

Difficulty printing from your PC can occur for various reasons. The most common reason a networked Brother machine may stop printing, is because the connection between the computer and the Brother machine is lost.

This can occur as a result of wrong settings or configuration of the printer driver. There are several basic troubleshooting steps you can take to resolve this issue.

For troubleshooting purposes, disable any firewall programs that are running. Once you are able to print, enable your firewall again. Log in to the computer with Administrator rights.

### PART 1: VERIFY THE BROTHER MACHINE IS POWERED ON AND THERE ARE NO ERRORS

1. If the LCD screen is blank, then the Brother machine is not powered on or is in sleep mode. Press a button on the machine to see if it wakes from sleep mode. If it does not, then verify that it is plugged into a working outlet and any power switches are turned to the ON position.
2. Check the LCD screen for any error messages. An example would be "Paper Jam" or "Ink/Toner Empty". If the LCD screen shows an error, troubleshoot to clear the particular problem.

### PART 2: VERIFY THE CONNECTION TO THE WIRELESS ROUTER OR ACCESS POINT

1. Print the Network Configuration report:
  - a. Press MENU.
  - b. Scroll to PRINT REPORTS and press OK.
  - c. Scroll to NETWORK CONFIG and press OK.
  - d. Press BLACK START. The report will print.
2. On the Network Configuration report, ensure that the Wireless Link Status states: LINK OK, then continue to PART 3. If the status states LINK DOWN, FAILED TO ASSOCIATE, this indicates a connection error, or you cannot find the Wireless Link Status section, this indicates that the unit is not connected to the wireless network. Skip to PART 4 to set up the wireless connection

### PART 3: VERIFY COMMUNICATION BETWEEN THE BROTHER MACHINE AND COMPUTER

1. Obtain the machine's IP address using the Network Configuration report you printed earlier. If the IP address is not valid for your network, then continue to PART 4 to establish a wireless connection.

**NOTE: An invalid IP address would be all zeroes, an APIPA address (169.254.x.x) on an Infrastructure network, or an address within an incorrect range for your network).**

2. Obtain the computer's IP Address:
  - a. On the computer, click Start => Run (or in the Start Search line).
  - b. Type: CMD and press Enter or click OK.
  - c. A command prompt window will open.
  - d. Type: IPCONFIG and press Enter.
  - e. You should receive information about your computer's network connection. Make a note of the IP or IPv4 Address. If you do not receive an IP address, this indicates that there is a problem with your computer's network connection. If you are unsure how to reconnect the computer to your network, contact your router manufacturer or network admin for further assistance.
3. Ping the Brother machine:
  - a. While still in the command prompt window, type: PING xxx.xxx.xxx.xxx (Where xxx.xxx.xxx.xxx is the Brother machine's IP Address noted earlier.)
  - b. Press Enter on your keyboard. The computer will ping, or try to communicate with the Brother machine. When completed, you will receive the Ping Statistics.

- c. If you receive replies, verify that the replies are from the correct IP address. If you receive valid replies, then there is communication between the computer and the Brother machine. Skip to PART 5 to continue troubleshooting.
  - d. If you don't receive any replies or they are not from the correct IP address, then this indicates that there is a communication problem between the Brother machine and the computer.
4. If the computer is wireless, confirm that it is connected to the same network that the Brother machine is connected to. If it is connected to a neighboring wireless network, then you will need to troubleshoot your computer's network connection.
5. If the computer's connection is verified but you still have no communication, ensure there are no firewalls or other security applications running. Repeat PART 3 after making any adjustments to the configuration. If you still can't ping the Brother machine, continue to PART 4 to re-establish a network connection. If you have already completed PART 4 and you still can't ping the Brother machine, attempt to ping from another network-connected computer to determine if the issue is specific to this computer's Network Connection. If so, contact the computer manufacturer or network admin for further support troubleshooting this specific computer.

