

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 by pressing MENU -> 6 (PRINT REPORTS) -> 6 (NETWORK CONFIG) -> 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. Go to PART 7 to setup the wireless connection.

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

1. Obtain the computer's IP Address:
  - a. On the computer, click START -> RUN
  - b. Erase anything in the open box and type: COMMAND
  - c. Click OK. A command prompt window will open.
  - d. Type: IPCONFIG
  - e. Press ENTER on your keyboard. You should receive information about your computer's network connection. Make a note of the IP Address. 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.
2. PING the Brother machine:
  - a. On the computer, click START -> RUN
  - b. Erase anything in the open box and type: COMMAND
  - c. Click OK. A command prompt window will open.
  - d. Type: PING xxx.xxx.xxx.xxx (Where xxx.xxx.xxx.xxx is the Brother machine's IP Address listed on the network configuration page printed in PART 2.)
  - e. 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.
  - f. If the number of packets sent DOES NOT equal the number of packets received, then there is a communication problem between the Brother machine and the Computer. Attempt to reestablish communication by completing the following steps:
    - i. Set boot method to Auto. This is necessary so that the Brother machine can attempt to obtain a valid IP address from your router or access point.

- ii. Press MENU, 7 (LAN), 2 (WLAN), 1 (TCP/IP), 1 (BOOT METHOD)
  - iii. Use the up or down arrow key to select AUTO and press OK.
  - iv. Enter the number of tries the machine should make to obtain the IP address. We recommend you to enter 3 or more and press OK. The LCD should display ACCEPTED for a few seconds. Then press STOP/EXIT to return to the main LCD screen.
  - v. Turn the Brother machine off, wait approximately 30 seconds and power the Brother machine back on. Complete PART 3- step 2 again.
- g. If the number of packets sent equals the number of packets received, then this indicates there is communication between the Brother machine and the Computer. Continue to the next step.

#### PART 4: VERIFY THAT THE PRINTER DRIVER IS INSTALLED

1. On the computer Click START -> RUN
2. Type: CONTROL PRINTERS and click OK.
3. Verify that the Brother printer is in the list. If the Brother printer is listed, continue to STEP 4. If the Brother printer is not listed, the driver may not be installed properly. Go to PART 8 to reinstall the Brother driver.
4. 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 5: VERIFY THAT THE PRINTER STATUS IS READY AND THE PRINT QUEUE IS EMPTY

1. Click on START -> RUN
2. Type: CONTROL PRINTERS and click OK.
3. 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:

**Status:** Ready (Could also state: USE PRINTER OFFLINE or PAUSED)

**Documents:** 0 (Could be any number)

4. If there are any documents waiting in the queue, right-click on the Brother printer and select CANCEL ALL DOCUMENTS. This should clear the queue.
5. If the status states:

**USE PRINTER OFFLINE:** right-click on the Brother printer and uncheck USE PRINTER OFFLINE or select USE PRINTER ONLINE depending on your operating system. This should set the printer driver ONLINE.

**PAUSED:** right-click on the Brother printer and uncheck PAUSE PRINTING or click RESUME PRINTING depending on your operating system. This should allow the printer to resume printing.

#### PART 6: CHECK THE DRIVER PORT SETTINGS:

1. Click on START -> RUN
2. Type: CONTROL PRINTERS and click OK.
3. Right click on the Brother driver and left click on PROPERTIES. The Brother printer driver properties screen will now appear.

4. Click the PORTS tab.
5. You will see a list of the available communication ports on your PC (Ex: LPT1:, LPT2:, COM1:, ETC) Scroll down the list and you will see the current network port of your printer. Click on CONFIGURE PORT.
6. When the CONFIGURE PORT screen appears compare the IP address or Node Name with the IP address or Node Name listed on the network configuration page printed in PART 2. If you receive an error and cannot configure the port, close the error and the printer properties window and continue to step 7.
  - a. If the IP address or Node Name is different continue to the next step. If the IP address or node name is not different this issue is likely caused by other connectivity problems or machine errors. Continue to PART 7 to reestablish a network connection.
  - b. In the PRINTER NAME OR IP ADDRESS area enter the IP address or Node Name listed on the network configuration page.
  - c. Click OK and this will return you back to the PRINTER PROPERTIES page.
  - d. Click on the GENERAL tab.
  - e. Click PRINT TEST PAGE.
  - f. A test page should now print correctly. 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 Step 7.
7. Right click on the Brother driver and left click on PROPERTIES. The Brother printer driver properties screen will now appear.
  - a. Click the PORTS Tab.
  - b. Click ADD PORT.
  - c. Choose STANDARD TCP/IP PORT then click NEW PORT. The Standard TCP/IP Printer Port Wizard will appear.
  - d. Click NEXT.
  - e. In the field labeled PRINTER NAME OR IP ADDRESS, type the IP address of your Brother machine from the Network Configuration sheet you printed in PART 2. Click NEXT.
  - f. A screen will appear with information about your Brother machine. Click FINISH.
  - g. Click CLOSE.
  - h. Click APPLY. Click the GENERAL TAB.
  - i. Click PRINT TEST PAGE. A test page should now print correctly. 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 7 to reestablish a network connection.

## **PART 7: ESTABLISH A WIRELESS CONNECTION:**

Before you begin, please gather the 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. This information includes:

- a. SSID (Service Set ID or Network name): The Access Point or Wireless Router is identified by a Network Name.
- b. Encryption Method required by your Router or Access Point.
- c. WEP Key (If needed)
- d. WPA-PSK (TKIP) (If needed)

## **JOINING THE BROTHER MACHINE TO THE WIRELESS NETWORK:**

1. 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.

