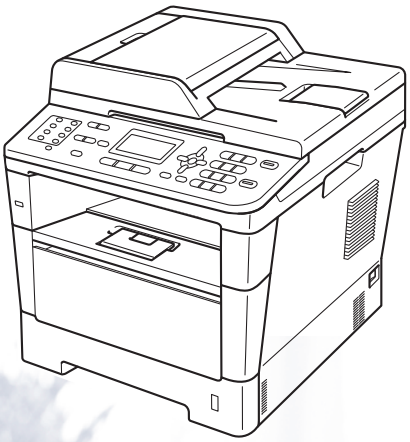
Basic User's Guide

MFC-8510DN
MFC-8515DN
MFC-8520DN



Version 0

CHN-ENG

To create a better environment

Please cooperate

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

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

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

1 Please deliver the used package materials to relevant waste disposaloffice for recycle.

2 When you discard used consumables, please follow and carry on relevant local regulations properly.

3 When the machine need replacing parts for the maintenance and repair, please discard used circuit boards, used electrical parts and products as disposed electrical materials.

4 The power consumption is 0 W after you turn off the machine and unplug it from the AC outlet.

5 Some parts in the machine can be used on the same series model machines which produced by the same factory.

Note: If you want to replace the parts, please contact your local Brother repair station.

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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. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	For Chinese: Printed / In the box For Chinese English: PDF file / Installer CD-ROM / 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.	For Chinese: Printed / In the box For Chinese English: PDF file / Installer CD-ROM / 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.	For Chinese: Printed / In the box For Chinese English: PDF file / Installer CD-ROM / In the box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / Installer 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.	PDF file / Installer 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.	PDF file / Installer CD-ROM / In the box
Google Cloud Print Guide	This Guide provides details on how to configure your Brother machine to a Google account and use Google Cloud Print services for printing over the Internet from devices using Gmail™ for mobile, GOOGLE DOCS™ for mobile and applications for the Chrome OS.	PDF file / Brother Solutions Center [2]
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing JPEG and PDF [1] files 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 [2]

1 PDF printing is not supported on Windows® Phone.

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

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(Advanced User's Guide)

You can view the Advanced User's Guide on the Installer CD-ROM.

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

1 General Setup

Memory storage

Ecology features

Quiet mode feature

LCD Contrast

Dial Prefix

Mode Timer

Setting the Fax Logic (sending and receiving sequence)

2 Security features

Secure Function Lock 2.0

Setting Lock

Restricting dialling

3 Sending a fax

Additional sending options

Additional sending operations

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4 Receiving a fax

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Additional dialling operations

Additional ways to store numbers

6 Printing reports

Fax reports

Reports

7 Making copies

Copy settings

Duplex (2-sided) copying

A Routine maintenance

Cleaning and checking the machine

Replacing periodic maintenance parts

Packing and shipping the machine

B Options

Optional paper tray (LT-5400)

Memory board

C Glossary

D 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.

Prohibition icons indicate actions that must not be performed.

Electrical Hazard icons alert you to a possible electrical shock.

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

Fire hazard icons alert you to the possibility of fire.

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.

Bold	Bold style identifies keys on the machine's control panel 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 LCD of the machine.

Follow all warnings and instructions marked on the product.

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** and **Network User's Guide** that are on the Installer CD-ROM.

Viewing Documentation

Viewing Documentation (Windows®)

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

If you have not installed the software, you can find the documentation on the Installer CD-ROM by following the instructions below:

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

Note

If the Brother screen does not appear automatically, go to **My Computer** (**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 will appear.

4. Click **Documentation**.

5. Click **PDF documents**. If the country screen appears, choose your country. After the list of User's Guides appears, choose the Guide you want to read.

Viewing Documentation (Macintosh)

1. Turn on your Macintosh. Insert the Installer CD-ROM into your CD-ROM drive. The following window will appear.

2. Double-click the **Documentation** icon.

3. If the model name screen appears, choose your model name and click **Next**.

4. If the language screen appears, double-click your language folder.

5 Double-click **top.pdf**. If the country screen appears, choose your country.

6 After the list of User's Guides appears, choose the Guide you want to read.

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*

Presto! PageManager User's Guide

Note

- Presto! PageManager must be installed before use.
- (Macintosh users) Presto! PageManager must be downloaded. For further instructions, see *Accessing Brother Support (Macintosh)* ➤➤ page 4.

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

How to find Network setup instructions

Your machine can be connected to a wired network.

Basic setup instructions ➤➤ Quick Setup Guide

More information about network setup ➤➤ Network User's Guide

How to access the User's 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.

Google Cloud Print Guide

This Guide provides details on how to configure your Brother machine to a Google account and use Google Cloud Print services for printing over the Internet from devices using Gmail™ for mobile, GOOGLE DOCS™ for mobile and applications for the Chrome OS.

Mobile Print/Scan Guide for Brother iPrint&Scan

This Guide provides useful information about printing JPEG and PDF [1] files from your mobile device and scanning from your Brother machine to your mobile device when connected on a Wi-Fi network.

[1] PDF printing is not supported on Windows® Phone.

Accessing Brother Support (Windows®)

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

- Click **Brother Support** on the main menu. The following screen will appear:

- To access our website, click **Brother Home Page**.
- For the latest news and product support information, click **Brother Solutions Center**.
- To visit our website for original Brother Supplies, click **Supplies Information**.
- To access the Brother CreativeCenter for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the main page, click **Back** or if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

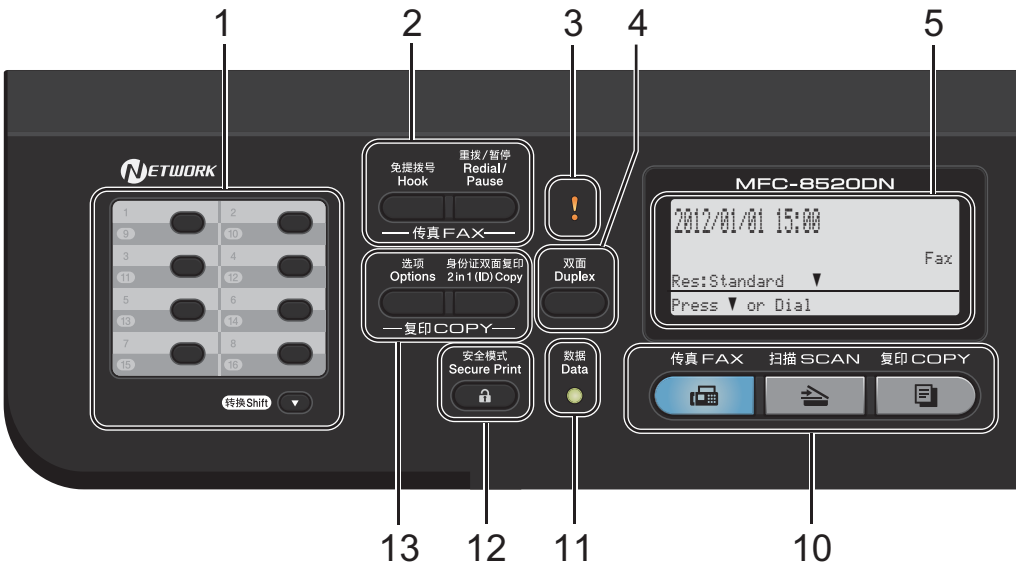
You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installer CD-ROM.

- Double-click the **Brother Support** icon. The following screen will appear:

- To download and install Presto! PageManager, click **Presto! PageManager**.
- For the latest news and product support information, click **Brother Solutions Center**.
- To visit our website for original Brother Supplies, click **Supplies Information**.

Control panel overview

MFC-8510DN, **MFC-8515DN** and **MFC-8520DN** have the same keys. The illustration is based on the **MFC-8520DN**.



1 One Touch keys

These 8 keys give you instant access to 16 previously stored numbers.

Shift

Lets you access One Touch numbers 9 to 16 when held down.

2 FAX keys:

Hook

Press before dialing if you want to make sure a fax machine will answer, and then press **Start**.

Also, press this key after you pick up the handset of an external telephone during the F/T ring (fast double-ring).

Redial/Pause

Redials the last number called. It also inserts a pause when programming quick dial numbers or when dialling a number manually.

3 Error LED

Blinks in orange when the LCD displays an error or an important status message.

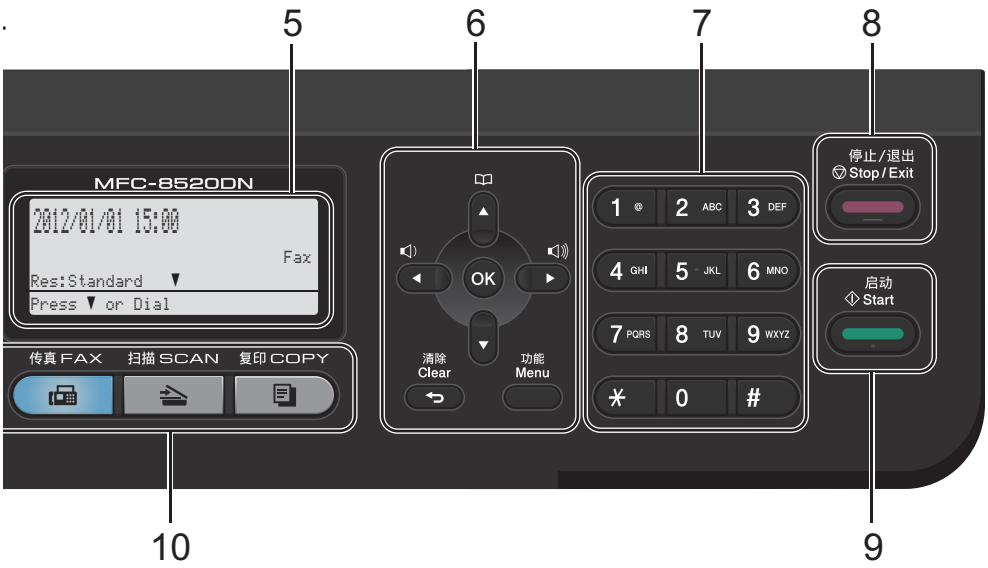
4 Duplex

You can choose Duplex to copy or print on both sides of the paper.

For MFC-8520DN this key enables automatic 2-sided (Duplex) fax sending when the machine is in FAX mode.

5 LCD

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



6 Menu Keys:

Clear

Deletes entered data or lets you cancel the current setting.

Menu

Lets you access the Menu to program your settings or retrieve information from the machine.

OK

Lets you store your settings and confirm LCD messages.

Volume keys:

◄ or ►

Press to scroll backwards or forwards through menu selections. Press to change the volume when in fax or standby mode.

▲ or ▼

Press to scroll through the menus and options.

Address Book

Lets you look up and dial stored numbers.

7 Dial pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

8 Stop/Exit

Stops an operation or exits from a menu.

9 Start

Lets you start sending faxes or making copies.

10 Mode keys:

FAX

Puts the machine in FAX mode.

SCAN

Puts the machine in SCAN mode.

COPY

Puts the machine in COPY mode.

11 Data LED

The LED will flash depending on the machine status.

12 Secure Print

You can print data saved in the memory when you enter your four-digit password. (➤➤ *Software User's Guide*)

When using Secure Function Lock, you can switch restricted users by holding down **Shift** as you press **Secure Print**. (➤➤ Advanced User's Guide: *Secure Function Lock 2.0*)

13 COPY keys:

Options

You can quickly and easily choose temporary settings for copying.

2 in 1 (ID) Copy

You can copy your Identification Card both sides onto one page with the original size.

Data LED indications

The **Data** LED (light emitting diode) will flash depending on the machine's status.

LED	Machine Status	Description
○	Ready Mode	The machine is ready to print, in Sleep mode, there is no print data, or the power switch is off.
Green (blinking)	Receiving Data	The machine is either receiving data from the computer, processing data in memory, or printing data.
Green	Data Remaining in Memory	Print data remains in the machine's memory.

Volume settings

Ring volume

You can choose a range of ring volume levels, from High to Off.

While in FAX mode press ◁) or ◁)) to adjust the volume level. The LCD will show the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the ring volume through the menu:

1. Press **Menu**, **1**, **3**, **1**.
2. Press ▲ or ▼ to choose Low, Med, High or Off.
   Press **OK**.
3. Press **Stop/Exit**.

Beeper volume

When the beeper is on, the machine will beep when you press a key, make a mistake, or after you send or receive a fax. You can choose a range of volume levels, from High to Off.

1. Press **Menu**, **1**, **3**, **2**.
2. Press ▲ or ▼ to choose Low, Med, High or Off.
   Press **OK**.
3. Press **Stop/Exit**.

Speaker volume

You can choose a range of speaker volume levels, from High to Off.

1. Press **Menu**, **1**, **3**, **3**.
2. Press ▲ or ▼ to choose Low, Med, High or Off.
   Press **OK**.
3. Press **Stop/Exit**.

2 Loading paper

Loading paper and print media

The machine can feed paper from the standard paper tray, optional lower tray or multi-purpose tray.

When you put paper into the paper tray, note the following:

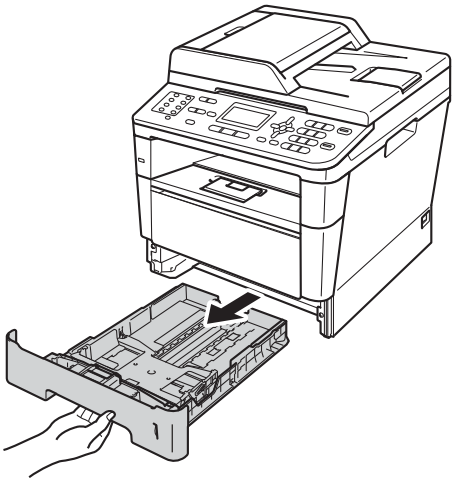
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

Loading paper in the standard paper tray and the optional lower tray

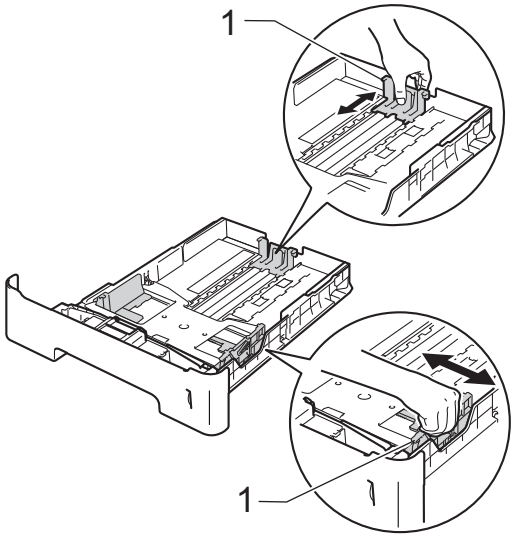
You can load up to 250 sheets in the standard paper tray (Tray 1) and 500 sheets in the optional lower tray (Tray 2). Paper can be loaded up to the maximum paper mark (▼ ▼ ▼) on the right-hand side of the paper tray. (For recommended paper to use, see *Acceptable paper and other print media* ➤➤ page 19.)

Printing on plain paper, thin paper or recycled paper from Tray 1 and Tray 2

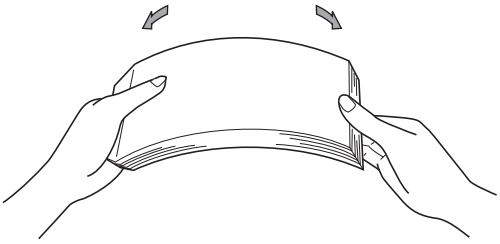
1. Pull the paper tray completely out of the machine.



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



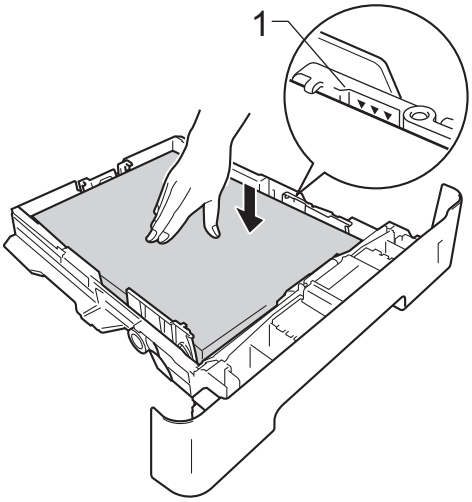
3 Fan the stack of paper well to avoid paper jams and misfeeds.



4 Put paper in the tray and make sure:

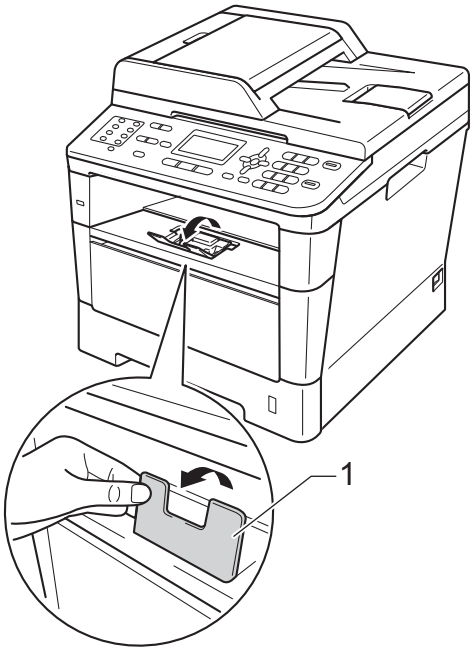
- The paper is below the maximum paper mark (▼ ▼ ▼) (1).

  Overfilling the paper tray will cause paper jams.
- The side to be printed on must be *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 that it 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.

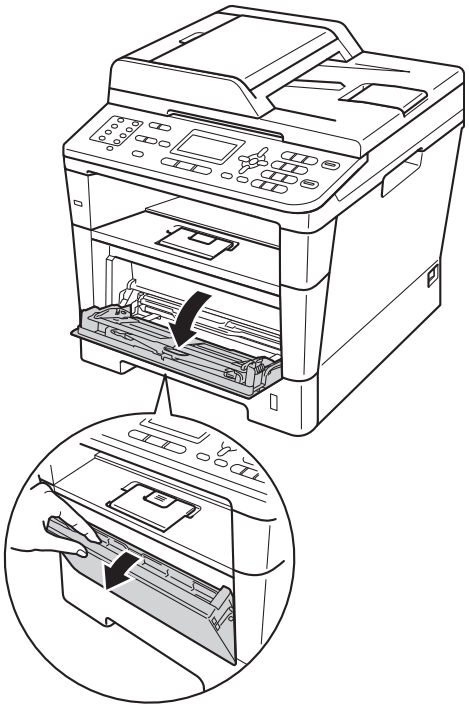


Loading paper in the multi-purpose tray (MP tray)

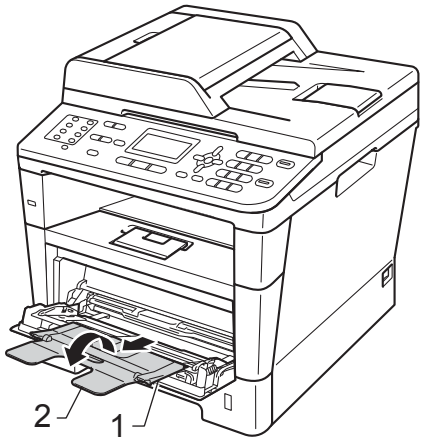
You can load up to 3 envelopes or special print media in the MP tray or up to 50 sheets of plain paper. Use this tray to print or copy on thick paper, bond paper, labels or envelopes. (For recommended paper to use, see *Paper capacity of the paper trays* ➤➤ page 20.)

Printing on plain paper, thin paper, recycled paper and bond paper from the MP tray

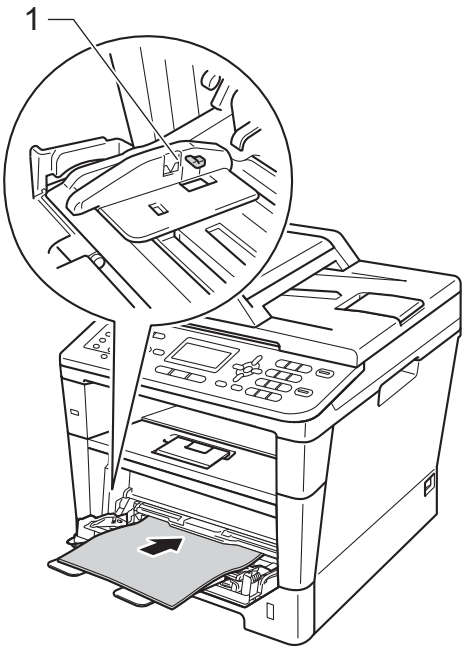
1. Open the MP tray and lower it gently.



2. Pull out the MP tray support (1) and unfold the flap (2).



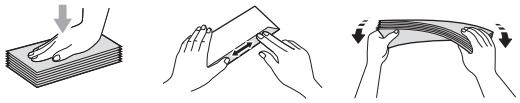
3. Put paper in the MP tray and make sure:
   - The paper stays under the maximum paper mark (1).
   - The side to be printed on must be *face up* with the leading edge (top of the paper) in first.
   - The paper guides must gently touch the sides of the paper so it will feed correctly.



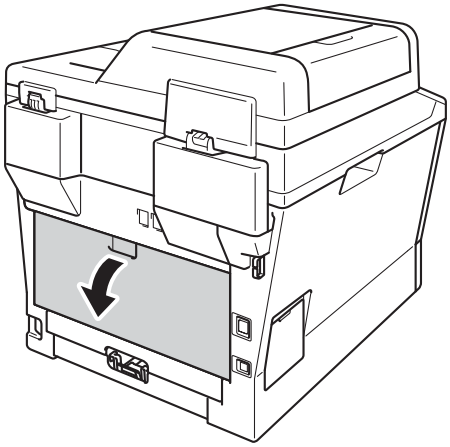
4 Lift up the support flap to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.

Printing on thick paper, labels and envelopes from the MP tray

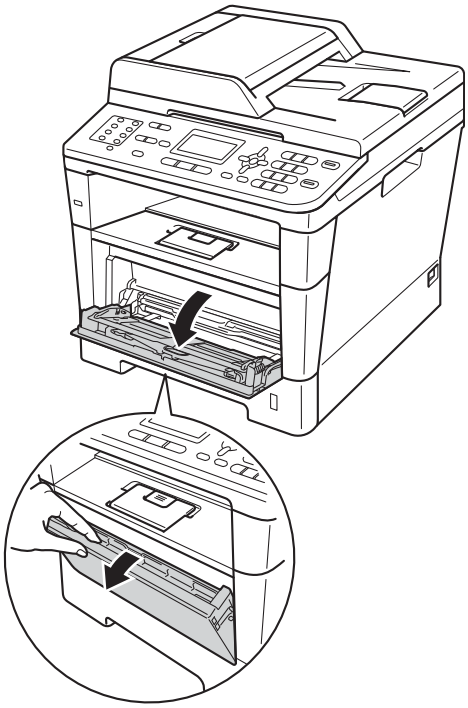
Before loading, press the corners and sides of the envelopes to make them as flat as possible.



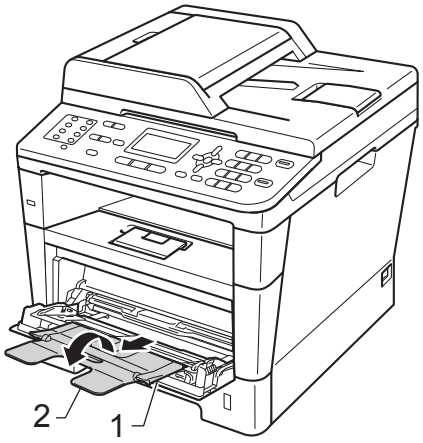
1 Open the back cover (face-up output tray).



2 Open the MP tray and lower it gently.



3 Pull out the MP tray support (1) and unfold the flap (2).



4 Put paper, labels or envelopes in the MP tray. Make sure:

- The number of envelopes in the MP tray does not exceed 3.
- The paper, labels or envelopes stay under the maximum paper mark (1).
- The side to be printed on must be face up.

5 Send the print data to the machine.

Note

- Remove each printed envelope immediately to prevent a paper jam.
- If your thick paper curls during printing, put only one sheet at a time in the MP tray and open the back cover (face-up output tray) to let the printed pages exit to the face-up output tray.

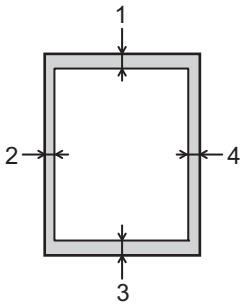
6 Close the back cover (face-up output tray).

Unscannable and unprintable areas

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

Note

When using BR-Script3 emulation, the edges of the paper that cannot be printed on are 4.2 mm.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax (Sending)	Letter	3 mm	4 mm
	A4	3 mm	(ADF) 1 mm (Scanner Glass) 3 mm
	Legal	3 mm	4 mm
Copy* *a single copy or a 1 in 1 copy	Letter	4 mm	4 mm
	A4	4 mm	3 mm
	Legal	4 mm	4 mm
Scan	Letter	3 mm	3 mm
	A4	3 mm	3 mm
	Legal	3 mm	3 mm
Print	Letter	4.2 mm	6.35 mm
	A4	4.2 mm	6.01 mm
	Legal	4.2 mm	6.35 mm

Paper settings

Paper Type

Set up the machine for the type of paper you are using. This will give you the best print quality.

1. Do one of the following:
   - To set the paper type for the `MP Tray` press **Menu**, **1**, **2**, **1**, **1**.
   - To set the paper type for `Tray#1` press **Menu**, **1**, **2**, **1**, **2**.
   - To set the paper type for `Tray#2` [1] press **Menu**, **1**, **2**, **1**, **3** if you installed the optional lower tray.
2. Press ▲ or ▼ to choose `Thin`, `Plain`, `Thick`, `Thicker`, `Recycled Paper` or `Label` [2].
   Press **OK**.
3. Press **Stop/Exit**.

[1] `Tray#2` appears only if the optional lower tray is installed.

[2] The `Label` type option appears only if you chose the MP tray in step ❶.

Paper Size

Note

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

You can use ten sizes of paper for printing copies: A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 and Folio and four sizes for printing faxes: A4, Letter, Legal or Folio (215.9 mm × 330.2 mm).

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

1. Do one of the following:
   - To set the paper size for the `MP Tray` press **Menu**, **1**, **2**, **2**, **1**.
   - To set the paper size for `Tray#1` press **Menu**, **1**, **2**, **2**, **2**.
   - To set the paper size for `Tray#2` [1] press **Menu**, **1**, **2**, **2**, **3** if you installed the optional lower tray.
2. Press ▲ or ▼ to choose `A4`, `Letter`, `Legal`, `Executive`, `A5`, `A5 L`, `A6`, `B5`, `B6`, `Folio`, `16K(195x270mm)`, `16K(184x260mm)`, `16K(197x273mm)` or `Any` [2].
   Press **OK**.
3. Press **Stop/Exit**.

[1] `Tray#2` appears only if the optional lower tray is installed.

[2] The `Any` option appears only when you choose the MP tray.

Note

- If you choose `Any` for the MP Tray Paper Size, you must choose `MP Only` for the Tray Use setting. You cannot use the `Any` Paper Size selection for the MP tray when making N in 1 copies. You must choose one of the other available Paper Size selections for the MP tray.
- `A5 L` and `A6` size are not available for `Tray#2`.

Tray Use in COPY mode

You can change the priority tray that the machine will use for printing copies.

When you choose Tray#1 Only, MP Only or Tray#2 Only [1], the machine pulls the paper only from that tray. If the selected tray is out of paper, No Paper will appear on the LCD. Insert the paper in the empty tray.

To change the tray setting follow the instructions below:

1. Press **Menu**, **1**, **6**, **1**.
2. Press ▲ or ▼ to choose Tray#1 Only, Tray#2 Only [1], MP Only, MP>T1>T2 [1] or T1>T2 [1]>MP. Press **OK**.
3. Press **Stop/Exit**.

[1] Tray#2 Only and T2 appear only if the optional lower tray is installed.

Note

- When loading the documents in the ADF and MP>T1>T2 or T1>T2>MP is selected, the machine looks for the tray with the most suitable paper and pulls paper from that tray. If no tray has suitable paper, the machine pulls paper from the higher priority tray.
- When using the scanner glass, your document is copied from the higher priority tray even if more suitable paper is in another paper tray.

Tray Use in FAX mode

You can change the default tray that the machine will use for printing received faxes.

When you choose Tray#1 Only, MP Only or Tray#2 Only [1], the machine pulls the paper only from that tray. If the selected tray is out of paper, No Paper will appear on the LCD. Insert the paper in the empty tray.

When you choose T1>T2 [1]>MP, the machine pulls paper from Tray #1 until it is empty, then from Tray #2, and then from the MP tray.

