PhotoCapture Center®: Printing photos from a memory card or USB Flash memory drive
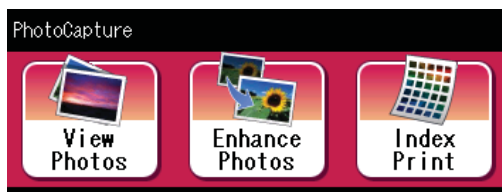
Entering PhotoCapture mode

After you insert the memory card or USB Flash memory drive, press the

📷 (**Photo Capture**) key to illuminate it in blue and display the PhotoCapture options on the LCD.

The LCD shows:

■ Press View Photos if you want to quickly view and print your photos. See *View Photos* on page 101.

■ Press Enhance Photos if you want to add special effects to your photos. See *Enhance Photos* on page 103.

■ Press Index Print if you want to print an Index page (Thumbnails). You can also print photos using the image numbers of the Index page (Thumbnails). See *Print Index (Thumbnails)* on page 102.

Note

If your digital camera supports DPOF printing, see *DPOF printing* on page 105.

When the option you want is highlighted, press **OK**.

Print Images

View Photos

You can preview your photos on the LCD before you print them. If your photos are large files there may be a delay before each photo is displayed on the LCD.

1 Make sure you have put a memory card or USB Flash memory drive in the proper slot.
Press (**Photo Capture**).

2 Press View Photos.
Do one of the following:

■ If you want to choose photos to print or print more than one for an image, go to step **3**.

■ If you want to print all photos,

press 🖨.

Press Yes to confirm.

Go to step **6**.

Note

• Press ◀ or ▶ to scroll through all photos. You can forward and rewind the thumbnails by holding these keys. The photo is not shown during this operation.

• Press 🎞 to start Slide Show.

3 Press and choose a photo from the thumbnail.

4 Enter the number of copies you want either by pressing the number or pressing **+** or **-**.
Press OK.

5 Repeat step **3** and **4** until you have chosen all the photos that you want to print.

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f After you have chosen all the photos, do one of the following:

- Press OK and change the print settings. Press Print Setting. (See page 106.)

- If you do not want to change any settings, press OK and then **Color Start** to print.

Print Index (Thumbnails)

The PhotoCapture Center® assigns numbers for images (such as No.1, No.2, No.3, and so on).

The PhotoCapture Center® does not recognize any other numbers or file names that your digital camera or computer has used to identify the pictures. You can print a thumbnail page. This will show all the pictures on the memory card or USB Flash memory drive.
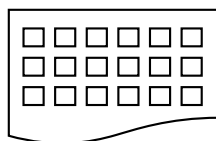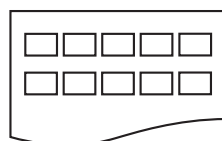
Note

Only file names that are 8 characters or less will be printed correctly on the index sheet.

a Make sure you have put the memory card or USB Flash memory drive in the proper slot.

Press (**Photo Capture**).

b Press Print Index.

c Press Index Sheet and choose 6 Images/Line or 5 Images/Line.

6 Images/Line   5 Images/Line

Print time for 5 images/Line will be slower than 6 images/Line, but the quality is better.

d Do one of the following:

- Press Print Setting to change the paper type or the paper size you are using.

- If you do not want to change the paper settings, go to g.

e Press Paper Type.
Choose the paper type you are using, Plain Paper, Inkjet Paper, Brother BP71 or Other Glossy.

f Press Paper Size.
Choose the paper size you are using, Letter or A4.

g Press **Color Start** to print.

Print Photos

Before you can print an individual image, you have to know the image number.

a Make sure you have put a memory card or USB Flash memory drive in the proper slot.

Press (**Photo Capture**).

b Print the Index. (See *Print Index (Thumbnails)* on page 102.)

c Press Index Print.

d Press Print Photos.

e Enter the image number that you want to print from the Index page (Thumbnails). After you have chosen the image numbers, press OK.

Note

You can enter up to 12 characters (including commas) for the image numbers you want to print.

f Enter the number of copies you want by pressing **+** or **-**.

g Do one of the following:

■ Press Print Setting to change the print settings. (See page 106.)

■ If you do not want to change any settings, press **Color Start** to print.

Enhance Photos

You can edit and add effects to your photos and view them on the LCD before printing.

Note

The Enhance Photos feature is supported by technology from Reallusion, Inc.

a Make sure you have put a memory card or USB Flash memory drive in the slot.

Press 📷 (**Photo Capture**).

b Press Enhance Photos.

Note

• Press ◀ or ▶ to scroll through all photos. You can forward and rewind the thumbnails by holding these keys. The photo is not shown during this operation.

• Press 🎞️ to start Slide Show.

c Press and choose a photo from the thumbnails.

d Press and choose Enhance or Trim. You can also choose both together. Press OK.

e Do one of the following:

■ If you chose Enhance, go to step f.

■ If you chose Trim, go to step g.

f Press and choose the effect you wish to add. Press OK. Do one of the following:

■ If you choose Trim in step d, go to step g.

■ If you do not choose Trim in step d, go to step h.

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Note

- You have 7 ways to add effects to your photo.

	(Auto Correct) The machine decides the suitable effect for your photo.
	(Enhance Skin) Best used for adjusting portrait photographs. It adjusts human skin color. Press ◀ or ▶ to adjust the level of contrast.
	(Enhance Scenery) Best used for adjusting landscape photographs. It highlights green and blue areas in your photo. Press ◀ or ▶ to adjust the level of contrast.
	(Remove Red-Eye) The machine will attempt to remove red-eye from your photo. If red-eye detection fails, you can press the Try Again button to re-detect.
	(Monochrome) You can convert the color of your photo to monochrome.
	(Sepia) Adds a sepia tone (shades of brown) effect to your photo.
	(Auto Correct Remove Red-Eye) The machine decides the suitable effects for your photo. Also, it will attempt to remove red-eye from your photo.

- There are some cases when red-eye may not be removed.

  - When the face is too small.

  - When the face is turning too far up, down, left or right.

- After adding each effect, you can enlarge the view of the image by pressing 🔍. To go back to the original size, press 🔍.

- While the image is enlarged, you can move around the image with **up** (▲), **down** (▼), **left** (◀)and **right** (▶). Press Cancel to return to the list of effects.

7️⃣ Adjust the red frame around your photo. The part inside of the red frame will be printed.

- Press **+** or **-** to enlarge or reduce the frame size.

- Press ▲, ▼, ◀ or ▶ to move the position of the frame.

- Press ⬛ to rotate the frame.

Press OK when you have finished adjusting the frame setting.
Press OK to confirm.

Note

If your photo is very small or you may not be able to trim the photo. The LCD will display Image Too Small. or Image Too Long..

8️⃣ Enter the number of copies you want either by pressing the number or pressing **+** or **-**.
Press OK.

9️⃣ Do one of the following.

- If you do not want to change any settings, press **Color Start** to print.

DPOF printing

DPOF stands for Digital Print Order Format.

Major digital camera manufacturers (Canon Inc., Eastman Kodak Company, Fuji Photo Film Co. Ltd., Matsushita Electric Industrial Co. Ltd. and Sony Corporation) created this standard to make it easier to print images from a digital camera.

If your digital camera supports DPOF printing, you will be able to choose on the digital camera display the images and number of copies you want to print.

When the memory card (CompactFlash®, Memory Stick®, Memory Stick Pro™, SD, SDHC or xD-Picture Card™) with DPOF information is put into your machine, you can print the chosen image easily.

a Make sure you have put a memory card in the proper slot.
   The machine will ask you if you want to use DPOF setting.

b Press Yes.

c Do one of the following:

   ■ Press Print Setting to change the print settings. (See page 106.)

   ■ If you do not want to change any settings, press **Color Start** to print.

Note

When using DPOF printing the print quality, brightness, contrast, cropping and borderless settings are not available.

An Invalid DPOF File error can occur if the print order that was created on the camera has been corrupted. Delete and recreate the print order using your camera to correct this problem. For instructions on how to delete or recreate the print order, refer to your camera manufacturers support website or accompanying documentation.
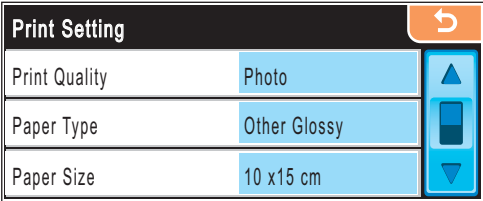
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PhotoCapture Center® print settings

You can change the print settings temporarily for the next printing.

These settings are temporary, and the machine returns to its default settings 3 minutes after printing, unless you have set the Mode Timer to 2 minutes or less. (See *Mode Timer* on page 25.)

Note

You can save the print settings you use most often by setting them as default. (See *Setting your changes as the new default* on page 110.)