2. If the Brother machine was previously configured for wireless connection, continue to step 3. If the machine was NOT configured for wireless connection, skip to step 5.
3. 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. Press MENU, 7 (LAN), 0 (FACTORY RESET), 1 (RESET), 1 (YES). The machine will reboot automatically.
4. When the LCD returns to the date and time, wait about 1 minute for the LAN menu to become active, and then continue to the next step.
5. Press MENU 7 (LAN), 2 (WLAN), 2 (SETUP WIZARD).
6. You will be asked to Enable WLAN. Scroll up or down to choose ON, then press OK. The wired network interface will become inactive with this setting.
7. The machine will search for your network and display a list of available SSIDs. You should see the SSID you wrote down earlier. If the machine finds more than one network use the up or down arrow keys to choose your network, then press OK. Then go to step 11. If your access point is set to not broadcast the SSID you will have to manually add the SSID name. Continue to step 8.
8. Select using up or down arrow and press OK.
9. Enter a new SSID using the keypad. Note: The SSID must match the settings of your router or access point.
10. Press up or down arrow to choose INFRASTRUCTURE, and then press OK.
11. Use the up or down arrow, and OK keys to choose one of the options below: If your network is configured for Authentication and Encryption you must match the settings used for your network.
  - a. NO AUTHENTICATION OR ENCRYPTION: Scroll to OPEN SYSTEM, and press OK. Scroll to NONE for Encryption Type and press OK. Then scroll up or down to choose 1 (YES) and press OK to apply your settings. Go to step 15.
  - b. NO AUTHENTICATION WITH WEP ENCRYPTION: Scroll to OPEN SYSTEM, and press OK. Scroll to WEP for the Encryption Type and press OK. Continue to step 12.
  - c. AUTHENTICATION WITH WEP ENCRYPTION: Scroll to SHARED KEY, and press OK. Continue to step 12.
  - d. AUTHENTICATION WITH WPA-PSK (TKIP or AES ENCRYPTION): Scroll to WPA/WPA2-PSK, press OK. Go to step 13.
  - e. AUTHENTICATION WITH LEAP: Scroll to LEAP and press OK. Go to step 14.
12. Choose the appropriate key number and press OK.
  - a. Enter the WEP key you wrote down in earlier using the dial pad. You can use the left or right arrow keys to move the cursor. For example, to enter the letter a, press the 2 key on the dial pad once. To enter the number 3, press the 3 key on the dial pad seven times. The letters appear in this order: lower case, upper case, and numbers.
  - b. Press OK when you have entered all the characters.
  - c. Scroll to 1 (YES) and press OK to apply your settings. Continue to Step 15.

**Note: Most access points and routers can store more than one key, but they will only use one at any time for authentication and encryption.**

13. Scroll to TKIP or AES for Encryption Type and press OK.
  - a. Enter the WPA-PSK Password you wrote down earlier using the dial pad. You can use the left and right arrow keys to move the cursor. For example, to enter the letter a, press the 2 key on the dial pad once. To enter the number 3, press the 3 key on your dial pad seven times. The letters appear in this order: lower case, upper case, and numbers.
  - b. Press OK when you have entered all the characters.
  - c. Scroll to 1 (YES) and press OK to apply your settings. Go to Step 15.
14. Enter the user and press OK. You can use the left and right arrow keys to move the cursor. For example, to enter the letter a, press the 2 key on the dial pad once. To enter the number 3, press the 3 key on your dial pad seven times.
  - a. Enter the password and press OK.
  - b. Scroll to 1 (YES) and press OK to apply your settings. Go to Step 15.
15. Your machine will now try to connect to your wireless network using the information you have entered. If successful, CONNECTED will appear on the LCD. Press STOP/EXIT to clear the message. If CONNECTION NG is displayed then the print server has not successfully connected to your router or access point. Press STOP/EXIT to clear the message and try starting from Step 3 again.
16. Once the machine is connected the machine 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). Continue to the steps below to install the drivers on your computer.

#### PART 8: UNINSTALL AND REINSTALL THE BROTHER DRIVERS

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

**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-ROM for Windows into your CD-ROM drive. If prompted, select your language and model. If the disc does not automatically run, go to MY COMPUTER, which is commonly located on the desktop. Double click on the MFL-PRO icon.
5. The CD-ROM main menu will appear.
  - a. If the software was previously installed or you already have PaperPort, click on INSTALL OTHER DRIVERS OR UTILITIES. Continue to step 6.
  - b. If the software was never installed, or you do not have PaperPort, click INSTALL MFL-PRO SUITE. Skip to step 7.
6. Click MFL-PRO SUITE WITHOUT PAPERPORT(TM) 11SE.
7. Choose WIRELESS NETWORK CONNECTION and click NEXT.
8. Click on CHECKED AND CONFIRMED and then click NEXT.
9. The installation will begin. If you are prompted with the PaperPort software license agreement, click YES if you agree to the terms. The MFL-Pro Suite installation will follow.

**Note: If you chose #MFL-PRO SUITE WITHOUT PAPERPORT(TM) 11SE#, this option will not appear.**

10. If you are asked to choose the components you want to install, you may add True Type fonts and PS Printer driver. It is recommended you leave the other defaults selected and click NEXT. When the Brother MFL-Pro Suite Software License Agreement window appears, click YES if you agree to the Software License Agreement.
11.
  - 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: No devices could be found over the network. When asked to retry, click NO. 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.
12. 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.
13. When the On-Line Registration screen is displayed, click NEXT to continue the installation.
14. When prompted to restart the computer, select YES, I WANT TO RESTARTMY COMPUTER NOW, and click FINISH. The computer will restart. The installation is now complete.

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

15. Attempt to print again.

If you require further assistance, contact Brother Customer Service on 1-877-BROTHER (1-877-276-8437) Monday through Friday, 9:00am to 7:00pm EST, excluding holidays for further support.