

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.

Ensure that you are logged in with Admin rights. 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. On the Brother machine press **MENU 7 (NETWORK), 2 (WLAN), 5 (WLAN STATUS), 1 (STATUS)**.
3. Ensure that the status is ACTIVE (11B/11G) and continue to **PART 3**. If the status is Wired LAN Active, WLAN Off, or CONNECTION FAIL, 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. On the Brother machine:
 - a. Press **MENU, 7 (NETWORK), 2 (WLAN), 1 (TCP/IP), 2 (IP ADDRESS)**
 - b. Make note of the brother machine's IP address and press 2 to exit.
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. Contact your router manufacturer or network administrator for further support with the computer's network connection.
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** 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. Check the following:

- 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.
- 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, or no changes were made continue to **PART 4** to attempt to reestablish communication unless you have already completed Part 4 once. If you have already completed **PART 4**, and are still unable to communicate with the Brother machine, then the issue is likely with the network connection. Contact you network admin or router manufacturer for further assistance with this computer's network connection. If you can print from other computers on the network but cannot ping from this computer on the network, then the issue is specific to the network communication. Contact you network admin or router manufacturer for further assistance with this computer's network connection.

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 10**.

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

1. On the computer Click **START -> (SETTINGS) -> PRINTERS (AND FAXES)**
or
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 step 3. If the Brother printer is not listed, the driver may not be installed properly. Continue to **PART 10** 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 and select **SET AS DEFAULT (PRINTER)**.

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

1. While still in the Printers folder locate the Brother printer 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.

NOTE: If this is not an option, continue to the next step.

4. If the status states: PAUSED, right-click on the Brother Printer driver and check RESUME PRINTING or uncheck PAUSE.
5. 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.
6. Once the driver status has been verified, continue to **PART 8**.

PART 8: 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 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 and continue to the next step.
4. Right click on the printer, then left click on CANCEL ALL DOCUMENTS. Once the documents are cleared, continue to **PART 9** to verify the driver port.

PART 9: CONFIGURE THE DRIVER PORT SETTINGS:

1. While in the Printers folder right click on the Brother driver and left click on PROPERTIES. The Brother printer driver properties screen will now appear.

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. (Note: 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. Try to troubleshoot or 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, then left click on **CANCEL ALL DOCUMENTS** and continue to **PART 10** to uninstall and reinstall the drivers.

PART 10: UNINSTALL AND REINSTALL THE BROTHER DRIVERS

There may be a problem with incomplete, or improper driver installation. To resolve this issue you may need to uninstall and reinstall the drivers. These steps assume use of the driver CD, but the software may also be downloaded.

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, continue 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, ensure that you are logged on to your computer with Administrator rights.

5. Please close any applications running and disable any personal firewall software that may be running before installing the MFL-Pro Suite.
6. Put the supplied CD-ROM into your CD-ROM drive. If the model name screen appears, choose your machine. If the language screen appears, choose your language.

Note: If the CD does not automatically run, double click on My Computer on your desktop, or click WINDOWS/START -> (MY) COMPUTER. Then double click on the Brother MFL-PRO Suite icon to run the CD.

7. The CD-ROM main menu will appear. Click **INITIAL INSTALLATION**
8. Click **INSTALL MFL-PRO SUITE**
9. Choose **WIRELESS NETWORK CONNECTION** and click **NEXT**.
10. Place a check in the box for **WIRELESS SETTINGS CHECKED AND CONFIRMED**, then click **NEXT**.
11. After reading and accepting the ScanSoft PaperPort SE License Agreement, click YES if you agree to the terms.
12. The installation of PaperPort SE will automatically start and is followed by the installation of MFL-Pro Suite.
13. When the Brother MFL-Pro Suite Software License Agreement window appears, click YES if you agree to the Software License Agreement.
14. 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**.
15. 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.
16. If you do not want to monitor the machine's status and error notification from your computer, uncheck **ENABLE STATUS MONITOR**. Otherwise, leave the box checked. Click **NEXT**.
17. 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**.
18. 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.
19. 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.

20. 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.

21. 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.