When you choose MP>T1>T2 [1], the machine pulls paper from the MP tray until it is empty, then from Tray #1, and then from Tray #2.

Note

- You can use four sizes of paper for printing faxes: A4, Letter, Legal or Folio. When a suitable size is not in any of the trays received faxes will be stored in the machine's memory and Size mismatch will appear on the LCD. (For details, see *Error and maintenance messages* ➤➤ page 88.)
- If the tray is out of paper and received faxes are in the machine's memory, No Paper will appear on the LCD. Insert paper in the empty tray.

1. Press **Menu**, **1**, **6**, **2**.
2. Press ▲ or ▼ to choose Tray#1 Only, Tray#2 Only [1], MP Only, MP>T1>T2 [1] or T1>T2 [1]>MP. Press **OK**.
3. Press **Stop/Exit**.

[1] Tray#2 Only and T2 appear only if the optional lower tray is installed.

Tray Use in print mode

You can change the default tray the machine will use for printing from your computer and for Direct print.

1. Press **Menu**, **1**, **6**, **3**.
2. Press ▲ or ▼ to choose `Tray#1 Only`, `Tray#2 Only` [1], `MP Only`, `MP>T1>T2` [1] or `T1>T2` [1]`>MP`.
   Press **OK**.
3. Press **Stop/Exit**.

[1] `Tray#2 Only` and `T2` appear only if the optional lower tray is installed.

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 or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- 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 suitable.
- Use labels that are designed for use in laser machines.

Recommended paper and print media

To get the best print quality, we suggest using the following paper.

Paper Type	Item
Plain paper	APP Blue Flagship 70 g/m^2 APP Gold Flagship 80 g/m^2 Advanced Agro Double A 80 g/m^2

Type and size of paper

The machine feeds paper from the installed standard paper tray, multi-purpose tray or optional lower tray.

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

Tray and optional unit	Name
Standard Paper Tray	Tray 1
Multi-purpose Tray	MP Tray
Optional Lower Tray	Tray 2

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Standard Paper Tray (Tray 1)	A4, Letter, Legal, B5, Executive, A5, A5 (Long Edge), A6, B6, Folio [1], 16K (195 x 270 mm), 16K (184 x 260 mm), 16K (197 x 273 mm)	Plain paper, Thin paper, Recycled paper	up to 250 (80 g/m^2)
Multi-purpose Tray (MP Tray)	Width: 76.2 to 215.9 mm Length: 127 to 355.6 mm	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes, Labels	50 sheets (80 g/m^2) 3 Envelopes
Optional Lower Tray (Tray 2)	A4, Letter, Legal, B5, Executive, A5, B6, Folio [1], 16K (195 x 270 mm), 16K (184 x 260 mm), 16K (197 x 273 mm)	Plain paper, Thin paper, Recycled paper	up to 500 (80 g/m^2)

[1] Folio size is 215.9 mm × 330.2 mm.

Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	70-90 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 paper made for plain paper copying.
- Use paper that is 70 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 temperature of the machine's fusing process 200 °C.
- If you use bond paper, paper having a rough surface, or paper that is wrinkled or creased, the paper may exhibit degraded performance.

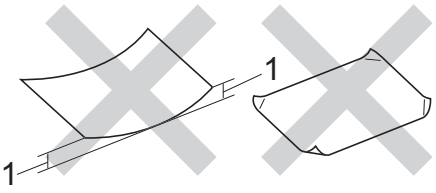
Types of paper to avoid

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 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

Most envelopes designed for laser printers will be suitable for your machine. However, some envelopes may have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds. The envelope should lie flat and not be of baggy or flimsy construction. You should buy 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 MP tray.

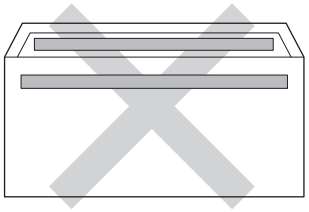
We recommend that you print a test envelope to make sure the print results are what you want.

Types of envelopes to avoid

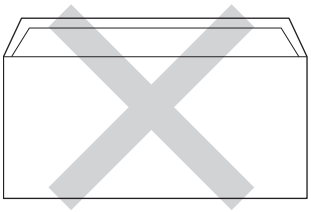
Important

DO NOT use envelopes:

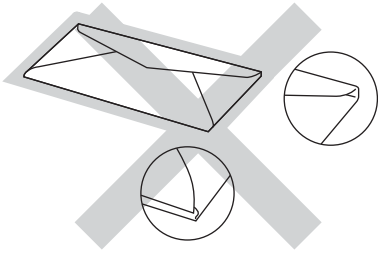
- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser 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

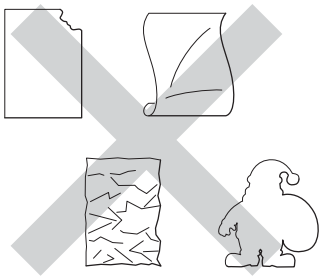
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label 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 200 °C for a period of 0.1 seconds.

Labels can only be fed through the MP tray.

Types of labels to avoid

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



Important

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.
- 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.
- DO NOT reuse or insert labels that have previously been used or are missing a few labels on the sheet.

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. We recommend you use standard 80 g/m^2 paper and always fan the pages before putting them in the ADF.

Document Sizes Supported

Length:	147.3 to 355.6 mm
Width:	147.3 to 215.9 mm
Weight:	64 to 90 g/m^2

How to load documents

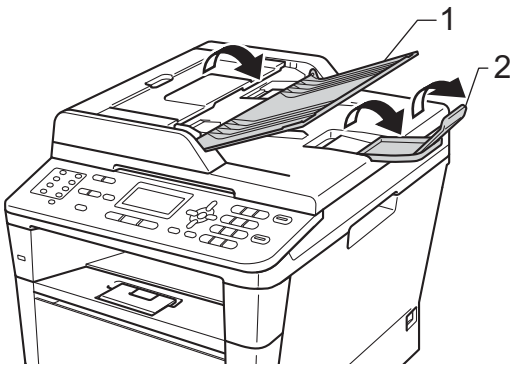
Important

- 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

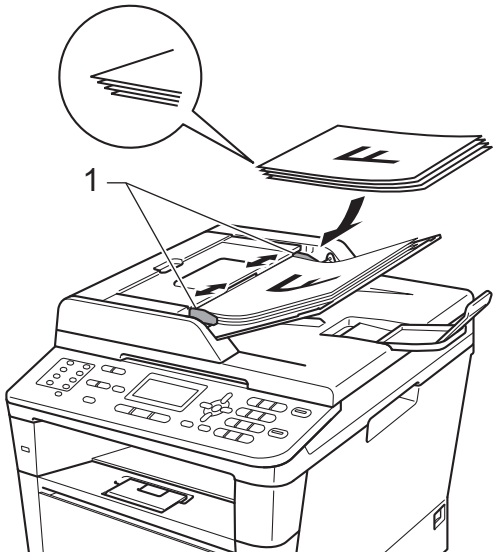
- To scan documents that are not suitable for the ADF, see *Using the scanner glass* ➤➤ page 25.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.

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 LCD display message changes 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* ➤➤ page 25.

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 300.0 mm
Width:	Up to 215.9 mm
Weight:	Up to 2.0 kg

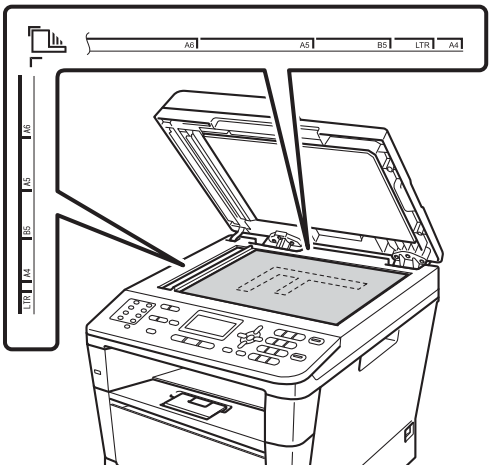
How to load documents

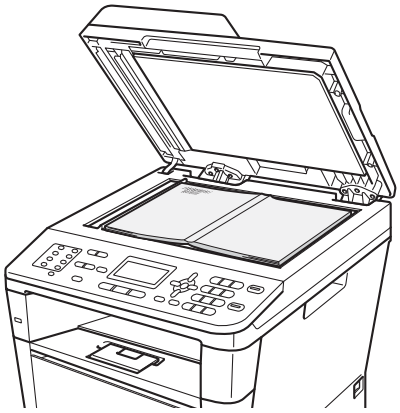
Note

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

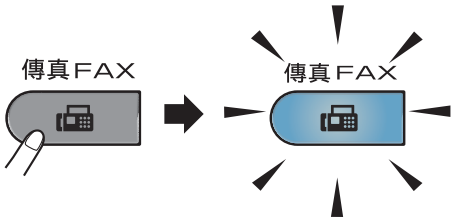
If the document is a book or is thick do not slam the cover or press on it.

4 Sending a fax

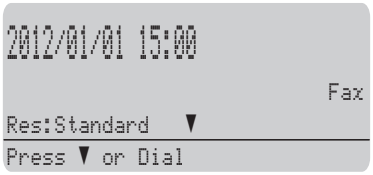
How to send a fax

The following steps show you how to send a fax.

1. When you want to send a fax, or change fax send or receive settings, press the (**FAX**) key to illuminate it in blue.



   - The LCD shows:



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

Note

To send faxes with multiple pages use the ADF.

3. Do one of the following:
   - If you want to change the fax resolution, press ▼ and press ◄ or ► to choose the fax resolution.

     Press **OK**.
   - To send the document, go to Step ❹.

4. (MFC-8520DN)
   Do one of the options below:
   - If you want to send a single-sided document, go to Step ❺.
   - If you want to send a 2-sided document, press **Duplex**.

Note

- You can send 2-sided documents from the ADF.
- When the machine is ready to scan 2-sided documents the LCD shows D for Duplex in the lower right corner.

5. Enter the fax number by using the dial pad (up to 40 digits), by pressing a One Touch key, or by pressing (**Address Book**) twice and entering a three-digit Speed Dial number.

6 Press **Start**.

Faxing from the ADF

- The machine starts scanning the document.

Faxing from the scanner glass

- The machine starts scanning the first page.

  Do one of the following:

  - To send a single page, press **2** to choose `No (Send)` or press **Start** again. The machine starts sending the document.
  - To send more than one page, press **1** to choose `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.) Press **2** to choose `No (Send)` when all the pages have been scanned. The machine starts sending the document.

Note

To cancel a fax in process, press **Stop/Exit**.

Fax settings

You can change fax settings.

(➤➤ Advanced User's Guide: *Sending a fax*)

- `Duplex Scan` (2-sided fax layout) (For MFC-8520DN)
- `Contrast`
- `Fax Resolution`
- `Broadcast`
- `Real Time TX`
- `Overseas Mode`
- `Delayed Fax`
- `Batch TX`
- `Coverpage` (`Setup`)
- `Coverpage` (`Note`)
- `Destination`
- `Polled TX`

Faxing Letter size documents from the scanner glass

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

1. Make sure you are in FAX mode.
2. Press **Menu**, **1**, **9**, **1**.
3. Press ▲ or ▼ to choose Letter.
   Press **OK**.
4. Press **Stop/Exit**.

Cancelling a fax in progress

Press **Stop/Exit** to cancel the fax. If you press **Stop/Exit** while the machine is dialling or sending, the LCD will ask you to confirm.

```
Clear Fax?

▲  1.Yes
▼  2.No
Select ▲▼ or OK
```

Press **1** to cancel the fax.

Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. (➤➤ Advanced User's Guide: *Transmission Verification Report*) 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 default 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 **Menu**, **2**, **4**, **1**.
2. Press ▲ or ▼ to choose On, On+Image, Off or Off+Image.
   Press **OK**.
3. Press **Stop/Exit**.

Note

- If you choose On+Image or Off+Image, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (➤➤ 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, ERROR will appear next to RESULT.

5 Receiving a fax

Receive modes

By default, your machine will automatically receive any faxes that are sent to it. There are four receive modes of this machine as below. (For more detailed information about the receive modes, see *Using receive modes* ➤➤ page 30.)

LCD Display	Factory Default Ring Delay
Fax Only	Ring Delay: 4 times Fax detection: On
Fax/Tel	Ring Delay: 4 times F/T Ring Time: 30 seconds
Manual	
External TAD	

To set the receive mode follow the instructions below.

1. Press **Menu**, **0**, **1**.
2. Press ▲ or ▼ to choose the receive mode which you want to select.
   Press **OK**.
3. Press **Stop/Exit**.

The LCD will display the current receive mode.

Using receive modes

Mode	Function	Help
Fax Only	Each call recognized as fax and send fax signal. However, you can answer the call within the number of rings.	Factory setting of Ring Delay is 4 (0-10 times available, please see *Ring Delay* ➤➤ page 31). After ringing 4 times, the fax machine send fax-receiving signals automatically; Tip: If your machine is connecting an external answering phone device, and often use it to answer incoming calls, you could set the ring time through 4 to 6 times. Within the recommended ringing times, you can use the external answering phone device to answer and talk. [1]
Fax/Tel	Automatically determine whether the incoming call is telephone or fax calls. Non-Fax call will make a fast double-ring to inform you answer the phone.	Factory setting of Ring Delay is 4 (0-10 times available, please see *Ring Delay* ➤➤ page 31. Factory setting of F/T ring time (a fast double-ring) is 30 seconds (20, 30, 40, 70 seconds available, please see *F/T Ring Time (Fax/Tel mode only)* ➤➤ page 31). According to incoming call after the fax machine rings 4 times: 1) For the fax call, send fax received signal; 2) For the telephone call, make a fast double-ring, waiting for you answer the phone. Tip: If your machine is connecting an external answering phone device, you could set the ringing time through 4 to 6 times to answer the call. [1]
Manual	Machine doesn't recognize each call, only as a common phone call that you need to determine after answering the phone.	Answering the call, or if the caller wants to send you a fax, press **Start** button (under easy mode) to receive faxes. Tip: If your machine is connecting an external answering phone device, you can use the external answering phone device to answer and talk. [1]
External TAD	The external answering machine (TAD) automactically answers every call. Voice messages are stored on the external TAD. Fax messages are printed.	Use this mode if you have connected an external answering machine to your machine. The TAD setting works only with an external answering machine. Note: Ring Delay and F/T Ring Time do not work in this setting.

[1] If the caller wants to send a fax during a call or the caller sends you a fax call, please press **Start** button (under easy mode) on the control panel of the machine or press ✳**51** keys on the external answering phone device (you have to turn on the remote codes first, please see *Using Remote Codes* ➤➤ page 38 to give fax receiving signals.

Receive Mode settings

Ring Delay

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

If you have external or extension telephones on the same line as the machine, choose the maximum number of rings. (See *Fax Detect* ➤➤ page 32 and *Operation from external or extension telephones* ➤➤ page 37.)

1. Make sure you are in FAX mode .
2. Press **Menu**, **2**, **1**, **1**.
3. Press ▲ or ▼ to choose how many times the line rings before the machine answers.
   Press **OK**.
4. Press **Stop/Exit**.

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 (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T ring it means that you have a voice caller on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using Remote Codes* ➤➤ page 38.)

1. Make sure you are in FAX mode .
2. Press **Menu**, **2**, **1**, **2**.
3. Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
   Press **OK**.
4. Press **Stop/Exit**.

Fax Detect

If Fax Detect is On:

The machine can receive a fax automatically, even if you answer the call. When you see Receiving on the LCD 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 Fax Detect is Off:

If you are at the machine and answer a fax call first by lifting the external handset, then press **Start**. (If you set Fax Mode to Advanced Mode, press **Start** and then press **2** to receive a fax)

If you answered at an extension telephone press ✳**51**. (See *Operation from external or extension telephones* ➤➤ page 37.)

Note

- You need to turn the Remote Codes setting to on to use the Remote Activation Code ✳51. (See *Using Remote Codes* ➤➤ page 38.)
- 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 Remote Activation Code ✳**51**.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to Off.
- We do not recommend having a PC plus fax machine on the same line.

1. Make sure you are in FAX mode.
2. Press **Menu**, **2**, **1**, **3**.
3. Press ▲ or ▼ to choose On or Off. Press **OK**.
4. Press **Stop/Exit**.

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 machine will store received faxes in memory and send them to your PC automatically. You can then use your PC to view and store these faxes.

Even if you have turned off your PC (at night or on the weekend, for example), your machine will receive and store your faxes in its memory. The LCD will show the number of stored faxes received, for example:
`PC Fax Msg:001`

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

To transfer the received faxes to your PC you must have the PC-FAX Receiving software running on your PC.

From the Windows® **Start** menu, select **All Programs**, **Brother**, **MFC-XXXX**, **PC-Fax Receiving**, and select **Receive**. (XXXX is your model name.)

Then, complete the following steps on your machine.

1. Press **Menu**, **2**, **5**, **1**.
2. Press ▲ or ▼ to choose `PC Fax Receive`.
   Press **OK**.
3. The LCD shows a reminder to start the PC-FAX Receive program on your computer. If you have started the PC-FAX Receive program, press **OK**. If you have not started the PC-FAX Receive program, see ➤➤ Software User's Guide: *PC-FAX receiving*.
4. Press ▲ or ▼ to choose `<USB>` or your computer name if the machine is connected to a network.
   Press **OK**.
5. Press ▲ or ▼ to choose `On` or `Off`.

   ```
   25.Remote Fax Opt
      Backup Print
   ▲    Off
   ▼    On
   Select ▲▼ or OK
   ```

   Press **OK**.
6. Press **Stop/Exit**.

Important

If you choose Backup Print On, the machine will also print the fax at your machine so you will have a copy. This is a safety feature in case there is a power failure before the fax is transferred to your PC.

Note

- Before you can set up PC-Fax Receive you must install the MFL-Pro Suite software on your PC. Make sure your PC is connected and turned on. (➤➤ Software User's Guide: *PC-FAX receiving*)
- 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 PC. (See *Transferring your faxes or Fax Journal report* ➤➤ page 94.)
- PC-Fax Receive is not supported in Mac OS.

PC-FAX Send

The Brother PC-FAX feature lets you use your PC to send a document from an application as a standard fax. You can send a file created in any application on your PC as a PC-FAX. You can even attach a cover page.

For details ➤➤ Software User's Guide: *PC-FAX sending*

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**.
   Click when using your computer keyboard or the numeric keypad.
5. Click **Start**.
   Your document will be sent to the Brother machine and then faxed to the recipient.

7 Telephone and external devices

Connecting an external TAD

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`.

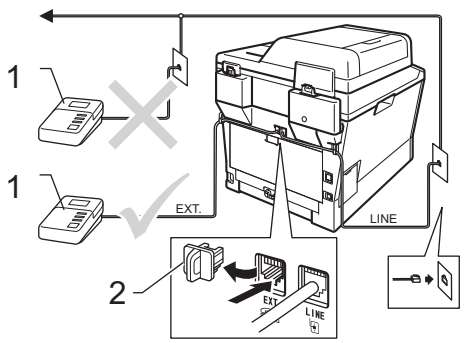
The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll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

Note

If you have problems receiving faxes, reduce the ring delay setting on your external TAD to one or two rings.

Connections

The external TAD must be connected as shown in the illustration below.



1 TAD

2 Protective Cap

1. Set your external TAD to one or two rings. (The machine’s Ring Delay setting does not apply.)
2. Record the outgoing message on your external TAD.
3. Set the TAD to answer calls.
4. Set the Receive Mode on your machine to `External TAD`. (See *Receive modes* ➤➤ page 29.)

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 Remote Activation code for people sending manual faxes. For example: “After the beep, leave a message or press ✳**51** and **Start** to send a fax.”

Note

- You need to turn the Remote Codes setting to `On` to use the Remote Activation Code ✳51. (See *Using Remote Codes* ➤➤ page 38.)
- We recommend beginning your OGM with an initial 5 second silence because the machine may not hear the fax tones over a 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 (PABX)

Most offices use a central telephone system. Brother recommends that all our Fax/MFC machines are connected to a discreet (dedicated) line. Although a particular PABX may appear to work with a particular model of fax machine, we cannot guarantee that the unit will operate correctly.

While it is often relatively simple to connect a fax machine to a PABX, (Private Automatic Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the fax machine for you.

Brother does not recommend the use of a PABX line. PABX limitations in general can cause some functions of the fax machine not to work correctly.

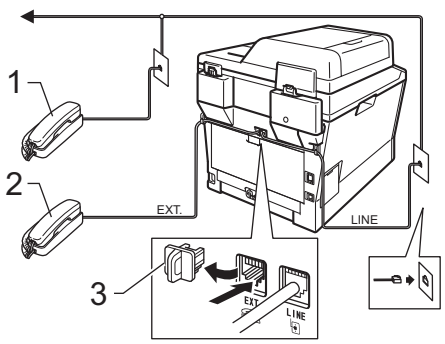
External and extension telephones

Note

You need to turn the Remote Codes setting to on to use the Remote Activation Code ✳51 and Remote Deactivation Code #51. (See *Using Remote Codes* ➤➤ page 38.)

Connecting an external or extension telephone

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



1 Extension telephone

2 External telephone

3 Protective Cap

When you are using an external telephone, the LCD shows `Telephone`.

Operation from external or extension telephones

If you answer a fax call on an extension telephone, or an external telephone that is correctly connected to the machine into the correct socket on the machine, you can make your machine take the call by using the Remote Activation code. When you press the Remote Activation code ✳**51** the machine starts to receive the fax.

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 LCD shows `Receiving`, and then hang up.

Note

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* ➤➤ page 32.)

For Fax/Tel mode only

When the machine is in Fax/Tel mode, it will use the F/T Ring Time (fast double-ringing) to alert you to pick up a voice call.

Lift the external telephone's handset, and then press **Hook** to answer.

If you are at an extension telephone, you will need to lift the handset during the F/T Ring Time and then press **#51** between the fast double-rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing ✳**51**.

Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the telephone line cord (see page 36) 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 will have to go to the machine so you can press **Hook** to transfer the call to the cordless handset.

Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code using the numbers 0-9, ✳, #.
- Remote Codes might not work with some telephone systems.
- Not all brands of cordless telephones are compatible for use with your machine.

Using Remote Codes

Remote Activation Code

If you answer a fax call on an external or extension telephone, you can tell your machine to receive it by pressing the Remote Activation Code ✳**51**. Wait for the chirping sounds then replace the handset. (See *Fax Detect* ➤➤ page 32.) Your caller will have to press start to send the fax.

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Start**.

Remote Deactivation Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T ring (fast 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 fast double-rings for you to take over, you can take the call at the external telephone by pressing **Hook**.

Turning on the Remote Codes

You need to turn the Remote Codes setting to `On` to use the Remote Activation and Remote Deactivation Code.

1. Make sure you are in FAX mode.
2. Press **Menu** **2**, **1**, **4**.
3. Press ▲ or ▼ to choose `On`.
   Press **OK**.
4. If you do not want to change the Remote Activation Code, press **OK**.
5. If you do not want to change the Remote Deactivation Code, press **OK**.
6. Press **Stop/Exit**.

Changing the Remote Codes

The preset Remote Activation Code is ✳**51**. The preset Remote Deactivation Code is **#51**. If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example **###** and 555.

1. Make sure you are in FAX mode.
2. Press **Menu**, **2**, **1**, **4**.
3. Press ▲ or ▼ to choose `On` or `Off`.
   Press **OK**.
4. If you chose `On` in step ❸, enter the new Remote Activation Code.
   Press **OK**.
5. Enter the new Remote Deactivation Code.
   Press **OK**.
6. Press **Stop/Exit**.

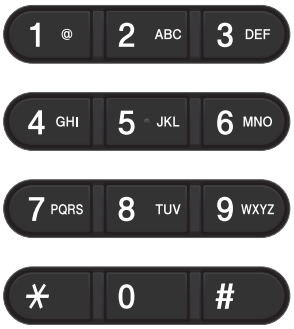
8 Dialling and storing numbers

How to dial

You can dial in any of the following ways.

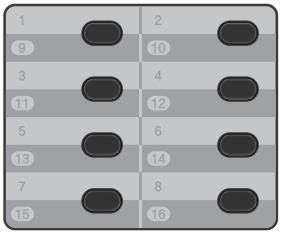
Manual dialling

Use the dial pad to enter all the digits of the telephone or fax number.



One Touch dialling

Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* ➤➤ page 43.)



To dial One Touch numbers 9 to 16, hold down **Shift** and then press the One Touch key.

Speed dialling

Press (**Address Book**) twice and enter the three digit Speed Dial number. (See *Storing Speed Dial numbers* ➤➤ page 45.)

Three-digit number

Note

If the LCD shows `Register Now?` when you enter a One Touch or a Speed Dial number, it means that a number is not stored there.

Search

You can search alphabetically for names you have stored in the One Touch and Speed Dial memories. (See *Storing One Touch Dial numbers* ➤➤ page 43 and *Storing Speed Dial numbers* ➤➤ page 45.)

1. Make sure you are in FAX mode .
2. Press (**Address Book**).
3. Press the dial pad key for the first few letters of the name. (Use the chart on *Entering text* ➤➤ page 151 to help you enter letters.)
   Press **OK**.
4. Press ▲ or ▼ to scroll until you find the name you are looking for.
   Press **OK**.
5. Press **Start**.

Note

- If you do not enter a letter and press **OK** in step ❸, all registered names will appear. Press ▲ or ▼ to scroll until you find the name you are looking for.

  If you are using LDAP you must enter the letters of your search in step ❸. (The LDAP function is available as a download.)
- If the LCD shows `No Contact Found` when you enter the first few letters of the name, it means that a name for the letter is not stored.

LDAP search

If the machine is connected to your LDAP server, you can search for information such as fax numbers and E-mail addresses from your server. (See How to set up LDAP ➤➤ Network User's Guide)

(The LDAP function is available as a download. Please download it from the Brother Solutions Center at: http://solutions.brother.com/.)

Fax redial

If you are sending a fax automatically and the line is busy, the machine will automatically redial up to three times at five minute intervals.

Redial/Pause only works if you dialled from the control panel.

Storing numbers

You can set up your machine to do the following types of easy dialling: One Touch, Speed Dial and Groups for Broadcasting faxes. You can also specify the default resolution for each One Touch and Speed Dial number. When you dial a quick dial number, the LCD shows the name, if you stored it, or the number. A scan profile can also be stored along with the fax number.

If you lose electrical power, the quick dial numbers stored in the memory will not be lost because they are stored permanently.

A scan profile is the resolution and other scan settings that you choose when you store a number. For example, you can select Standard, Fine, S.Fine or Photo for the Fax/Tel option and Standard, Fine or Photo for IFAX. Or, you can select Color 100 dpi, Color 200 dpi, Color 300 dpi, Color 600 dpi, Color Auto, Gray 100 dpi, Gray 200 dpi, Gray 300 dpi, Gray Auto, B&W 300 dpi, B&W 200 dpi, or B&W 200x100 dpi if you selected one of the E-Mail options. (The IFAX and E-Mail options are available as a download.)

One Touch and Speed Dial Storage Options

The following chart shows the options available when storing One Touch and Speed Dial numbers. When you store numbers, the LCD instructs you to choose from the options shown in the following steps.

Step 1 Enter One Touch or Speed Dial Location	Step 2 Select Registration Type [1]	Step 3 Enter Number or E-mail Address	Step 4 Enter Name	Step 5 Select Resolution	Step 6 Select File type
One Touch or Speed Dial	Fax/Tel	Fax Number or Tel Number	(Name)	Std, Fine, S.Fine, Photo	-
	IFAX	E-mail Address		Std, Fine, Photo	-
	Email Color PDF			100dpi, 200dpi, 300dpi, 600dpi, Auto	PDF, PDF/A, SPDF, SiPDF
	Email Color JPG			100dpi, 200dpi, 300dpi, 600dpi, Auto	-
	Email Color XPS			100dpi, 200dpi, 300dpi, 600dpi, Auto	-
	Email Gray PDF			100dpi, 200dpi, 300dpi, Auto	PDF, PDF/A, SPDF, SiPDF
	Email Gray JPG			100dpi, 200dpi, 300dpi, Auto	-
	Email Gray XPS			100dpi, 200dpi, 300dpi, Auto	-
	Email B&W PDF			300dpi, 200dpi, 200x100dpi	PDF, PDF/A, SPDF, SiPDF
	Email B&W TIFF			300dpi, 200dpi, 200x100dpi	-

[1] Registration Type option is available if you have installed the IFAX and E-mail options on your machine. You can add the IFAX and E-mail options by downloading them from the Brother Solutions Center at: http://solutions.brother.com/.

