Product Safety Guide: *Choosing a location*). ■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 28). ■ Make sure the two gray levers inside the back cover are in the up position (1). Pull up the two gray levers until they stop.  ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 86). To identify the color of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.

Examples of poor print quality	Recommendation
 **Poor fixing**	■ Make sure the two gray levers inside the back cover are in the up position (1). Pull up the two gray levers until they stop.  ■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 28). ■ Choose **Improve Toner Fixing** mode in the printer driver (see Software User's Guide). If this selection does not provide enough improvement, change the printer driver setting in **Media Type** to a thick setting. If you are printing an envelope, choose **Env. Thick** in the media type setting.
 **Curled or wavy**	■ Choose **Reduce Paper Curl** mode in the printer driver (see Software User's Guide). If the problem is not solved, choose **Plain Paper** in the media type setting. ■ If you are printing an envelope, choose **Env. Thin** in the Media Type Setting of the printer driver. ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. ■ Store the paper where it will not be exposed to high temperatures and high humidity. ■ Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray.

Examples of poor print quality	Recommendation
 **Envelope Creases**	■ Make sure the envelope levers inside the back cover are pulled down to the envelope position when you print envelopes (see *Loading paper in the manual feed slot* on page 22). **NOTE** When you have finished printing, open the back cover and reset the two gray levers back to their original positions (1). Pull up the two gray levers until they stop. 

Machine Information

Checking the Serial Number

You can see the machine's Serial Number on the Touchscreen.

1. Press .
2. Press `All Settings`.
3. Swipe up or down, or press ▲ or ▼ to display `Machine Info.`.
4. Press `Machine Info.`.
5. Press `Serial No.`.
6. The Touchscreen will show the machine's Serial Number.
7. Press .

Checking the Firmware Version

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

1. Press .
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. The Touchscreen will show the machine's firmware version.
7. Press .

B

Reset functions

The following reset functions are available:

1 Network

You can reset the internal print server back to its default factory settings such as the password and IP address information.

2 Address Book & Fax

Address book & Fax resets the following settings:

- Address Book

  (Addresses and Groups)
- Programmed fax jobs in the memory

  (Polled TX, Delayed Fax, Batch TX)
- Station ID

  (name and number)
- Coverpage Msg

  (comments)
- Remote Fax Options

  (Remote Access Code, Fax Storage, Fax Forwarding, Paging, PC-Fax Send, and PC-Fax Receive (Windows® only))
- Report settings

  (Transmission Verification Report/ Tel Index List/Fax Journal)
- Setting Lock password

3 All Settings

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

Brother strongly recommends you perform this operation when you dispose of the machine.

NOTE

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

How to reset the machine

1. Press .
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 Network, Address Book & Fax or All Settings to choose the reset function you want.
8. Do one of the following;
   - To reset the settings, press Yes and go to step 9.
   - To exit without making changes, press No and go to step 10.
9. You will be asked to reset the machine. Do one of the following;
   - To reset the machine press Yes for 2 seconds. The machine will begin the reset.
   - To exit without resetting the machine, press No. Go to step 10.

NOTE

If you do not reboot your machine, the reset will not finish and your settings will remain unchanged.

10. Press .

NOTE

You can also reset the Network settings by pressing , All Settings, Network, Network Reset.

C Settings and features tables

Using the Settings Tables

Your machine's Touchscreen LCD is easy to set up and operate. All you have to do is press the settings and options you want as they are displayed on the screen. We created step-by-step Settings Tables and Features Tables so you can see at-a-glance all the available choices for each setting and feature. You can use these tables to quickly set up your preferred settings in the machine.

Settings Tables

The Settings tables will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.

(Settings)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
(**Date & Time**)	**Date**	—	—	Add the date and time on the Touchscreen and in headings of faxes you send.	See ‡.
	Time	—	—		
	Clock Type	—	**12h Clock*** 24h Clock	Choose the time format from 12-hour or 24-hour.	
	Auto Daylight	—	On **Off***	Change for Daylight Saving Time automatically.	See ◆.
	Time Zone	—	UTCXXX:XX	Set the time zone for your country.	See ‡.
(**Toner**)	See *Toner* on page 189.			Access the Toner menus.	189
Network	**Wired LAN** (MFC-9330CDW and MFC-9340CDW)	See *Wired LAN* on page 155.		Access the Wired LAN setting menus.	155
	WLAN	See *WLAN* on page 157.		Access the WLAN setting menus.	157
Fax Preview	—	—	On **Off***	View faxes you receive on the Touchscreen.	43
WiFi Direct	See *Wi-Fi Direct* on page 159.			Access the Wi-Fi Direct™ setting menus.	159
	◆ See Advanced User's Guide. ‡ See Quick Setup Guide.				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Tray Setting	**Paper Type**	—	Thin **Plain Paper*** Thick Thicker Recycled Paper	Set the type of paper in the paper tray.	27
	Paper Size	—	**Letter*** A4 Legal EXE A5 A5 L A6 Folio	Set the size of paper in the paper tray.	27
All Settings	See *All settings* on page 148.			Select your default settings.	148
	◆ See Advanced User's Guide. ‡ See Quick Setup Guide.				
	The factory settings are shown in Bold with an asterisk.				

C

All settings

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup	Paper Type	—	—	Thin **Plain Paper*** Thick Thicker Recycled Paper	Set the type of paper in the paper tray.	27
	Paper Size	—	—	**Letter*** A4 Legal EXE A5 A5 L A6 Folio	Set the size of paper in the paper tray.	27
	Volume	Ring	—	Off Low **Med*** High	Adjust the ring volume.	See ◆.
		Beep	—	Off **Low*** Med High	Adjust the beeper volume.	
		Speaker	—	Off Low **Med*** High	Adjust the speaker volume.	
	LCD Settings	Backlight	—	**Light*** Med Dark	Adjust the brightness of the Touchscreen backlight.	
		Dim Timer	—	**Off*** 10Secs 20Secs 30Secs	Set how long the Touchscreen backlight stays on after the last key press.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

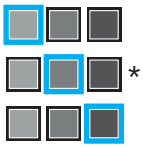
Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup (continued)	Button Settings	**Home Button Settings**	—	**Home*** More Shortcuts 1 Shortcuts 2 Shortcuts 3	Set the screen that is displayed when you press Home ( ) on the Touchpanel.	13
	Ecology	**Toner Save**	—	On **Off***	Increase the page yield of the toner cartridge.	See ◆.
		Sleep Time	—	Range varies depending on the model. **3 Mins***	Conserve power.	
	Security	**Function Lock**	**Set Password**	Verify	You can restrict selected machine operations for up to 25 restricted users and for all other non-authorized Public users.	
			Lock Off⇒On			
		Setting Lock	**Set Password**	Verify	Stop unauthorized users from changing the machine's settings.	
			Lock Off⇒On			
Shortcut Settings	(Choose shortcut button.)	**Edit Shortcut Name**	—	—	Change the shortcut name.	19
		Delete	—	—	Delete the shortcut.	19