Print Setting

Print Quality	Photo
Paper Type	Other Glossy
Paper Size	10 x15 cm

Menu Selections	Options 1	Options 2	Page
Print Quality (Does not appear for DPOF printing)	Normal/Photo	—	107
Paper Type	Plain Paper/Inkjet Paper/ Brother BP71/Other Glossy	—	107
Paper Size	4"x 6"/5"x 7"/Letter/A4/	—	107
Brightness (Not available when Enhance is chosen.)	Dark — Light ◁ ▢ ▷ 0	—	108
Contrast (Not available when Enhance is chosen.)	– + ◁ ▢ ▷ 0	—	108
True2Life (Not available when Enhance is chosen.)	On/Off White Balance – + ◁ ▢ ▷ 0 Sharpness – + ◁ ▢ ▷ 0 Color Density – + ◁ ▢ ▷ 0	—	108
Cropping	On/Off	—	109

Menu Selections	Options 1	Options 2	Page
Borderless	On/Off	—	110
Print Date (Does not appear when DPOF print is chosen)	On/Off	—	110
Set New Default	Yes No	—	110
Factory Reset	Yes No	—	110

Print Quality

1. Press Print Quality.

2. Press and choose Normal or Photo.

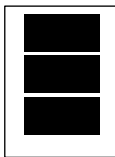3. If you do not want to change additional settings, press 5
   Press **Color Start**.
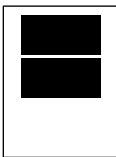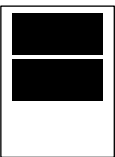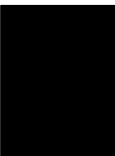
Paper options

Paper Type

1. Press Paper Type.

2. Press and choose the paper type you are using, Plain Paper, Inkjet Paper, Brother BP71 or Other Glossy.
   Press **OK**.

3. If you do not want to change additional settings, press 5.

Paper and print size

1. Press Paper Size.

2. Press and choose the paper size you are using, 4"x 6", 5"x 7", Letter or A4.
   Do one of the following:

   ■ If you chose Letter or A4, go to step 3.

   ■ If you chose another size of paper, go to step 4.

3. Press and choose the Print Size.

Example: Printed Position for Letter paper		
1 3"x 4"	2 3.5"x 5"	3 4"x 6"
4 5"x 7"	5 6"x 8"	6 Max. Size

4. If you do not want to change additional settings, press 5.
   Press **Color Start**

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Adjusting Brightness, Contrast and Color

Brightness

1. Press ▲ or ▼ to choose Brightness.

2. Press ◀ to make a darker print or press ▶ to make a lighter print.
   Press OK.

3. If you do not want to change additional settings, press 🔙.
   Press **Color Start** to print.

Contrast

You can choose the contrast setting. More contrast will make an image look sharper and more vivid.

1. Press ▲ or ▼ to choose Contrast.

2. Press ▶ to increase the contrast or press ◀ to decrease the contrast.
   Press OK.

3. If you do not want to change additional settings, press 🔙.
   Press **Color Start** to print.
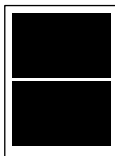
Color Enhancement (True2Life®)

You can turn on the color enhancement(True2Life®) feature to print more vivid images. Printing time will be slower.

1. Press ▲ or ▼ to choose True2Life.

2. Do one of the following:
   - If you want to customize the White Balance, Sharpness or Color Density, press On, and then go to step ❸.
   - If you do not want to customize, press Off.

     Go to step ❻.

3. Press and choose White Balance, Sharpness or Color Density.

4. Press ◀ or ▶ to adjust the degree of the setting.
   Press OK.

5. Do one of the following:
   - If you want to customize another color enhancement, repeat from step ❶ to step ❹.
   - If you want to change other settings, press print settings menu you want to change. (See page 106.)

6. If you do not want to change additional settings, press 🔙.
   Press **Color Start** to print.

Note

- **White Balance**

  This setting adjusts the hue of the white areas of an image. Lighting, camera settings and other influences will effect the appearance of white. The white areas of a picture may be slightly pink, yellow or some other color. By using this setting, you can correct that effect and bring the white areas back to pure white.

- **Sharpness**

  This setting enhances the detail of an image, similar to adjusting the fine focus on a camera. If the image is not in true focus and you cannot see the fine details of the picture, then adjust the sharpness.

- **Color Density**

  This setting adjusts the total amount of color in the image. You can increase or decrease the amount of color in an image to improve a washed out or weak picture.

Cropping

If your photo is too long or wide to fit the available space on your chosen layout, part of the image will automatically be cropped.

The factory setting is On. If you want to print the whole image, turn this setting to Off.

If you are also using the Borderless setting, turn the Borderless to Off. (See *Print Date* on page 110.)

1. Press ▲ or ▼ to choose Cropping.

2. Press Off (or On).

3. If you do not want to change additional settings, press 🔙.
   Press **Color Start** to print.

Cropping: On

Cropping: Off

13
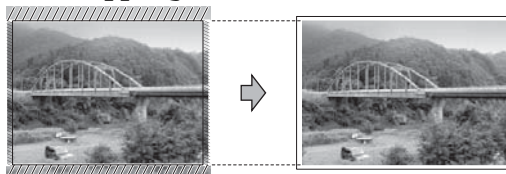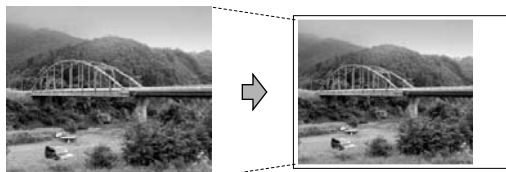
Borderless printing

This feature expands the printable area to the edges of the paper. Printing time will be slightly slower.

1. Press ▲ or ▼ to choose Borderless.

2. Press Off (or On).

3. If you do not want to change additional settings, press ↰. Press **Color Start** to print.

Print Date

You can print the date if it is already in the data on your photo. The date will be printed on the lower right corner. If the data doesn't have the date information, you cannot use this function.

1. Press ▲ or ▼ to choose Print Date.

2. Press On (or Off).

3. If you do not want to change additional settings, press ↰. Press **Color Start** to print.

Note

The DPOF setting on your camera must be turned off to use the Print Date feature.

Setting your changes as the new default

You can save the print settings you use most often by setting them as the default settings. These settings will stay until you change them again.

1. Press and choose your new setting. Repeat this step for each setting you want to change.

2. After changing the last setting, press ▲ or ▼ to choose Set New Default.

3. Press Yes to confirm.

4. Press **Stop/Exit**.

Restoring all settings to the factory settings

You can restore all the settings you have changed to the factory settings. These settings will stay until you change them again.

1. Press ▲ or ▼ to choose Factory Reset.

2. Press Yes to confirm.

3. Press **Stop/Exit**.

Scan to a memory card or USB Flash memory drive

Entering Scan mode

When you want to scan to a memory card or USB Flash memory drive, press

⏏ (**Scan**).

The LCD shows:

Quality	Selectable File Format
Color 150 dpi	JPEG / PDF
Color 300 dpi	JPEG / PDF
Color 600 dpi	JPEG / PDF
B/W 200x100 dpi	TIFF / PDF
B/W 200 dpi	TIFF / PDF

SCAN

- Scan to E-mail
- Scan to Image
- Scan to OCR
- Scan to File
- Scan to Media
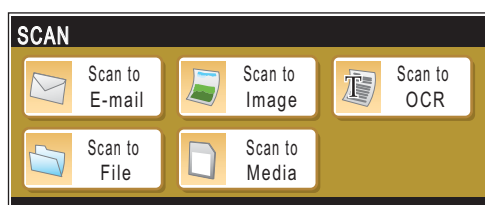
Press Scan to Media.

If you are not connected to your computer only the Scan to Media selection is available on the LCD.

(See *Scanning* for Windows® or Macintosh® in the Software User's Guide on the CD-ROM for details about the other menu options.)

How to scan to a memory card or USB Flash memory drive

You can scan black & white and color documents into a memory card or USB Flash memory drive. Black & white documents will be stored in PDF (*.PDF) or TIFF file formats (*.TIF). Color documents may be stored in PDF (*.PDF) or JPEG (*.JPG) file formats. The factory setting is Color 150 dpi and the default file format is PDF. File names default to the current date that you set using the control panel keys. (For details, see Quick Setup Guide.) For example, the fifth image scanned on July 1, 2009 would be named 07010905.PDF. You can change the color and quality.

1. Insert a CompactFlash®, Memory Stick®, Memory Stick Pro™, SD, SDHC, xD-Picture Card™ or USB Flash memory drive into your machine.

> ⚠ **CAUTION**
>
> DO NOT take our the memory card or USB Flash memory drive while **PhotoCapture** is blinking to avoid damaging the card, USB Flash memory drive or data stored on the card.

2. Load your document.

3. Press ⏏ (**Scan**).

4. Press Scan to Media.

5. Do one of the following.

   - To change the quality, press ◀ or ▶ to display Quality. Press Quality and choose Color 150 dpi, Color 300 dpi, Color 600 dpi, B/W 200x100 dpi or B/W 200 dpi.

   - To change the file type, press ◀ or ▶ to display File Type. Press File Type and choose PDF, JPEG or TIFF.

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■ If you want to change the file name, press ◀ or ▶ to display File Name. Press File Name and enter the file name.

You can only change the first 6 characters.

■ Press **Black Start** or to start scanning without changing additional settings.

Note

- If you chose color in the resolution setting, you cannot choose TIFF.

- If you chose black & white in the resolution setting, you cannot choose JPEG.

f Press **Black Start** or **Color Start**.

How to change the file name

You can change the file name.

a Press (**Scan**).

b Press Scan to Media.

c Press File Name.

Press to delete characters. Then enter the new file name (up to 6 characters). (See *Entering Text* on page 190.)

d Press OK.

How to set a new default

You can set your own default setting.

a Press (**Scan**).

b Press Scan to Media.

c Press◀ or ▶ to choose Set New Default.

d Press Yes to confirm.

e Press **Stop/Exit**.

How to reset to the factory setting

You can restore all the settings you have changed to the factory settings.

a Press (**Scan**).

b Press Scan to Media.

c Press ▲ or ▼ to choose Factory Reset.

d Press Yes to confirm.

e Press **Stop/Exit**.

