brother.
at your side

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.

If you are still unable to print after completing the following troubleshooting steps, and you are using Personal Firewall software, we recommend that you disable this application and attempt to print again. The Firewall may be blocking the necessary network communication between your computer and the Brother machine. Please contact the Firewall software vendor for assistance with disabling your Firewall.

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 issue indicated.

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

1. On the Brother machine:

    a. Press **MENU**.
    b. Press the **UP OR DOWN ARROW** key to select **Print Reports** and press **OK**.
    c. Press the **UP OR DOWN ARROW** key to select **Network Config** and press **OK**.
    d. Press **BLACK START**. The Network Configuration report will print.

2. Ensure that the Wireless Link Status is Link OK and the machine is connected to the proper network SSID. Continue to **PART 3**. If the Wireless Link Status indicates an error or that the connection is unsuccessful, then the Brother machine is not properly joined to a wireless network. Continue to **PART 4** to establish 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** and in the **Search Programs and Files** line.
    b. Type: **CMD** and press **ENTER**.
    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.

    NOTE: 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. Refer to the following link to obtain contact information for common router manufacturers: http://www.brother-usa.com/support/wireless/wireless_router_information.htm

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.)

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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.
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:

- If the computer is wireless, confirm that it is connected to the same network SSID 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.
- 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.

NOTE: 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 or scan from other computers on the network, but not from this specific computer, do not reset the network card. Doing so will affect the other computers on the network. In this case there is an issue specific to this computer's 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. Click here for instructions on how to join the Brother machine to an Infrastructure Network. (Connected to a computer through an Access Point/Router - Recommended).

2. Click here for instructions on how to setup the Brother machine on an Ad-Hoc network. (Connected directly to a wireless capable computer without an Access Point/Router).

3. Once the machine is connected, refer back to **PART 3** to verify that the computer and Brother machine can communicate with each other.

PART 5: RUN THE NETWORK REPAIR UTILITY

1. Click here to download and run the Network Repair Utility

2. Make a temporary folder on your HDD [hard disk drive] as the location to save the downloaded self-extracting file, e.g. C:\bro

3. Download the file to the temporary folder.

4. Once the download is complete, open the folder and double click on the downloaded file to extract it. "nettool" folder is created.

5. Open the "nettool" folder and double click "BrotherNetTool.exe".

6. Follow the instructions on the screen & continue to **PART 6**. If no printer is found, continue to **PART 11**.
   **NOTE: If two or more Brother machines of the same model name are found, this utility can only diagnose one of these machines. Please turn off the other machines temporarily then click "Retry".**

PART 6: VERIFY THAT THE PRINTER DRIVER IS INSTALLED AND SET AS DEFAULT

1. On the computer Click **Start => Control Panel => Hardware and Sound => Devices and Printers**

2. Verify that the Brother **"Printer Driver"** is in the list. If the Brother printer is listed, continue to step 3. If the Brother printer is not listed, the driver may not be installed properly. Refer to **PART 11**.

    NOTE: If you do not see the list of printer drivers, you may have to click on the Arrow next to Printers And Faxes to expand the field.

    WARNING: In Windows 7 the "Printer Driver" icon is sometimes combined with the Brother "PC Fax Driver". To determine if this is the case, right click on the available driver and left click on Printer Properties. If you are given the option to choose the Brother "Printer Driver", then it is installed.
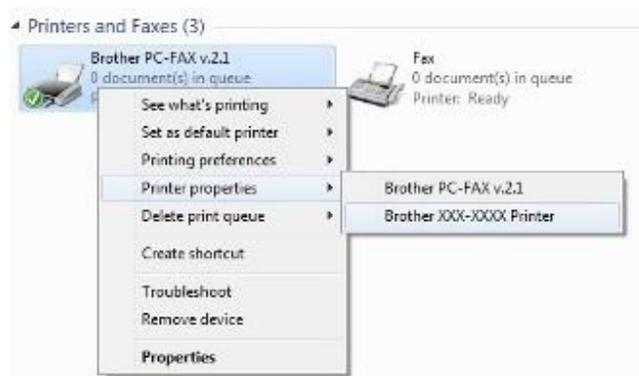
MultipleSeriesWin7CombinedPrinters

3. It is important to set the machine as default if you use the print icon to print from within applications. If the Brother **"Printer Driver"** is set as the default printer, it will have a check mark on the icon. If it is not set as default, while in the **Printer folder**, right-click on the Brother **"Printer Driver"** and select **Set as Default Printer**.

PART 7: VERIFY THAT THE PRINTER STATUS IS READY AND THE PRINT QUEUE IS EMPTY

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

    Status: 0 document(s) in queue (It could be any number)
    Status: Printer: Ready (It could also state: Offline, Paused, etc.)