Note

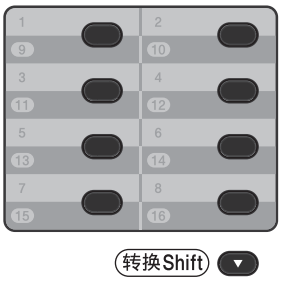
- PDF/A is a PDF file format intended for long-term archiving. This format contains all the necessary information for reproducing the document after long-term storage.
- SPDF (Secure PDF) is a PDF file format that has been password-protected.
- SiPDF (Signed PDF) is a PDF file format that helps prevent data tampering and the impersonation of an author by including a digital certificate within the document. If you choose SiPDF, you must install a certificate on your machine using Web Based Management. Choose **Signed PDF** from **Administrator** in Web Based Management. (How to install a certificate ➤➤ *Network User's Guide*)

Storing a pause

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

Storing One Touch Dial numbers

Your machine has 8 One Touch keys where you can store 16 fax or telephone numbers for automatic dialling. To access numbers 9 to 16, hold down **Shift** and then press the One Touch key.



You can add the IFAX and E-mail options by downloading them. When you store One Touch Dial numbers and the machine has the IFAX and E-mail options installed, see *If you have downloaded the IFAX and E-mail options* ➤➤ page 43.

1. Press the One Touch key where you want to store the number.
   If a number is not stored there, the LCD shows `Register Now?`.
   Press **1** to choose `Yes`.
2. Enter the telephone or fax number (up to 20 characters).
   Press **OK**.
3. Do one of the following:
   - Enter the name using the dial pad (up to 10 characters for Chinese or 20 characters for alphanumeric). To help you enter letters, see *Entering text* ➤➤ page 151.
     Press **OK**.
   - Press **OK** to store the number without a name.
4. If you want to change the pinyin, you can change it using the dial pad.
5. If you want to save a fax resolution along with the number, do one of the following:
   - To store the fax resolution, press ▲ or ▼ to choose `Std`, `Fine`, `S.Fine` or `Photo`.
     Press **OK**.
   - Press **OK** if you don't want to change the default resolution.

If you have downloaded the IFAX and E-mail options

If you have installed the IFAX and E-mail options to your machine, use this procedure to store the One Touch Dial numbers.

1. Press the One Touch key where you want to store the number or E-mail address.
   If a number or E-mail address is not stored there, the LCD shows `Register Now?`
   Press **1** to choose `Yes`.

2 Press ▲ or ▼ to choose one of the following:
Fax/Tel
IFAX
Email Color PDF
Email Color JPG
Email Color XPS
Email Gray PDF
Email Gray JPG
Email Gray XPS
Email B&W PDF
Email B&W TIFF
Press **OK**.

3 Enter the fax/telephone number (up to 20 characters each) or E-mail address (up to 60 characters each). For help entering characters, see *Entering text* ➤➤ page 151.
Press **OK**.

Note

- If you selected an E-Mail Registration Type in step ❷ and saved an E-mail address in step ❸, you can only use the E-mail address when you are in SCAN mode.
- If you selected the IFAX Registration Type in step ❷ and saved an E-mail address in step ❸, you can only use the E-mail address when you are in FAX mode.

4 Do one of the following:

- Enter the name using the dial pad (up to 10 characters for Chinese or 20 characters for alphanumeric). To help you enter letters, see *Entering text* ➤➤ page 151.

  Press **OK**.
- Press **OK** to store the number or E-mail address without a name.

5 If you want to change the pinyin, you can change it using the dial pad.

6 Do one of the following:

- If you want to save a fax/scan resolution along with the number, go to the appropriate step as shown in the following table.
- If you do not want to change the default resolution, press **OK**.

Option selected in step ❷	Go to step
Fax/Tel	❼
IFAX	❽
Email Color PDF	❾
Email Color JPG	
Email Color XPS	
Email Gray PDF	❿
Email Gray JPG	
Email Gray XPS	
Email B&W PDF	⓫
Email B&W TIFF	

Note

- When you perform a broadcast and you have saved a scan profile along with the number or E-mail address, the scan profile of the One Touch, Speed Dial or Group number you chose *first* will be applied to the broadcast.
- You can also store the number or E-mail address by pressing **Menu**, **2**, **3**, **1**.
- For details about the file format ➤➤ Software User's Guide: *Using the Scan key*.

7 Press ▲ or ▼ to choose the resolution from Std, Fine, S.Fine or Photo.
Press **OK**.

8 Press ▲ or ▼ to choose the resolution from Std, Fine or Photo.
Press **OK**.

9 Press ▲ or ▼ to choose the resolution from `100dpi`, `200dpi`, `300dpi`, `600dpi` or `Auto`. Press **OK**.

- When you chose `Email Color PDF`, go to step ⓬.

10 Press ▲ or ▼ to choose the resolution from `100dpi`, `200dpi`, `300dpi` or `Auto`.
Press **OK**.

- When you chose `Email Gray PDF`, go to step ⓬.

11 Press ▲ or ▼ to choose the resolution from `300dpi`, `200dpi` or `200x100dpi`.
Press **OK**.

- When you chose `Email B&W PDF`, go to step ⓬.

12 Press ▲ or ▼ to choose the PDF type from `PDF`, `PDF/A`, `SPDF` (Secure PDF) or `SiPDF` (Signed PDF) that will be used to send to your PC.
Press **OK**.

Note

If you choose `SPDF` (Secure PDF), the machine will ask you to enter a four-digit password using the numbers 0-9 before it starts scanning.

Storing Speed Dial numbers

You can store your frequently used numbers as Speed Dial numbers, so that when you dial you will only have to press a few keys (📖 (**Address Book**) twice, the three-digit number and **Start**). The machine can store 300 Speed Dial numbers (001- 300).

You can add the IFAX and E-mail options by downloading them. When you store Speed Dial numbers and the machine has the IFAX and E-mail options installed, see *If you have downloaded the IFAX and E-mail options* ➤➤ page 46.

1 Press 📖 (**Address Book**) twice and enter a three-digit Speed Dial location number (001-300).
If a number is not stored there, the LCD shows `Register Now?`
Press **1** to choose `Yes`.

2 Enter the telephone or fax number (up to 20 characters).
Press **OK**.

3 Do one of the following:

- Enter the name using the dial pad (up to 10 characters for Chinese or 20 characters for alphanumeric). For help entering characters, see *Entering text* ➤➤ page 151.

  Press **OK**.

- Press **OK** to store the number without a name.

4 Do one of the following:

- Enter the pinyin using the dial pad (up to 15 characters).

  Press **OK**.

- Press **OK** to store the number without a pinyin.

5 If you want to save a fax resolution along with the number, do one of the following:

- To store the fax resolution, press ▲ or ▼ to choose `Std`, `Fine`, `S.Fine` or `Photo`.

  Press **OK**.
- Press **OK** if you don't want to change the default resolution.

If you have downloaded the IFAX and E-mail options

If you have installed the IFAX and E-mail options to your machine, use this procedure to store the Speed Dial numbers.

1 Press (**Address Book**) twice and enter a three-digit Speed Dial location number (001-300).
If a number or E-mail address is not stored there, the LCD shows
`Register Now?`
Press **1** to choose `Yes`.

2 Press ▲ or ▼ to choose one of the following:
`Fax/Tel`
`IFAX`
`Email Color PDF`
`Email Color JPG`
`Email Color XPS`
`Email Gray PDF`
`Email Gray JPG`
`Email Gray XPS`
`Email B&W PDF`
`Email B&W TIFF`
Press **OK**.

3 Enter the fax/telephone number (up to 20 characters each) or E-mail address (up to 60 characters each). For help entering characters, see *Entering text* ➤➤ page 151.
Press **OK**.

Note

- If you selected an E-Mail Registration Type in step ❷ and saved an E-mail address in step ❸, you can only use the E-mail address when you are in SCAN mode.
- If you selected the IFAX Registration Type in step ❷ and saved an E-mail address in step ❸, you can only use the E-mail address when you are in FAX mode.

4 Do one of the following:

- Enter the name using the dial pad (up to 10 characters for Chinese or 20 characters for alphanumeric). For help entering characters, see *Entering text* ➤➤ page 151.

  Press **OK**.
- Press **OK** to store the number or E-mail address without a name.

5 If you want to change the pinyin, you can change it using the dial pad.

6 Do one of the following:

- If you want to save a fax/scan resolution along with the number, go to the appropriate step as shown in the following table:
- If you do not want to change the default resolution, press **OK**.

Option selected in step ❷	Go to step
Fax/Tel	❼
IFAX	❽
Email Color PDF	❾
Email Color JPG	
Email Color XPS	
Email Gray PDF	❿
Email Gray JPG	
Email Gray XPS	
Email B&W PDF	⓫
Email B&W TIFF	

Note

- When you are broadcasting and have scan profiles saved, the profile of the One Touch, Speed Dial or Group number selected *first* will be applied to the broadcast.
- For details about the file format ➤➤ Software User's Guide: *Using the Scan key*.
- You can also store the number by pressing **Menu**, **2**, **3**, **2**.

7 Press ▲ or ▼ to choose the resolution from Std, Fine, S.Fine or Photo. Press **OK**.

8 Press ▲ or ▼ to choose the resolution from Std, Fine or Photo. Press **OK**.

9 Press ▲ or ▼ to choose the resolution from 100dpi, 200dpi, 300dpi, 600dpi or Auto. Press **OK**.

- When you chose Email Color PDF, go to step ⓬.

10 Press ▲ or ▼ to choose the resolution from 100dpi, 200dpi, 300dpi or Auto. Press **OK**.

- When you chose Email Gray PDF, go to step ⓬.

11 Press ▲ or ▼ to choose the resolution from 300dpi, 200dpi or 200x100dpi. Press **OK**.

- When you chose Email B&W PDF, go to step ⓬.

12 Press ▲ or ▼ to choose the PDF type from PDF, PDF/A, SPDF (Secure PDF) or SiPDF (Signed PDF) that will be used to send to your PC. Press **OK**.

Note

If you choose SPDF (Secure PDF), the machine will ask you to enter a four-digit password using the numbers 0-9 before it starts scanning.

Changing or Deleting One Touch and Speed Dial numbers

You can change or delete a One Touch or Speed Dial number that has already been stored. The LCD will show the name or number, and if the number has a scheduled job, such as a delayed fax, or a fax forwarding number, it will display a message.

1 Do one of the following:

- To change or delete a stored One Touch number, press **Menu**, **2**, **3**, **1**.

```
23.Address Book
  1.One Touch Dial

  One Touch:
Select One Touch
```

Press the One Touch key number you want to change or delete.

- To change or delete a stored Speed Dial number, press **Menu**, **2**, **3**, **2**.

```
23.Address Book
  2.Speed Dial

  Speed Dial? #_
Enter & OK Key
```

Enter the Speed Dial number you want to change or delete, then press **OK**.

Note

If a One Touch or Speed Dial number in the Group you are trying to change has been set to a scheduled job or a fax forwarding number, the LCD will ask you if you want to change the name or number.

2 Do one of the following:

- Press **1** to choose `Change` to edit the number, name or E-mail address.

  Go to step ❸.

- Press **2** to choose `Clear` to delete all information in a One Touch or Speed Dial number.

  When `Erase This Data?` appears, press **1** to choose `Yes` to confirm.

  Go to step ❹.

```
23.Address Book
  #005:MIKE
▲    1.Change
▼    2.Clear
Select ▲▼ or OK
```

3 Edit the number, name, pinyin and Resolution by the following the instruction in the Note. When you are finished editing, press **OK**.
(For more details, see *Storing One Touch Dial numbers* ➤➤ page 43, steps ❷ - ❺.)

<If you have downloaded the IFAX and E-mail options:>
Edit the Registration Type, number or E-mail address, name, pinyin and Resolution by the following the instruction in the Note. When you are finished editing, press **OK**.
(For more details, see *Storing One Touch Dial numbers* ➤➤ page 43, steps ❷ - ⓬.)

Note

To edit the stored name or number, press ◀ or ▶ to position the cursor under the character you want to change and press **Clear**. Then enter the correct character.

The LCD will display your new setting.

4 Press **Stop/Exit**.

Tone or Pulse

If you have a Pulse dialling service, but need to send Tone signals (for example, for telephone banking), follow the instructions below. If you have Touch Tone service, you will not need this feature to send tone signals.

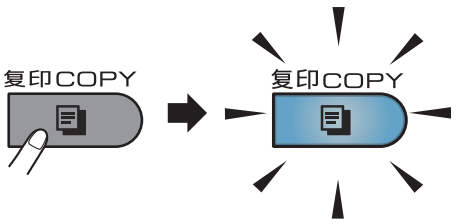
1. Press **Hook**.
2. Press **#** on the machine's control panel. Any digits dialled after this will send tone signals.
   When you are finished with the call, the machine will return to the Pulse dialling service.

9 Making copies

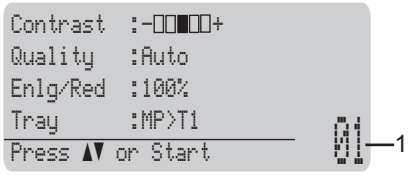
How to copy

The following steps show the basic copy operation. (➤➤ Advanced User's Guide)

1. When you want to make a copy, press (**COPY**) to illuminate it in blue.
   - Make sure you are in COPY mode.



   - The LCD shows:



1 No. of Copies

Use the dial pad to enter the number of copies you want.

Note

The default setting is FAX mode. You can change the amount of time that the machine stays in COPY mode after the last copy operation. (➤➤ Advanced User's Guide: *Mode Timer*)

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

3. Press **Start**.

Stop copying

To stop copying, press **Stop/Exit**.

Copy settings

Press **COPY** and then press ▲ or ▼ to scroll through the copy settings. When the setting you want is highlighted, press ▶ repeatedly until you see the option you want, and then press **OK**.

(Basic User's Guide)

For details about changing the following settings, see pages 16 - 17:

- Paper Type
- Paper Size
- Tray Use (*Tray Use in COPY mode*)

(Advanced User's Guide)

For details about changing the following settings ➤➤ Advanced User's Guide: *Copy settings*)

- Text & Graph
- Stack/Sort
- Quality
- Brightness
- Contrast
- Enlg/Red (Enlarge/Reduce)
- Page Layout
- Tray Select (Tray Selection)
- Duplex

10 Printing data from a USB Flash memory drive or digital camera supporting mass storage

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 Class	SCSI or SFF-8070i
Transfer protocol	Bulk transfer Only
Format [1]	FAT12/FAT16/FAT32
Sector size	Max. 4096 Byte
Encryption	USB Flash Memory Drive does not secure itself.

[1] NTFS format is not supported.

Note

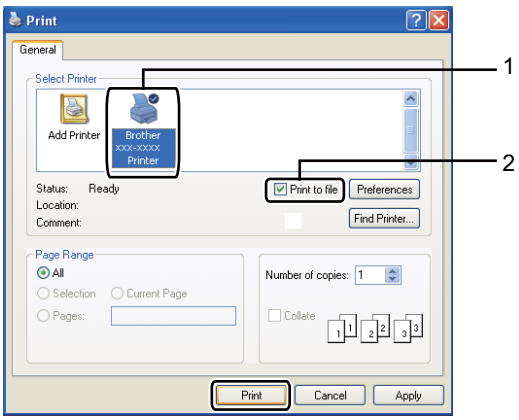
- Some USB Flash memory drives may not work with the machine.
- If your camera is in PictBridge mode, you cannot print data. Please refer to the documentation supplied with your camera to switch from PictBridge mode to mass storage mode.

Creating a PRN file for direct printing

Note

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

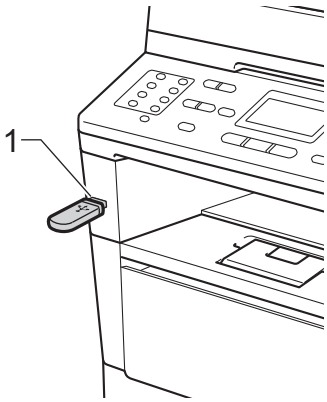
1. From the menu bar of an application, click **File**, then **Print**.
2. Choose **Brother MFC-XXXX Printer** (1) and check the **Print to file** box (2). Click **Print**.

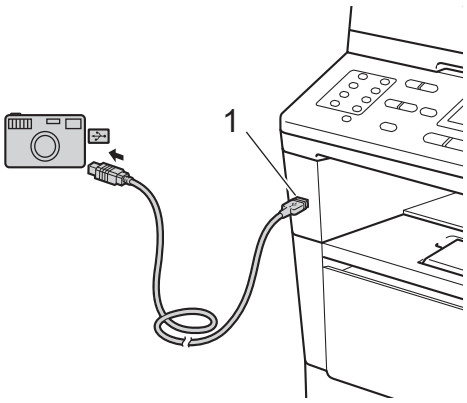


3. Choose the folder you want to save the file to and enter the file name if you are prompted to.
   If you are prompted for a file name only, you can also specify the folder you want to save the file in by entering the directory name. For example: C:\Temp\FileName.prn
   If you have a USB Flash memory drive or digital camera 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

1. Connect your USB Flash memory drive or digital camera to the USB direct interface (1) on the front of the machine. Your machine will enter Direct Print mode automatically.
   The LCD will automatically show the USB memory menu to confirm the intended use of the USB devices.





Note

- Make sure your digital camera is turned on.
- If an error occurs, the USB memory menu will not appear on the LCD.
- When the machine is in the Deep Sleep mode, the LCD does not show any information even if you connect a USB devices to the USB direct interface. Press **Stop/Exit** on the control panel to wake up the machine.

2. Press ▲ or ▼ to choose `1.Direct Print`.
   Press **OK**.

Note

- If Direct Print is restricted in Secure Function Lock 2.0 for your User ID, and access has been given to another User ID or Public mode, `Access Denied` will appear on the LCD. The machine will ask you to confirm your name so you may switch to a User ID or Public mode that has access.

  If you are a restricted user with access to Direct Print, press ▲ or ▼ to choose your name and press **OK**. Enter your four-digit password and press **OK**.
- If your machine has been set to Secure Function Lock `On`, you may not be able to access Direct Print. (➤➤ Advanced User's Guide: *Switching Users*)
- If your ID has been restricted to a page limit in Secure Function Lock, the LCD will show `Remaining Pages` with the number of pages you have left to print.

3 Press ▲ or ▼ to choose the folder name or file name you want to print.
Press **OK**.
If you have chosen the folder name, press ▲ or ▼ to choose the file name you want to print.
Press **OK**.

```
Direct Print
▲1./FOLDER1
 2.FILE_1.PDF
▼3.FILE_2.PDF
Select ▲▼ or OK
```

Note

- Your digital camera must be switched from PictBridge mode to mass storage mode.
- If you want to print an index of the files, choose `Index Print`, and then press **OK**. Press **Start** to print the data.

4 Do one of the following:

- Press ▲ or ▼ to choose a setting you need to change and press **OK**, and then press ▲ or ▼ to choose an option for the setting and press **OK**.
- If you do not need to change the current default settings, go to step ❺.

```
Print File Set
▲Paper Size
 Media Type
▼Multiple Page
Select ▲▼ or OK
```

Note

- You can choose the following settings:

  `Paper Size`
  `Media Type`
  `Multiple Page`
  `Orientation`
  `Duplex`
  `Collate`
  `Tray Use`
  `Print Quality`
  `PDF Option`

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

5 Press **Start** if you have finished selecting settings.

6 Use the dial pad keys to enter the number of copies you want.
Press **OK**.

```
Direct Print

 FILE_1.PDF
   No. of Copies:    1
Press Start
```

7 Press **Start** to print the data.

8 Press **Stop/Exit**.

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.

Note

- You can change the default tray that the machine will use for printing. Press **Menu**, **1**, **6**, **3**, and then press ▲ or ▼ to select the tray you want as the new default.

  (See *Tray Use in print mode* ➤➤ page 18.)

- You can change the default settings for Direct Print by using the control panel when the machine is not in the Direct Print mode. Press **Menu**, **5** to enter the `USB Direct I/F` menu. (See *Menu table* ➤➤ page 129.)

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.

(➤➤ Software User's Guide: *Printing* for Windows® or *Printing and Faxing* for Macintosh)

1. Install the Brother printer driver from the Installer CD-ROM. (➤➤ 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 in the **Properties** dialog box, and then click **OK**.
   - **Paper Size**
   - **Orientation**
   - **Copies**
   - **Media Type**
   - **Resolution**
   - **Print Settings**
   - **Multiple Page**
   - **Duplex / Booklet**
   - **Paper Source**
5. Click **OK** to begin printing.

12 How to scan to a computer

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

(Detailed information ➤➤ Software User's Guide: *Scanning*)

Note

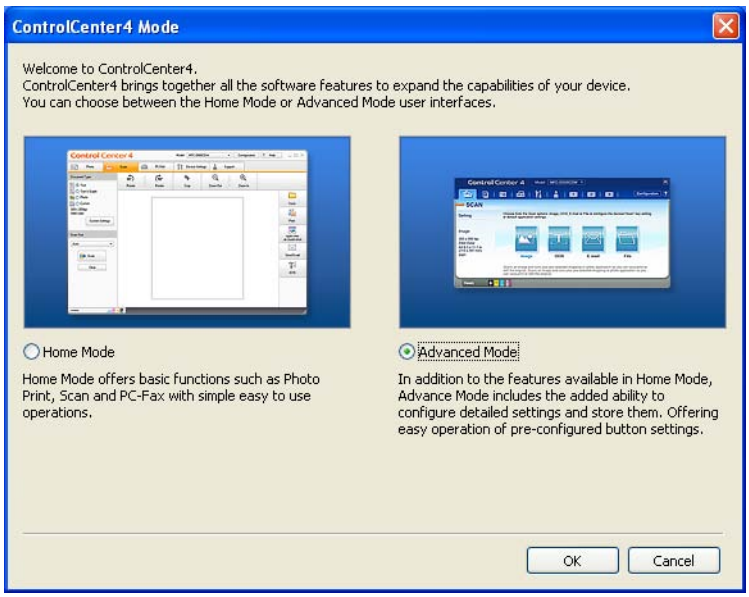
The screens on your PC may vary depending on your model.

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* ➤➤ page 24.)

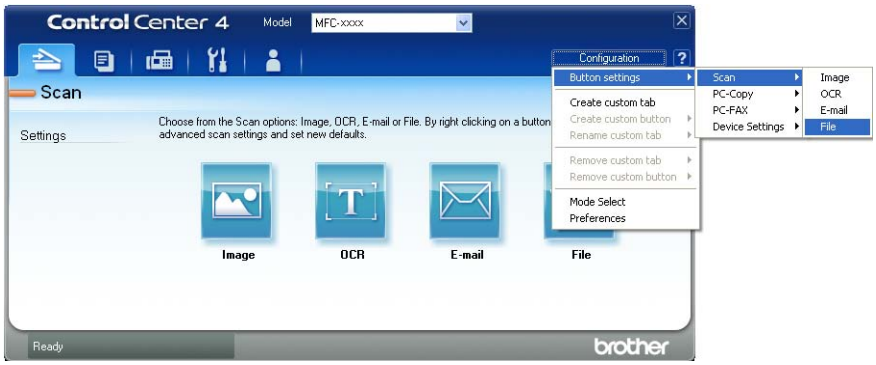
2. Open ControlCenter4 by clicking **Start**/**All Programs**/**Brother**/**XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.

3. Choose **Home Mode** or **Advanced Mode** before you use ControlCenter4 and then click **OK**. This section briefly introduces the ControlCenter4 functions in **Advanced Mode**.

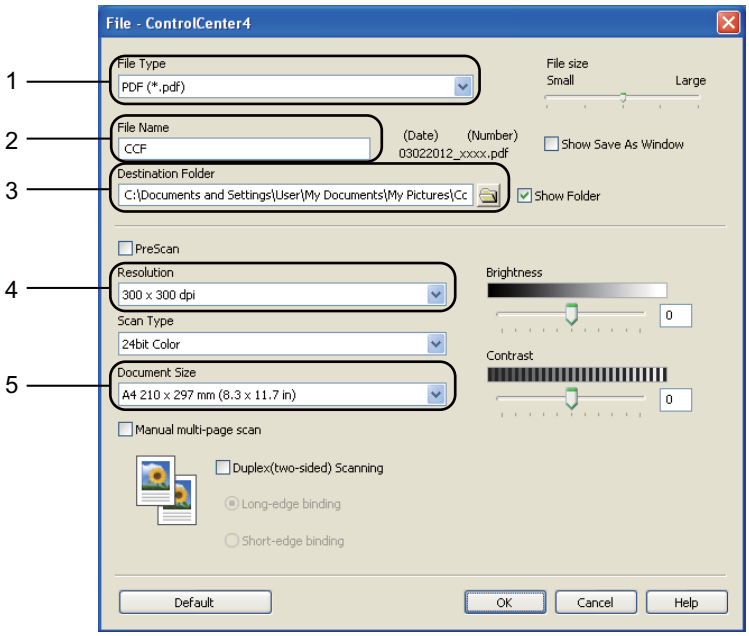


4. Make sure the machine you want to use is selected from the **Model** pull-down list.

5 Set the scanning configuration.
Click **Configuration**, and then select **Button settings**, **Scan** and **File**.



The configuration dialog box appears. You can change the default settings.



1 Confirm **PDF (*.pdf)** is selected from the **File Type** pull-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the (**Browse**) button.

4 You can choose a scanning resolution from the **Resolution** pull-down list.

5 You can choose the document size from the **Document Size** pull-down list.

6 Click **OK**.

7 Click **File**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.

Changing the SCAN key settings

Before scanning

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

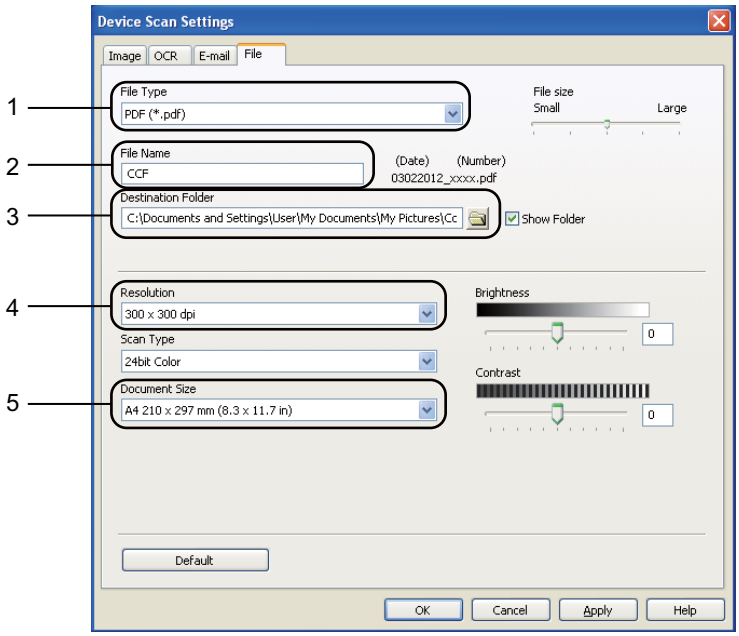
- Install the scanner drivers from the Installer CD-ROM. (➤➤ Quick Setup Guide)
- Configure the machine with a TCP/IP address if network scanning does not work. (➤➤ Software User's Guide: *Configuring Network Scanning (Windows®)*)

SCAN key settings

You can change your machine's **SCAN** key settings using ControlCenter4.

1. Open ControlCenter4 by clicking **Start**/**All Programs**/**Brother**/**XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
2. Make sure the machine you want to use is selected from the **Model** pull-down list.
3. Click the **Device Settings** tab.
4. Click **Device Scan Settings**.

5 Choose the **File** tab. You can change the default settings.



1 You can choose the file type from the pull-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the (**Browse**) button.

4 You can choose a scanning resolution from the **Resolution** pull-down list.

5 You can choose the document size from the **Document Size** pull-down list.

6 Click **OK**.

Scanning using the SCAN key

1. Load your document. (See *How to load documents* ➤➤ page 24.)
2. Press [SCAN] (**SCAN**).
3. Press ▲ or ▼ to choose `Scan to PC`.
   Press **OK**.
4. Press ▲ or ▼ to choose `File`.
   Press **OK**.
5. (MFC-8520DN)
   If you want to change the duplex setting, press ▲ or ▼ to choose `1sided`, `2sided (L)edge` or `2sided (S)edge`.
   Press **OK**.
6. (For Network users)
   Press ▲ or ▼ to choose the destination computer you want to send to.
   Press **OK**.
   If the LCD prompts you to enter a PIN number, enter the 4-digit PIN number for the destination computer using the dial pad on the control panel.
   Press **OK**.
7. Press ▲ or ▼ to choose `Start Scan`.
   Press **OK**.
8. Press **Start**.
   The machine starts the scanning process.

