

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.

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. 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. Verify that there is no Ethernet cable connected between the Brother machine and the router or access point.
2. 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.
3. 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, 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. Proceed to PART 7 to setup 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. Press the **WINDOWS/START** button.
 - b. In the Start Search line type **CMD** and press **ENTER**.
 - c. On the command prompt line type **IPCONFIG** and press **ENTER**
 - d. Locate the line labeled IPv4 Address and note the IP address of the PC. If you do not receive an IP address, this indicates that there is a problem with your computer's network connection. Try restarting the computer, and completing **PART 3** again. If you still do not receive an IP address contact your router manufacturer or network administrator for support.
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. Continue to **PART 5**.
- 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. For instructions on how to join the Brother machine to the network, refer to one of the following solutions:
 - "[How do I join the Brother machine to an Infrastructure Wireless Network?](#)"
 - "[How do I join the Brother machine to an Adhoc Wireless Network?](#)"
2. 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: VERIFY THAT THE PRINTER DRIVER IS INSTALLED AND SET TO DEFAULT

1. Open the Printer Folder:
 - Windows 2000/XP:
Start => (Settings) => Control Panel => Printers (and Faxes)
Start => Control Panel => Printers and Other Hardware => View Installed Printers
 - Windows Vista:
Click **Start => Control Panel => Hardware and Sound => Printers**.
2. Verify that the Brother "**Printer Driver**" is in the list. If the Brother printer is not listed, the driver may not be installed properly. Refer to **PART 10**.
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 6: 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:

Printer Status: Ready (Could also state: OFFLINE or PAUSED-OFFLINE)
Documents: 0 (Could be any number)

2. If there are any documents waiting in the queue, right-click on the Brother printer and select CANCEL ALL DOCUMENTS.
3. If the status states:

OFFLINE: right-click on the Brother printer and check USE PRINTER ONLINE.
PAUSED: right-click on the Brother printer and check RESUME PRINTING.

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

PART 7: VERIFY PRINT PROCESSOR

1. While in the **Printer folder**, right click on the Brother "**Printer Driver**" and left click on 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 8: ATTEMPT A TEST PRINT

1. While in the **Printer folder**, right-click on the Brother "**Printer Driver**" and select **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.
 - Right click on the Brother "**Printer Driver**" and select **Cancel All Documents**.
 - Press **Yes**. This should clear the queue. Continue troubleshooting.

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

PART 9: VERIFY PRINTER DRIVER PORT SETTINGS

1. While in the Printers folder right click on the Brother "**Printer Driver**" and left click on **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 an error stating: "A port with that name already exists", click OK. Then in the Port Name field on the wizard, 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. If you receive a window requesting Additional Port Information, then the computer is not communicating properly with the Brother machine. Some common causes of this issue are Firewalls and security applications, a Conflict with another application running on the computer, or an IP conflict with another device on the network. Troubleshoot or eliminate as many of these factors as possible. Contact your computer manufacturer or network admin to further troubleshoot network communication conflicts.
9. 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**.
10. Click **APPLY**.
11. Click on the **General Tab**.
12. 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**. Click **Yes** and continue to **PART 10**.

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

PART 10: UNINSTALL AND REINSTALL THE BROTHER DRIVERS

1. On the computer click on **WINDOWS/START -> (ALL) PROGRAMS -> BROTHER -> XXX-XXXX (Where X is the model of your Brother machine) -> UNINSTALL**.

Note: If the software is not installed, go 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-ROM for Windows into your CD-ROM drive. If prompted, select your language and model. If the disc does not automatically run, go to **WINDOWS/START -> COMPUTER** and double click on the MFL-PRO icon to run the CD.
5. The CD main menu will appear. Click **Initial Installation**.

6. Click **MFL-Pro Suite Without PaperPort(tm)SE**.

NOTE: This assumes PaperPort has already been installed once. If this software was never installed, you may choose to install the full MFL-Pro Suite from the main CD menu.

7. Choose **Wireless Network Connection** and click **NEXT**.
8. Place a check in **Wireless Settings Checked and Confirmed**, and click **NEXT**.
9. For Windows XP SP2 or greater, Windows Vista, or Windows 7 Windows Firewall Users: If a firewall is detected, choose **Change The Firewall Port Settings To Enable Network Connection And Continue With The Installation (Recommended)**. You may have to click **NEXT** to continue.

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. See the instructions provided with your firewall software for information on how to add the following network ports:

- For network scanning, add UDP port 54925.
 - For network pc-fax receiving, add UDP port 54926.
 - If you still have trouble with your network connection, add UDP port 137.
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.

NOTE: 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 click **NEXT** to continue the installation.
13. 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 access is required for any firmware upgrades.

15. Attempt to print again to determine if the issue has been resolved. If you are still unable to print:
 - Verify that there are no security applications or firewalls running on the computer that could prevent network communication.
 - 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.