Understanding the Error Messages

Once you are familiar with the types of errors that can occur while you are using PhotoCapture Center®, you can easily identify and troubleshoot any problems.

■ Hub is Unusable.

This message will appear if a Hub or USB Flash memory drive with a Hub has been put into the USB direct interface.

■ Media Error

This message will appear if you put in a memory card that is either bad or not formatted, or when there is a problem with the media drive. To clear this error, take out the memory card.

■ No File

This message will appear if you try to access a memory card or USB Flash memory drive in the drive (slot) that does not contain a .JPG file.

■ Out of Memory

This message will appear if you are working with images that are too large for the machine's memory. This message will also appear when a memory card or USB Flash memory drive you are using does not have enough space available for the scanned document.

■ Media is Full.

This message will appear if you are trying to save more than 999 files in a memory card or USB Flash memory drive.

■ Unusable Device

This message will appear if a USB device or USB Flash memory drive that is not supported has been connected to the USB direct interface. For more information, visit us at http://solutions.brother.com. This message will also appear if you connect a broken device to the USB direct interface.

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14 Printing photos from a camera

Printing photos directly from a PictBridge camera

PictBridge

Your Brother machine supports the PictBridge standard, allowing you to connect to and print photos directly from any PictBridge compatible digital camera.

If your camera is using the USB Mass Storage standard, you can also print photos from a digital camera without PictBridge.(See *Printing photos directly from a digital camera (without PictBridge)* on page 116.)

PictBridge requirements

To avoid errors, remember the following points:

■ The machine and the digital camera must be connected using a suitable USB cable.

■ The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).

■ PhotoCapture Center® operations are not available when using the PictBridge feature.

Setting your digital camera

Make sure your camera is in PictBridge mode. The following PictBridge settings may be available from the LCD of your PictBridge compatible camera.

Depending on your camera some of these settings may not be available.

Camera Menu Selections	Options
Paper Size	Letter, A4, 4"×6", Printer Settings (Default setting) [2]
Paper Type	Plain Paper, Glossy Paper, Inkjet Paper, Printer Settings (Default setting) [2]
Layout	Borderless: On, Borderless: Off, Printer Settings (Default setting) [2]
DPOF setting [1]	-
Print Quality	Normal, Fine, Printer Settings (Default setting) [2]
Color Enhancement	On, Off, Printer Settings (Default setting) [2]
Print Date	On, Off, Printer Settings (Default setting) [2]

[1] See *DPOF printing* on page 115 for more details.

[2] If your camera is set to use the Printer Settings (Default setting), the machine will print your photo using the following settings.

Settings	Options
Paper Size	4"×6"
Paper Type	Glossy Paper
Layout	Borderless: On
Print Quality	Fine
Color Enhancement	Off
Print Date	Off

■ When your camera does not have any menu selections, this setting is also used.

■ The names and availability of each setting depends on the specification of your camera.

Please refer to the documentation supplied with your camera for more detailed information on changing PictBridge settings.

Printing Images

Note

Remove any memory cards or USB Flash memory drive from the machine before connecting a digital camera.

a Make sure that your camera is turned off. Connect your camera to the USB direct interface (1) on the machine using the USB cable.
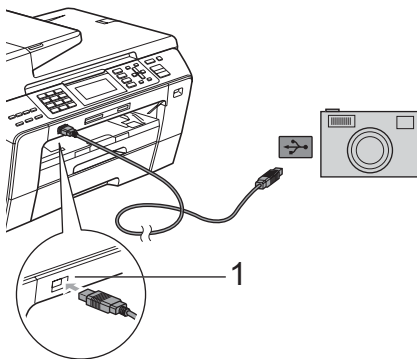
1 USB direct interface

b Turn on the camera.
When the machine has recognized the camera, the LCD shows Camera Connected.

c Choose the photo you want to print following the instructions from your camera.
When the machine starts printing a photo, the LCD will show Printing.

⚠ WARNING

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.

DPOF printing

DPOF stands for Digital Print Order Format.

Major digital camera manufacturers (Canon Inc., Eastman Kodak Company, Fuji Photo Film Co. Ltd., Matsushita Electric Industrial Co. Ltd. and Sony Corporation) created this standard to make it easier to print images from a digital camera.

If your digital camera supports DPOF printing, you will be able to choose on the digital camera display the images and number of copies you want to print.

Note

When using DPOF printing the print quality, brightness, contrast, cropping and borderless settings are not available.

An Invalid DPOF File error can occur if the print order that was created on the camera has been corrupted. Delete and recreate the print order using your camera to correct this problem. For instructions on how to delete or recreate the print order, refer to your camera manufacturer's support website or accompanying documentation.

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Printing photos directly from a digital camera (without PictBridge)

If your camera is using the USB Mass Storage standard, you can connect your camera in storage mode. This enables you to print photos from your camera.

(If you would like to print photos in PictBridge mode, see *Printing photos directly from a PictBridge camera* on page 114.)

✍ Note

The name, availability and operation differ among digital cameras. Please refer to the documentation supplied with your camera for detailed information, such as how to switch from PictBridge mode to USB mass storage mode.

Printing Images

✍ Note

Remove any memory cards or USB Flash memory drive from the machine before connecting a digital camera.

1 Make sure that your camera is turned off. Connect your camera to the USB direct interface (1) on the machine using the USB cable.
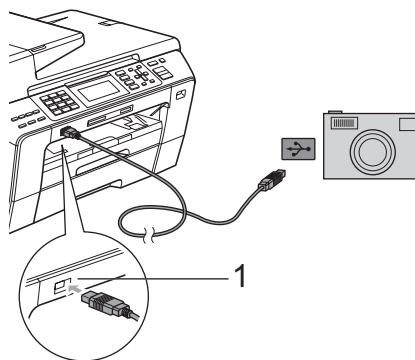
1 USB direct interface

2 Turn on the camera.

3 Follow the steps in *Print Images* on page 101.

⚠ WARNING

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.

Understanding the Error Messages

Once you are familiar with the types of errors that can occur while you are printing from a camera, you can easily identify and troubleshoot any problems.

■ Out of Memory

This message will appear if you are working with images that are too large for the machine's memory.

■ Unusable Device

This message will appear if you connect a camera that is not using the USB Mass Storage standard. This message will also appear if you connect a broken device to the USB direct interface.

(For more detailed solutions see *Error and Maintenance messages* on page 147.)

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15 Wireless photo printing (MFC-990CW only)

Printing photos with Bluetooth® wireless technology

Your Brother machine supports Bluetooth® wireless technology.

Bluetooth® wireless technology enables a highly secured short range wireless communication and no cable is required to connect your machine with Bluetooth® wireless technology enabled devices for printing photos.

The requirements for using Bluetooth® wireless technology

To avoid errors, remember the following points:

■ The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).

■ The size of the image file must be no larger than 3 MB.

■ Your machine is a Class 2 device and the communication range is between 0 to 33 feet. You cannot print outside this range.

When your machine is successfully connected with other Bluetooth wireless technology enabled device, Bluetooth® wireless technology indicator illuminates in blue.
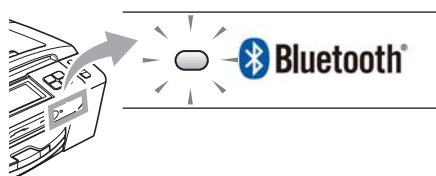
Only when the indicator illuminates in blue, you can print photos.

Set up your machine

Settings		↵
Pass Key	0000	▲
Comm. Mode	Public	▮
Device Address	XX:XX:XX:XX:XX:XX	▼
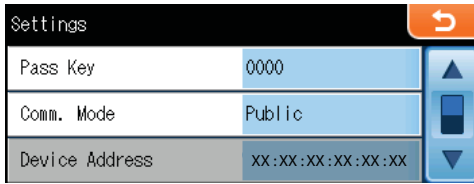
Pass key

You can set a password to authorize users. The default setting is 0000.

1. Press MENU.

2. Press ▲ or ▼ to choose Bluetooth.

3. Press Settings.

4. Press and choose Pass Key.

5. Enter a four-digit number password using the buttons on the LCD. Press OK.

6. Press **Stop/Exit**.

Communication Mode

This setting controls the level of connection from other Bluetooth® wireless technology enabled devices to your machine.

1. Press MENU.

2. Press ▲ or ▼ to choose Bluetooth.

3. Press Settings.

4. Press Comm. Mode.

5. Do one of the followings:

   ■ Press and choose Public if you allow any Bluetooth® wireless technology enabled devices to use your machine.

   ■ Press and choose Private if you want to allow the other Bluetooth® enabled device which has registered the device address.

   ■ Press and choose Secure if you want to allow anyone who has the correct pass key to use your machine.

6. Press **Stop/Exit**.

Device Address

The device address is the ID number which identifies your machine, and it cannot be edited.

Device Name

You can name your machine to distinguish from other Bluetooth® wireless technology enabled devices.

1. Press MENU.

2. Press ▲ or ▼ to choose Bluetooth.

3. Press Settings.

4. Press and choose Device Name.

5. Enter the name (up to 16 characters) using the buttons on the LCD. Press A1@ to choose numbers or characters. Press OK.

Note

You cannot enter special characters.

6. Press **Stop/Exit**.

15

Enable your Bluetooth® wireless technology

You can set On or Off your Bluetooth® wireless technology.

1. Press MENU.

2. Press Bluetooth.

3. Press Settings.

4. Press Turn On/Off.

5. Press and choose On (or Off).

6. Do one of the followings:

   ■ If you want to change other settings, press the setting you want to change.