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Fax	**Setup Receive**	**Receive Mode**	—	**Fax*** Fax/Tel External TAD Manual	Choose the receive mode that best suits your needs.	38
		Ring Delay	—	0 1 2 3 **4***	Set the number of rings before the machine answers in Fax or Fax/Tel mode.	41
		F/T Ring Time	—	**20Secs*** 30Secs 40Secs 70Secs	Set the length of the pseudo/double-ring time in Fax/Tel mode.	41
		Fax Preview	—	On **Off***	View faxes you receive on the Touchscreen.	43
		Easy Receive	—	**On*** Off	Receive fax messages automatically when you answer a call and hear fax tones.	42
		Remote Codes	—	**Remote Codes** (Options) **On*** Off Fax Receive Code (*51) Tel Answer (#51)	Answer calls at an extension telephone and use codes to turn the machine on or off. You can personalize the codes.	54
		Auto Reduction	—	**On*** Off	Reduces the size of incoming faxes.	See ◆.
	◆ See Advanced User's Guide.					
	The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Fax (continued)	**Setup Receive** (continued)	**Memory Receive**	—	**Off*** Fax Forward Paging Fax Storage PC Fax Receive	Set the machine to forward fax messages, to call your pager or cell phone, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your computer.	See ◆.
			(Backup Print)		If you chose Fax Forward or PC-Fax Receive, you can turn on the Backup Print safety feature.	
		Print Density	—	 *	Make printouts darker or lighter.	
		Fax Rx Stamp	—	On **Off***	Print the received time and date on the top of the received faxes.	
		2-sided (MFC-9330CDW and MFC-9340CDW)	—	On **Off***	Print received faxes on both sides of the paper.	
	Setup Send	**Batch TX**	—	On **Off***	Combine delayed faxes going to the same fax number at the same time of day into one transmission.	
		Coverpage Setting	**Print Sample**	—	Print a sample of the fax cover page. You can fill in information and fax it with your document.	
			Coverpage Message	—	Set up your own comments for the fax cover page.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Fax (continued)	**Setup Send** (continued)	**Destination**	—	**Display*** Hidden	Set the machine to display the destination information on the Touchscreen during fax sending.	See ◆.
	Report Setting	**Transmission**	—	On On+Image **Off*** Off+Image	Choose the initial setup for the Transmission Verification Report.	37
		Journal Period	**Journal Period**	Off **Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days	Set the interval for automatic printing of the Fax Journal. If you select other than Off or Every 50 Faxes, you can set the time for the option. If you select Every 7 Days, you can also set the day of the week.	See ◆.
			Time	—		
			Day	**Every Monday*** Every Tuesday Every Wednesday Every Thursday Every Friday Every Saturday Every Sunday		
	Print Fax	—	—	—	Print incoming faxes that are stored in the memory.	
	Remote Access	—	—	---*	Set your own code for Remote Retrieval.	
	Dial Restriction	**Dial Pad**	—	Enter # Twice On **Off***	Set the machine to restrict dialing when using the dial pad.	
		Address Book	—	Enter # Twice On **Off***	Set the machine to restrict the dialing when using the Address Book.	
		Shortcuts	—	Enter # Twice On **Off***	Set the machine to restrict the dialing when using a Shortcut.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Fax (continued)	**Remaining Jobs**	—	—	—	Check which scheduled jobs are in the memory and cancel selected jobs.	See ◆.
	Miscellaneous	**Distinctive**	**Distinctive**	On **Off***	Turn on the telephone company's Distinctive Ring subscriber service, and then register your new ring pattern on the machine.	49
			Ring Pattern	**1*** 2 3 4		
	◆ See Advanced User's Guide.					
	The factory settings are shown in Bold with an asterisk.					

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Printer	**Emulation**	—	—	**Auto*** HP LaserJet BR-Script 3	Choose the emulation mode.	See ☐.
	Print Options	**Internal Font**	HP LaserJet BR-Script 3	—	Print a list of the machine's internal fonts.	
		Configuration	—	—	Print a list of the machine's printer settings.	
		Test Print	—	—	Print a test page.	
	2-sided (MFC-9330CDW and MFC-9340CDW)	—	—	**Off*** Long Edge Short Edge	Enable or disable 2-sided printing and choose long edge or short edge.	
	Auto Continue	—	—	**On*** Off	Select this setting if you want the machine to clear paper size errors and to use the paper in the tray.	
	Output Color	—	—	**Auto*** Color Black and White	Choose color or black & white for printed documents. If you choose Auto, the machine selects an appropriate option for the document (color or black & white).	
	Reset Printer	—	—	Yes No	Restore the printer settings to the factory settings.	
	Calibration	**Calibrate**	—	Yes No	Adjusts the color density.	See ◆.
		Reset	—	Yes No	Returns the color calibration to the factory settings.	
	Auto Regist.	—	—	Yes No	Adjusts the print position of each color automatically.	
	Frequency	—	—	**Normal*** Low Off	Set the interval time of the auto registration and calibration.	

☐ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network +	**Wired LAN** (MFC-9330CDW and MFC-9340CDW)	**TCP/IP**	**Boot Method**	—	**Auto*** Static RARP BOOTP DHCP	Choose the BOOT method that best suits your needs.
			(**IP Boot Tries**)		**3*** [0-32767]	Specifies the number of attempts the machine will try to obtain an IP address when the Boot Method is set to any setting except Static.
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	—	BRNXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Configuration	—	**Auto*** Static	Chooses the WINS configuration mode.
			WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.

+ See Network User's Guide.

♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**Wired LAN** (MFC-9330CDW and MFC-9340CDW) (continued)	**TCP/IP** (continued)	**DNS Server**	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
			APIPA	—	**On*** Off	Automatically allocates the IP address from the link-local address range.
			IPv6	—	On **Off***	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
		Ethernet	—	—	**Auto*** 100B-FD 100B-HD 10B-FD 10B-HD	Choose the Ethernet link mode.
		Wired Status	—	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive Wired OFF	You can see the current wired status.
		MAC Address	—	—	—	Shows the MAC address of the machine.
		Set to Default	—	—	Yes No	Restore the wired network setting to the factory setting.
	+ See Network User's Guide. ♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/. ● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.					
	The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**Wired LAN** (MFC-9330CDW and MFC-9340CDW) (continued)	**Wired Enable**	—	—	**On*** Off	Enable or Disable the Wired LAN manually.
	WLAN	**TCP/IP**	**Boot Method**	—	**Auto*** Static RARP BOOTP DHCP	Choose the BOOT method that best suits your needs.
			(**IP Boot Tries**)	—	**3*** [00000-32767]	Specifies the number of attempts the machine will try to obtain an IP address when the Boot Method is set to any setting except Static.
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	—	BRWXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Configuration	—	**Auto*** Static	Chooses the WINS configuration mode.

+ See Network User's Guide.

♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**WLAN** (continued)	**TCP/IP** (continued)	**WINS Server**	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.
			DNS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
			APIPA	—	**On*** Off	Automatically allocates the IP address from the link-local address range.
			IPv6	—	On **Off***	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
		Setup Wizard	—	—	—	You can configure your internal print server.
		WPS/AOSS	—	—	—	You can easily configure your wireless network settings using the one-button push method.

+ See Network User's Guide.

♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**WLAN** (continued)	**WPS w/PIN Code**	—	—	—	You can easily configure your wireless network settings using WPS with a PIN code.
		WLAN Status	**Status**	—	Active(11b) Active(11g) Active(11n) Wired LAN Active WLAN Off AOSS Active Connection Failed	You can see the current wireless network status.
			Signal	—	Strong Medium Weak None	You can see the current wireless network signal strength.
			SSID	—	—	You can see the current SSID.
			Comm. Mode	—	Ad-hoc Infrastructure None	You can see the current Communication Mode.
		MAC Address	—	—	—	Shows the MAC address of the machine.
		Set to Default	—	—	Yes No	Restore the wireless network settings to factory setting.
		WLAN Enable	—	—	On **Off***	Enable or disable the wireless LAN manually.
	Wi-Fi Direct ♣	**Push Button**	—	—	—	You can easily configure your Wi-Fi Direct™ network settings using the one-button push method.

