

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 Toner Empty. If the LCD screen shows an error, troubleshoot to clear 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 Printer Settings by pressing the OK button 3 times.
3. Look at the last page. Verify the Node Type is Brother NC-7500W, IEEE 802.11b/g (Active). If it is listed as Inactive, you will need to activate the wireless network card.
  - a. With the printer power turned on and the printer Ready, Press + (plus) or - (minus) to choose Network. Press OK.
  - b. Press + (plus) or - (minus) to choose WLAN. Press OK.
  - c. Press + (plus) or - (minus) to choose WLAN ENABLE. Press OK again.
  - d. Press + (plus) or - (minus) to choose ON. Press OK again.
  - e. Wait 1 minute. Press the OK button 3 times to print the settings pages.
4. On the last page, ensure that the Wireless Link Status states: LINK OK, then continue to PART 3.

**NOTE: 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. You will need to reset and configure the wireless network card.**

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

1. Obtain the computer's IP Address:
  - a. On the computer, click START
  - b. In the START SEARCH box type: COMMAND
  - c. Press ENTER. 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. Locate the line labeled IP ADDRESS. 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. With the DOS screen still open, 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.)
  - 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 the number of packets received is zero, then there is a communication problem between the Brother machine and the Computer. (NOTE: Some packets may be lost even if the connection is active. This is especially true in a wireless environment where environmental factors can interfere with the network communication.) You will need to reset and configure the wireless network card.

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

1. On the computer Click START -> CONTROL PANEL -> PRINTERS
2. Verify that the Brother printer is in the list. If the Brother printer is listed, continue on. If the Brother printer is not listed, the driver may not be installed properly.
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 5: VERIFY THAT THE PRINTER STATUS IS READY AND THE PRINT QUEUE IS EMPTY

1. On the computer Click START -> CONTROL PANEL -> PRINTERS
2. 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: OFFLINE or PAUSED)

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

3. 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.
4. If the status states:

**OFFLINE:** right-click on the Brother printer and select USE PRINTER ONLINE. This should set the printer driver ONLINE.

**PAUSED:** right-click on the Brother printer and select RESUME PRINTING. This should allow the printer to resume printing.

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

1. On the computer Click START -> CONTROL PANEL -> PRINTERS
2. Right click on the Brother printer and left click on PROPERTIES. The Brother printer driver properties screen will now appear.
3. Click the PORTS tab.
4. 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. Make a note of this port.

5. Click ADD PORT.
6. Choose STANDARD TCP/IP PORT then click NEW PORT. The Standard TCP/IP Printer Port Wizard will appear.
7. Click NEXT.
8. 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.
9. A screen will appear with information about your Brother machine. 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. Ensure that there is no active firewall and try again. If the machine is still not found, continue to PART 7.)
10. Click CLOSE.
11. Click APPLY. Click the GENERAL TAB.
12. Click PRINT TEST PAGE. A test page should now print correctly. If the test page does not print, click CLOSE and close the PRINTER PROPERTIES window. Right click on the printer, then left click on CANCEL ALL DOCUMENTS. You will need to reset and configure the wireless network card.
13. Attempt to print again. The issue should now be resolved

#### STEP 7: SET THE PRINTER'S IP ADDRESS TO STATIC:

**Brother strongly recommends assigning the printer a static IP Address. You can use the current IP Address or obtain a new IP Address from your network administrator or Internet Service Provider. Once you have obtained an IP Address for the printer you will need to assign that IP Address to the printer and set it as a static IP Address.**

1. Open an Internet web browser (ex. Internet Explorer).
2. Enter the current printer IP Address on the Address line and press the Enter key on the keyboard. This will display the printer's built in web management page.
3. Select Network Configuration. A login screen will appear. The default User Name is admin. The default Password is access. Click OK.
4. Click Configure TCP/IP.
5. Keep the same IP Address or enter the new IP Address in the IP Address field.
6. Next to Boot Method select Static.
7. Click Submit.
8. Close the Internet web browser.
9. Print the Network Configuration from the printer again by pressing the GO button three times. Verify the IP Address listed on the last page is the IP Address your network administrator or Internet service provider supplied to you. To the right of the IP Address, it will indicate (set manually).