#### PART 4: ESTABLISH A WIRELESS CONNECTION:

**NOTE: All network settings will be reset with this operation. If you can print from other computers on the network, but not from this specific computer, or you can scan from this or other network-connected computers, do not reset the network card. Doing so will affect the other computer's on the network. In this case there is an issue specific to this computer's operating system or network communication. Some common causes are software firewalls, security programs, and other software applications that may be blocking communication. Contact your computer manufacturer or network admin for support troubleshooting this particular computer.**

1. Determine if your wireless access point is configured to broadcast the SSID (Network Name). If it is configured to broadcast the SSID, continue to step 2. If it is configured to not broadcast the SSID, skip to step 3.
2. Gather the following wireless network settings of your access point or wireless router. This information can be found on the network configuration page of your wireless router or Access Point. Please refer to the router or access point's user guide for instructions on accessing the network configuration page. If you do not know this information, then you will not be able to complete the setup. Once you have this information, skip to step 4.
  - a. SSID (Service Set ID or Network name): Your Access Point or Wireless Routers are identified by an SSID or Network Name.
  - b. Password: If your access point has a password, sometimes referred to as a key or passphrase, you will need this information to connect the machine to your network.
3. Gather the following wireless network settings of your access point or wireless router. This information can be found on the network configuration page of your wireless router or Access Point. Please refer to the router or access point's user guide for instructions on accessing the network configuration page. If you do not know this information, then you will not be able to complete the setup. Once you have this information, continue to step 4.
  - a. SSID (Service Set ID or Network name): Your Access Point or Wireless Routers are identified by an SSID or Network Name.
  - b. Authentication Method: Open System, Shared Key, WPA/WPA2-PSK
  - c. Encryption Mode: None, WEP, AES, TKIP

**NOTE: The Brother machine only supports WPA2-PSK with AES. If you are using TKIP you will receive this error.**

- d. Password: If your access point has a password, sometimes referred to as a key or passphrase, you will need this information to connect the machine to your network.

4. Verify the Wireless Router or Access Point is setup for DHCP. This setting is required in order for the router or access point to broadcast a valid IP address to the device. Please refer to the user guide of your wireless router or access point for additional information.
5. If the Brother machine was previously configured for wireless connection, continue to step 6. If the machine was not configured for wireless connection, skip to step 7.
6. If the Brother machine was previously configured for wireless connection the network settings need to be reset before the unit can be configured for new wireless settings. Complete the following steps to reset the Network Card.

**NOTE: Resetting the network card will erase all current network settings.**

- a. On your machine, press MENU, 5 (Network), 0 (Network Reset), 1 (Reset), 1 (Yes)
  - b. The machine will reboot automatically.
7. When the machine powers back on press MENU, 5 (Network), 2 (Setup Wizard)
  8. If WLAN ENABLE? is displayed, press 1 to accept. The machine will search for your network and display a list of available SSIDs.
  9. a. If your machine is set to broadcast the SSID, you should see the SSID you wrote down earlier. You may need to press the UP OR DOWN ARROW key to find your network, then press OK. If your Authentication Method is Open System and your Encryption is None then go to step 22. Otherwise, skip to step 19.  
  
b. If your access point is set to not broadcast the SSID you will have to manually add the SSID name. Continue to step 10.
  10. Press the UP OR DOWN ARROW key to select <New SSID> and press OK.
  11. Enter a new SSID using the keypad then press OK. The SSID must exactly match the settings of your router or access point. For information on how to enter text, refer to the section below labeled ENTERING TEXT.
  12. Press the UP OR DOWN ARROW key to select Infrastructure, and then press OK.
  13. Press the UP OR DOWN ARROW key to select the Authentication Method and press OK.
    - a. If you chose Open System, go to step 14.
    - b. If you chose Shared Key, go to step 15.
    - c. If you chose WPA/WPA2-PSK, go to step 16.
  14. Press the UP OR DOWN ARROW key to select the Encryption type and press OK.
    - a. If you chose None, go to step 18.
    - b. If you chose WEP, go to step 15.
  15. Enter the WEP key using the dial pad, then press OK. Go to step 18. For instructions on how to enter text, see the section below labeled ENTERING TEXT.
  16. Press the UP OR DOWN ARROW key to select the Encryption Type, TKIP or AES and press OK. Go to step 17.
  17. Enter the WPA key and press OK. Go to step 18. For instructions on how to enter text, see the section below labeled ENTERING TEXT.
  18. Press 1 (Yes) to apply your settings. Go to step 22.

19. You will be prompted to enter the password. Enter the password you wrote down earlier using the dial pad to choose each letter or number. For instructions on how to enter text, see the section below labeled ENTERING TEXT.
20. Press OK when you have entered all the characters.
21. Press 1 (Yes) to apply your settings. Continue to step 22.
22. Your machine will now try to connect to your wireless network using the information you have entered. Please wait. This may take a few moments.
  - a. If successful, Connected will appear on the LCD. Press STOP/EXIT and continue to step 23.
  - b. If Wrong Password is displayed, then the password you entered does not match the settings of your wireless access point. You must perfectly match your router's security settings in order for the Brother machine to connect properly. If you are not certain of this information, contact your router manufacturer or network admin to verify these settings.
  - c. If Connection Fail is displayed then the print server has not successfully connected to your router or access point. Make sure your access point is on, and verify your network settings. You must perfectly match your router's security settings in order for the Brother machine to connect properly. If you are not certain of this information, contact your router manufacturer or network admin to verify these settings.