   ■ If you do not want to change other settings, press **Stop/Exit**.

Print settings

Once you set the settings they will remain the same until you change them.

Print Quality

1. Press MENU.

2. Press ▲ or ▼ to choose Bluetooth.

3. Press Print Settings.

4. Press Print Quality.

5. Press and choose Normal or Photo.

6. Press **Stop/Exit**.

Paper Type

1. Press MENU.

2. Press ▲ or ▼ to choose Bluetooth.

3. Press Print Settings.

4. Press Paper Type.

5. Press and select Plain Paper, Inkjet Paper, Brother BP71, or Other Photo.

6. Press **Stop/Exit**.

Paper Size

1. Press MENU.
2. Press ▲ or ▼ to choose Bluetooth.
3. Press Print Settings.
4. Press Paper Size.
5. Press and select Letter, 4"x 6", 5"x 7", Letter or A4.
6. Press **Stop/Exit**.

Borderless

This feature expands the printable area to the edges of the paper. Printing time will be slightly slower.

1. Press MENU.
2. Press ▲ or ▼ to choose Bluetooth.
3. Press Print Settings.
4. Press Borderless.
5. Press and select On (or Off).
6. Press **Stop/Exit**.

Print Date

You can print the date if it is already in the data on your photo. The date will be printed on the lower right corner. If the data doesn't have the date information, you cannot use this function.

1. Press MENU.
2. Press ▲ or ▼ to choose Bluetooth.
3. Press Print Settings.
4. Press Date.
5. Press and select On (or Off).

6. Press **Stop/Exit**.

Restoring all settings to the factory settings

You can restore all the settings you have changed to the factory settings. These settings will stay until you change them again.

1. Press MENU.
2. Press ▲ or ▼ to choose Bluetooth.
3. Press ▲ or ▼ to choose Factory Reset.
4. Press and choose On (or Off).
5. Press **Stop/Exit**.

15

Understanding the Error Messages

Once you are familiar with the types of errors that can occur while you are printing from a camera, you can easily identify and troubleshoot any problems.

■ `File size is too large`

This message will appear if the file size is larger than 3 MB.

■ `Unsupported file type`

This message will appear if the file type is other than JPG.

(For more detailed solutions see *Error and Maintenance messages* on page 147.)e

Section V

▶

Software

16 Software and Network features

The CD-ROM includes the Software User's Guide and Network User's Guide for features available when connected to a computer (for example, printing and scanning). These guides have easy to use links that, when clicked, will take you directly to a particular section.

You can find information on these features:

■ Printing
■ Scanning
■ ControlCenter3 (for Windows®)
■ ControlCenter2 (for Macintosh®)
■ Remote Setup
■ Faxing from your computer
■ PhotoCapture Center®
■ Network Printing
■ Network Scanning
■ Wired and Wireless Network

How to read HTML User's Guide

This is a quick reference for using the HTML User's Guide.

For Window®

Note

If you have not installed the software, see *Viewing Documentation* on page 2.

1 From the **Start** menu, point to **Brother**, **MFC-XXXX** (where XXXX is your model number) from the programs group, then click **User's Guides in HTML format**.

2 Click **SOFTWARE USER'S GUIDE** (or **NETWORK USER'S GUIDE**) from the top menu.
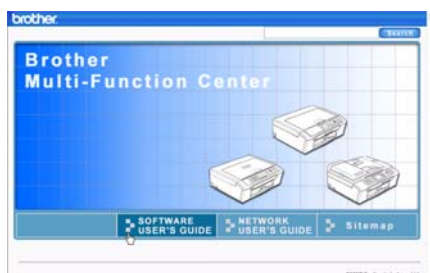
3 Click the heading you would like to view from the list at the left of the window.

For Macintosh®

1 Make sure your Macintosh® is turned on. Insert the Brother CD-ROM into your CD-ROM drive.

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

3 Double-click your language folder, and then double-click the top page file.

4 Click **SOFTWARE USER'S GUIDE** (or **NETWORK USER'S GUIDE**) in the top menu, and then click the heading you would like to read from the list at the left of the window.

Section VI

▶ Appendixes

A Safety and Legal

Choosing a location

Put your machine on a flat, stable surface that is free of vibration and shocks, such as a desk. Put the machine near a telephone wall jack and a standard AC power outlet. Choose a location where the temperature remains between 50° F and 95° F (10° C and 35° C).

⚠ WARNING

DO NOT put the machine near heaters, air conditioners, refrigerators, medical equipment, chemicals or water.

DO NOT connect your machine to electrical outlets on the same circuit as large appliances or other equipment that might disrupt the power supply.

❗ CAUTION

- Avoid placing your machine in a high-traffic area.
- Avoid placing your machine on a carpet.
- DO NOT expose the machine to direct sunlight, excessive heat, moisture, or dust.
- DO NOT connect your machine to electrical outlets controlled by wall switches or automatic timers.
- Disruption of power can wipe out information in the machine's memory.
- Avoid interference sources, such as speakers or the base units of non-Brother cordless telephones.

A

To use the machine safely

Please keep these instructions for later reference and read them before attempting any maintenance.

> **⚠ WARNING**
>
> There are high voltage electrodes inside the machine. Before you clean the inside of the machine, make sure you have unplugged the telephone line cord first and then the power cord from the AC power outlet. Doing this will prevent an electrical shock.
>
>
>
> ---
>
> DO NOT handle the plug with wet hands. Doing this might cause an electrical shock.
>
>
>
> ---
>
> DO NOT pull on the middle of the AC power cord. Doing this might cause an electrical shock.
>
> ---
>
> DO NOT put your hands on the edge of the machine under the document cover or the scanner cover. Doing this may cause injury.
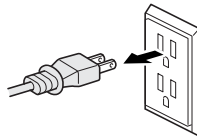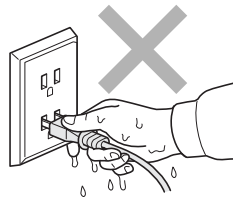
⚠
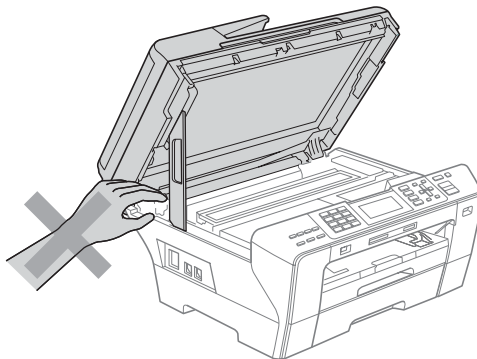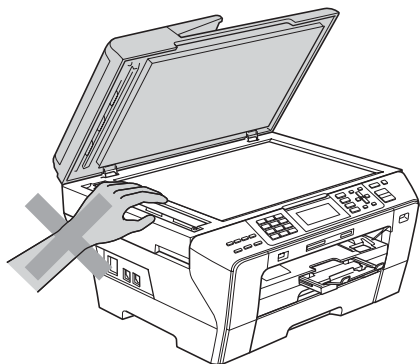
DO NOT put your hands on the edge of the paper tray under the paper tray cover. Doing this may cause injury.

⚠
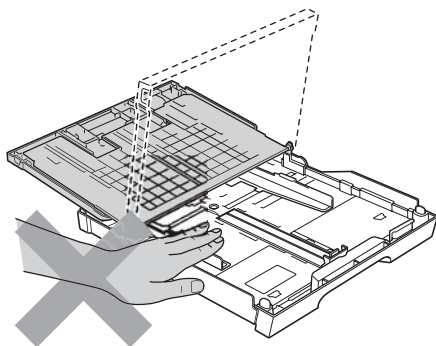
DO NOT touch the area shaded in the illustration. Doing this may cause injury.

A
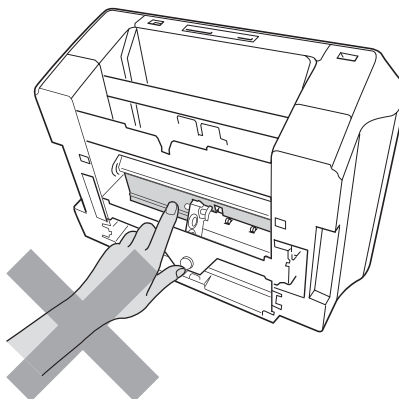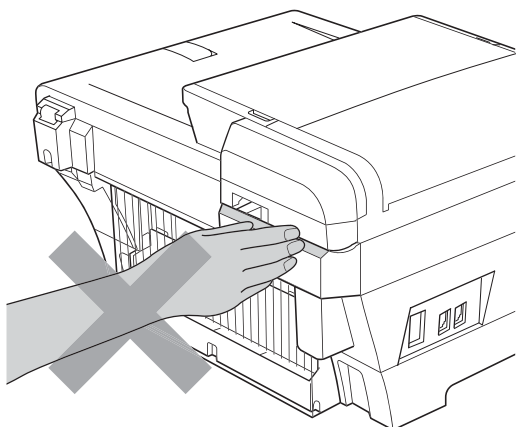
When moving the machine you must lift it from the base, by placing a hand at each side of the unit as shown in the illustration. DO NOT carry the machine by holding the scanner cover or Jam Clear Cover.
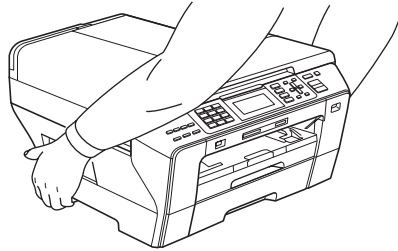
DO NOT use flammable substances, any type of spray, liquid or aerosol cleaners to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.