Note

The following scan modes are available:

Scan to:

- `USB`
- `Network` (Windows®)
- `E-mail` (Server) [1]
- `Image` (Scan to PC)
- `OCR` (Scan to PC)
- `E-mail` (Scan to PC)
- `File` (Scan to PC)
- `FTP`
- `Web Service` [2] (Web Services Scan)

[1] Available for your machine if you have installed IFAX and E-mail options on your machine. You can add the IFAX and E-mail options by downloading them from the Brother Solutions Center at: http://solutions.brother.com/.

[2] Windows® users only. (Windows Vista® SP2 or later and Windows® 7)
➤➤ Software User's Guide: *Using Web Services for scanning on your network (Windows Vista® SP2 or greater and Windows® 7)*

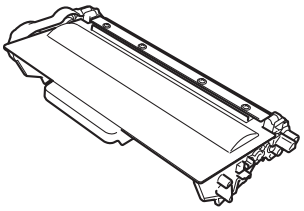
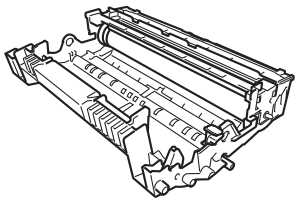
A Routine maintenance

Replacing the consumable items

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

Note

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 messages `Drum Error` or `Jam Inside` may be displayed.

Toner cartridge	Drum unit
See *Replacing the toner cartridge* ➤➤ page 64. Model Name: TN-3335, TN-3385	See *Replacing the drum unit* ➤➤ page 70. Model Name: DR-3350
	

LCD messages	Consumable item to get ready	Approximate life	How to replace	Model name
`Toner Low` `Prepare New Toner Cartridge.`	Toner cartridge	3,000 pages [1 2 3] 8,000 pages [1 2 4]	See page 64.	TN-3335 [3] TN-3385 [4]

1 A4 or Letter size single-sided pages.

2 Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

3 Standard toner cartridge

4 High yield toner cartridge

You will need to clean the machine regularly and replace the consumable items when the following messages are displayed on the LCD.

LCD messages	Consumable item to replace	Approximate life	How to replace	Model name
Replace Toner	Toner cartridge	3,000 pages [1 2 5] 8,000 pages [1 2 6]	See page 64.	TN-3335 [5] TN-3385 [6]
Replace Parts Drum Drum Stop	Drum unit	30,000 pages [1 3 4]	See page 71.	DR-3350

1 A4 or Letter size single-sided pages.

2 Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

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

Note

- If you choose not to return your used consumable, please discard used consumable items according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. Be sure to reseal the consumable items tightly so that the material inside does not spill.
- We recommend placing 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/IEC 19752. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

Replacing the toner cartridge

Model Name: TN-3335, TN-3385

The Standard toner cartridge can print approximately 3,000 pages [1]. The High Yield toner cartridge can print approximately 8,000 pages [1]. Actual page count will vary depending on your average type of document.

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

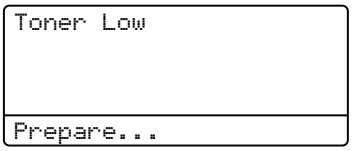
The toner cartridge that comes supplied with the machine will need to be replaced after approximately 3,000 pages [1].

[1] Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

Note

- 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 Brother Original toner cartridges. When you want to buy toner cartridges, please call your Brother dealer.
- If you print graphics, bold text, charts, web pages with borders, and other types of printouts that consist of more than simple text, the amount of toner used will increase.
- We recommend that you clean the machine when you replace the toner cartridge. See *Cleaning and Checking the machine* ➤➤ page 75.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

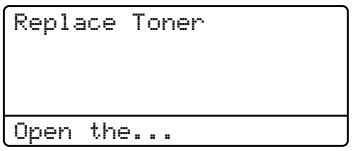
Toner Low



If the LCD shows `Toner Low`, buy a new toner cartridge and have it ready before you get a `Replace Toner` message.

Replace Toner

When the following message appears on the LCD, you need to replace the toner cartridge:

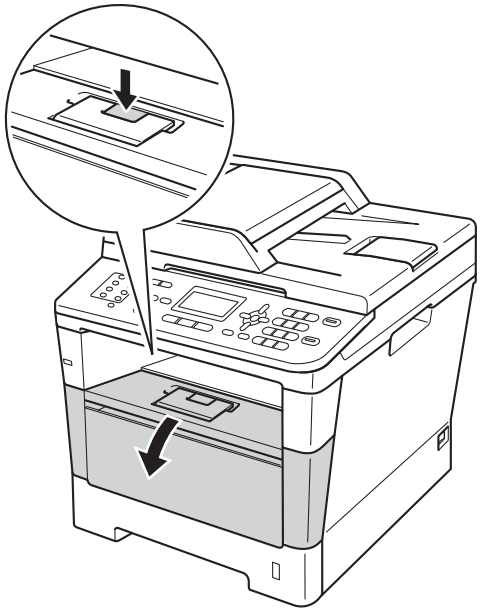


The machine will stop printing until you replace the toner cartridge. A new Brother Original toner cartridge will reset the Replace Toner message.

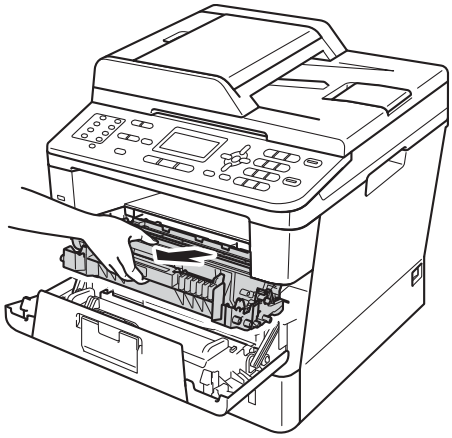
Replacing the toner cartridge

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

2. Press the front cover release button and then open the front cover.



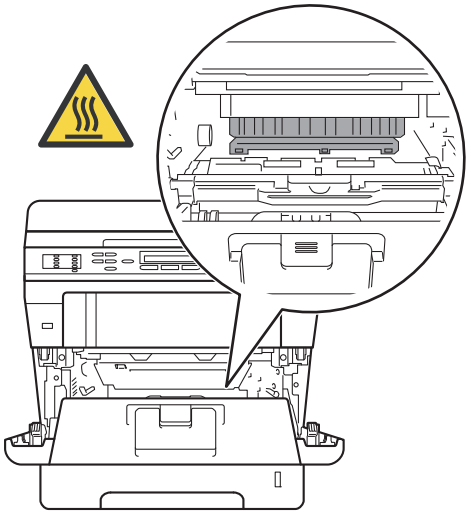
3. Take out the drum unit and toner cartridge assembly.



WARNING

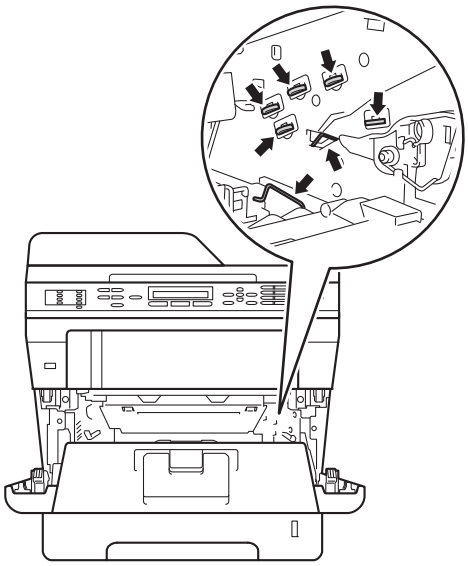
HOT SURFACE

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.

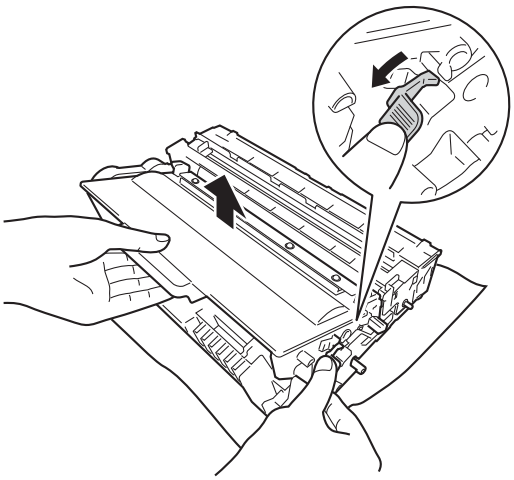


Important

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a piece of 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

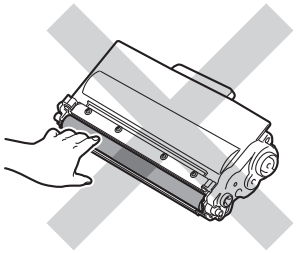
- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could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

  (➤➤ Product Safety Guide: *General precautions*)

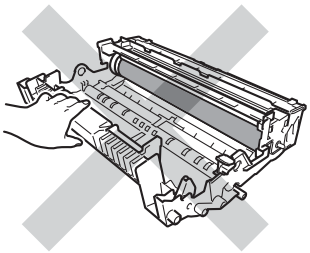
Important

- 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>

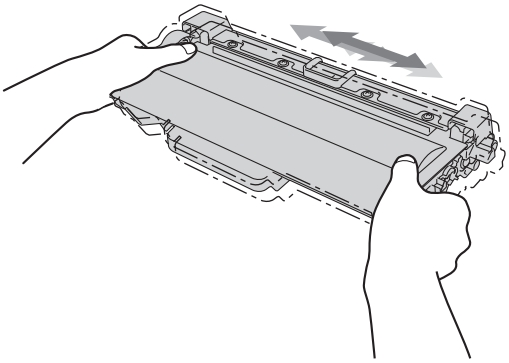


- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

Note

- Be sure to seal up the used toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- If you choose not to return your used consumable, please discard used consumable items 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.

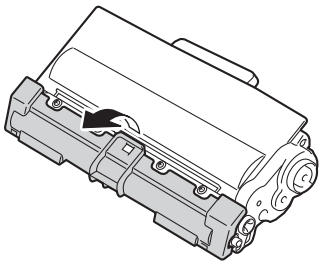


A

Important

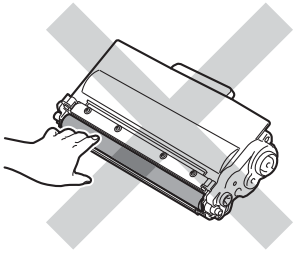
- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.
- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. The machine may not detect toner or toner cartridges of other specifications correctly but may instead detect such items as standard yield toner cartridges. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other parts of this machine as a result of the use of toner or toner cartridges other than Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.

6 Pull off the protective cover.

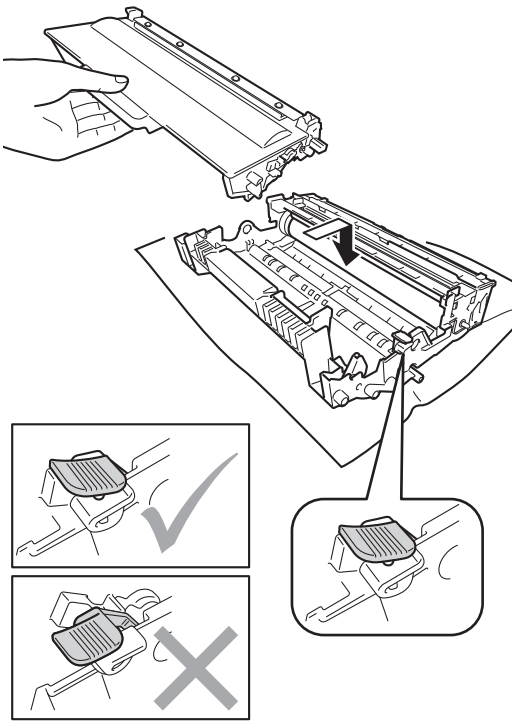


Important

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



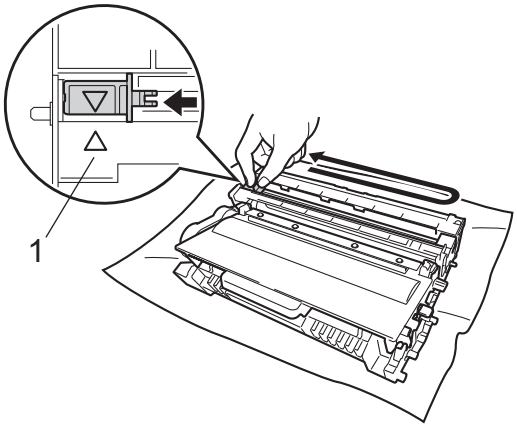
7 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever will lift automatically.



Note

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

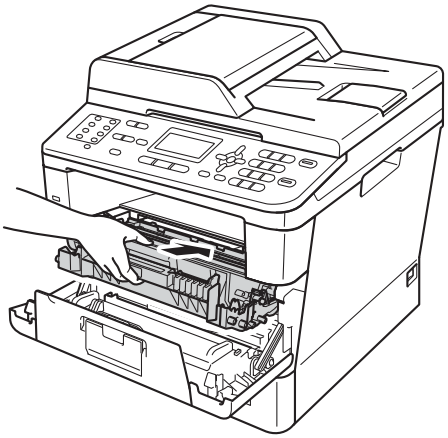
8 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

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



10 Close the front cover of the machine.

Note

After you replace a toner cartridge, DO NOT turn off the machine's power switch or open the front cover until the LCD clears the `Please Wait` message and returns to Ready mode.

A

Replacing the drum unit

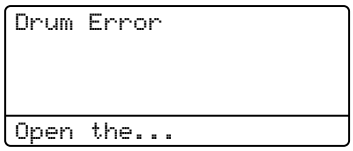
Model name: DR-3350

A new drum unit can print approximately 30,000 A4 or Letter size single-sided pages.

Important

For best performance, use a Brother Original drum unit and Brother Original toner units. Printing with a third-party drum unit or toner unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage may not apply to problems caused by the use of a third-party drum or toner unit.

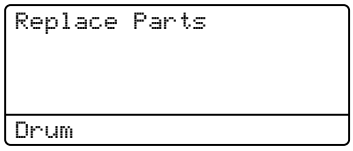
Drum Error



The corona wire has become dirty. Clean the corona wire in the drum unit. (See *Cleaning the corona wire* ➤➤ page 78.)

If you cleaned the corona wire and `Drum Error` was not cleared then the drum unit is at the end of its life. Replace the drum unit with a new one.

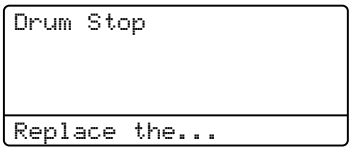
Replace Parts
Drum



The drum unit has exceeded its rated life. Please replace the drum unit with a new one. We recommend a Brother Original 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* ➤➤ page 74.)

Drum Stop



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

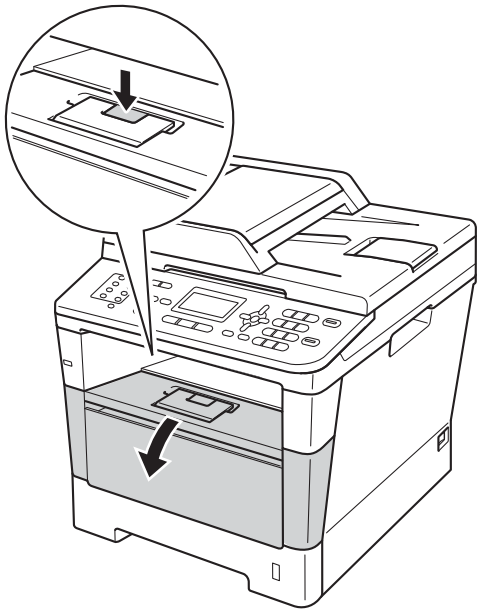
After replacement, reset the drum counter by following the instructions included with the new drum unit. (See *Resetting the drum counter* ➤➤ page 74.)

Replacing the drum unit

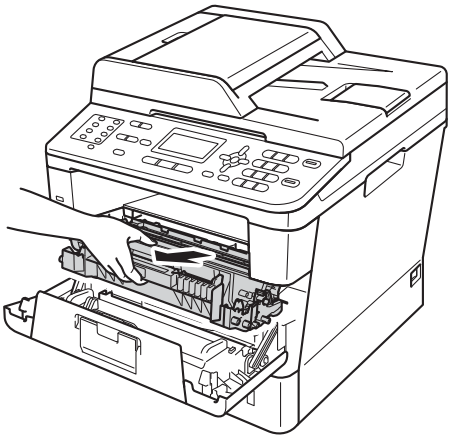
Important

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- Every time you replace the drum unit, clean the inside of the machine. (See *Cleaning and Checking the machine* ➤➤ page 75.)
- Wait to unpack the new drum unit immediately before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

1. Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
2. Press the front cover release button and then open the front cover.



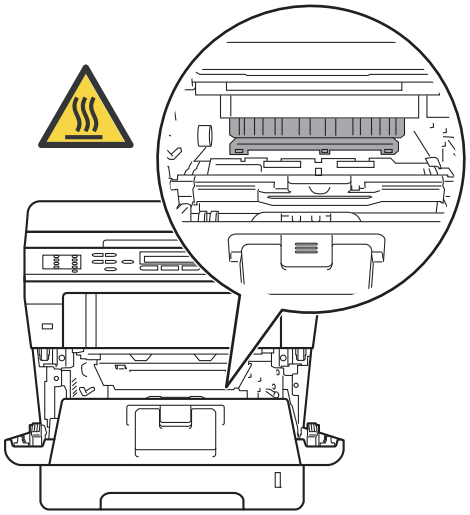
3. Take out the drum unit and toner cartridge assembly.



WARNING

HOT SURFACE

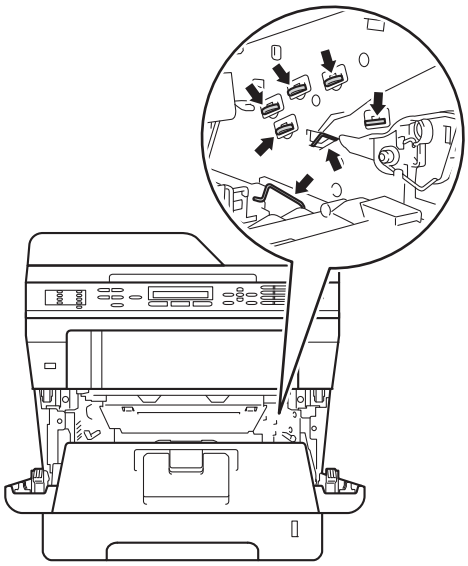
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



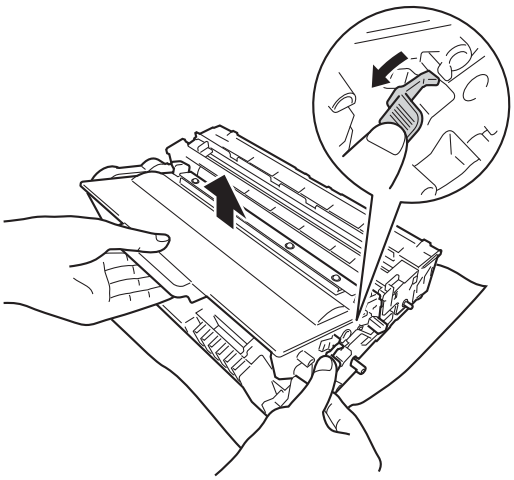
A

Important

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a piece of 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

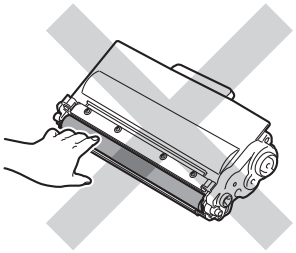
- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could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

  (➤➤ Product Safety Guide: *General precautions*)

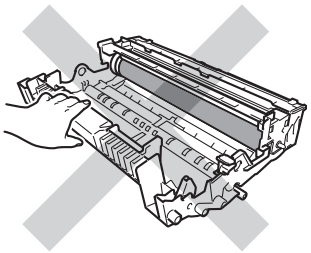
Important

- 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>



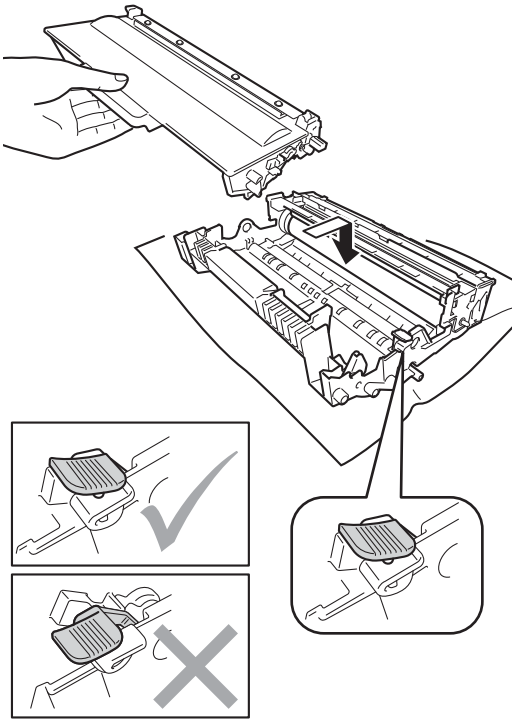
- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

Note

- Be sure to seal up the used drum unit tightly in a suitable bag so that toner powder does not spill out of the drum unit.
- If you choose not to return your used consumable, please discard used consumable items 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 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.

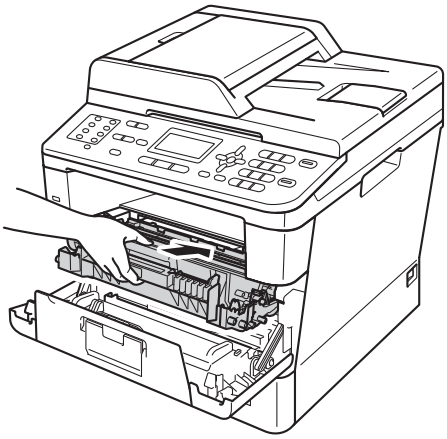


Note

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

A

7 Put the drum unit and toner cartridge assembly back into the machine. Do not close the front cover of the machine.



Resetting the drum counter

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

Important

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

1 With the front cover still open, press **Clear**.

```
Replace Drum?

▲    1.Yes
▼    2.No
Select ▲▼ or OK
```

2 To confirm you are installing a new drum, press **1**.

3 When the LCD shows `Accepted`, close the front cover of the machine.

Cleaning and Checking the machine

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

WARNING

- DO NOT 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.

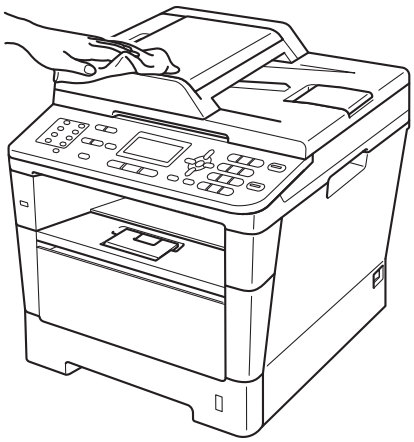
  (➤➤ Product Safety Guide: *General precautions*)

Important

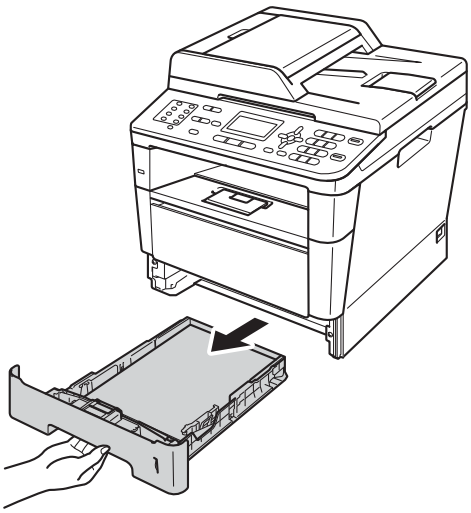
Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the surface of the machine.

Cleaning the outside of the machine

1. Turn off the machine.
2. Unplug the telephone line cord first, disconnect the interface cables from the machine, and then unplug the power cord from the electrical socket.
3. Wipe the outside of the machine with a dry, lint-free cloth to remove dust.



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

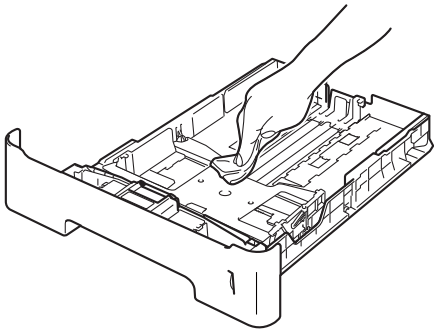


5. Remove anything that is stuck inside the paper tray.

A

6 If paper is loaded in the paper tray, remove it.

7 Wipe the inside and the outside of the paper tray with a dry, lint-free cloth to remove dust.



8 Re-load the paper and put the paper tray firmly back in the machine.

9 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord.

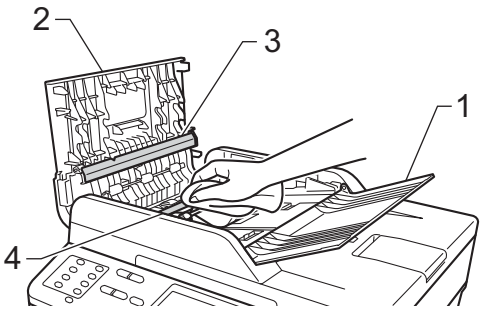
10 Turn on the machine.

Cleaning the scanner glass

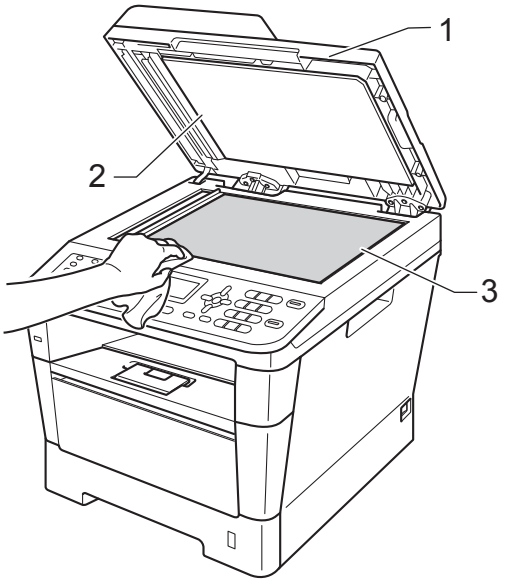
1 Turn off the machine.

2 Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.

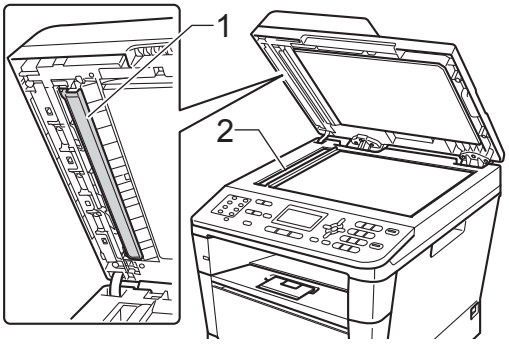
3 (MFC-8520DN) Unfold the ADF document support (1) and then open the ADF cover (2).
Clean the white bar (3) and the scanner glass strip (4) underneath it with a soft lint-free cloth moistened with water.
Close the ADF cover (2) and fold the ADF document support (1).



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



5 In the ADF unit, clean the white bar (1) and the scanner glass strip (2) underneath it with a soft lint-free cloth moistened with water.



Note

In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning.

6 Close the document cover.

7 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord.

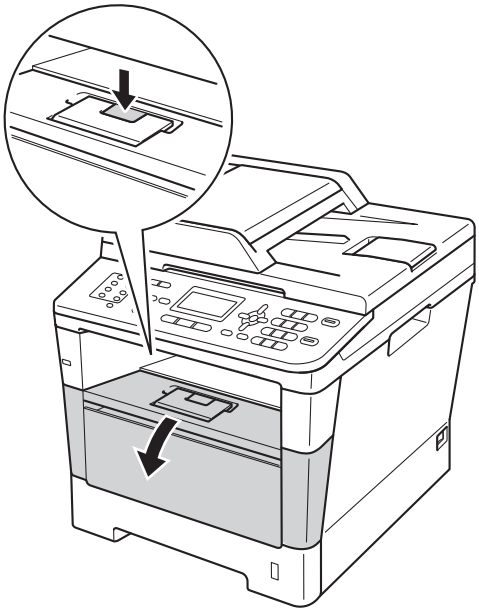
8 Turn on the machine.