**NOTE: The Brother machine only supports WPA2-PSK with AES. If you are using TKIP you will receive this error.**

23. Once the machine is connected, it will automatically acquire the correct TCP/IP address information from your access point (router) if DHCP is enabled (DHCP is normally enabled as default for most access point routers). If DHCP is not enabled, you will have to manually configure the IP address, subnet mask, and default gateway of the machine to suit your network. Refer back to PART 3 to verify that the computer and Brother machine can communicate with each other.

#### PART 5: VERIFY THAT THE PRINTER DRIVER IS INSTALLED

1. On the computer Click Start = (Settings) => Control Panel => Printers (And Faxes)  
-or-  
Start => (Settings) => Control Panel => Printers And Other Hardware => View Installed Printers
2. Verify that the Brother printer is in the list. If the Brother printer is listed, continue to PART 6. If the Brother printer is not listed, the driver may not be installed properly. Continue to PART 9 to reinstall the Brother driver.
3. Verify that the Brother printer is set as default. This is especially important if you use the print icon to print from within applications. If the Brother printer is set as the default printer, it will have a check mark in front of the icon. To set your Brother machine as the default printer, right click on the Brother "Printer Driver" and select Set As Default (Printer).

#### PART 6: VERIFY THAT THE PRINTER STATUS IS READY AND THE PRINT QUEUE IS EMPTY

1. While still in the Printers folder locate the Brother "Printer Driver" in the list and hover your mouse over the Brother Printer icon. Below is an example of what you may see:

**Printer Status:** Ready (Could also state: Offline, Paused-Offline, etc.)  
**Documents:** 0 (Could be any number)
2. If there are any documents waiting in the queue, right click on the Brother "Printer Driver" and select Cancel All Documents.

**NOTE: You may have to make several attempts to clear the queue. If the queue will not clear, you may need to restart the computer.**

3. If the status states:

**Offline:** right click on the Brother "Printer Driver" and check Use Printer Online or uncheck Use Printer Offline.

**Paused:** right click on the Brother "Printer Driver" and check Resume Printing or uncheck Pause.

4. If the status states: Error, and you have cleared the queue successfully, right click on the driver and select Pause, then right click on the printer and select Resume to clear the error status.
5. Once the driver status has been verified, continue to PART 7

#### PART 7: ATTEMPT A TEST PRINT

1. Attempt to print a test page to determine if the issue has been resolved.
2. While in the Printers folder, right click on the Brother "Printer Driver" and left click on Properties.
3. Click Print Test Page. If the test page prints, then the issue is resolved. If the test page does not print, click OK and close the printer properties window.
4. Right click on the printer, and then left click on Cancel All Documents. Once the documents are cleared, continue to PART 8 to verify the driver port.

#### PART 8: CHECK THE DRIVER PORT SETTINGS:

1. While in the Printers folder right click on the Brother "Printer Driver" and left click on Properties.
2. Click the Ports tab.
3. You will see a list of the available communication ports on your PC (Ex: LPT1:, LPT2:, COM1:, ETC)
4. Click Add Port.
5. Choose Standard TCP/IP Port then click New Port. The Standard TCP/IP Printer Port Wizard will appear.
6. Click NEXT.
7. In the field labeled Printer Name Or IP Address, type the IP address of your Brother machine noted earlier.

**NOTE: If you receive an error stating that a port with that name already exists, click OK. Then in the PORT NAME field, slightly modify the auto-filled name of the port. For example, change the port name from IP\_192.168.1.100 to IP\_192.168.1.100a. The actual port name will depend on the IP address for your Brother machine).**

8. a. If you receive a window requesting Additional Port Information, then the computer is not communicating properly with the Brother machine. Some common causes are Firewalls and security applications, a conflict with another application running on the computer, or an IP conflict with another device on the network. Eliminate as many of these factors as possible. Contact your computer manufacturer or network admin to further troubleshoot network communication conflicts.
- b. If you receive a window stating: Completing the Add Standard TCP/IP Printer Port Wizard, look for the section labeled Adapter Type. If the communication is successful, this section should indicate that the computer is communicating with a Brother Print Server or will list the node name of the Brother machine displayed as BRN or BRW followed by a combination of letters and numbers. Click FINISH.