2. If the Status states: **Paused**:

    a. Right-click on the Brother **"Printer Driver"** and select **See What's Printing**.
    b. Select **Printer.**
    c. If there is a check next to **Pause Printing**, click it again to uncheck the selection.
    d. If there are documents waiting in the queue, and they begin to print, then the issue is resolved. Otherwise, continue troubleshooting.

3. If there are any documents waiting in the queue:
    a. Right-click on the Brother **"Printer Driver"** and select **See What's Printing**
    b. Select **Printer => Cancel All Documents**.
    c. Press **Yes**. This should clear the queue.

    NOTE: You may have to make several attempts to completely clear the print queue.

PART 8: VERIFY PRINT PROCESSOR

1. While in the **Printer folder**, right click on the Brother **"Printer Driver"** and left click on **Printer Properties**.

2. Click on the **Advanced Tab**.

3. Click the **Print Processor** button.

4. Under Print Processor, ensure **Winprint** is selected.

5. Under Default Data type, make sure **RAW** is selected.

6. Click **OK**.

7. Under the Advanced Tab, uncheck **Keep printed documents** if applicable.

8. Click **APPLY => OK**.

PART 9: ATTEMPT A TEST PRINT

1. While in the **Printer folder**, right-click on the Brother **"Printer Driver"** and select **Printer Properties**, if it is not already open.

2. On the **General Tab**, click the **Print Test Page** button.

   a. If the test page prints, then your issue is resolved.
   b. If the test page does not print, close the **Printer Properties** window.
   c. Right-click on the Brother **"Printer Driver"** and select **See What's Printing**.
   d. Select **Printer => Cancel All Documents**.
   e. Press **Yes**. This should clear the queue. Continue troubleshooting.

   NOTE: You may have to make several attempts to completely clear the print queue.

PART 10: VERIFY PRINTER DRIVER PORT SETTINGS:

1. While in the Printers folder right click on the Brother **"Printer Driver"** and left click on **Printer Properties** if it is not already open.

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 and click **NEXT**.

   NOTE: If you receive a message stating: A port with that name already exists; go back to the printer port wizard and modify the name of the printer port in the second field labeled: Port Name. It cannot be identical to another port that already exists.

8. 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**.

   NOTE: If you receive a message stating that additional port information is required, this indicates that the Brother machine is not recognized on the network. The most common cause of this is a firewall or other security software is active, or it could be caused by an IP conflict between the Brother machine and another network-connected device. Ensure that there is no active firewall and try again. Consult your network admin for further support troubleshooting.

9. Click **CLOSE**.

10. Click **APPLY**. Click on the **General Tab**.

11. Click **PRINT TEST PAGE**.

   - If the test page prints, 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"**, and then left click on **Cancel All Documents**. Continue to **PART 11**.

PART 11: UNINSTALL AND REINSTALL THE BROTHER DRIVERS

1. If you are not already within the Printers folder, click **Start** => **Control Panel** => **Hardware And Sound** => **Devices And Printers**.

2. Right click on the Brother **"Printer Driver"** and select **Remove Device**.

   NOTE: If the printer driver was never installed, refer to the solution: "How do I download and install the full driver and software package for Windows?"

3. Click **Yes.** The driver will delete.

4. Click **Add A Printer**.

5. Click **Network, Wireless, or Bluetooth Printer**.

6. You will see a message stating: **Searching For Available Printers**. The list will populate with available printers.

   NOTE: If the printer driver was never installed, refer to the solution: "How do I download and install the full driver and software package for Windows?"

7. Select your Brother machine from the list of available printers.

8. Click **NEXT**. You will receive a message stating: **Installing Printer**.

9. If you receive a message stating that a driver is already installed, select **Replace the Current Driver** and click **NEXT.**

10. It is recommended that you leave the default printer name and click **NEXT**.

11. Select a **Printer Sharing** option and click **NEXT**.

   NOTE: It is generally not necessary to share a network-connected printer. All compatible network connected computers will generally be able to communicate with the printer through the access point.

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12. If you want to use your Brother machine as the default printer, check **Set as the Default Printer**.

13. Click **FINISH**.

14. Attempt to print again to determine if the issue has been resolved.

- If you are still unable to print after completing the preceding troubleshooting steps, and you are using Personal Firewall software, we recommend that you disable this application and attempt to print again. The Firewall may be blocking the necessary network communication between your computer and the Brother machine. Please contact the Firewall software vendor for assistance with disabling your Firewall.

- Attempt to print from another network-connected computer.

These steps will help determine if the issue is specific to this computer. If you can print from other computers, then contact your computer manufacturer or network administrator for assistance troubleshooting this specific computer.