

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 Status LED is not lit, 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 LEDs for any error lights. An example would be the Paper or Toner lights be lit. If the LED's show an error, troubleshoot to clear the issue indicated.

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

Verify that there is a secure connection between the Brother machine and the router or access point using an Ethernet cable. If necessary, reseal the cable on both the access point and the Brother machine.

#### PART 3: DOWNLOAD AND RUN THE NETWORK REPAIR UTILITY:

1. [Click here](#) to download the 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.

**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".**

7. Continue to PART 4.

#### PART 4: VERIFY COMMUNICATION BETWEEN THE BROTHER MACHINE AND COMPUTER

1. Obtain the machine's IP address. On the Brother machine:
  - a. Press the GO button 3 times.
  - b. The report will print. On Page 3, find the machine's IP address.
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. A command prompt window will open.
  - c. Type: IPCONFIG and press ENTER.
  - d. 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. If you are unsure of how to reconnect your computer to the

network, 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. Skip 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 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, try another network cable, and other known working ports on the router. Repeat PART 4 after making any adjustments to the configuration. If you still can't ping the Brother machine, continue to Step 4 to reset the network card.

### 4. Perform a Network Factory Reset:

**NOTE: All network settings will be reset with this operation. If you can print/scan from other network-connected computers, then do not complete this step. The issue is specific to this computer's network connection or printing capability. Contact your network admin or computer manufacturer for support.**

- a. Check that the front cover of the printer is closed. Turn OFF the power switch on the right side of the printer.
- b. Press and hold the GO button, and keep holding it down, as you turn on the power switch. The GO button is located on the top left side of the printer below the LEDs.
- c. Keep the GO button pressed down until all the LEDs light up and the Status LED turns off. Release the GO button. Make sure that all the LEDs turn off.
- d. Press the GO button 10 times. The Status LED will flash while the printer is reset. After the printer is reset the Status LED will be lit.
- e. Once the machine powers back on, wait a while for the machine and the access point to re-establish a network connection. It could take up to a minute or more. Repeat PART 4.

## PART 5: VERIFY THAT THE PRINTER DRIVER IS INSTALLED

1. On the computer click Start => (Settings) => Printers (And Faxes) or Printers And Other Hardware then View Installed Printers.
2. Verify that the Brother printer is in the list. If the Brother printer is not listed, the driver may not be installed properly, Go to PART 9 to reinstall the 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 6: 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:

**Status: Ready** (Could also state: (Use Printer) Offline, Paused, etc.)  
**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. This should clear the queue.
3. 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.

**NOTE: If there is no option to set the driver online, continue to the next step to continue troubleshooting.**

4. If the status states: 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. Continue to PART 7.

#### **PART 7: ATTEMPT A TEST PRINT**

1. If you have made any adjustments in PART 3 – PART 5, you will need to attempt to print a test page to determine if the issue has been resolved. If no adjustments were made, skip to PART 8.
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.
4. Right click on the printer, then left click on Cancel All Documents and continue to PART 8.

#### **PART 8: 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. 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 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.

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 on the General Tab.
11. 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 9 to uninstall and reinstall the drivers.

## PART 9: 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 Start => (All) Programs => Brother => XXX-XXXX => Uninstall. (Where X is the model of your Brother machine)

**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. The computer will restart.
4. Insert the supplied CD-ROM for Windows into your CD-ROM drive. The Brother CD-ROM menu should now appear. If the Main install menu does not appear when you insert the CD-Rom follow the steps listed below:
  - a. Click My Computer, which is commonly located on the desktop. **NOTE: Windows XP users may have to click Start => My Computer.**
  - b. Double click on the CD-ROM driver containing the Brother CD-ROM.
5. Select the printer from the main menu.
6. Select the language.
7. Select Install Printer Driver.
8. Select Network Cable Users.
9. The driver installation starts. When the License Agreement window appears, click Yes if you agree to the License Agreement.
10. Select "Standard Installation", and then click Next.
11. For LPR Users, select "Search the network for devices and choose from a list of discovered devices (Recommended)". Or enter your printer's IP address or its node name. Click Next.

For NetBIOS Users, select "Search the network for devices and choose from a list of discovered devices (Recommended)". Click Next.
12. For LPR Users, select your printer and select "LPR (Recommended)", and then click Next.

For NetBIOS Users, select your printer and "NetBIOS", and then click Next.

13. Click Finish. Setup is now complete. Turn your Personal Firewall back on.

**NOTE: If you want to register your product on-line, check On-Line Registration.**

**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 service is required for any firmware updates.**

15. Attempt to print again to determine if the issue has been resolved. If you are still unable to print:

- Try another network cable and another port on the access point.
- 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.