9. Click Apply.
10. Click on the General Tab.
11. Click Print Test Page. If the test page prints, then the issue is resolved. If the test page does not print, click OK and close the Printer Properties window. Right click on the "Printer Driver", then left click on Cancel All Documents and continue to PART 9.

#### PART 9: UNINSTALL AND REINSTALL THE BROTHER DRIVERS

1. On the computer click on Start => (All) Programs => Brother => XXX-XXXX => Uninstall. (Where X is the model of your Brother machine. **Note: If the software is not installed, skip to step 4.**
2. When asked to confirm that you want to completely remove the software, click OK.
3. When the uninstall is complete, you will be prompted to restart the computer. Click YES.
4. Once the computer restarts, insert the supplied CD for Windows into your CD-ROM drive. If prompted, select your language and model.

**NOTE: If the disc does not automatically run, go to Start => Computer or (My) Computer on the desktop and double click on the MFL-PRO icon.**

5. The CD-ROM main menu will appear. Click Advanced => MFL-Pro Suite Without PaperPort

**NOTE: This assumes PaperPort is already installed. If you have not installed PaperPort, you may choose to install the full MFL-Pro Suite.**

6. When the Brother MFL-Pro Suite Software License Agreement window appears, click YES if you agree to the Software License Agreement.
7. Choose "Wireless Network Connection" and click NEXT.
8. Click on the Wireless Settings Checked and Confirmed box and then click NEXT.
9. For Windows XP SP2 or greater and Windows Vista Windows Firewall Users: If a firewall is detected, choose Change The Firewall Port Settings To Enable Network Connection And Continue With The Installation (Recommended). Then click NEXT.

**NOTE: If you are using a firewall other than Windows Firewall or Windows Firewall is off, you may receive a message warning you that the firewall could block network communication.**

10. a. If the Brother machine is the only network-printing device found on the network the installation of the Brother drivers will automatically start. If there is more than one network-printing device found you will be asked to select your model machine from the list and then click NEXT.  
  
b. If the Brother machine is not yet configured for use on your network, a window will appear stating: Find unconfigured Device. Click OK. The Configure IP Address window will appear. Choose Specify Your Machine By Address (Advanced Users), and enter the IP address information appropriate to your network, then click NEXT. If you are not certain what information to enter you should contact your network administrator.
11. The installation screens will appear one after another. Please wait. It will take a few moments for all the screens to appear. Do not try to cancel any of the screens during this installation. If asked: Would you like to install this device software? Click INSTALL.

12. When the On-Line Registration screen is displayed, make your selection and follow the on-screen instructions. Once you have completed the registration process, close your web browser to return to this window. Click NEXT to continue the installation.
13. When prompted to restart the computer, select Yes, I Want To Restart My Computer Now, and click FINISH. The computer will restart.

**NOTE: After restarting the computer you must be logged on with Administrator rights.**

14. Once the computer restarts, you will be prompted to select an option for firmware update notification. Make your selection and click OK.

**NOTE: Internet service is required for any firmware updates.**

15. Attempt to print again to determine if the issue has been resolved.
  - If you still cannot print, try to setup the Brother machine on another computer on the network to determine if the issue is specific to this computer. If so, contact the computer manufacturer for further assistance.

#### ENTERING TEXT:

1. You can use the LEFT OR RIGHT arrow key to move the cursor left or right.
2. Most number keys have three or four letters printed on them. By pressing the correct number key repeatedly, you can access the character you want. The characters appear in this order: lower case, upper case, and then numbers.
3. Putting spaces: To enter a space in a name, press the RIGHT arrow key twice between characters.
4. Making corrections: If you entered a letter incorrectly and want to change it, press the LEFT arrow key to move the cursor under the incorrect character, press CLEAR/BACK. Re-enter the correct character. You can also back up and insert letters.
5. Repeating letters: If you need to enter a letter that is on the same key as the letter before, press the right arrow key to move the cursor to the right before you press the key again.
6. Special characters and symbols: Press \* (Asterisk), # (Pound), or 0, and then press the LEFT OR RIGHT arrow key to move the cursor under the special character or symbol you want. Then press OK to choose it. The symbols and characters below will appear depending on your menu selection.
  - Press \* (Asterisk) for to following: (space) ! " # \$ % & ' ( ) \* + , - . /
  - Press # (Pound) for the following: : ; < = > ? @ [ ] ^ \_
  - Press 0 (Zero) for the following: 0 \ { ? } ~