Cleaning the corona wire

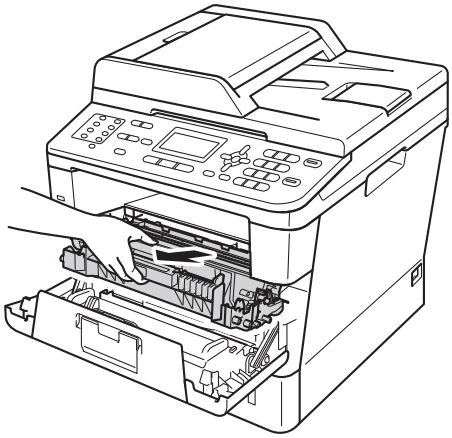
If you have print quality problems, clean the corona wire as follows:

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

2. Press the front cover release button and then open the front cover.



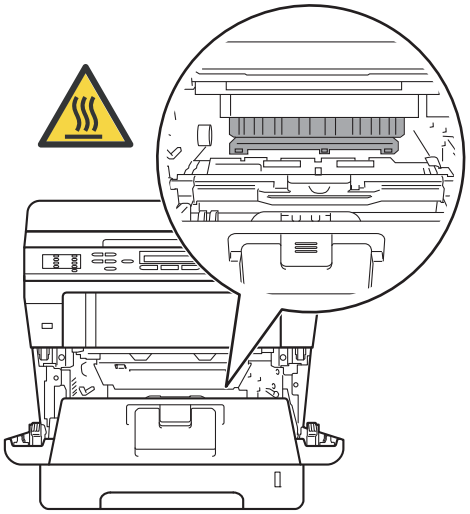
3. Take out the drum unit and toner cartridge assembly.



WARNING

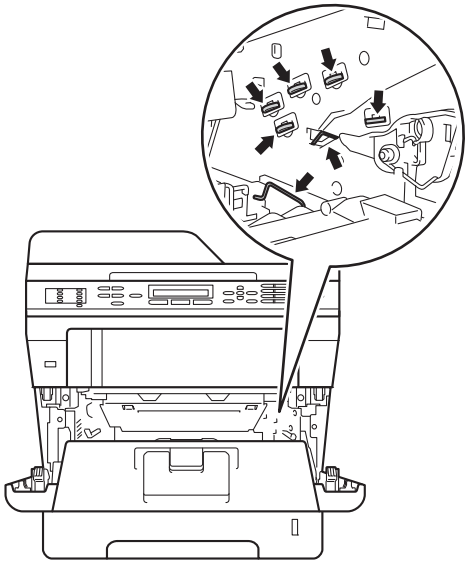
HOT SURFACE

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.

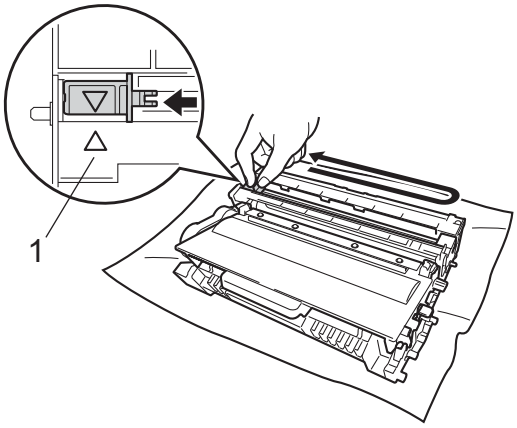


Important

- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the drum unit and toner cartridge assembly carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



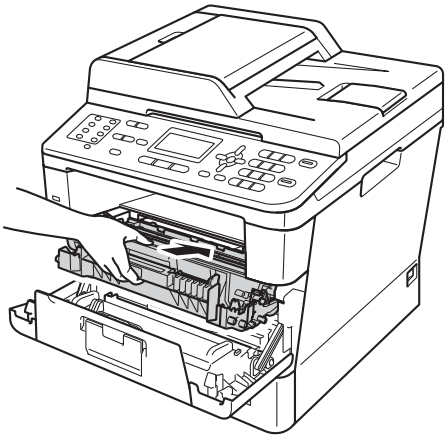
4 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

5 Put the drum unit and toner cartridge assembly back into the machine.



6 Close the front cover of the machine.

A

Cleaning the drum unit

If your printout has dots at 94 mm intervals, follow the steps below to solve the problem.

1. Make sure that the machine is in the Ready mode. Press **Menu**, **6**, **6**, then press **Start** to print the drum dot check sheet.

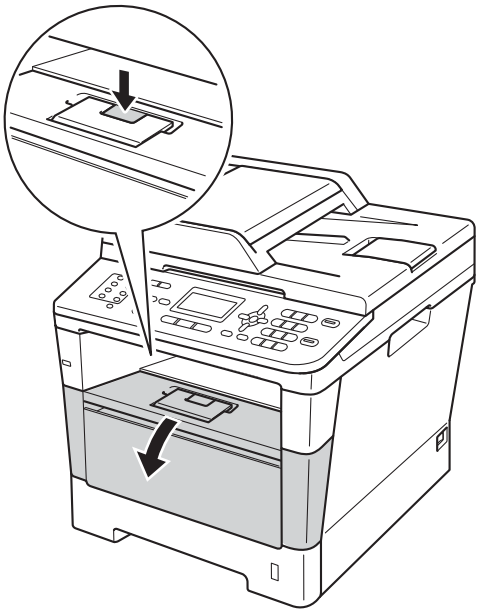
```
66.Drum Dot Print

Printing
```

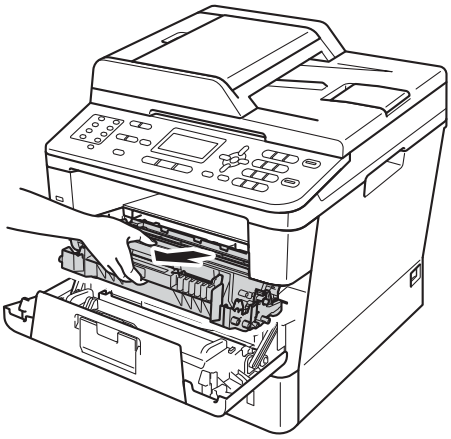
2. Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

3. Turn off the machine.

4. Press the front cover release button and then open the front cover.



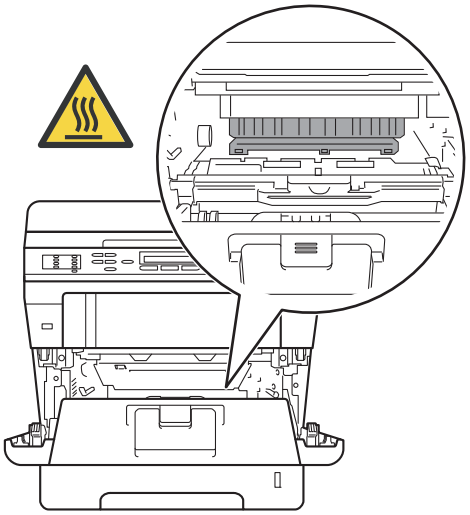
5. Take out the drum unit and toner cartridge assembly.



⚠ WARNING

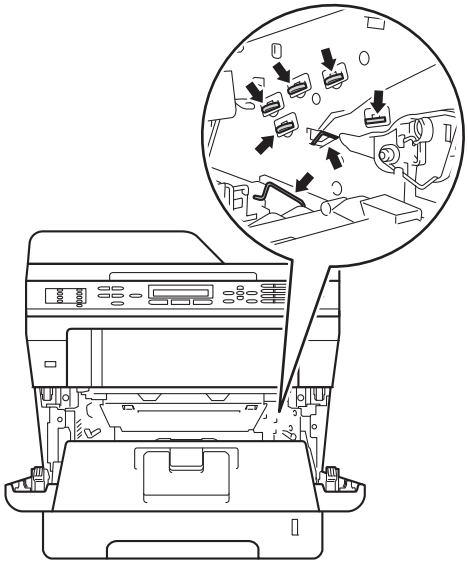
⚠ HOT SURFACE

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.

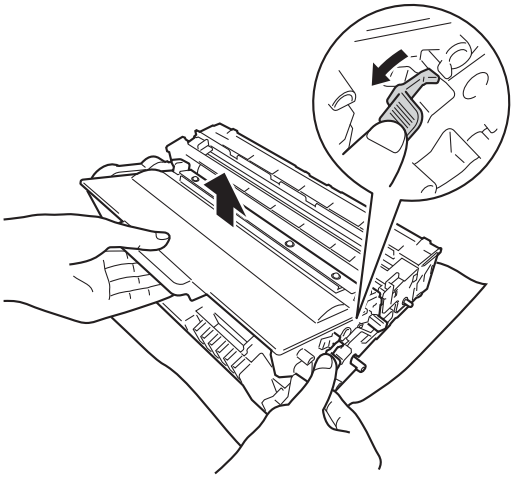


Important

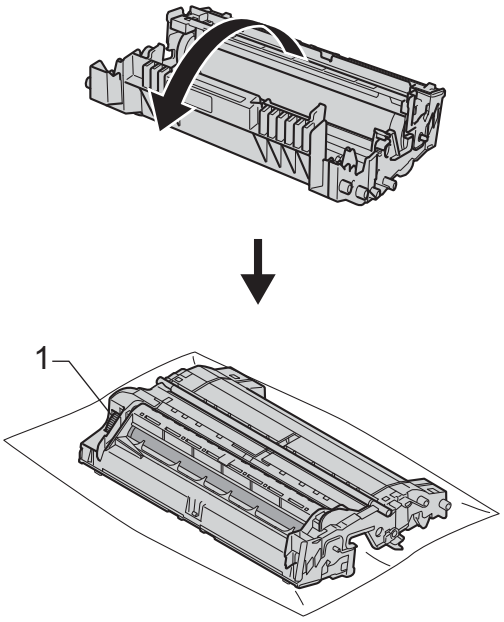
- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the drum unit and toner cartridge assembly carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



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

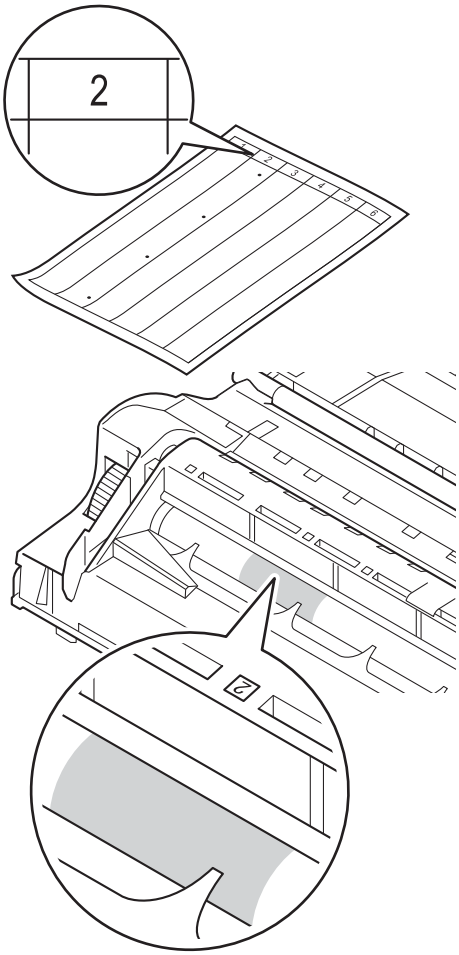


7 Turn the drum unit as shown in the illustration. Make sure that the drum unit gear (1) is on the left hand side.

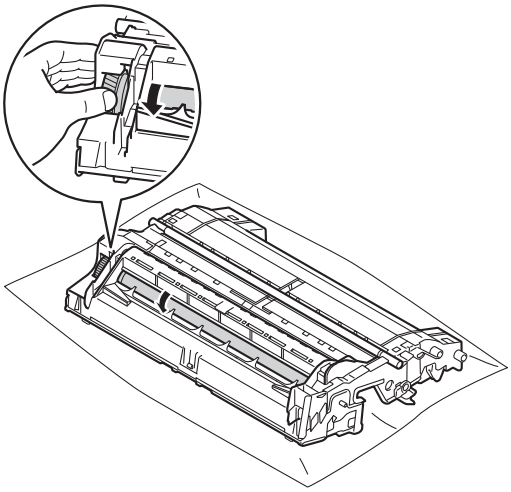


A

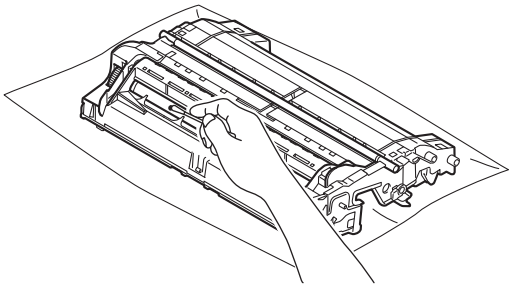
8 Use the numbered markers next to the drum roller to find the mark. For example, a dot in column 2 on the check sheet would mean that there is a mark in the "2" region of the drum.



9 Turn the drum unit gear toward you by hand while checking the surface of the suspected area.



10 When you have found the mark on the drum that matches the drum dot check sheet, wipe the surface of the drum gently with a dry cotton swab until the mark on the surface comes off.

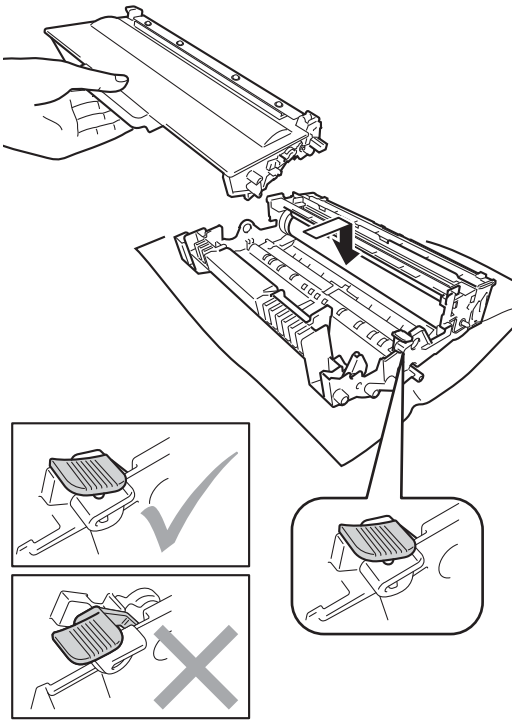


Important

DO NOT clean the surface of the photosensitive drum with a sharp object or any liquids.

11 Turn the drum unit back over.

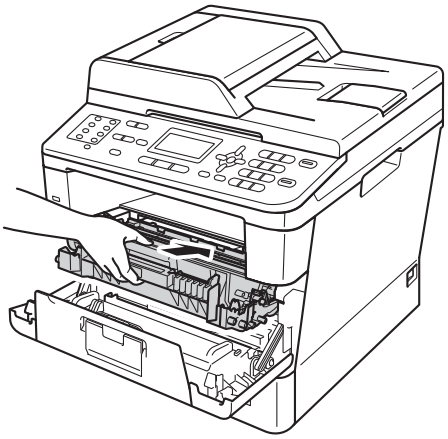
12 Put the toner cartridge back into the drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever on the drum unit will lift automatically.



Note

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

13 Put the drum unit and toner cartridge assembly back into the machine.



14 Close the front cover of the machine.

15 Turn on the machine and try a test print.

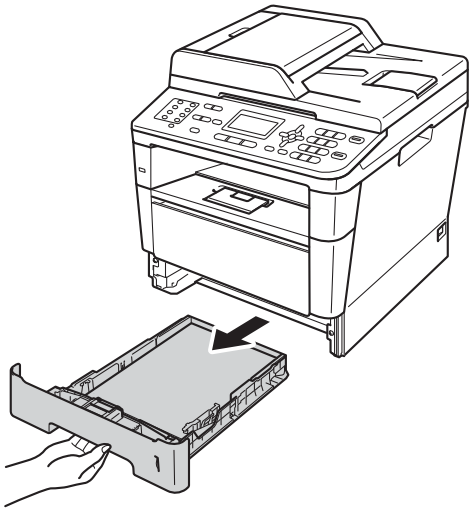
A

Cleaning the paper pick-up rollers

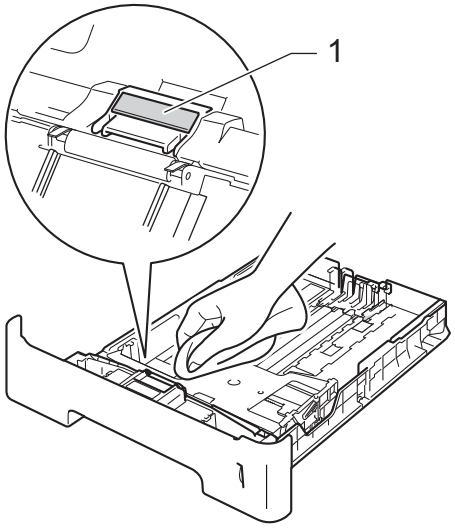
Cleaning the paper pick-up roller periodically may prevent paper jams by insuring the correct feeding of paper.

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

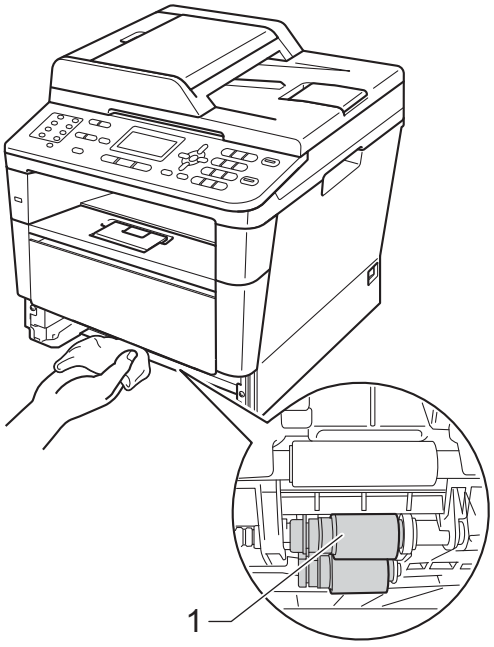
1. Turn off the machine.
2. Unplug the telephone line cord first, disconnect the interface cables from the machine, and then unplug the power cord from the electrical socket.
3. Pull the paper tray completely out of the machine.



4. Tightly wring out a lint-free cloth soaked in lukewarm water, and then wipe the separator pad (1) on the paper tray to remove dust.



5. Wipe the two pick-up rollers (1) inside the machine to remove dust.



6. Put the paper tray back in the machine.

7 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord.

8 Turn on 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.

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 switch is turned on. If the machine does not turn on after connecting the power cord, see *Other difficulties* ➤➤ page 117.
- 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.
- LCD Messages

  (See *Error and maintenance messages* ➤➤ page 88.)

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* ➤➤ page 108
- *Paper handling difficulties* ➤➤ page 109
- *Printing received faxes* ➤➤ page 110

Telephone and Fax problems:

- *Telephone line or connections* ➤➤ page 111
- *Handling incoming calls* ➤➤ page 114
- *Receiving faxes* ➤➤ page 112
- *Sending faxes* ➤➤ page 113

Copying problems:

- *Copying difficulties* ➤➤ page 114

Scanning problems:

- *Scanning difficulties* ➤➤ page 115

Software and Network problems:

- *Software difficulties* ➤➤ page 115
- *Network difficulties* ➤➤ page 116

Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need 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 below.

You can clear 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/.

Error Message	Cause	Action
Access Denied	The function you want to use is restricted by Secure Function Lock 2.0.	Contact your administrator to check your Secure Function Lock Settings.
Access Error	The device is removed from the USB direct interface while the data is processing.	Press **Stop/Exit**. Reinsert the device and try to print with Direct Print.
Cartridge Error Put the Toner Cartridge back in.	The toner cartridge is not installed correctly.	Pull out the drum unit and toner cartridge assembly, take out the toner cartridge, and put it back into the drum unit again. Put the drum unit and toner cartridge assembly back in the machine.
Comm.Error	Poor telephone line quality caused a communication error.	Try sending the fax again or try connecting the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Fail	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 LCD shows Cooling Down, and Wait for a while.	Make sure that 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.

Error Message	Cause	Action
Cover is Open	The front cover is not completely closed.	Close the front cover of the machine.
	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF is open while loading a document.	Close the ADF cover of the machine, then press **Stop/Exit**.
	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 of the machine. ■ Make sure paper is not jammed behind the fuser cover at the back of the machine, then close the fuser cover and press **Start**. (See *Paper is jammed at the back of the machine* ➤➤ page 99.)
DIMM Error	■ The DIMM is not installed correctly. ■ The DIMM is broken. ■ The DIMM does not meet the required specifications.	■ Turn off the machine and remove the DIMM. (➤➤ Advanced User's Guide: *Installing extra memory*) ■ Confirm the DIMM meets the required specifications. (➤➤ Advanced User's Guide: *Memory board*) ■ Re-install the DIMM correctly. Wait a few seconds, and then turn it on again. ■ If this error message appears again, replace the DIMM with a new one. (➤➤ Advanced User's Guide: *Installing extra memory*)
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* ➤➤ page 95 or *Using the automatic document feeder (ADF)* ➤➤ page 24.
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See *Cleaning the corona wire* ➤➤ page 78.)
	The toner cartridge is placed in the machine without the drum unit.	Put the toner cartridge into the drum unit, and then re-install the drum unit and toner cartridge assembly in the machine.
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See *Replacing the drum unit* ➤➤ page 71.)
Duplex Disabled	The back of the machine is not closed completely.	Close the back cover of the machine.

Error Message	Cause	Action
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Turn the power switch 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 Duplex	The paper is jammed in the duplex tray or the fuser unit.	See *Paper is jammed in the duplex tray* ➤➤ page 106.
Jam Inside	The paper is jammed inside the machine.	See *Paper is jammed inside the machine* ➤➤ page 102.
	The toner cartridge is placed in the machine without the drum unit.	Put the toner cartridge into the drum unit, and then re-install the drum unit and toner cartridge assembly in the machine.
Jam MP Tray	The paper is jammed in the MP tray of the machine.	See *Paper is jammed in the MP tray* ➤➤ page 97.
Jam Rear	The paper is jammed in the back of the machine.	See *Paper is jammed at the back of the machine* ➤➤ page 99.
Jam Tray 1 Jam Tray 2	The paper is jammed in the paper tray of the machine.	See *Paper is jammed in paper tray 1 or tray 2* ➤➤ page 98.
Limit Exceeded	The number of pages you are allowed to print has been exceeded. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
Log Access Error	The machine could not access the print log file in the server.	Contact your administrator to check the Store Print Log to Network settings. For detailed information ➤➤ Network User's Guide: *Store Print Log to Network*
Manual Feed	**Manual** was selected as the paper source when there was no paper in the MP tray.	Place paper in the MP tray. If the machine is in Pause mode, press **Start**. (See *Loading paper in the multi-purpose tray (MP tray)* ➤➤ page 12.)
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 Paper	The machine is out of paper in the specified tray or all trays, or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill paper in the paper tray shown on the LCD. 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 dialled does not answer or is busy.	Verify the number and try again.

Error Message	Cause	Action
No Toner	The toner cartridge or the drum unit and toner cartridge assembly is not installed correctly.	Remove the drum unit and toner cartridge assembly, remove the toner cartridge from the drum unit, and re-install the toner cartridge back into the drum unit again. Re-install the drum unit and toner cartridge assembly back in the machine. If the problem continues, replace the toner cartridge. (See *Replacing the toner cartridge* ➤➤ page 64.)
No Tray	The standard paper tray is not installed or not installed correctly.	Re-install the standard paper tray.
Not Available	The requested function is not permitted to all User IDs by Secure Function Lock 2.0.	Contact your administrator to check your Secure Function Lock Settings.
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in process** Do one of the following: ■ Press **Start** to send or copy the scanned pages. ■ Press **Stop/Exit** 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. (➤➤ Advanced User's Guide: *Printing a fax from the memory* and *Fax Storage*) ■ Add optional memory. (➤➤ Advanced User's Guide: *Memory board*) **Print operation in process** Do one of the following: ■ Reduce the print resolution. (➤➤ Software User's Guide: *Printing* (for Windows®) or *Printing and Faxing* (for Macintosh)) ■ Clear the faxes from the memory. (See the above explanation.)
Out of Memory Secure Print Data is full.	The machine's memory is full.	Press **Stop/Exit** and delete the previously stored secure print data. ➤➤ Software User's Guide: *Secure Print Key*

Error Message	Cause	Action
Print Unable XX (XX = Error Code)	The machine has a mechanical problem.	Do one of the following: ■ Turn the power switch off, wait a few minutes, and then turn it on again. (See *Transferring your faxes or Fax Journal report* ➤➤ page 94.) ■ If the problem continues, call Brother customer service for support.
Protected Device	The protect switch of the USB Flash memory drive is on.	Turn off the protect switch of the USB Flash memory drive.
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 Parts Drum	It is time to replace the drum unit.	Replace the drum unit. (See *Replacing the drum unit* ➤➤ page 71.)
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (See *Replacing the drum unit* ➤➤ page 71.)
Replace Parts Fuser Unit	It is time to replace the fuser unit.	Call Brother customer service or a Brother Authorized Service Center to replace the fuser unit.
Replace Parts Laser Unit	It is time to replace the laser unit.	Call Brother customer service or a Brother Authorized Service Center to replace the laser unit.
Replace Parts PF Kit 1 PF Kit 2 PF Kit MP	It is time to replace the paper feeding kit.	Call Brother customer service or a Brother Authorized Service Center to replace the PF Kit.
Replace Toner	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. (See *Replacing the toner cartridge* ➤➤ page 64.)
Scan Unable XX (XX = Error Code)	The machine has a mechanical problem.	■ Turn the power switch off, and then turn it on again. (See *Transferring your faxes or Fax Journal report* ➤➤ page 94.) ■ If the problem continues, call Brother customer service for support.
	Document is too long for duplex scanning.	Press **Stop/Exit**. Use the suitable size of paper for duplex scanning. (See *Print media* ➤➤ page 156.)

Error Message	Cause	Action
Size Error	You can not use the paper size defined in the printer driver in this tray.	Choose a paper size which is supported by the tray shown on the LCD. (See *Paper Size* ➤➤ page 16.)
Size Error DX	The paper size defined in the printer driver and the control panel menu is not available for automatic duplex printing.	Press **Stop/Exit**. Choose a paper size which is supported by the duplex tray. The paper size you can use for automatic duplex printing is A4.
	The paper in the tray is not the correct size and is not usable for automatic duplex printing.	Load the correct size of paper in the tray and set the “Paper Size” (**Menu**, **1**, **2**, **2**). The paper size you can use for automatic duplex printing is A4.
Size mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the “Paper Size” (**Menu**, **1**, **2**, **2**). (See *Paper Size* ➤➤ page 16.)
Toner Low	If the LCD 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 now so a replacement toner cartridge will be available when the LCD 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.
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. Turn the machine off and then on again.
Unusable Device	A USB device or USB Flash memory drive that is not supported/is encrypted 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* ➤➤ page 51.)
Wrong Paper Size	The machine cannot find paper of the same size in any other tray after the tray currently in use has run out of paper during a copy operation.	Load the paper in the paper tray shown on the LCD.

Transferring your faxes or Fax Journal report

If the LCD shows:

- `Print Unable XX`
- `Scan Unable XX`

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* ➤➤ page 94 or *Transferring faxes to your PC* ➤➤ page 94.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* ➤➤ page 94.)

Note

If there is an error message on the machine's LCD, 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. (➤➤ Quick Setup Guide: *Enter personal information (Station ID)*)

1. Press **Menu**, **9**, **0**, **1**.
2. Do one of the following:
   - If the LCD shows `No Data`, there are no faxes left in the machine's memory. Press **Stop/Exit**.
   - Enter the fax number to which faxes will be forwarded.
3. Press **Start**.

Transferring faxes to your PC

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

1. Make sure that you have installed **MFL-Pro Suite** and then turn on **PC-Fax Receiving** on the PC. (➤➤ Software User's Guide: *PC-FAX receiving*)

   From the Windows® **Start** menu, select **All Programs**, **Brother**, **MFC-XXXX**, **PC-Fax Receiving**, and select **Receive**. (XXXX is your model name.)
2. Make sure that you have set `PC Fax Receive` on the machine. (See *PC-FAX Receive (For Windows® only)* ➤➤ page 33.) If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.
3. Do one of the following:
   - To transfer all faxes to your PC, press **1**. You will be asked if you want a backup print.
   - To exit and leave the faxes in the memory, press **2**.
4. Press **Stop/Exit**.

Transferring the Fax Journal report to another fax machine

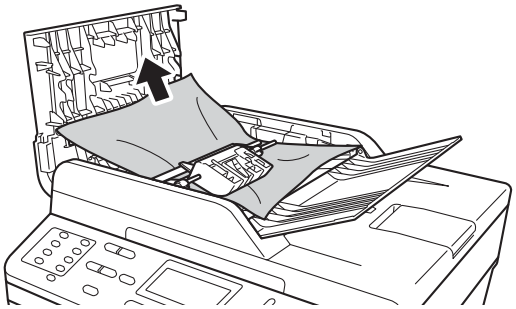
If you have not set up your Station ID, you cannot enter fax transfer mode. (➤➤ Quick Setup Guide: *Enter personal information (Station ID)*)

1. Press **Menu**, **9**, **0**, **2**.
2. Enter the fax number to which the Fax Journal report will be forwarded.
3. Press **Start**.