+ See Network User's Guide.

♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**Wi-Fi Direct** ♣ (continued)	**PIN Code**	—	—	—	You can easily configure your Wi-Fi Direct™ network settings using WPS with a PIN code.
		Manual	—	—	—	You can manually configure your Wi-Fi Direct™ network settings.
		Group Owner	—	—	On **Off***	Sets your machine as the Group Owner.
		Device Information	**Device Name**	—	—	You can see the device name of your machine.
			SSID	—	—	Shows the SSID of the Group Owner. When the machine is not connected, Touchscreen shows Not Connected.
			IP Address	—	—	You can see the current IP Address of your machine.
		Status Information	**Status**	—	G/O Active(**) Client Active Not Connected Off Wired LAN Active ** = the number of devices	You can see the current Wi-Fi Direct™ network status.
			Signal	—	Strong Medium Weak None	You can see the current Wi-Fi Direct™ network signal strength. When your machine acts as the Group Owner, the Touchscreen always shows Strong.

+ See Network User's Guide.

♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**Wi-Fi Direct** ♣ (continued)	**I/F Enable**	—	—	On **Off***	Enable or Disable the Wi-Fi Direct™ connection.
	E-mail/IFAX (Available after IFAX is downloaded)	**Mail Address**	—	—	—	Enter the mail address (up to 60 characters).
		Setup Server	**SMTP**	**SMTP Server**	Name (Up to 64 characters) IP Address [000-255]. [000-255]. [000-255]. [000-255]	Enter the SMTP server address.
				SMTP Port	**25*** [1-65535]	Enter the SMTP port number.
				Auth. for SMTP	**None*** SMTP-AUTH POP bef. SMTP	Select the Security method for E-mail notification.
				SMTP SSL/TLS	**None*** SSL TLS	Send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.
				Verify SMTPCert.	On **Off***	Verify the SMTP Server Certificate automatically.
			POP3	**POP3 Server**	Name (Up to 64 characters) IP Address [000-255]. [000-255]. [000-255]. [000-255]	Enter the POP3 server address.
				POP3 Port	**110*** [1-65535]	Enter the POP3 port number.
				Mailbox Name	—	Enter the mail box name (up to 60 characters).

+ See Network User's Guide.

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● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**E-mail/IFAX** (Available after IFAX is downloaded) (continued)	**Setup Server** (continued)	**POP3** (continued)	Mailbox Password	—	Enter the password to log in to the POP3 server (up 32 characters).
				POP3 SSL/TLS	**None*** SSL TLS	You can send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.
				Verify POP3Cert.	On **Off***	Verify the POP3 Server Certificate automatically.
				APOP	On **Off***	Enable or disable APOP.
		Setup Mail RX	**Auto Polling**	**Auto Polling**	**On*** Off	Automatically checks the POP3 server for new messages.
				Poll Frequency (When Auto Polling is set to On.)	1Min 3Mins 5Mins **10Mins*** 30Mins 60Mins	Set the interval for checking for new messages on the POP3 server.
			Header	—	All Subject+From+To **None***	Select the contents of the mail header to be printed.
			Delete Error Mail	—	**On*** Off	Delete error mails automatically.
			Notification	—	On MDN **Off***	Receive notification messages.
		Setup Mail TX	**Sender Subject**	—	—	Displays the subject that is attached to the Internet Fax data.
			Size Limit	—	On **Off***	Limits the size of E-mail documents.

+ See Network User's Guide.

♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**E-mail/IFAX** (Available after IFAX is downloaded) (continued)	**Setup Mail TX** (continued)	**Notification**	—	On **Off***	Sends notification messages.
		Setup Relay	**Relay Broadcast**	—	On **Off***	Relays a document to another fax machine.
			Relay Domain	—	—	Registers the Domain name.
			Relay Report	—	On **Off***	Prints the Relay Broadcast Report.
		Manual POP3 Receive	—	—	—	Manually checks the POP3 server for new messages.
	Web Connect Settings ●	**Proxy Settings**	**Proxy Connection**	—	On **Off***	You can change the Web connection settings.
			Address	—	—	
			Port	—	**8080***	
			User Name	—	—	
			Password	—	—	
	Fax to Server (Available after IFAX is downloaded)	**Fax to Server**	—	—	On **Off***	You can store a prefix/suffix address in the machine and can send a document from a fax server system.
		Prefix	—	—	—	
		Suffix	—	—	—	
	Network Reset	—	—	—	Yes No	Restore all network settings to the factory settings.

+ See Network User's Guide.

♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.

● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Print Reports	Transmission	View on LCD	—	—	View the Transmission Verification Report for your last 200 outgoing faxes and print the last report.	See ◆.
		Print Report	—	—		
	Address Book	—	—	—	Lists names and numbers stored in the Address Book.	
	Fax Journal	—	—	—	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)	
	User Settings	—	—	—	Lists your settings.	
	Network Configuration	—	—	—	Lists your Network settings.	
	Drum Dot Print	—	—	—	Prints the Drum Dot Check Sheet.	
	WLAN Report	—	—	—	Prints the result of wireless LAN connectivity diagnosis.	See ‡.

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 2	Level 2	Options	Descriptions	See Page
Machine Info.	Serial No.	—	—	—	Check the serial number of your machine.	143
	Firmware Version	Main Version	—	—	Check the firmware version of your machine.	143
		Sub1 Version	—	—		
		Sub2 Version	—	—		
	Page Counter	Total	—	Color Black and White	Check the number of total color or black & white pages the machine has printed during its life.	See ◆.
		Fax/List	—	Color Black and White		
		Copy	—	Color Black and White		
		Print	—	Color Black and White		
	Parts Life	Drum Black(BK)	—	—	Check the percentage of a machine part's life that remains available.	
		Drum Cyan(C)	—	—		
		Drum Magenta(M)	—	—		
		Drum Yellow(Y)	—	—		
		Belt Unit	—	—		
		Fuser	—	—		
		PF kit	—	—		

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Initial Setup	Date & Time	Date	—	—	Put the date and time on the Touchscreen and in the headings of faxes you send.	See ‡.
		Time	—	—		
		Clock Type	—	**12h Clock*** 24h Clock	Chooses the time format from 12-hour or 24-hour.	
		Auto Daylight	—	On **Off***	Changes for Daylight Saving Time automatically.	See ◆.
		Time Zone	—	UTCXXX:XX	Sets the time zone for your country.	See ‡.
	Station ID	—	—	Fax Tel Name	Set up your name and fax number to appear on each page you fax.	
	Tone/Pulse (in Canada)	—	—	**Tone*** Pulse	Chooses the dialing mode.	
	Dial Tone	—	—	Detection **No Detection***	You can shorten the dial tone detect pause.	132
	Dial Prefix	—	—	On **Off***	Sets a prefix number that will always be added before the fax number every time you dial.	See ◆.
	Compatibility	—	—	**High*** Normal Basic(for VoIP)	Adjusts the equalization for transmission difficulties. VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic(for VoIP).	132
	Reset	Network	—	Yes No	Restores all network settings to the factory settings.	144

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Initial Setup (continued)	**Reset** (continued)	Address Book & Fax	—	Yes No	Restores all stored phone numbers and fax settings.	144
		All Settings	—	Yes No	Restores all the machine settings to the factory settings.	
	Local Language	—	—	(in USA) **English*** Español (in Canada) **English*** Français	Change the Touchscreen language for your country.	See ‡.
	◆ See Advanced User's Guide. ‡ See Quick Setup Guide.					
	The factory settings are shown in Bold with an asterisk.					