If the machine becomes hot, releases smoke, or generates any strong smells, immediately unplug the machine from the AC power outlet. Call Brother Customer Service. (See *Brother numbers* on page i.)

If metal objects, water or other liquids get inside the machine, immediately unplug the machine from the AC power outlet. Call Brother Customer Service. (See *Brother numbers* on page i.)

Use caution when installing or modifying telephone lines. Never touch telephone wires or terminals that are not insulated unless the telephone line has been unplugged at the wall jack. Never install telephone wiring during a lightning storm. Never install a telephone wall jack in a wet location.

⚠

This product must be installed near an AC power outlet that is easily accessible. In case of an emergency, you must unplug the power cord from the AC power outlet to shut off the power completely.

⚠

This product should be connected to an AC power source within the range indicated on the rating label. DO NOT connect it to a DC power source or inverter. If you are not sure, contact a qualified electrician.

⚠

Always make sure the plug is fully inserted.

⚠

DO NOT use the machine if the power cord is frayed or damaged, doing so may cause a fire.

⚠

To reduce the risk of shock or fire, use only a No. 26 AWG or larger telecommunication line cord.

⚠

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to people, including the following:

1 DO NOT use this product near water, for example, near a bath tub, wash bowl, kitchen sink or washing machine, in a wet basement or near a swimming pool.

2 Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

3 DO NOT use this product to report a gas leak in the vicinity of the leak.

4 DO NOT dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

5 Use only the power cord provided with the machine.

⚠ CAUTION

Lightning and power surges can damage this product! We recommend that you use a quality surge protection device on the AC power line and on the telephone line, or unplug the cords during a lightning storm.

⚠ CAUTION

DO NOT touch the Touchscreen when the machine is plugged in the power socket or turned on. Doing this may cause machine error.

A

Important safety instructions

1 Read all of these instructions.

2 Save them for later reference.

3 Follow all warnings and instructions marked on the product.

4 DO NOT use this product near water.

5 DO NOT place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.

6 Slots and openings in the cabinet and the back or bottom are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless proper ventilation is provided.

7 DO NOT allow anything to rest on the power cord. DO NOT place this product where people can walk on the cord.

8 If an extension cord is used with this product, make sure that the total ampere ratings of the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the AC power outlet does not exceed 15 amperes (USA only).

9 DO NOT place anything in front of the machine that will block received faxes. DO NOT place anything in the path of received faxes.

10 Wait until pages have exited the machine before picking them up.

11 Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in the risk of fire or electric shock. Never spill liquid of any kind on the product. DO NOT attempt to service this product yourself because opening or removing covers may expose you to dangerous voltage points and other risks and may void your warranty. Refer all servicing to a Brother Authorized Service Center. For the location of your nearest Brother Authorized Service Center, please call the following:

In USA: 1-877-BROTHER (1-877-276-8437)

In Canada: 1-877-BROTHER

12 Unplug this product from the AC power outlet and refer all servicing to Brother Authorized Service Personnel under the following conditions:

- If liquid has been spilled into the product.

- If the product has been exposed to rain or water.

- If the product does not operate normally when the operating instructions are followed, adjust only those controls that are covered by the operating instructions.
  Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.

- If the product has been dropped or the cabinet has been damaged.

- If the product exhibits a distinct change in performance, indicating a need for service.

13 To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).

14 To reduce the risk of fire, electric shock and injury to people, note the following:

- DO NOT use this product near appliances that use water, a swimming pool, or in a wet basement.

- DO NOT use the machine during an electrical storm (there is the remote possibility of an electrical shock) or to report a gas leak in the vicinity of the leak.

15 Caution - To reduce the risk of fire, use only No.26 AWG or larger telecommunication line cord.

Standard telephone and FCC Notices (These notices are in effect on models sold and used in the United States only.)

This equipment is hearing-aid compatible.

When programming emergency numbers or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.

- Perform these activities in the off-peak hours, such as early morning or late evening.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the backside of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

You may safely connect this equipment to the telephone line by means of a standard modular jack, USOC RJ11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX.The digits represented by ## are the REN without a decimal point (e.g., 06 is a REN of 0.6). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact Brother Customer Service. (See *Brother numbers* on page i.) If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, call your telephone company or a qualified installer.

If you are not able to solve a problem with your machine, call Brother Customer Service. (See *Brother numbers* on page i.)

⚠ WARNING

For protection against the risk of electrical shock, always disconnect all cables from the wall outlet before servicing, modifying or installing the equipment.

This equipment may not be used on coin service lines provided by the telephone company or connected to party lines.

Brother cannot accept any financial or other responsibilities that may be the result of your use of this information, including direct, special or consequential damages. There are no warranties extended or granted by this document.

This machine has been certified to comply with FCC standards, which are applied to the USA only.

Federal Communications Commission (FCC) Declaration of Conformity (USA only)

Responsible Party: Brother International Corporation
100 Somerset Corporate Boulevard
Bridgewater, NJ 08807-0911 USA
TEL: (908) 704-1700

declares, that the products

Product Name: MFC-790CW, 990CW

comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Call the dealer or an experienced radio/TV technician for help.

- This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

- This equipment complies with FCC radiation exposure limits set forth for uncontrolled equipment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65. This equipment should be installed and operated with at least 20cm and more between the radiator and person's body (excluding extremities: hands, wrists, feet and legs).

⚠ CAUTION

To maintain compliance with FCC's RF exposure guidelines, use only the supplied antenna. Unauthorize antenna, modification, or attachments could damage the transmitter and may violate FCC regulations.

Industry Canada Compliance Statement (Canada only)

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of this device.

LAN connection

CAUTION

DO NOT connect this product to a LAN connection that is subject to over-voltages.

International ENERGY STAR® Compliance Statement

The purpose of the International ENERGY STAR® Program is to promote the development and popularization of energy-efficient office equipment.

As an ENERGY STAR® Partner, Brother Industries, Ltd. has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

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■ Bonds or other certificates of indebtedness

■ Certificates of Deposit

■ Internal Revenue Stamps (canceled or uncanceled)

■ Selective Service or draft papers

■ Passports

■ United States/Canadian Postage Stamps (canceled or uncanceled)

■ Food Stamps

■ Immigration Papers

■ Checks or drafts drawn by Governmental agencies

■ Identifying badges or insignias

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B Troubleshooting and Routine Maintenance

Troubleshooting

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.

Most problems can be easily resolved 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.

If you are having difficulty with your machine

Printing

Difficulty	Suggestions
No printout	Check the interface cable or wireless connection on both the machine and your computer. (See the *Quick Setup Guide*.)
	Check that the machine is plugged in and that the **On/Off** key is on.
	One or more ink cartridges are empty. (See *Replacing the ink cartridges* on page 156.)
	Check to see if the LCD is showing an error message. (See *Error and Maintenance messages* on page 147.)
	When you choose the **Print Odd Pages** and **Print Even Pages** settings, you may see a printing error message on your computer, as the machine pauses during the printing process. The error message will disappear after the machine re-starts printing.
	Check that the correct printer driver has been installed and chosen.
	Make sure that the machine is online. Click **Start** and then **Printers and Faxes**. Choose **Brother MFC-XXXX** (where XXXX is your model name), and make sure that **Use Printer Offline** is unchecked.
	When you choose the **Print Odd Pages** and **Print Even Pages** settings, you may see a printing error message on your computer, as the machine pauses during the printing process. The error message will disappear after the machine re-starts printing.

Printing (continued)

Difficulty	Suggestions
Poor print quality	Check the print quality. (See *Checking the print quality* on page 161.)
	Make sure that the Media Type setting in the printer driver or the Paper Type setting in the machine's menu matches the type of paper you are using. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh® in the Software User's Guide on the CD-ROM and *Paper Type* on page 26.)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Brother Original cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge was in your machine over six months. ■ The ink cartridge may not have been stored properly before use.
	If you are using generic ink, use Brother Original ink cartridges.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 17.)
	The recommended environment for your machine is between 68° F to 91° F (20° C to 33° C).
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* on page 161.)
	If you are using generic ink, use Genuine Brother Innobella™ Ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 17.)
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 161.)
	If you are using generic ink, use Genuine Brother Innobella™ Ink.
Characters and lines are stacked.	Check the printing alignment. (See *Checking the print alignment* on page 163.)
Printed text or images are skewed.	Make sure the paper is loaded properly in the paper tray and the paper side guides are adjusted correctly. (See *Loading paper and other print media* on page 10.)
	Make sure the Jam Clear Cover is closed properly.
Smudged stain at the top center of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* on page 17.)
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. (See *Acceptable paper and other print media* on page 17.) Don't handle the paper until the ink is dry.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the **Media Type** in the **Basic** tab of the printer driver.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See *Cleaning the machine printer platen* on page 160.)
	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 10.)
	If you are using generic ink, use Genuine Brother Innobella™ Ink.
The machine prints dense lines on the page.	Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	In the printer driver **Advanced** tab, click **Color Settings**, and uncheck **Bi-Directional Printing** for Windows® or **Bi-Directional Printing** for Macintosh®.
	If you are using generic ink, use Genuine Brother Innobella™ Ink.