Document Jams

Document is jammed in the top of the ADF unit

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

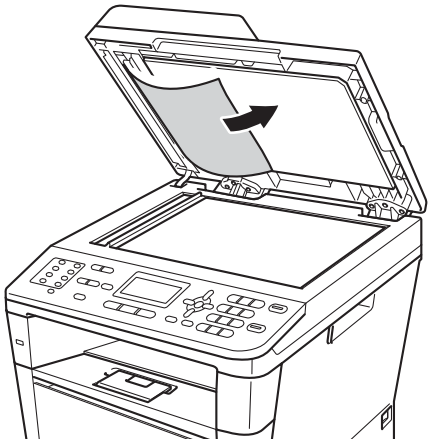


If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

4. Close the ADF cover.
5. Press **Stop/Exit**.

Document is jammed under the document cover

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



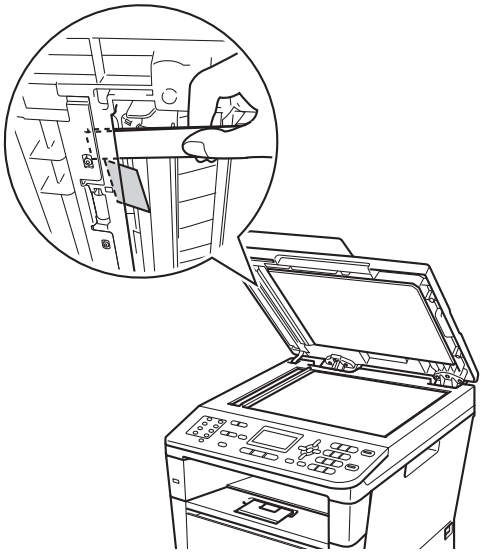
If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

4. Close the document cover.
5. Press **Stop/Exit**.

B

Removing small documents jammed in the ADF

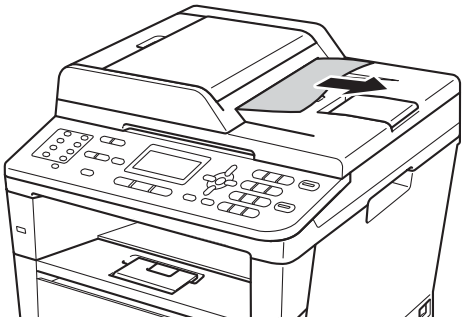
1. Lift the document cover.
2. Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



3. Close the document cover.
4. Press **Stop/Exit**.

Document is jammed at the output tray

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



3. Press **Stop/Exit**.

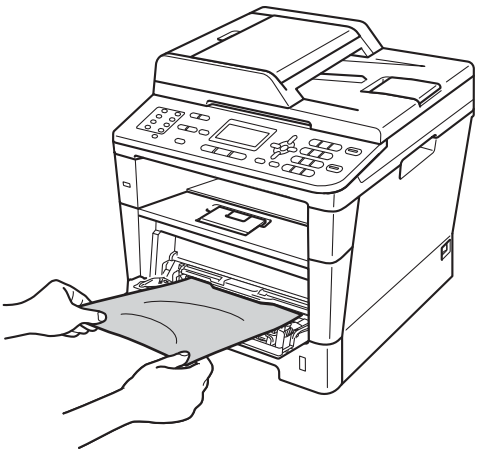
Paper Jams

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

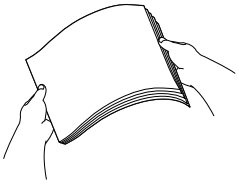
Paper is jammed in the MP tray

If the LCD shows `Jam MP Tray`, follow these steps:

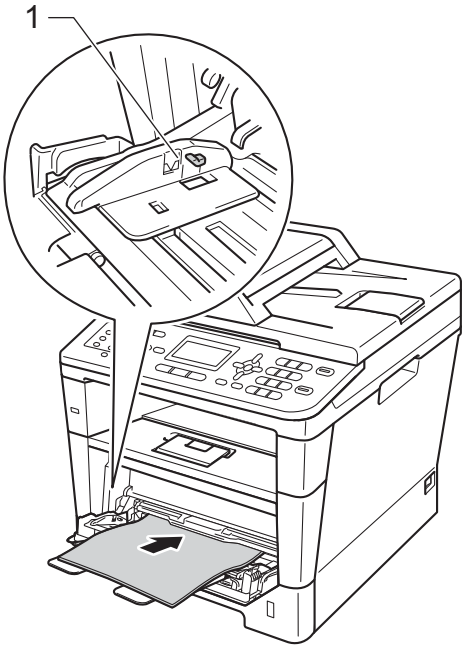
1. Remove the paper from the MP tray.
2. Remove any jammed paper from in and around the MP tray.



3. Fan the paper stack, and then put it back in the MP tray.



4. When loading paper in the MP tray, make sure that the paper stays under the maximum paper height guides (1) on both sides of the tray.



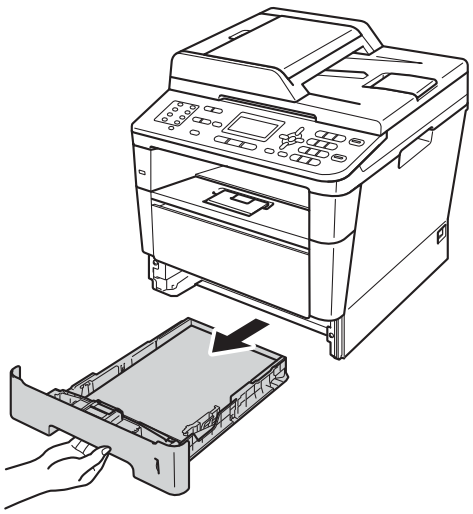
5. Press **Start** to resume printing.

B

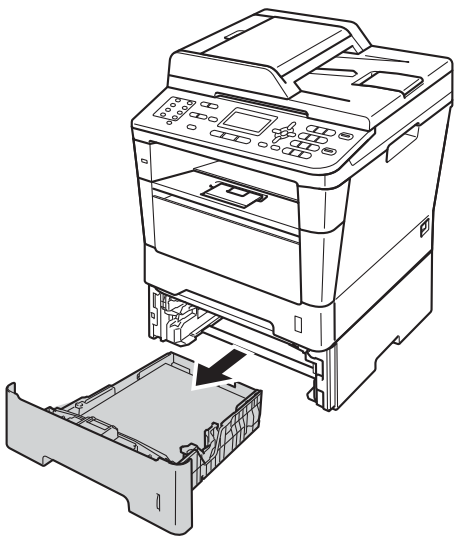
Paper is jammed in paper tray 1 or tray 2

If the LCD shows `Jam Tray 1` or `Jam Tray 2`, follow these steps:

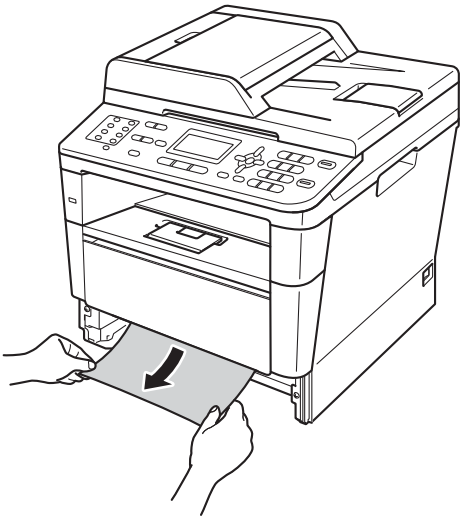
1. Pull the paper tray completely out of the machine.
   For `Jam Tray 1`:



   For `Jam Tray 2`:



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



Note

Pulling the jammed paper downward allows you to remove the paper easier.

3. Make sure that 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 that the guides are firmly in the slots.

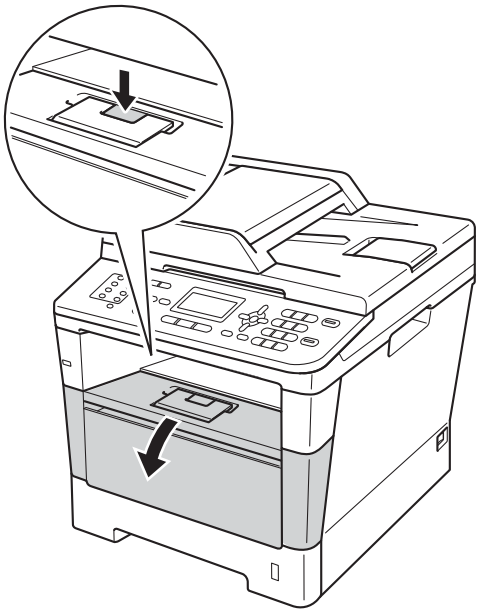
4. Put the paper tray firmly back in the machine.

Paper is jammed at the back of the machine

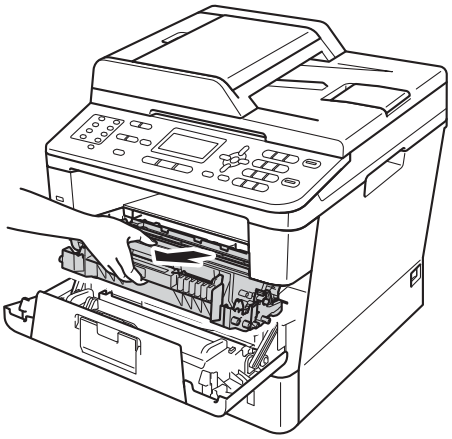
If the LCD shows `Jam Rear`, a paper jam occurred behind the back cover. Follow these steps:

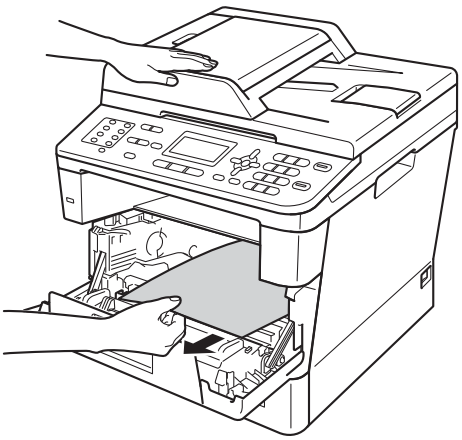
1. Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

2. Press the front cover release button and then open the front cover.



3. Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.

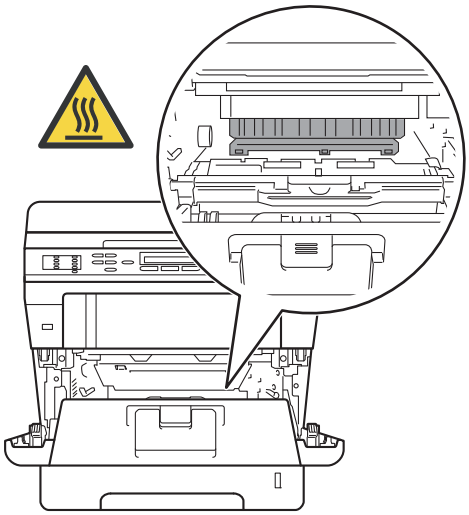




WARNING

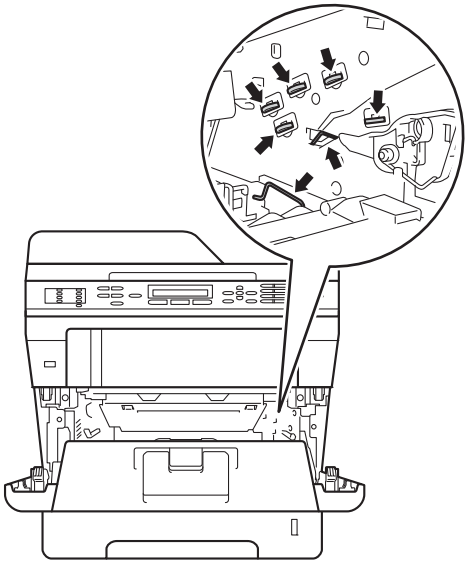
HOT SURFACE

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.

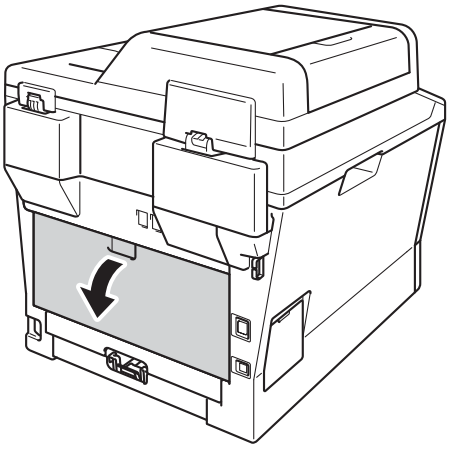


Important

- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the drum unit and toner cartridge assembly carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



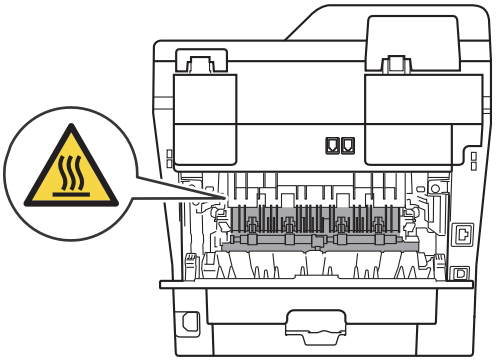
4 Open the back cover.



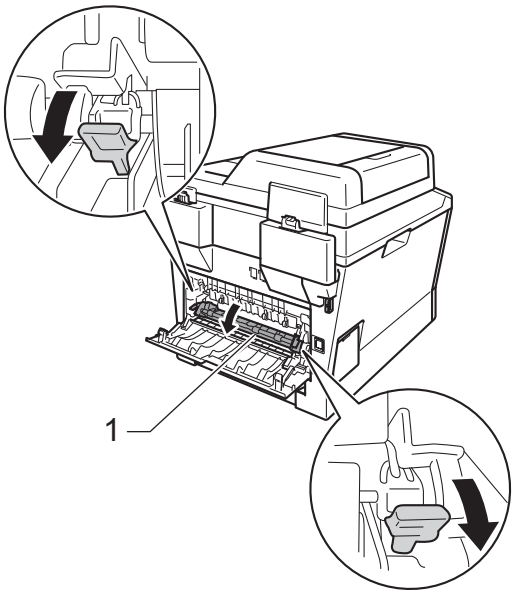
WARNING

HOT SURFACE

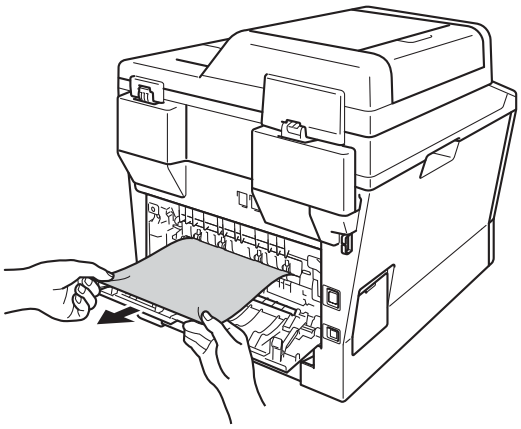
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



5 Pull the green tabs at the left and right hand sides toward you and fold down the fuser cover (1).

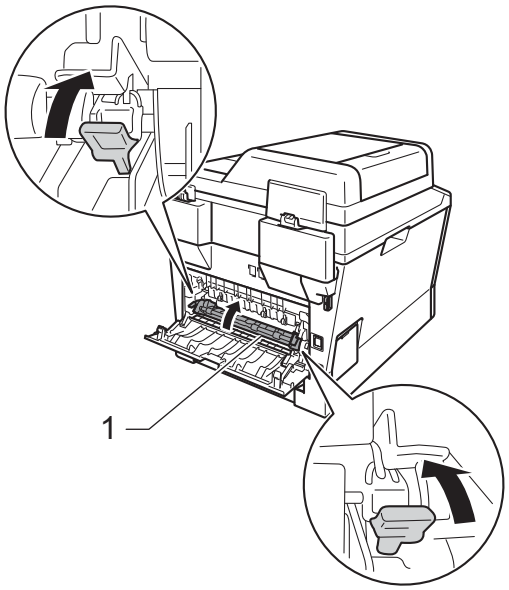


6 Using both hands, gently pull the jammed paper out of the fuser unit.



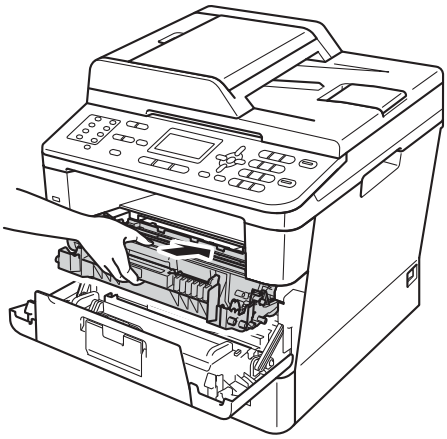
B

7 Close the fuser cover (1).



8 Close the back cover.

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



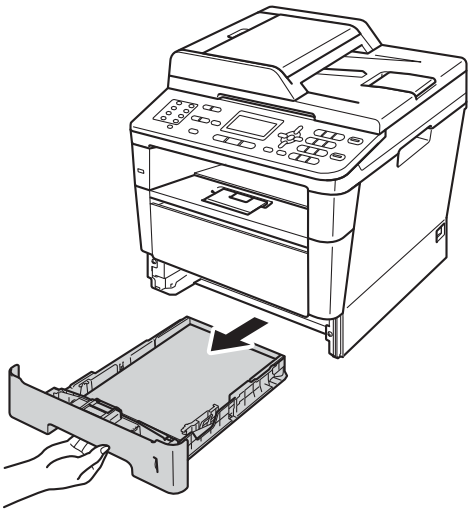
10 Close the front cover of the machine.

Paper is jammed inside the machine

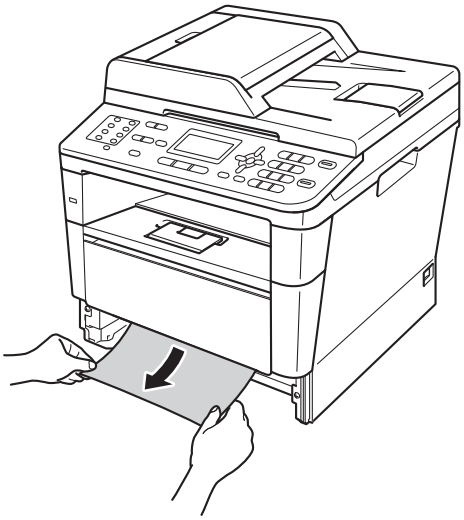
If the LCD shows `Jam Inside`, follow these steps:

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

2 Pull the paper tray completely out of the machine.



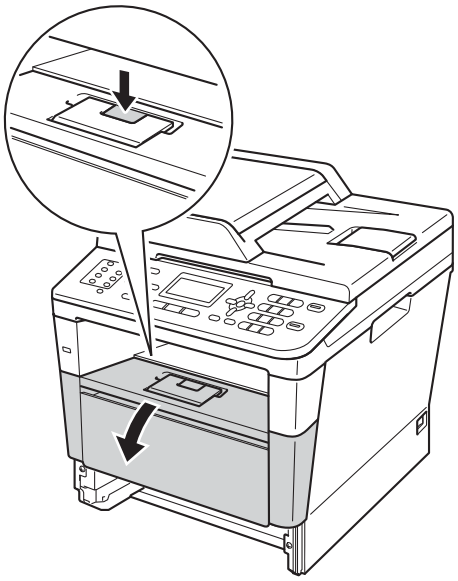
3 Use both hands to slowly pull out the jammed paper.



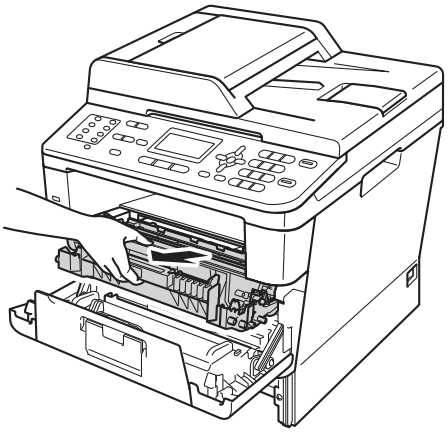
Note

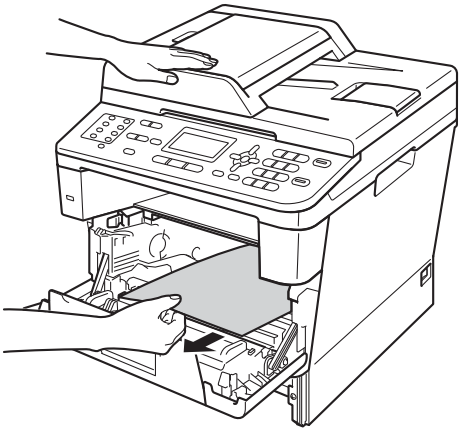
Pulling the jammed paper downward allows you to remove the paper easier.

4 Press the front cover release button and then open the front cover.



5 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.

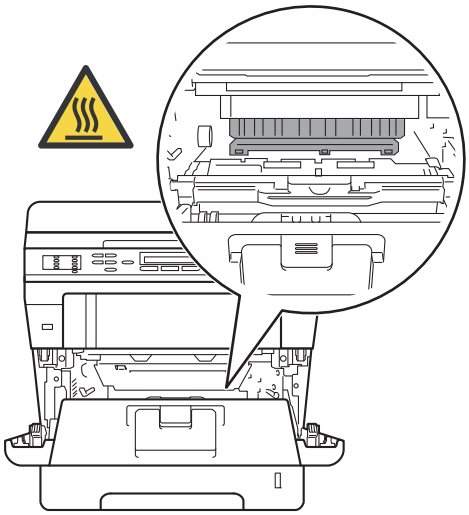




WARNING

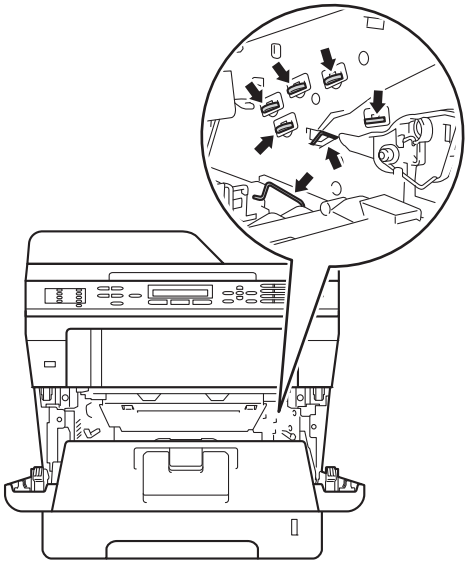
HOT SURFACE

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.

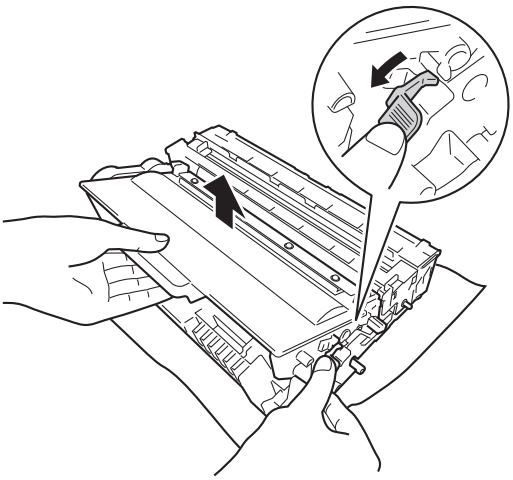


Important

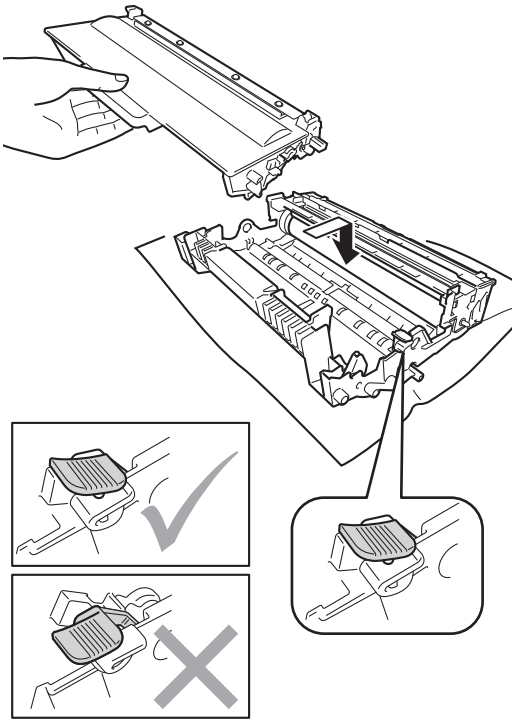
- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the drum unit and toner cartridge assembly carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



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



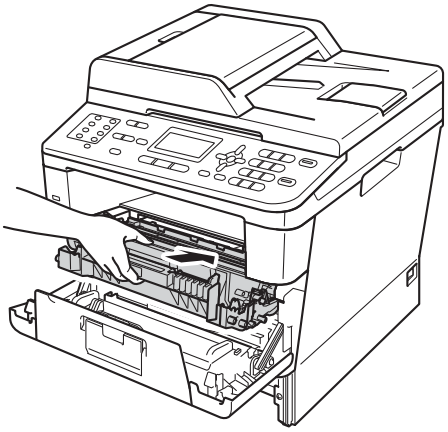
7 Put the toner cartridge back into the drum unit until you hear it lock into place. If you have put the cartridge in correctly, the green lock lever on the drum unit will lift automatically.



Note

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

8 Put the drum unit and toner cartridge assembly back into the machine.



9 Close the front cover of the machine.

10 Put the paper tray firmly back in the machine.

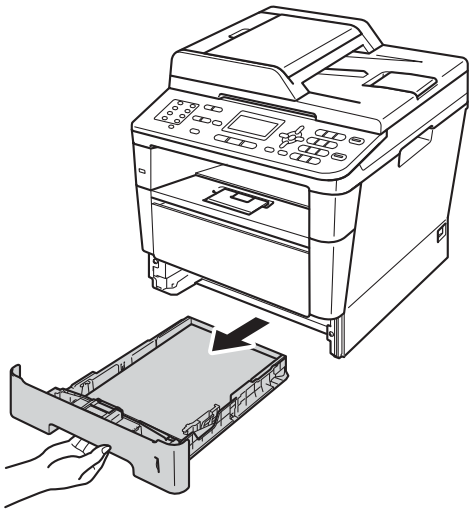
Note

If you turn off the machine while `Jam Inside` is displayed, the machine will print incomplete data from your computer. Before you turn on the machine, delete the print spool job on your computer.

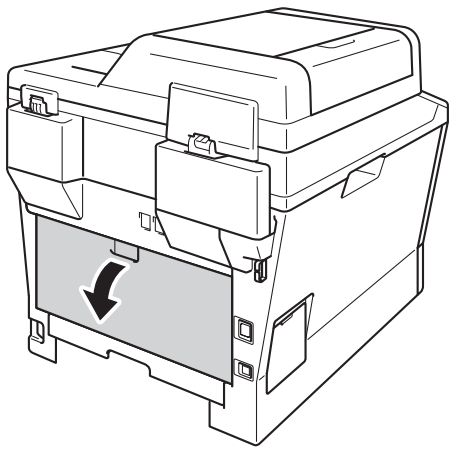
Paper is jammed in the duplex tray

If the LCD shows `Jam Duplex`, 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.



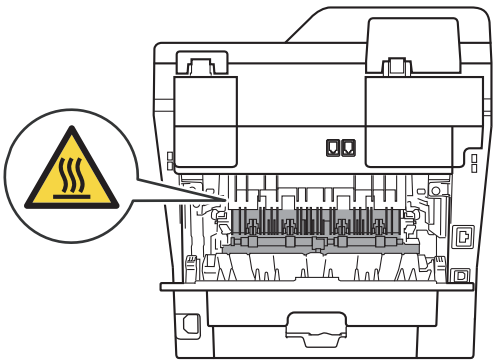
3. Open the back cover.



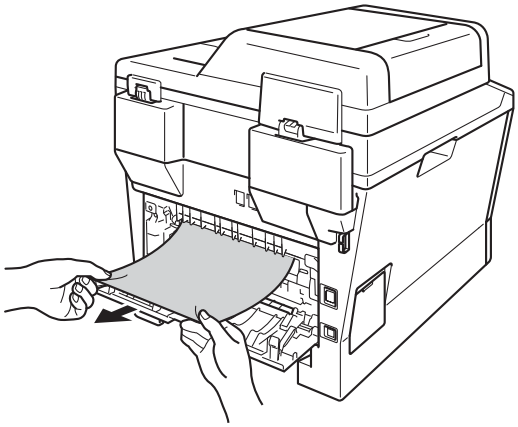
WARNING

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.