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Features Tables

Fax (When Fax Preview is Off)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Redial (Pause)	—	—	—	Redial the last number called. When you are entering a fax or telephone number on the Touchpanel, Redial changes to Pause on the Touchscreen. Press Pause when you need a delay while dialing numbers, such as access codes and credit card numbers. You can also store a pause when you set up addresses.	—
Hook	—	—	—	Press before dialing when you want to listen to make sure a fax machine has answered, and then press Fax Start.	—
Address Book	(Search)	—	—	Search within the Address Book.	56
	Edit	—	Add New Address	Store Address Book numbers, so you can dial by pressing Address Book on the Touchscreen (and Fax Start).	57
			Setup Groups	Set up Group numbers for Broadcasting.	See ◆.
			Change	Change Address Book numbers.	58 and see ◆.
			Delete	Delete Address Book numbers.	
	—	**Apply**	—	Start sending a fax using the address book.	—
	◆ See Advanced User's Guide.				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Call History	**Outgoing Call**	**Edit**	Add to Address Book Delete	Choose a number from the Outgoing Call history and then send a fax to it, add it to Address Book, or delete it.	See ◆.
		Apply	—		
Fax Start	—	—	—	Send a fax.	—
Options	**Fax Resolution**	—	**Standard*** Fine S.Fine Photo	Set the resolution for outgoing faxes.	See ◆.
	2-sided Fax (MFC-9340CDW)	—	**Off*** 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Set the 2-sided scanning format.	
	Contrast	—	**Auto*** Light Dark	Change the lightness or darkness of faxes you send.	
	Broadcasting	**Add Number**	Add Number	Send the same fax message to more than one fax number.	
			Add from Address book		
			Search in Address book		
	Delayed Fax	**Delayed Fax**	On **Off***	Set the time of day that delayed faxes will be sent.	
		Set Time	—		
	Real Time TX	—	On **Off***	Send a fax without using the memory.	
	Polled TX	—	On **Off***	Set up your machine with a document to be retrieved by another fax machine.	
	◆ See Advanced User's Guide.				
	The factory settings are shown in Bold with an asterisk.				

C

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Options (continued)	**Coverpage Setup**	**Coverpage Setup**	On **Off***	Automatically send a cover page you programmed.	See ◆.
		Coverpage Message	1.Comment Off 2.Please Call 3.Urgent 4.Confidential 5. 6.		
		Total Pages	—		
	Polling RX	—	On **Off***	Set up your machine to poll another fax machine.	
	Overseas Mode	—	On **Off***	If you are having difficulty sending faxes overseas, set this to On.	
	Glass Scan Size	—	**Letter*** A4	To fax an A4 size document, you must change the Glass Scan Size setting.	36
	Set New Default	—	Yes No	Save your fax settings as the default settings.	See ◆.
	Factory Reset	—	Yes No	Restore all the fax settings you changed back to the factory settings.	
Save as Shortcut	—	—	—	Register the current settings as a shortcut.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Fax (When Fax Preview is On)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Sending Fax(es)	See *Fax (When Fax Preview is Off)* on page 168.				
Received Faxes	**Print/Delete**	**Print All:New Fax(es)**	—	Print the new received faxes.	44
		Print All(Old Faxes)	—	Print the old received faxes.	
		Delete All:New Fax(es)	—	Delete the new received faxes.	44
		Delete All(Old Faxes)	—	Delete the old received faxes.	
Address Book	See *Fax (When Fax Preview is Off)* on page 168.				
Call History	See *Fax (When Fax Preview is Off)* on page 168.				
	◆ See Advanced User's Guide.				
	The factory settings are shown in Bold with an asterisk.				

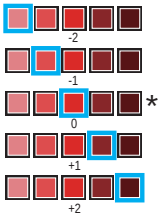
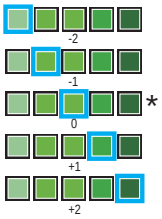
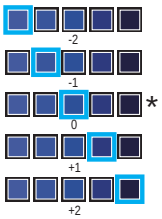
Copy

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Black Start	—	—	—	—	Make a black & white or gray scale copy.	—
Color Start	—	—	—	—	Make a color copy.	
Receipt **Normal** **2in1(ID)** **2in1** **2-sided(1⇒2)** (MFC-9330CDW and MFC-9340CDW) **2-sided(2⇒2)** (MFC-9340CDW) **Paper Save**	—	—	—	—	Choose the desired settings from the preset items.	59
Options	**Quality**	—	**Auto*** Text Photo Receipt	—	Choose the Copy resolution for your type of document.	See ◆.
	◆ See Advanced User's Guide.					
	The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Options (continued)	Enlarge/Reduce	—	**100%***	—	—	See ◆.
			Enlarge	200% 141% A5⇒A4 104% EXE⇒LTR	Choose an enlargement ratio for the next copy.	
			Reduce	97% LTR⇒A4 94% A4⇒LTR 91% Full Page 85% LTR⇒EXE 83% LGL⇒A4 78% LGL⇒LTR 70% A4⇒A5 50%	Choose a reduction ratio for the next copy.	
			Custom(25-400%)	—	Enter an enlargement or reduction ratio.	
	Density	—		—	Adjust the Density for copies.	
	Contrast	—		—	Adjust the contrast for copies.	
	Stack/Sort	—	**Stack*** Sort	—	Choose to stack or sort multiple copies.	
	Page Layout	—	**Off(1in1)*** 2in1(P) 2in1(L) 2in1(ID) 4in1(P) 4in1(L)	—	Make N in 1 and 2 in 1 ID copies.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Options (continued)	**Color Adjust**	**Red**		—	Adjust the red color for copies.	See ◆.
		Green		—	Adjust the green color for copies.	
		Blue		—	Adjust the blue color for copies.	
	2-sided Copy (MFC-9330CDW)	—	**Off*** 1-sided⇒2-sided Long Edge Flip 1-sided⇒2-sided Short Edge Flip	—	Enable or disable 2-sided copying and choose long edge or short edge.	
	2-sided Copy (MFC-9340CDW)	—	**Off*** 2-sided⇒2-sided 1-sided⇒2-sided Long Edge Flip 2-sided⇒1-sided Long Edge Flip 1-sided⇒2-sided Short Edge Flip 2-sided⇒1-sided Short Edge Flip	—		

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Options (continued)	—	—	**2-sided Copy Page Layout** (MFC-9340CDW)	**LongEdge⇒ LongEdge***	Choose a page layout option when you make 2-sided N in 1 copies from a 2-sided document.	See ◆.
				LongEdge⇒ ShortEdge		
				ShortEdge⇒ LongEdge		
				ShortEdge⇒ ShortEdge		
	Advanced Settings	—	**Off***	—	Change the amount of background color that is removed.	
			Remove Background Color	Low		
				Medium*		
				High		
	Save as Shortcut	—	—	—	Add the current settings as a shortcut.	
	◆ See Advanced User's Guide.					
	The factory settings are shown in Bold with an asterisk.					