Printing (continued)

Difficulty	Suggestions
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. Try the other quality settings in the printer driver **Advanced** tab. Also, click **Color Settings**, and make sure you uncheck **Color Enhancement (True2Life®)**.
	Turn the borderless feature off. Borderless printing is slower than normal printing. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh® in the Software User's Guide on the CD-ROM.)
True2Life® is not working properly.	If the image data is not full color in your application (such as 256 color), True2Life® will not work. Use at least 24 bit color data with the True2Life® feature.
Machine feeds multiple pages.	Make sure the paper is loaded properly in the paper tray. (See *Loading paper and other print media* on page 10.)
	Check that more than two types of paper are not loaded in the paper tray at any one time.
There is a paper jam.	See *Printer jam or paper jam* on page 154. Make sure the paper length guide is set to the paper size. Do not extend the paper tray when you load A5 or smaller size paper.
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 10.)

Printing Received Faxes

Difficulty	Suggestions
Condensed print and white streaks across the page or the top and bottom of sentences are cut off.	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 sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Received color fax prints only in black & white.	Replace the color ink cartridges that are empty or nearly empty, and then ask the other person to send the color fax again. (See *Replacing the ink cartridges* on page 156.)
Left and Right margins are cut off or a single page is printed on two pages.	Turn on Auto Reduction. (See *Printing a reduced incoming fax* on page 53.)

Telephone Line or Connections

Difficulty	Suggestions
Dialing does not work. (No dial tone)	Check that the machine is plugged in and that the **On/Off** key is on.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	(Canada only) Change Tone/Pulse setting. (See the *Quick Setup Guide.*)
	Send a fax manually and wait to hear the fax receiving tones before you press **Black Start** or **Color Start**. (See *Sending a fax manually* on page 41.)

Telephone Line or Connections (continued)

Difficulty	Suggestions
The machine does not answer when called.	Make sure the machine is in the correct receiving mode for your setup. (See *Choose the correct Receive Mode* on page 43.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check that the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	Make sure the machine is in the correct receiving mode for your setup. (See *Receive mode settings* on page 46.)
	If you often have interference on the telephone line, try changing the menu setting of Compatibility to `Basic` (for VoIP). (See *Telephone line interference* on page 146.)

Sending Faxes

Difficulty	Suggestions
Cannot send a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	Make sure that the Fax 📠 key is illuminated. (See *Entering Fax mode* on page 34.)
	Ask the other party to check that the receiving machine has paper.
	Print the Transmission Verification Report and check for an error. (See *Reports* on page 84.)
Transmission Verification Report says 'Result:NG'.	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get 'Result:NG' on the Transmission Verification Report, your machine may be out of memory. To gain extra memory, you can turn off Fax Storage (see *Turning off Memory Receive Operations* on page 50), print fax messages in memory (see *Printing a fax from the memory* on page 53) or cancel a Delayed Fax or Polling Job (see *Canceling a fax in progress* on page 36). 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 menu setting of Compatibility to `Basic` (VoIP). (See *Telephone line interference* on page 146.)
Poor fax send quality.	Try changing your resolution to `Fine` or `S.Fine`. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner glass* on page 159.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See *Cleaning the scanner glass* on page 159.)

Handling Incoming Calls

Difficulty	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If Easy Receive is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning Easy Receive to Off. (See *Fax Detect* on page HIDDEN.)
Sending a fax call to the machine.	If you answered on an external or extension telephone, press your Fax Receive Code (the factory setting is ✳ **5 1**). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Voice Mail, 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 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 telephone line with no custom features is recommended.

B

Copying Difficulties

Difficulty	Suggestions
Cannot make a copy.	Make sure that the Copy ▣ key is illuminated. (See *Entering Copy mode* on page 88.)
Poor copy results when using the ADF.	Try using the scanner glass. (See *Using the scanner glass* on page 22.)
Vertical black lines or streaks appear in copies.	Vertical black lines or streaks on copies are typically caused by dirt or correction fluid on the scanner. Clean the glass strip and scanner glass and the white bar and white plastic above them. (See *Cleaning the scanner glass* on page 159.)

Scanning Difficulties

Difficulty	Suggestions
TWAIN/WIA errors appear when starting to scan.	Make sure the Brother TWAIN/WIA driver is chosen as the primary source. In PaperPort® 11SE with OCR, click **File**, **Scan** and choose the Brother TWAIN/WIA driver.
Poor scanning results when using the ADF.	Try using the scanner glass. (See *Using the scanner glass* on page 22.)
OCR does not work.	Try increasing the scanner resolution.

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
'Device Busy'	Make sure the machine is not showing an error message on the LCD.
Cannot print images from FaceFilter Studio.	To use FaceFilter Studio, you must install the FaceFilter Studio application from the CD-ROM supplied with your machine. To install FaceFilter Studio see the *Quick Setup Guide*. Also, before you start FaceFilter Studio for the first time, you must make sure your Brother machine is turned On, and connected to your computer. This will allow you to access all the functions of FaceFilter Studio.

PhotoCapture Center® Difficulties

Difficulty	Suggestions

Removable Disk does not work properly.	1 Have you installed the Windows® 2000 update? If not, do the following:
	
	  1) Unplug the USB cable.
	
	  2) Install the Windows® 2000 update using one of the following methods.
	
	   ■ Install MFL-Pro Suite from the CD-ROM. (See the *Quick Setup Guide*.)
	
	   ■ Download the latest service pack from the Microsoft Web site.
	
	  3) Wait about 1 minute after you restart the PC, and then connect the USB cable.
	
	2 Take out the memory card and put it back in again.
	
	3 If you have tried 'Eject' from within Windows®, take out the memory card before you continue.
	
	4 If an error message appears when you try to eject the memory card, it means the card is being accessed. Wait a while and then try again.
	
	5 If all of the above do not work, turn off your PC and machine, and then turn them on again. (You will have to unplug the power cord of the machine to turn it off.)

Cannot access Removable Disk from Desktop icon.	Make sure that you have correctly inserted the memory card or USB Flash memory drive.

Network Difficulties

Difficulty	Suggestions
Cannot print over the Network.	Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (see *Reports* on page 84.) and check the current Network settings printed in this list. Reconnect the LAN cable to the hub to verify that the cabling and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. If the connections are good, the machine shows LAN Active for 2 seconds. (If you are using a wireless connection or are having Network problems, see the Network User's Guide for more information.)
The network scanning feature does not work. The network PC-Fax Receive feature does not work.	(For Windows® users only) Firewall settings on your PC may be rejecting the necessary network connection. Follow the instructions below to configure the Firewall. If you are using a personal Firewall software, see the User's Guide for your software or contact the software manufacturer. For Windows® XP SP2 and Windows Vista® users, see *Firewall settings* in the Software User's Guide on the CD-ROM. For Windows® XP SP1 user's, please visit the Brother Solutions Center.
Your computer cannot find your machine.	<Windows® users> Firewall settings on you PC may be rejecting the necessary network connection. For detail, see the instruction above. <Macintosh® users> Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the model of ControlCenter2.

Dial Tone

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

1 Press MENU.

2 Press ▲ or ▼ to choose Initial Setup.

3 Press ▲ or ▼ to choose Dial Tone.

4 Press ◀ or ▶ to choose Detection or No Detection.

5 Press **Stop/Exit**.

Telephone line interference

If you are having problems 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 Press Fax.

3 Press ▲ or ▼ to choose Miscellaneous.

4 Press Compatibility.

5 Press and choose High, Normal or Basic(for VoIP).

■ Basic(for VoIP) reduces the modem speed to 9600 bps. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

■ Normal sets the modem speed at 14400 bps.

■ High increases the modem speed to 33600 bps. (factory setting)

6 Press **Stop/Exit**.

Note

When you change the compatibility to Basic(for VoIP), the ECM feature is only available for color fax sending.

Error and Maintenance messages

As with any sophisticated office product, errors may occur. If this happens, your machine identifies the error and shows an error message. The most common error and maintenance messages are shown below.

You can correct most errors and routine maintenance messages 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

B&W Print Only	One or more of the color ink cartridges areis empty.
	
	While this message appears on the LCD, each operation works in the following way:
	
	■ Printing
	
	   If you click **Grayscale** in the Advanced tab of the printer driver you can use the machine as a black & white printer for approximately four weeks depending on the number of pages you print.
	
	■ Copying
	
	   If the paper type is set to Plain Paper, Inkjet Paper or Transparency you can make copies in black & white. If the paper type is set to Other Glossy or Brother BP71, the machine will stop all print operations. If you unplug the machine, or take out the empty ink cartridge, you cannot use the machine until you change to a new ink cartridge. Replace the empty ink cartridges. (See *Replacing the ink cartridges* on page 156)
		Replace the empty ink cartridge. (See *Replacing the ink cartridges* on page 156.)

Cannot Detect	You installed a new ink cartridge too quickly and the machine couldn't detect it.	Take out the new ink cartridge and re-install it slowly.
	If you are using generic ink the machine cannot detect the ink cartridge.	Use a new Genuine Brother Innobella™ Ink Cartridge. If the error is not cleared, call Brother Customer Service.

Error Message	Cause	Action
Cannot Print	One or more of the ink cartridges are empty. The machine will stop all print operations. While memory is available, black & white faxes will be stored in the memory. If a sending machine has a color fax, the machine's 'handshake' will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black & white fax.	Replace the empty ink cartridges. (See *Replacing the ink cartridges* on page 156.)
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cover is Open	The scanner cover is not closed completely.	Lift the scanner cover and then close it again.
	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Data Remaining	Print data is left in the machine's memory.	Press **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	See *Using the ADF* on page 21. See *Document jam* on page 153.
DR Mode in Use	The machine is set to Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to off. (See *Turning off Distinctive Ring* on page 63.)
High Temperature	The print head is too warm.	Allow the machine to cool down.
Hub is Unusable.	A Hub or USB Flash memory drive with Hub has been connected to the USB direct interface.	A Hub or USB Flash memory drive with Hub are not supported. Unplug the device from the USB direct interface.
Image Too Long.	The proportions of your photo are irregular so effects could not be added.	Choose a regularly proportioned image.
Image Too Small.	The size of your photo is too small to trim.	Choose a larger image.