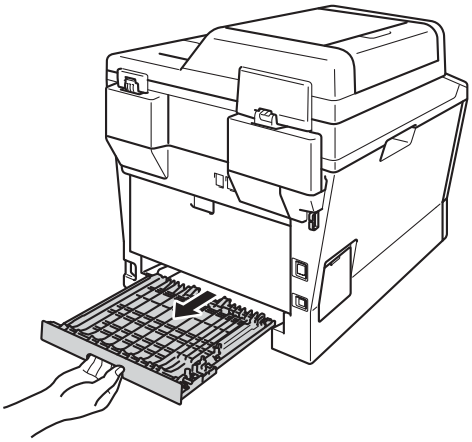


4. Using both hands, gently pull the jammed paper out of the back of the machine.

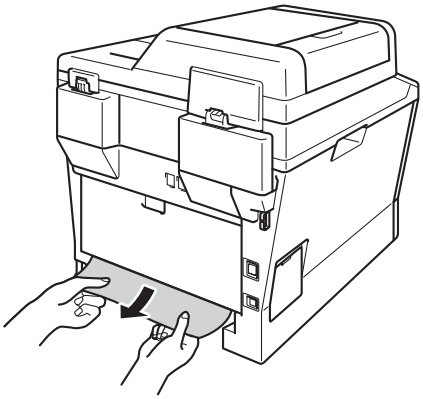


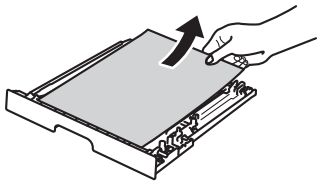
5. Close the back cover.

6 Pull the duplex tray completely out of the machine.

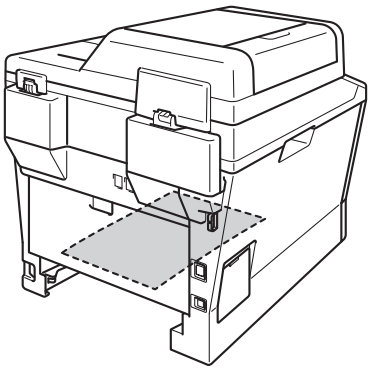


7 Pull the jammed paper out of the machine or out of the duplex tray.





8 Make sure that the jammed paper does not remain under the machine from static electricity.



9 Put the duplex tray back into the machine.

10 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/.

Printing difficulties

Difficulties	Suggestions
No printout.	Check that the correct printer driver has been installed and chosen.
	Check to see if the LCD is showing an error message. See *Error and maintenance messages* ➤➤ page 88.
	Check the machine is online: (Windows® 7 and Windows Server® 2008 R2) Click the (**Start**) button and then **Devices and Printers**. Right-click **Brother MFC-XXXX Printer** and click **See what's printing**. Click **Printer** in the menu bar. Make sure that **Use Printer Offline** is unchecked. (Windows Vista® and Windows Server® 2008) Click the (**Start**) button, **Control Panel**, **Hardware and Sound**, and then **Printers**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. (Windows® XP and Windows Server® 2003) Click the **Start** button and choose **Printers and Faxes**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked.
	Contact your administrator to check your Secure Function Lock settings.
The machine is not printing or has stopped printing.	Press **Stop/Exit**. The machine will cancel the print job and clear it from the memory. The printout may be incomplete.
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. See *Unscannable and unprintable areas* ➤➤ page 15.
The machine prints unexpectedly or it prints garbage.	Press **Stop/Exit** to cancel print jobs.
	Check the settings in your application to make sure that it is set up to work with your machine.
The machine prints the first couple of pages correctly, then some pages have text missing.	Check the settings in your application to make sure that it is set up to work with your machine.
	Your computer is not recognising the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. ➤➤ Quick Setup Guide

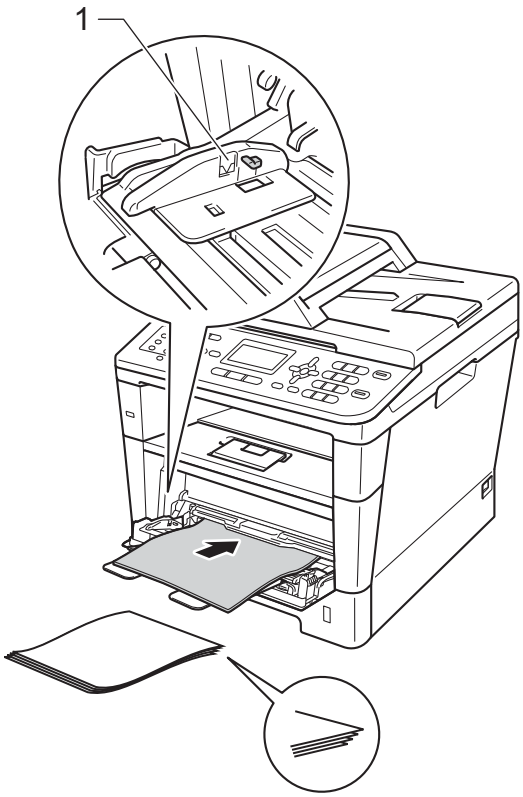
Printing difficulties (continued)

Difficulties	Suggestions
The machine does not print on both sides of the paper even though the printer driver setting is Duplex.	Check the paper size setting in the printer driver. You need to choose A4 paper (60 to 105 g/m)[2].
The machine does not change to Direct Print mode 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 **Stop/Exit** 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.
	Check that the back cover is firmly closed and the duplex tray is firmly installed.
	Add optional memory. ➤➤ Advanced User's Guide: *Installing extra memory*
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh)
Poor print quality	See *Improving the print quality* ➤➤ page 119.

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper.	If the LCD shows the Paper Jam message and you still have a problem, see *Error and maintenance messages* ➤➤ page 88.
	If there is no paper, 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, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Make sure that manual feed mode is not chosen in the printer driver.
	Clean the paper pick-up roller. See *Cleaning the paper pick-up rollers* ➤➤ page 84.
The machine does not feed paper from the MP tray.	Make sure that **MP Tray** is chosen in the printer driver.
	Fan the paper well and put it back in the tray firmly.

Paper handling difficulties (continued)

Difficulties	Suggestions
The machine does not feed paper from the MP Tray when using a large stack of paper.	Fan the paper well and make sure the paper is under the maximum paper mark (1). Stagger the pages and put them in the tray until you feel the top page touch the feed rollers as shown in the illustration. 
How do I print on envelopes?	You can load envelopes in the MP tray. Your application must be set up 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 wire for printing may be dirty. Clean the corona wire on the drum unit. See *Cleaning the corona wire* ➤➤ page 78.
	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.

Printing received faxes (continued)

Difficulties	Suggestions
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* ➤➤ page 16.
	Turn on Auto Reduction. ➤➤ Advanced User's Guide: *Printing a reduced incoming fax*

Telephone line or connections

Difficulties	Suggestions
Dialling does not work. (No dial tone)	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine.
	Change `Tone/Pulse` setting. ➤➤ Quick Setup Guide
	If an external phone is connected to the machine, send a manual fax by pressing **Hook** or by lifting the handset of the external telephone and dialling the number using the external telephone. Wait to hear the fax receiving tones before pressing **Start**.
	If there is no dial tone, connect a known working telephone and telephone line cord to the socket. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and/or wall socket.
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. See *Receive Mode settings* ➤➤ page 31. 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 the **Hook** key. If you hear static or interference on your fax line, please contact your local telephone company.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, please contact 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* ➤➤ page 31. ■ If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select `Fax Only` 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 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 fast 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 Only` or `Fax/Tel`, reduce the ring delay to 1 ring. See *Ring Delay* ➤➤ page 31. ■ 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* ➤➤ page 35. 1 Connect the external TAD as shown in the illustration ➤➤page 35. 2 Set your answering machine to answer in one or two rings. 3 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 Remote Activation Code for people sending manual faxes. For example: “After the beep, leave a message or press ✳**51** and Start to send a fax.” 4 Set your answering machine to answer calls. 5 Set your Brother machine’s Receive Mode to `External TAD`. See *Receive Mode settings* ➤➤ page 31.
	Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. See *Fax Detect* ➤➤ page 32.
	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* ➤➤ page 118.
	Contact 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 socket and the LINE socket of the machine.
	Make sure that **FAX** is illuminated. See *How to send a fax* ➤➤ page 26.
	Print the Transmission Verification Report and check for an error. ➤➤ Advanced User's Guide: *Reports*
	Contact 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 *Cleaning the scanner glass* ➤➤ page 76.

Sending faxes (continued)

Difficulties	Suggestions
Transmission Verification Report says RESULT:ERROR.	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:ERROR on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (➤➤ Advanced User's Guide: *Changing Remote Fax Options*), print fax messages in memory (➤➤ Advanced User's Guide: *Printing a fax from the memory*) or cancel a delayed fax or polling job. (➤➤ 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* ➤➤ page 118.
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* ➤➤ page 24.
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 *Cleaning the scanner glass* ➤➤ page 76.

Handling incoming calls

Difficulties	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If Fax Detect 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 **Stop/Exit**. Try avoiding this problem by turning Fax Detect to Off. See *Fax Detect* ➤➤ page 32.
Sending a Fax Call to the machine.	If you answered on an external or extension telephone, press your Remote Activation Code (default setting is ✳51). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, 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 that **COPY** is illuminated. See *How to copy* ➤➤ page 50.
	Contact 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 scanner glass, or the corona wire is dirty. Clean the glass strip and scanner glass and also the white bar and white plastic above them. See *Cleaning the scanner glass* ➤➤ page 76 and *Cleaning the corona wire* ➤➤ page 78.
Copies are blank.	Make sure you are loading the document correctly. See *Using the automatic document feeder (ADF)* ➤➤ page 24 or *Using the scanner glass* ➤➤ page 25.

Scanning difficulties

Difficulties	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in Presto! PageManager, click **File**, **Select Source** to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In Presto! PageManager, click **File**, **Select Source** and choose the Brother TWAIN driver. Mac OS X 10.6.x and 10.7.x users can also scan documents using the ICA Scanner Driver. ➤➤ Software User's Guide: *Scanning a document using the ICA driver (Mac OS X 10.6.x or greater)*
OCR does not work.	Try increasing the scanning resolution. (Macintosh users) Presto! PageManager must be downloaded and installed before use. For further instructions, see *Accessing Brother Support (Macintosh)* ➤➤ page 4.
Network scanning does not work.	See *Network difficulties* ➤➤ page 116.
Cannot scan.	Contact your administrator to check your Secure Function Lock Settings.

Software difficulties

Difficulties	Suggestions
Cannot install software or print.	(Windows® users) 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 over a wired Network.	Make sure your machine is powered on, is online and in the Ready mode. Print the Network Configuration Report to verify your Network settings. ➤➤ Advanced User's Guide: *Reports* Reconnect the LAN cable to the hub to verify that the cable and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. You can check the current wired network status from the Network control panel menu.
	For more information on Network problems: ➤➤ Network User's Guide
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: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. For more details, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/.
	(Macintosh) Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**DeviceSelector** or from the model list in **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. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. For more details, you can 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 PC 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.

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. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on. If the problem is not solved and you are using a power breaker, disconnect it to make sure it is not the problem. Plug the machine's power cord directly into a different known working wall electrical socket. If there is still no power, try a different power cable.
The machine cannot print EPS data that includes binary with the BR-Script3 printer driver.	**(Windows®)** You need the following settings to print EPS data: 1 For Windows® 7 and Windows Server® 2008 R2: Click the (**Start**) button and **Devices and Printers**. For Windows Vista® and Windows Server® 2008: Click the (**Start**) button, **Control Panel**, **Hardware and Sound**, and then **Printers**. For Windows® XP and Windows Server® 2003: Click the **Start** button, and select **Printers and Faxes**. 2 Right-click the **Brother MFC-XXXX BR-Script3** icon and select **Properties** [1]. 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 installing BR-Script3 printer driver through the network, visit the Brother Solutions Center at http://solutions.brother.com/.
The machine beeps when you try to access the Setup Receive and Setup Send menus.	If **FAX** is not illuminated, press it to turn on FAX mode. The Setup Receive settings (**Menu**, **2**, **1**) and Setup Send settings (**Menu**, **2**, **2**) are available only when the machine is in FAX mode.

[1] For Windows® 7 and Windows Server® 2008 R2: **Printer properties**, and **Brother MFC-XXXX BR-Script3** if necessary

Setting Dial Tone detection

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to `Detection` you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the default `No Detection` setting.

1. Press **Menu**, **0**, **5**.
2. Press ▲ or ▼ to choose `Detection` or `No Detection`.
   Press **OK**.
3. Press **Stop/Exit**.

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 **Menu**, **2**, **0**, **1**.
2. Press ▲ or ▼ to choose `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.

   Press **OK**.
3. Press **Stop/Exit**.

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 (**Menu**, **4**, **2**, **3**). 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.

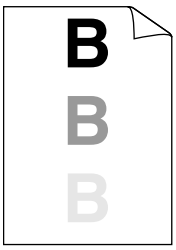
Note

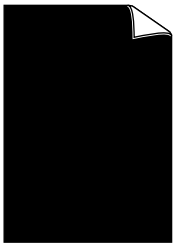
Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with toner from other sources.

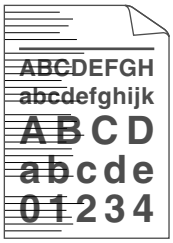
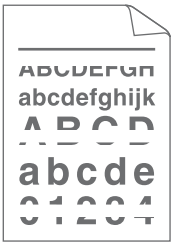
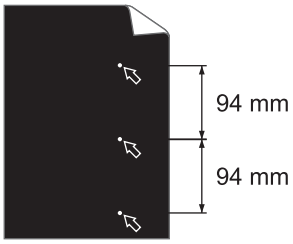
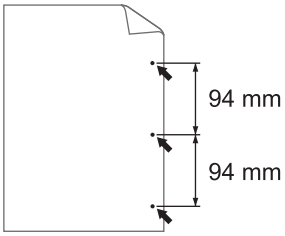
1. To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* ➤➤ page 19.)

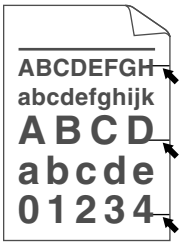
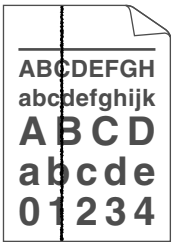
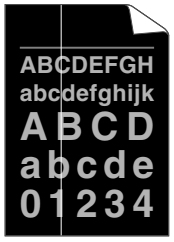
2. Check that the drum unit and toner cartridge are installed correctly.

Examples of poor print quality	Recommendation
 Faint	■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge. ■ If the LCD shows `Replace Toner`, put in a new toner cartridge. ➤➤ *Replacing the toner cartridge* ➤➤ page 64 ■ Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. ➤➤ Product Safety Guide: *Choose a safe location for your product* ■ If the whole page is too light, `Toner Save` may be turned on. Turn off `Toner Save` in the machine's menu settings or **Toner Save Mode** in the Printer Properties of the driver. ➤➤ Advanced User's Guide: *Toner Save* ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh) ■ Clean the corona wire of the drum unit. ➤➤ *Cleaning the corona wire* ➤➤ page 78 ■ Put in a new toner cartridge. ➤➤ *Replacing the toner cartridge* ➤➤ page 64 ■ Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70

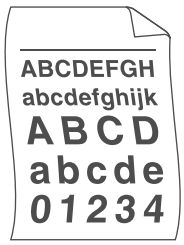
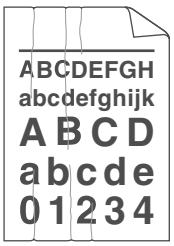
Examples of poor print quality	Recommendation
  Grey background	■ Make sure that you use paper that meets our specifications. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. ➤➤ Product Safety Guide: *Choose a safe location for your product* ■ Put in a new toner cartridge. ➤➤ *Replacing the toner cartridge* ➤➤ page 64 ■ Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70
 **Ghost**	■ Make sure that you use paper that meets our specifications. Rough-surfaced paper or thick paper may cause this problem. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Make sure that you choose the appropriate media type in the printer driver or in the machine's `Paper Type` menu setting. ➤➤ *Paper Type* ➤➤ page 16 ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh) ■ Choose **Reduce Ghosting** mode in the printer driver. ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh) ■ Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70 ■ Put in a new toner cartridge. ➤➤ *Replacing the toner cartridge* ➤➤ page 64 ■ The fuser unit may be contaminated. Call Brother customer service for support.
  Toner specks	■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Clean the corona wire on the drum unit. ➤➤ *Cleaning the corona wire* ➤➤ page 78 ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70 ■ The fuser unit may be contaminated. Call Brother customer service for support.

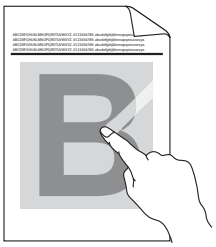
Examples of poor print quality	Recommendation
 Hollow print	■ Make sure that you use paper that meets our specifications. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Choose **Thick Paper** mode in the printer driver, choose `Thick` in the machine's `Paper Type` menu setting or use thinner paper than you are currently using. ➤➤ *Paper Type* ➤➤ page 16 ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh) ■ Check the machine's environment. Conditions such as high humidity can cause hollow print. ➤➤ Product Safety Guide: *Choose a safe location for your product* ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70
 **All black**	■ Clean the corona wire inside the drum unit by sliding the green tab. Be sure to return the green tab to the home position (▲). ➤➤ *Cleaning the corona wire* ➤➤ page 78 ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70
 White lines across the page	■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause this problem. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Make sure that you choose the appropriate media type in the printer driver or in the machine's `Paper Type` menu setting. ➤➤ *Paper Type* ➤➤ page 16 ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh) ■ The problem may disappear by itself. Print multiple blank pages to clear this problem, especially if the machine has not been used for a long time. ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70

Examples of poor print quality	Recommendation
 **Lines across the page**	■ Clean the corona wire inside the drum unit. ➤➤ *Cleaning the corona wire* ➤➤ page 78 ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70
 **White lines, bands or ribbing across the page**	■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. ➤➤ Product Safety Guide: *Choose a safe location for your product* ■ If the problem is not solved after printing a few pages, put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70
 **White Spots on black text and graphics at 94 mm intervals**  **Black Spots at 94 mm intervals**	■ Make 10-15 copies of a blank, white sheet of paper. If the problem is not solved after printing the blank pages, the drum unit may have foreign material, such as glue from a label, stuck on the drum. Clean the drum unit. ➤➤ *Cleaning the drum unit* ➤➤ page 80 ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70

Examples of poor print quality	Recommendation
 **Black toner marks across the page**	■ If you use label sheets for laser printers, the glue from the sheets may sometimes stick to the OPC drum surface. Clean the drum unit. ➤➤ *Cleaning the drum unit* ➤➤ page 80 ■ Make sure that you use paper that meets our specifications. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Do not use paper that has clips or staples because they will scratch the surface of the drum. ■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged. ■ The toner cartridge may be damaged. Put in a new toner cartridge. ➤➤ *Replacing the toner cartridge* ➤➤ page 64 ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70
 **Black lines down the page** **Printed pages have toner smudges down the page**	■ Clean the corona wire inside the drum unit by sliding the green tab. ➤➤ *Cleaning the corona wire* ➤➤ page 78 ■ Make sure the green tab of the corona wire is at the home position (▲). ■ The toner cartridge may be damaged. Put in a new toner cartridge. ➤➤ *Replacing the toner cartridge* ➤➤ page 64 ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70 ■ The fuser unit may be contaminated. Call Brother customer service for support.
 **White lines down the page**	■ Make sure that 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. ■ The toner cartridge may be damaged. Put in a new toner cartridge. ➤➤ *Replacing the toner cartridge* ➤➤ page 64 ■ The drum unit may be damaged. Put in a new drum unit. ➤➤ *Replacing the drum unit* ➤➤ page 70

B

Examples of poor print quality	Recommendation
 Image skewed	■ Make sure that the paper or other print media is loaded correctly in the paper tray and that the guides are not too tight or too loose against the paper stack. ■ Set the paper guides correctly. ➤➤ *Loading paper and print media* ➤➤ page 10 ■ If you are using the MP tray, see *Loading paper in the multi-purpose tray (MP tray)* ➤➤ page 12. ■ The paper tray may be too full. ➤➤ *Loading paper and print media* ➤➤ page 10 ■ Check the paper type and quality. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Check for loose objects such as torn paper inside the machine. ■ If the problem only occurs during duplex printing, check for torn paper in the duplex tray, verify that the duplex tray is inserted completely and verify that the back cover is closed completely.
 **Curled or wavy**	■ Check the paper type and quality. High temperatures and high humidity will cause paper to curl. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ➤➤ Product Safety Guide: *Choose a safe location for your product* ■ 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. ■ Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray. ■ Choose **Reduce Paper Curl** mode in the printer driver when you do not use our recommended paper. ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh)
 **Wrinkles or creases**	■ Make sure that paper is loaded correctly. ➤➤ *Loading paper and print media* ➤➤ page 10 ■ Check the paper type and quality. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Turn over the stack of paper in the tray or rotate the paper 180° in the input tray.

Examples of poor print quality	Recommendation
 Envelope Creases	■ Make sure that envelopes are printed with the back cover (face-up output tray) opened. ➤➤ *Printing on thick paper, labels and envelopes from the MP tray* ➤➤ page 13 ■ Check the envelope type and quality. ➤➤ *Acceptable paper and other print media* ➤➤ page 19 ■ Make sure envelopes are fed only from the MP tray. ➤➤ *Loading paper in the multi-purpose tray (MP tray)* ➤➤ page 12
 **Poor fixing**	■ Choose **Improve Toner Fixing** mode in the printer driver. ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh) If this selection does not provide enough improvement, change the printer driver setting in **Media Type** to a thick setting.
 Curled	■ Choose **Reduce Paper Curl** mode in the printer driver. ➤➤ Software User's Guide: *Printing* (for Windows®) ➤➤ Software User's Guide: *Printing and Faxing* (for Macintosh) ■ Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray.

Machine Information

Checking the Serial Number

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

1. Press **Menu**, **8**, **1**.
2. Press **Stop/Exit**.

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 & Fax`

Address & Fax resets the following settings:

- Address Book

  (One Touch Dial / Speed Dial / Setup Groups)
- Programmed fax jobs in the memory

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

  (name and numbers)
- Coverpage

  (comments)
- Remote Fax Opt

  (Remote Access Code, Fax Storage, Fax Forward and PC Fax Receive)
- Report settings

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

3 `All Settings`

You can reset all the machine settings back to the factory default.

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 **Menu**, **0**, **7**.
2. Press ▲ or ▼ to choose the reset function you want to use.
   Press **OK**.
3. Do one of the following;
   - To reset the settings, press **1** and go to step ❹.
   - To exit without making changes, press **2** and go to step ❺.
4. You will be asked to reboot the machine. Do one of the following;
   - To reboot the machine press **1**. The machine will begin the reset.
   - To exit without rebooting the machine, press **2**. Go to step ❺.

Note

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

5. Press **Stop/Exit**.

Note

You can also reset the Network settings by pressing **Menu**, **7**, **0**.

C Menu and features

On-screen programming

Your machine has been designed to be easy to use. The LCD provides on-screen programming using the menu keys.

We have created step by step on-screen instructions to help you program your machine. Simply follow the steps as they guide you through the menu selections and programming options.

How to access the menu mode

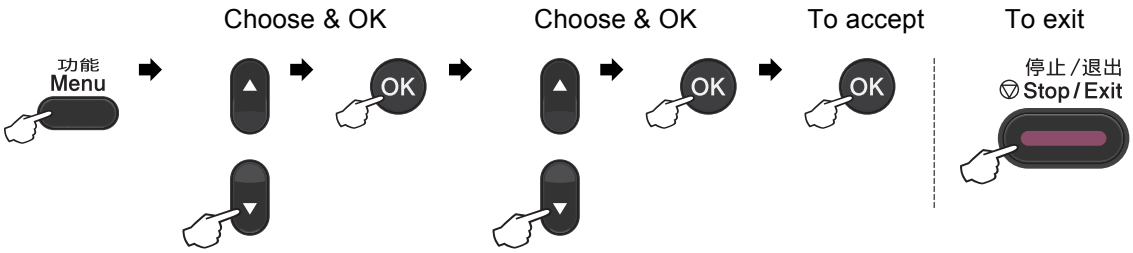
1. Press **Menu**.
2. Choose an option.
   - Press **1** for General Setup menu.
   - Press **2** for Fax menu.
   - Press **3** for Copy menu.
   - Press **4** for Printer menu.
   - Press **5** for USB Direct I/F menu.
   - Press **6** for Print Reports menu.
   - Press **7** for Network menu.
   - Press **8** for Machine Info. menu.
   - Press **9** for Service menu. [1]
   - Press **0** for Initial Setup menu.

   [1] This will appear only when the LCD shows an error message.

   You can also scroll through each menu level by pressing ▲ or ▼ for the direction you want.
3. Press **OK** when the option you want appears on the LCD.
   The LCD will then show the next menu level.
4. Press ▲ or ▼ to scroll to your next menu selection.
5. Press **OK**.
   When you have finished setting an option, the LCD will show `Accepted`.
6. Press **Stop/Exit** to exit Menu mode.

Menu table

The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup	1.Mode Timer	—	—	0 Sec 30 Secs 1 Min **2 Mins*** 5 Mins Off	Sets the time to return to FAX mode and the time the machine will change from individual user to public user mode when using Secure Function Lock.	See ◆.
	2.Paper	1.Paper Type	1.MP Tray	Thin **Plain*** Thick Thicker Recycled Paper Label	Sets the type of paper in the paper tray.	16
			2.Tray#1	Thin **Plain*** Thick Thicker Recycled Paper	Sets the type of paper in the paper tray.	16
			3.Tray#2 (This menu appears if you have installed the optional lower tray.)	Thin **Plain*** Thick Thicker Recycled Paper	Sets the type of paper in the paper tray.	16

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The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	2.Paper (Continued)	2.Paper Size	1.MP Tray	**A4*** Letter Legal Executive A5 A5 L A6 B5 B6 Folio 16K(195x270mm) 16K(184x260mm) 16K(197x273mm) Any	Sets the size of the paper in the paper tray.	16
			2.Tray#1	**A4*** Letter Legal Executive A5 A5 L A6 B5 B6 Folio 16K(195x270mm) 16K(184x260mm) 16K(197x273mm)	Sets the size of the paper in the paper tray.	16

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	2.Paper (Continued)		3.Tray#2 (This menu appears if you have installed the optional lower tray.)	**A4*** Letter Legal Executive A5 B5 B6 Folio 16K(195x270mm) 16K(184x260mm) 16K(197x273mm)	Sets the size of the paper in the paper tray.	16
	3.Volume	1.Ring	—	Low **Med*** High Off	Adjusts the ring volume.	9
		2.Beeper	—	Low **Med*** High Off	Adjusts the volume level of the beeper.	9
		3.Speaker	—	Low **Med*** High Off	Adjusts the speaker volume.	9
	4.Ecology	1.Toner Save	—	On **Off***	Increases the page yield of the toner cartridge.	See ◆.
		2.Sleep Time	—	Range varies depending on models. **03Min***	Conserves power.	
	5.Quiet Mode	—	—	On **Off***	Decreases printing noise.	
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	The factory settings are shown in Bold with an asterisk.					

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	6.Tray Use	1.Copy	—	Tray#1 Only Tray#2 Only MP Only **MP>T1>T2*** T1>T2>MP (Tray#2 and T2 appear if you have installed the optional lower tray.)	Chooses the tray that will be used for COPY mode.	17
		2.Fax	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2 **T1>T2>MP*** (Tray#2 and T2 appear if you have installed the optional lower tray.)	Chooses the tray that will be used for FAX mode.	17
		3.Print	—	Tray#1 Only Tray#2 Only MP Only **MP>T1>T2*** T1>T2>MP (Tray#2 and T2 appear if you have installed the optional lower tray.)	Chooses the tray that will be used for Print mode.	18
	7.LCD Contrast	—	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the contrast of the LCD.	See ◆.
	8.Security	1.Function Lock	—	—	Can restrict selected machine operation for up to 25 individual users and all other non-authorized Public users.	