C

Scan

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
to OCR	(PC Select)	**Options**	See *Options (to OCR)* on page 178.			See ☐.
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to File	(PC Select)	**Options**	See *Options (to File, to Image and to E-mail)* on page 179.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to Image	(PC Select)	**Options**	See *Options (to File, to Image and to E-mail)* on page 179.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to USB (MFC-9330CDW and MFC-9340CDW)	**Options**	See *Options (to USB)* on page 180.				
	Save as Shortcut	—	—	—	Add the current settings as a shortcut.	
	Start	—	—	—	Start scanning.	
to E-mail	(PC Select)	**Options**	See *Options (to File, to Image and to E-mail)* on page 179.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to E-mail Server (Download only)	**Address Book**	—	—	—	Choose the address of the recipient from the address book.	
	Manual	—	—	—	Manually enter the address of the recipient.	
	OK	**Options**	See *Options (to E-mail Server)* on page 182.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	

☐ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
to FTP	(Profile name)	**Options**	See *Options (to FTP and to Network)* on page 184.			See ☐.
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to Network	(Profile name)	**Options**	See *Options (to FTP and to Network)* on page 184.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
WS Scan (Appears when you install a Web Services Scanner, which is displayed in your computer's Network explorer.)	**Scan**	—	—	—	Scan data using Web Service protocol.	
	Scan for E-mail	—	—	—		
	Scan for Fax	—	—	—		
	Scan for Print	—	—	—		

☐ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

C

Options (to OCR)

Level 1	Level 2	Options	Descriptions	See Page
Options	**2-sided Scan** (MFC-9340CDW)	**Off*** 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See ☐.
	Set with Touch Panel	**Off(Set with Computer)*** On	To change settings using the Touchscreen, choose On.	
	Scan Type	Color Gray **Black and White***	Choose the scan type for your document.	
	Resolution	100 dpi **200 dpi*** 300 dpi 600 dpi	Choose the scan resolution for your document.	
	File Type	**Text*** HTML RTF	Choose the file format for your document	
	Scan Size	A4 **Letter*** Legal	Choose the scan size for your document.	
	☐ See Software User's Guide.			
	The factory settings are shown in Bold with an asterisk.			

Options (to File, to Image and to E-mail)

Level 1	Level 2	Options	Descriptions	See Page
Options	**2-sided Scan** (MFC-9340CDW)	**Off*** 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See ☐.
	Set with Touch Panel	**Off(Set with Computer)*** On	To change settings using the Touchscreen, choose On.	
	Scan Type	**Color*** Gray Black and White	Choose the scan type for your document.	
	Resolution	100 dpi **200 dpi*** 300 dpi 600 dpi	Choose the scan resolution for your document.	
	File Type	(When you select Color or Gray in Scan Type) **PDF*** JPEG (When you select Black and White in Scan Type) **PDF*** TIFF	Choose the file format for your document.	
	Scan Size	A4 **Letter*** Legal	Choose the scan size for your document.	
	Remove Background Color	**Off*** Low Medium High	Change the amount of background color that is removed. This function is not available for Black and White scanning.	
	☐ See Software User's Guide.			
	The factory settings are shown in Bold with an asterisk.			

C

Options (to USB)

Level 1	Level 2	Options	Descriptions	See Page
Options	**2-sided Scan** (MFC-9340CDW)	**Off*** 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See ☐.
	Scan Type	**Color*** Gray Black and White	Choose the scan type for your document.	
	Resolution	(When you select Color in Scan Type) 100 dpi **200 dpi*** 300 dpi 600 dpi Auto (When you select Gray in Scan Type) 100 dpi **200 dpi*** 300 dpi Auto (When you select Black and White in Scan Type) **200 dpi*** 300 dpi 200x100	Choose the scan resolution for your document.	
	☐ See Software User's Guide.			
	The factory settings are shown in Bold with an asterisk.			

Level 1	Level 2	Options	Descriptions	See Page
Options (continued)	**File Type**	(When you select Color or Gray in Scan Type) **PDF*** JPEG PDF/A Secure PDF Signed PDF XPS (When you select Black and White in Scan Type) **PDF*** PDF/A Secure PDF Signed PDF TIFF	Choose the file format for your document.	See ☐.
	Glass Scan Size	A4 **Letter***	To scan an A4 sized document, you must change the Glass Scan Size setting.	
	File Name	—	Enter a file name for the scanned data.	
	File Size	Small **Medium*** Large	Choose the file size for color or gray scale scanning.	
	Remove Background Color	**Off*** Low Medium High	Change the amount of background color that is removed.	
	Set New Default	Yes No	Save your scan settings as the default settings.	
	Factory Reset	Yes No	Restore all the scan settings you changed back to the factory settings.	

☐ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

C

Options (to E-mail Server)

Level 1	Level 2	Options	Descriptions	See Page
Options	**2-sided Scan** (MFC-9340CDW)	**Off*** 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See ☐.
	Scan Type	**Color*** Gray Black and White	Choose the scan type for your document.	
	Resolution	(When you select Color in Scan Type) 100 dpi **200 dpi*** 300 dpi 600 dpi Auto (When you select Gray in Scan Type) 100 dpi **200 dpi*** 300 dpi Auto (When you select Black and White in Scan Type) **200 dpi*** 300 dpi 200x100	Choose the scan resolution for your document.	
	☐ See Software User's Guide.			
	The factory settings are shown in Bold with an asterisk.			

Level 1	Level 2	Options	Descriptions	See Page
Options (continued)	**File Type**	(When you select Color or Gray in Scan Type) **PDF*** JPEG PDF/A Secure PDF Signed PDF XPS (When you select Black and White in Scan Type) **PDF*** PDF/A Secure PDF Signed PDF TIFF	Choose the file format for your document.	See ☐.
	Glass Scan Size	A4 **Letter***	To scan an A4 sized document, you must change the Glass Scan Size setting.	
	File Size	Small **Medium*** Large	Choose the file size for color or gray scale scanning.	
	Set New Default	Yes No	Save your scan settings as the default settings.	
	Factory Reset	Yes No	Restore all the scan settings you changed back to the factory settings.	
	☐ See Software User's Guide.			
	The factory settings are shown in Bold with an asterisk.			

C

Options (to FTP and to Network)

Level 1	Level 2	Options	Descriptions	See Page
Options	**2-sided Scan** (MFC-9340CDW)	**Off*** 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See ☐.
	Scan Type	**Color*** Gray Black and White	Choose the scan type for your document.	
	Resolution	(When you select Color in Scan Type) 100 dpi **200 dpi*** 300 dpi 600 dpi Auto (When you select Gray in Scan Type) 100 dpi **200 dpi*** 300 dpi Auto (When you select Black and White in Scan Type) **200 dpi*** 300 dpi 200x100	Choose the scan resolution and file format for your document.	
	☐ See Software User's Guide.			
	The factory settings are shown in Bold with an asterisk.			

Level 1	Level 2	Options	Descriptions	See Page
Options (continued)	**File Type**	(When you select Color or Gray in Scan Type) **PDF*** JPEG PDF/A Secure PDF Signed PDF XPS (When you select Black and White in Scan Type) **PDF*** PDF/A Secure PDF Signed PDF TIFF	Choose the scan resolution and file format for your document.	See ☐.
	Glass Scan Size	A4 **Letter***	To scan an A4 sized document, you must change the Glass Scan Size setting.	
	File Name	**BRNXXXXXXXXXX*** Estimate Report Order sheet Contract sheet Check Receipt <Manual>	Choose preset file names. If you choose <Manual>, you can name the file as you like.	
	File Size	Small **Medium*** Large	Choose the file size for color or gray scale scanning.	
	Remove Background Color	**Off*** Low Medium High	Change the amount of background color that is removed.	
	User Name	—	Enter the user name.	