Error Message	Cause	Action
Ink low	One or more of the ink cartridges are running out of ink. If a sending machine has a color fax, the machine's 'handshake' will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be received into memory as a black & white fax.	Order a new ink cartridge. You can continue printing until the LCD shows Cannot Print. (See *Ordering accessories and supplies* on page iii and *Replacing the ink cartridges* on page 156.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.
Media Error	The memory card is either corrupted, improperly formatted, or there is a problem with the card.	Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive (slot) of the machine by putting in another memory card that you know is working.
Media is Full.	The memory card or USB flash memory drive you are using already contains 999 files.	Your machine can only save to your memory card or USB flash memory drive if it contains less than 999 files. Try deleting unused files to free some space and try again.
No Caller ID	There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company.	If you want to use the Caller ID feature call your telephone company. (See *Caller ID* on page 64.)
No Cartridge	An ink cartridge is not installed properly.	Reinstall the ink cartridge. (See *Replacing the ink cartridges* on page 156.)
No File	The memory card or USB Flash memory drive in the media drive does not contain a .JPG file.	Put the correct memory card or USB Flash memory drive into the slot again.
No Paper Fed	The machine is out of paper or paper is not properly loaded in the paper tray, or, the Jam Clear Cover is not closed properly.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Black Start** or **Color Start**. ■ Remove the paper and load it again and then press **Black Start** or **Color Start**. (See *Loading paper and other print media* on page 10.)
	The paper is jammed in the machine.	See *Printer jam or paper jam* on page 154.
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that is not programmed.	Set up the Speed Dial number. (See *Storing Speed Dial numbers* on page 73.)

B

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in progress** Do one of the following: ■ Press **Stop/Exit** and wait until the other operations in progress finish and then try again. ■ Clear the data in the memory. To gain extra memory, you can turn off Memory Receive. (See *Turning off Memory Receive Operations* on page 50.) ■ Print the faxes that are in the memory. (See *Printing a fax from the memory* on page 53.)
	The memory card or USB flash memory drive you are using does not have enough free space to scan the document.	Delete unused files from your memory card or USB Flash memory drive to make some free space and then try again.
Paper Jam	Paper is jammed in the machine.	Open the Jam Clear Cover (at the back of the machine) and remove the jammed paper. (See *Printer jam or paper jam* on page 154.)
Replace Ink	One or more of the ink cartridges are empty.	Replace the empty ink cartridges. (See *Replacing the ink cartridges* on page 156.)
Touchscreen initialization failed	The machine is plugged in the power socket or turned on with the Touchscreen pressed.	Unplug the machine from the power socket or turn the machine off. Make sure that remove any material which is on the Touchscreen. Then plug in the power socket or turn the machine on again. Do not touch the Touchscreen until default screen is appeared.
Unable to Clean XX Unable to Init. XX Unable to Print XX Unable to Scan XX Unable to use Phone XX	The machine has a mechanical problem. —**OR**— A foreign object such as a clip or ripped paper is in the machine.	Open the scanner cover and look on the left, middle and right hand side under the covers for foreign objects and paper scraps. If the error message continues, see *Transferring your faxes or Fax Journal report* on page 152 before disconnecting the machine so you will not lose any important messages.
Unusable Device Disconnect device from front connector & turn machine off & then on	A broken device has been connected to the USB direct interface.	Unplug the device from the USB direct interface, then press **On/Off** to turn the machine off and then on again.

Error Message	Cause	Action
Unusable Device Please Disconnect USB Device.	A USB device or USB Flash memory drive that is not supported has been connected to the USB direct interface. For more information, visit us at http://solutions.brother.com.	Unplug the device from the USB direct interface.
Wrong Paper Size	Paper is not the correct size.	Check that the machine's Paper Size setting matches the size of paper in the tray. (See *Paper Size* on page 26)

Error animation

Error animation displays step-by-step instructions when paper gets jammed. You can read the steps at your own pace by pressing ▶ to see the next step and ◀ to go backward. If you do not press a key after 1 minute the animation starts running automatically again.

Note

You can press ◀, ▶ or **OK** to pause the auto-animation and go back to step-by-step mode.

Transferring your faxes or Fax Journal report

If the LCD shows:

- Unable to Clean XX
- Unable to Init. XX
- Unable to Print XX
- Unable to Scan XX
- Unable to use Phone XX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 152 or *Transferring faxes to your PC* on page 152.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring Fax Journal report to another fax machine* on page 152.)

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. (See Setting your station ID in the Quick Setup Guide.)

1. Press **Stop/Exit** to interrupt the error temporarily.

2. Press MENU.

3. Press Service.

4. Press Data Transfer.

5. Press and choose Fax Transfer.

6. 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.

7. Press **Black Start**.

Transferring faxes to your PC

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

1. Press **Stop/Exit** to interrupt the error temporarily.

2. Make sure you have installed **MFL-Pro Suite** on your PC, and then turn on **PC FAX Receiving** on the PC. (For details see *PC- FAX receiving* for Windows® in the Software User's Guide on the CD-ROM.)

3. Make sure you have set PC Fax Receive on the machine. (See *PC Fax Receive* on page 49.) 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.

4. Do one of the following:

   - To transfer all faxes to your PC, press Yes. You will be asked if you want to also turn on backup print.

   - To exit and leave the faxes in the memory, press No.

5. Press **Stop/Exit**.

Transferring Fax Journal report to another fax machine

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

1 Press **Stop/Exit** to interrupt the error temporarily.

2 Press MENU.

3 Press Service.

4 Press Data Transfer.

5 Press and choose Report Trans..

6 Enter the fax number to which the Fax Journal report will be forwarded.

7 Press **Black Start**.

Document jam

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

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 right.
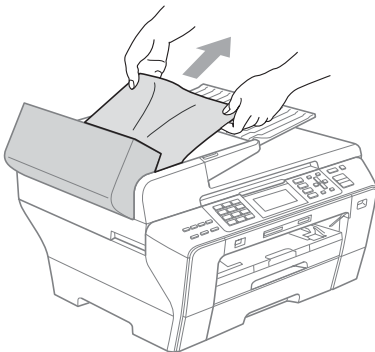
4 Close the ADF cover.

5 Press **Stop/Exit**.

Note

To avoid document jams close the ADF cover by pressing it down in the middle.

Document is jammed inside the ADF unit

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.
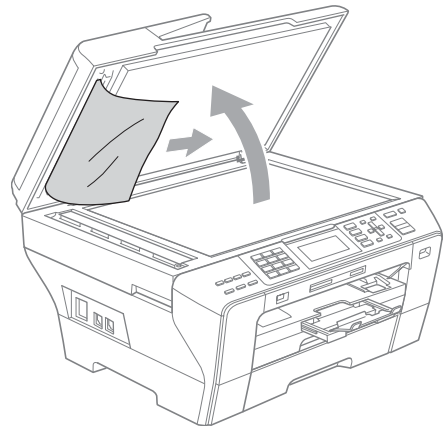
4 Close the document cover.

5 Press **Stop/Exit**.

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Printer jam or paper jam

Take out the jammed paper depending on where it is jammed in the machine.

a Pull the paper tray (1) out of the machine.

b Open the jammed paper (1).

c Reset the machine by lifting the scanner cover from the front of the machine and then closing it. If the error has cleared from the LCD go to step h.

- If you cannot remove the jammed paper from the front of the machine, or the error message still appears on the LCD after you have removed the jammed paper, please go to the next step.

d Open the Jam Clear Cover (1) at the back of the machine. Pull the jammed paper out of the machine.

e Close the Jam Clear Cover. Make sure the cover is closed properly.

f Lift the scanner cover (1) from the front side of the machine until it locks securely into the open position. Make sure that there is no jammed paper left in the corners of the machine under the plastic covers.

Note

- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

- If the print head is at the right corner as shown in the illustration, you cannot move the print head. Press **Stop/Exit** until the print head moves to the middle. Then unplug the machine from the power source, and take out the paper.

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

CAUTION

Before you unplug the machine from the power source, you can transfer your faxes that are stored in the memory to your PC or another fax machine so you will not lose any important messages. (See *Transferring your faxes or Fax Journal report* on page 152.)

g Lift the scanner cover to release the lock (1). Gently push the scanner cover support down (2) and close the scanner cover (3).

WARNING

Be careful not to trap refiners under the scanner cover.

h Push the paper tray firmly back into the machine.

Note

Make sure you pull out the paper support until it clicks.

Dial Tone

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

a Press MENU.

b Press ▲ or ▼ to choose
Initial Setup.

c Press ▲ or ▼ to choose Dial Tone.

d Press ◀ or ▶ to choose Detection or
No Detection.

e Press Stop/Exit.

Telephone line interference

If you are having problems 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.

a Press MENU.

b Press ▲ or ▼ to choose Fax.

c Press ▲ or ▼ to choose
Miscellaneous.

d Press ▲ or ▼ to choose
Compatibility.

e Press ◀ or ▶ to choose Normal (or
Basic).

   ■ Basic reduces the modem speed to
     9600 bps. Unless interference is a
     recurring problem on your telephone
     line, you may prefer to use it only
     when needed.

   ■ Normal sets the modem speed at
     14400 bps. (factory setting)

f Press **Stop/Exit**.