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	8.Security (Continued)	2.Setting Lock	—	—	Stops unauthorized users from changing the machine's current settings.	See ◆.
	9.Document Scan	1.Glass ScanSize	—	**A4*** Letter	Adjusts the scan area of the scanner glass to the size of the document.	28
		2.File Size	**1.Color**	Small **Medium*** Large	You can set your own default settings of the data compression rate.	See □.
			2.Gray	Small **Medium*** Large		
		3.Duplex Scan (MFC-8520DN)	—	**Long edge*** Short edge	Chooses the duplex scanning format.	See ◆.
	◆ *Advanced User's Guide* □ *Software User's Guide*					
	The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
2.Fax	1.Setup Receive (In FAX mode only)	**1.Ring Delay**	—	(00 - 10) **04***	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	31
		2.F/T Ring Time	—	20 Secs **30 Secs*** 40 Secs 70 Secs	Sets the length of the fast double-ring time in Fax/Tel mode.	31
		3.Fax Detect	—	**On*** Off	Receives fax messages without pressing **Start**.	32
		4.Remote Codes	—	On (*51, #51) **Off***	Allows you to answer all calls at an extension or external phone and use codes to turn the machine on or off. You can personalize these codes.	38
		5.Auto Reduction	—	**On*** Off	Cuts the size of incoming faxes.	See ◆.
		6.Print Density	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Makes printouts darker or lighter.	
		7.Polling RX	—	**Standard*** Secure Timer	Sets up your machine to poll another fax machine.	
		8.Fax Rx Stamp	—	On **Off***	Prints the received time and date on the top of the received faxes.	
		9.Duplex	—	On **Off***	Prints received faxes on both sides of the paper.	
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	The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
2.Fax (Continued)	2.Setup Send (In FAX mode only)	1.Contrast	—	**Auto*** Light Dark	Changes the lightness or darkness of faxes you send.	See ◆.
		2.Fax Resolution	—	**Standard*** Fine S.Fine Photo	Sets the default resolution for outgoing faxes.	
		3.Delayed Fax	—	—	Sets the time of day that the delayed faxes will be sent.	
		4.Batch TX	—	On **Off***	Combines delayed faxes going to the same fax number at the same time of day into one transmission.	
		5.Real Time TX	—	Next Fax:On Next Fax:Off On **Off***	Sends a fax without using the memory.	
		6.Polled TX	—	**Standard*** Secure	Sets up your machine with a document to be retrieved by another fax machine.	
		7.Coverpage	1.Setup	Next Fax:On Next Fax:Off On **Off*** Print Sample	Automatically sends a cover page you have programmed.	
			2.Note	—	Sets up your own comments for the fax cover page.	
		8.Overseas Mode	—	On **Off***	If you are having difficulty sending faxes overseas, set this to On.	
		9.Destination	—	**Display*** Hidden	Sets the machine to display the destination information on the LCD during fax sending.	

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
2.Fax (Continued)	3.Address Book	1.One Touch Dial	—	—	Stores up to 16 One Touch Dial numbers, so you can dial by pressing one key (and **Start**).	43
		2.Speed Dial	—	—	Stores up to 300 Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	45
		3.Setup Groups	—	—	Sets up to 20 Group numbers for Broadcasting.	See ◆.
	4.Report Setting	1.Transmission	—	On On+Image **Off*** Off+Image	Sets initial setup for Transmission Verification Report.	28
		2.Journal Period	—	**Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days Off	Sets the interval for automatic printing of the Fax Journal.	See ◆.
	5.Remote Fax Opt	1.Forward/Store	—	Fax Forward Fax Storage PC Fax Receive **Off***	Sets the machine to forward fax messages, 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 PC. If you chose Fax Forward or PC-Fax Receive, you can turn on the safety feature Backup Print.	
		(Backup Print)				
		2.Remote Access	—	---*	Sets your own code for Remote Retrieval.	
		3.Print Document	—	—	Prints incoming faxes stored in the memory.	

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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
2.Fax (Continued)	6.Dial Restrict.	1.Dial Pad	—	Enter # twice On **Off***	You can set the machine to restrict dialling when using the dial pad.	See ◆.
		2.One Touch Dial	—	Enter # twice On **Off***	You can set the machine to restrict the dialling of One Touch numbers.	
		3.Speed Dial	—	Enter # twice On **Off***	You can set the machine to restrict the dialling of Speed Dial numbers.	
		4.LDAP Server (This menu appears if you download LDAP function to your machine.)	—	Enter # twice On **Off***	You can set the machine to restrict the dialling of LDAP server numbers.	
	7.Remaining Jobs	—	—	—	You can check which jobs are in the memory and lets you cancel scheduled jobs.	
	0.Miscellaneous	1.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).	118
		2.Fax Mode	—	**Easy Mode*** Advanced Mode	Choose the transmission process when sending/ receiving the faxes manually.	See ◆.
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Level 1	Level 2	Level 3	Options	Descriptions	Page
3.Copy	1.Quality	—	**Auto*** Text Photo Graph	You can choose the Copy resolution for your type of document.	See ◆.
	2.Brightness	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjust the brightness for copies.	
	3.Contrast	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the contrast for copies.	
	◆ *Advanced User's Guide*				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	Page
4.Printer	**1.Emulation**	—	**Auto(EPSON)*** Auto(IBM) HP LaserJet BR-Script 3 Epson FX-850 IBM Proprinter	Chooses the emulation mode.	See ☐.
	2.Print Options	**1.Internal Font**	1.HP LaserJet 2.BR-Script 3	Prints a list of the machine's internal fonts.	
		2.Configuration	—	Prints a list of the machine's printer settings.	
		3.Test Print	—	Prints a test page.	
	3.Duplex	—	On(Long Edge) On(Short Edge) **Off***	Enables or disables duplex printing. You can also choose long edge or short edge duplex printing.	
	4.Auto Continue	—	**On*** Off	If this setting is enabled the machine will automatically clear a paper size error, and will use any compatible paper from the other paper trays.	
	5.Reset Printer	—	1.Reset 2.Exit	Restores the printer settings to the original factory default settings.	
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	The factory settings are shown in Bold with an asterisk.				

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Level 1	Level 2	Level 3	Options	Descriptions	Page
5.USB Direct I/F	1.Direct Print	1.Paper Size	**A4*** Letter Legal Executive A5 A5 L A6 B5 B6 Folio 16K(195x270mm) 16K(184x260mm) 16K(197x273mm)	Sets the paper size when printing directly from the USB flash memory drive.	51
		2.Media Type	Thin **Plain*** Thick Thicker Recycled Paper Label	Sets the media type when printing directly from the USB flash memory drive.	51
		3.Multiple Page	**1in1*** 2in1 4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages	Sets the page style when printing multiple pages directly from the USB Flash memory drive.	52
		4.Orientation	**Portrait*** Landscape	Sets the page orientation when printing directly from the USB Flash memory drive.	52
	☐ *Software User's Guide*				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	Page
5.USB Direct I/F (Continued)	1.Direct Print (Continued)	5.Collate	**On*** Off	Enables or disables the page collation when printing directly from the USB Flash memory drive.	52
		6.Print Quality	**Normal*** Fine	Sets the print quality option when printing directly from the USB Flash memory drive.	52
		7.PDF Option	**Document*** Document&Markup Document&Stamps	Sets the PDF option whether to print comments (Markup) or stamps in the PDF file along with the text.	52
		8.Index Print	**Simple*** Details	Sets the index print option, simple format or details.	52
	2.Scan to USB	1.Resolution	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Color Auto Gray 100 dpi Gray 200 dpi Gray 300 dpi Gray Auto B&W 300 dpi B&W 200 dpi B&W 200x100 dpi	Sets the resolution to send the scanned data to USB Flash memory drive.	See ☐.
		2.File Name	—	Enter the file name of the scanned data.	
	☐ *Software User's Guide*				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	Page
6.Print Reports	1.XMIT Verify	1.View on LCD	—	Prints a Report for your last transmission.	See ◆.
		2.Print Report	—		
	2.Tel Index List	1.Numeric	—	Lists names and numbers stored in the One Touch and Speed Dial memory, in numerical or alphabetical order.	
		2.Alphabetic	—		
	3.Fax Journal	—	—	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)	
	4.User Settings	—	—	Lists your settings.	
	5.Network Config	—	—	Lists your Network settings.	
	6.Drum Dot Print	—	—	Prints the drum dot check sheet.	
	◆ *Advanced 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	Page
7.Network	1.TCP/IP	1.Boot Method	—	—	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.	See +.
		(IP Boot Tries)	—	—	**00003*** [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.	
		2.IP Address	—	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
		3.Subnet Mask	—	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
		4.Gateway	—	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
		5.Node Name	—	—	BRNXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)	
		6.WINS Config	—	—	**Auto*** Static	Chooses the WINS configuration mode.	

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- The factory settings are shown in Bold with an asterisk.
- LDAP, Internet Fax and Scan to E-mail Server functions are available as a download.
- In order to use these functions, please download the necessary software from our web site, the Brother Solutions Center at http://solutions.brother.com/.
- Some level 2 menus will only appear if you download the IFAX and E-mail options to your machine.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	Page
7.Network (Continued)	**1.TCP/IP** (Continued)	7.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 +.
		8.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.	
		9.APIPA	—	—	**On*** Off	Automatically allocates the IP address from the link-local address range.	
		0.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.	
	2.Ethernet	—	—	—	**Auto*** 100B-FD 100B-HD 10B-FD 10B-HD	Chooses the Ethernet link mode.	

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	Page
7.Network (Continued)	3.Status	—	—	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive	You can see the current wired status.	See +.
	4.MAC Address	—	—	—	—	Shows the MAC address of the machine.	
	(5.E-mail/ IFAX)	1.Mail Address	—	—	—	Enter the E-mail address. (Up to 60 characters)	
		2.Setup Server	1.SMTP	1.SMTP Server	Name (Up to 64 characters) IP Address [000-255]. [000-255]. [000-255]. [000-255]	Enter the SMTP server address.	
				2.SMTP Port	25* [00001-65535]	Enter the SMTP port number.	
				3.Auth. for SMTP	None* SMTP-AUTH POP bef.SMTP	Selects the Security method for E-mail notification.	
				4.SMTP SSL/TLS	None* SSL TLS	You can send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.	
				5.Verify Cert.	On Off*	Verify the SMTP Server Certificate automatically.	

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	Page
7.Network (Continued)	(**5.E-mail/ IFAX**) (Continued)	2.Setup Server (Continued)	**2.POP3**	1.POP3 Server	Name (Up to 64 characters) IP Address [000-255]. [000-255]. [000-255]. [000-255]	Enter the POP3 server address.	See +.
				2.POP3 Port	**110*** [00001-65535]	Enter the POP3 port number.	
				3.Mailbox Name	—	Enter the mail box name. (Up to 60 characters)	
				4.Mailbox Pwd	—	Enter the password to login to the POP3 server.	
				5.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.	
				6.Verify Cert.	On **Off***	Verify the POP3 Server Certificate automatically.	
				7.APOP	On **Off***	Enables or disables APOP.	
		3.Setup Mail RX	1.Auto Polling	—	**On*** Off	Automatically checks the POP3 server for new messages.	
			2.Poll Frequency	—	**10*** [01-60] Min	Sets the interval for checking for new messages on the POP3 server.	
			3.Header	—	All Subject+From+To **None***	Selects the contents of the mail header to be printed.	

+ Network User's Guide

- The factory settings are shown in Bold with an asterisk.
- LDAP, Internet Fax and Scan to E-mail Server functions are available as a download.
- In order to use these functions, please download the necessary software from our web site, the Brother Solutions Center at http://solutions.brother.com/.
- Some level 2 menus will only appear if you download the IFAX and E-mail options to your machine.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	Page
7.Network (Continued)	(**5.E-mail/ IFAX**) (Continued)	3.Setup Mail RX (Continued)	4.Del Error Mail	—	**On*** Off	Deletes error mails automatically.	See +.
			5.Notification	—	On MDN **Off***	Receives notification messages.	
		4.Setup Mail TX	1.Sender Subject	—	—	Displays the subject that is attached to the Internet Fax data.	
			2.Size Limit	—	On **Off***	Limits the size of E-mail documents.	
			3.Notification	—	On **Off***	Sends notification messages.	
		5.Setup Relay	1.Rly Broadcast	—	On **Off***	Relays a document to another fax machine.	
			2.Relay Domain	—	—	Registers the Domain name.	
			3.Relay Report	—	On **Off***	Prints the Relay Broadcast Report.	
	(**6.Scan To E-mail**)	—	—	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Color Auto Gray 100 dpi Gray 200 dpi Gray 300 dpi Gray Auto B&W 300 dpi B&W 200 dpi B&W 200x100 dpi	Chooses the type and resolution for scanning to send the scanned data via E-mail.	

+ Network User's Guide

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- In order to use these functions, please download the necessary software from our web site, the Brother Solutions Center at http://solutions.brother.com/.
- Some level 2 menus will only appear if you download the IFAX and E-mail options to your machine.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	Page
7.Network (Continued)	**5.Scan To FTP** (**7.Scan To FTP**)	—	—	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Color Auto Gray 100 dpi Gray 200 dpi Gray 300 dpi Gray Auto B&W 300 dpi B&W 200 dpi B&W 200x100 dpi	Chooses the type and resolution for scanning to send the scanned data via FTP.	See +.
	6.ScanTo Network (Windows®) (**8.ScanTo Network**) (Windows®)	—	—	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Color Auto Gray 100 dpi Gray 200 dpi Gray 300 dpi Gray Auto B&W 300 dpi B&W 200 dpi B&W 200x100 dpi	Chooses the type and resolution for scanning to save the scanned data directly to a CIFS server on your local network or on the Internet.	
	(**9.Fax to Server**)	—	—	—	On (Prefix/Suffix) **Off***	You can store a prefix/suffix address in the machine and can send a document from a fax server system.	
	0.Network Reset	—	—	—	1.Reset 2.Exit	Restores all network settings to the factory defaults.	

+ Network User's Guide

- The factory settings are shown in Bold with an asterisk.
- LDAP, Internet Fax and Scan to E-mail Server functions are available as a download.
- In order to use these functions, please download the necessary software from our web site, the Brother Solutions Center at http://solutions.brother.com/.
- Some level 2 menus will only appear if you download the IFAX and E-mail options to your machine.

Level 1	Level 2	Level 3	Options	Descriptions	Page
8.Machine Info.	1.Serial No.	—	—	You can check the serial number of your machine.	126
	2.Page Counter	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See ◆.
	3.Parts Life	1.Drum	—	You can check the percentage of a machine part's life that remains available. (PF Kit 2 appears only if you installed the optional paper tray.)	
		2.Fuser	—		
		3.Laser	—		
		4.PF Kit MP	—		
		5.PF Kit 1	—		
		6.PF Kit 2	—		
	◆ *Advanced User's Guide*				
	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	Page
0.Initial Setup	1.Receive Mode	—	**Fax Only***	Chooses the receive mode that best suits your needs.	29
			Fax/Tel		
			External TAD		
			Manual		
	2.Date&Time	1.Date&Time	—	Puts the date and time on the LCD and in headings of faxes you send.	See ‡.
		3.Time Zone	UTCXXX:XX	Sets the time zone for your country.	See +.
	3.Station ID	—	Fax:	Sets your name and fax number to appear on each page you fax.	See ‡.
			Tel:		
			Name:		
	4.Tone/Pulse	—	**Tone***	Chooses the dialling mode.	
			Pulse		
	5.Dial Tone	—	Detection	You can shorten the dial tone detect pause.	118
			No Detection*		
	6.Dial Prefix	—	—	Sets a prefix number that will always be added before the fax number every time you dial.	See ◆.
	7.Reset	1.Network	1.Reset	Restores all network settings to the factory defaults.	126
			2.Exit		
		2.Address & Fax	1.Reset	Restores all stored phone numbers and fax settings.	
			2.Exit		
		3.All Settings	1.Reset	Restores all the machine settings to factory default.	
			2.Exit		
	0.Local Language	—	中文*	Allows you to change the LCD language.	See ‡.
			English		

◆ *Advanced User's Guide*

‡ *Quick Setup Guide*

+ *Network User's Guide*

The factory settings are shown in Bold with an asterisk.

Entering text

When setting certain menu selections, such as the Station ID, you will need to type text characters. The dial pad keys have letters printed on them. The keys: **0**, **#** and ✳ do *not* have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

Press Key	one time	two times	three times	four times	five times	six times	seven times	eight times	nine times
1	@	.	/	1	@	.	/	1	@
2	a	b	c	A	B	C	2	a	b
3	d	e	f	D	E	F	3	d	e
4	g	h	i	G	H	I	4	g	h
5	j	k	l	J	K	L	5	j	k
6	m	n	o	M	N	O	6	m	n
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8	t	u
9	w	x	y	z	W	X	Y	Z	9

For menu selections that do not allow lower case letter selection, please use this reference table.

Press Key	one time	two times	three times	four times	five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	S	7
8	T	U	V	8	T
9	W	X	Y	Z	9

Inserting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between characters.

Making corrections

If you entered a character incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and then press **Clear**.

Repeating letters

To enter a letter on the same key as the previous letter, press ▶ to move the cursor right before pressing the key again.

Special characters and symbols

Press ∗, **#** or **0**, then press ◀ or ▶ to move the cursor to the symbol or character you want. Press **OK** to choose it. The symbols and characters below will appear depending on your menu selection.

Press ∗	for	(space) ! " # $ % & ’ ( ) ∗ + , - . / €
Press **#**	for	: ; < = > ? @ [ ] ^ _ \ ~ ‘ | { }
Press **0**	for	Ä Ë Ö Ü À Ç È É 0

Conversion and Enter Characters

You can register your name in Chinese or English in this machine, you can switch between the alphabet input mode and the Chinese-entry mode by pressing ▲ button, the current input mode will appear in the lower right corner of LCD. Simplified Chinese can be converted from Pinyin entry.

For example, if you want to enter “Good 公司”, follow the below procedures:

1. Make sure you are in the alphabet input mode.
   ▲A will appear in the lower right corner.
   Press [4 GHI] repeatedly until showing G, and press ▶.
   By pressing the correct button repeatedly, you can access the character you want, and press ▶.
   If you need to enter a letter that is NOT on the same button as the letter before it, you needn't press ▶, just press the correct button.

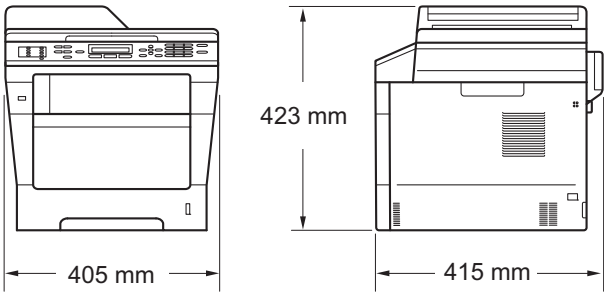
2. Press ▲ to enter the Chinese-entry mode.
   ▲拼 will appear in the lower right corner.
   Press [4 GHI] one time until showing Pinyin g, and press ▶, the cursor move to the next.
   By pressing the correct button repeatedly, you can access the Pinyin you want.
   In actual operation of entering Pinyin, some Chinese words and phrases appear in the lower part of LCD, then press ▼, the cursor come to this lower part.

3. Press ▲, ▼, ◀ or ▶ to move the cursor to choose “公司” which you exactly want.
   Press **OK** to complete.

   During the above operation, you can press 清除 Clear to erase the character above the cursor.

D Specifications

General

Model		MFC-8510DN	MFC-8515DN	MFC-8520DN
Printer Type		Laser		
Print Method		Electrophotographic Laser Printer		
Memory Capacity	Standard	64 MB		128 MB
	Optional	1 slot: DDR2 SO-DIMM (144–pin) up to 256 MB		
LCD (liquid crystal display)		15 characters x 5 lines (2 byte)		
Power Source		220 - 240 V AC 50/60 Hz		
Power Consumption [1] (Average)	Peak	Approx. 1200 W at 25 °C		
	Copying	Approx. 651 W at 25 °C		
	Copying (Quiet Mode)	Approx. 336 W at 25 °C		
	Ready	Approx. 8.1 W at 25 °C		
	Deep Sleep	Approx. 1.2 W		
Dimensions				
Weights (with consumables)		15.8 kg		16.0 kg

[1] USB connections to PC

Model			MFC-8510DN	MFC-8515DN	MFC-8520DN
Noise Level	Sound Pressure	Printing	LPAm = 59 dB (A)		
		Ready	LPAm = 37 dB (A)		
		Printing (Quiet Mode)	LPAm = 54 dB (A)		
	Sound Power	Printing	LWAd = 6.64 B (A)		
		Ready	LWAd = 4.62 B (A)		
		Printing (Quiet Mode)	LWAd = 6.4 B (A)		
Temperature		Operating	10 to 32.5 °C		
		Storage	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: 20 to 30 °C Humidity: 50% to 70% Paper: 80 g/m^2		

Document Size

Model		MFC-8510DN	MFC-8515DN	MFC-8520DN
Document Size (Single-sided)	ADF Width	147.3 to 215.9 mm		
	ADF Length	147.3 to 355.6 mm		
	Scanner Glass Width	Max. 215.9 mm		
	Scanner Glass Length	Max. 300.0 mm		
Document Size (2-sided (Duplex))	ADF Width	-		147.3 to 215.9 mm
	ADF Length	-		147.3 to 355.6 mm

Print media

Model			MFC-8510DN	MFC-8515DN	MFC-8520DN
Paper Input	Paper Tray (Standard)	Paper Type	Plain Paper, Thin Paper, Recycled Paper		
		Paper Size	A4, Letter, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive, Legal, Folio		
		Paper Weight	60 to 105 g/m^2		
		Maximum Paper Capacity	Up to 250 sheets of 80 g/m^2 Plain paper		
	Multi-purpose tray (MP tray)	Paper Type	Plain Paper, Thin Paper, Thick Paper, Thicker Paper, Recycled Paper, Bond Paper, Label, Envelope, Env.Thin, Env.Thick		
		Paper Size	Width: 76.2 to 215.9 mm Length: 127.0 to 355.6 mm		
		Paper Weight	60 to 163 g/m^2		
		Maximum Paper Capacity	Up to 50 sheets of 80 g/m^2 Plain paper		
	Paper Tray 2 (Optional)	Paper Type	Plain Paper, Thin Paper, Recycled Paper		
		Paper Size	A4, Letter, B5 (ISO/JIS), A5, B6 (ISO), Executive, Legal, Folio		
		Paper Weight	60 to 105 g/m^2		
		Maximum Paper Capacity	Up to 500 sheets of 80 g/m^2 Plain paper		
Paper Output [1]	Face-Down Output Tray		Up to 150 sheets of 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)		
Duplex	Automatic Duplex Printing	Paper Type	Plain Paper, Thin Paper, Recycled Paper		
		Paper Size	A4		
		Paper Weight	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-8510DN	MFC-8515DN	MFC-8520DN
Compatibility		ITU-T Super Group 3		
Coding System		MH/MR/MMR/JBIG/JPEG		
Modem Speed		33,600 bps (with Automatic Fallback)		
2-sided (Duplex) Print Receiving		Yes		
Automatic 2-sided (Duplex) Sending		-		Yes (from ADF)
Scanning Width		Max. 208 mm		
Printing Width		Max. 208 mm		
Greyscale		8 bit/256 levels		
Resolution	Horizontal	8 dot/mm		
	Vertical	Standard: 3.85 line/mm		
		Fine: 7.7 line/mm		
		Photo: 7.7 line/mm		
		Superfine: 15.4 line/mm		
One Touch Dial		16 (8 × 2)		
Speed Dial		300 stations		
Groups		Up to 20		
Broadcasting		366 stations		
Automatic Redial		3 times at 5 minute intervals		
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-8510DN	MFC-8515DN	MFC-8520DN
Copy Width	Max. 210 mm		
Automatic 2-sided (Duplex) 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 1200 × 600 dpi		
First Copy Out Time [1]	Less than 10.5 seconds at 23 °C / 230 V		

[1] From Ready mode and standard tray

Scanner

Model	MFC-8510DN	MFC-8515DN	MFC-8520DN
Colour / Black	Yes / Yes		
TWAIN Compliant	Yes (Windows® XP/ Windows Vista® / Windows® 7 / Mac OS X 10.5.8, 10.6.x, 10.7.x [1])		
WIA Compliant	Yes (Windows® XP / Windows Vista® / Windows® 7)		
ICA Compliant	Yes (Mac OS X 10.6.x, 10.7.x)		
Colour Depth	48 bit internal / 24 bit external colour		
Resolution	Up to 19200 × 19200 dpi (interpolated) [2] Up to 1200 × 1200 dpi (optical) [2] (from Scanner Glass) Up to 1200 × 600 dpi (optical) [2] (from ADF)		
Scanning Width	Max. 210 mm		
Automatic 2-sided (Duplex) Scanning	-		Yes (from ADF)
Greyscale	256 levels		

1 For the latest driver updates for the version of Mac 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® and Windows® 7 (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)

Printer

Model	MFC-8510DN	MFC-8515DN	MFC-8520DN
Automatic 2-sided (Duplex) Print	Yes		
Emulations	PCL6, BR-Script3 (PostScript® 3™), IBM Proprinter XL, Epson FX-850		
Resolution	1200 dpi × 1200 dpi, HQ1200 quality, 600 dpi × 600 dpi		
Print Speed (Duplex)	Up to 18 sides/minute (Up to 9 sheets/minute) (A4 size) [1]		
Print Speed	Up to 36 pages/minute (A4 size) [1]		
First Print Time [2]	Less than 8.5 seconds at 23 °C / 230 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-8510DN	MFC-8515DN	MFC-8520DN
USB	Hi-Speed USB 2.0 [1] [2] It is recommended you use a USB 2.0 cable (Type A/B) that is no more than 2.0 metres long.		
Ethernet [3]	10BASE-T / 100BASE-TX Use a straight-through Category 5 (or greater) twisted-pair cable.		

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 (LAN)* ➤➤ page 166 and ➤➤ Network User's Guide.

Direct Print feature

Model	MFC-8510DN	MFC-8515DN	MFC-8520DN
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

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**		**Supported PC Software Functions**	**Supported PC Interface [2]**
					For Drivers	**For Applications**		
Windows® Operating System	Windows® XP Home [1 4] Windows® XP Professional [1 4]	Intel® Pentium® II or equivalent	128 MB	256 MB	150 MB	500 MB	Printing, PC-Fax [3], Scanning	USB, 10Base-T/ 100 Base-TX (Ethernet)
	Windows® XP Professional x64 Edition [1 4]	64-bit (Intel®64 or AMD64) supported CPU	256 MB	512 MB				
	Windows Vista® [1 4]	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.2 GB		
	Windows® 7 [1 4]	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)	650 MB			

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**		**Supported PC Software Functions**	**Supported PC Interface [2]**
					For Drivers	**For Applications**		
	Windows Server® 2003 (print only via network)	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A	Printing	10Base-T/ 100 Base-TX (Ethernet)
	Windows Server® 2003 x64 Edition (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
	Windows Server® 2008 (print only via network)	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	2 GB				
	Windows Server® 2008 R2 (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
Macintosh Operating System	Mac OS X 10.5.8	PowerPC G4/G5 Intel® Processor	512 MB	1 GB	80 MB	400 MB	Printing, PC-Fax Send [3], Scanning	USB, 10Base-T/ 100 Base-TX (Ethernet)
	Mac OS X 10.6.x	Intel® Processor	1 GB	2 GB				
	Mac OS X 10.7.x	Intel® Processor	2 GB	2 GB				

[1] For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

[2] Third-party USB ports are not supported.

[3] PC-Fax supports black and white only.

[4] Presto! PageManager on the CD-ROM supports Microsoft®, Windows® XP, Windows Vista® and Windows® 7.

For the latest driver updates, visit http://solutions.brother.com/.

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

Consumable items

Model		MFC-8510DN	MFC-8515DN	MFC-8520DN	Model Name
Toner Cartridge	Inbox	Approx. 3,000 pages A4 or Letter page [1]			-
	Standard	Approx. 3,000 pages A4 or Letter page [1]			TN-3335
	High Yield	Approx. 8,000 pages A4 or Letter page [1]			TN-3385
Drum Unit		Approx. 30,000 pages A4 or Letter pages (1 page / job) [2]			DR-3350

[1] Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

[2] Drum life is approximate and may vary by type of use.

Network (LAN)

Note

For more information about the Network specifications ➤➤ Network User's Guide

Model		MFC-8510DN	MFC-8515DN	MFC-8520DN
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 [4], SMTP Client, IPP/IPPS, FTP Client and Server, LDAP Client [4], CIFS Client, TELNET Server, SNMP v1/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, LDAP Client [4], CIFS Client, TELNET Server, SNMP v1/v2c/v3, HTTP/HTTPS server, TFTP client and server, SMTP Client, ICMPv6, SNTP Client, Web Services (Print/Scan)		
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		

1 See *Computer requirements* ➤➤ page 163.

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/.

4 These protocols are available if you have installed LDAP function on your machine. You can add LDAP function by downloading it from the Brother Solutions Center at: http://solutions.brother.com/.

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