☐ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

C

Direct Print (MFC-9330CDW and MFC-9340CDW)

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Direct Print	(Select File)	**Print Settings** (No. of Prints (001-999))	**Paper Type**	Thin **Plain Paper*** Thick Thicker Recycled Paper Glossy	Set the print media type when printing directly from the USB flash memory drive.	62
			Paper Size	A4 **Letter*** Legal EXE A5 A5 L A6 B5 Folio	Set the paper size when printing directly from the USB flash memory drive.	62
			Multiple Page	**1in1*** 2in1 4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages	Set the page layout when printing multiple pages directly from the USB Flash memory drive.	62
			Orientation	**Portrait*** Landscape	Set the page orientation when printing directly from the USB Flash memory drive.	62
			2-sided	**Off*** Long Edge Short Edge	Choose the 2-sided print format when printing directly from the USB Flash memory drive.	62
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Direct Print (continued)	(Select File)	**Print Settings** (No. of Prints (001-999)) (continued)	**Collate**	**On*** Off	Enable or disable page collation when printing directly from the USB Flash memory drive.	62
			Print Quality	**Normal*** Fine	Set the print quality option when printing directly from the USB Flash memory drive.	62
			PDF Option	**Document*** Document&Markup Document&Stamps	Set the USB direct print setting whether to print comments (Markup) or stamps in the PDF file along with the text.	62
Index Print	—	—	—	—	Print a thumbnail page.	62
Default Settings	**Paper Type**	—	—	Thin **Plain Paper*** Thick Thicker Recycled Paper Glossy	Set the default media type when printing directly from the USB flash memory drive.	64
	Paper Size	—	—	A4 **Letter*** Legal EXE A5 A5 L A6 B5 Folio	Set the default paper size when printing directly from the USB flash memory drive.	64
	Multiple Page	—	—	**1in1*** 2in1 4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages	Set the default page style when printing multiple pages directly from the USB Flash memory drive.	64

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Default Settings (continued)	**Orientation**	—	—	**Portrait*** Landscape	Set the default page orientation when printing directly from the USB Flash memory drive.	64
	Collate	—	—	**On*** Off	Enable or disable the default page collation when printing directly from the USB Flash memory drive.	64
	Print Quality	—	—	**Normal*** Fine	Set the default print quality option when printing directly from the USB Flash memory drive.	64
	PDF Option	—	—	**Document*** Document&Markup Document&Stamps	Set the default USB direct print setting to print comments (Markup) or stamps in the PDF file along with the text.	64
	Index Print	—	—	**Simple*** Details	Set the default index print option to simple format or details.	64
The factory settings are shown in Bold with an asterisk.						

Toner

Level 1	Level 2	Level 3	Options	Descriptions	See Page
	Toner Life	—	—	View the approximate remaining toner life for each color.	See ◆.
	Test Print	—	—	Print the Test Print page.	
	Calibration	**Calibrate**	Yes No	Adjust the color density or returns the color calibration to the factory settings.	
		Reset	Yes No		
	Auto Regist.	—	Yes No	Adjust the print position of each color automatically.	
	◆ See Software User's Guide.				
	The factory settings are shown in Bold with an asterisk.				

Wi-Fi Setup

NOTE

After Wi-Fi is set up, you cannot change the settings from your Home screen. Change the settings for Wi-Fi in the Settings screen.

Level 1	Level 2	Level 3	Options	Descriptions	See Page
	Setup Wizard	—	—	Configure your internal print server.	See ‡.
	Setup with PC	—	—	Configure the Wi-Fi settings using a computer.	
	WPS/AOSS	—	—	Easily configure your wireless network settings using the one-button push method.	
	WPS w/PIN Code	—	—	Easily configure your wireless network settings using WPS with a PIN code.	
	‡ See Software User's Guide.				
	The factory settings are shown in Bold with an asterisk.				

C

Web (More screen)

Level 1	Level 2	Level 3	Options	Descriptions	Page
Web	PICASA WEB ALBUMS™	—	—	Connect the Brother machine to an Internet service.	See ●.
	GOOGLE DRIVE™	—	—		
	FLICKR®	—	—		
	FACEBOOK	—	—		
	EVERNOTE	—	—		
	DROPBOX	—	—		
	● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.				
	The factory settings are shown in Bold with an asterisk.				

Shortcut

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Add Shortcut	**Copy**	**Receipt**	—	See *Options* on page 172.	Choose the desired settings from the preset items.	15
		Normal	—			
		2in1(ID)	—			
		2in1	—			
		2-sided(1⇒2) (MFC-9330CDW and MFC-9340CDW)	—			
		2-sided(2⇒2) (MFC-9340CDW)	—			
		Paper Save	—			
	Fax (**Options**)	**Fax Resolution**	—	Standard Fine S.Fine Photo	Set the resolution for outgoing faxes.	15
		2-sided Fax (MFC-9340CDW)	—	Off 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided fax scan mode.	15
		Contrast	—	Auto Light Dark	Change the lightness or darkness of faxes you send.	15
		Broadcasting	—	Add Number (Options) Add Number Add from Address book Search in Address book	Send the same fax message to more than one fax number.	15
		Real Time TX	—	On Off	Send a fax without using the memory.	15

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Add Shortcut (continued)	**Fax** (**Options**) (continued)	**Coverpage Setup**	**Coverpage Setup**	On Off	Automatically send a cover page you programmed.	15
			Coverpage Message	1.Comment Off 2.Please Call 3.Urgent 4.Confidential 5. 6.		
			Total Pages	—		
		Overseas Mode	—	On Off	If you are having difficulty sending faxes overseas, set this to On.	15
		Glass Scan Size	—	Letter A4	Adjust the scan area of the scanner glass to the size of the document.	15
	Scan	**to File**	—	PC Select	Scan a black & white or a color document into your computer.	16
		to OCR	—	PC Select	Convert your text document to an editable text file.	16
		to Image	—	PC Select	Scan a color picture into your graphics application.	16
		to USB	—	2-sided Scan (MFC-9340CDW) Scan type Resolution File Type Glass Scan Size File Name File Size Remove Background Color	Scan documents into a USB Flash memory drive.	16
		to E-mail	—	PC Select	Scan a black & white or a color document into your E-mail application.	16

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Add Shortcut (continued)	**Scan** (continued)	**to E-mail Server**	—	Address 2-sided Scan (MFC-9340CDW) Scan Type Resolution File Type Glass Scan Size File Size	Scan a black & white or a color document into your E-mail Server.	16
		to Network	—	Profile Name	Send scanned data to a CIFS server on your local network or on the Internet.	16
		to FTP	—	Profile Name	Send scanned data via FTP.	16
	Web	PICASA WEB ALBUMS™	—	—	Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.	18
		GOOGLE DRIVE™	—	—		
		FLICKR®	—	—		
		FACEBOOK	—	—		
		EVERNOTE	—	—		
		DROPBOX	—	—		

The factory settings are shown in Bold with an asterisk.

C

Entering text

When you must enter text into the machine the keyboard will appear on the Touchscreen.

Press A 1 @ to cycle among letters, numbers and special characters.

Press ⬆ aA to cycle between upper and lower case letters.



Inserting spaces

To enter a space, press Space or ▶.

Making corrections

If you entered an incorrect character and want to change it, use the arrow buttons to move the cursor under the incorrect character. Press ⌫, and then enter the correct character. You can also insert letters by moving the cursor and entering a character.

If the screen does not show ◀, press ⌫ repeatedly until you have erased the incorrect character. Enter the correct characters.