Note

When you change the compatibility to
Basic, the ECM feature is only available
for color fax sending.

Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot
counter. The ink dot counter automatically
monitors the level of ink in each of the 4
cartridges. When the machine detects an ink
cartridge is running out of ink, the machine
will tell you with a message on the LCD.

The LCD will tell you which ink cartridge is low
or needs replacing. Be sure to follow the LCD
prompts to replace the ink cartridges in the
correct order.

Even though the machine tells you that an ink
cartridge is empty, there will be a small
amount of ink left in the ink cartridge. It is
necessary to keep some ink in the ink
cartridge to prevent air from drying out and
damaging the print head assembly.

⚠ **CAUTION**

Brother strongly recommends that you do
not refill the ink cartridges provided with
your machine. We also strongly
recommend that you continue to use only
Genuine Brother Brand replacement ink
cartridges. Use or attempted use of
potentially incompatible ink and/or
cartridges in the Brother machine may
cause damage to the machine and/or may
result in unsatisfactory print quality. Our
warranty coverage does not apply to any
problem that is caused by the use of
unauthorized third party ink and/or
cartridges. To protect your investment and
obtain premium performance from the
Brother machine, we strongly recommend
the use of Genuine Brother Supplies.

Brother multifunction machines are designed to work with ink of a particular specification and will work to a level of optimum performance are reliability when used with genuine Brother Branded ink cartridges. Brother cannot guarantee this optimum performance are reliability if ink or ink cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than genuine Brother Branded cartridges or the refilling of empty cartridges with ink from other sources. If damage is caused to the print head or other parts of this machine as a result of using incompatible products with this machine, any repairs required as a result may not be covered by the warranty.
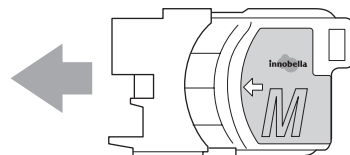
a Open the ink cartridge cover.
If one or more ink cartridges are empty, for example Black, the LCD shows Cannot Print.

b Press down to unlock the release lever and take out the ink cartridge for the color shown on the LCD.
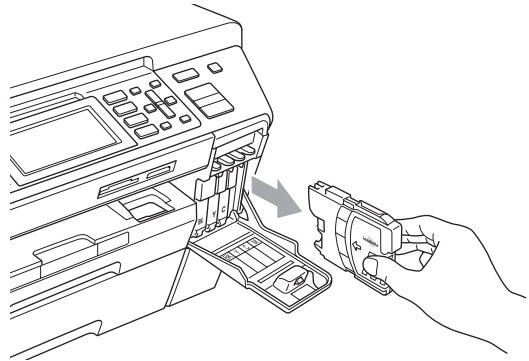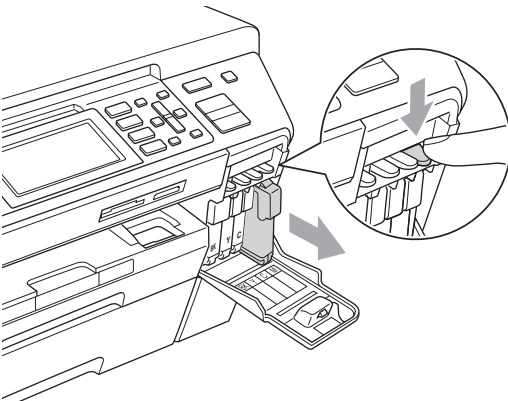
c Open the new ink cartridge bag for the color shown on the LCD, and then take out the ink cartridge.

d Turn the green knob on the protective yellow cap clockwise until it clicks to release the vacuum seal, then remove the cap (1).
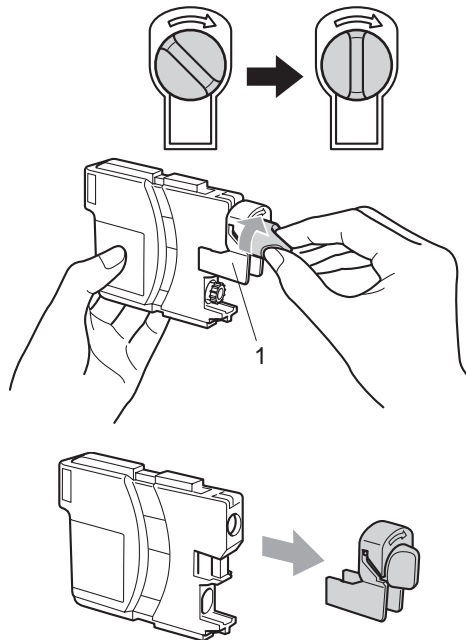
e Each color has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.

f Gently push the ink cartridge until it clicks, and then close the ink cartridge cover.
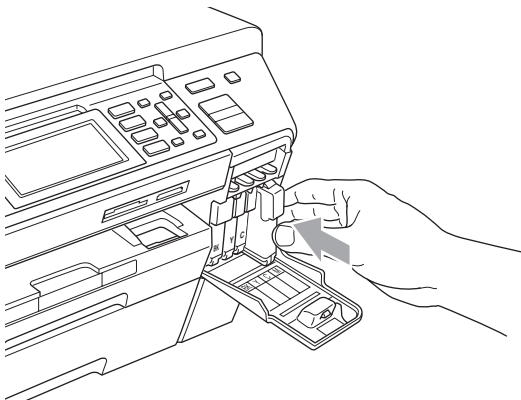
g The machine will automatically reset the ink dot counter.

Note

- If you replaced an ink cartridge, the LCD will ask you to verify that it was a brand new one. (For example, Did You Change BK Black) For each new cartridge you installed, press **1** (Yes) to automatically reset the ink dot counter for that color. If the ink cartridge you installed is not a brand new one, be sure to press **2** (No).

- If the LCD shows No Cartridge after you install the ink cartridges, check that the ink cartridges are installed properly.

⚠ WARNING

If ink gets in your eyes, wash them out with water at once and call a doctor if you are concerned.

⚠ CAUTION

DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.

DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.

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

If you mix the colors by installing an ink cartridge in the wrong position, clean the print head several times after correcting the cartridge installation.

Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.

DO NOT dismantle or tamper with the ink cartridge, this can cause the ink to leak out of the cartridge.

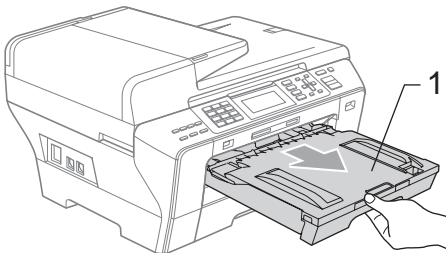# Cleaning the outside of the machine

⚠ CAUTION

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

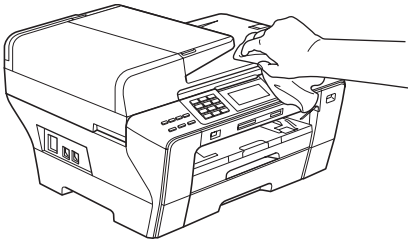DO NOT use cleaning materials that contain ammonia.

DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

Clean the outside of the machine as follows:

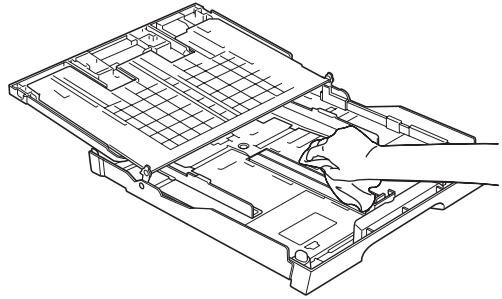1. Pull the paper tray (1) completely out of the machine.

2. Wipe the outside of the machine with a soft cloth to remove dust.
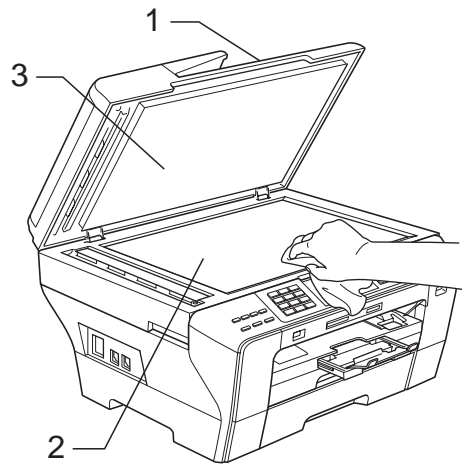

3. Remove anything that is stuck inside the paper tray.

4. Wipe the paper tray with a soft cloth to remove dust.

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

Cleaning the scanner glass

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

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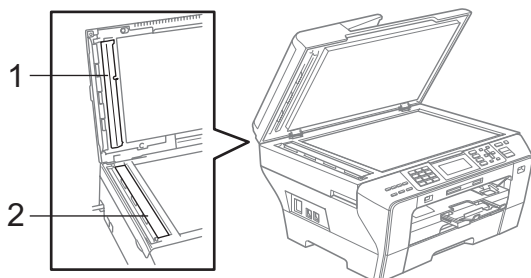
Note

In addition to cleaning the scanner glass and glass strip with a non-flammable glass cleaner, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the scanner 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.

Cleaning the machine printer platen

WARNING

Be sure to unplug the machine from the AC power outlet before cleaning the printer platen (1).

If ink is scattered on or around the printer platen wipe it off with a soft, *dry*, lint-free cloth.

a Using both hands, use the plastic tabs on both sides of the machine to lift the scanner cover until it locks securely into the open position.

b Clean the machine printer platen (1).