NOTE

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

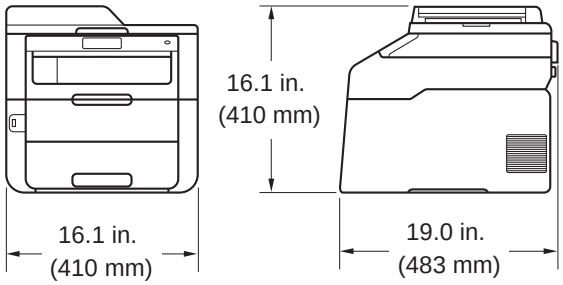
D Specifications

General

D

NOTE

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

Model		MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Printer Type		LED		
Print Method		Electrophotographic LED Printer		
Memory Capacity		192 MB		256 MB
LCD (liquid crystal display)		3.7 in. (93.4 mm) TFT Color Touchscreen LCD [1] and Touchpanel		
Power Source		110 - 120 V AC 50/60 Hz		
Power Consumption [2] (Average)	Peak	Approx. 1188 W		
	Printing	Approx. 365 W at 77 °F (25 °C)	Approx. 380 W at 77 °F (25 °C)	
	Copying	Approx. 380 W at 77 °F (25 °C)		
	Ready	Approx. 70 W at 77 °F (25 °C)		
	Sleep	Approx. 7.5 W		
	Deep Sleep	Approx. 1.8 W		
	Power Off [3] [4]	Approx. 0.03 W		
Dimensions				
Weights (with consumables)		49.6 lb (22.5 kg)	51.1 lb (23.2 kg)	51.8 lb (23.5 kg)

1 Measured diagonally

2 USB connections to computer

3 Measured according to IEC 62301 Edition 2.0

4 Power consumption varies slightly depending on the usage environment or part wear.

Model			MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Noise Level	Sound Pressure	Printing	LPAm = 53.0 dB (A)		
		Ready	LPAm = 33 dB (A)		
	Sound Power	Printing (Color)	LWAd = 6.42 B (A)	LWAd = 6.39 B (A)	
		Printing (Black & White)	LWAd = 6.41 B (A)	LWAd = 6.42 B (A)	
		Ready	LWAd = 4.38 B (A)	LWAd = 4.44 B (A)	
Temperature		Operating	50 °F to 90.5 °F (10 to 32.5 °C)		
		Storage	32 °F to 104 °F (0 to 40 °C)		
Humidity		Operating	20 to 80% (without condensation)		
		Storage	10 to 90% (without condensation)		
ADF (automatic document feeder)			Up to 35 pages For best results we recommend: Temperature: 68°F to 86°F (20 to 30 °C) Humidity: 50% to 70% Paper: 20 lb (80 g/m^2)		

Document Size

Model		MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Document Size (1-sided)	ADF Width	5.8 to 8.5 in. (147.3 to 215.9 mm)		
	ADF Length	5.8 to 14.0 in. (147.3 to 355.6 mm)		
	Scanner Glass Width	Max. 8.5 in. (215.9 mm)		
	Scanner Glass Length	Max. 11.8 in. (300.0 mm)		
Document Size (2-sided)	ADF Width	—		5.8 to 8.5 in. (147.3 to 215.9 mm)
	ADF Length	—		5.8 to 14.0 in. (147.3 to 355.6 mm)

Print media

Model			MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Paper Input	Paper Tray	Paper Type	Plain Paper, Thin Paper, Recycled Paper		
		Paper Size	Letter, A4, B5 (JIS), A5, A5 (Long Edge), A6, Executive, Legal, Folio		
		Paper Weight	16 to 28 lb (60 to 105 g/m^2)		
		Maximum Paper Capacity	Up to 250 sheets of 20 lb (80 g/m^2) Plain Paper		
	Manual Feed Slot	Paper Type	Plain Paper, Thin Paper, Thick Paper, Thicker Paper, Recycled Paper, Bond Paper, Label, Envelope, Env.Thin, Env.Thick, Glossy Paper		
		Paper Size	Width: 3.0 to 8.5 in (76.2 to 215.9 mm) Length: 4.57 to 14 in (116 to 355.6 mm)		
		Paper Weight	16 to 43 lb (60 to 163 g/m^2)		
		Maximum Paper Capacity	One sheet at a time		
Paper Output [1]	Face-Down Output Tray		Up to 100 sheets of 20 lb (80 g/m^2) Plain Paper (face-down delivery to the face-down output paper tray)		
	Face-Up Output Tray		One sheet (face-up delivery to the face-up output tray)		
2-sided	Automatic 2-sided Printing	Paper Type	—	Plain Paper, Thin Paper, Recycled Paper	
		Paper Size	—	Letter, Legal, Folio	
		Paper Weight	—	16 to 28 lb (60 to 105 g/m^2)	

[1] For labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

Fax

Model		MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Compatibility		ITU-T Super Group 3		
Coding System		MH/MR/MMR/JBIG		
Modem Speed		33,600 bps (with Automatic Fallback)		
2-sided Print Receiving		—	Yes	
Automatic 2-sided Sending		—		Yes (from ADF)
Scanning Width		Max. 8.19 in. (208 mm)		
Printing Width		Max. 8.19 in. (208 mm)		
Gray Scale		8 bit/256 levels		
Resolution	Horizontal	203 dot/in. (8 dot/mm)		
	Vertical	Standard: 98 line/in. (3.85 line/mm)		
		Fine: 196 line/in. (7.7 line/mm)		
		Photo: 196 line/in. (7.7 line/mm)		
		Superfine: 392 line/in. (15.4 line/mm)		
Address Book		200 names		
Groups		Up to 20		
Broadcasting		250 (200 Address Book/50 Manual Dial)		
Automatic Redial		Yes, 1 time after 5 minutes		
Memory Transmission		Up to 500 [1] pages		
Out of Paper Reception		Up to 500 [1] pages		

[1] ‘Pages’ refers to the ‘ITU-T Test Chart #1’ (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

Copy

Model		MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Copy Width		Max. 8.27 in. (210 mm)		
Automatic 2-sided Copy		—		Yes (from ADF)
Multiple Copies		Stacks or Sorts up to 99 pages		
Reduce/Enlarge		25% to 400% (in increments of 1%)		
Resolution		Up to 600 × 600 dpi		
First Copy Out Time [1]	Black & White	Less than 19 seconds at 73.4 °F (23 °C) / 115 V		
	Color	Less than 22 seconds at 73.4 °F (23 °C) / 115 V		

[1] From Ready mode and standard tray

Scanner

Model		MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Color / Black		Yes / Yes		
TWAIN Compliant		Yes (Windows® XP / Windows Vista® / Windows® 7 / Windows® 8 Mac OS X v10.6.8 / 10.7.x / 10.8.x [1])		
WIA Compliant		Yes (Windows® XP / Windows Vista® / Windows® 7 / Windows® 8)		
ICA Compliant		Yes (Mac OS X v10.6.8 / 10.7.x / 10.8.x)		
Color Depth	Color	48 bit color processing (Input) 24 bit color processing (Output)		
	Gray Scale	16 bit color processing (Input) 8 bit color processing (Output)		
Resolution		Up to 19200 × 19200 dpi (interpolated) [2] Up to 1200 × 2400 dpi (optical) [2] (from Scanner Glass) Up to 1200 × 600 dpi (optical) [2] (from ADF)		
Scanning Width		Max. 8.27 in. (210 mm)		
Automatic 2-sided Scanning		—		Yes (from ADF)

1 For the latest driver updates for the version of OS X you are using, visit us at http://solutions.brother.com/.

2 Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista®, Windows® 7 and Windows® 8 (resolution up to 19200 × 19200 dpi can be selected by using the scanner utility)

Printer

Model		MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Automatic 2-sided Print		—	Yes	
Emulations		PCL6, BR-Script3 (PostScript® 3™)		
Resolution		600 dpi × 600 dpi, 2400 dpi (600 dpi × 2400 dpi) quality		
Print Speed (2-sided)	Black & White	—	Up to 7 sides/minute (Up to 3.5 sheets/minute) (Letter size) [1]	
	Color	—	Up to 7 sides/minute (Up to 3.5 sheets/minute) (Letter size) [1]	
Print Speed	Black & White	Up to 19 pages/minute (Letter size) [1]	Up to 23 pages/minute (Letter size) [1]	
	Color	Up to 19 pages/minute (Letter size) [1]	Up to 23 pages/minute (Letter size) [1]	
First Print Time [2]	Black & White	Less than 16 seconds at 73.4 °F (23 °C) / 115 V		
	Color	Less than 16 seconds at 73.4 °F (23 °C) / 115 V		

[1] The print speed may vary depending on the type of document you print.

[2] From Ready mode and standard tray

Interfaces

Model	MFC-9130CW	MFC-9330CDW	MFC-9340CDW
USB	Hi-Speed USB 2.0 [1] [2] We recommend using a USB 2.0 cable (Type A/B) that is no more than 6 feet (2.0 meters) long.		
Ethernet [3]	—	10BASE-T / 100BASE-TX Use a straight-through Category 5 (or greater) twisted-pair cable.	
Wireless LAN [3]	IEEE 802.11b/g/n (Infrastructure mode/Ad-hoc mode) IEEE 802.11g/n (Wi-Fi Direct™)		

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

2 Third party USB ports are not supported.

3 For detailed network specifications, see *Network* on page 204 and Network User's Guide.

Network

NOTE

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

Model		MFC-9130CW	MFC-9330CDW	MFC-9340CDW
LAN		You can connect your machine to a network for Network Printing, Network Scanning, PC-Fax Send, PC-Fax Receive (Windows® only) and Remote Setup [1]. Also included is Brother BRAdmin Light [2] [3] Network Management software.		
Protocols	IPv4	ARP, RARP, BOOTP, DHCP, APIPA(Auto IP), WINS/NetBIOS name resolution, DNS Resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, POP3, SMTP Client, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMP, Web Services (Print/Scan), SNTP Client		
	IPv6	NDP, RA, DNS resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, SMTP Client, ICMPv6, SNTP Client, Web Service		
Security Protocols	Wired	—	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos	
	Wireless	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (LEAP, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos		
Wireless Network Security		WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)		
Wireless Network Setup Support Utility	**AOSS™**	Yes		
	WPS	Yes		

1 See *Computer requirements* on page 206.

2 (For Windows® users) Brother BRAdmin Light is available on the CD-ROM provided with the machine.
(For Macintosh users) Brother BRAdmin Light is available as a download from http://solutions.brother.com/.

3 (For Windows® users) If you require more advanced machine management, use the latest Brother BRAdmin Professional utility version that is available as a download from http://solutions.brother.com/.

Direct Print feature

Model	MFC-9130CW	MFC-9330CDW	MFC-9340CDW
Compatibility	—	PDF version 1.7 [1], JPEG, Exif + JPEG, PRN (created by Brother printer driver), TIFF (scanned by all Brother MFC or DCP models), XPS version 1.0	
Interface	—	USB direct interface	

[1] PDF data including a JBIG2 image file, a JPEG2000 image file or a transparency file is not supported.

Computer requirements

<table>
<tr><th colspan="2" rowspan="2">Computer Platform & Operating System Version</th><th colspan="3">PC Interface</th><th rowspan="2">Processor</th><th colspan="2">Hard Disk Space to install</th></tr>
<tr><th>USB [2]</th><th>10/100Base-TX (Ethernet)</th><th>Wireless 802.11b/g/n</th><th>For Drivers</th><th>For Applications</th></tr>
<tr><td rowspan="10">Windows® Operating System</td><td>Windows® XP Home [1] [4]
Windows® XP Professional [1] [4]</td><td colspan="3" rowspan="5">Printing
PC-Fax [3]
Scanning</td><td>32bit (x86) or 64bit (x64) processor</td><td rowspan="2">150 MB</td><td rowspan="2">310 MB</td></tr>
<tr><td>Windows® XP Professional x64 Edition [1] [4]</td><td>64bit (x64) processor</td></tr>
<tr><td>Windows Vista® [1] [4]</td><td rowspan="3">32bit (x86) or 64bit (x64) processor</td><td>500 MB</td><td>500 MB</td></tr>
<tr><td>Windows® 7 [1] [4]</td><td rowspan="2">650 MB</td><td rowspan="2">1.2 GB</td></tr>
<tr><td>Windows® 8 [1] [4]</td></tr>
<tr><td>Windows Server® 2003</td><td rowspan="5">N/A</td><td colspan="2" rowspan="5">Printing</td><td>32bit (x86) or 64bit (x64) processor</td><td rowspan="5">50 MB</td><td rowspan="5">N/A</td></tr>
<tr><td>Windows Server® 2003 x64 Edition</td><td>64bit (x64) processor</td></tr>
<tr><td>Windows Server® 2008</td><td>32bit (x86) or 64bit (x64) processor</td></tr>
<tr><td>Windows Server® 2008 R2</td><td rowspan="2">64bit (x64) processor</td></tr>
<tr><td>Windows Server® 2012</td></tr>
<tr><td rowspan="3">Macintosh Operating System</td><td>Mac OS X v10.6.8</td><td colspan="3" rowspan="3">Printing
PC-Fax (Send) [3]
Scanning</td><td rowspan="3">Intel® Processor</td><td rowspan="3">80 MB</td><td rowspan="3">400 MB</td></tr>
<tr><td>OS X v10.7.x</td></tr>
<tr><td>OS X v10.8.x</td></tr>
</table>

1 For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables enhancing up to 19200 x 19200 dpi.

2 Third party USB ports are not supported.

3 PC-Fax supports black and white only.

4 Nuance™ PaperPort™ 12SE supports Windows® XP Home (SP3 or greater), Windows® XP Professional (SP3 or greater), Windows® XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater), Windows® 7 and Windows® 8.

For the latest driver updates, visit http://solutions.brother.com/.

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Consumable items

Model			MFC-9130CW	MFC-9330CDW	MFC-9340CDW	Order No.
Toner Cartridge	Inbox	Black	Approx. 1,000 pages Letter or A4 page [1]			—
		Cyan Magenta Yellow	Approx. 1,000 pages Letter or A4 page [1]			—
	Standard	Black	Approx. 2,500 pages Letter or A4 page [1]			TN-221BK
		Cyan Magenta Yellow	Approx. 1,400 pages Letter or A4 page [1]			TN-221C TN-221M TN-221Y
	High Yield	Black	—			—
		Cyan Magenta Yellow	Approx. 2,200 pages Letter or A4 page [1]			TN-225C TN-225M TN-225Y
Drum Unit			Approx. 15,000 pages Letter or A4 page (1 page / job) [2]			DR-221CL [3] DR-221CL-BK [4] DR-221CL-CMY [5]
Belt Unit			Approx. 50,000 pages Letter or A4 page			BU-220CL
Waste Toner Box			Approx. 50,000 pages Letter or A4 page			WT-220CL

1 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

2 Drum life is approximate and may vary by type of use.

3 Contains 4 pc. Drum Set.

4 Contains 1 pc. Black Drum Unit.

5 Contains 1 pc. Color Drum Unit.

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E

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